重置CVP OAMP丟失管理員密碼

目錄

<u>簡介條件</u> <u>必要條件</u> <u>累採用題決證</u> 擬 難 期 解

簡介

本文檔介紹在UCCE環境中重置丟失的CVP OAMP管理員密碼的步驟。

必要條件

需求

思科建議您瞭解以下主題:

- 整合客服中心企業版(UCCE)
- •客戶語音入口網站(CVP)

採用元件

本文檔中的資訊基於UCCE和CVP 12.6。

本文中的資訊是根據特定實驗室環境內的裝置所建立。文中使用到的所有裝置皆從已清除(預設))的組態來啟動。如果您的網路運作中,請確保您瞭解任何指令可能造成的影響。

問題

OAMP應用程式的密碼丟失:管理員使用者。

解決方案

您可以使用這些步驟為CVP操作、管理、維護和調配(OAMP)(也稱為CVP操作控制檯)重置使用 者帳戶管理員密碼。

要重置所有其他使用者密碼,您可以使用管理員帳戶登入CVP OAMP介面,重置或更改所有其他使 用者密碼。 步驟1.連線到CVP OAMP伺服器,從服務中停止Cisco CVP OPSConsoleServer。



步驟2.Cisco CVP OPSConsoleServer 服務停止後,從CVP OAMP伺服器的cmd運行指令碼 %CVP_HOME%\bin\mgr-init.bat -install <NewPassword>,其中<Newpassword>是CVP OAMP管 理員使用者的新密碼。

Administrator: Command Prompt

Microsoft Windows [Version 10.0.14393] (c) 2016 Microsoft Corporation. All rights reserved.

C:\Users\Administrator>cd C:\Cisco\CVP\bin

C:\Cisco\CVP\bin>mgr-init.bat -install <NewPassword>____

用必須滿足以下條件的新密碼替換<NewPassword>:

Passwords must meet all the following criteria:

- Maximum password length is eighty (80) characters.
- Minimum password length is twelve (12) characters
- . The password must contain characters from at least three of the following classes:
 - Lowercase letters (abcdefghijklmnopqrstuvwxyz)
 - Uppercase letters (ABCDEFGHIJKLMNOPQRSTUVWXYZ)
 - Digits (012345689)
 - The following special characters:
 - !#\$&()*+-./:<?@</p>
 - · [\]^_
 - · {}~
- . No character in the password can be repeated more than three (3) times consecutively.
- Password must not repeat or reverse username.

步驟3.您可以忽略顯示的「ERROR Exception」。當它成功運行時,您可以在結束時看到**Default** installation completed successfully。

an Administrator: Command Prompt	-		×
log4j:WARN No appenders could be found for logger (org.apache.commons.configuration.ConfigurationUtils). log4j:WARN Please initialize the log4j system properly.			
log4j:WARN See http://logging.apache.org/log4j/1.2/faq.html#noconfig for more info.			
log4]:ERROR Exception occured while construction socket, flip to the other server.			
log4]:ERROR Exception occured while construction socket, flip to the other server.			
log4j:ERROR Exception occured while construction socket, flip to the other server.			
log4j:ERROR Exception occured while construction socket, flip to the other server.			
log4j:ERROR Exception occured while construction socket, flip to the other server.			
log4j:ERROR Exception occured while construction socket, flip to the other server.			
log4j:ERROR Exception occured while construction socket, flip to the other server.			
log4j:ERROR Exception occured while construction socket, flip to the other server.			
log4j:ERROR Exception occured while construction socket, flip to the other server.			
log4j:ERROR Exception occured while construction socket, flip to the other server.			
log4j:ERROR Exception occured while construction socket, flip to the other server.			
log4j:ERROR Exception occured while construction socket, flip to the other server.			
Executing statement: SELECT COUNT(*) AS usercount FROM admin.user_data WHERE userid='Administrator'			
The user, Administrator, has been successfully validated.			
Executing statement: update admin.user_data set password='0ktxrKkbMRQlVd7fngvE6g==', salt='fuqs3qJEvwCD26	naeGrq	yg==',	ha
sh_version=1 where userid='Administrator'			
Default installation completed successfully			
C:\Cisco\CVP\bin>_			

步驟4.從Services啟動Cisco CVP OPSConsoleServer。



Service Control	×
Windows is attempting to start the following service on Local Computer Cisco CVP OPSConsoleServer	
Close	

驗證

測試登入CVP OAMP介面以確認新密碼是否有效。

疑難排解

如果命令未返回Default installation completed successfully,則出現2個常見錯誤。

1. 「發生資料庫錯誤」表示服務未正確停止。

Administrator: Command Prompt	-	\times
log4j:WARN No appenders could be found for logger (org.apache.commons.configuration.ConfigurationUtils).		^
log4j:WARN Please initialize the log4j system properly.		
log4j:WARN See http://logging.apache.org/log4j/1.2/faq.html#noconfig for more info.		
log4j:ERROR Exception occured while construction socket, flip to the other server.		
log4j:ERROR Exception occured while construction socket, flip to the other server.		
log4j:ERROR Exception occured while construction socket, flip to the other server.		
log4j:ERROR Exception occured while construction socket, flip to the other server.		
log4j:ERROR Exception occured while construction socket, flip to the other server.		
log4j:ERROR Exception occured while construction socket, flip to the other server.		
log4j:ERROR Exception occured while construction socket, flip to the other server.		
log4j:ERROR Exception occured while construction socket, flip to the other server.		
log4j:ERROR Exception occured while construction socket, flip to the other server.		
log4j:ERROR Exception occured while construction socket, flip to the other server.		
log4j:ERROR Exception occured while construction socket, flip to the other server.		
log4j:ERROR Exception occured while construction socket, flip to the other server.		
Database error occured		
C:\Cisco\CVP\bin>		

您必須從CVP OAMP伺服器停止**Cisco CVP OPSConsoleServer**服務,如本文檔的「解決方案」一 章中共用的,從Windows **Services**停止。

2. 「無效密碼」錯誤表示密碼的建立沒有安全限制。

🔤 Administrator: Command Pr	rompt				_	\times
log4j:WARN No appenders	s could be found for logge	r (org.apache.	.commons.confi	guration.ConfigurationUtils).		^
log4j:WARN Please initi	lalize the log4j system pr	operly.				
log4j:WARN See http://l	logging.apache.org/log4j/1	.2/faq.html#nd	oconfig for mo	pre info.		
log4j:ERROR Exception o	occured while construction	socket, flip	to the other	server.		
log4j:ERROR Exception of	occured while construction	socket, flip	to the other	server.		
log4j:ERROR Exception of	occured while construction	socket, flip	to the other	server.		
log4j:ERROR Exception of	occured while construction	socket, flip	to the other	server.		
log4j:ERROR Exception of	occured while construction	socket, flip	to the other	server.		
log4j:ERROR Exception of	occured while construction	socket, flip	to the other	server.		
log4j:ERROR Exception of	occured while construction	socket, flip	to the other	server.		
log4j:ERROR Exception o	occured while construction	socket, flip	to the other	server.		
log4j:ERROR Exception o	occured while construction	socket, flip	to the other	server.		
log4j:ERROR Exception o	occured while construction	socket, flip	to the other	server.		
log4j:ERROR Exception o	occured while construction	socket, flip	to the other	server.		
log4j:ERROR Exception of	occured while construction	socket, flip	to the other	server.		
Invalid password.						
C:\Cisco\CVP\bin>						

您必須滿足為密碼列出的所有條件項:

Passwords must meet all the following criteria:

- Maximum password length is eighty (80) characters.
- Minimum password length is twelve (12) characters
- The password must contain characters from at least three of the following classes:
 - Lowercase letters (abcdefghijklmnopqrstuvwxyz)
 - Uppercase letters (ABCDEFGHIJKLMNOPQRSTUVWXYZ)
 - Digits (012345689)
 - The following special characters:
 - !#\$&()*+-./:<?@</p>
 - . [\]^_
 - {}~
- . No character in the password can be repeated more than three (3) times consecutively.
- Password must not repeat or reverse username.

關於此翻譯

思科已使用電腦和人工技術翻譯本文件,讓全世界的使用者能夠以自己的語言理解支援內容。請注 意,即使是最佳機器翻譯,也不如專業譯者翻譯的內容準確。Cisco Systems, Inc. 對這些翻譯的準 確度概不負責,並建議一律查看原始英文文件(提供連結)。