排除Jabber登录问题 — 非MRA

目录

<u>简介</u> <u>第1阶段:登录(即时消息和在线状态登录)UI错误:您的用户名或密码不正确。错</u> <u>误代码:"LERR_CUP_AUTH"</u>

简介

本文档介绍在IM and Presence Login阶段的Jabber登录失败时所需的纠正措施。



请参阅

第1阶段:登录(即时消息和在线状态登录)

UI错误:您的用户名或密码不正确 错误代码:"LERR_CUP_AUTH"

通常由于用户身份验证失败导致此错误

解决步骤

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1.检查是否已将用户分配给在线状态节点并且没有用户的重复项(检查系统故障排除程序)

2.确保凭据有效

a.对于LDAP用户,验证用户是否可以登录到ccmenduser页

b.如果ccmenduser页面登录失败,请检查CUCM中的LDAP身份验证设置,并验证相同设置是否 复制到IMP

从Idapauthentication运行sql select * 从Idapauthenticationhost运行sql select *

c.检查该帐户是否未在LDAP中锁定

3.检查服务器是否具有高的TOMCAT CPU消耗

show process load

utils诊断测试

4.在DEBUG模式下收集这些服务的日志

客户端配置文件代理 Cisco Tomcat

UI错误:无法与服务器通信 Jabber错误代码:"LERR_CUP_UNREACHABLE"、"LERR_CUP_TIMEOUT"

通常,此错误是由于IMDB或TCP与IMP的连接问题导致的。

解决步骤

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1.检查IMP FQDN/主机名是否可解析 在Android操作系统上存在一个已知问题,操作系统无法解析仅主机名地址。

可以访问IP地址和FQDN,但仅不能访问主机名。

此外,此问题仅适用于Android设备、MAC、iOS和Windows设备,不会受到此问题的影响。 如果Servers是使用Hostname定义的,请选中CUCM administration > System > Presence Redundancy Groups > DefaultCUPSubcluster(此名称可能已更改)。 如果是,解决方法是在Cluster Topology页面中将服务器名称更改为FQDN或IP地址。

2.验证防火墙/VPN不会阻止与IMP服务器的连接(端口8443,5222)

3.检查是否已将用户分配给在线状态节点并且没有用户的重复项(检查系统故障排除程序)

4.如果也出现此错误,请检查IMP中设置的最低版本是什么,并将其与Jabber版本进行比较。

[CLoginCup::OnLoginFailed] - @LoginMgr:#0,CLoginCup::OnLoginFailed err-code: -1,errstring:客户端不符合最低版本要求。request-token:0 IMP中的配置 https://<IMP>/cupadmin/soapClientTypeEdit.do?key=a80b3d69-4541-454a-8d6e-62f3986a5bc2

3.验证这些服务是否在IMP服务器中运行

思科XCP路由器 Cisco XCP连接管理器 Cisco XCP身份验证服务

4.检查高可用性复制状态

a.utils复制运行时间状态 b.从类型运行pe sql ttlogin select count(*)复制

或

utils imdb_replication status (10.5.2 SU2a及更高版本)

5.如果问题未解决,则收集这些服务的日志。

思科XCP路由器 Cisco XCP连接管理器 Cisco XCP身份验证服务 客户端配置文件代理

提示:如果问题仅针对一个用户,您可以尝试取消分配并重新分配该用户以在CUCM中显示。如果 是系统范围的问题,请收集日志或检查服务状态

UI错误:无法与服务器通信 Jabber错误代码:"LERR_CUP_INTERNAL_ERROR" 通常,此错误是由于IMDB的问题(例如IMDB问题)导致的,请首先检查"Presence Datastore Login"日志。

解决步骤

1.验证这些服务是否在IMP服务器中运行 思科XCP路由器 Cisco XCP连接管理器 Cisco XCP身份验证服务 Cisco Presence登录Datastore

4.检查高可用性复制状态

a.utils复制运行时间状态 b.从类型运行pe sql ttlogin select count(*)复制

或

utils imdb_replication status (10.5.2 SU2a及更高版本)

5.如果问题未解决,则收集这些服务的日志。

思科XCP路由器 Cisco XCP连接管理器 Cisco XCP身份验证服务 客户端配置文件代理 Cisco Presence登录Datastore

提示:如果问题仅针对一个用户,您可以尝试取消分配并重新分配该用户以在CUCM中显示。如果 是系统范围的问题,请收集日志或检查服务状态

第2阶段:XMPP登录(即时消息和在线状态登录)

UI错误:无法与服务器通信 Jabber错误代码:"LERR_JABBER_AUTH <17>:服务器身份验证错误,例如,资源绑定、TLS、 创建会话或SASL错误"

解决步骤

1.检查是否已将用户分配给在线状态节点并且没有用户的重复项(检查系统故障排除程序)

2.如果启用了高可用性,请转到CUCM Administration->Server-> Presence Redundancy Group并 检查它们是否处于正常状态 3.检查高可用性复制状态

a.utils复制运行时间状态

b.从类型运行pe sql ttlogin select count(*)复制

或

utils imdb_replication status (10.5.2 SU2a及更高版本)

4.检查cup-xmpp证书是否有效。

5.检查端口5222是否打开。

6.重新启动服务器。

7.如果迄今已知的唯一修复方案是将根本原因确定为服务器重新启动,请在步骤6之前收集这些服务 的日志。

思科XCP路由器 Cisco XCP连接管理器 Cisco XCP身份验证服务 客户端配置文件代理

UI错误:无法与服务器通信 Jabber错误代码:"LERR_JABBER_UNREACHABLE <16>"、"LERR_CUP_UNREACHABLE <9>"

解决步骤

1.检查IMP FQDN/主机名是否可解析

在Android操作系统上存在一个已知问题,操作系统无法解析仅主机名地址。 可以访问IP地址和 FQDN,但仅不能访问主机名。 此外,此问题仅适用于Android设备、MAC、iOS和Windows设备 ,不会受到此问题的影响。

如果Servers是使用Hostname定义的,请选中CUCM administration > System > Presence Redundancy Groups > DefaultCUPSubcluster(此名称可能已更改),如果是,解决方法是在 Cluster Topology页中将服务器名称更改为FQDN或IP地址。

2.验证防火墙/VPN不会阻止与IMP服务器的连接(端口8443,5222)

3.验证这些服务是否在IMP服务器中运行

思科XCP路由器 Cisco XCP连接管理器 Cisco XCP身份验证服务

4.检查高可用性复制状态

a.utils复制运行时间状态 b.从类型运行pe sql ttlogin select count(*)复制

或

utils imdb_replication status (10.5.2 SU2a及更高版本)

5.如果问题未解决,则收集这些服务的日志。

思科XCP路由器 Cisco XCP连接管理器 Cisco XCP身份验证服务 客户端配置文件代理

6.如果所有用户都遇到相同的错误,可以重新启动服务器以快速恢复。

要收集的日志

RTMT	管理员CLI
思科客户端配置文件代理	file get activelog tomcat/logs/epassoap/log4j/*
思科登录数据存储	file get activelog epas/trace/imdb/sdi/ttlogin/
Cisco Tomcat安全日志	file get activelog tomcat/logs/security/log4j/*
Cisco XCP身份验证服务	file get activelog epas/trace/xcp/log/auth*
思科XCP连接管理器	file get activelog epas/trace/xcp/log/client-cm-1_*.log
思科XCP路由器	file get activelog epas/trace/xcp/log/rtr-jsm-1

如何将日志设置为DEBUG

Charles	
Banda Status:	
WReady	
Select Server	, Service Group and Service
Server*	192.168.100.85CUCM IM and Presence * Go
Service Group*	IM and Presence Services Go
Service*	Cisco XCP Authentication Service (Active)
Apply to Al	Nodes
🗹 Trace On	
Trace Filter S	ettings
Debug Trace Le	evel Debug 👻
Enal	ble All Trace
Trace Output	Settings
Maximum	No of Elast 250
Maximum	No. of Files 250
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Plaxingin	File Size (MB)* 2
race Configura	File Size (MB)* 2
acce configure	File Size (MB)* 2 1000 © Set Default
Save	File Size (MB)* 2 Dictor
Status:	File Size (MB)* 2 Difon 9 Set Default
Save of Ready	File Size (MB)* 2 Rico 9 Set Default
Save Ready Select Server,	File Size (MB)* 2 10:00 9 Set Default
Status: Ready Select Server, Server*	File Size (MB)* 2 tion Set Default Service Group and Service 192.168.100.85CUCM IM and Presence Co
Status: Ready Select Server, Server* Service Group*	File Size (MB)* 2 Biton 2 Set Default 5 Service Group and Service 192.168.100.85CUCM IM and Presence * Go IM and Presence Services * Go
Save Save Status: Ready Select Server, Service Group* Service*	File Size (MB)* 2 3100 > Set Default Service Group and Service 192.168.100.85CUCM IM and Presence © Go IM and Presence Services © Go Cisco XCP Connection Manager (Active) © Go
Status: CR Continuer Save Status: CR Ready Select Server, Server* Service Group* Service* Apply to All	File Size (MB)* 2 Sition > Set Default Service Group and Service 192.168.100.85CUCM IM and Presence * Go IM and Presence Services * Go Cisco XCP Connection Manager (Active) * Go Nodes
Status: Ready Server* Service Group* Service* Apply to All Trace On	File Size (MB)* 2 AltGD 2 Set Default 5 Service Group and Service 192.168.100.85CUCM IM and Presence * Go IM and Presence Services * Go Clisco XCP Connection Manager (Active) * Go Nodes
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Save Status: Control Control	File Size (MB)* 2 Rion > Set Default Service Group and Service 192.168.100.85CUCM IM and Presence © Go IM and Presence Services © Go Cisco XCP Connection Manager (Active) © Go Nodes ettings well Debug
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race Configu	ration
识 Save 💡	🦻 Set Default
Status:	
() Ready	
Select Serve	r, Service Group and Service
Server*	192.168.100.85CUCM IM and Presence Y Go
Service Group	* IM and Presence Services • Go
Service*	Cisco Client Profile Agent (Active)
Apply to A	All Nodes
Trace On	
Trace Filter	Settings
Debug Trace I	Level Debug 👻
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Maximur	m No. of Files* 250
Maximur	m File Size (MB)* 1
race Configurat	lion
🔜 Save 🤣	Set Default
Status:	
Ready	
Select Server,	Service Group and Service
Server*	192.168.100.85CUCM IM and Presence V Go
Service Group*	IM and Presence Services Go
Service*	Cisco Login Datastore (Active) Go
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V Enab	e All Trace
Trace Output S	lettings
Trace Output S	Settings No. of Files* 250

从RTMT收集日志

System	Trace & Log Central										
System Summary	Trace & Log Central										
System Summary											
Server	Collect Files Cuery Wizard Select IM_AND_PRESENCE Services/Applications										
CRI Lond Momory											
CPO and Memory	Schedule Collection	ers									
Process											
- Sisk Usage	🗢 🛄 Real Time Trace	Name	All Servers	ccmpub10.vucis2.com ccmsu							
	Collect Crash Dum	Cisco AXL Web Service									
Critical Services	Collect Install Logs	Cisco Bulk Provisioning Service									
Performance	Audit Logs	Cisco Client Profile Agent	► E								
 Performance 		Cisco Config Agent									
Performance Log Viewer		Cisco IM and Presence Admin									
Tests		Cisco IM and Presence Data Monitor									
loois		Cisco Intercluster Sync Agent									
Alert Central		Cisco Cólin Datastore									
Sentral Trace & Log Central		Cisco Presence Datastore									
o lob Status		Cisco Presence Engine									
Sub Status		Cisco RCC Device Selection Service									
SysLog Viewer		Cisco Route Datastore									
		Cisco SIP Proxy									
		Cisco SIP Registration Datastore									
AuditLog Viewer		Cisco Server Recovery Manager									
		Cisco Sync Agent									
		Cisco XCP Authentication Service	2	₽ E							
		Cisco XCP Config Manager									
		Cisco XCP Connection Manager	V	Ľ IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII							
		Cisco XCP Directory Service									
		Cisco XCP File Transfer Manager									
		Cisco XCP Message Archiver									
		Cisco XCP Router									
		Cisco XCP SIP Federation Connection Man									
		Cisco XCP Text Conference Manager									
	8										
		< Back	Next> Finish	Cancel							
Voice/Video			_								
AnalysisManager	Tr.	ace&LogCentral									
IM and Presence											

<u>File System Voice/Video Analy</u>	sisManager IM and Presence	Edit Window Application Help							
Real Time Monitoring To	OO For Cisco Unified Communicat	ions Solutions							
System	Trace & Log Central								
System Summary Server CPU and Memory Process Disk Usage Critical Services Performance Performance Log Viewer Tools Ind Coetrol Trace & Log Central SysLog Viewer VLT AuditLog Viewer	 Trace & Log Central Remote Browse Collect Files Query Wizard Schedule Collectior Local Browse Real Time Trace Collect Crash Dumi Collect Install Logs Audit Logs 	Collect Files Select System Services/Applications Select System Services/Applications Sel Name Cisco Role-based Security Cisco Row Information Spooling Cisco SOAP Web Service Cisco SOAP Web Service Cisco SOAP Web Service Cisco Serviceability Reporter CallActivitiesR Cisco Serviceability Reporter CallActivitiesR Cisco Serviceability Reporter DeviceReport Cisco Serviceability Reporter DeviceReport Cisco Serviceability Reporter ServerReport Cisco Stored Procedure Trace Cisco Tomcat Cisco Tomcat Cisco Tomcat Call Service Cisco Unified OS Platform API Cisco Unified OS Platform API Cisco Unified OS Platform API Cisco Unified Reporting Web Service Cisco WebDialerRedirector Web Service Cisco WebDialerRedirector Web Service Cisco WebPialerRedirector Web Service Cisco WebPialerRedirector Web Service Cisco WebPialerRedirector Web Service Cisco Viewer-Application Log Event Viewer-System Log FIPS Logs	ect all Services on all Serv All Servers	rers	×				
Voice/Video									
AnalysisManager		Trace&LogCentral							
IM and Presence									

常规检查

utils诊断测试

utils service list

utils dbreplication runtimestate

admin:utils dbrep	lication runtimesta	te				
Server Time: Tue	Mar 28 09:24:30 IST	2017				
Cluster Replicati	on State: Only avai	lable on t	he PUB			
DB Version: ccml0 Repltimeout set t PROCESS option se Cluster Detailed	_5_1_13900_2 .o: 300s t to: 1 View from IMPSUB-10	51SU3 (2 S	ervers):			
SERVER-NAME	IP ADDRESS	PING (msec)	DB/RPC/ DbMon?	REPL. QUEUE	Replication Group ID	REPLICATION SETUP (RTM [*]) & DB Status
IMPPUB-1051SU3 IMPSUB-1051SU3	192.168.100.85 192.168.100.86	6.163 0.025	Y/Y/Y Y/Y/Y	0 0	(g_4) (g_5)	(2) Setup Completed (2) Setup Completed

admin:run pe sql ttlogin select count(*) from typesysreplication sqlRv(t) sqlstmt(select count(*) from typesysreplication;) ***result set start*** count(0), success(t) ***result set end***

utils status ha

Presence Redundancy Group Configur	tion				Related	Links: Back To Fi	Presence Topology	Pr	esence Topology Details
📊 Save 🗶 Dekte 👍 Add New	_						All Unassigned Users (0)	ſ	Status
Status							All Assigned Users (0)		Node status updated (6:12:39 PM)
(i) Update successful									Presence Redundancy Groups
Presence Redundancy Group Configura	tion								Indicates Presence Redundancy Group IM&P database publisher node
Name* DefaultCUPSubcluster									Candicates Intercluster Connection
Description Default subcluster									
Presence Redundancy Group Configura	tion								DefaultCUPSubcluster
Presence Server* 192.168.100.85									
Presence Server 192.168.100.86		•							192.168.100.85
High Availability									YXXX I O UNION
Enable High Availability									5 100 160 100 06 9
Montored Server	A	ssigned Users	Active listers	Server State	Reson	Server			192.100.100.00
192.168.100.85	0		0	Normal	Normal	Fallover			
192.168.100.86	0		0	Normal	Normal	Fallover			

关于此翻译

思科采用人工翻译与机器翻译相结合的方式将此文档翻译成不同语言,希望全球的用户都能通过各 自的语言得到支持性的内容。

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