

# 重置CVP OAMP丢失管理员密码

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## 简介

本文档介绍在UCCE环境中重置丢失的CVP OAMP管理员密码的步骤。

## 先决条件

### 要求

Cisco 建议您了解以下主题：

- 统一联系中心企业版(UCCE)
- 客户语音门户(CVP)

### 使用的组件

本文档中的信息基于UCCE和CVP 12.6。

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。如果您的网络处于活动状态，请确保您了解所有命令的潜在影响。

## 问题

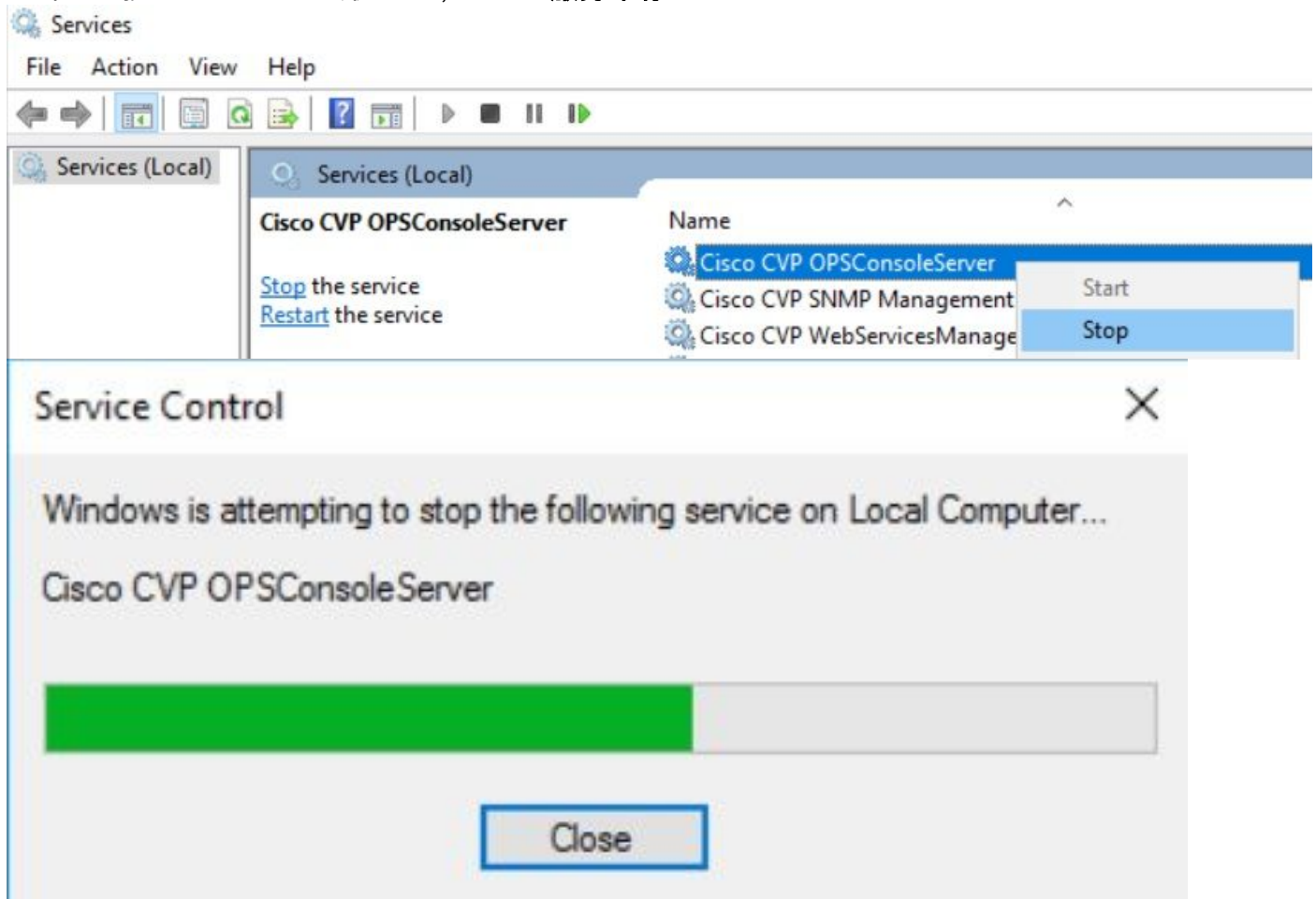
OAMP应用的密码丢失：管理员用户。

## 解决方案

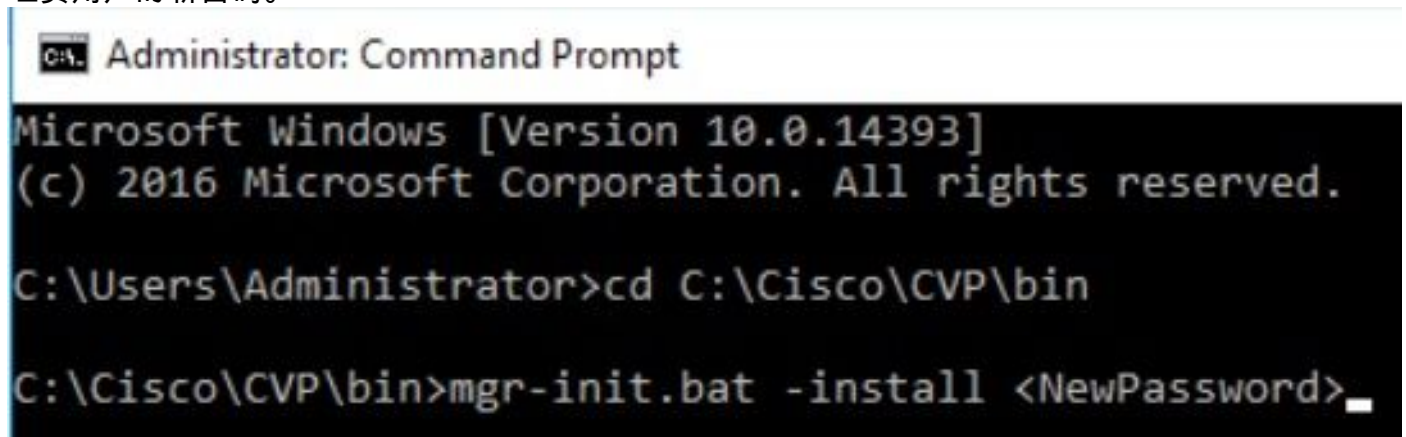
您可以使用这些步骤重置CVP操作、管理、维护和调配(OAMP)（也称为CVP操作控制台）的用户帐户管理员密码。

要重置所有其他用户密码，您可以使用管理员帐户登录CVP OAMP界面，重置或更改所有其他用户密码。

步骤1:连接到CVP OAMP服务器，然后从服务中停止Cisco CVP OPSConsoleServer。



第二步：在Cisco CVP OPSConsoleServer服务停止后，从CVP OAMP服务器的cmd，运行脚本 %CVP\_HOME%\bin\mgr-init.bat -install <NewPassword>，其中<Newpassword>是CVP OAMP管理员用户的新密码。

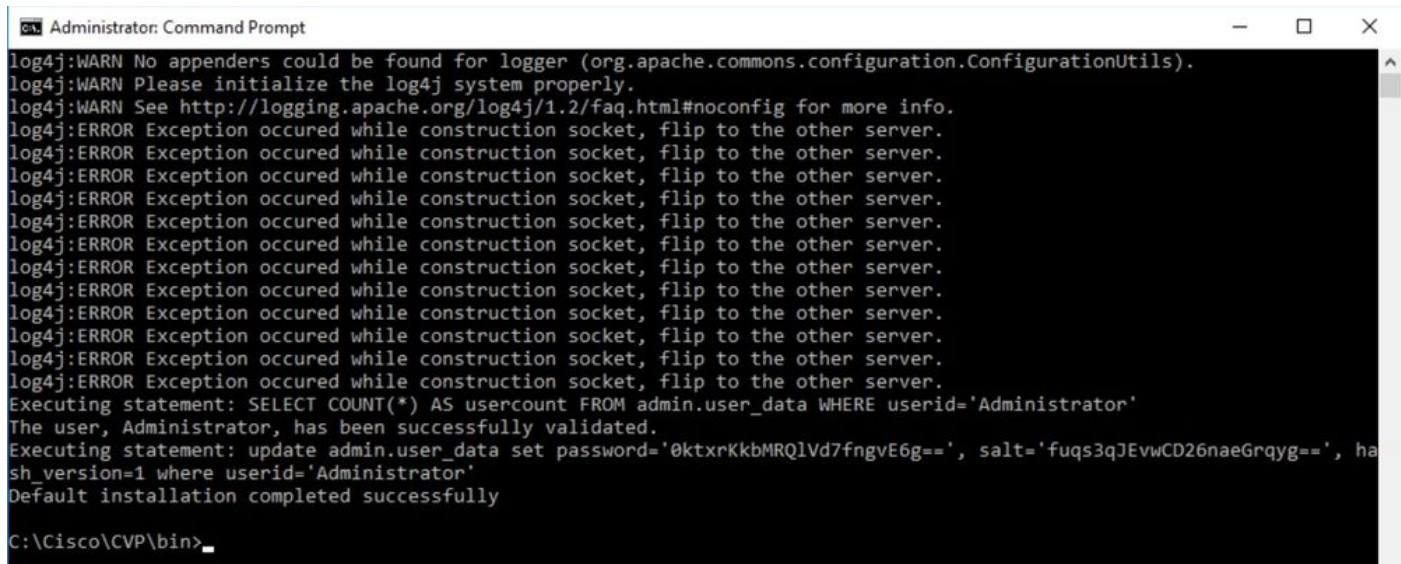


用必须满足以下条件的密码替换<NewPassword>:

### 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.

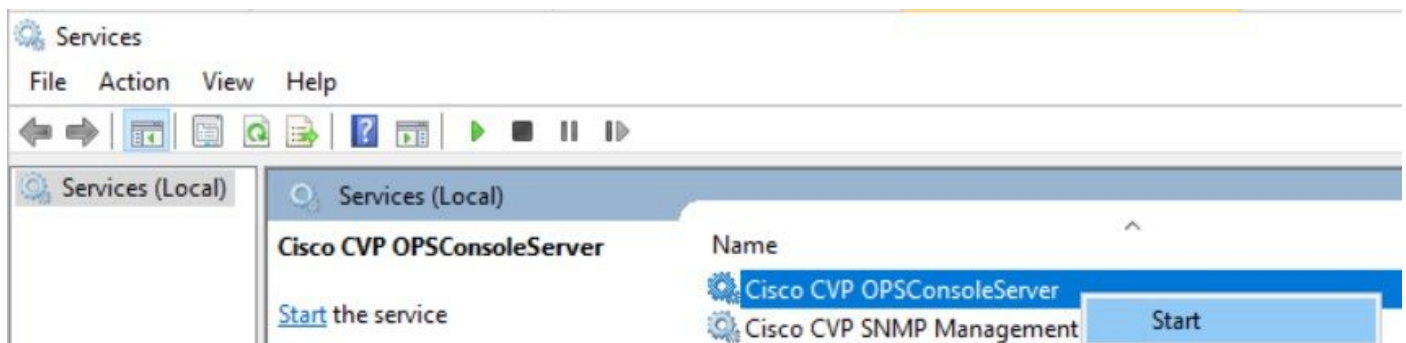
第三步：您可以忽略显示的“ERROR Exception”。当它成功运行时，您可以在结束时看到**Default installation completed successfully**。

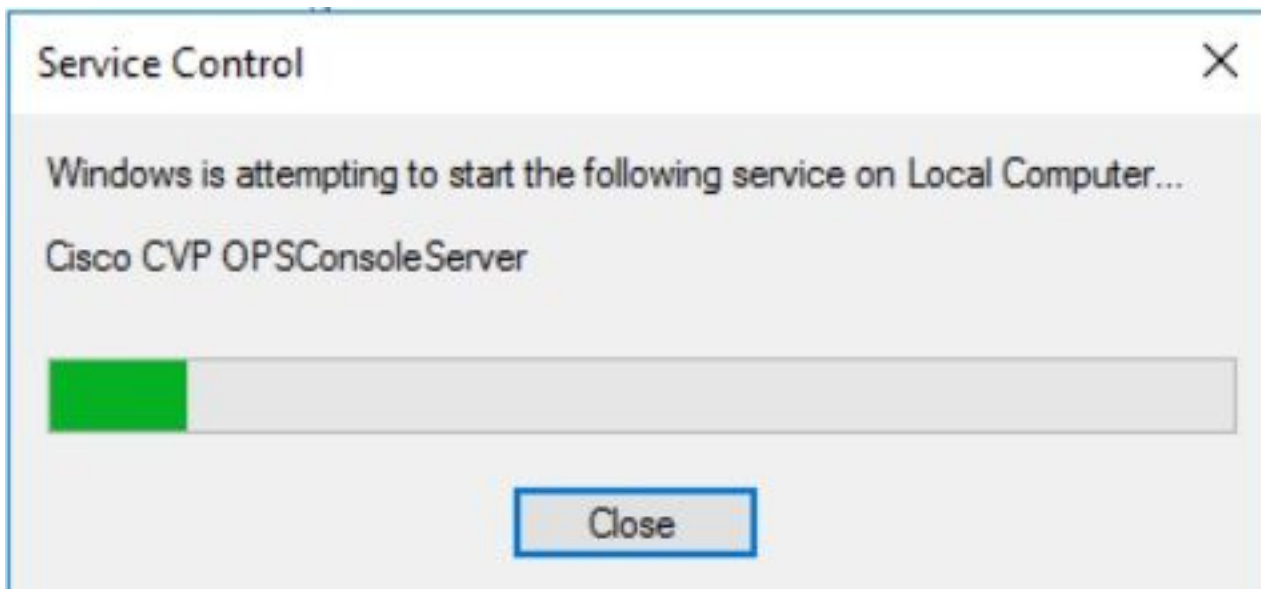


```
Administrator: Command Prompt
log4j:WARN No appenders could be found for logger (org.apache.commons.configuration.ConfigurationUtils).
log4j:WARN Please initialize the log4j system properly.
log4j:WARN See http://logging.apache.org/log4j/1.2/faq.html#noconfig for more info.
log4j:ERROR Exception occurred while construction socket, flip to the other server.
log4j:ERROR Exception occurred while construction socket, flip to the other server.
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log4j:ERROR Exception occurred 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='0ktxrKkbMRQ1Vd7fngvE6g==', salt='fuqs3qJEvwCD26naeGrqyg==', ha
sh_version=1 where userid='Administrator'
Default installation completed successfully

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

第四步：从**服务**启动Cisco CVP OPSConsoleServer。





## 验证

测试登录CVP OAMP界面以确认新密码有效。

## 故障排除

如果命令未返回**Default installation completed successfully**，则出现2个常见错误。

1. “发生数据库错误”表示服务未正确停止。

```
Administrator: Command Prompt
log4j:WARN No appenders could be found for logger (org.apache.commons.configuration.ConfigurationUtils).
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log4j:ERROR Exception occurred while construction socket, flip to the other server.
log4j:ERROR Exception occurred while construction socket, flip to the other server.
Database error occurred
C:\Cisco\CVP\bin>
```

您必须从CVP OAMP服务器停止Cisco CVP OPSConsoleServer服务，也可以从Windows Services停止，如本文档的“解决方案”一章所共享。

2. “密码无效”错误表示未创建具有安全限制的密码。





## 关于此翻译

思科采用人工翻译与机器翻译相结合的方式将此文档翻译成不同语言，希望全球的用户都能通过各自的语言得到支持性的内容。

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