

配置Java For Email and Chat(ECE)工作流程錯誤

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簡介

本文檔介紹如何在系統上配置Java以使用ECE workflow，否則將因Java安全性而阻止該 workflow。

必要條件

需求

思科建議您瞭解以下主題：

- Cisco ECE
- Windows 電腦

採用元件

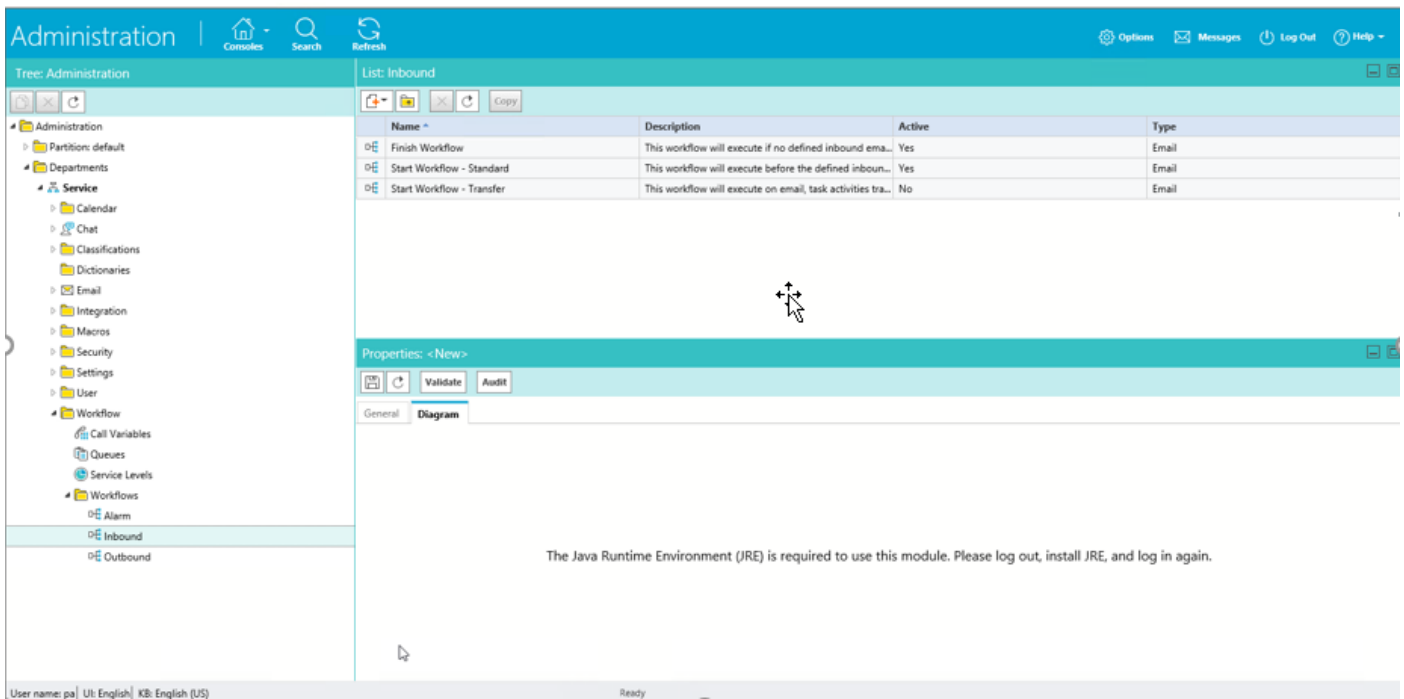
本文中的資訊係根據以下軟體和硬體版本：

- 歐洲經委會11.6
- Windows 10

本文中的資訊是根據特定實驗室環境內的裝置所建立。文中使用到的所有裝置皆從已清除（預設）的組態來啟動。如果您的網路運作中，請確保您瞭解任何指令可能造成的影響。

問題：ECE workflow無法正常工作並提示安裝Java

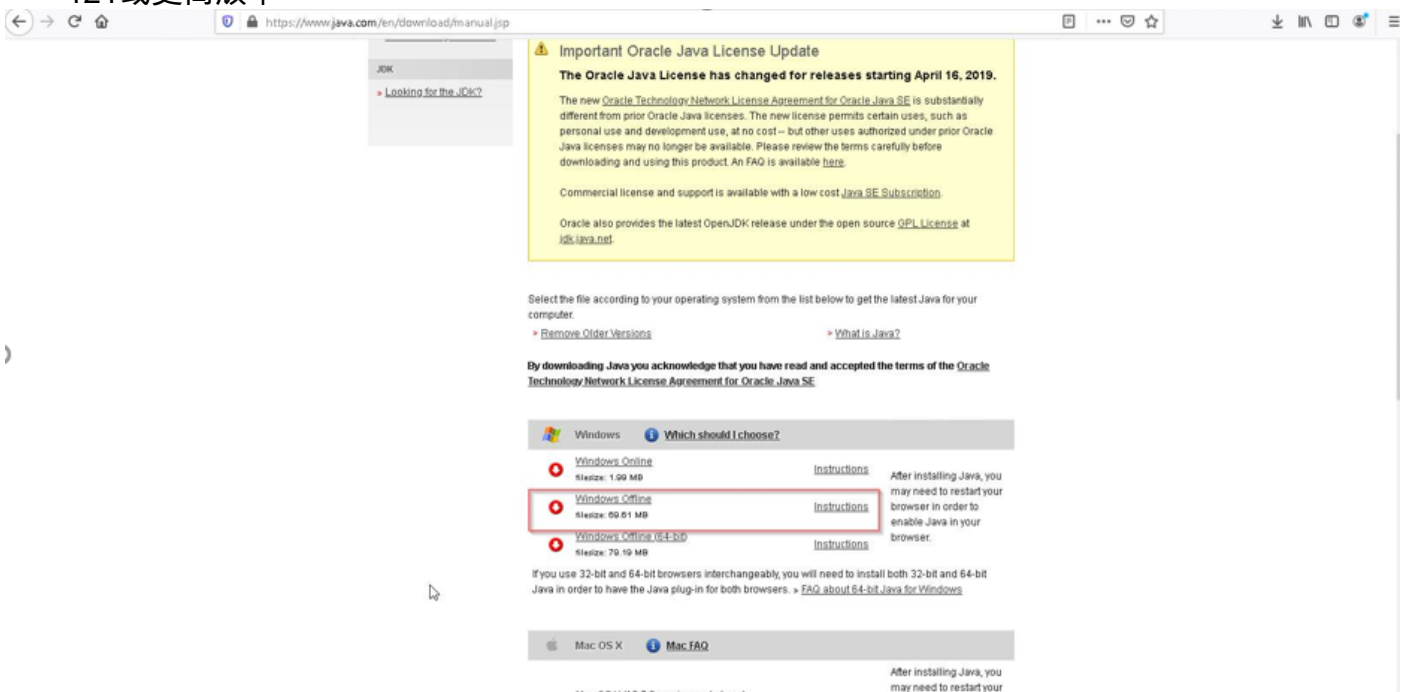
當您嘗試配置電子郵件 workflow 時，ECE 顯示此錯誤。



解決方案

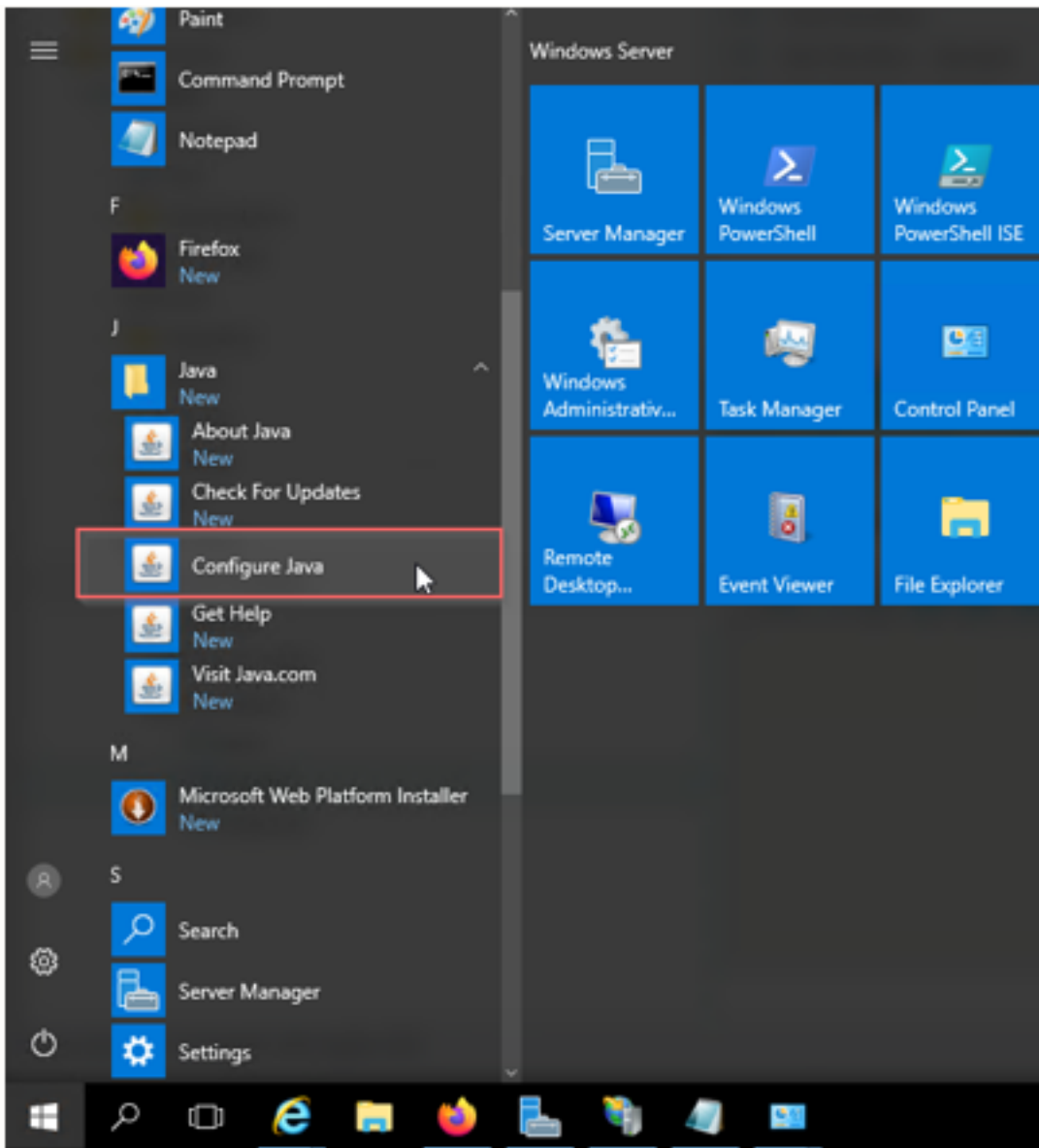
步驟1.安裝Java

- 導航到 — <https://www.java.com/en/download/manual.jsp>並安裝JRE 1.8版 (32位) ，更新121或更高版本



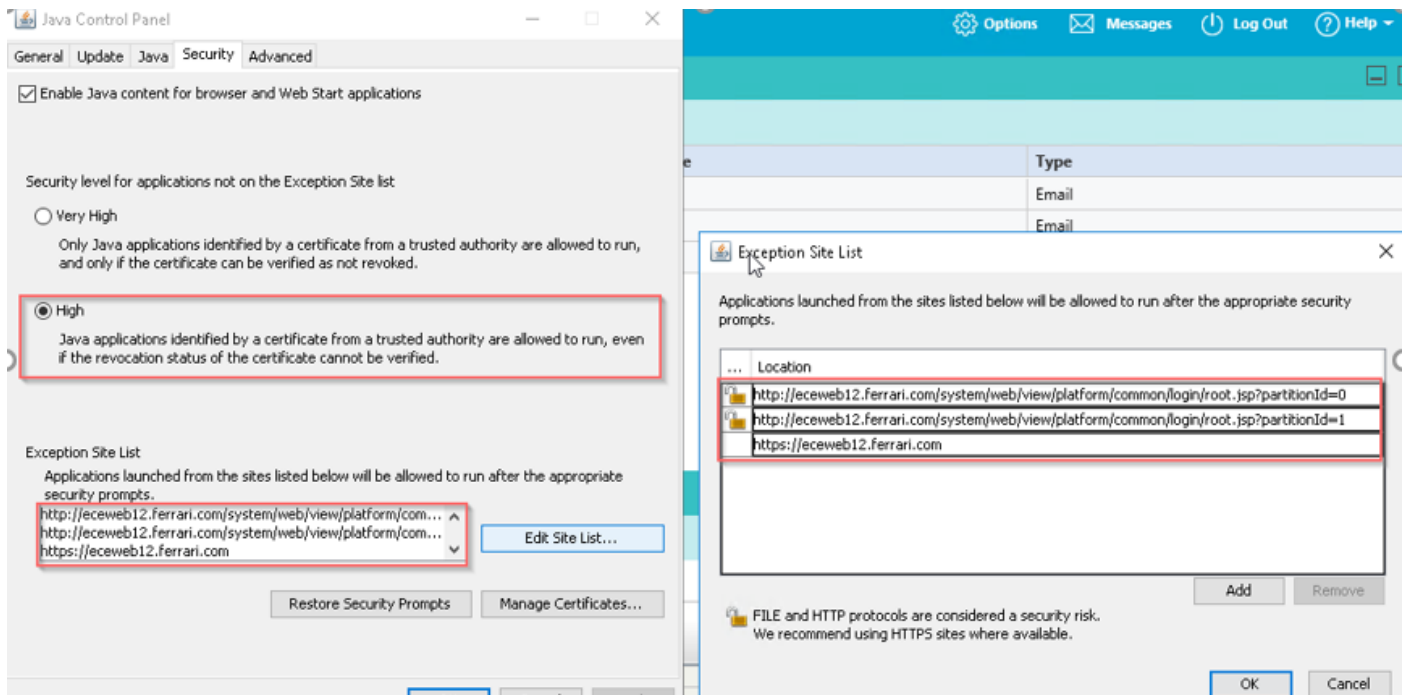
步驟2.安裝簽名證書

從Windows「開始」選單中選擇「配置Java」



將安全級別更改為高。

將ECE URL新增到「例外站點清單」



匯入CA證書。這是通過IIS安裝在ECE Web伺服器上的證書

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...

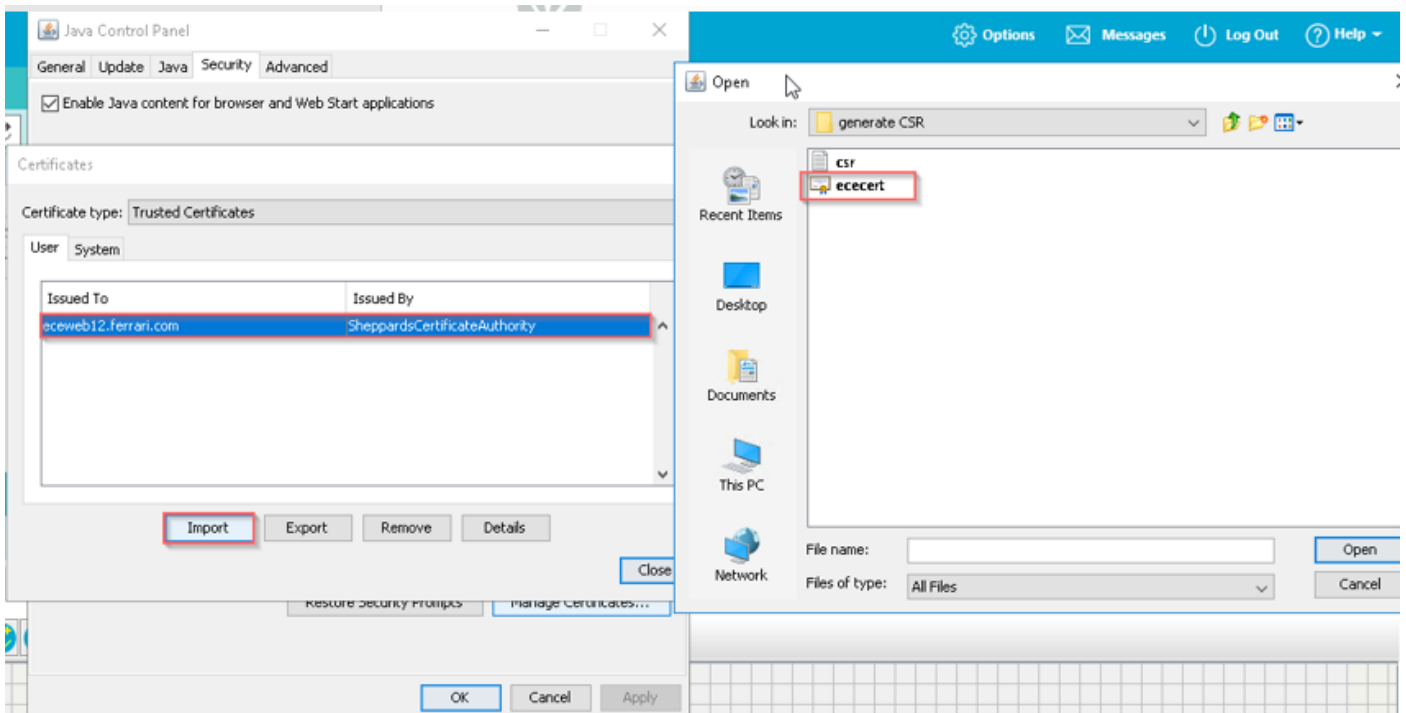
Restore Security Prompts

Manage Certificates...

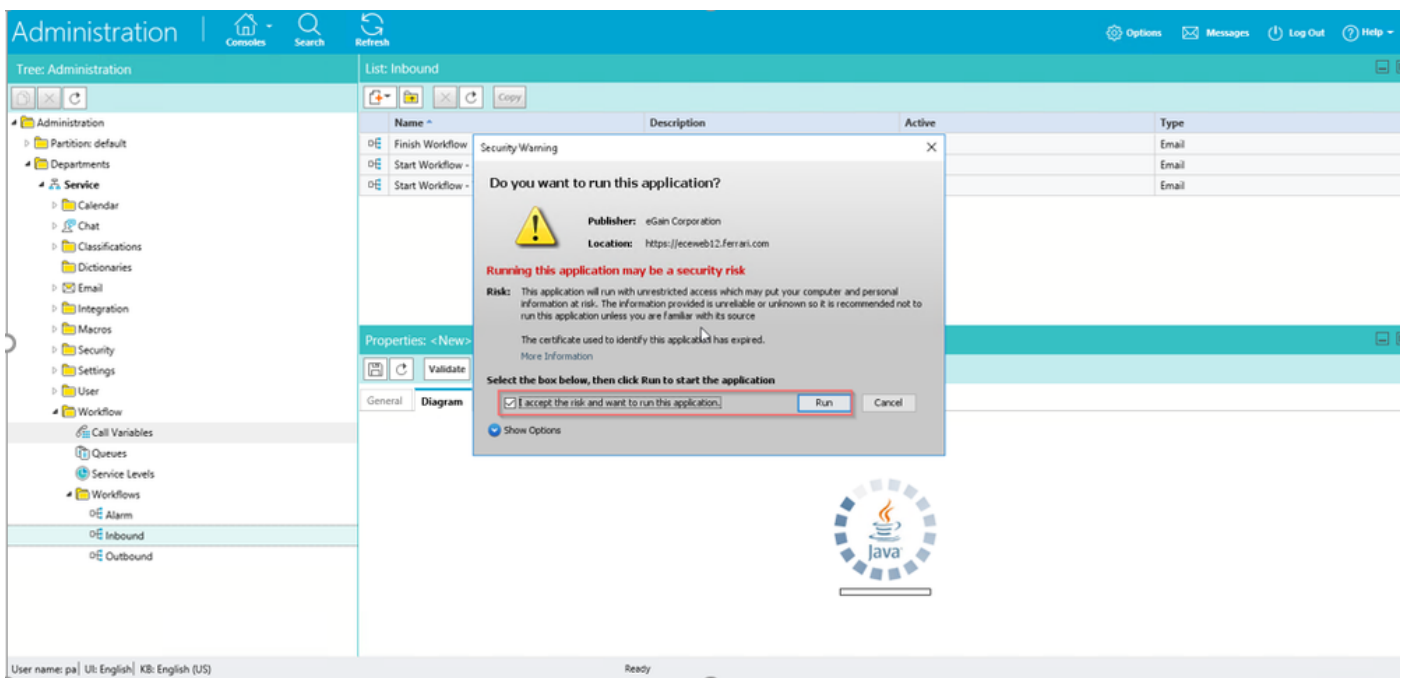
OK

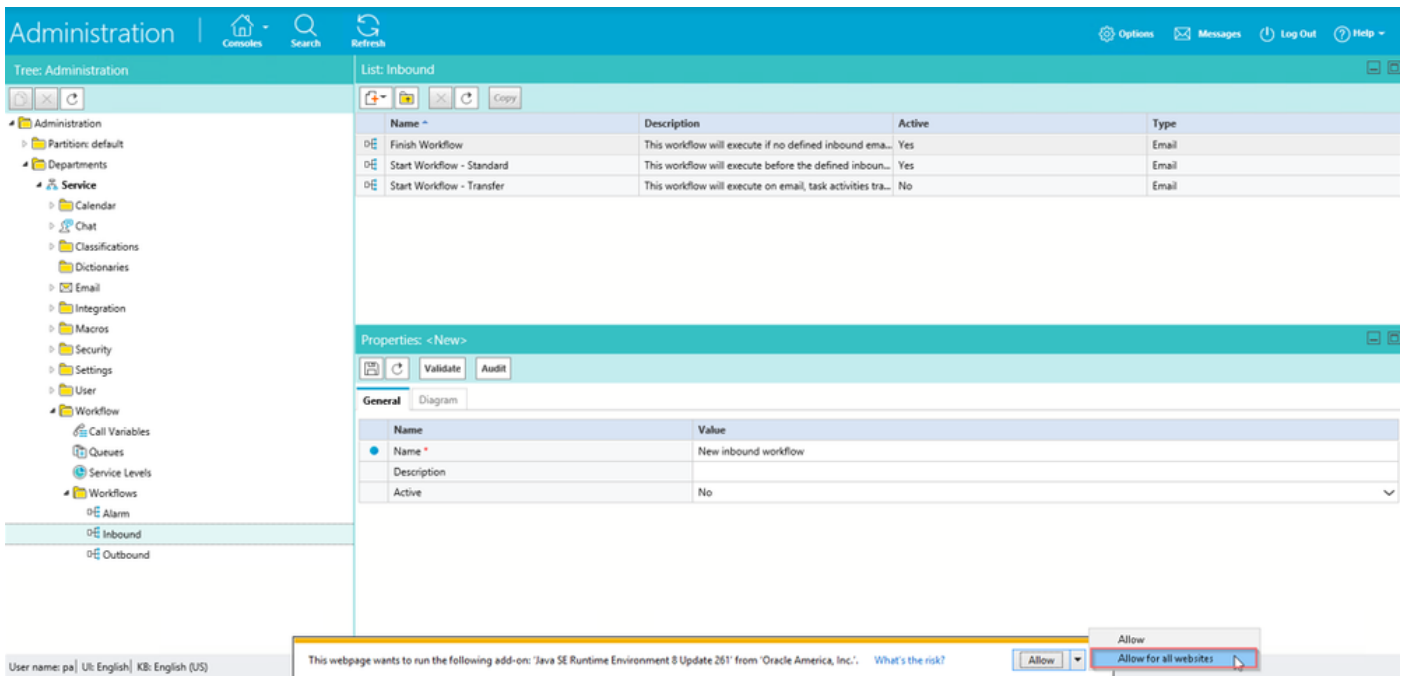
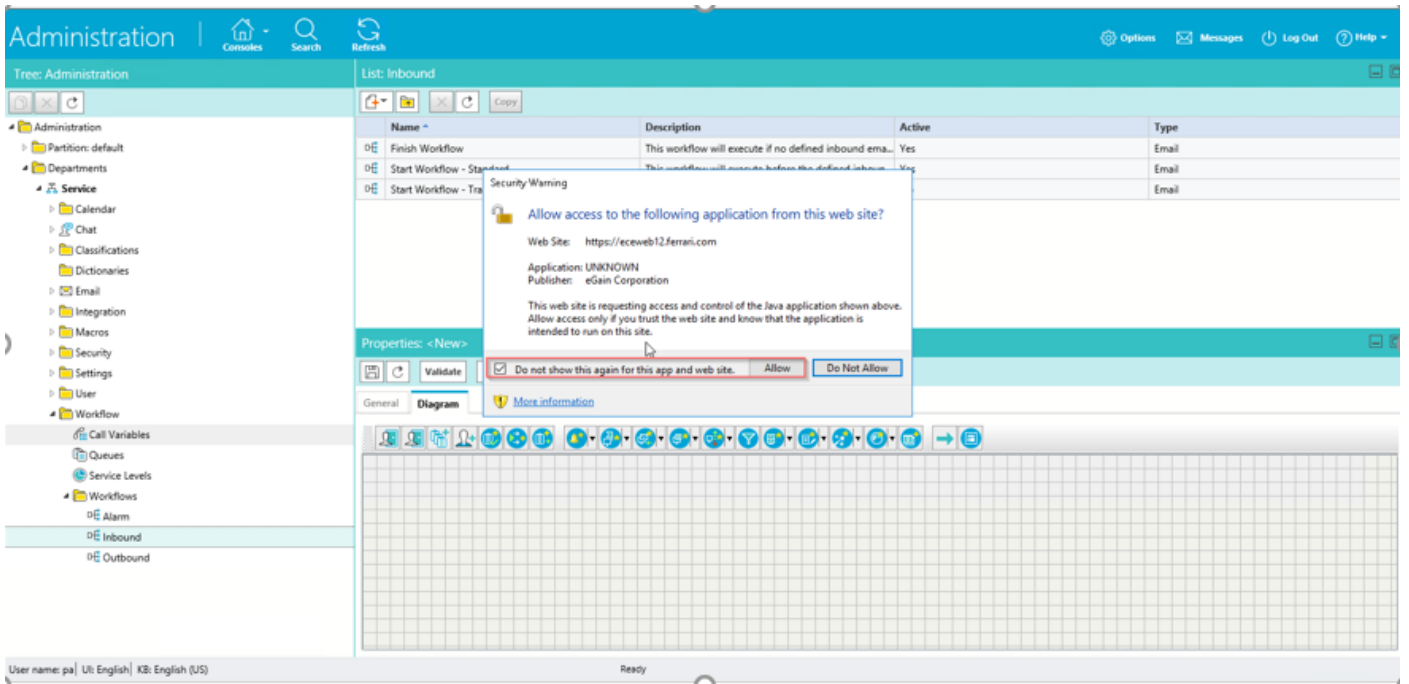
Cancel

Apply



接受運行Java應用程式的風險。您會看到三個例外，您必須允許每個例外。





現在必須能夠配置工作流程。

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

Properties: <New>

Validate

General

Diagram

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

