

Error de flujo de trabajo de configuración de Java para correo electrónico y chat (ECE)

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Introducción

Este documento describe cómo configurar Java en su sistema para utilizar el flujo de trabajo de ECE, que de otra manera se bloquearía debido a la seguridad de Java.

Prerequisites

Requirements

Cisco recomienda que tenga conocimiento sobre estos temas:

- CEPE de Cisco
- PC de Windows

Componentes Utilizados

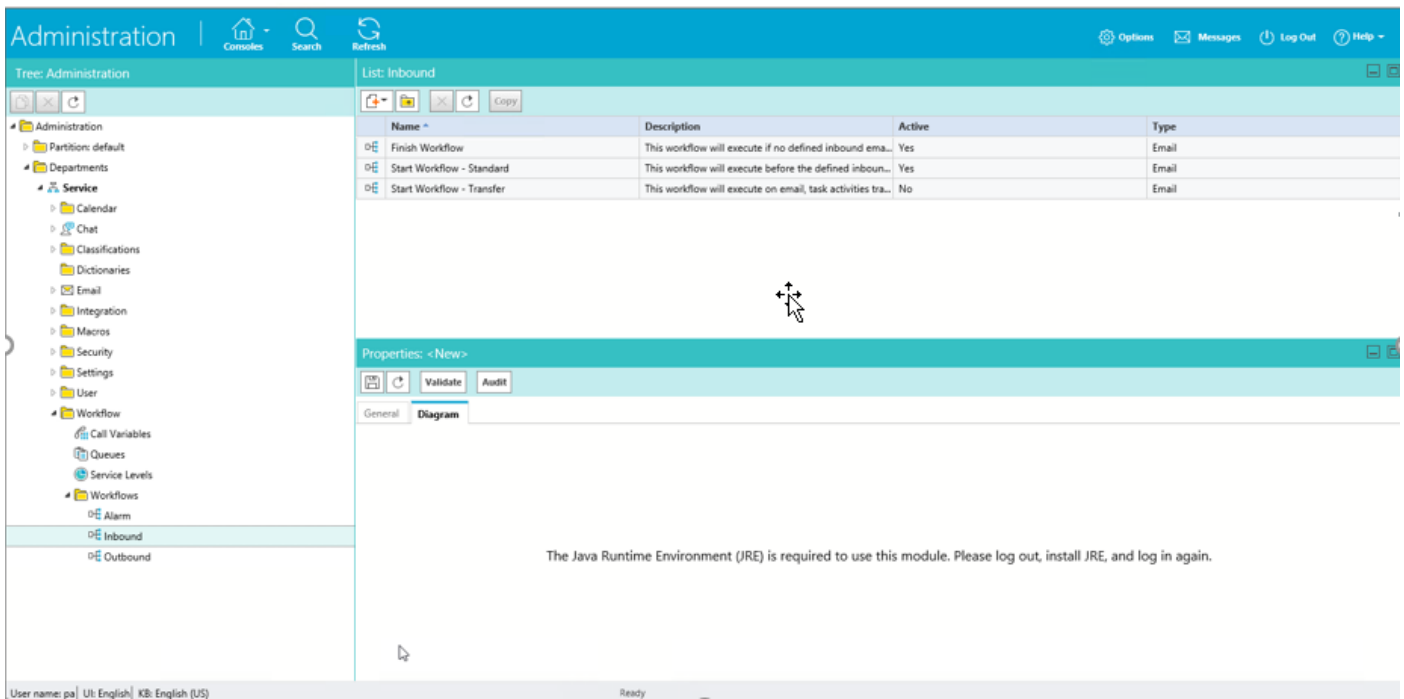
La información que contiene este documento se basa en las siguientes versiones de software y hardware.

- CEPE 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. Si tiene una red en vivo, asegúrese de entender el posible impacto de cualquier comando.

Problema: El flujo de trabajo de ECE no funciona y solicita la instalación de Java

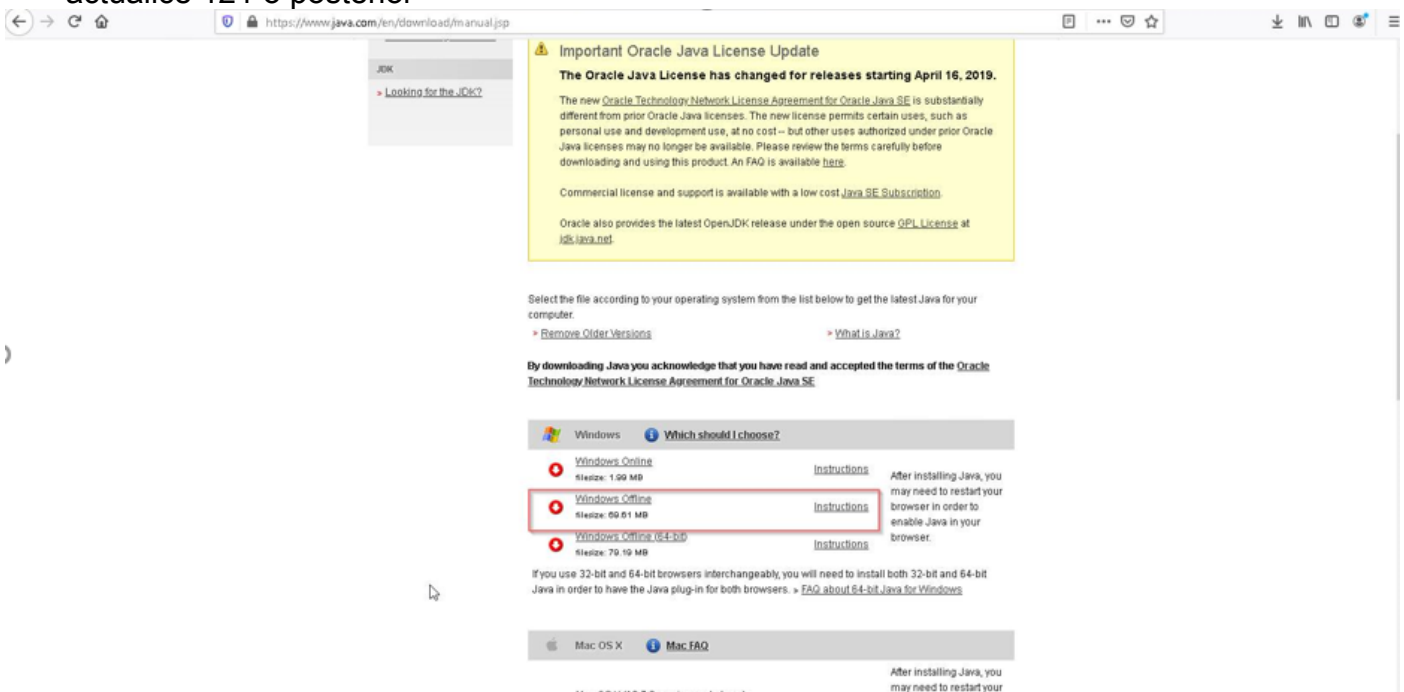
ECE muestra este error cuando intenta configurar flujos de trabajo de correo electrónico.



Solución

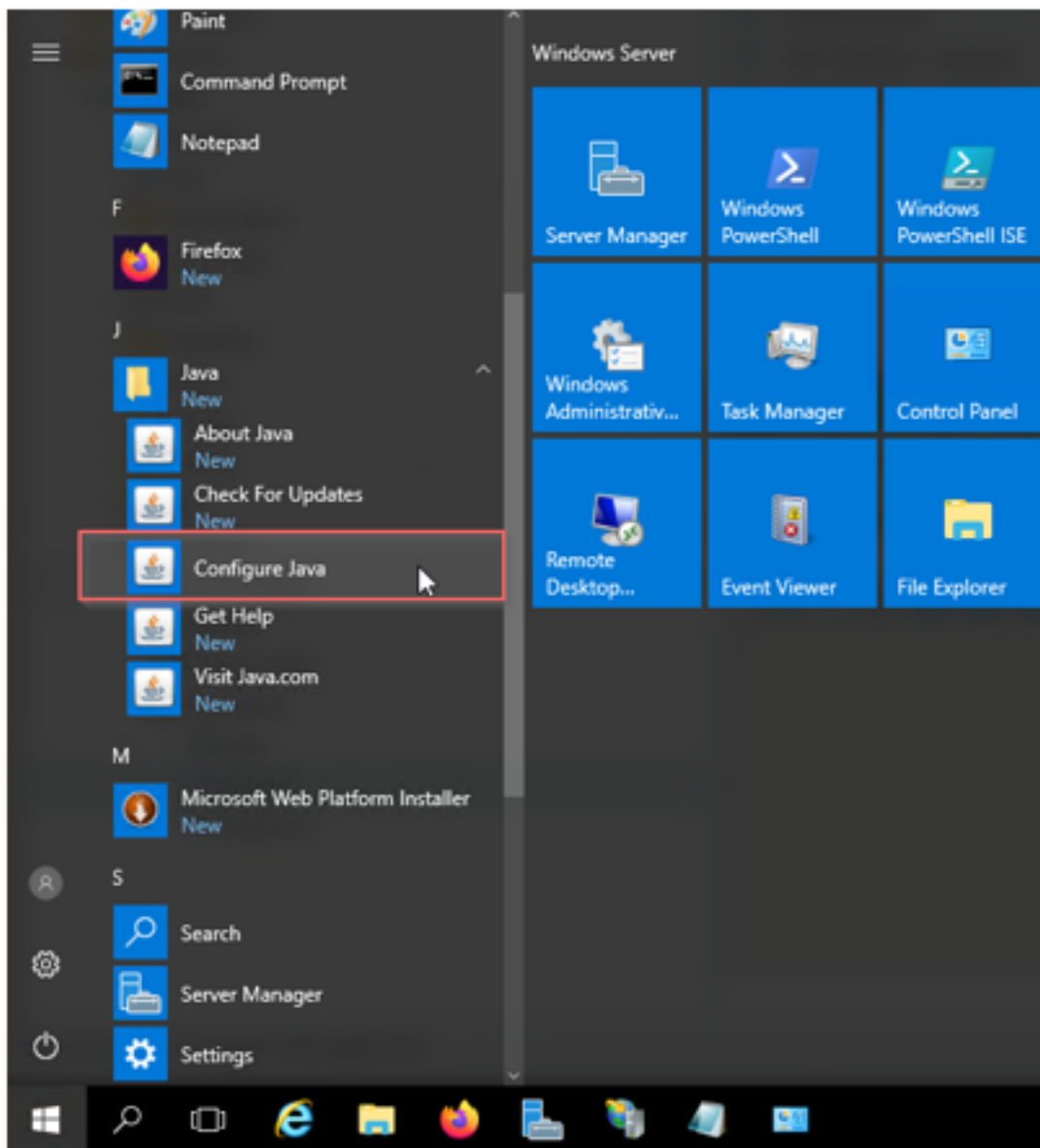
Paso 1. Instalar Java

- Vaya a <https://www.java.com/en/download/manual.jsp> e instale JRE versión 1.8 (32 bits), actualice 121 o posterior



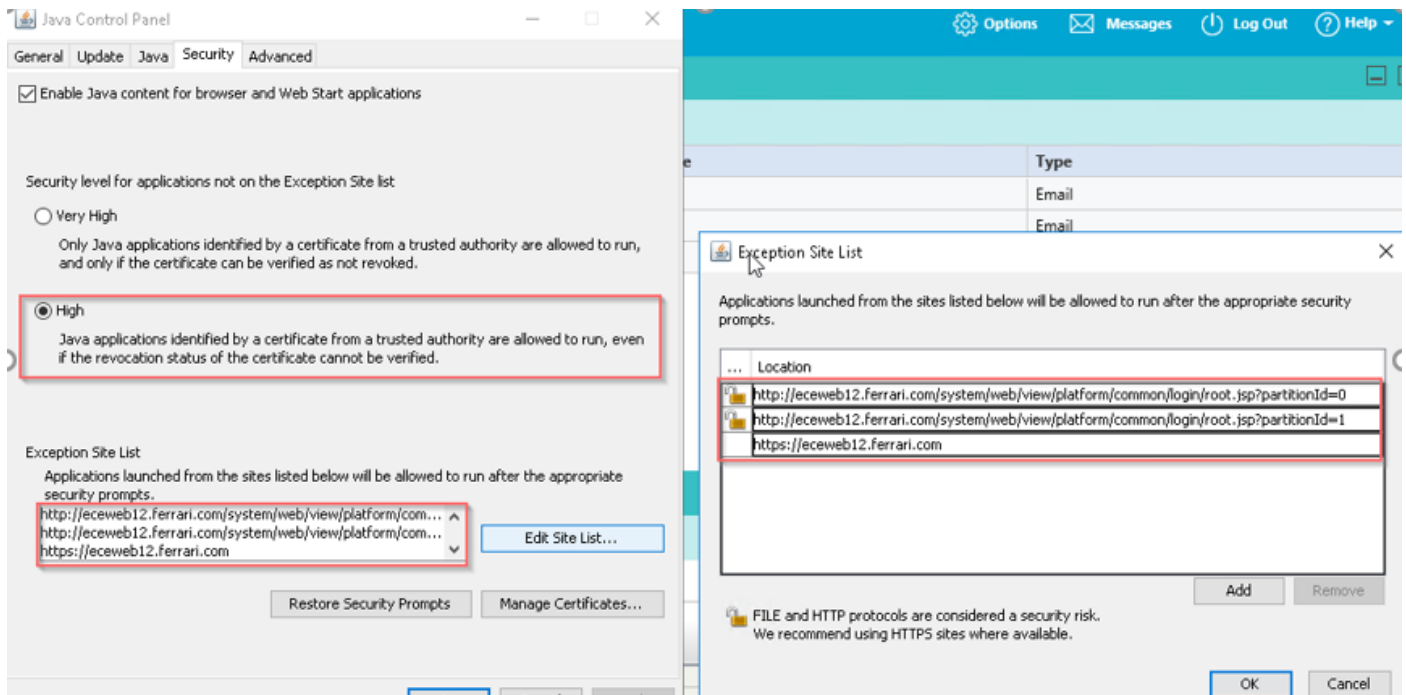
Paso 2. Instalar certificados firmados

En el menú de inicio de Windows, seleccione "Configurar Java"



Cambie el nivel de seguridad a Alto.

Agregar URL de CEPE a la "Lista de sitios de excepciones"



Importar certificado de CA. Este es el certificado que se instaló en el servidor Web CEPE a través de 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...

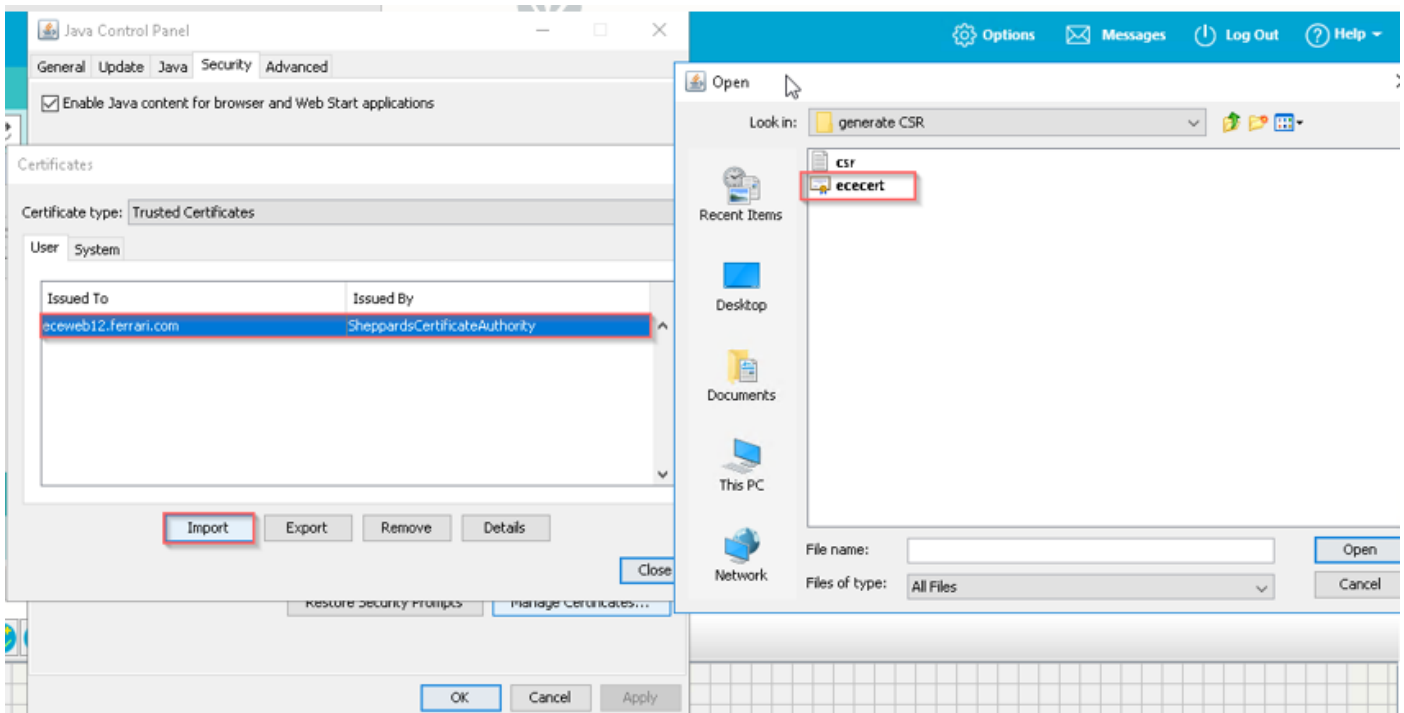
Restore Security Prompts

Manage Certificates...

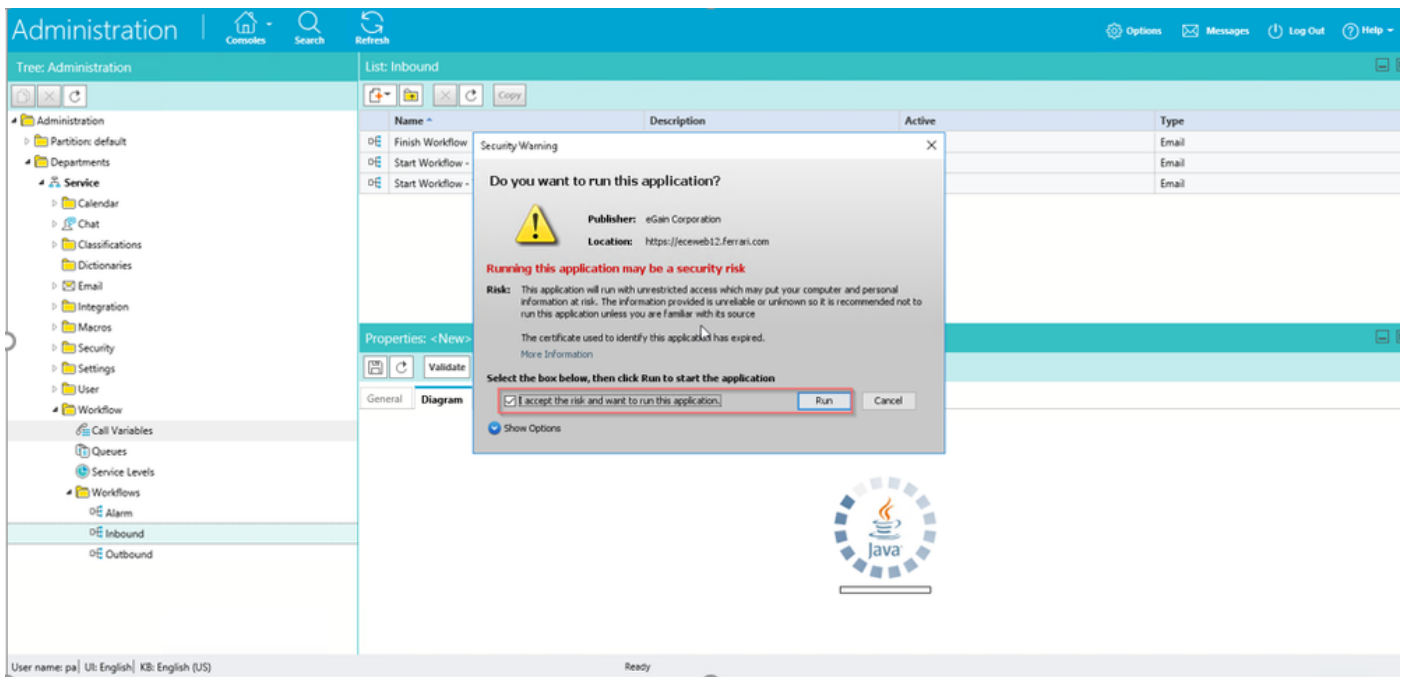
OK

Cancel

Apply



Acepte el riesgo de ejecutar la aplicación Java. Se ven tres excepciones y se debe permitir cada una.



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

Administration | Consoles Search Refresh Options Messages Log Out Help

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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

Ahora debe poder configurar los flujos de trabajo.

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List: Inbound

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

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

Properties: <New>

Validate

General Diagram

