

ICM/UCCE企业版版本7.x - 日志记录器DTP不连接到远程监听程序

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在Cisco Unified Contact Center Enterprise (UCCE) (以前IP联络中心(IPCC)的中)并且Cisco Unified智能联络管理(ICM)企业环境， ICM系统运行7.x或以上不能打电话家对远程监听程序。本文描述问题和解决方法。

[Prerequisites](#)

[Requirements](#)

Cisco 建议您了解以下主题：

- Microsoft Windows服务器2003
- 如何编辑主机文件
- Cisco UCCE和ICM企业7.x和以后

[Components Used](#)

本文的信息根据Cisco UCCE和ICM企业版本7.x和以上。

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.

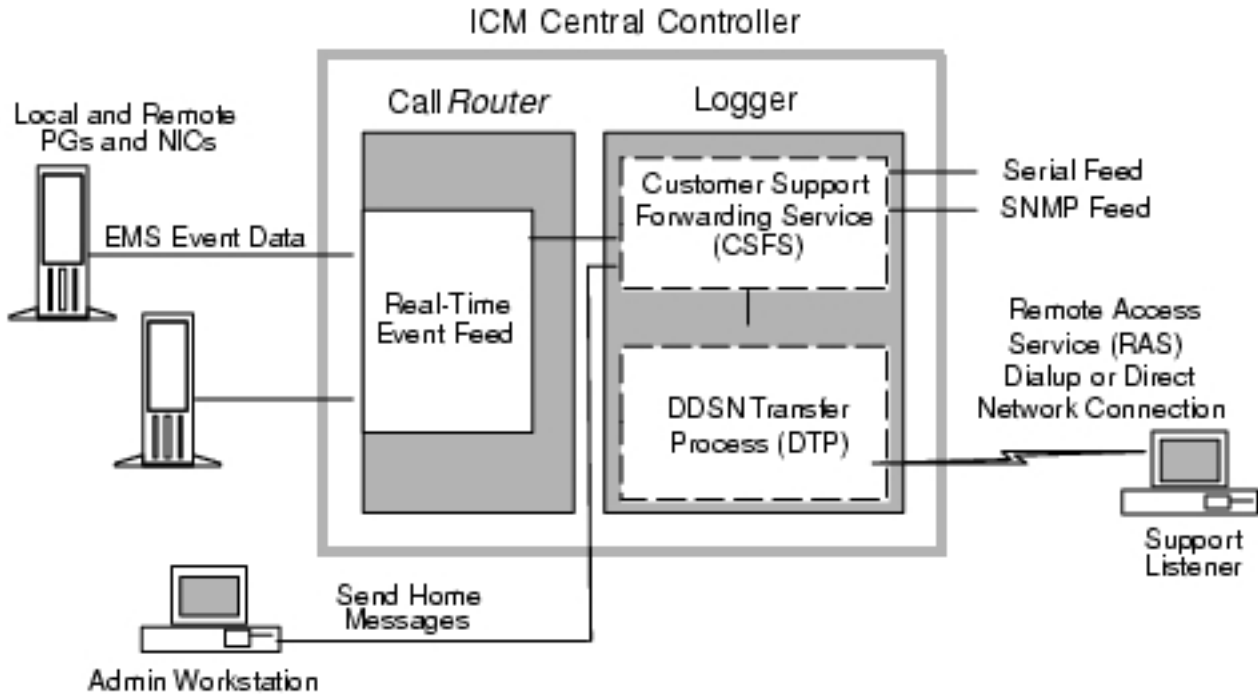
[Conventions](#)

Refer to [Cisco Technical Tips Conventions](#) for more information on document conventions.

背景信息

在用户站点运行ICM记录器的每台计算机配备有调制解调器支持分布式诊断和服务网络(DDSN)。日志记录器发送数据到监听程序通过拨号连接使用在日志记录器和Windows远程访问服务(RAS)的Windows拨号网络在日志记录器位于允许拨入或直接网络连接的用户位置，当图1显示。

图1 - DDSN概述



问题

UCCE和ICM企业系统版本7.x或以上不能打电话家对远程监听程序。这是由于的一部分对在Windows 2003服务器使用的协议上的变化。Cisco ICM 7.x和以后当前使用在远程访问服务(RAS)连接的TCP/IP与监听程序，但是无法设立网络驱动器。这在用户站点造成日志记录器不发送ICM警报到监听程序。

这些错误在拨号的日志记录器能被看到电话(DTP)日志文件。您能使用[Dumplog程序](#)为了发现DTP日志。

Note: 在此输出中，xxxxxxxxxx表示日志记录器设法连接监听程序的域名。

```
00:25:00 la-dtp Trace: UseRasPhoneBookEntry -- Using Modem Device,
Courier V.Everything EXT PnP (V90-x2), for connection.
00:25:00 la-dtp Trace: Waiting for RAS Connection to be established...
00:25:37 la-dtp Trace: RAS Connection wait has completed.
00:25:39 la-dtp Trace: Error[1203] Failed To Connect Network Drive '\\xxxxxxxxxx\ipc$'
using Password xxxxxx, UserName xxxxxx, and Domain xxxxxxxxxxxx
00:25:39 la-dtp Trace: Error Removing Remote Resource '\\GEOCSCLNRB\ipc$'
00:26:01 la-dtp Trace: Error Removing Remote Resource '\\GEOCSCLNRB\ipc$'
00:26:01 la-dtp Trace: Attempting to Use Backup System for Phone Home
00:26:01 la-dtp Trace: UseRasPhoneBookEntry -- Using Modem Device,
Courier V.Everything EXT PnP (V90-x2), for connection.
00:26:01 la-dtp Trace: Waiting for RAS Connection to be established...
00:26:39 la-dtp Trace: RAS Connection wait has completed.
```

```
00:26:41 la-dtp Trace: Error[1203] Failed To Connect Network Drive '\\xxxxxxxxxxx\ipc$'
using Password xxxxxx, UserName xxxxxx, and Domain xxxxxxxxxxxx
00:26:41 la-dtp Trace: Error Removing Remote Resource '\\xxxxxxxxxxx\ipc$'
00:27:04 la-dtp Trace: Error Removing Remote Resource '\\xxxxxxxxxxx\ipc$'
00:27:04 la-dtp Trace: RASConnectRet: Returned [1203] - '30360749_20070226_070407.now'
Not Copied
00:27:04 la-dtp Trace: RASCopy of '30360749_20070226_070407.now' Failed -
Waiting 3600 Seconds before Next Attempt
```

解决方案

在日志记录器上，请添加远程监听程序的计算机名称和IP地址到位于
<dir>:\WINDOWS\system32\drivers\etc的主机文件：

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Related Information

- [Cisco ICM/IPCC企业的ICM管理指南&主机版本](#)
- [Technical Support & Documentation - Cisco Systems](#)