重置CVP OAMP丟失管理員密碼

目錄

簡介

本文檔介紹在UCCE環境中重置丟失的CVP OAMP管理員密碼的步驟。

必要條件

需求

思科建議您瞭解以下主題：

- 整合客服中心企業版(UCCE)
- 客戶語音入口網站(CVP)

採用元件

本文檔中的資訊基於UCCE和CVP 12.6。

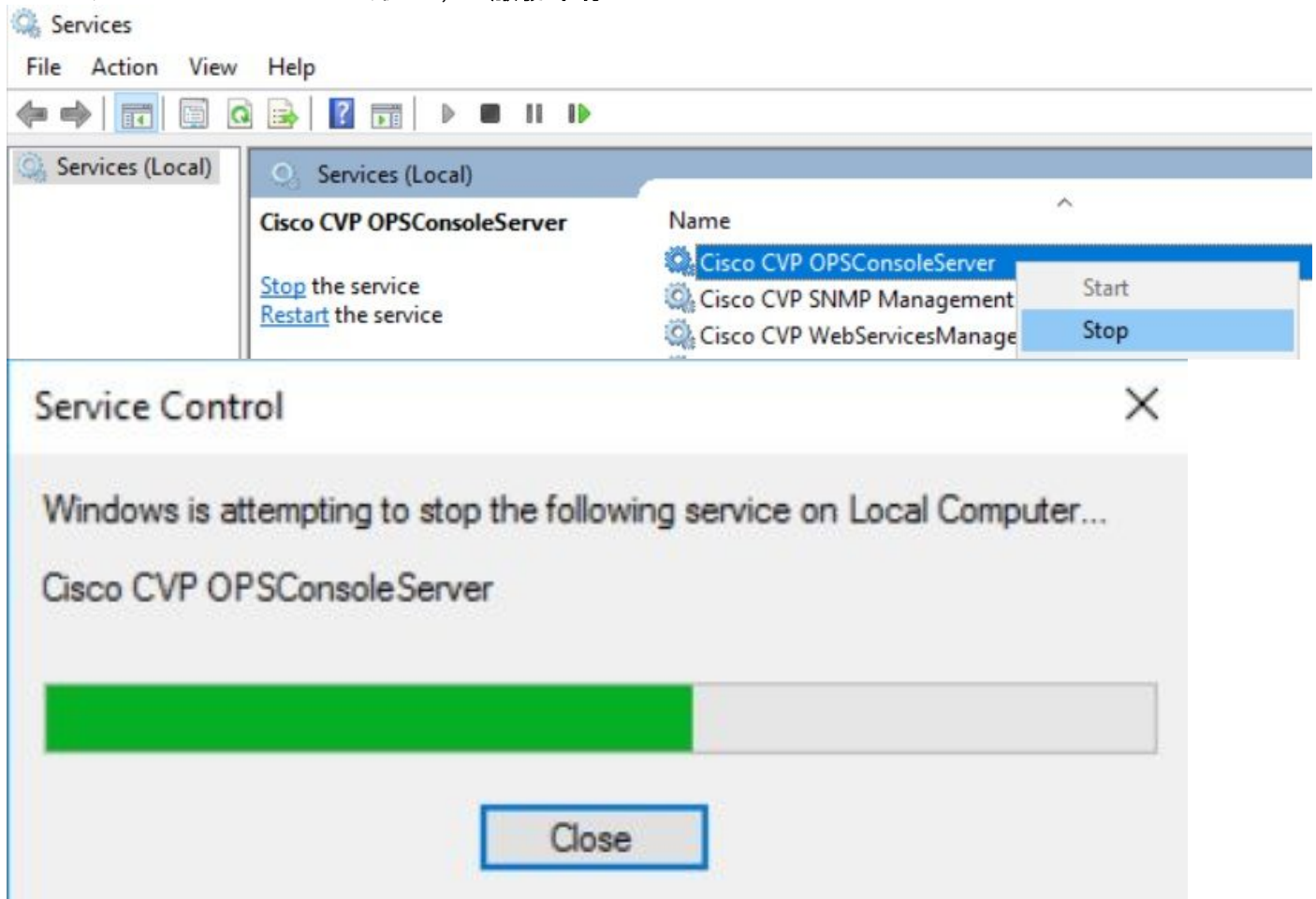本文中的資訊是根據特定實驗室環境內的裝置所建立。文中使用到的所有裝置皆從已清除（預設）的組態來啟動。如果您的網路運作中，請確保您瞭解任何指令可能造成的影響。
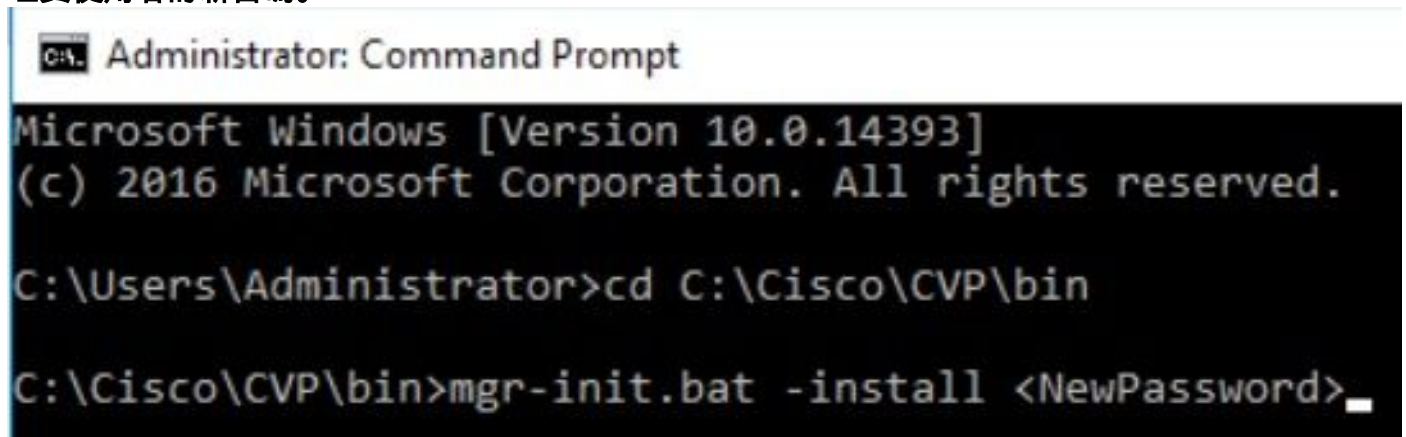
問題

OAMP應用程式的密碼丟失：管理員使用者。

解決方案

您可以使用這些步驟為CVP操作、管理、維護和調配(OAMP)（也稱為CVP操作控制檯）重置使用者帳戶管理員密碼。

要重置所有其他使用者密碼，您可以使用管理員帳戶登入CVP OAMP介面，重置或更改所有其他使用者密碼。

步驟1.連線到CVP OAMP伺服器,從**服務中停**止Cisco CVP OPSConsoleServer。

步驟2.**Cisco CVP OPSConsoleServer** 服務停止後,從CVP OAMP伺服器的**cmd**運行指令碼 **%CVP_HOME%\bin\mgr-init.bat -install <NewPassword>**,其中**<Newpassword>是CVP OAMP管理員使用者的新密碼。**
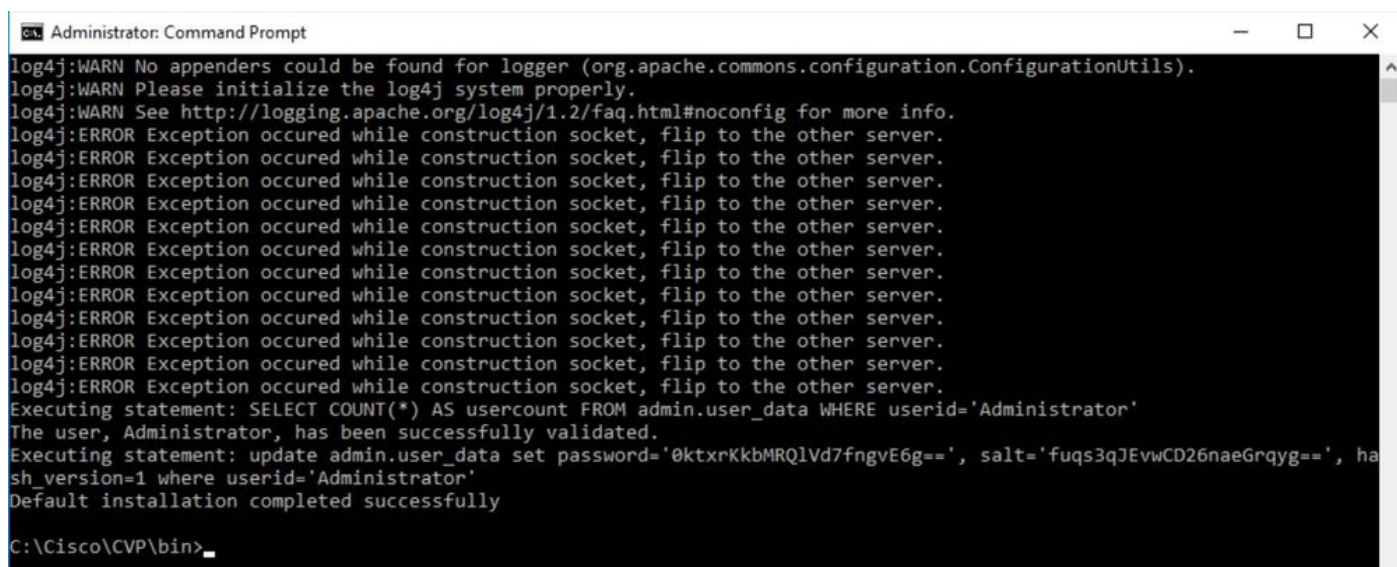

用必須滿足以下條件的新密碼替換**<NewPassword>**:

Passwords must meet all the following criteria:

- Maximum password length is eighty (80) characters.
- Minimum password length is twelve (12) characters
- The password must contain characters from at least three of the following classes:
  - Lowercase letters (abcdefghijklmnopqrstuvwxyz)
  - Uppercase letters (ABCDEFGHIJKLMNOPQRSTUVWXYZ)
  - Digits (012345689)
  - The following special characters:
    - !#$&()*+-./:<?@
    - [\]^_`
    - {}~

- No character in the password can be repeated more than three (3) times consecutively.
- Password must not repeat or reverse username.

步驟3.您可以忽略顯示的「ERROR Exception」。當它成功運行時，您可以在結束時看到**Default installation completed successfully**。
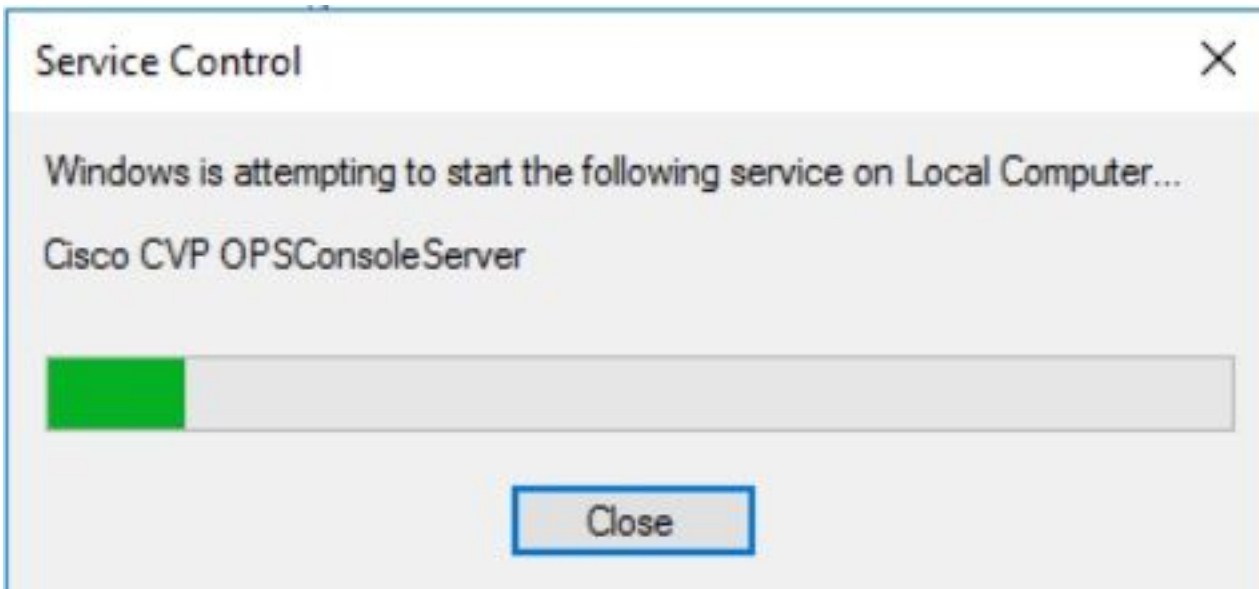


```
Administrator: Command Prompt                                                    —  □  ×
log4j:WARN No appenders could be found for logger (org.apache.commons.configuration.ConfigurationUtils).
log4j:WARN Please initialize the log4j system properly.
log4j:WARN See http://logging.apache.org/log4j/1.2/faq.html#noconfig for more info.
log4j:ERROR Exception occured while construction socket, flip to the other server.
log4j:ERROR Exception occured while construction socket, flip to the other server.
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log4j:ERROR Exception occured while construction socket, flip to the other server.
log4j:ERROR Exception occured while construction socket, flip to the other server.
Executing statement: SELECT COUNT(*) AS usercount FROM admin.user_data WHERE userid='Administrator'
The user, Administrator, has been successfully validated.
Executing statement: update admin.user_data set password='0ktxrKkbMRQlVd7fngvE6g==', salt='fuqs3qJEvwCD26naeGrqyg==', ha
sh_version=1 where userid='Administrator'
Default installation completed successfully

C:\Cisco\CVP\bin>
```

步驟4.從Services啟動Cisco CVP OPSConsoleServer。
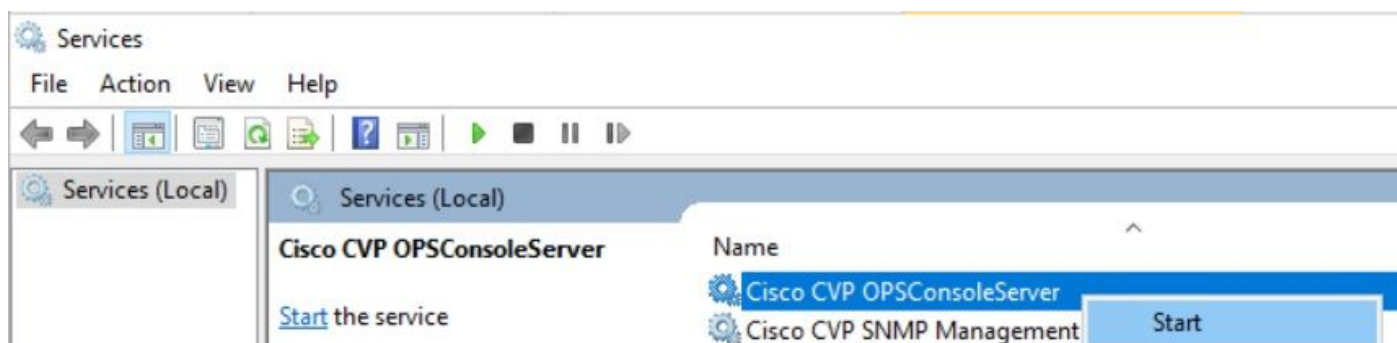
驗證

測試登入CVP OAMP介面以確認新密碼是否有效。

疑難排解

如果命令未返回Default installation completed successfully，則出現2個常見錯誤。

1. 「發生資料庫錯誤」表示服務未正確停止。

您必須從CVP OAMP伺服器停止Cisco CVP OPSConsoleServer服務，如本文檔的「解決方案」一章中共用的，從Windows Services停止。

2. 「無效密碼」錯誤表示密碼的建立沒有安全限制。

```
log4j:WARN No appenders could be found for logger (org.apache.commons.configuration.ConfigurationUtils).
log4j:WARN Please initialize the log4j system properly.
log4j:WARN See http://logging.apache.org/log4j/1.2/faq.html#noconfig for more info.
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log4j:ERROR Exception occured while construction socket, flip to the other server.
log4j:ERROR Exception occured while construction socket, flip to the other server.
log4j:ERROR Exception occured while construction socket, flip to the other server.
Invalid password.

C:\Cisco\CVP\bin>
```

您必須滿足為密碼列出的所有條件項：

Passwords must meet all the following criteria:

- Maximum password length is eighty (80) characters.
- Minimum password length is twelve (12) characters
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  - Lowercase letters (abcdefghijklmnopqrstuvwxyz)
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