

排除CUIC用户集权限故障

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Introduction

本文描述排除用户权限的进程故障在Cisco Unified智力中心(CUIC)服务器。

CUIC用户集权限

一个典型的CUIC问题是一个特定用户看不到用户有权限的集或价值列表。

检查在CUIC网页的权限

在本例中，用户cuicu1有执行技术集的权限。检查被配置的权限用户。

The screenshot shows the 'Assigned User Permissions' tab in the CUIC administration console. The 'Permissions For:' section is set to 'Collections'. The search item is 'Agents.Tech'. The 'User List' on the right shows several users, with 'ADMINISTRATOR\cuicu1' selected and checked. Below the user list, a table shows the permissions for the selected user.

User name	Exec	Write
ADMINISTRATOR\cuicu1	✓	
* CUI\ccmadmin	✓	✓

* indicates the owner of the selected item.

同一个用户cuicu1属于有权限对**销售额集**的组admin_custom。

Assigned Group Permissions Assigned User Permissions

Permissions For:
Collections

Search item:

Agents.ALL Agents
Agents.Sales
Agents.Tech

Set Permissions

Group permissions for selected item

Group Name	Exec	Write
* Administrators	✓	
admin_custom	✓	

* indicates the default group.

All Groups

Name contains Filter Clear

Administrators
AllUsers
ReportCreators
admin_custom
allevich_sub
backup_stub_group

All Users for the selected group

ADMINISTRATOR\administrator
ADMINISTRATOR\cuicu1

结果，当用户送报告时有两收藏可用在列表：销售额和Tech。

Choose Filter

Parameters

Date and Time* (@start_date - @end_date)

Date Range
Today

Time Range
 All Day Custom
 12:00:00 AM to 11:59:59 PM

Agent Names* (@agent_list)

Available: 4 Values
 Search Available
 > Sales (2/2)
 > Tech (2/2)

Selected: 0 Values
 Search Selected

Run

检查在CUIC数据库的权限

同样信息可以从数据库被验证。

步骤1.获得用户组。

```

admin:run sql SELECT gm.memberid,u.name,gm.groupid,g.name FROM cuic_data:cuicgroupmember gm \
INNER JOIN cuic_data:cuicuser u ON u.id==gm.memberid INNER JOIN cuic_data:cuicgroup g ON
g.id==gm.groupid WHERE u.name LIKE '%cuicu1%'
memberid name groupid name
=====
=====
F7DB93871000015C0000001E0A302F8E ADMINISTRATOR\cuicu1 22222222222222222222222222222222AAAA AllUsers
F7DB93871000015C0000001E0A302F8E ADMINISTRATOR\cuicu1 7CA0F8121000015C000003DE0A302F8E
admin_custom

```

此用户的联合的Permissions列表是包括三个条目：第1组的用户的，第2和第3用户admin_custom属于。这些值用于下次查询。

```

admin:run sql SELECT gm.memberid,u.name,gm.groupid,g.name FROM cuic_data:cuicgroupmember gm \
INNER JOIN cuic_data:cuicuser u ON u.id==gm.memberid INNER JOIN cuic_data:cuicgroup g ON
g.id==gm.groupid WHERE u.name LIKE '%cuicu1%'
memberid name groupid name
=====
=====
F7DB93871000015C0000001E0A302F8E ADMINISTRATOR\cuicu1 22222222222222222222222222222222AAAA AllUsers
F7DB93871000015C0000001E0A302F8E ADMINISTRATOR\cuicu1 7CA0F8121000015C000003DE0A302F8E
admin_custom

```

步骤2.获得此用户的所有权限和他的集的组。

```

admin:run sql SELECT ca.usergroupid user_or_groupid,ca.collectionid,c.name collection FROM
cuic_data:cuiccollectionauth ca \
INNER JOIN cuic_data:cuiccollection c ON c.id==ca.collectionid \
WHERE ca.usergroupid IN
('F7DB93871000015C0000001E0A302F8E','22222222222222222222222222222222AAAA','7CA0F8121000015C000003DE
0A302F8E')
user_or_groupid collectionid collection
=====
F7DB93871000015C0000001E0A302F8E EA6464501000015D0000007A0A302F8E Tech
7CA0F8121000015C000003DE0A302F8E EA6420C11000015D000000750A302F8E Sales

```

从输出的集列表在第2步应该匹配用户在CUIC网页能看到的列表。并且数据库的输出必须是相同的在所有在CUIC簇的节点。

万一请找到在权限的一不一致请与Cisco TAC技术支持联系。