

排除上下文不显示服务的小配件故障寄存器按钮

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Introduction

本文描述如何排除一统一的Contact Center Express (UCCX)故障集成上下文服务(CS) CS不显示一个寄存器按钮可用为上下文服务的地方

Prerequisites

Requirements

Cisco 建议您了解以下主题：

- UCCX
- Cisco CS

Components Used

本文档中的信息基于以下软件版本：

- UCCX 11.5
- Cisco CS

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, make sure that you understand the potential impact of any command.

Unable to determine the registration status of the system. Please refresh the page to try again.

步骤1.刷新页

步骤2.从精良管理员页面和日志返回签字

第 3 步：如果上述步骤不解决问题，请拉从Cisco Unified实时监视工具(RTMT)的融合mgmt连接器

日志

日志可能显示以下确认此问题

```
com.cisco.user.CapabilityNotFoundException: Capability does not exist for user: USER, capability
class: class com.cisco.user.AdministratorCapability
    at com.cisco.user.impl.CCMUserStubImpl.getCapability(CCMUserStubImpl.java:877)
    at com.cisco.user.User.getCapability(User.java:579)
    at com.cisco.uccx.UccxRealm.hasCapability(UccxRealm.java:137)
    at com.cisco.uccx.UccxRealm.checkAppAdminCapability(UccxRealm.java:260)
```

您必须登陆有Appadmin用户的精良管理员页面。寄存器按钮为任何用户不是启用的除Appadmin用户之外。