

Configurar Java para erro de fluxo de trabalho de e-mail e bate-papo (ECE)

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Introduction

Este documento descreve como configurar o Java em seu sistema para usar o fluxo de trabalho ECE, que seria bloqueado de outra forma devido à segurança do Java.

Prerequisites

Requirements

A Cisco recomenda que você tenha conhecimento destes tópicos:

- Cisco ECE
- PC Windows

Componentes Utilizados

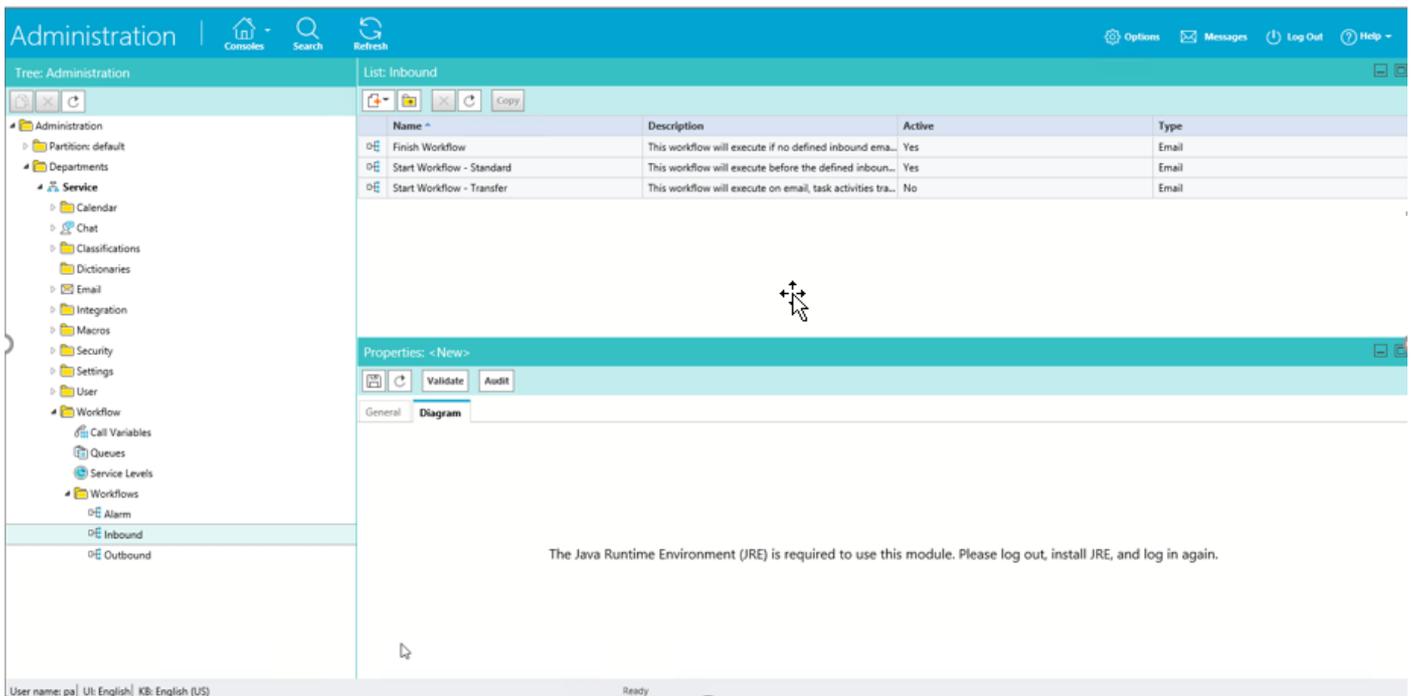
As informações neste documento são baseadas nestas versões de software e hardware:

- 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. Se a rede estiver ativa, certifique-se de que você entenda o impacto potencial de qualquer comando.

Problema: O fluxo de trabalho ECE não funciona e solicita a instalação do Java

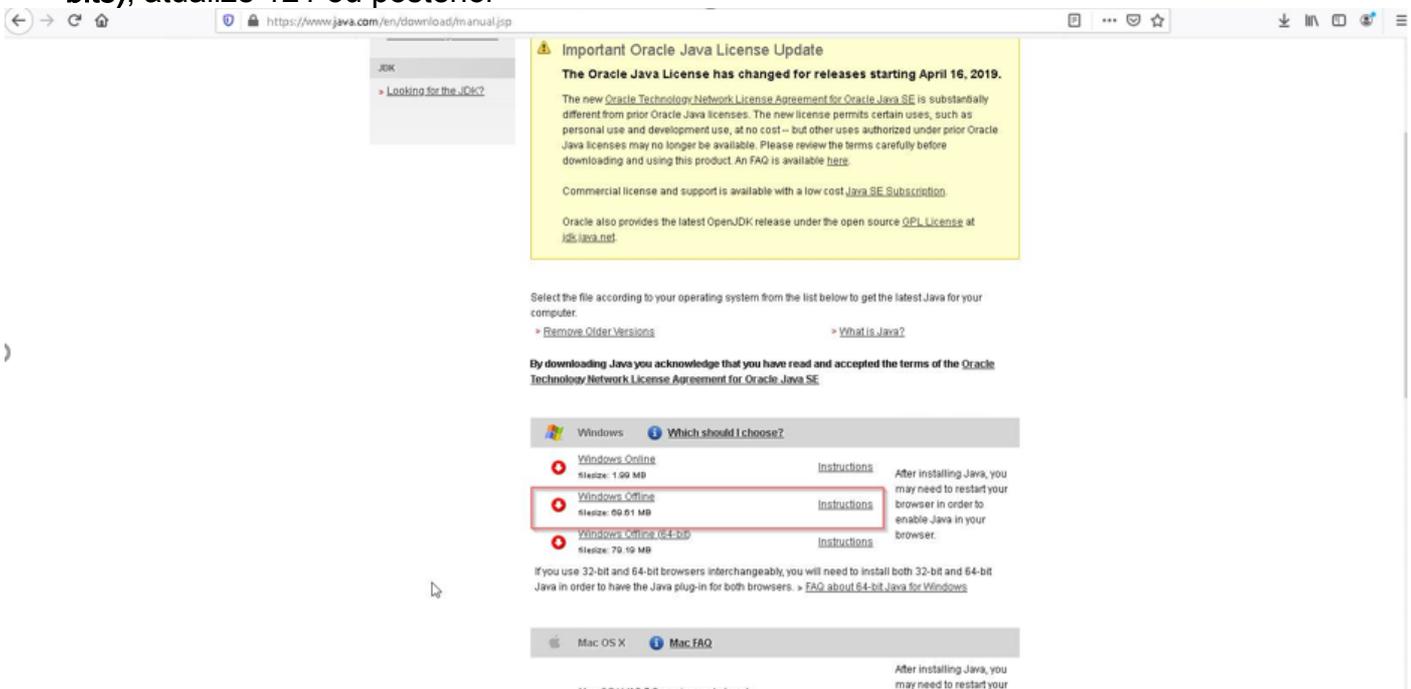
O ECE exibe esse erro quando você tenta configurar fluxos de trabalho de e-mail.



Solução

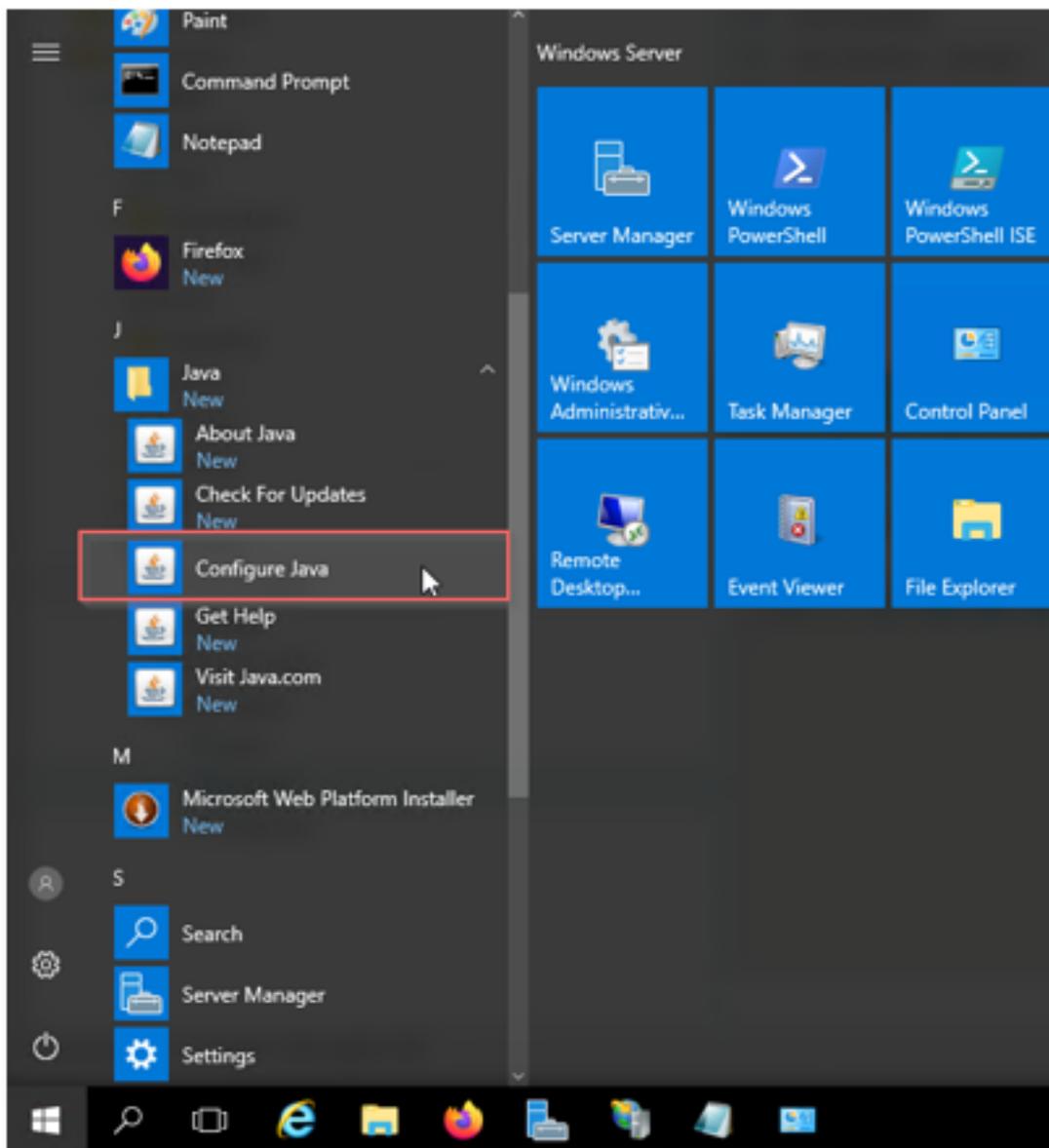
Etapa 1. Instalar Java

- Navegue até <https://www.java.com/en/download/manual.jsp> e instale o JRE versão 1.8 (32 bits), atualize 121 ou posterior



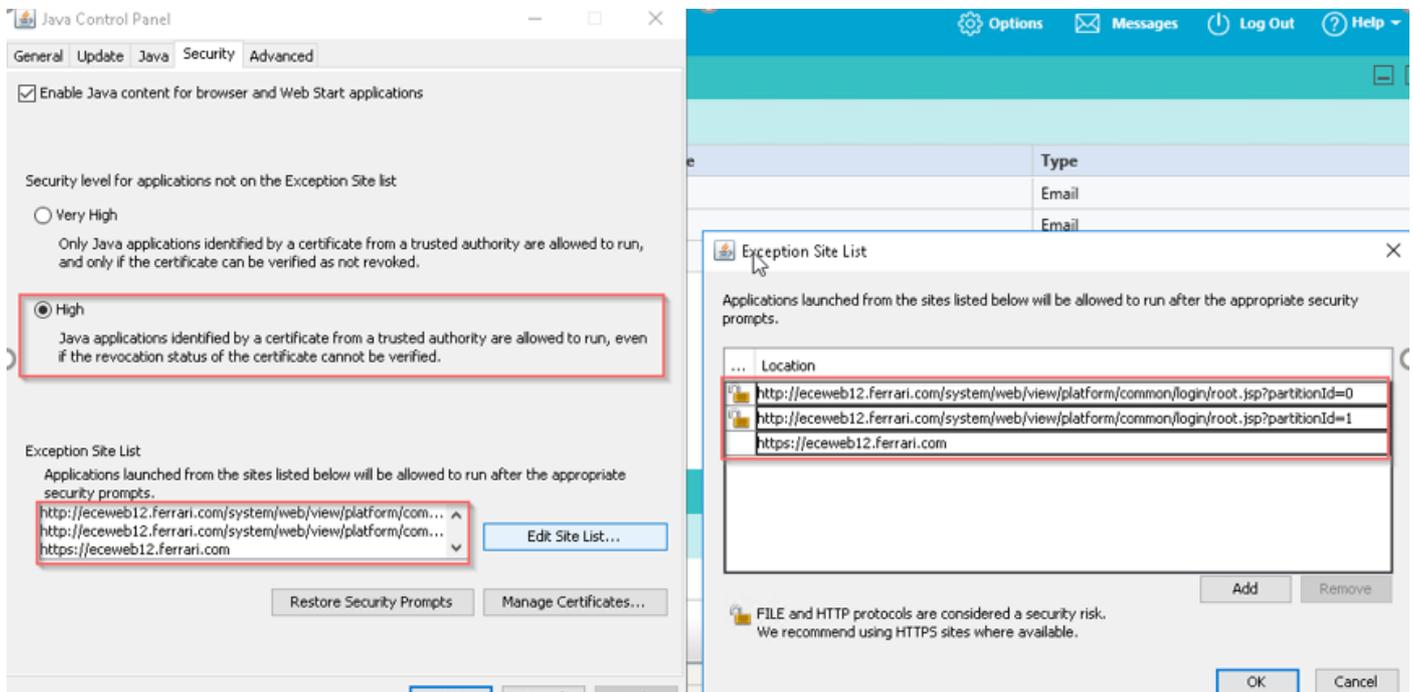
Etapa 2. Instalar certificados assinados

No menu Iniciar do Windows selecione "Configurar Java"



Altere o nível de segurança para Alto.

Adicione URLs ECE à "Lista de locais de exceção"



Importar certificado CA. Este é o certificado que foi instalado no servidor Web ECE 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...

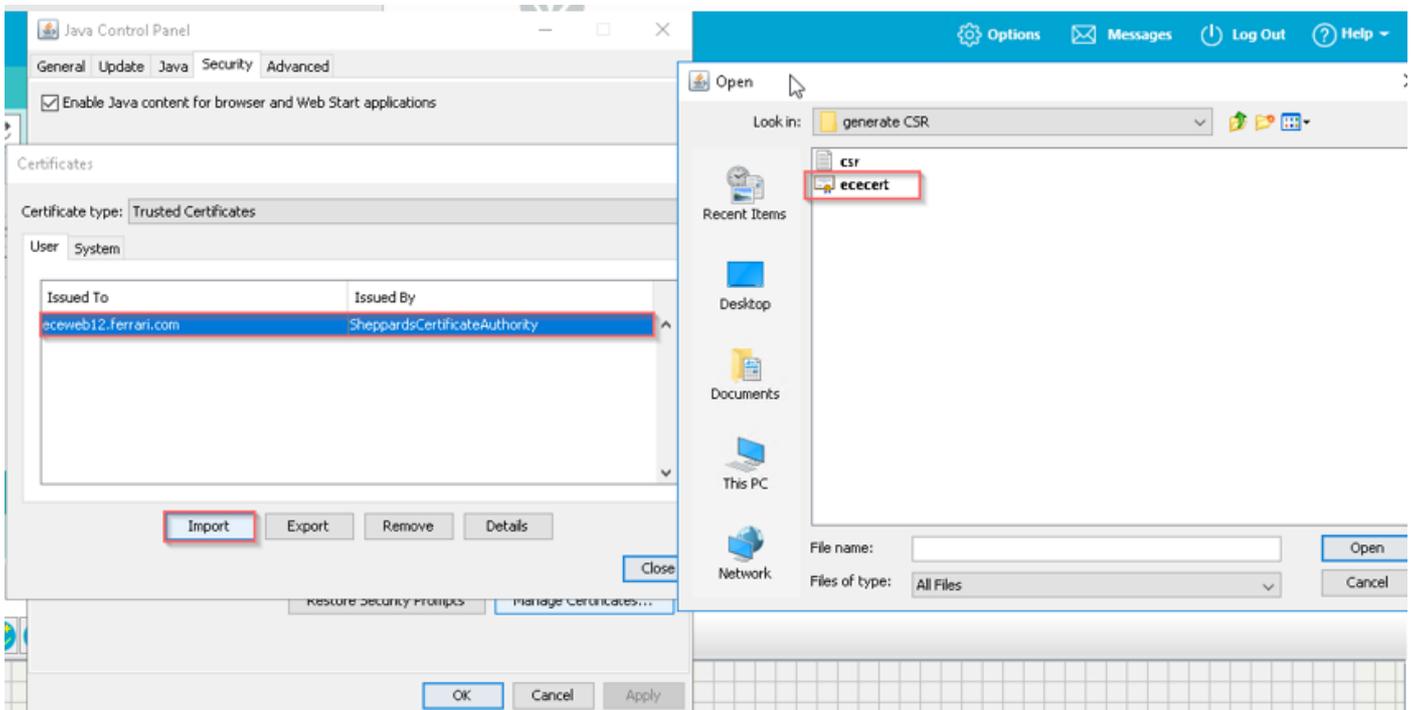
Restore Security Prompts

Manage Certificates...

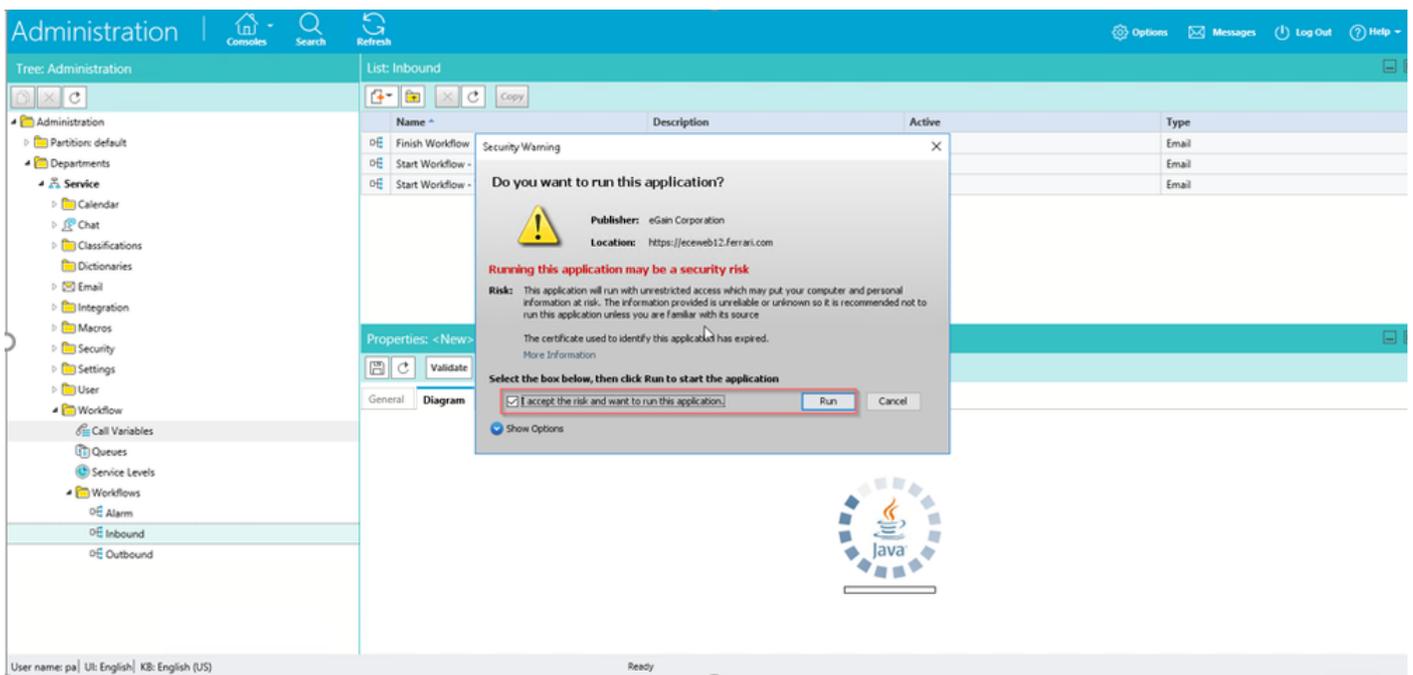
OK

Cancel

Apply



Aceite o risco de executar o aplicativo Java. Você vê três exceções e tem que permitir cada uma.



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

Agora você deve ser capaz de configurar seus fluxos de trabalho.

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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