

报告的CVP服务器数据库NightlyPurge故障

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Introduction

本文在报告的Customer Voice Portal (CVP)描述在NightlyPurge进程看到的常见问题服务器。

Prerequisites

Requirements

Cisco建议您有这些题目知识

- CVP
- Windows 2008服务器

Components Used

本文的信息根据报告的CVP服务器8.0以上。

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. If your network is live, make sure that you understand the potential impact of any command.

问题：报告的CVP服务器数据库NightlyPurge故障

在报告的CVP服务器，NightlyPurge进程可以间歇地失效与此错误，
“出故障运行存储过程sp_frag_mgt - 310”

```
10.16.0.15: Jan 14 2014 00:00:03.167 -0500:%CVP_8_5_RPT-6-REPORTING_DB_INFO_MSG:
ackPurgeRunning() sending message: start_ack[id:4013]
10.16.0.15: Jan 14 2014 00:00:03.167 -0500:%CVP_8_5_RPT-6-REPORTING_DB_INFO_MSG: Received
acknowledgement from Reporting subsystem. Message: start_ack [id:4013]
10.16.0.15: Jan 14 2014 00:00:03.167 -0500:%CVP_8_5_RPT-1-REPORTING_DB_STARTING_PURGE: Starting
Reporting (Database: cvp_data)
database purge. Any existing reporting connections will be disconnected. [id:4017]
10.16.0.15: Jan 14 2014 00:00:03.683 -0500: %CVP_8_5_RPT-3-REPORTING_DB_ERROR_MSG: (Database:
cvp_data) runDBPurge -- Failed running the stored procedure sp_frag_mgt: -310
10.16.0.15: Jan 14 2014 00:00:03.683 -0500: %CVP_8_5_RPT-1-REPORTING_DB_PURGE_FAILED:The
Reporting (Database: cvp_data) database purge operation failed [Duration: 0.52
```

seconds].

10.16.0.15: Jan 14 2014 00:00:03.683 -0500: %CVP_8_5_RPT-6-REPORTING_DB_INFO_MSG: Sending purge completed message for Reporting database. Message: 'stop' [id:4013]

10.16.0.15: Jan 14 2014 00:00:03.683 -0500:%CVP_8_5_RPT-6-REPORTING_DB_INFO_MSG: acceptClient() received msg: stop [id:4013]

10.16.0.15: Jan 14 2014 00:00:03.683 -0500:%CVP_8_5_RPT-1-REPORTING_STATE_CHANGE: REPORTING Subsystem state changed to RPT SS RPT1 changes its state to In Service cause Purge ended [id:4001]

解决方案

错误代码"-310"表明表(或相当请分段)已经存在。当清除运行时，片段被分开对名为“垃圾的”表表然后被丢弃。因为清除不成功地运转“Informix.junk”表不被删除在清除进程结束时。通过使用这些步骤，要解决您请需要手工删除表。一旦表被删除，清除成功运行。

步骤1.连接 开始>所有Programs> Informix公司动态Server> cvp_db_<dbname>。

步骤2.输入 dbaccess。

第3.步。从meny，请选择 连接

第4.步。从数据库服务器列表，请选择适当一个。在这种情况下， cvp_data是数据库。

第5.步。在 用户名>>提示键入登录名对于用户登陆。

第6.步。在 密码>>提示请键入用户密码。

步骤7.选择是“ cvp_data”的数据库使用。

步骤8.选择 退出返回到主菜单。

步骤9.选择 查询语言执行查询。

步骤10.运行查询， 丢弃表垃圾

您可以遇到在 dbaccess工具内的此错误

10.16.0.15: Jan 14 2014 00:00:03.167 -0500:%CVP_8_5_RPT-6-REPORTING_DB_INFO_MSG: ackPurgeRunning() sending message: start_ack[id:4013]

10.16.0.15: Jan 14 2014 00:00:03.167 -0500:%CVP_8_5_RPT-6-REPORTING_DB_INFO_MSG: Received acknowledgement from Reporting subsystem. Message: start_ack [id:4013]

10.16.0.15: Jan 14 2014 00:00:03.167 -0500:%CVP_8_5_RPT-1-REPORTING_DB_STARTING_PURGE: Starting Reporting (Database: cvp_data)

database purge. Any existing reporting connections will be disconnected. [id:4017]

10.16.0.15: Jan 14 2014 00:00:03.683 -0500: %CVP_8_5_RPT-3-REPORTING_DB_ERROR_MSG: (Database: cvp_data) runDBPurge -- Failed running the stored procedure sp_frag_mgt: -310

10.16.0.15: Jan 14 2014 00:00:03.683 -0500: %CVP_8_5_RPT-1-REPORTING_DB_PURGE_FAILED:The Reporting (Database: cvp_data) database purge operation failed [Duration: 0.52 seconds].

10.16.0.15: Jan 14 2014 00:00:03.683 -0500: %CVP_8_5_RPT-6-REPORTING_DB_INFO_MSG: Sending purge completed message for Reporting database. Message: 'stop' [id:4013]

10.16.0.15: Jan 14 2014 00:00:03.683 -0500:%CVP_8_5_RPT-6-REPORTING_DB_INFO_MSG: acceptClient() received msg: stop [id:4013]

10.16.0.15: Jan 14 2014 00:00:03.683 -0500:%CVP_8_5_RPT-1-REPORTING_STATE_CHANGE: REPORTING Subsystem state changed to RPT SS RPT1 changes its state to In Service cause Purge ended [id:4001]

纠正此问题，

- 保证登陆的用户帐户是本地Admin。
- 保证报告的服务器在所有域的而不是工作组部分。