

使用日誌排除Cisco CVP Call Studio故障

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簡介

本文檔介紹常見的Cisco Call Studio故障排除方案以及在何處獲取這些方案的日誌。

必要條件

需求

思科建議您瞭解以下主題：

- Cisco Call Studio

採用元件

本文檔中的資訊基於Cisco Call Studio 11.6和/或12.0。

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：從何處獲取Call Studio安裝日誌

解決方案

可在C:\Temp目錄中找到Call Studio安裝日誌。

以下是新安裝的日誌片段示例：

```
[10-20-2020 08:52:32] Informational: Starting Call Studio installation procedure... [10-20-2020 08:52:32] Informational: Attempting to read version file:
D:\CallStudio\Installer_Windows\VERSION [10-20-2020 08:52:32] Informational: Welcome to the installation of the Cisco Unified Call Studio, Release 12.0.1. [10-20-2020 08:52:34] Informational: User has passed the Copyrights notification screen. [10-20-2020 08:52:37] Informational: User has accepted the license agreement. [10-20-2020 08:52:38] Informational: User selected directory: C:\Cisco\CallStudio [10-20-2020 08:52:38] Informational: User has selected target directory = C:\Cisco\CallStudio [10-20-2020 08:52:39] Informational: LaunchApp - success running: Setting CALLSTUDIO_HOME environmental variable through setx:
C:\Windows\system32\setx.exe [10-20-2020 08:52:39] Informational: Installing the Vc++ redistributable exe from the path: C:\Users\ADMINI~1\AppData\Local\Temp\3\{7F6E4651-C47A-4607-8E9D-64A8B21F688F}\{763E1DF9-41BC-4C54-9705-A0C6D1594B26}\vcredist_x64.exe [10-20-2020 08:52:41] WARNING: LaunchApp - Error 5100 while running: Attempting to silently install Vcredist_x64 using cmd=
```

問題：從何處獲取Call Studio許可證日誌

解決方案

Call Studio許可證僅在11.6版本之前有效。從12.0及以後，Call Studio不需要任何許可證。

您可以在此處獲取許可證日誌：

以下是示例日誌檔案：**C:\Cisco\CallStudio\eclipse\workspace\metadata**

```
!SUBENTRY 1 com.audiumcorp.studio.core 4 4 2019-07-24 14:33:13.797 !MESSAGE This installation of Call Studio cannot be used until it has been activated. If you installed Call Studio more than 30 days ago, you are now required to activate it to use it. To activate, restart Call Studio, enter your licensing information and click on the 'Activate >>' button. !STACK 0
com.audiumcorp.license.client.LicenseException: This installation of Call Studio cannot be used until it has been activated. If you installed Call Studio more than 30 days ago, you are now required to activate it to use it. To activate, restart Call Studio, enter your licensing information and click on the 'Activate >>' button. at
com.audiumcorp.studio.core.license.LicenseManager.initialize(LicenseManager.java:184) at
com.audiumcorp.studio.core.CorePlugin.validateLicense(CorePlugin.java:325) at
com.audiumcorp.studio.core.CorePlugin.start(CorePlugin.java:308) at
org.eclipse.osgi.framework.internal.core.BundleContextImpl$1.run(BundleContextImpl.java:711) at
java.security.AccessController.doPrivileged(Native Method) at
org.eclipse.osgi.framework.internal.core.BundleContextImpl.startActivator(BundleContextImpl.java:702) at
org.eclipse.osgi.framework.internal.core.BundleContextImpl.start(BundleContextImpl.java:683) at
org.eclipse.osgi.framework.internal.core.BundleHost.startWorker(BundleHost.java:381) at
org.eclipse.osgi.framework.internal.core.AbstractBundle.start(AbstractBundle.java:299) at
org.eclipse.osgi.framework.util.SecureAction.start(SecureAction.java:440) at
org.eclipse.osgi.internal.loader.BundleLoader.setLazyTrigger(BundleLoader.java:268) at
org.eclipse.core.runtime.internal.adaptor.EclipseLazyStarter.postFindLocalClass(EclipseLazyStarter.java:107) at
org.eclipse.osgi.baseadaptor.loader.ClasspathManager.findLocalClass(ClasspathManager.java:463) at
org.eclipse.osgi.internal.baseadaptor.DefaultClassLoader.findLocalClass(DefaultClassLoader.java:216) at
org.eclipse.osgi.internal.loader.BundleLoader.findLocalClass(BundleLoader.java:400) at
org.eclipse.osgi.internal.loader.SingleSourcePackage.loadClass(SingleSourcePackage.java:35) at
org.eclipse.osgi.internal.loader.BundleLoader.findClassInternal(BundleLoader.java:473) at
org.eclipse.osgi.internal.loader.BundleLoader.findClass(BundleLoader.java:429) at
org.eclipse.osgi.internal.loader.BundleLoader.findClass(BundleLoader.java:417) at
org.eclipse.osgi.internal.baseadaptor.DefaultClassLoader.loadClass(DefaultClassLoader.java:107) at
java.lang.ClassLoader.loadClass(ClassLoader.java:358) at
com.audiumcorp.studio.builder.core.util.BuilderResources.isBuilderSupported(BuilderResources.jav
```

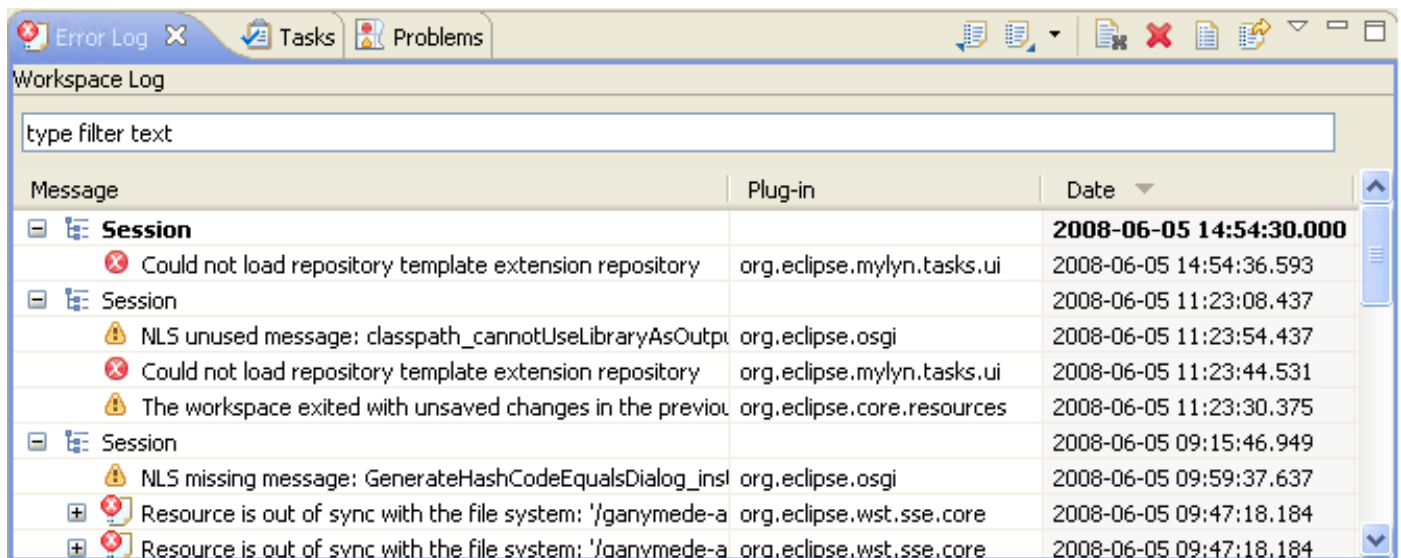
a:138) at com.audiumcorp.studio.builder.core.CorePlugin.validateLicense(CorePlugin.java:74) at
com.audiumcorp.studio.builder.core.CorePlugin.start(CorePlugin.java:60) at
org.eclipse.osgi.framework.internal.core.BundleContextImpl\$1.run(BundleContextImpl.java:711) at
java.security.AccessController.doPrivileged(Native Method) at
org.eclipse.osgi.framework.internal.core.BundleContextImpl.startActivator(BundleContextImpl.java
:702) at
org.eclipse.osgi.framework.internal.core.BundleContextImpl.start(BundleContextImpl.java:683) at
org.eclipse.osgi.framework.internal.core.BundleHost.startWorker(BundleHost.java:381) at
org.eclipse.osgi.framework.internal.core.AbstractBundle.start(AbstractBundle.java:299) at
org.eclipse.osgi.framework.util.SecureAction.start(SecureAction.java:440) at
org.eclipse.osgi.internal.loader.BundleLoader.setLazyTrigger(BundleLoader.java:268) at
org.eclipse.core.runtime.internal.adaptor.EclipseLazyStarter.postFindLocalClass(EclipseLazyStart
er.java:107) at
org.eclipse.osgi.baseadaptor.loader.ClasspathManager.findLocalClass(ClasspathManager.java:463)
at
org.eclipse.osgi.internal.baseadaptor.DefaultClassLoader.findLocalClass(DefaultClassLoader.java:
216) at org.eclipse.osgi.internal.loader.BundleLoader.findLocalClass(BundleLoader.java:400) at
org.eclipse.osgi.internal.loader.SingleSourcePackage.loadClass(SingleSourcePackage.java:35) at
org.eclipse.osgi.internal.loader.BundleLoader.findClassInternal(BundleLoader.java:473) at
org.eclipse.osgi.internal.loader.BundleLoader.findClass(BundleLoader.java:429) at
org.eclipse.osgi.internal.loader.BundleLoader.findClass(BundleLoader.java:417) at
org.eclipse.osgi.internal.baseadaptor.DefaultClassLoader.loadClass(DefaultClassLoader.java:107)
at java.lang.ClassLoader.loadClass(ClassLoader.java:358) at
java.lang.Class.getDeclaredConstructors0(Native Method) at
java.lang.Class.privateGetDeclaredConstructors(Class.java:2493) at
java.lang.Class.getConstructor0(Class.java:2803) at java.lang.Class.newInstance(Class.java:345)
at
org.eclipse.core.internal.registry.osgi.RegistryStrategyOSGI.createExecutableExtension(RegistryS
trategyOSGI.java:184) at
org.eclipse.core.internal.registry.ExtensionRegistry.createExecutableExtension(ExtensionRegistry
.java:905) at
org.eclipse.core.internal.registry.ConfigurationElement.createExecutableExtension(ConfigurationE
lement.java:243) at
org.eclipse.core.internal.registry.ConfigurationElementHandle.createExecutableExtension(Configur
ationElementHandle.java:55) at
org.eclipse.ui.internal.WorkbenchPlugin\$1.run(WorkbenchPlugin.java:268) at
org.eclipse.swt.custom.BusyIndicator.showWhile(BusyIndicator.java:70) at
org.eclipse.ui.internal.WorkbenchPlugin.createExtension(WorkbenchPlugin.java:264) at
org.eclipse.ui.internal.registry.EditorDescriptor.createEditor(EditorDescriptor.java:235) at
org.eclipse.ui.internal.EditorManager.createPart(EditorManager.java:875) at
org.eclipse.ui.internal.EditorReference.createPartHelper(EditorReference.java:609) at
org.eclipse.ui.internal.EditorReference.createPart(EditorReference.java:465) at
org.eclipse.ui.internal.WorkbenchPartReference.getPart(WorkbenchPartReference.java:595) at
org.eclipse.ui.internal.EditorAreaHelper.setVisibleEditor(EditorAreaHelper.java:271) at
org.eclipse.ui.internal.EditorManager.setVisibleEditor(EditorManager.java:1459) at
org.eclipse.ui.internal.EditorManager\$5.runWithException(EditorManager.java:972) at
org.eclipse.ui.internal.StartupThreading\$StartupRunnable.run(StartupThreading.java:31) at
org.eclipse.swt.widgets.RunnableLock.run(RunnableLock.java:35) at
org.eclipse.swt.widgets.Synchronizer.runAsyncMessages(Synchronizer.java:135) at
org.eclipse.swt.widgets.Display.runAsyncMessages(Display.java:4140) at
org.eclipse.swt.widgets.Display.readAndDispatch(Display.java:3757) at
org.eclipse.ui.application.WorkbenchAdvisor.openWindows(WorkbenchAdvisor.java:803) at
org.eclipse.ui.internal.Workbench\$33.runWithException(Workbench.java:1600) at
org.eclipse.ui.internal.StartupThreading\$StartupRunnable.run(StartupThreading.java:31) at
org.eclipse.swt.widgets.RunnableLock.run(RunnableLock.java:35) at
org.eclipse.swt.widgets.Synchronizer.runAsyncMessages(Synchronizer.java:135) at
org.eclipse.swt.widgets.Display.runAsyncMessages(Display.java:4140) at
org.eclipse.swt.widgets.Display.readAndDispatch(Display.java:3757) at
org.eclipse.ui.internal.Workbench.runUI(Workbench.java:2609) at
org.eclipse.ui.internal.Workbench.access\$4(Workbench.java:2499) at
org.eclipse.ui.internal.Workbench\$7.run(Workbench.java:679) at
org.eclipse.core.databinding.observable.Realm.runWithDefault(Realm.java:332) at
org.eclipse.ui.internal.Workbench.createAndRunWorkbench(Workbench.java:668) at
org.eclipse.ui.PlatformUI.createAndRunWorkbench(PlatformUI.java:149) at

```
org.eclipse.ui.internal.ide.application.IDEApplication.start(IDEApplication.java:123) at
org.eclipse.equinox.internal.app.EclipseAppHandle.run(EclipseAppHandle.java:196) at
org.eclipse.core.runtime.internal.adaptor.EclipseAppLauncher.runApplication(EclipseAppLauncher.j
ava:110) at
org.eclipse.core.runtime.internal.adaptor.EclipseAppLauncher.start(EclipseAppLauncher.java:79)
at org.eclipse.core.runtime.adaptor.EclipseStarter.run(EclipseStarter.java:344) at
org.eclipse.core.runtime.adaptor.EclipseStarter.run(EclipseStarter.java:179) at
sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method) at
sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:57) at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:43) at
java.lang.reflect.Method.invoke(Method.java:606) at
org.eclipse.equinox.launcher.Main.invokeFramework(Main.java:622) at
org.eclipse.equinox.launcher.Main.basicRun(Main.java:577) at
org.eclipse.equinox.launcher.Main.run(Main.java:1410) at
org.eclipse.equinox.launcher.Main.main(Main.java:1386)
```

問題：從何處獲取Call Studio應用程式的Call Studio錯誤日誌

解決方案

錯誤日誌檢視可捕獲外掛記錄的所有警告和錯誤。基礎日誌檔案是儲存在工作區的.metadata子目錄中的.log檔案。「錯誤日誌」檢視位於視窗>顯示檢視>錯誤日誌下。



事件排序

日誌檢視中的事件可以按消息、外掛ID或日期以升序或降序排序。只需按一下排序所依據的列標題。列標題中的向下箭頭表示降序；而向上箭頭表示升序。

事件分組

日誌檢視中的事件可以按會話或外掛ID分組。只需從檢視工具欄中按一下Chevron並選擇Group By。

事件篩選

您可以過濾檢視以顯示特定型別或會話的事件。此外，您還可以限制檢視中的條目數。在檢視工具欄下拉選單的**過濾器**.....下，過濾選項可用。

匯入和匯出日誌

若要將任意.log匯入檢視，請按**匯入日誌**工具欄按鈕或從上下文選單中選擇**匯入日誌**.....。然後，從檔案系統中選擇.log檔案。

要將當前日誌檢視內容匯出到檔案中，請按**匯出日誌**工具欄按鈕，或從上下文選單中選擇**匯出日誌**.....。然後，輸入檔名。

清除和刪除日誌


要清除**檢視**日誌內容而不刪除基礎.log檔案，請按**清除日誌**工具欄按鈕或從上下文選單中選擇**清除日誌檢視器**。

要永久刪除**基礎**.log檔案，請按**Delete Log**工具欄按鈕，或從上下文選單中選擇**Delete Log**。

事件詳細資訊

通過按兩下特定條目或從該條目的上下文選單中選擇**事件詳細資訊**，可以在**事件詳細資訊**對話方塊中檢視有關特定事件的完整詳細資訊。您可以檢視每個事件的Date、**Severity**、**Message**、**Exception Stack Trace**（如果可用）和Session Data。

Date: 2008-06-04 16:12:58.727

Severity:  Error

Message: Could not load library: jWinHttp.dll

Exception Stack Trace:

```
java.lang.UnsatisfiedLinkError: C:\eclipses\eclipse-SDK-3.4RC3-win32\eclipse\configuration\
at java.lang.ClassLoader$NativeLibrary.load(Native Method)
at java.lang.ClassLoader.loadLibrary0(Unknown Source)
at java.lang.ClassLoader.loadLibrary(Unknown Source)
at java.lang.Runtime.loadLibrary0(Unknown Source)
at java.lang.System.loadLibrary(Unknown Source)
at org.eclipse.core.internal.net.WindowsProxyProvider.<clinit>(WindowsProxyProvider.java:
at java.lang.Class.forName0(Native Method)
at java.lang.Class.forName(Unknown Source)
at org.eclipse.core.internal.net.ProxyManager.<init>(ProxyManager.java:73)
at org.eclipse.core.internal.net.ProxyManager.getProxyManager(ProxyManager.java:88)
at org.eclipse.core.internal.net.Activator.start(Activator.java:178)
at org.eclipse.osgi.framework.internal.core.BundleContextImpl$2.run(BundleContextImpl.java:
at java.security.AccessController.doPrivileged(Native Method)
at org.eclipse.osgi.framework.internal.core.BundleContextImpl.startActivator(BundleConte:
at org.eclipse.osgi.framework.internal.core.BundleContextImpl.start(BundleContextImpl.java:
at org.eclipse.osgi.framework.internal.core.BundleHost.startWorker(BundleHost.java:346)
at org.eclipse.osgi.framework.internal.core.AbstractBundle.start(AbstractBundle.java:265)
at org.eclipse.osgi.framework.util.SecureAction.start(SecureAction.java:400)
```

Session Data:

```
eclipse.buildId=I20080530-1730
java.version=1.6.0_06
```

您可以通過上箭頭和下箭頭按鈕從一個條目導航到下一個條目。

要將錯誤複製到剪貼簿，請按帶有剪貼簿影象的按鈕。

問題：從何處獲取用於應用程式驗證的Call Studio日誌

解決方案

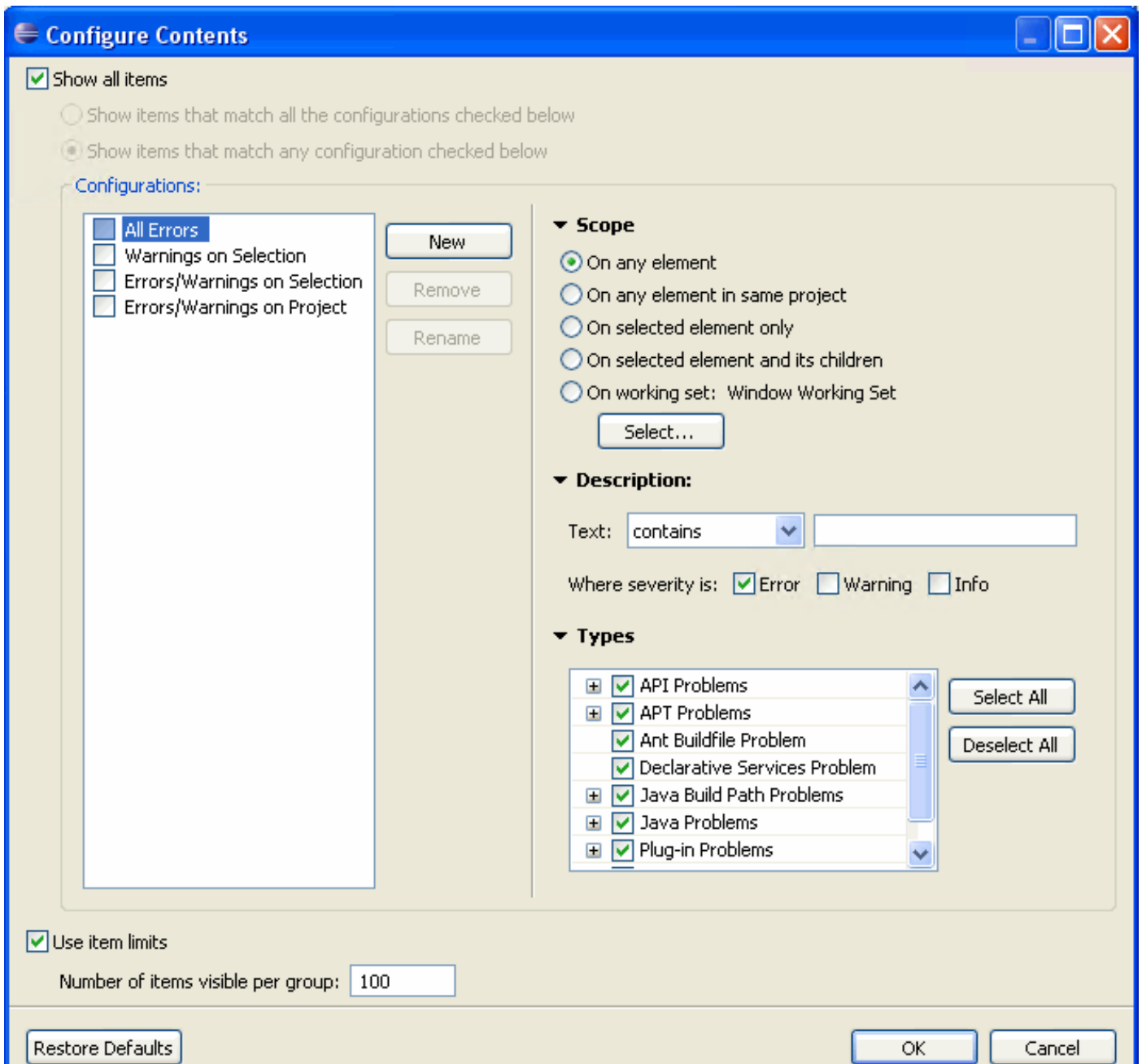
當您在工作台中使用資源時，各種構建者可以在「問題」檢視中自動記錄問題、錯誤或警告。例如，當您儲存包含語法錯誤的Java原始檔時，這些錯誤會被記錄到「問題」檢視中。按兩下問題、錯誤或警告的圖示時，相關資源的編輯器會自動開啟到相關代碼行。

Description	Resource	Path	Location	Type
Fatal Errors (1 item)				
The import java.net.Bug cannot be resolved	Logo.java	/ScreenShots/sr...	line 6	Java Problem
Potential Programming Problems (21 items)				
The argument of type Class[] should explicitly be cast	BaseTestRunner.java	/ScreenShots/sr...	line 111	Java Problem
The argument of type Class[] should explicitly be cast	TestCase.java	/ScreenShots/sr...	line 154	Java Problem
The argument of type Class[] should explicitly be cast	TestCaseClassLoaderTest.j...	/ScreenShots/sr...	line 25	Java Problem

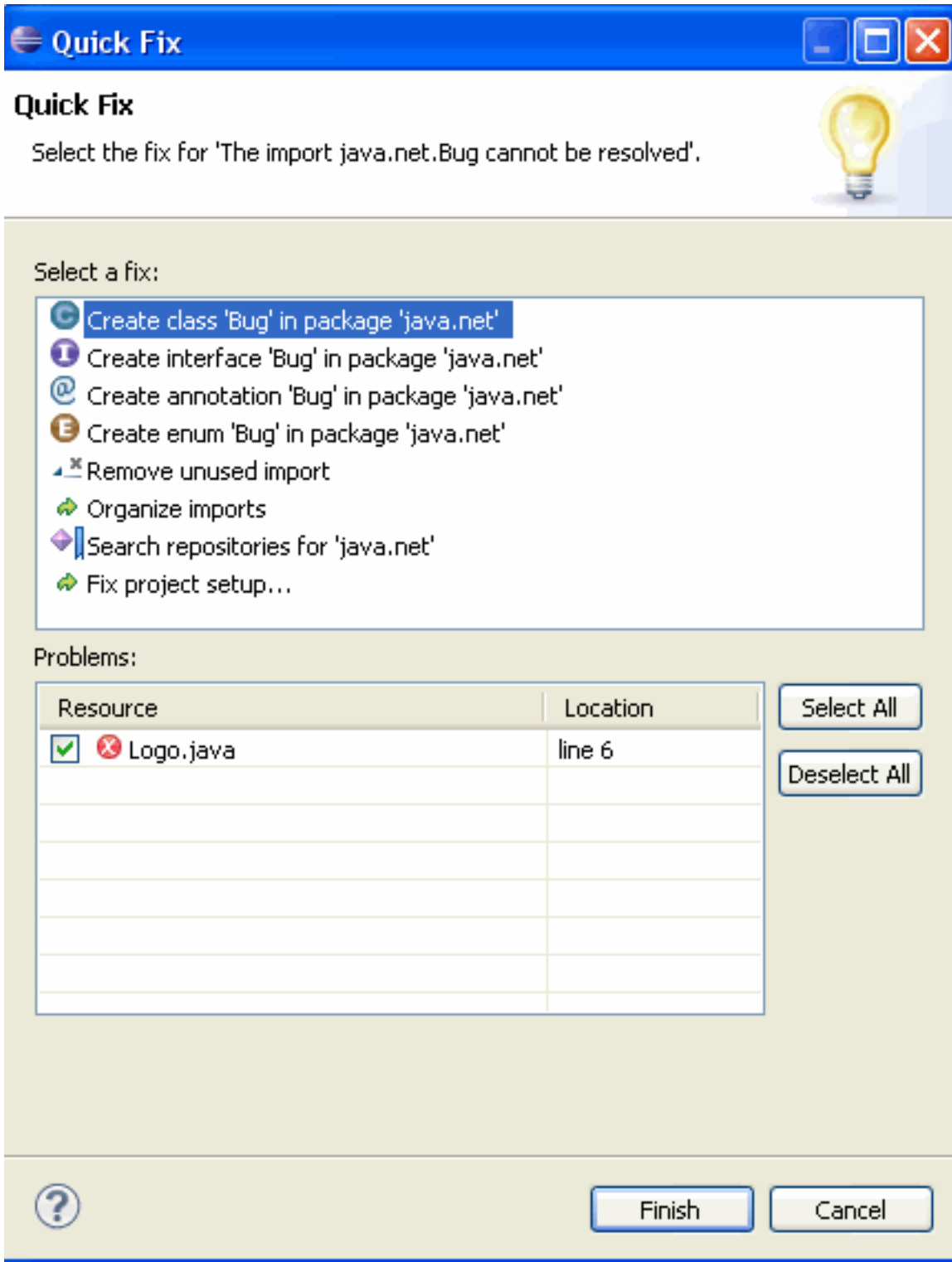
預設情況下，「問題」檢視按嚴重性對您的問題分組。也可以按型別進行分組，或者根本不分組。某些元件會新增自己的分組。例如，Java開發工具(JDT)支援新增了一個Java問題型別組。可以使用「分組依據」菜單選擇分組。

「問題」檢視的第一列顯示一個圖示，表示行專案的型別、類別和說明。左鍵按一下專案以在編輯器中開啟檔案，並突出顯示包含問題的行。

您可以配置「問題」檢視的內容以僅檢視與特定資源或資源組相關的警告和錯誤。這可通過使用下拉選單中的**配置內容**對話方塊來完成。您可以將多個過濾器新增到「問題」檢視，並根據需要啟用或禁用它們。篩選器可以是可加的（將顯示至少滿足其中一個已啟用篩選器的所有問題）或獨佔的（僅顯示滿足所有篩選器的問題）。預設情況下提供兩個最常用的篩選器（選擇時的所有錯誤和警告）。



可以通過從上下文選單中選擇**快速修復**來解決問題。將顯示可能的解析度清單。



要將「問題」檢視新增到當前透視，請按一下「視窗」>「顯示檢視」>「其他.....」>「常規」>「問題」。