

Configure Java For Email and Chat (ECE) Workflow Error

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Introduction

This document describes how to configure Java on your system in order to use ECE workflow, which would be blocked otherwise due to Java security.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco ECE
- Windows PC

Components Used

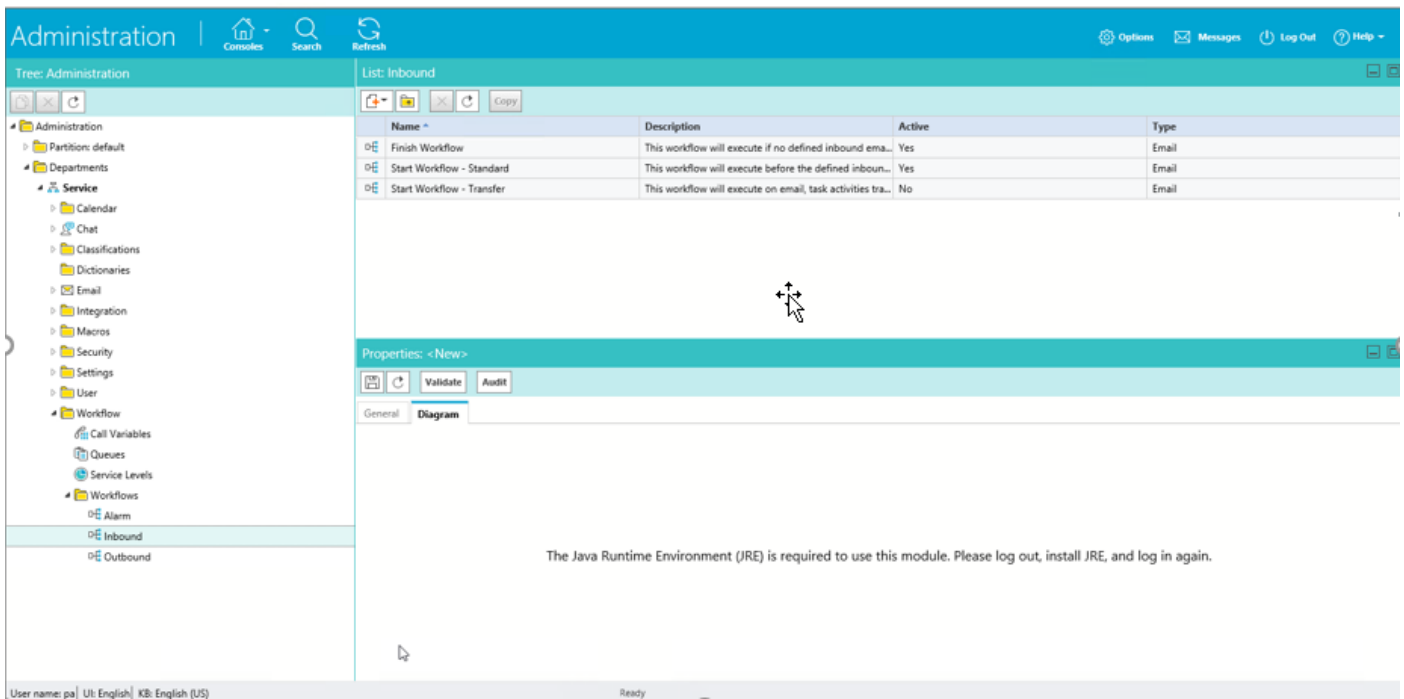
The information in this document is based on these software and hardware versions:

- ECE 11.6
- Windows 10

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Problem: ECE Workflow Does Not Work and Prompts to Install Java

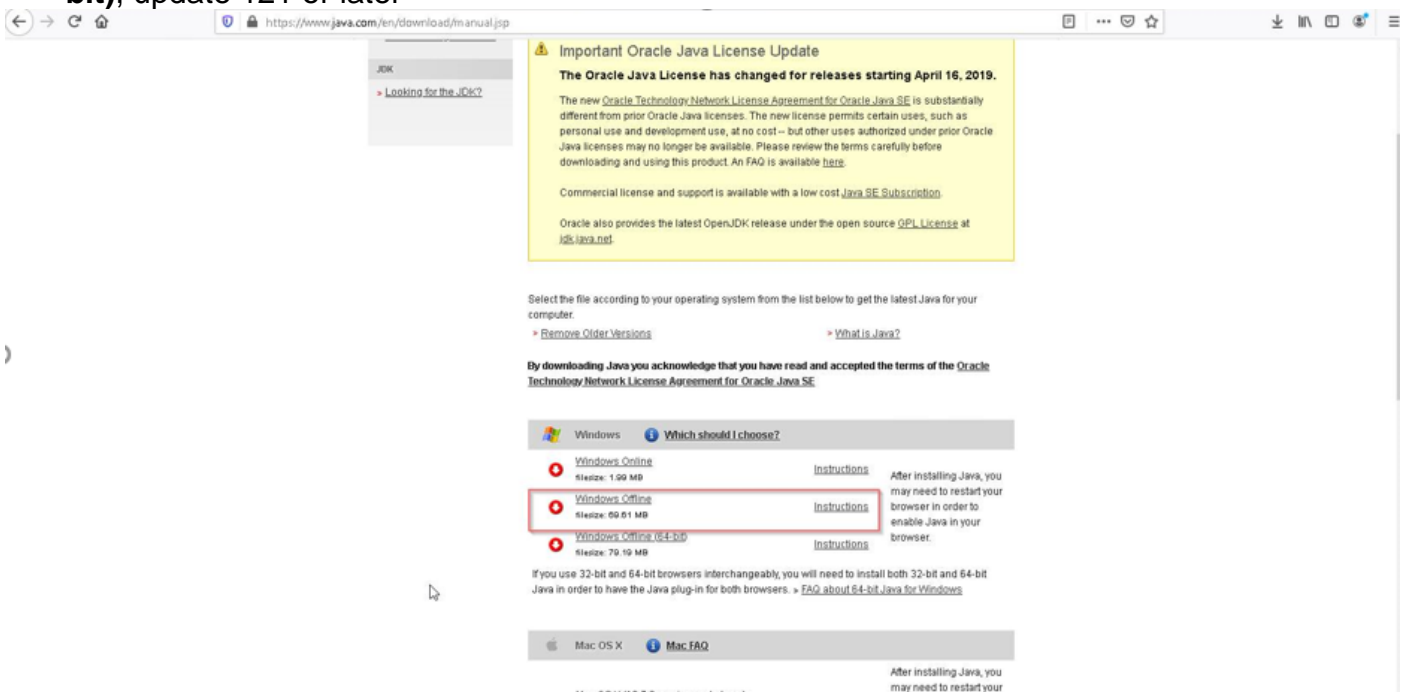
ECE displays this error when you try to configure email workflows.



Solution

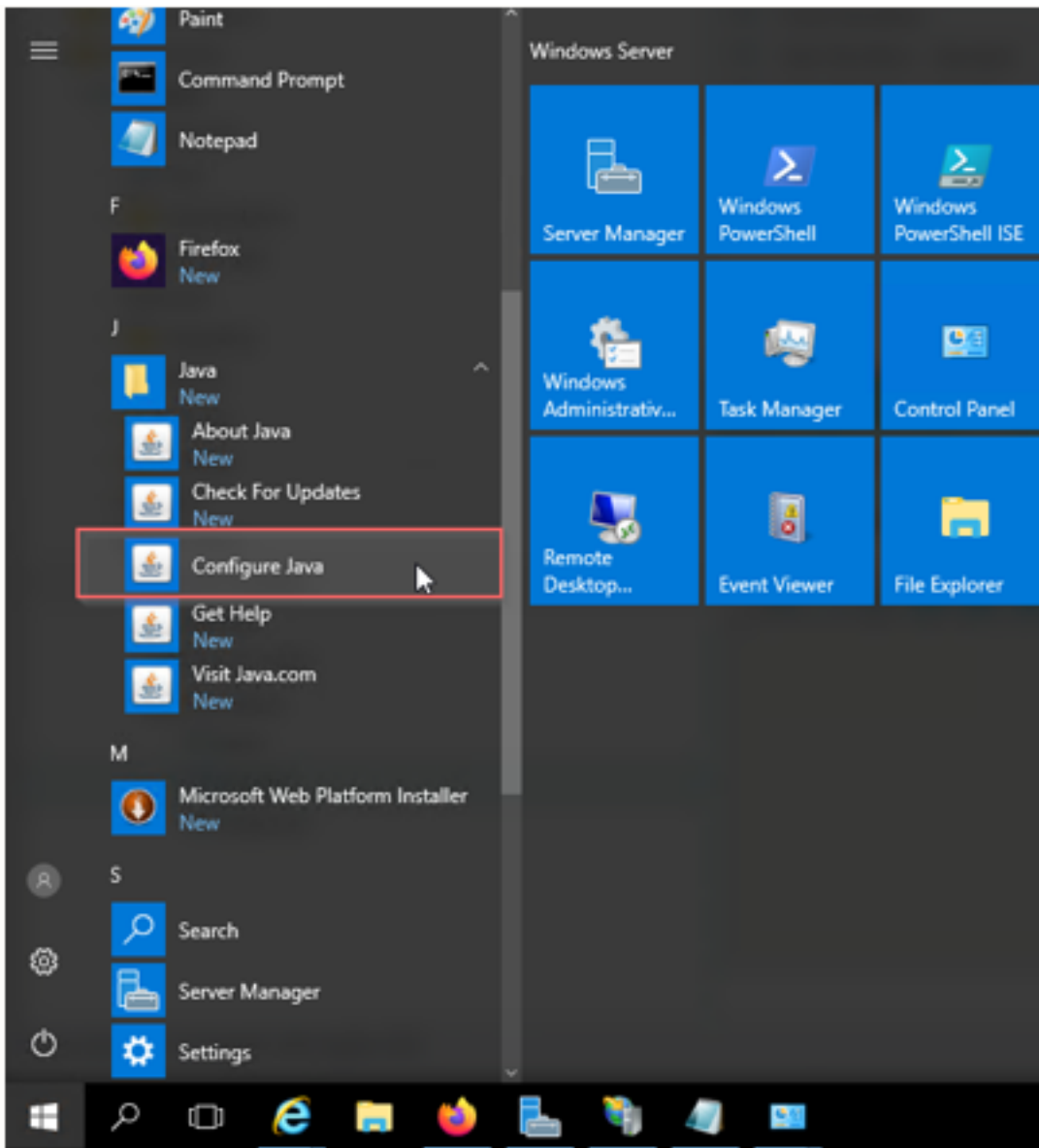
Step 1. Install Java

- Navigate to –<https://www.java.com/en/download/manual.jsp> and install **JRE version 1.8 (32 bit)**, update 121 or later



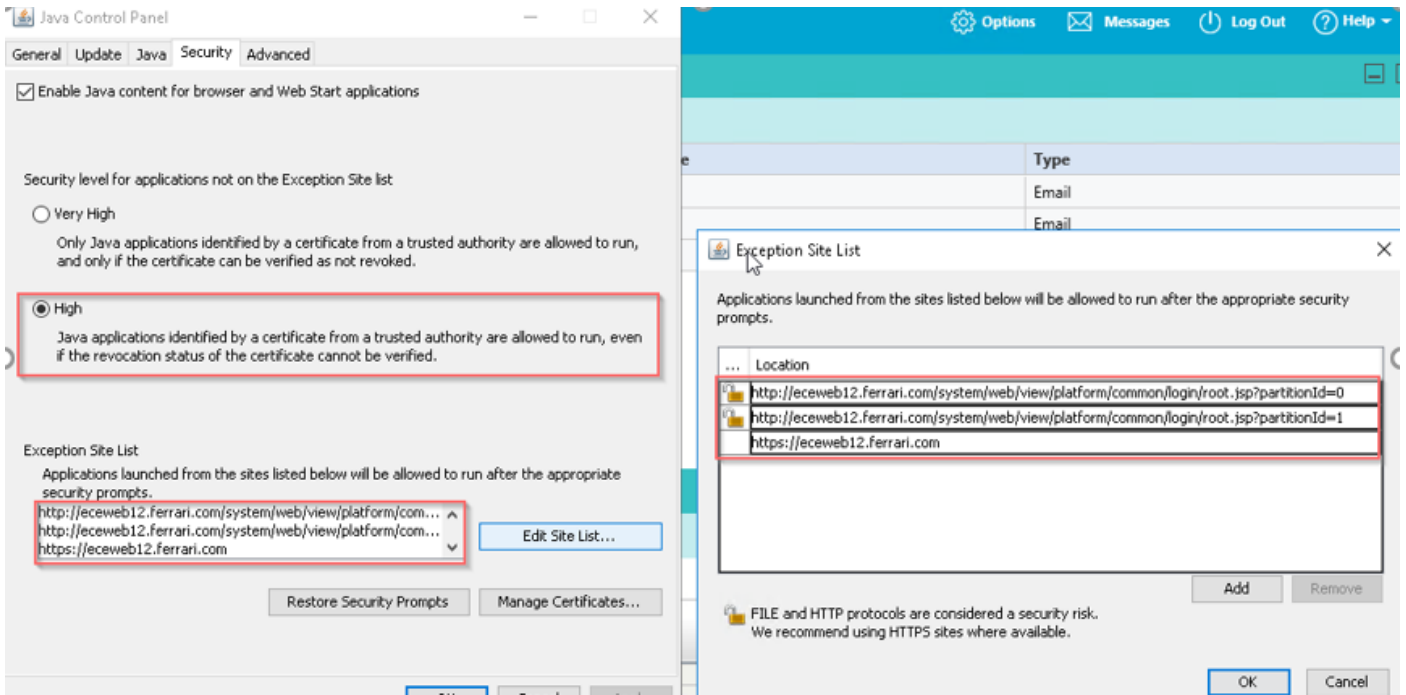
Step 2. Install signed certificates

From windows start menu select "Configure Java"



Change Security level to High.

Add ECE URL's to the "Exception Site List"



Import CA certificate. This is the certificate that was installed on the ECE Web Server via IIS

Enable Java content for browser and Web Start applications

Security level for applications not on the Exception Site list

 Very High

Only Java applications identified by a certificate from a trusted authority are allowed to run, and only if the certificate can be verified as not revoked.

 High

Java applications identified by a certificate from a trusted authority are allowed to run, even if the revocation status of the certificate cannot be verified.

Exception Site List

Applications launched from the sites listed below will be allowed to run after the appropriate security prompts.

http://eceweb12.ferrari.com/system/web/view/platform/com... ^
http://eceweb12.ferrari.com/system/web/view/platform/com...
https://eceweb12.ferrari.com v

Edit Site List...

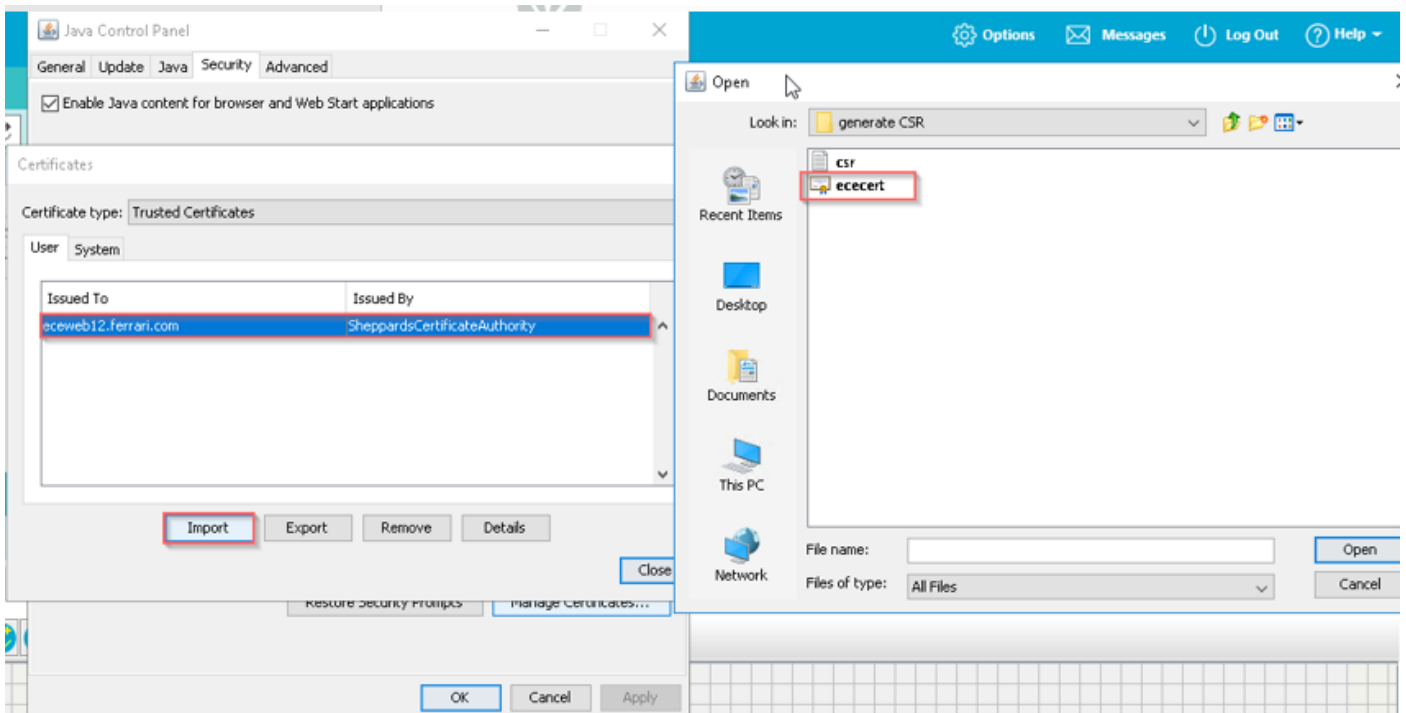
Restore Security Prompts

Manage Certificates...

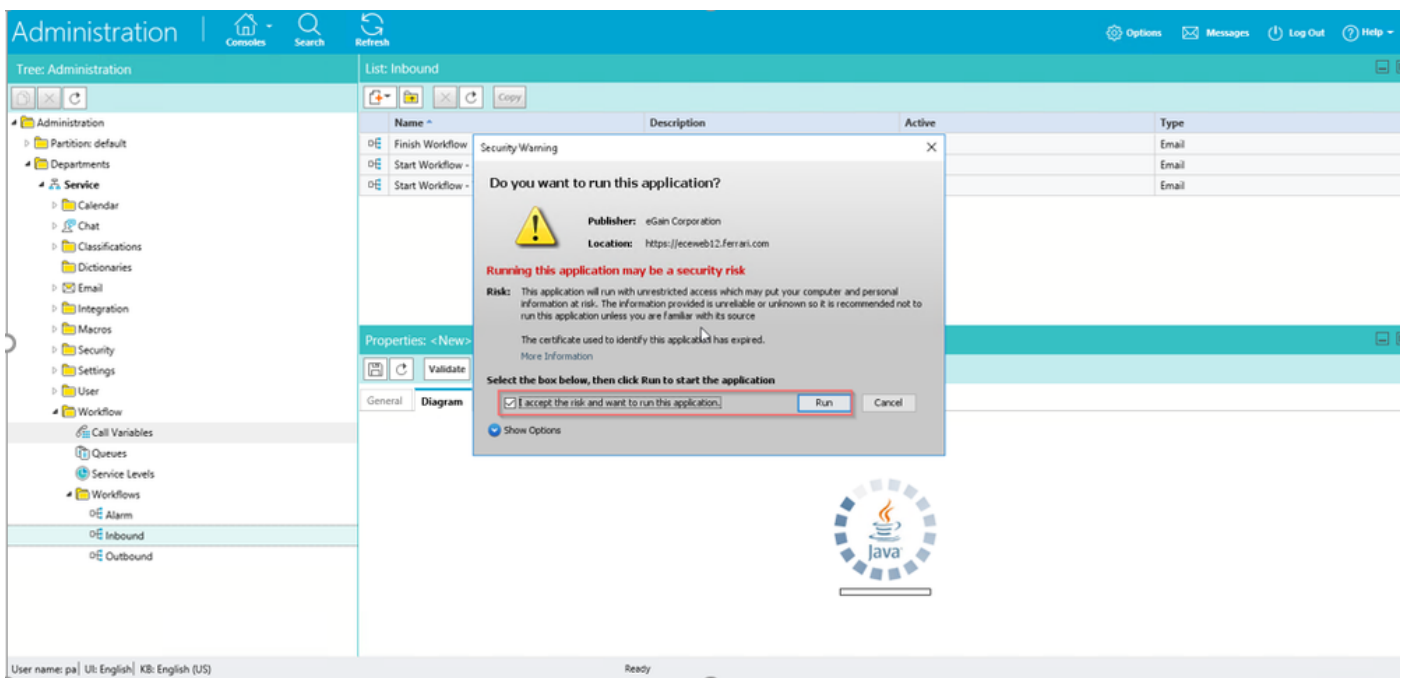
OK

Cancel

Apply



Accept the risk to run Java application. You see three exceptions and you have to allow each one.



Administration | Consoles Search Refresh Options Messages Log Out Help

Tree: Administration

- Administration
 - Partition: default
 - Departments
 - Service
 - Calendar
 - Chat
 - Classifications
 - Dictionaries
 - Email
 - Integration
 - Macros
 - Security
 - Settings
 - User
 - Workflow
 - Call Variables
 - Queues
 - Service Levels
 - Workflows
 - Alarm
 - Inbound
 - Outbound

List: Inbound

Name	Description	Active	Type
Finish Workflow	This workflow will execute if no defined inbound ema...	Yes	Email
Start Workflow - Standard	This workflow will execute before the defined inbound...	Yes	Email
Start Workflow - Transfer	This workflow will execute on email, task activities tra...	No	Email

Security Warning

Allow access to the following application from this web site?

Web Site: https://eceweb12.ferrari.com

Application: UNKNOWN
Publisher: eGain Corporation

This web site is requesting access and control of the Java application shown above. Allow access only if you trust the web site and know that the application is intended to run on this site.

Properties: <New>

Do not show this again for this app and web site. Allow Do Not Allow

General Diagram More information

User name: pa | UI: English | KB: English (US) Ready

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Properties: <New>

Validate Audit

General Diagram

Name	Value
Name *	New inbound workflow
Description	
Active	No

User name: pa | UI: English | KB: English (US)

This webpage wants to run the following add-on: 'Java SE Runtime Environment 8 Update 261' from 'Oracle America, Inc.'. What's the risk? Allow Allow for all websites

You must now be able to configure your workflows.

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List: Inbound

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Start Workflow - Transfer	This workflow will execute on email_task.activities tra...	No	Email

Properties: <New>

Validate

General

Diagram

Start

Add Start Node

Available start points

- Entry Points
 - Email Aliases
 - ecealias@ferrari.com
 - Secure Message Center

Selected start points

Name	Path
ecealias@fer...	Entry Points - Email ...

OK Cancel Help