No se puede agregar CVP CallServer en el servidor CVP OAMP

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Introducción

Este documento describe un problema encontrado cuando se agrega un Cisco Customer Voice Portal (CVP) Call Server a través de CVP Cisco Operations Console (OAMP) y también proporciona una solución factible para él.

Prerequisites

Requirements

Cisco recomienda que tenga conocimiento sobre estos temas:

- Servidor de llamadas CVP
- CVP OAMP

Componentes Utilizados

La información de este documento se basa en la versión 10.0 de CVP.

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. Si tiene una red en vivo, asegúrese de entender el posible impacto de cualquier comando.

Se informa de un error cuando se agrega CVP Call Server a CVP OAMP

Cuando se agrega CVP Call Server a CVP OAMP, se informa de un error. Este error aparece al hacer clic en **Guardar e implementar**.

Paso 1. Para agregar CVP Call Server a CVP OAMP, inicie sesión en CVP OAMP y navegue hasta **Device Management > Unified CVP Call Server** como se muestra en esta imagen.

Since 10.201.198.12 - Remote Desktop Connection				
Organize - Open - New ft O Services				
File Action View Help				
💽 TextPad 🕼 Cisco Unified Customer Voice Portal - Add New Unified CVP Call Server -	Windows Internet Explorer			
File Edit 🔄 🕞 🗢 😰 https://localhost:9443/bamp/callServerConfigurationActions.do	🔽 🔯 Certificate Error 🔯 🆘 🗶 📴 Bing			
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Cisco Unified Customer Voice Portal Signed	a in as: Administrator My Account Sign out About Documentation Search			
System Device Management User Management Bulk Administration	SNMP ▼ Tools ▼ Help ▼			
Unified CVP Call Server Configuration				
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General ICM SIP IVR Device Pool Infrastructure				
General	Turn on Services			
IP Address: * 10.201.198.12	ICM:			
Hostname: * CVP90POD2	IVR: 🕅			
Description: CVP Server	SIP: 🔽			
Enable secure communication	H.323: Change Type			
with the Ops console: 1				
* Required.				
Change in value requires machine reputit.				
	Save Save & Deploy			
Copyright © 2013 Cisco Systems, Inc.				
Search Result	👘 👘 Local intranet Protected Mode: Off			

Paso 2. Haga clic en **Guardar e implementar**. Aparece un error que indica que el servidor de llamadas de CVP no se puede crear porque ya existe en otra consola de operaciones de CVP (OPSConsole) como se ve en esta imagen.

Cisco Unified Customer Voice Portal - Unknown Error - Windows Internet Explorer		_ 🗆 ×
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Gisco Unified Customer Voice Portal - Unknown Error	🏠 • 🗔 - 🖻 🖷 •	Page 🔹 Safety 👻 Tools 👻 🔞 👻
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System - Device Management - User Management - Bulk Administration - SNMP - To	"ools ▼ Help ▼	
Unexpected Error File Transfer >		
S Unified CVP Call Server device with IP Address: 10.201.198.12 and Hostnam	me: CVP90POD2S cannot be created. The device is already managed by another OPSConsole.	
		Back
	Copyright © 2013 Cisco Systems, Inc.	
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El CVP Call Server de destino tiene una ID de OAMP en su configuración y, por lo tanto, no permitirá que la segunda OAMP lo implemente como se ve en esta imagen.



Paso 3. Abra el archivo C:\Cisco\CVP\conf\orm.properties. Puede verificar la ID de OAMP como se muestra en esta imagen.

TextPad - C:\Cisco\CVP\conf\orm.properties				
E Fle Edit. Search View Tools Macros Configure Window Help				
	■ 云 ¶ 🔕 ジ 約 印刷 伊 g4 🙀 🖕 🚛 ト - Find incrementally 月 行 🗋 Match case -			
Di unichoperdes A				
# TRACE_ORM_INFRA	= 0x00010000			
+ TRACE ORM TOS	= 0x0020000			
# TRACE ORM PC				
# TRACE ORM PC MSGBUS = 01	x0010000			
# TRACE ORM PC MSGBUS HEARTBEAT	= 0x00200000			
# TRACE ORM PC CONTROLCENTER STATS	= 0x00400000			
ŧ				
# TRACE_ALL	= -1			
orm.traceMask = 0x00190000				
# CAMP Values	54 JOL-0-COALCC SCADORD2			
orm.oamp.id = 13851269-2106-4268-ad	1-012/202100-121008/2/0			
tios values				
orm.ios.pingtimeout = 5000				
orm.ios.transtimeout = 45000				
# REST API Thread pool configuration	n			
throttling.threadpool.generic.theads	s = 10			
throttling.threadpool.vxmlapp.queues	size = 100			
throttling.threadpool.generic.queues	size = 100			
for http client				
http://www.apache.ioglevel = ERROR				
orm.controller.adapterName =				
1el				
Search Results				
Search Results Tool Output				

Solución

Paso 1. Detenga el servicio Cisco CVP Resource Manager en CVP Call Server.

Paso 2. Comente la línea orm.oamp.id en C:\Cisco\CVP\conf\orm.properties como se muestra en esta imagen.

orm.properties - Kotepad			
File Edit Format View Help			
##ORM specific properties			
<pre># Possible values: EMERGENCY, ALERT, # WARN, NOTICE, INFO orm.logLevel = DEBUG</pre>	CRITICAL, ERROR (default), , DEBUG		
<pre># Possible (or the combination) value # TRACE_NONE # TRACE_CALL # TRACE_PARAM # TRACE_LOW_LEVEL # TRACE_LOW_LEVEL # TRACE_LHEARTBEAT # TRACE_HEARTBEAT # TRACE_ORM_INFRA # TRACE_ORM_INFRA # TRACE_ORM_IOS # TRACE_ORM_PC # TRACE_ORM_PC # TRACE_ORM_PC_MSGBUS = 0x0 # TRACE_ORM_PC_MSGBUS = 0x00 # TRACE_ORM_PC_MSGBUS = 0x0 # TRACE_ORM_PC_MSGBUS = 0x0 # TRACE_ORM_PC_MSGBUS = 0x00 # TRACE_ORM_PC_MSGBUS #</pre>	s for TraceMask = 0 = 0x00000001 = 0x00000002 = 0x00000008 = 0x00000000 = 0x00000000 = 0x00000000 = 0x00010000 = 0x00040000 = 0x00080000 = 0x00200000 = 0x0000000 = 0x0000000 = 0x00000000 = 0x00000000 = 0x00000000 = 0x00000000 = 0x00000000 = 0x00000000000 = 0x000000000000 = 0x000000000 = 0x000000000 = 0x00000000 = 0x0000000 = 0x00000000 = 0x000000000 = 0x000000000000 = 0x00000000000 = 0x000000000 = 0x000000000 = 0x00000000000000000 = 0x00000000000000000000000000000000000		
<pre># OAMP Values # This was added by another OMAP: # orm.oamp.id = 138312b9-2fd6-42c8-ad</pre>	f1-d21c7e692166-1518887576		
<pre>#IOS values orm.ios.pingtimeout = 5000 orm.ios.transtimeout = 45000</pre>			
<pre># REST API Thread pool configuration throttling.threadpool.generic.theads throttling.threadpool.vxmlapp.queuesi throttling.threadpool.generic.queuesi</pre>	= 10 ze = 100 ze = 100		
<pre>#For http client orm.org.apache.logLevel = ERROR httpclient.logLevel = ERROR orm.controller.adapterName =</pre>			

Paso 3. Inicie el servicio Cisco CVP Resource Manager en CVP Call Server.

Paso 4. Haga clic en Guardar e implementar como se muestra en esta imagen.

Cisco Unified Customer Voice Portal - Action Confirmation - Windows Internet Explorer			
🚱 🕒 💌 😰 https://localhost:9443/oamp/SiPComprehensiveEditConfigurationActions.do	🗾 😵 Certifica	ate Error 🗟 😽 🗙 💽 Bing	2
👷 Favorites 🛛 🚔 🙋 CVP Callback Diagnostic CVP 🙋 Suggested Sites 👻 🙋 Web Slice Gallery 🔹			
Cisco Unified Customer Voice Portal - Action Confirmat		🙆 • 🖸 - 🖻 🖷 •	• Page • Safety • Tools • 🕡
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 CVP	lly updated. P Call Server.		
			Back
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