

配置电子邮件和聊天(ECE)工作流程错误

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简介

本文档介绍如何在系统上配置Java以使用ECE工作流程，由于Java安全性，此工作流程将被阻止。

先决条件

要求

Cisco 建议您了解以下主题：

- 思科ECE
- Windows PC

使用的组件

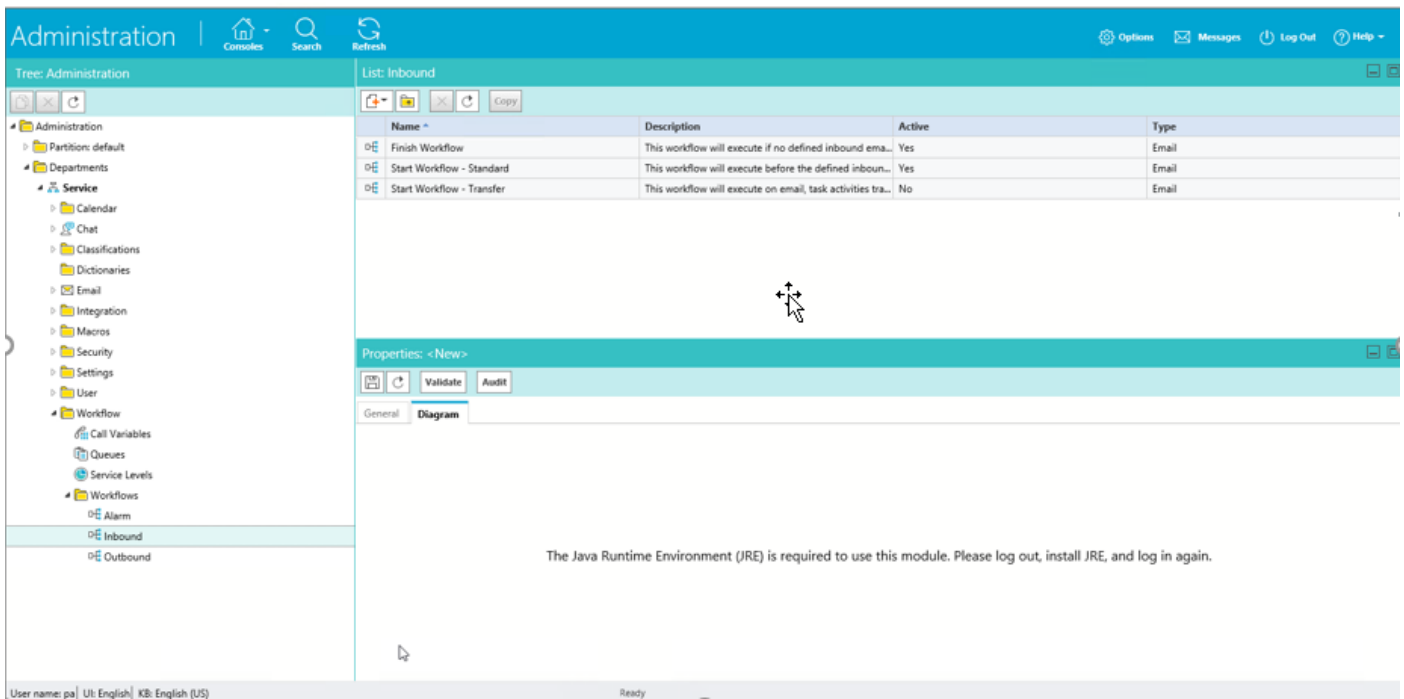
本文档中的信息基于以下软件和硬件版本：

- ECE 11.6
- Windows 10

本文档中的信息都是基于特定实验室环境中的设备编写的。本文档中使用的所有设备最初均采用原始（默认）配置。如果您的网络处于活动状态，请确保您了解所有命令的潜在影响。

问题：ECE工作流程不工作并提示安装Java

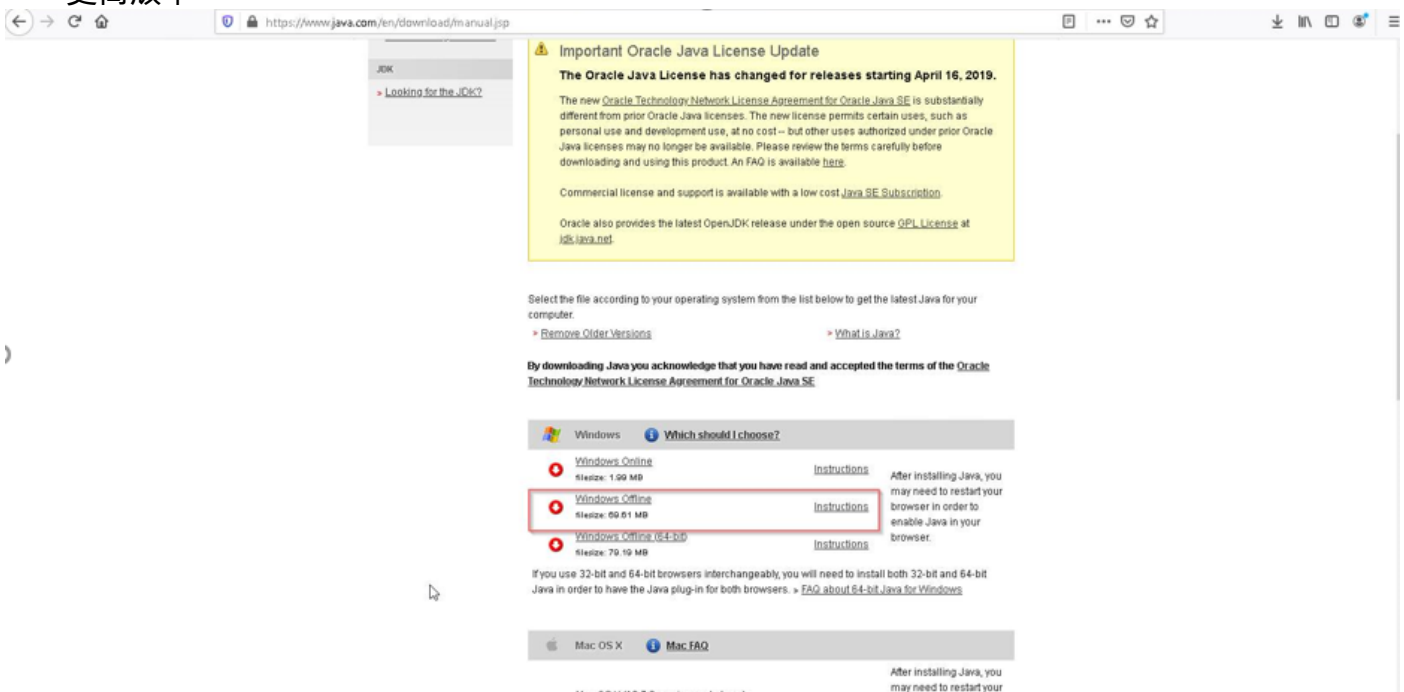
当您尝试配置电子邮件工作流程时，ECE显示此错误。



解决方案

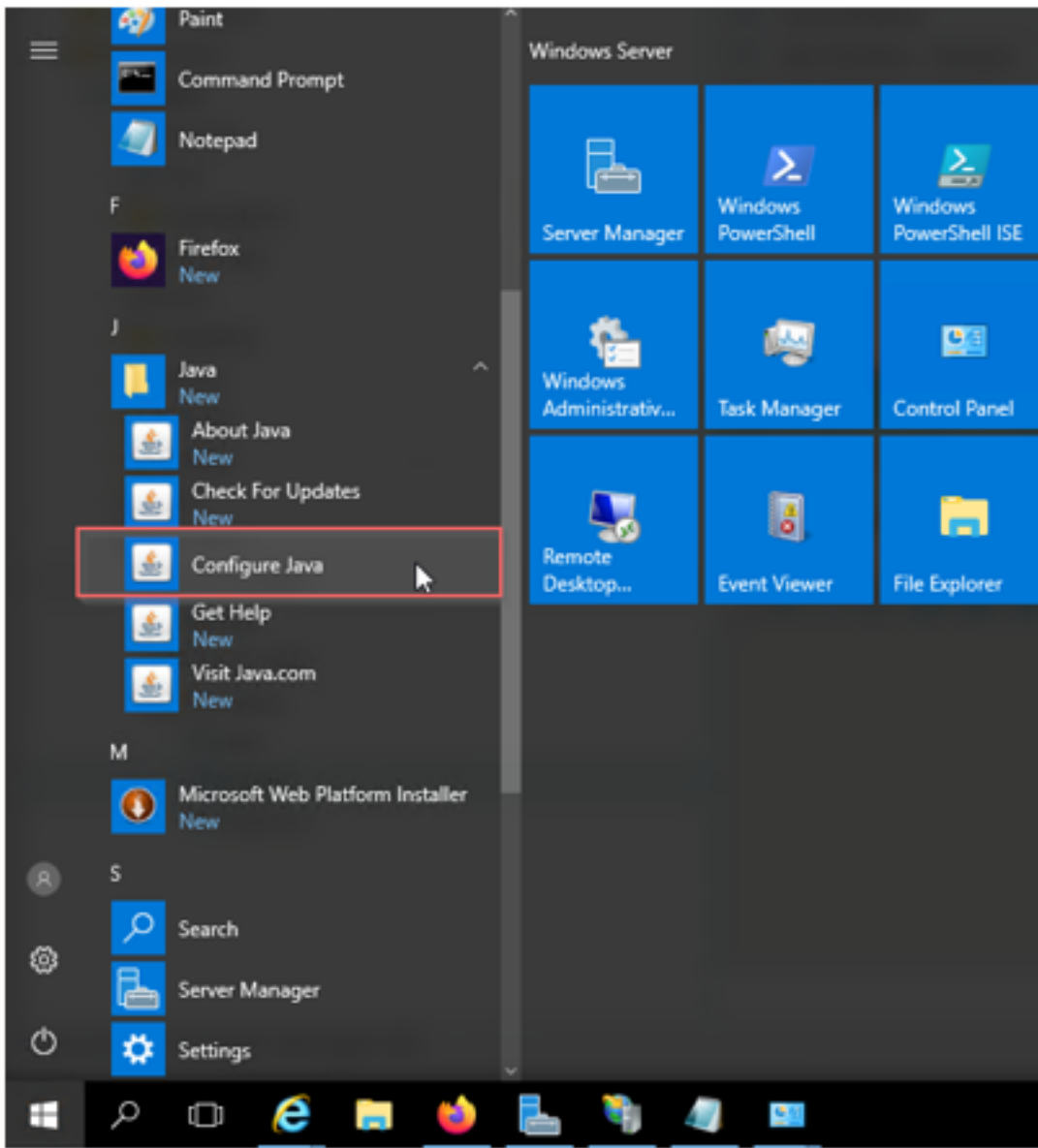
步骤1.安装Java

- 导航至<https://www.java.com/en/download/manual.jsp>并安装JRE 1.8 (32位) 版，更新121或更高版本



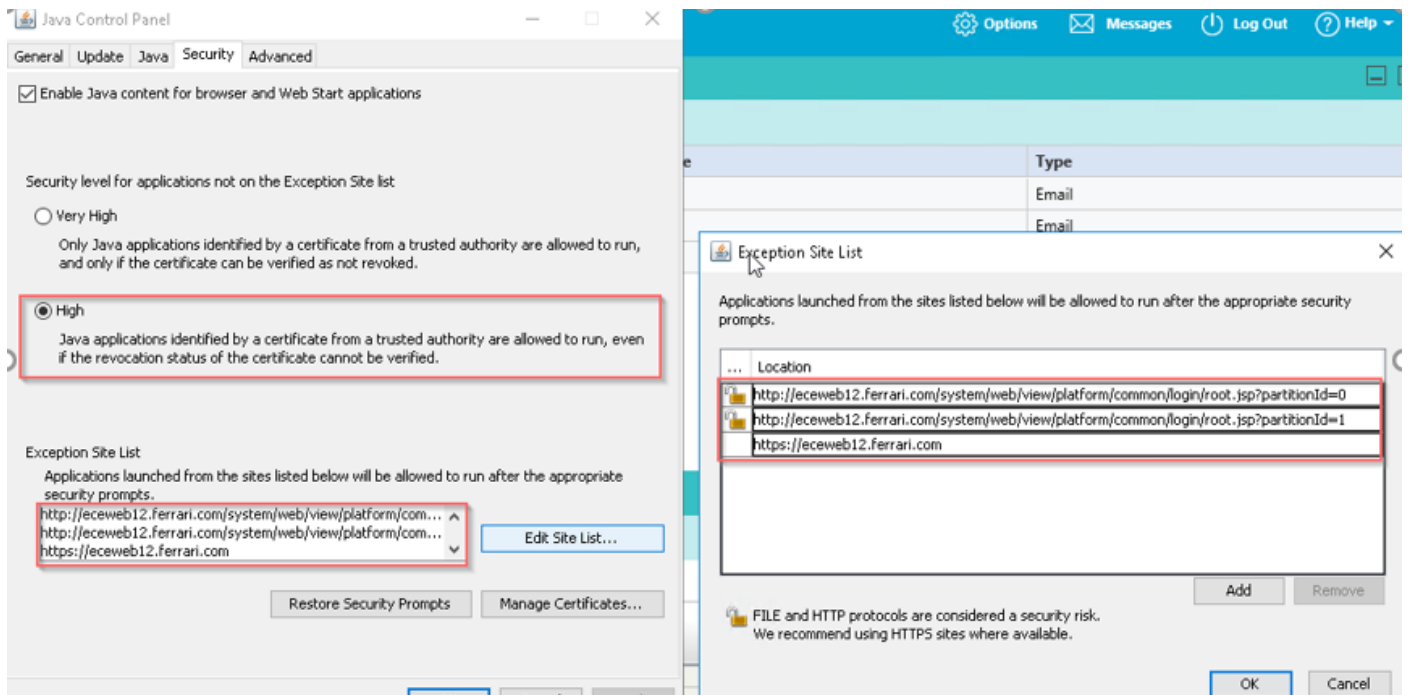
步骤2.安装签名的证书

从Windows开始菜单中选择“配置Java”



将安全级别更改为高。

将ECE URL添加到“例外站点列表”



导入 CA 证书.这是通过IIS安装在ECE Web服务器上的证书

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://ecweb12.ferrari.com/system/web/view/platform/com... ^
http://ecweb12.ferrari.com/system/web/view/platform/com...
https://ecweb12.ferrari.com v

Edit Site List...

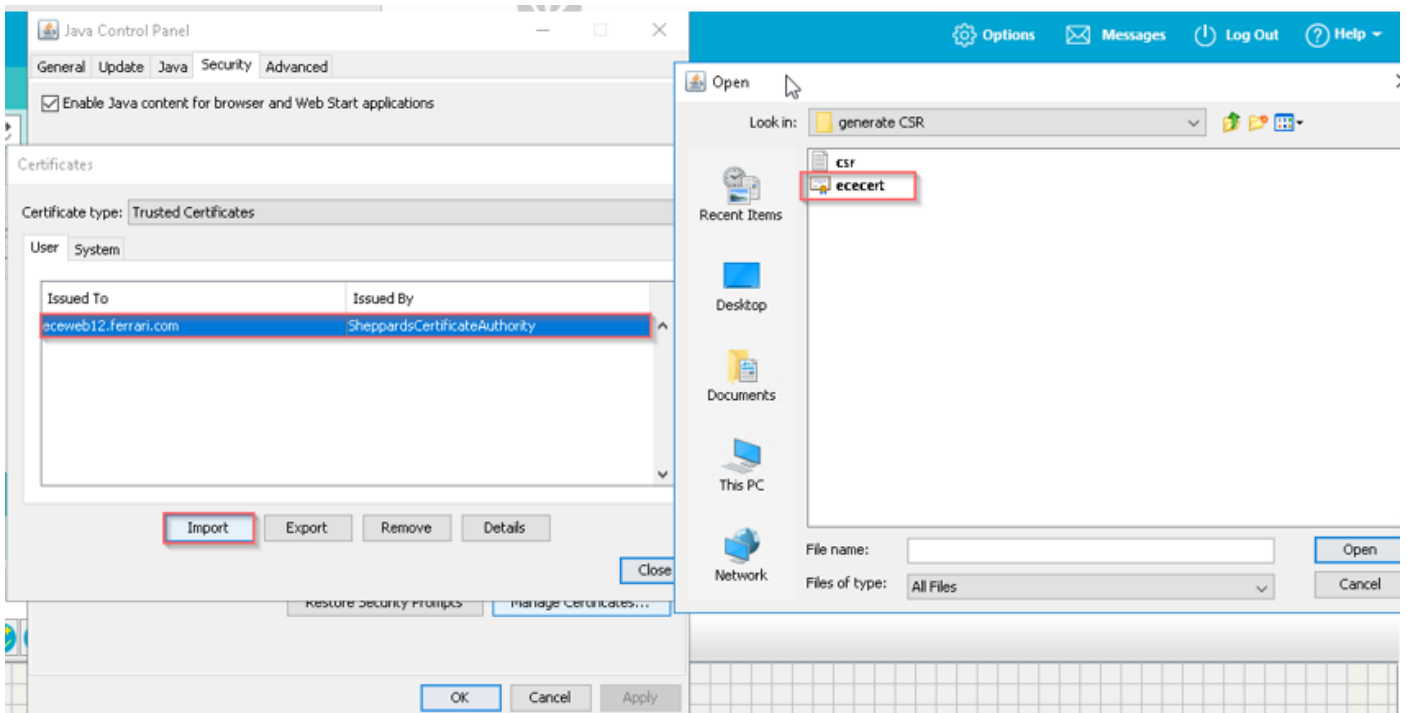
Restore Security Prompts

Manage Certificates...

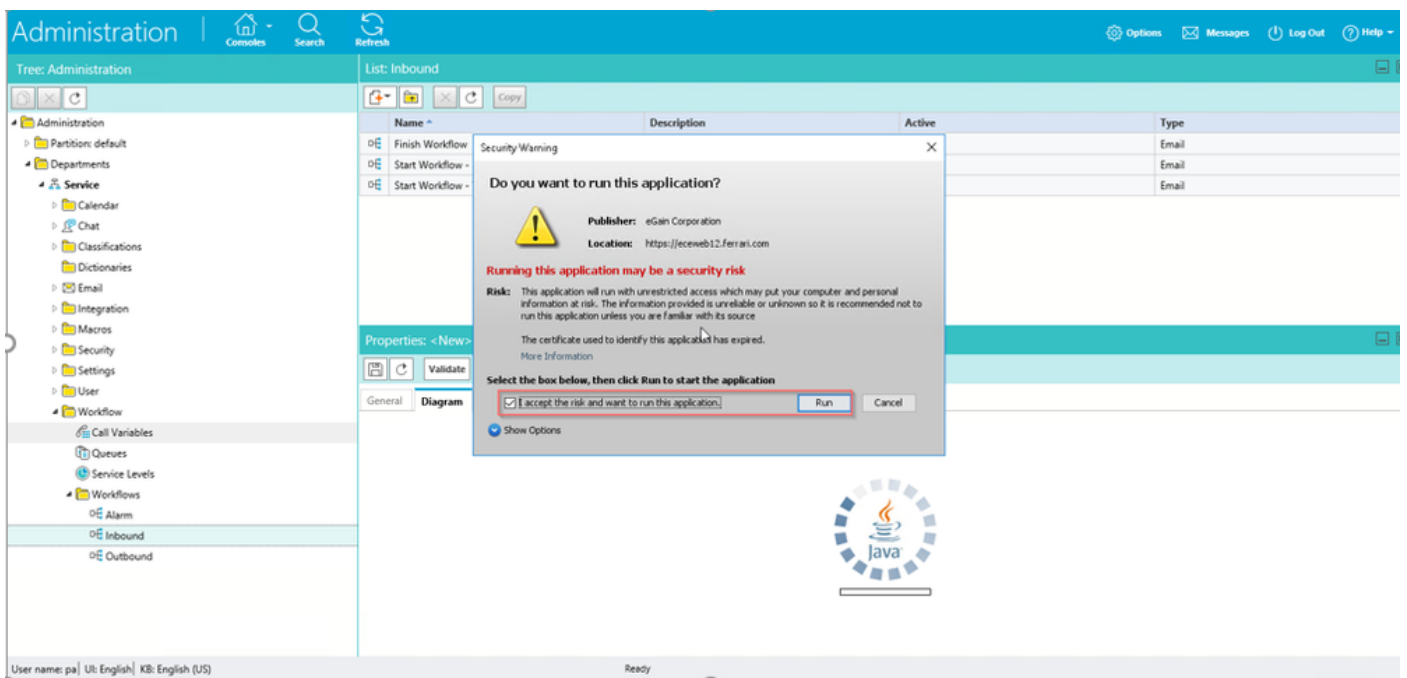
OK

Cancel

Apply



接受运行Java应用程序的风险。您会看到三个例外，您必须允许每个例外。



The screenshot shows the Administration console interface. On the left is a tree view with categories like Administration, Departments, Service, and Workflow. The main area displays a 'List: Inbound' table with columns for Name, Description, Active, and Type. A security warning dialog box is overlaid on the table, asking for permission to allow access to an application from the web site https://eceweb12.ferrari.com. The dialog includes fields for Web Site, Application, and Publisher, and buttons for 'Allow' and 'Do Not Allow'. Below the dialog, the 'Properties: <New>' section is visible, showing a 'Validate' button and a 'Diagram' tab.

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

The screenshot shows the Administration console interface. The 'List: Inbound' table is visible. The 'Properties: <New>' dialog box is open, showing the 'General' tab with a table for Name and Value. A security warning dialog box is also visible at the bottom of the screen, asking for permission to allow access to an application from the web site https://eceweb12.ferrari.com. The dialog includes fields for Web Site, Application, and Publisher, and buttons for 'Allow' and 'Do Not Allow'.

Name	Value
Name	New inbound workflow
Description	
Active	No

您现在必须能够配置您的工作流程。

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

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