由於代理設定，Jabber登入失敗

目錄

簡介

本文檔說明由於工作站上定義的代理導致的Cisco Jabber登入失敗的原因。

必要條件

需求

思科建議您瞭解以下主題：

- Cisco Unified Instant Messaging & Presence(IM&P)
- 思科整合通訊管理員(CUCM)
- Cisco Jabber使用者端

採用元件

本文中的資訊係根據以下軟體和硬體版本：

- Windows版Cisco Jabber 11.8
- 思科網路安全裝置(WSA)9.1
- CUCM 11.5
- IM&P 11.5

問題

定義系統代理並且不允許流量到達呼叫管理器下載其配置時，Cisco Jabber登入失敗。

```
2017-04-19 16:30:30,565 INFO [0x000013b0] [etutils\src\http\CurlHttpUtils.cpp(1088)]
[csf.httpclient] [csf::http::CurlHttpUtils::configureEasyRequest] - *-----* Configuring request
```

```
#20 GET https://cucm.cisco.com:8443/cucm-uds/version
2017-04-19 16:30:30,565 DEBUG [0x000013b0] [etutils\src\http\CurlHttpUtils.cpp(1472)]
[csf.httpclient] [csf::http::CurlHttpUtils::configureEasyRequest] - Request #20 configured with:
connection timeout 10000 msec, transfer timeout 0 msec
2017-04-19 16:30:30,565 DEBUG [0x000013b0] [netutils\src\http\CurlHttpUtils.cpp(188)]
[csf.httpclient] [csf::http::CurlHttpUtils::curlTraceCallback] - Request #20 pre connect phase:
' Trying ::1...'
2017-04-19 16:30:30,768 DEBUG [0x000013b0] [netutils\src\http\CurlHttpUtils.cpp(188)]
[csf.httpclient] [csf::http::CurlHttpUtils::curlTraceCallback] - Request #20 pre connect phase:
' Trying 127.0.0.1...'
2017-04-19 16:30:30,770 DEBUG [0x000013b0] [netutils\src\http\CurlHttpUtils.cpp(192)]
[csf.httpclient] [csf::http::CurlHttpUtils::curlTraceCallback] - Request #20 post connect phase:
'Connected to localhost (127.0.0.1) port 3128 (#1)'
2017-04-19 16:30:35,229 INFO [0x00000380] [lugin-runtime\impl\HangDetector.cpp(150)]
[PluginRuntime-HangDetector] [HangDetector::hangDetectionCallback] - Enter -
hangDetectionCallback()
2017-04-19 16:30:35,913 DEBUG [0x000013b0] [netutils\src\http\CurlHttpUtils.cpp(733)]
[csf.httpclient] [csf::http::CurlHttpUtils::curlHeaderCallback] - Request #20 got status line:
HTTP/1.1 503 Service Unavailable
2017-04-19 16:30:35,913 DEBUG [0x000013b0] [netutils\src\http\CurlHttpUtils.cpp(713)]
[csf.httpclient] [csf::http::CurlHttpUtils::curlHeaderCallback] - Request #20 got CR-LF pair.
Accumulated headers:

Mime-Version: Redacted by client
Date: Wed, 19 Apr 2017 16:30:35 AEST
Via: 1.1 proxy-rtp-1.cisco.com:80 (Cisco-WSA/9.1.1-074)
Content-Type: text/html
Connection: keep-alive
Proxy-Connection: keep-alive
Content-Length: 2410


2017-04-19 16:30:35,913 INFO [0x000013b0] [ls\src\http\CurlAnswerEvaluator.cpp(115)]
[csf.httpclient] [csf::http::CurlAnswerEvaluator::curlCodeToResult] - Request #20 got
curlCode=[56] curl error message="[Received HTTP code 503 from proxy after CONNECT]"
HttpClientResult=[UNKNOWN_ERROR] fips enabled=[false]
2017-04-19 16:30:35,913 INFO [0x000013b0] [ls\src\http\BasicHttpClientImpl.cpp(452)]
[csf.httpclient] [csf::http::executeImpl] - *-----* HTTP response code 0 for request #20 to
https://cucm.cisco.com:8443/cucm-uds/version
2017-04-19 16:30:35,913 ERROR [0x000013b0] [ls\src\http\BasicHttpClientImpl.cpp(457)]
[csf.httpclient] [csf::http::executeImpl] - There was an issue performing the call to
curl_easy_perform for request #20: UNKNOWN_ERROR
```

解決方案1

您可以將客戶端配置為繞過代理，並直接轉到代理設定例外部分中的Call Manager;導航到「控制面板」>「網路和Internet」>「Internet選項」>「連線」>「LAN設定」>「高級」
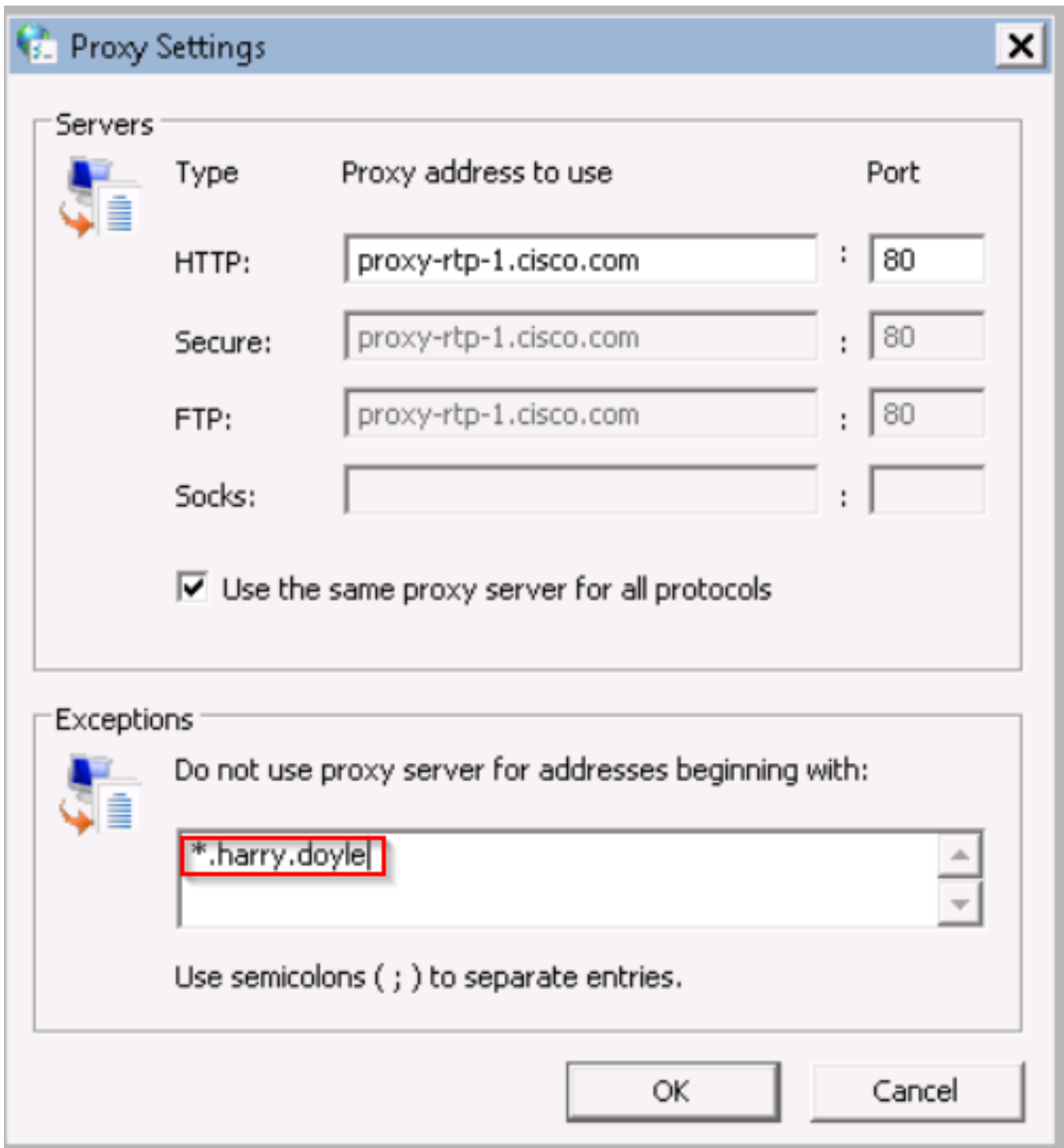
您可以先按星號(*)定義例外，然後按域、單個IP地址或範圍定義例外；例如
*.MY.Domain;192.168.1.1 ;192.168.1.12-14 .

解決方案2

配置Proxy以重定向來自Jabber客戶端的流量以重定向到適當的Call Manager。

解決方案3

從Windows客戶端刪除代理配置，然後讓來自Jabber的HTTP GET方法繞過代理和來自PC的所有其他流量。這取決於從客戶端到Call Manager的網路流量，如果中間的基礎設施通過Web快取通訊協定(WCCP)傳送Web流量，則此狀態將無效。
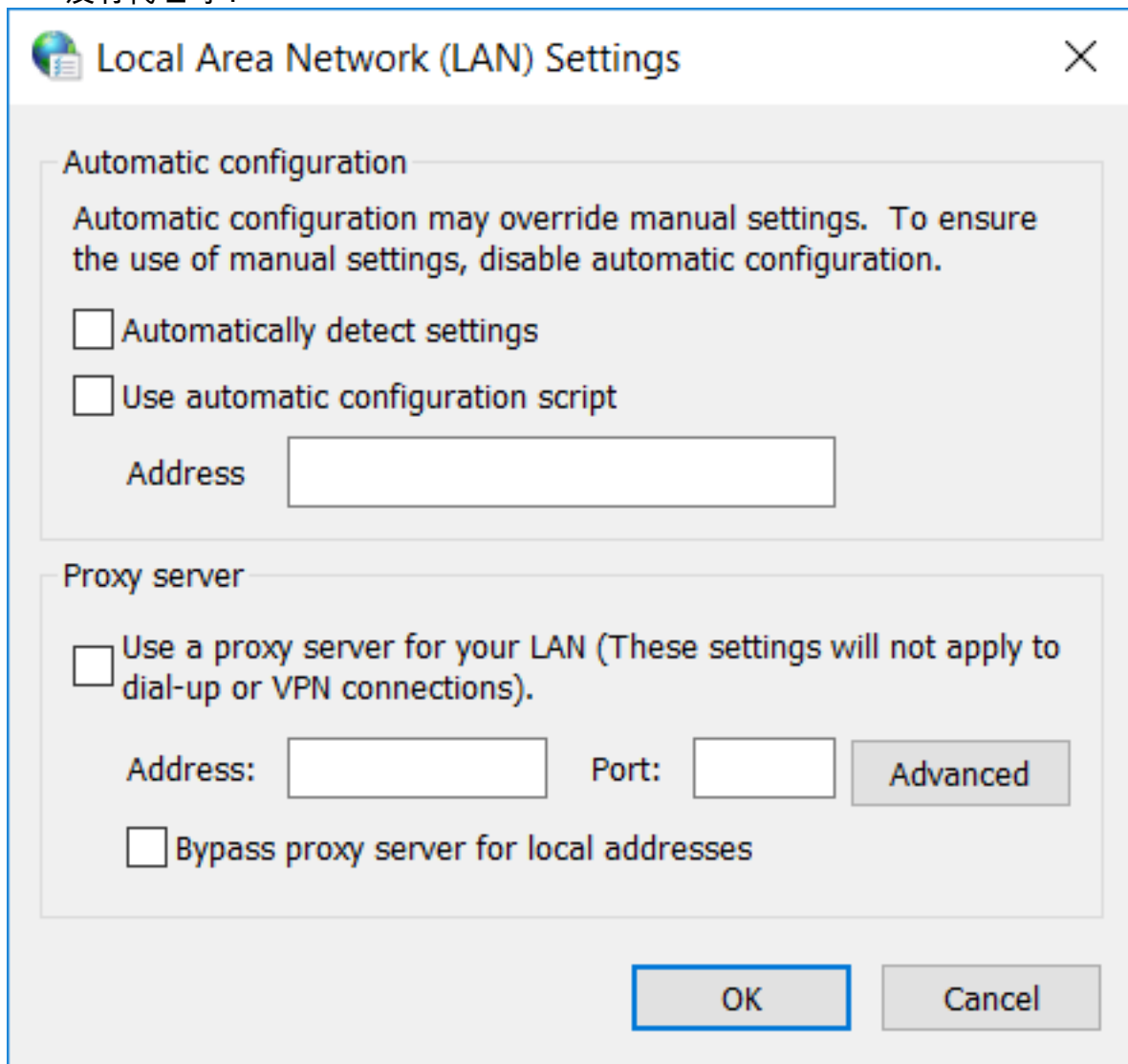
驗證

檢查工作站上的代理設定。

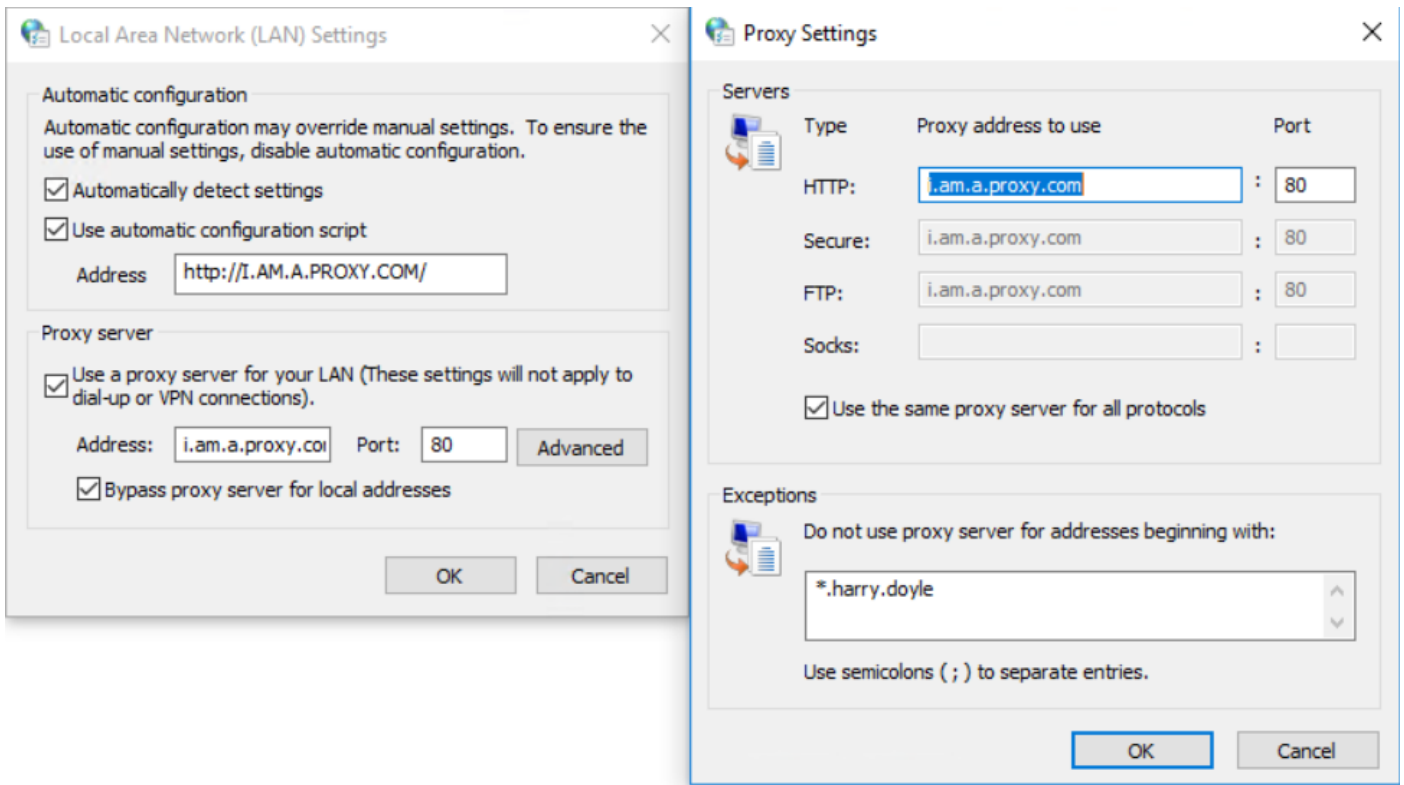步驟1.從命令列驗證代理配置；導覽至**命令提示**，然後執行命令netsh winhttp show proxy

```
C:\Users\user1.HARRY>netsh winhttp show proxy

Current WinHTTP proxy settings:

    Direct access (no proxy server).
```

步驟2.您可以導覽至Control Panel > Network and Internet > Internet Options > Connections > LAN Settings。

- 沒有代理時：

- 存在代理時：

Local Area Network (LAN) Settings ✕

Automatic configuration

Automatic configuration may override manual settings. To ensure the use of manual settings, disable automatic configuration.

☑ Automatically detect settings
☑ Use automatic configuration script

Address http://I.AM.A.PROXY.COM/

Proxy server

☑ Use a proxy server for your LAN (These settings will not apply to dial-up or VPN connections).

Address: i.am.a.proxy.con   Port: 80   [Advanced]
☑ Bypass proxy server for local addresses

[OK] [Cancel]

Proxy Settings ✕

Servers

	Type	Proxy address to use		Port
	HTTP:	i.am.a.proxy.com	:	80
	Secure:	i.am.a.proxy.com	:	80
	FTP:	i.am.a.proxy.com	:	80
	Socks:		:	

☑ Use the same proxy server for all protocols

Exceptions

Do not use proxy server for addresses beginning with:

*.harry.doyle

Use semicolons (;) to separate entries.

[OK] [Cancel]

步驟3.運行命令「regedit」，然後導航至HKEY_CURRENT_USER > Software > Microsoft > Windows > CurrentVersion > Internet Settings

• 未定義代理時：

Name	Type	Data
(Default)	REG_SZ	(value not set)
CertificateRevocation	REG_DWORD	0x00000001 (1)
DisableCachingOfSSLPages	REG_DWORD	0x00000000 (0)
DisableIDNPrompt	REG_DWORD	0x00000000 (0)
EnableHttp1_1	REG_DWORD	0x00000001 (1)
EnableHTTP2	REG_DWORD	0x00000001 (1)
EnableNegotiate	REG_DWORD	0x00000001 (1)
EnablePunycode	REG_DWORD	0x00000001 (1)
IE5_UA_Backup_Flag	REG_SZ	5.0
MigrateProxy	REG_DWORD	0x00000001 (1)
PrivacyAdvanced	REG_DWORD	0x00000000 (0)
ProxyEnable	REG_DWORD	0x00000000 (0)
ProxyHttp1.1	REG_DWORD	0x00000001 (1)
ProxyOverride	REG_SZ	<local>
SecureProtocols	REG_DWORD	0x00000a80 (2688)
ShowPunycode	REG_DWORD	0x00000000 (0)
UrlEncoding	REG_DWORD	0x00000000 (0)
User Agent	REG_SZ	Mozilla/4.0 (compatible; MSIE 8.0; Win32)
WarnonBadCertRecving	REG_DWORD	0x00000001 (1)
WarnOnPostRedirect	REG_DWORD	0x00000001 (1)
WarnonZoneCrossing	REG_DWORD	0x00000000 (0)
ZonesSecurityUpgrade	REG_BINARY	fa ac 63 52 39 2b d3 01

• 定義代理時：

Name	Type	Data
(Default)	REG_SZ	(value not set)
AutoConfigURL	REG_SZ	http://I.AM.A.PROXY.COM/
CertificateRevo...	REG_DWORD	0x00000001 (1)
DisableCaching...	REG_DWORD	0x00000000 (0)
EnableAutodial	REG_DWORD	0x00000000 (0)
EnableNegotiate	REG_DWORD	0x00000001 (1)
IE5_UA_Backup_...	REG_SZ	5.0
MigrateProxy	REG_DWORD	0x00000001 (1)
NoNetAutodial	REG_DWORD	0x00000000 (0)
PrivacyAdvanced	REG_DWORD	0x00000001 (1)
ProxyEnable	REG_DWORD	0x00000001 (1)
ProxyOverride	REG_SZ	*.harry.doyle;<local>
ProxyServer	REG_SZ	I.AM.A.PROXY.COM:80
SecureProtocols	REG_DWORD	0x00000a80 (2688)
User Agent	REG_SZ	Mozilla/4.0 (compatible; MSIE 8.0; Win32)
WarnonZoneCr...	REG_DWORD	0x00000000 (0)
ZonesSecurityU...	REG_BINARY	06 c4 43 be fe d0 d2 01