

# 知 ACG1000 日志分析与管理平台授权失败

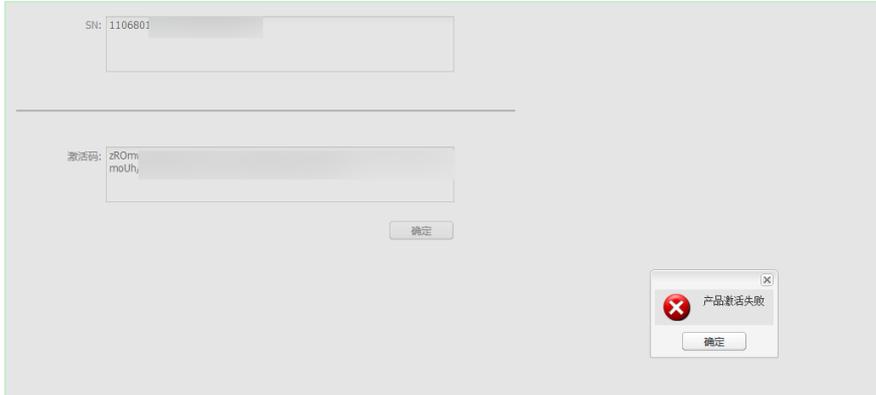
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## 组网及说明

无

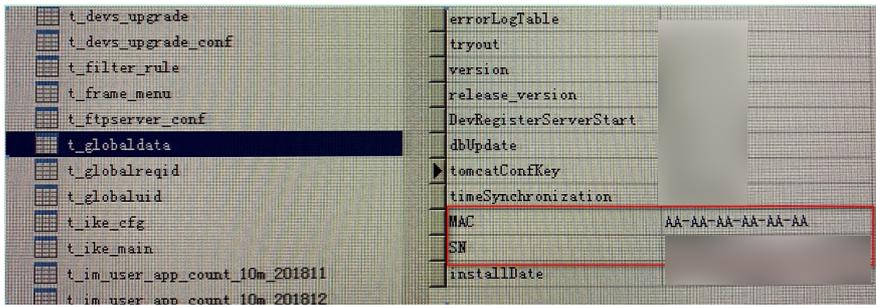
## 问题描述

ACG1000 日志分析与管理平台授权失败



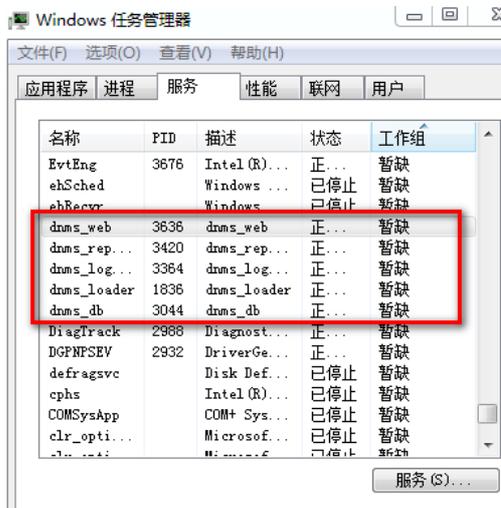
## 过程分析

通过查看采用数据库软件登录manager的数据库，找到spl\_data\_center\_db下的t\_globaldata，看到manager 没有读取到网卡的mac，现场是有多个网卡，怀疑是安装时候的网卡没有启动。

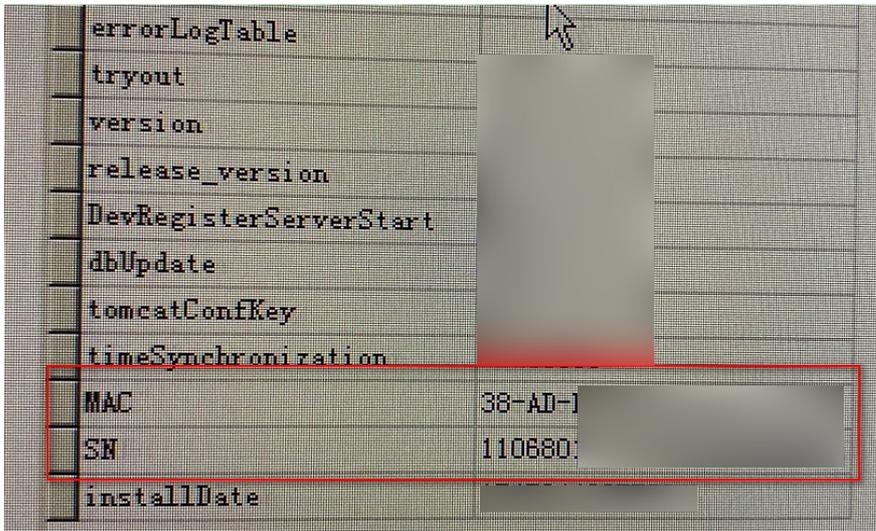


## 解决方法

在数据库中删除MAC和SN对应的表项，禁用多余的网卡，然后重启manager的相关服务，重新生成MAC和SN码



重置了acg manager 信息，已经可以识别到在用网卡



The image shows a screenshot of a configuration table. The table has two columns: the first column contains configuration keys, and the second column contains their corresponding values. A red rectangular box highlights the rows for 'MAC' and 'SN'. The 'MAC' value is '38-AD-1' and the 'SN' value is '110680'. Other rows in the table include 'errorLogTable', 'tryout', 'version', 'release\_version', 'DevRegisterServerStart', 'dbUpdate', 'tomcatConfKey', 'timeSynchronization', and 'installDate'. A mouse cursor is visible at the top of the table.

|                        |         |
|------------------------|---------|
| errorLogTable          |         |
| tryout                 |         |
| version                |         |
| release_version        |         |
| DevRegisterServerStart |         |
| dbUpdate               |         |
| tomcatConfKey          |         |
| timeSynchronization    |         |
| MAC                    | 38-AD-1 |
| SN                     | 110680  |
| installDate            |         |

下一步可以通过重装acg manager，然后在Imp上面走授权变更。

或者不重装manager，走解绑流程后重新激活。