

如何删除重复的TMS服务并清除TMS服务未运行票证

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简介

本文档介绍如何在将TMS应用程序从一台服务器迁移到另一台服务器后解决开放式网真管理套件 (TMS)服务未运行票证。

先决条件

使用的组件

本文档不限于特定的软件和硬件版本。

本文档中的信息基于思科网真管理套件。

本文档中的信息都是基于特定实验室环境中的设备编写的。本文档中使用的所有设备最初均采用原始 (默认) 配置。如果您使用的是真实网络，请确保您已经了解所有命令的潜在影响。

背景信息





在某种情况下，客户可能已将TMS应用从TMS设备迁移到虚拟机 (VM) 或从一个VM迁移到另一个VM。无论哪种情况，TMS都可能生成报告TMS服务不再使用先前服务器名称运行的票证。

问题

在TMS应用程序从一台服务器迁移到另一台服务器后，TMS报告打开的票证，指出每个TMS服务不再使用以前的服务器名称运行 (类似于这些映像)。

List of open TMS Tickets

There are currently 8 open or acknowledged TMS tickets. Any issues reported here may cause TMS to not work properly.

| | | |
|---|---|-----------------------|
|  | TMS Service Not Running. Ticket #: 63674 Status: Open Description: The service TMSchedulerService is not running on server [redacted] How to fix this problem: Log on to the server and open Control Panel, Administrative Tools, Services and start service. First Reported: 11/19/2013 10:05:49 PM Last Reported: 11/20/2013 5:15:22 PM User Comments: | Acknowledge Delete |
|  | TMS Service Not Running. Ticket #: 63675 Status: Open Description: The service TMSPLCMDirectoryService is not running on server [redacted] How to fix this problem: Log on to the server and open Control Panel, Administrative Tools, Services and start service. First Reported: 11/19/2013 10:05:49 PM Last Reported: 11/20/2013 5:15:22 PM User Comments: | Acknowledge Delete |
|  | TMS Service Not Running. Ticket #: 63673 Status: Open Description: The service TMSLiveService is not running on server [redacted] How to fix this problem: Log on to the server and open Control Panel, Administrative Tools, Services and start service. First Reported: 11/19/2013 10:05:49 PM Last Reported: 11/20/2013 5:15:22 PM User Comments: | Acknowledge Delete |
|  | TMS Service Not Running. Ticket #: 63678 Status: Open Description: The service TMSServerDiagnostics is not running on server [redacted] How to fix this problem: Log on to the server and open Control Panel, Administrative Tools, Services and start service. First Reported: 11/19/2013 10:05:49 PM User Comments: | Acknowledge Delete |

您还会在“管理工具”>“TMS服务器维护”>“TMS服务状态”中看到重复的服务。

| Service | Machine Name | Service Start Time | Last Notification | Status |
|---------------------------|--------------|-----------------------|----------------------|-----------------|
| TMSLiveService | TMS2 | 3/20/2014 12:14:27 AM | 3/20/2014 1:29:38 PM | Service Running |
| TMSLiveService | TMS | 3/19/2014 4:34:37 PM | 3/19/2014 9:22:46 PM | Service Stopped |
| TMSSchedulerService | TMS2 | 3/20/2014 12:14:28 AM | 3/20/2014 1:29:39 PM | Service Idle |
| TMSSchedulerService | TMS | 3/19/2014 4:34:38 PM | 3/19/2014 9:22:56 PM | Service Stopped |
| TMSPLCMDirectoryService | TMS2 | 3/20/2014 12:14:27 AM | 3/20/2014 1:29:39 PM | Service Running |
| TMSPLCMDirectoryService | TMS | 3/19/2014 4:34:37 PM | 3/19/2014 9:22:51 PM | Service Stopped |
| TMSTempService | TMS2 | 3/20/2014 12:14:30 AM | 3/20/2014 1:29:32 PM | Service Idle |
| TMSTempService | TMS | 3/19/2014 4:34:39 PM | 3/19/2014 9:23:05 PM | Service Stopped |
| TMSDatabaseScannerService | TMS2 | 3/20/2014 12:14:27 AM | 3/20/2014 1:29:39 PM | Service Idle |
| TMSDatabaseScannerService | TMS | 3/19/2014 4:34:38 PM | 3/19/2014 9:22:42 PM | Service Stopped |
| TMSServerDiagnostics | TMS | 3/19/2014 4:34:38 PM | 3/19/2014 9:22:59 PM | Service Stopped |
| TMSServerDiagnostics | TMS2 | 3/20/2014 12:14:28 AM | 3/20/2014 1:29:30 PM | Service Idle |
| TMSAgentService | TMS | 3/19/2014 8:38:25 PM | 3/19/2014 9:22:38 PM | Service Stopped |
| TMSAgentService | TMS2 | 3/20/2014 12:16:26 AM | 3/20/2014 1:29:28 PM | Service Idle |

解决方案

1. 转到Administrative Tools > TMS Server Maintenance。
2. 单击“TMS服务状态”标语。这将展开服务部分。您将看到重复服务，其上一个服务器名称和状态为“服务已停止”。
3. 单击“清除列表”按钮。这将清除整个服务列表。
4. 等待1-2分钟，然后单击“刷新”。

服务缓慢地重新填充为仅包含服务器的当前服务。不再显示来自以前服务器的重复停止的服务。完成此操作还会删除已打开的TMS票证。

注意：第2步不会影响任何TMS功能。但是，最好在更改时对用户数量影响最小。