# 診斷框架Portico手動安裝和日誌檔案

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## 簡介

本文檔介紹用於恢復Cisco Unified Contact Center Enterprise(UCCE)診斷框架Portico安裝失敗的過程。

### 必要條件

#### 需求

思科建議您瞭解以下主題:

- Cisco UCCE
- •診斷框架門廊
- Microsoft Windows服務、登錄檔和CLI

#### 採用元件

本檔案中的資訊是根據Cisco UCCE版本8.5和9.0。

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。如果您的網路正在作用,請確保您已瞭解任何指令可能造成的影響。

### 問題

全新安裝或刷新升級後,可能無法載入「診斷框架」門戶頁面。此外,Cisco Intelligent Contact Management(ICM)Diagnostic Framework**服務**可能未出現在services.msc中。

#### 疑難排解

從Portico運行的本地伺服器訪問這些URL,以訪問Portico Diagnostic頁面。確保針對您的**環境更新** <UCCE-server-IP>和<Instance-Name>佔位符。

- https://localhost:7890/icm-dp/rest/DiagnosticPortal/GetMenu
- https://<UCCE-server-IP>:7890/icm-dp/rest/DiagnosticPortal/GetMenu
- https://<UCCE-server-IP>:7890/icm-

dp/rest/AnalysisManager/GetMenu?InstanceName=<**Instance-Name**> 如果上述URL無效,請參閱這些日誌檔案以瞭解其他資訊:

- C:\ icm\serviceability\diagnostics\logs
- C:\Temp\icminstall.log

如果其中任一日誌引用了安裝程式錯誤,您可以檢視InstallUtil日誌。為此,請導覽至C:> Windows > Microsoft.NET > Framework > v2.0.50727 > InstallUtil,然後開啟InstallUtil.INSTALLLOGFILE。

# 解決方案

完成以下步驟,以便手動安裝診斷框架:

- 1. 開啟命令提示符。
- 2. 輸入以下命令:
  - C:\Windows\Microsoft.NET\Framework\v2.0.50727\InstallUtil.exe
  - C:\icm\serviceability\diagnostics\bin\DiagFwSvc.exe

```
診斷框架現已安裝,如下圖所示:
```

```
Microsoft Windows (Uersion 6.1.7601)
Cupyright (c) 2099 Microsoft Corporation. All rights reserved.
C:\Users\Administrator>C:\Windows\Microsoft.NET\Framework\v2.0.50727.lnstallUtil.exe C:\ica\serviceability\di
Microsoft (R) AHT Framework Installation utility Version 2.0.50727.lnstallUtil.exe C:\ica\serviceability\di
Copyright (c) Microsoft Corporation. All rights reserved.
Running a transacted installation.
Beginning the Install phase of the installation.
See the contents of the log file for the C:\ica\serviceability\diagnostics\bin\DiagFwSvc.exe assembly's progr
The file is located at C:\ica\serviceability\diagnostics\bin\DiagFwSvc.exe assembly's progr
Installing assembly 'C:\imsterviceability\diagnostics\bin\DiagFwSvc.exe assembly's progr
Installing service DiagFwSvc...
Service DiagFwSvc.installed.
Creating Verticeability\diagnostics\bin\DiagFwSvc.exe assembly's progr
The file is located at C:\ica\serviceability\diagnostics\bin\DiagFwSvc.exe assembly's progr
The file is located at C:\ica\serviceability\diagnostics\bin\DiagFwSvc.exe'.
Affected parameters are:
logfile = C:\ica\serviceability\diagnostics\bin\DiagFwSvc.exe'
```

如果服務已經存在於您的電腦上,您將收到以下消息:

An exception occurred during the Install phase.

System.ComponentModel.Win32Exception: The specified service already exists

安裝以互動方式執行;如果其中一個元件安裝失敗,則推遲所有其他元件的安裝。未處理解除安裝 。

**附註**:手動安裝Diagnostic Framework Portico後,進程(在下一個螢幕截圖的右下方)可能 無法顯示狀態。如果安裝正確,螢幕截圖左下角的資訊將會顯示。

Diagnostic Framework Portico - Windows Internet Explorer		Unified ICM-CCE-CCH Diagnostic Framework Portico - Windows Internet Explorer	
calhost: 789	0/icm-dp/t 🔎 💌 😒 🤧 🔀 🥔 🚧 🔀 🥥 Unified IOM-CCE	7890/cm- 🔎 😨 🔛 👉 🗙 🎯 Unified ICM-	
onCate onCate s ense nents	CTI Server 1B nodeman.exe : 2.00:21:50 pmm exe : 2.00:21:46 Ctisrvr.exe : ucce-CG1B ctisvr - [IDLE 10.10.10.13] F CTI OS Server 1 Administration and Data Server nodeman.exe : 2.00:21:12 nmm.exe : 2.00:21:12 nmm.exe : 2.00:21:08 configlogger.exe : ucce-Distributor configlogger : 2 cmsnode.exe : ucce-Distributor console : 2.00:20:3 Cms_JServer.exe : ucce-Distributor replication : 2.00:2 replication.exe : ucce-Distributor replication : 2.00:2 rtclient.exe : ucce-Distributor rtclient : 2.00:20:32 rtdist.exe : ucce-Distributor rtdist : 2.00:20:32 undateaw.exe : ucce-Distributor undateaw : 2.00:20	GetAlarms Configuration ListConfigurationCate GetConfigurationCate Inventory ListAppServers License GetProductLicense Log ListLogComponents ListLogFiles	CTI Server 1A nodeman.exe : 2.00:23:07 nmm.exe : 2.00:23:05 ctisrvr.exe : 2.00:23:03 CTI OS Server 1 Administration and Data Server nodeman.exe : 2.00:22:07 nmm.exe : 2.00:22:02 configlogger.exe : 2.00:21:45 cms.node.exe : 2.00:21:45 replication.exe : 2.00:21:45 rtclient.exe : 2.00:21:45 rtclient.exe : 2.00:21:45 rtclient.exe : 2.00:21:45 undateaw.exe : 2.00:20:47
e xelnform rValue ormation	Logger B nodeman.exe : 2.00:21:12 nmm.exe : 2.00:21:12 csfs.exe : ucce-LoggerB csfs : 2.00:20:50 recovery.exe : ucce-LoggerB replication : 2.00:20:50 replication.exe : ucce-LoggerB replication : 2.00:20:50 configlogger.exe : ucce-LoggerB configlogger : 00: histlogger.exe : ucce-LoggerB histlogger : 00:21:45 Peripheral Gateway 1B nodeman.exe : 2.00:21:47 nmm.exe : 2.00:21:45 itapigw.exe : ucce-PG1B jtapigw - jgw1 - [IDLE]:	Network GetNetStat GetIPConfig GetTraceRoute GetPing Performance GetPerformanceInform GetPerfCounterValue Platform GetPlatformInformation	Logger A nodeman.exe : 2.00:22:06 nmm.exe : 2.00:22:06 configlogger.exe : 2.00:22:04 csfs.exe : 2.00:22:04 histlogger.exe : 2.00:22:04 recovery.exe : 2.00:22:04 replication.exe : 2.00:22:03 Peripheral Gateway 1A nodeman.exe : 2.00:23:06 nmm.exe : 2.00:23:05 itapigw.exe : 2.00:22:26 mdreeree.exe : 1.00:11:14

如果ICM Diagnostic Portico ListProcesses和Unified CLI **show processes**命令在手動安裝完成後不 顯示ICM進程的狀態,請導航到HKEY\_LOCAL\_MACHINE > SYSTEM > CurrentControlSet > services > DiagFwSvc,並驗證Type設定為0x0000110(272)。



如果需要登錄檔更改,請重新啟動伺服器以提交更改。重新啟動後,UCCE進程的狀態應正確顯示 。