

Solucione o erro: Falha ao buscar dados de licença no modo de exibição de discurso do Unity Connection

Contents

[Introduction](#)

[Prerequisites](#)

[Requirements](#)

[Componentes Utilizados](#)

[Análise de log](#)

[Solução](#)

Introduction

Este documento descreve as ações a serem tomadas quando o Cisco Unity Connection (CUC) versão 12.5(1) na Interface Gráfica do Usuário (GUI) mostra a mensagem de erro: **Não foi possível buscar dados de licença. Para obter mais detalhes, verifique os registros de diagnóstico do CuSImSvr em enable/register the Speechview service.**

Prerequisites

Requirements

A Cisco recomenda que você tenha conhecimento destes tópicos:

- Cisco Unity Connection.
- Recurso do Cisco Speechview.

Componentes Utilizados

Este documento não se restringe a versões de software e hardware específicas.

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.

Análise de log

Como a mensagem de erro exibida indica, você precisa coletar os registros do **CuSImSvr** (Connection Smart License Manager Server em RTMT) para investigar o problema.

O processo é iniciado:

```
19:19:03.395 |8060,,,CuSlmSvr,3,18-08-2020 INFO [SLM-12]
com.cisco.unity.slm.common.SmartLicenseUtility#isSttEnabled - STT Enabled Status :1
19:19:03.395 |8060,,,CuSlmSvr,3,18-08-2020 DEBUG [SLM-12]
com.cisco.unity.slm.dal.DbCrudOperationsImpl#get - Exceute Query : select sttdataacquired from
vw_elmlicensestatus
19:19:03.395 |8060,,,CuSlmSvr,3,18-08-2020 DEBUG [SLM-12]
com.cisco.unity.slm.dal.DbHelper#getDbConnection - Getting DB connection for executing query
19:19:03.396 |8060,,,CuSlmSvr,3,18-08-2020 DEBUG [SLM-12]
com.cisco.unity.slm.dal.DbHelper#executeQuery - Query executed succesfully
19:19:03.396 |8060,,,CuSlmSvr,3,18-08-2020 DEBUG [SLM-12]
com.cisco.unity.slm.dal.DbHelper#closeResources - closeResources Statement : DbHelper
19:19:03.396 |8060,,,CuSlmSvr,3,18-08-2020 INFO [SLM-12]
com.cisco.unity.slm.common.SmartLicenseUtility#isSttDataAcquired - STTDataAquired Status :0
19:19:03.396 |8060,,,CuSlmSvr,3,18-08-2020 DEBUG [SLM-12]
com.cisco.unity.slm.dal.DbCrudOperationsImpl#get - Exceute Query : select count from
UnityDirDb:vw_LicenseStatusCount where tagname='LicSTTProSubscribersMax'
19:19:03.397 |8060,,,CuSlmSvr,3,18-08-2020 DEBUG [SLM-12]
com.cisco.unity.slm.dal.DbHelper#getDbConnection - Getting DB connection for executing query
19:19:03.402 |8060,,,CuSlmSvr,3,18-08-2020 DEBUG [SLM-12]
com.cisco.unity.slm.dal.DbHelper#executeQuery - Query executed succesfully
19:19:03.402 |8060,,,CuSlmSvr,3,18-08-2020 DEBUG [SLM-12]
com.cisco.unity.slm.dal.DbHelper#closeResources - closeResources Statement : DbHelper
19:19:03.402 |8060,,,CuSlmSvr,3,18-08-2020 DEBUG [SLM-12]
com.cisco.unity.slm.core.SmartLicenseManager#fetchThirdPartyKeys - Values of parameter passed in
requestThirdPartyKeys method :: isLive :: true isComplianceRequired :: true
thirdPartyKeysParamArr [ThirdPartyKeysParam [id=2017844434, keyId=0, name=VOUCHER_CODE,
value=regid.2017-04.com.cisco.CUC_SpeechView,12.0_946cef06-3332-4037-9bd3-e4705c2c7ebb,
routing=NUANCE, action=GENERATE]]
19:19:03.403 |8060,,,CuSlmSvr,4,18-08-2020 DEBUG [SLM-12]
com.cisco.nesla.plugin.DefaultCrypto#parseCertificate - getSubjectDN().getName: CN=Cisco Unity
Connection,2.5.4.5=#132434643437646630342d616538392d346466362d626331352d643137633161336631353366
,O=Cisco
19:19:03.403 |8060,,,CuSlmSvr,4,18-08-2020 DEBUG [SLM-12]
com.cisco.nesla.plugin.DefaultCrypto#parseCertificate - getSubjectDN().toString: CN=Cisco Unity
Connection, SERIALNUMBER=4d47df04-ae89-4df6-bc15-d17c1a3f153f, O=Cisco
19:19:03.403 |8060,,,CuSlmSvr,3,18-08-2020 DEBUG [SLM-12]
com.cisco.unity.slm.crypto.CustomCrypto#extractSubjectAlternativeNames - Entered
extractSubjectAlternativeNames(null)
19:19:03.403 |8060,,,CuSlmSvr,3,18-08-2020 DEBUG [SLM-12]
com.cisco.unity.slm.crypto.CustomCrypto#getSUDIList - Collection<List<?>> is null, exiting -
extractSubjectAlternativeNames
19:19:03.403 |8060,,,CuSlmSvr,3,18-08-2020 DEBUG [SLM-12]
com.cisco.unity.slm.crypto.CustomCrypto#extractSubjectAlternativeNames - returning sudiList :
[], exiting extractSubjectAlternativeNames(Collection<List<?>>)
19:19:03.403 |8060,,,CuSlmSvr,3,18-08-2020 DEBUG [SLM-12]
com.cisco.unity.slm.crypto.CustomCrypto#extractCertificateType - Entered
extractCertificateType(subjectDnName = CN=Cisco Unity Connection, SERIALNUMBER=4d47df04-ae89-
4df6-bc15-d17c1a3f153f, O=Cisco)
19:19:03.403 |8060,,,CuSlmSvr,3,18-08-2020 INFO [SLM-12]
com.cisco.unity.slm.crypto.CustomCrypto#extractCertificateType - Matched subjectDnName -
CN=Cisco Unity Connection, SERIALNUMBER=4d47df04-ae89-4df6-bc15-d17c1a3f153f, O=Cisco,
pattern1=CN=.*SERIALNUMBER.*, match1=true, pattern2=O=.*SERIALNUMBER=.*CN=.*, match2=false,
returning certificate = ID_CERT
19:19:03.404 |8060,,,CuSlmSvr,4,18-08-2020 DEBUG [SLM-12]
com.cisco.nesla.plugin.DefaultCrypto#parseCertificate - getSubjectDN().getName: CN=MMI
Signer,O=Cisco
19:19:03.404 |8060,,,CuSlmSvr,4,18-08-2020 DEBUG [SLM-12]
com.cisco.nesla.plugin.DefaultCrypto#parseCertificate - getSubjectDN().toString: CN=MMI Signer,
O=Cisco
```

O servidor solicita o VOUCHER_CODE:

```
19:19:03.417 |8060,,CuSlmSvr,4,18-08-2020 DEBUG [SLM-12]
com.cisco.nesla.agent.impl.MessageComposer#composeTPK - composedMesg: {"signature":{"type":"SHA-256","value":"Pf9POO6+YzchhKnZ3Q0SMamccnS/FPcoRSTdhJNjYJkr0EHeDm3bU3FzUqneuKZuw4vfP3nsGP0OzwcY8tzOszcoK3JJDpi5y4wPm2IijLwGZSx0eQVatt7kXxbZ5PU25y4ZKY/egd1hANOn3E71cLAXAgmgNR5A2exxrgkLt5pHolmAVTSaDGag0+YqKRXxOTTyJPslpmeIj6z7ELwWlwBD4QQANYdFj+leHChq9figxcElftcXHn1dy2nWl9musbfZu9B+Vb/32kusoRq/uEuxn2YbBQ3wsjq5yLQM8iDNzF7vzcZC1JsgyO3qn3jxzRYPrfhThr2LY6WgCRcJ37g=="}, "credential":null, "request":{"header":{"version":"1.1","locale":"en_US.UTF-8"},"sudi":{"suvi":null,"uuid":"0cd5739043bf4318aae467eacec7dbb9"},"host_identifier":null,"mac_address":null,"udi_pid":"Cisco Unity Connection"},"udi_serial_number":"0cd5739043bf4318aae467eacec","udi_vid":null},"timestamp":0,"nonce":"7648446339161391345","request_type":"THIRD_PARTY_KEY","agent_actions":null,"connect_info":null,"product_instance_identifier":"4d47df04-ae89-4df6-bc15-d17c1a3f153f","id_cert_serial_number":"16451298","signing_cert_serial_number":"3"},"nonce":"7648446339161391345","request_data":{"sudi":{"suvi":null,"uuid":"0cd5739043bf4318aae467eacec7dbb9"},"host_identifier":null,"mac_address":null,"udi_pid":"Cisco Unity Connection"},"udi_serial_number":"0cd5739043bf4318aae467eacec","udi_vid":null},"timestamp":1597792743402,"nonce":"7648446339161391345","live":true,"data":[{"id":"2017844434","name":"VOUCHER_CODE","value":"regid.2017-04.com.cisco.CUC_SpeechView,12.0_946cef06-3332-4037-9bd3-e4705c2c7ebb","routing":"NUANCE","action":"GENERATE","key_id":0}],"product_instance_identifier":"4d47df04-ae89-4df6-bc15-d17c1a3f153f","compliance_required":true}}}
```

A mensagem é enviada ao CSSM com a solicitação para buscar as chaves.

```
19:19:03.417 |8060,,CuSlmSvr,4,18-08-2020 DEBUG [SLM-12]
com.cisco.nesla.plugin.EmbeddedGCHCommunication#sendSCHMessage - in sendMessage(),
resetProfileHttpAddr to: https://tools.cisco.com/its/service/oddce/services/DDCEService
19:19:03.417 |8060,,CuSlmSvr,4,18-08-2020 DEBUG [SLM-12]
com.cisco.nesla.plugin.EmbeddedGCHCommunication#sendSCHMessage - EmbeddedGCHCommunication
[callHomeProps={devUrl=https://tools.cisco.com/its/service/oddce/services/DDCEService},
url=https://tools.cisco.com/its/service/oddce/services/DDCEService,
transportMode=TransportCallHome, parentFactory=com.cisco.nesla.agent.SmartAgentFactory@158cfc5,
gchClient=com.callhome.service.CallHome@cb4b0, SA_PROFILE=null, dualUrl=null]
19:19:03.417 |8060,,CuSlmSvr,4,18-08-2020 DEBUG [SLM-12]
com.cisco.nesla.plugin.EmbeddedGCHCommunication#sendSCHMessage - effective Authenticator URL:
https://tools.cisco.com/its/service/oddce/services/DDCEService
19:19:03.417 |8060,,CuSlmSvr,6,18-08-2020 INFO [SLM-12]
com.callhome.module.config_manager.ProfileManager#resetProfileHttpAddr - reset http url Cisco-
TAC-1 for profile https://tools.cisco.com/its/service/oddce/services/DDCEService
19:19:03.418 |8060,,CuSlmSvr,6,18-08-2020 DEBUG [SLM-12]
com.callhome.module.message_processor.BaseMessage#setInternalReqData - Set request data:
Session_To = http://tools.cisco.com/neddce/services/DDCEService
19:19:03.422 |8060,,CuSlmSvr,6,18-08-2020 DEBUG [SLM-12]
com.callhome.module.message_processor.BaseMessage#setInternalReqData - Set request data:
Attachment_Data = {"signature":{"type":"SHA-256","value":"Pf9POO6+YzchhKnZ3Q0SMamccnS/FPcoRSTdhJNjYJkr0EHeDm3bU3FzUqneuKZuw4vfP3nsGP0OzwcY8tzOszcoK3JJDpi5y4wPm2IijLwGZSx0eQVatt7kXxbZ5PU25y4ZKY/egd1hANOn3E71cLAXAgmgNR5A2exxrgkLt5pHolmAVTSaDGag0+YqKRXxOTTyJPslpmeIj6z7ELwWlwBD4QQANYdFj+leHChq9figxcElftcXHn1dy2nWl9musbfZu9B+Vb/32kusoRq/uEuxn2YbBQ3wsjq5yLQM8iDNzF7vzcZC1JsgyO3qn3jxzRYPrfhThr2LY6WgCRcJ37g=="}, "credential":null, "request":{"header":{"version":"1.1","locale":"en_US.UTF-8"},"sudi":{"suvi":null,"uuid":"0cd5739043bf4318aae467eacec7dbb9"},"host_identifier":null,"mac_address":null,"udi_pid":"Cisco Unity Connection"},"udi_serial_number":"0cd5739043bf4318aae467eacec","udi_vid":null},"timestamp":0,"nonce":"7648446339161391345","request_type":"THIRD_PARTY_KEY","agent_actions":null,"connect_info":null,"product_instance_identifier":"4d47df04-ae89-4df6-bc15-d17c1a3f153f","id_cert_serial_number":"16451298","signing_cert_serial_number":"3"},"nonce":"7648446339161391345","request_data":{"sudi":{"suvi":null,"uuid":"0cd5739043bf4318aae467eacec7dbb9"},"host_identifier":null,"mac_address":null,"udi_pid":"Cisco Unity Connection"},"udi_serial_number":"0cd5739043bf4318aae467eacec","udi_vid":null},"timestamp":1597792743402,"nonce":"7648446339161391345","live":true,
```

```
\\\"data\\\": [{\\\"id\\\":2017844434,\\\"name\\\":\\\"VOUCHER_CODE\\\",\\\"value\\\":\\\"regid.20
17-04.com.cisco.CUC_SpeechView,12.0_946cef06-3332-4037-9bd3-
e4705c2c7ebb\\\",\\\"routing\\\":\\\"NUANCE\\\",\\\"action\\\":\\\"GENERATE\\\",\\\"key_id\\\":0
}],\\\"product_instance_identifier\\\":\\\"4d47df04-ae89-4df6-bc15-
d17c1a3f153f\\\",\\\"compliance_required\\\":true}\\\"}
19:19:03.422 |8060,,,CuSlmSvr,6,18-08-2020 INFO [SLM-12]
com.callhome.module.data.statistics.StatisticsMgr#updateSLStatistics - update Smart Lincense
Statistics Data
19:19:03.429 |8060,,,CuSlmSvr,6,18-08-2020 INFO [SLM-12]
com.callhome.module.message_processor.BaseMessage#makeAmlBlockAttachment - create attachment for
smart_licensing_data with type inline
```

A resposta é então processada

```
19:19:04.741 |8060,,,CuSlmSvr,6,18-08-2020 DEBUG [SLM-12]
com.callhome.module.message_processor.BaseMessage#processResponseMessage - Process response
message
```

O erro é exibido

```
19:19:04.789 |8060,,,CuSlmSvr,3,18-08-2020 ERROR [SLM-12]
com.cisco.unity.slm.rpc.server.SlmRpcHandler#fetchThirdPartyKeys - Exception occured while
fetching Third party key from Nesla - LicenseResponse status code: FAILED, message: Product
Instance is not consuming this tag :

19:19:04.789
|8060,,,CuSlmSvr,3,com.cisco.nesla.agent.impl.AsyncResponseProcessor.processTPK(AsyncResponsePro
cessor.java:676)
19:19:04.789
|8060,,,CuSlmSvr,3,com.cisco.nesla.agent.impl.AsyncRequestProcessor.sendTPK(AsyncRequestProcesso
r.java:427)
19:19:04.789
|8060,,,CuSlmSvr,3,com.cisco.nesla.agent.impl.SmartAgentImpl.requestThirdPartyKeys(SmartAgentImp
l.java:1221)
19:19:04.789
|8060,,,CuSlmSvr,3,com.cisco.unity.slm.core.SmartLicenseManager.fetchThirdPartyKeys(SmartLicense
Manager.java:1206)
19:19:04.789
|8060,,,CuSlmSvr,3,com.cisco.unity.slm.rpc.server.SlmRpcHandler.fetchThirdPartyKeys(SlmRpcHandle
r.java:882)
19:19:04.789 |8060,,,CuSlmSvr,3,sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
19:19:04.790
|8060,,,CuSlmSvr,3,sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:57)
19:19:04.790
|8060,,,CuSlmSvr,3,sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.
java:43)
19:19:04.790 |8060,,,CuSlmSvr,3,java.lang.reflect.Method.invoke(Method.java:606)
19:19:04.790
|8060,,,CuSlmSvr,3,com.retrogui.dualrpc.common.RpcWorker.processRpcCallMessage(RpcWorker.java:23
1)
19:19:04.790 |8060,,,CuSlmSvr,3,com.retrogui.dualrpc.common.RpcWorker.run(RpcWorker.java:75)
19:19:04.790 |8060,,,CuSlmSvr,3,18-08-2020 DEBUG [SLM-12]
com.retrogui.dualrpc.common.RpcWorker#processRpcCallMessage - 29341551:Outbound message
id=s79970-1597791156498-12 contains the rpc results for originating message id=c2383379-
1597792743384-1

19:19:04.790 |8056,,,CuSlmSvr,3,18-08-2020 DEBUG
[com.retrogui.messageserver.common.OutboundMessageHandler:hashCode=564416:sessionId=29341551]
com.retrogui.messageserver.common.OutboundMessageHandler#run - 29341551:Outgoing message size.
Message id=s79970-1597791156498-12, size=684 bytes
```

A solicitação com falha é exibida

```
19:10:22.430 |2334,,,CuSlmSvr,3,18-08-2020 DEBUG [SLM-11]
com.cisco.unity.slm.core.SmartLicenseManager#requestLicenses - License Usage corresponding to
CUC_SpeechView is 0
19:10:22.430 |2334,,,CuSlmSvr,4,18-08-2020 DEBUG [SLM-11]
com.cisco.nesla.agent.impl.SmartAgentImpl#requestEntitlement - enter requestEntitlement()
19:10:22.430 |2334,,,CuSlmSvr,4,18-08-2020 DEBUG [SLM-11]
com.cisco.nesla.agent.impl.SmartAgentImpl#requestEntitlement - entitlementTag: regid.2017-
04.com.cisco.CUC_SpeechView,12.0_946cef06-3332-4037-9bd3-e4705c2c7ebb
19:10:22.430 |2334,,,CuSlmSvr,4,18-08-2020 DEBUG [SLM-11]
com.cisco.nesla.agent.impl.SmartAgentImpl#requestEntitlement - count: 0
19:10:22.430 |2334,,,CuSlmSvr,4,18-08-2020 DEBUG [SLM-11]
com.cisco.nesla.agent.impl.SmartAgentImpl#releaseEntitlement - enter releaseEntitlement()
19:10:22.430 |2334,,,CuSlmSvr,4,18-08-2020 DEBUG [SLM-11]
com.cisco.nesla.agent.impl.SmartAgentImpl#releaseEntitlement - entitlementTag: regid.2017-
04.com.cisco.CUC_SpeechView,12.0_946cef06-3332-4037-9bd3-e4705c2c7ebb
19:10:22.430 |2334,,,CuSlmSvr,4,18-08-2020 DEBUG [SLM-11]
com.cisco.nesla.agent.impl.AsyncRequestProcessor#sendAUTH - queue auth message, status: true
19:10:22.430 |2334,,,CuSlmSvr,4,18-08-2020 DEBUG [SLM-11]
com.cisco.nesla.agent.impl.SmartAgentImpl#releaseEntitlement - exit requestEntitlement()
```

Solução

Normalmente, você pode passar pelo erro **Falha ao buscar dados de licença** emitindo um novo token para o servidor CUC no satélite e registrando novamente todo o servidor.

Em seguida, tente as próximas etapas e teste-as posteriormente:

Ative a **transcrição do SpeechView de Mensagens de Voz na Classe de Serviço**: Os membros da classe de serviço podem exibir as transcrições das mensagens de voz usando um cliente IMAP configurado para acessar as mensagens do usuário.

Procedimento:

Etapa 1. Na Administração do Cisco Unity Connection, expanda **Classe de Serviço** e selecione **Classe de Serviço**.

Etapa 2. Na página Pesquisar classe de serviço, selecione a **classe de serviço** na qual deseja habilitar a transcrição do SpeechView ou crie uma nova selecionando **Adicionar novo**.

Etapa 3. Na página **Editar Classe de Serviço**, na seção **Recursos de Licenciamento**, selecione a opção **Usar Serviço de Transcrição do SpeechView Padrão** para habilitar a transcrição padrão. Da mesma forma, você pode selecionar a opção **Usar o SpeechView Pro Transcription Service** para habilitar a transcrição profissional.

Etapa 4. Selecione as opções aplicáveis na seção serviço de transcrição e selecione **Salvar**. (Para obter informações sobre cada campo, consulte **Ajuda > Esta página**).

A mensagem de erro observada deve desaparecer depois que as etapas anteriores tiverem sido executadas e você pode continuar com o registro do serviço do Speechview.