# 無法在CVP OAMP伺服器中新增CVP CallServer

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## 簡介

本檔案介紹透過CVP思科營運主控台(OAMP)新增思科客戶語音入口網站(CVP)通話伺服器時發現的 問題,並提供可行的解決方案。

### 必要條件

#### 需求

思科建議您瞭解以下主題:

- CVP通話伺服器
- CVP OAMP

#### 採用元件

本檔案中的資訊是根據CVP 10.0版。

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。

### 將CVP呼叫伺服器新增到CVP OAMP時報告錯誤

將CVP呼叫伺服器新增到CVP OAMP時,會報告錯誤。按一下Save and Deploy時會顯示此錯誤。

步驟1。若要將CVP通話伺服器新增到CVP OAMP中,請登入CVP OAMP並導覽至**Device** Management > Unified CVP Call Server,如下圖所示。

No.201.198.12 - Remote Desktop	Connection				
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Unified CVP Call Serve	er Configuration				
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General		Turn on Services			
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Hostname: *	CVP90POD2	IVR: 🔽			
Description:	CVP Server	SIP: V			
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* Required.					
<sup>1</sup> Change in value requir	res machine reboot.				
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步驟2.按一下**Save and Deploy**。您會收到一個錯誤,指示無法建立CVP呼叫伺服器,因為它已經存 在於另一個CVP操作控制檯(OPSConsole)中,如本圖所示。

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System - Device Management - User Management -	Bulk Administration + SNMP +	Tools - Help -		
Unexpected Error	File Transfer			
O Unified CVP Call Server device with IP Addre	ss: 10.201.198.12 and Hostr	name: CVP90POD2S cannot be created. The device is already	managed by another OPSConsole.	
				Back
		Copyright © 2013 Cisco Systems, Inc.		
4				<u>*</u>
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#### 目標CVP呼叫伺服器的配置中包含OAMP ID,因此不會讓第二個OAMP部署它,如本圖所示。

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-	P CHI 73 LE DA 07 ON LAS 477/01 LE LL SE DM 100 CL 1371/0					

步驟3.開啟檔案C:\Cisco\CVP\conf\orm.properties。您可以驗證OAMP ID,如下圖所示。

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<pre>orm.ios.transtimeout = 45000  # REST API Thread pool configuration throttling.threadpool.generic.theads = 10 throttling.threadpool.generic.queuesize = 100 #For http client orm.org.apache.logLevel = ERROR httpclient.logLevel = ERROR orm.controller.adapterName = [4] SearchResults</pre>	<pre># TRACE ORM INFRA # TRACE ORM_INFRA # TRACE ORM_IOS # TRACE_ORM_FC # TRACE_ORM_FC_MSGBUS = 0x0 # TRACE_ORM_FC_MSGBUS = 0x0 # TRACE_ORM_FC_MSGBUS = 0x0 # TRACE_ORM_FC_CONTROLCENTER_STATS # # TRACE_ALL orm.traceMask = 0x00190000 # OAMP Values orm.ios.pingtimeout = 5000</pre>	= 0x00010000 = 0x0002000 = 0x00080000 00000 = 0x00200000 = 0x00200000 = -1 #21c7e692166-1518887576
Search Results	<pre>orm.ios.transtimeout = 45000 # REST API Thread pool configuration throttling.threadpool.generic.theads throttling.threadpool.generic.queuesi #For http client orm.org.apache.logLevel = ERROR httpclient.logLevel = ERROR orm.controller.adapterName = [4]</pre>	10 := 100 := 100
Search Results		
	Search Results	

# 解決方案

步驟1.停止CVP呼叫伺服器中的Cisco CVP資源管理器服務。

步驟2.註解C:\Cisco\CVP\conf\orm.properties 中的orm.oamp.id行,如下圖所示。

orm.properties - Notepad		
File Edit Format View Help		
##ORM specific properties		
<pre># Possible values: EMERGENCY, ALERT, 0 # WARN, NOTICE, INFO orm.logLevel = DEBUG</pre>	CRITICAL, ERROR (default), , DEBUG	
<pre># Possible (or the combination) value # TRACE_NONE # TRACE_CALL # TRACE_DETHOD # TRACE_DARAM # TRACE_LOW_LEVEL # TRACE_LOW_LEVEL # TRACE_CLASSDUMP # TRACE_CHEARTBEAT # TRACE_ORM_INFRA # TRACE_ORM_INFRA # TRACE_ORM_INFRA # TRACE_ORM_INFRA # TRACE_ORM_INFRA # TRACE_ORM_PC # TRACE_ORM_PC # TRACE_ORM_PC_CONTROLCENTER_STATS # # TRACE_ORM_PC_CONTROLCENTER_STATS # # TRACE_ALL orm.traceMask = 0x00190000 # 0AMP_Values</pre>	s for TraceMask = 0 = 0x00000001 = 0x0000002 = 0x0000004 = 0x0000008 = 0x0000000 = 0x0000000 = 0x00020000 = 0x00020000 = 0x00040000 = 0x0020000 = 0x0020000 = 0x0020000 = 0x0040000 = 0x0040000 = -1	
# This was added by another OMAP: # orm.oamp.id = 138312b9-2fd6-42c8-ad	f1-d21c7e692166-1518887576	
#IOS values orm.ios.pingtimeout = 5000 orm.ios.transtimeout = 45000		
<pre># REST API Thread pool configuration throtling.threadpool.generic.theads throttling.threadpool.vxmlapp.queuesi throttling.threadpool.generic.queuesi</pre>	= 10 ze = 100 ze = 100	
#For http client orm.org.apache.logLevel = ERROR httpclient.logLevel = ERROR orm.controller.adapterName =		

#### 步驟3.在CVP呼叫伺服器中啟動Cisco CVP資源管理器服務。

### 步驟4.按一下Save and Deploy,如下圖所示。

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Cisco Unified Customer Voice Portal	Signed in as: Administrator	My Account   Sign out   About	Documentation Search
System + Device Management + User Management + Bulk Administration + SNMP + Tools + Help +			
Confirmation			
Unified CVP Call Server device with IP Address: 10.201.198.12 and Hostname: CVP90POD2S successfu Device(s)/Component(s): 10.201.198.12 (Unified CVP Call Server) need to be restarted. Following device restart, use the system menu to deploy system-level configurations to this Unified CV	lly updated. P Call Server.		
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Copyright © 2013 Cisco	) Systems, Inc.		3
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