

# راضح لشف :اهالصل او أطخال فاشكتسا لاصلتال SpeechView لىل صيخرتال تانايب ةدحول

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## ةمدقمل

Cisco Unity نم (1) 12.5 رادصل اضري ام دنع اهذاختا بجي يتل تاءارجال دن تسمال اذه فصي تانايب راضح لشف :أطخال ةلاسر (GUI) ةيموسرل مدختسمال ةهجاو لىل (CUC) Connection لىلجست/نكيكمت ةمدخي في CuSImSvr صيخشت تالجس عجار، لىلصافتال نم ديزمل. صيخرتال SpeechView.

## ةيساسأل تابلطتم

### تابلطتم

ةيلال عيضاوملاب ةفرعم كي دل نوكت نأب Cisco ي صوت:

- Cisco Unity Connection.
- Cisco SpeechView ةريم.

### ةمدختسمال تانوكمل

ةنيم ةي دام تانوكموجمارب تارادصل لىل دن تسمال اذه رصتقي ال

ةصاخ ةيلمعم ةئيبي في ةدوجومال ةزهجال نم دن تسمال اذه في ةدراول تامولعمل اشن امت تناك اذا. (يضا رتفا) حوسمم نيوكتب دن تسمال اذه في ةمدختسمال ةزهجال عي مج تادب رما يال لم تحمل ريثاتلل كمهف نم دكاتف، لىلغشتال دي قكتكبش

## لجسلا لىلحت

صيخرتال ةرادا مداخ) CuSImSvr تالجس عي مجت كمزلي، ةضورعمل أطخال ةلاسر ريشت امكو ةلكشمال في قيقحتال نم ديزمل (RTMT) في لاصلتال لىل كذل

ةيلمعل ادبت:

```
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
```

مداخل بطلتي 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}}}
```

### حيات افم ل راضح | بلط عم CSSM | ل اسر ل ل اسر ل م تي

```
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
```

كلذ دعب ةباجتسالال ةجلالعم مت

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

اطخال رهظي

```
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
```

لشافلابلطالاضرع مت

```

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()

```

## لحل

زيمم زمر رادصا قي رط نع صيخرتل تانايب أطخ راضح| لشف زواجت كنكمي، يجذومن لكش ب هلمكأب مداخل ليجست ةداعاوي عانصلا رملقلا يف CUC مداخل دي دج

لكذ دعب تارابتخالال نم ديزملا ءارجاب مق مثةيالاتل تاوطلخال ذيفنت لواح مث

ةمدخلة ةئف ءاضعأل نكمي: ةمدخلة ةئف يف ةيوتوصللا لئاسرلا خس ن SpeechView ني كمت الى لوصولل هنيوكت م IMAP لي مع مادختساب ةيوتوصللا لئاسرلا خس ن تايل مع ضرع ممدختسمل لئاسر.

ءارجال:

ةمدخلة ةئف ددحو ةمدخلة ةئف عيسوتب مق، Cisco Unity Connection ةرادا يف 1. ةوطلخال

SpeechView خس ن ني كمت دي رت يتل ةمدخلة ةئف ددح، شحبل ةمدخلة ةئف ءحفص يف 2. ةوطلخال ةدي دج ةفاضل ددحت ةدي دج ءخسن ءاشن| وأ

ةمدخ رايخ مادختسا ددح، صيخرتل تازيم مسق نمض، ةمدخلة ةئف ري رحت ءحفص يف 3. ةوطلخال رايخ دي دحت كنكمي، لثملابو. يسايقلا خس نلا ني كمتل ةيسايقلا SpeechView خس ن يسايقلا خس نلا ني كمتل SpeechView ل يطايتحالال خس نلا ةمدخ مادختسا

لوصولل). ظفح ددحو خس نلا ةمدخ مسق نمض قي بطللل ءلباقلا تارايلخال ددح 4. ةوطلخال (ءحفصلا هذه > تاميلعت عجار، لقق لك لوح تامولعم يل ع

كنكمي و ءقبا سلا تاوطلخال ذيفنت دعب اهتظالم مت يتلأطخال ءلاسر يف فتخت نأ بجي SpeechView ةمدخ ليجستب ءعباتملا

ةمچرتل هذه لوج

ةللأل تاي نقتل نمة ومة مادختساب دن تسمل اذة Cisco تمةرت  
ملاعلاء انء مء مء نمة دختسمل معد و تمة مء دقتل ةر شبل او  
امك ةق قء نوك ت نل ةللأل ةمچرت لصف أن ةظحال مء ءرء. ةصاأل مء تءل ب  
Cisco ةللخت. فرتمة مچرت مء مء دقء ةللأل ةل فارتحال ةمچرتل عم لاعل او  
ىل إأمءءاد ءوچرلاب ةصوء و تامةرتل هذه ةقء نء اهءل وئس م Cisco  
Systems (رفوتم طبارل) ةل صأل ةل ءل ءن إل دن تسمل