

排除报告的CVP故障服务器在OAMP的不可得到的状态由于SSL配置不匹配

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Introduction

本文描述如何排除门户Cisco用户的语音故障(CVP)报告服务器在操作和管理控制台(OAMP)的不可得到的状态由于安全套接字协议层(SSL)配置不匹配

Prerequisites

Requirements

Cisco 建议您了解以下主题：

- CVP配置
- SSL

Components Used

本文档中的信息基于以下软件版本：

- CVP 11.0(1)
- CVP OAMP

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. 如果您的网络实际，请保证您了解所有命令的潜在影响。

问题说明

在deployment的CVP，报告的CVP服务器被添加到CVP OAMP。 在报告的CVP服务器，服务Cisco CVP CallServer在运行状态。然而，报告的CVP服务器在CVP OAMP的不可得到的状态由于

SSL配置的不匹配。

日志分析

这是OAMP日志片断从OAMP服务器目录收集的C:\Cisco\CVP\OAMP。

```
843: 10.203.72.28: Nov 03 2017 03:12:43.803 -0700: %CVP_11_0_OAMP-3-  
OAMP_OMGR_JMX_CONNECTION_ERROR: Unable to establish JMX connector to URI  
service:jmx:rmi:///jndi/rmi://10.203.72.27:2099/jmxrmi: error during JRMP connection  
establishment; nested exception is:
```

```
javax.net.ssl.SSLHandshakeException: sun.security.validator.ValidatorException: PKIX path  
building failed: sun.security.provider.certpath.SunCertPathBuilderException: unable to find  
valid certification path to requested target [id:7513]
```

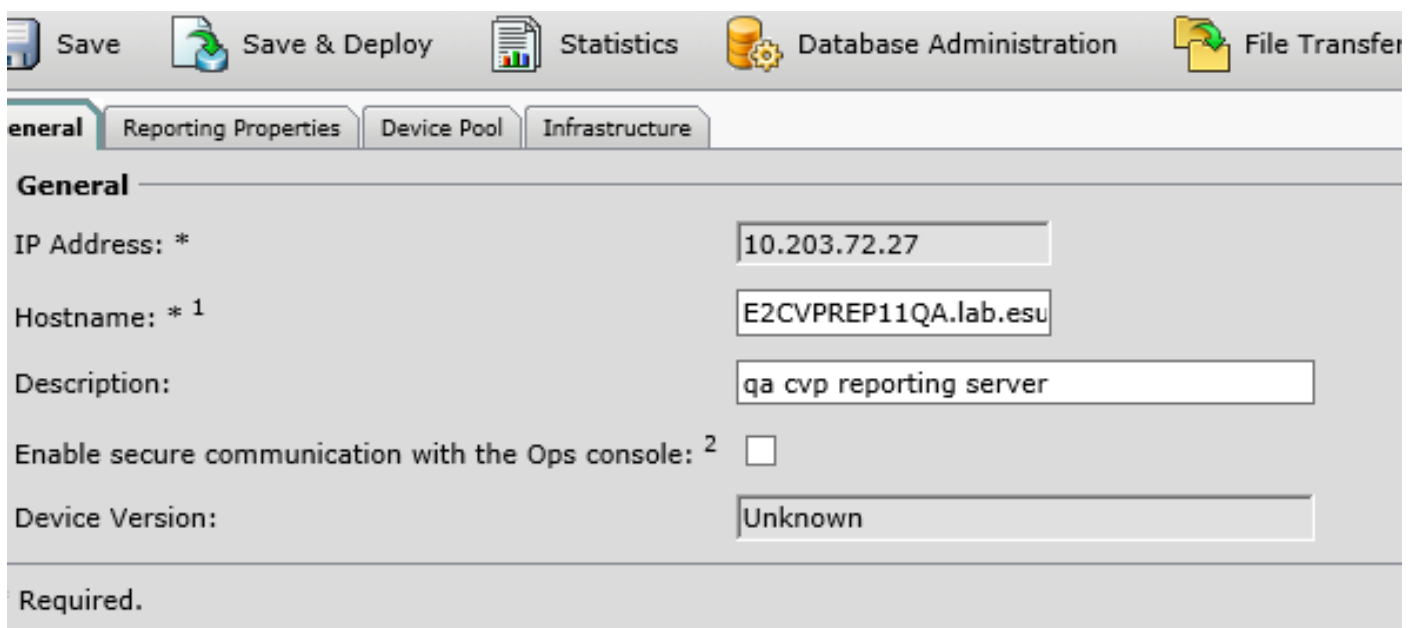
```
848: 10.203.72.28: Nov 03 2017 03:12:43.819 -0700: %CVP_11_0_OAMP-3-  
OAMP_OWEB_FORWARD_DEVICE_EXCEPTION_ERROR: An unexpected exception occurred during operation  
Save&Deploy (Device name: E2CVPREP11QA.lab.esurance.com | Managed address: 10.203.72.27 | Device  
type: Unified CVP Reporting Server): com.cisco.cvp.oamp.omgr.exception.MgmtException: JMX  
connection failed: uri=service:jmx:rmi:///jndi/rmi://10.203.72.27:2099/jmxrmi,rmiTimeout=10
```

程序

Step 1.检查SSL设置对真在orm_jmx.properties文件(%CVP_HOME%\conf\orm_jmx.properties)在报告的CVP服务器。

```
Javax.net.debug = all  
  
com.sun.management.jmxremote.ssl.need.client.auth = false  
  
com.sun.management.jmxremote.authenticate = false  
  
com.sun.management.jmxremote.port = 2099  
  
com.sun.management.jmxremote.ssl = true
```

Step 2.在OAMP，请检查Enable (event)安全通信用Ops控制台没有被启用在报告的CVP服务器，如镜像所显示。



The screenshot shows the OAMP web interface with the following configuration details:

- Save
- Save & Deploy
- Statistics
- Database Administration
- File Transfer
- General (selected)
- Reporting Properties
- Device Pool
- Infrastructure
- General
- IP Address: * 10.203.72.27
- Hostname: * 1 E2CVPREP11QA.lab.esu
- Description: qa cvp reporting server
- Enable secure communication with the Ops console: 2
- Device Version: Unknown
- Required.

解决方案

步骤1.终止在报告的CVP的操作资源管理器(ORM)服务服务器。

步骤2.编辑%`CVP_HOME`% \ conf \ orm_jmx.properties文件并且从真更改
`com.sun.management.jmxremote.sslproperty`值到错误，

保存并且关闭文件。

步骤3.开始ORM服务。

步骤4.连接对OAMP，并且编辑报告各自的CVP服务器配置为了保证在一般选项的安全复选框被不
选定。然后，请选择**Save&Deploy**。

这必须解决问题，并且，在1到2分钟OAMP必须反射报告CVP正确的状态服务器后。