由于代理设置,Jabber登录失败

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简介

本文档介绍Cisco Jabber登录失败的原因,原因是工作站上定义了代理。

先决条件

要求

Cisco 建议您了解以下主题:

- •思科统一即时消息和在线状态(IM&P)
- 思科统一通信管理器 (CUCM)
- Cisco Jabber客户端

使用的组件

本文档中的信息基于以下软件和硬件版本:

- 用于Windows 11.8的Cisco Jabber
- •思科网络安全设备(WSA)9.1
- CUCM 11.5
- IM&P 11.5

问题

定义系统代理时,Cisco Jabber登录失败,不允许流量到达呼叫管理器下载其配置。

#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

解决方案 1

您可以将客户端配置为绕过代理,并直接转到代理设置例外部分的Call Manager;导航至"控制面板 ">"网络和互联网"> Internet选项> 连接> LAN设置> 高级

👫 Proxy	Settings			×		
Servers				٦		
5	Туре	Proxy address to use	Port			
	HTTP:	proxy-rtp-1.cisco.com	: 80			
	Secure:	proxy-rtp-1.cisco.com	: 80			
	FTP:	proxy-rtp-1.cisco.com	: 80			
	Socks:		:			
	Use the same proxy server for all protocols					
Exception	ons			1		
	Do not use proxy server for addresses beginning with:					
	*.harry.doyle					
	Use semicol	ons (;) to separate entries.				
		ОК	Cancel			

您可以按星号(*)定义例外,然后按域、单个IP地址或范围定义例外;例如 *.MY.Domain;192.168.1.1;192.168.1.12-14 的多播地址发送一次邻居消息。

解决方案 2

配置代理以重定向来自Jabber客户端的流量以重定向到适当的Call Manager。

解决方案 3

从Windows客户端删除代理配置,然后让Jabber的HTTP GET方法绕过代理和来自PC的所有其他流 量。这取决于从客户端到Call Manager的网络流,如果介于之间的基础设施通过Web缓存通信协议 (WCCP)发送Web流量,则该流量将无效。

验证

检查工作站上的代理设置。

步骤1.从命令行检验代理配置;导航至**命令提示符**并运行命令netsh winhttp **show proxy**



步骤2.您可以导航至"控制面板">"网络和Internet">"Internet选项">"连接">"LAN设置"。

• 没有代理时:	
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	
Proxy server	
Use a proxy server for your LAN (These settings will not apply to dial-up or VPN connections).	
Address: Port: Advanced	
Bypass proxy server for local addresses	
OK Cancel	

• 当存在代理时:

😪 Local Area Network (LAN) Settings 🛛 🗙	🏤 Proxy 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	Servers Type Proxy address to use HTTP: i.am.a.proxy.com : Secure: i.am.a.proxy.com : Socks: :	Port 80 80 80	
Use a proxy server for your LAN (These settings will not apply to dial-up or VPN connections). Address: i.am.a.proxy.coi Port: 80 Advanced	Use the same proxy server for all protocols		
OK Cancel	Do not use proxy server for addresses beginning with: *.harry.doyle Use semicolons (;) to separate entries.	:	
	ок	Cancel	

步骤3.运行命令"regedit"并导航到HKEY_CURRENT_USER > Software > Microsoft > Windows > CurrentVersion > Internet Settings

• 未定义代理时:

Name	Туре	Data
ab (Default)	REG_SZ	(value not set)
RertificateRevocation	REG_DWORD	0x0000001 (1)
DisableCachingOfSSLPages	REG_DWORD	0x0000000 (0)
🕮 DisableIDNPrompt	REG_DWORD	0x0000000 (0)
🗱 EnableHttp1_1	REG_DWORD	0x0000001 (1)
🗱 EnableHTTP2	REG_DWORD	0x0000001 (1)
🗱 EnableNegotiate	REG_DWORD	0x00000001 (1)
🗱 EnablePunycode	REG_DWORD	0x00000001 (1)
赴 IE5_UA_Backup_Flag	REG_SZ	5.0
100 MigrateProxy	REG_DWORD	0x00000001 (1)
🕮 PrivacyAdvanced	REG_DWORD	0x0000000 (0)
🔀 ProxyEnable	REG_DWORD	0x0000000 (0)
🕮 ProxyHttp1.1	REG_DWORD	0x00000001 (1)
ab ProxyOverride	REG_SZ	<local></local>
3 SecureProtocols	REG_DWORD	0x00000a80 (2688)
🕮 ShowPunycode	REG_DWORD	0x0000000 (0)
100 UrlEncoding	REG_DWORD	0x0000000 (0)
ab User Agent	REG_SZ	Mozilla/4.0 (compatible; MSIE 8.0; Win32)
100 WarnonBadCertRecving	REG_DWORD	0x0000001 (1)
100 WarnOnPostRedirect	REG_DWORD	0x00000001 (1)
100 WarnonZoneCrossing	REG_DWORD	0x0000000 (0)
ZonesSecurityUpgrade	REG_BINARY	fa ac 63 52 39 2b d3 01

ab (Default) R ab AutoConfigURL R ab CertificateRevo R ab DischlaGashing R	ype	Data
AutoConfigURL R CertificateRevo R	REG_SZ	(value not set)
CertificateRevo R	REG_SZ	http://I.AM.A.PROXY.COM/
Oli Disable Cashing D	REG_DWORD	0x00000001 (1)
UsableCaching R	REG_DWORD	0x00000000 (0)
🕮 EnableAutodial 🛛 🤻	REG_DWORD	0x00000000 (0)
🕮 EnableNegotiate 🛛 R	REG_DWORD	0x00000001 (1)
ab IE5_UA_Backup R	REG_SZ	5.0
🐯 MigrateProxy 🛛 R	REG_DWORD	0x00000001 (1)
🐯 NoNetAutodial 🛛 🕅	REG_DWORD	0x00000000 (0)
🕮 PrivacyAdvanced 🛛 R	REG_DWORD	0x00000001 (1)
🕮 ProxyEnable 🛛 🛛 🤀	REG_DWORD	0x00000001 (1)
ProxyOverride R	REG_SZ	*.harry.doyle; <local></local>
ab ProxyServer R	REG_SZ	I.AM.A.PROXY.COM:80
BecureProtocols R	REG_DWORD	0x00000a80 (2688)
💩 User Agent 🛛 🛛 R	REG_SZ	Mozilla/4.0 (compatible; MSIE 8.0; Win32)
🐯 WarnonZoneCr R	REG_DWORD	0x00000000 (0)
👪 ZonesSecurityU 🛛 🕅	REG_BINARY	06 c4 43 be fe d0 d2 01