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

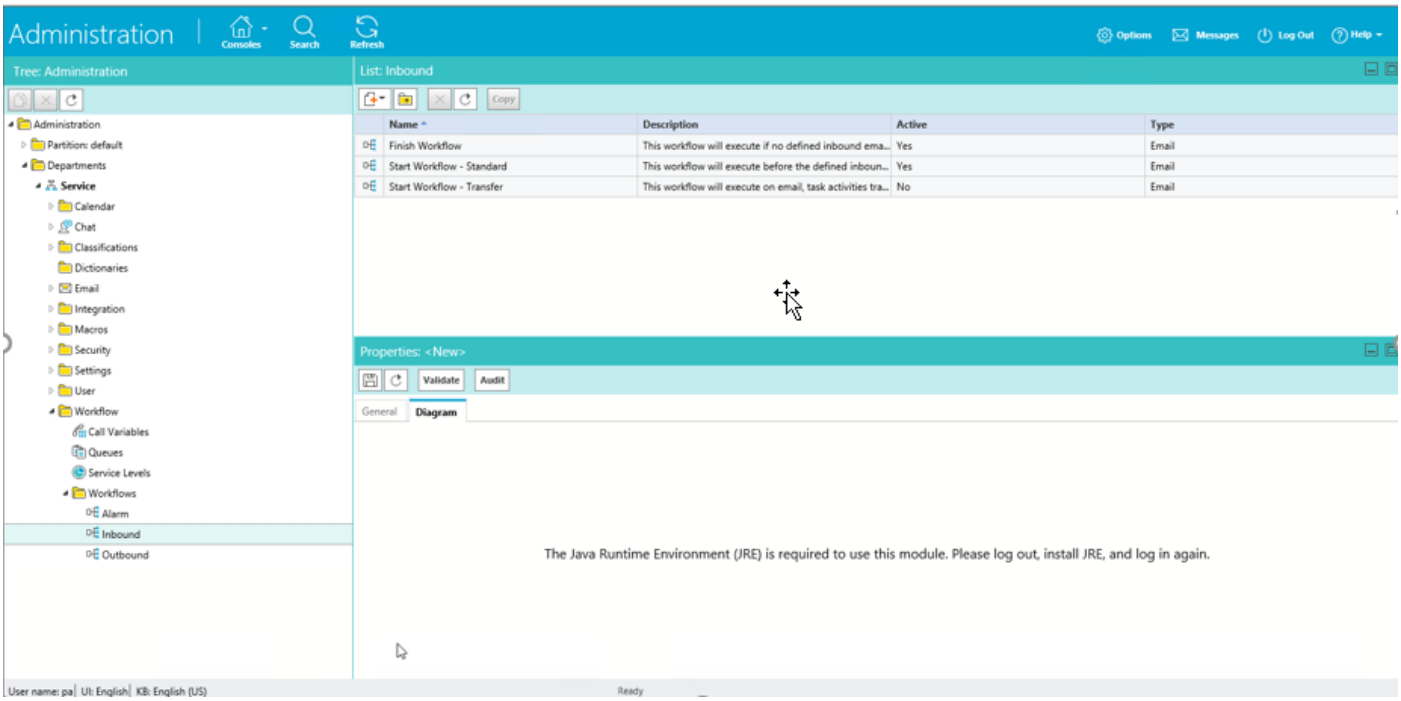
本文档中的信息基于以下软件和硬件版本：

- 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

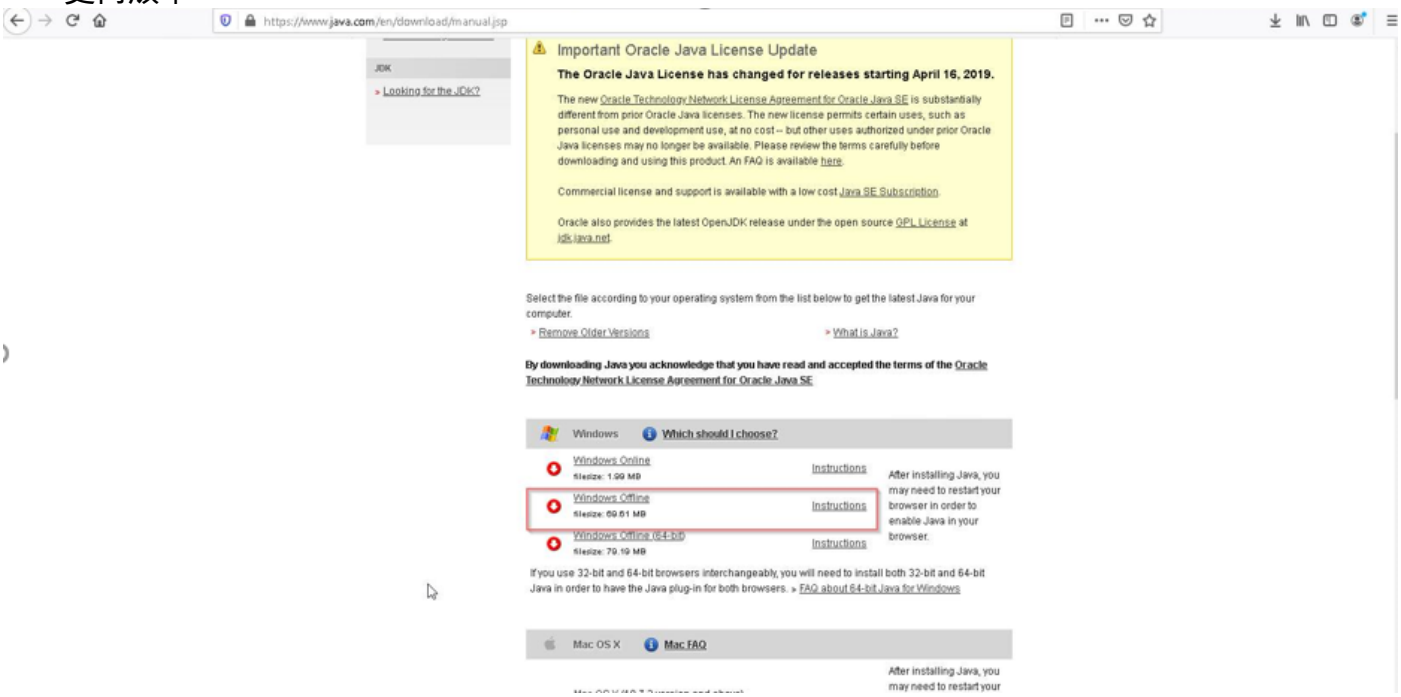
当您尝试配置电子邮件工作流程时，ECE显示此错误。



解决方案

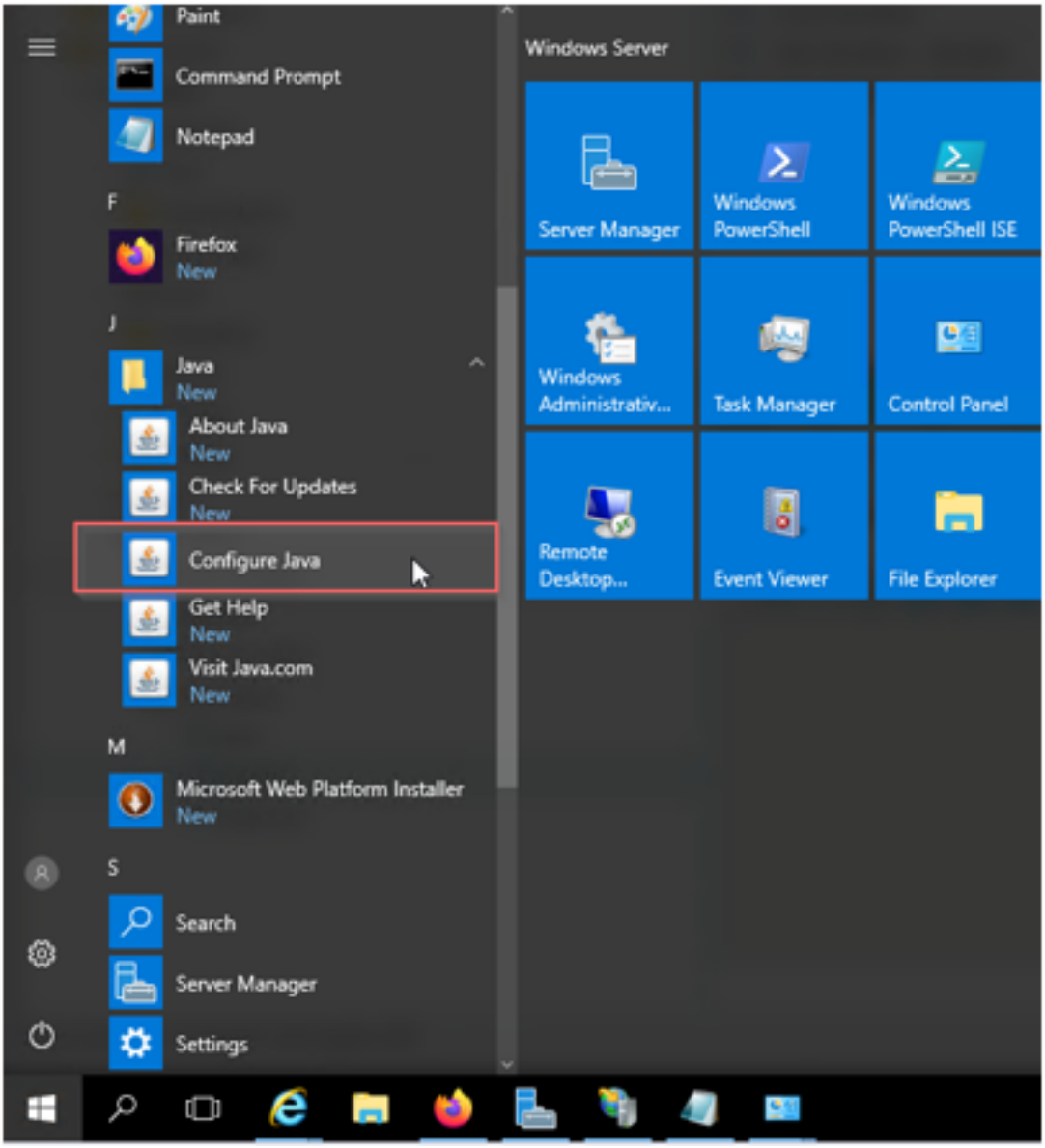
步骤1.安装Java

- 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



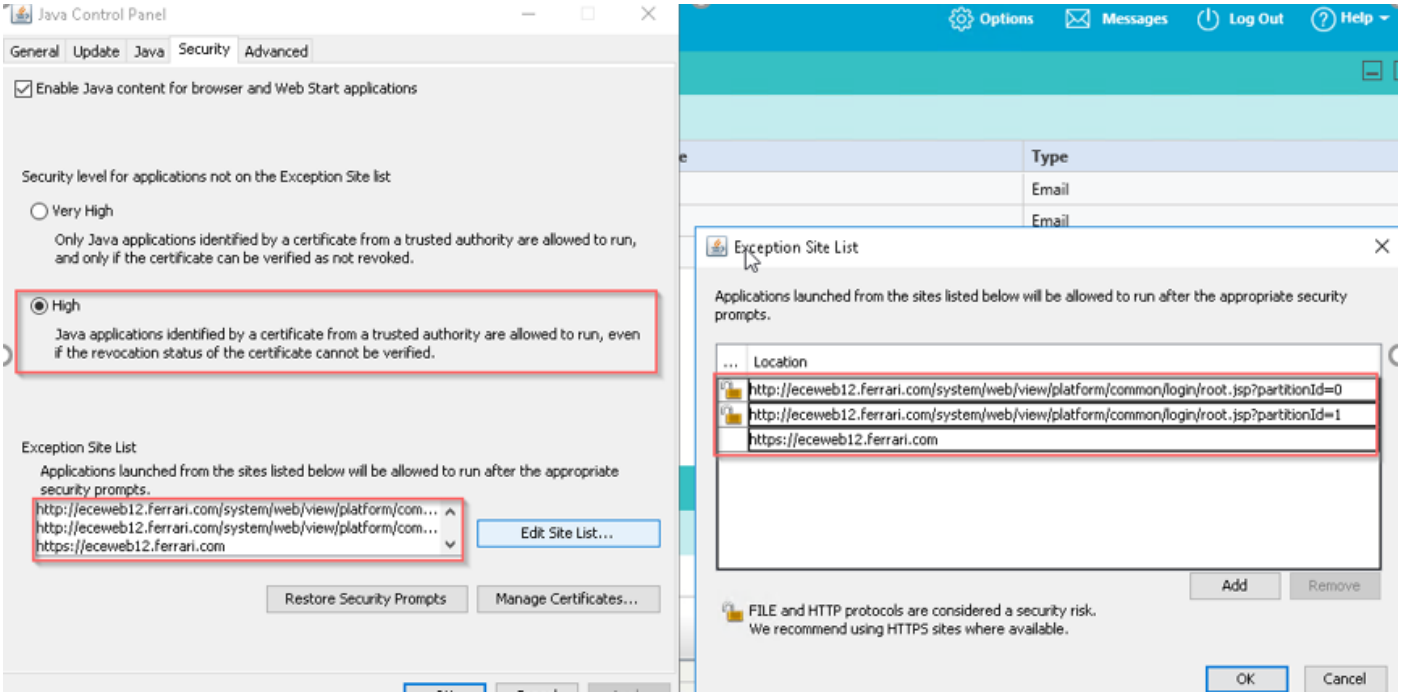
步骤2.安装签名的证书

从Windows开始菜单中选择“配置Java”

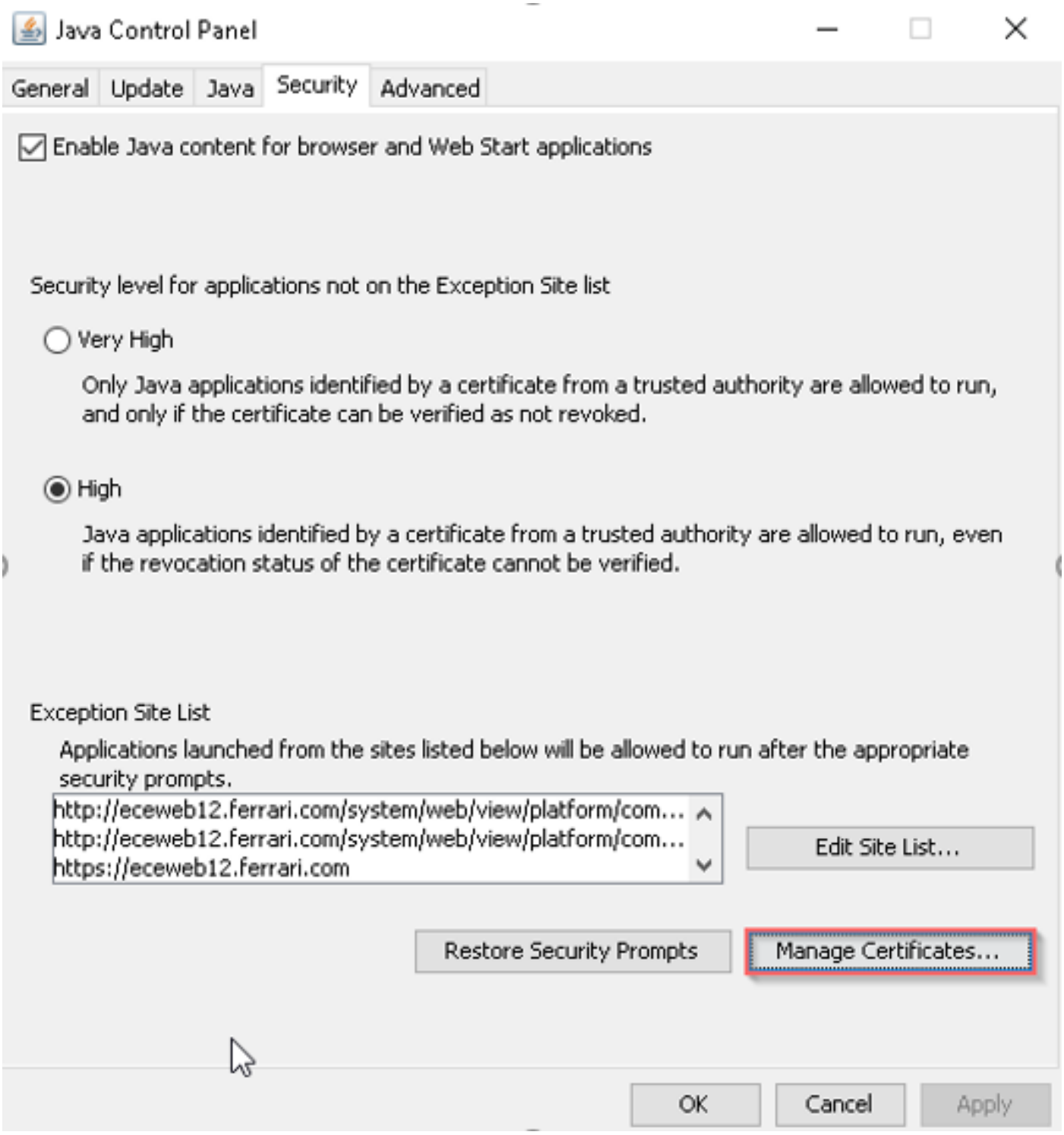


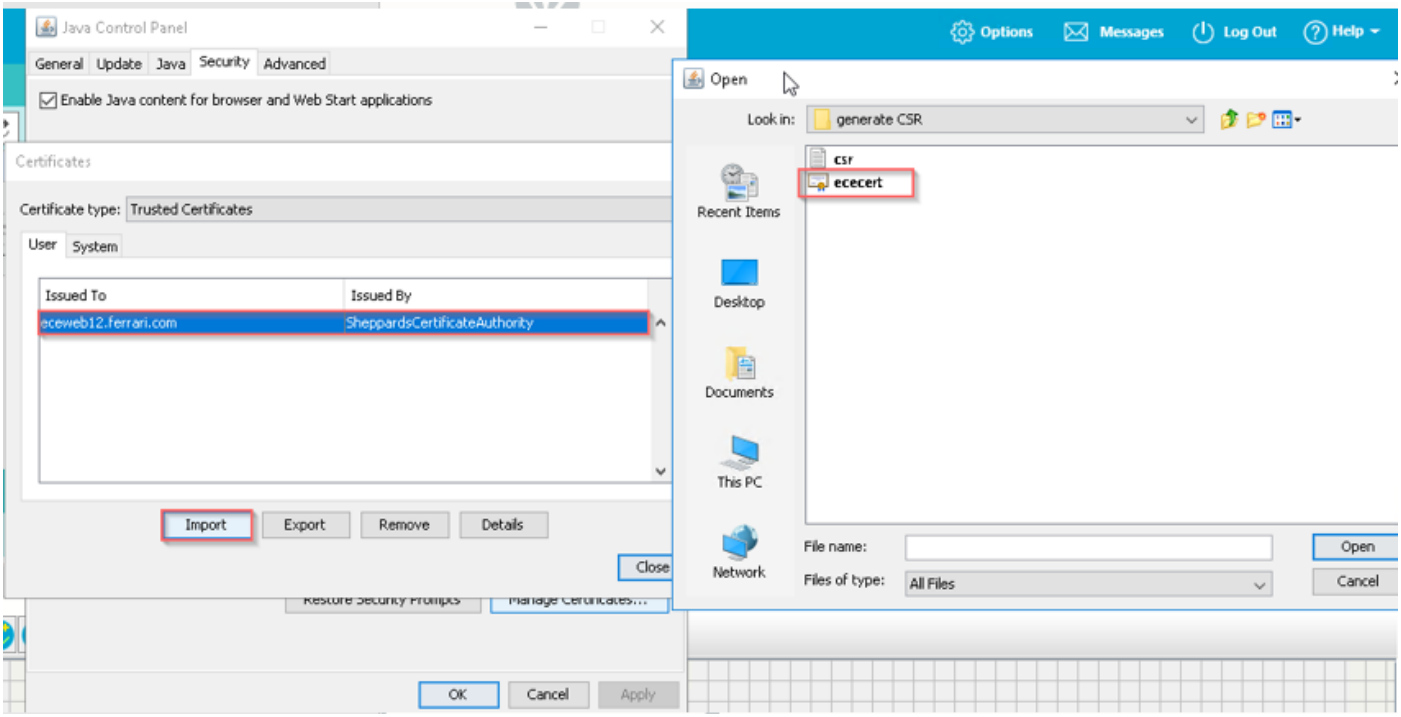
将安全级别更改为高。

将ECE URL添加到“例外站点列表”

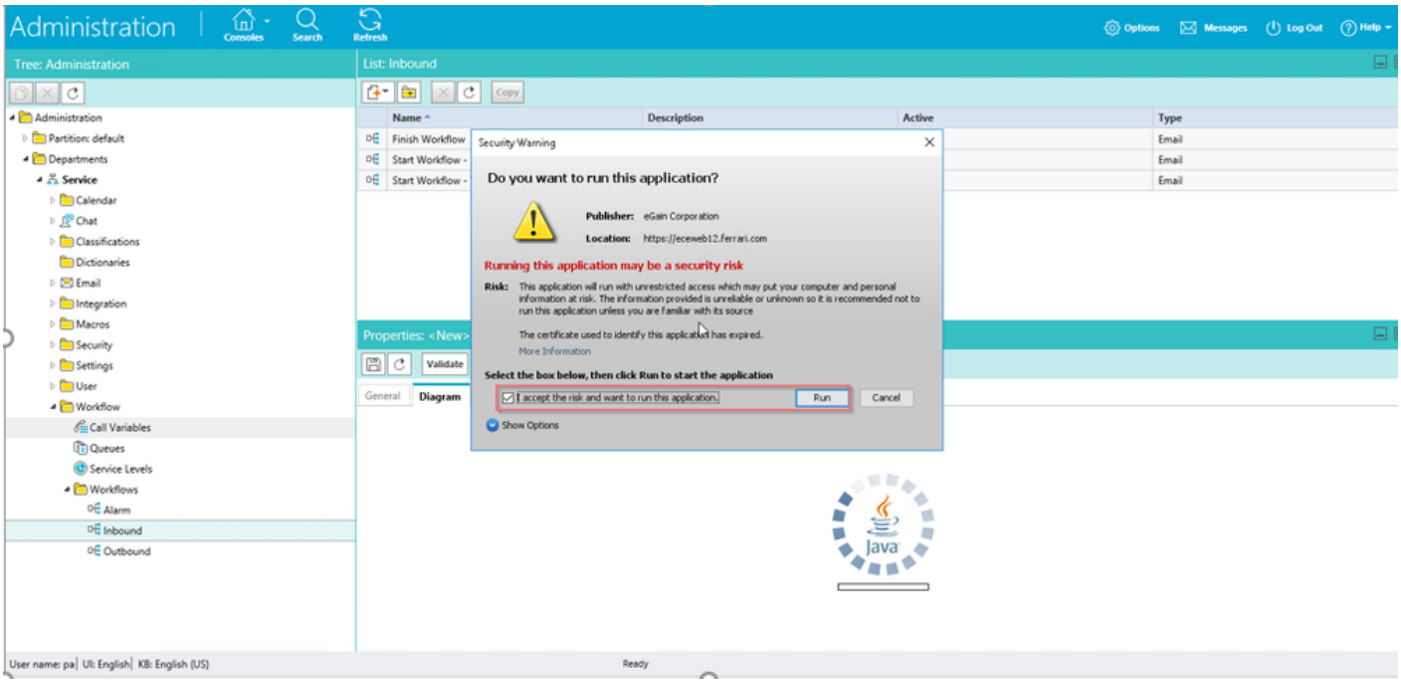


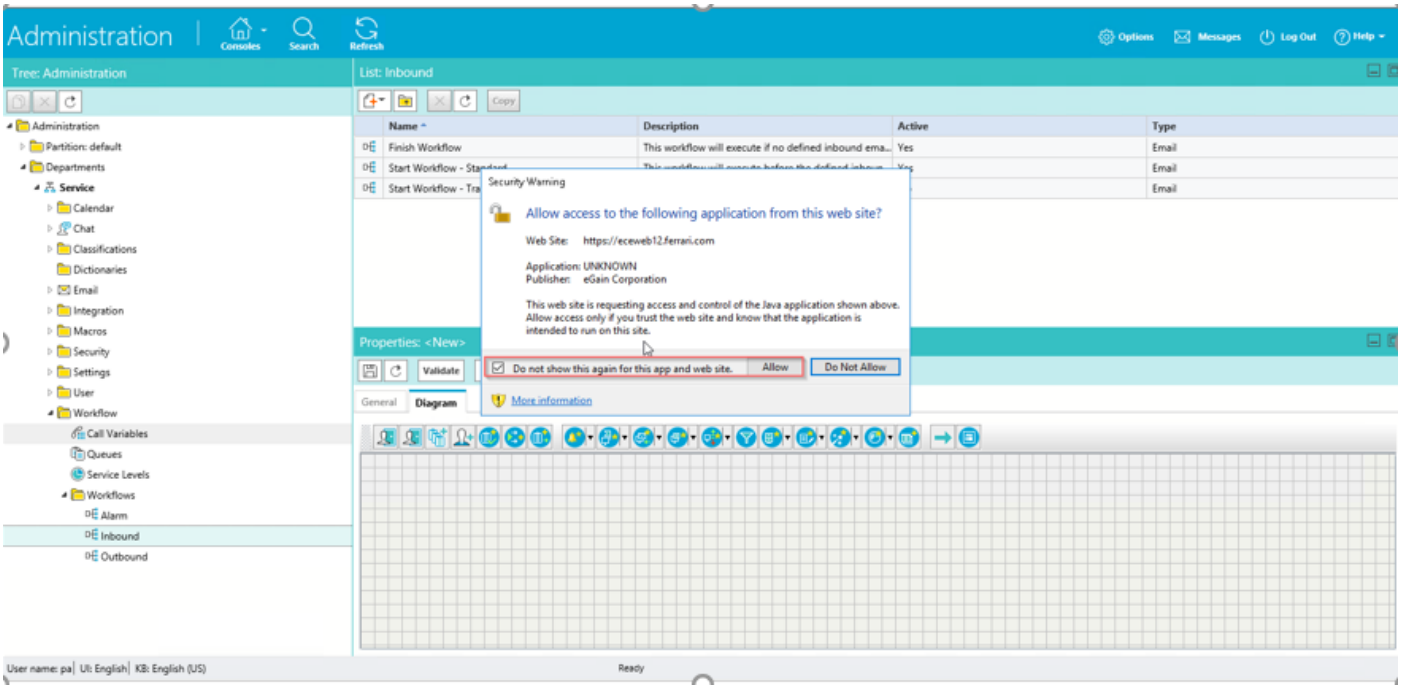
导入 CA 证书.这是通过IIS安装在ECE Web服务器上的证书

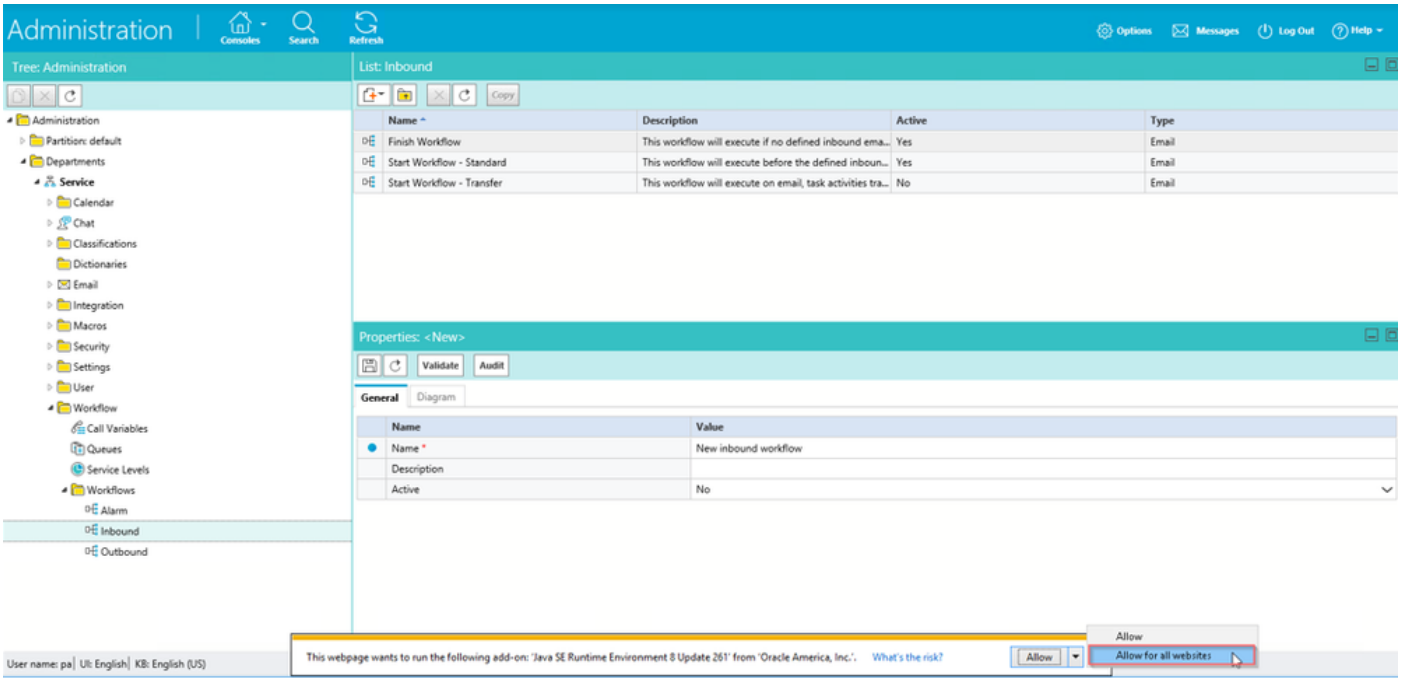

Java Control Panel
General
Update
Java
Security
Advanced
Enable Java content for browser and Web Start applications
Security level for applications not on the Exception Site list
Very High
Only Java applications identified by a certificate from a trusted authority are allowed to run, and only if the 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
Edit Site List...
Restore Security Prompts
Manage Certificates...
OK
Cancel
Apply



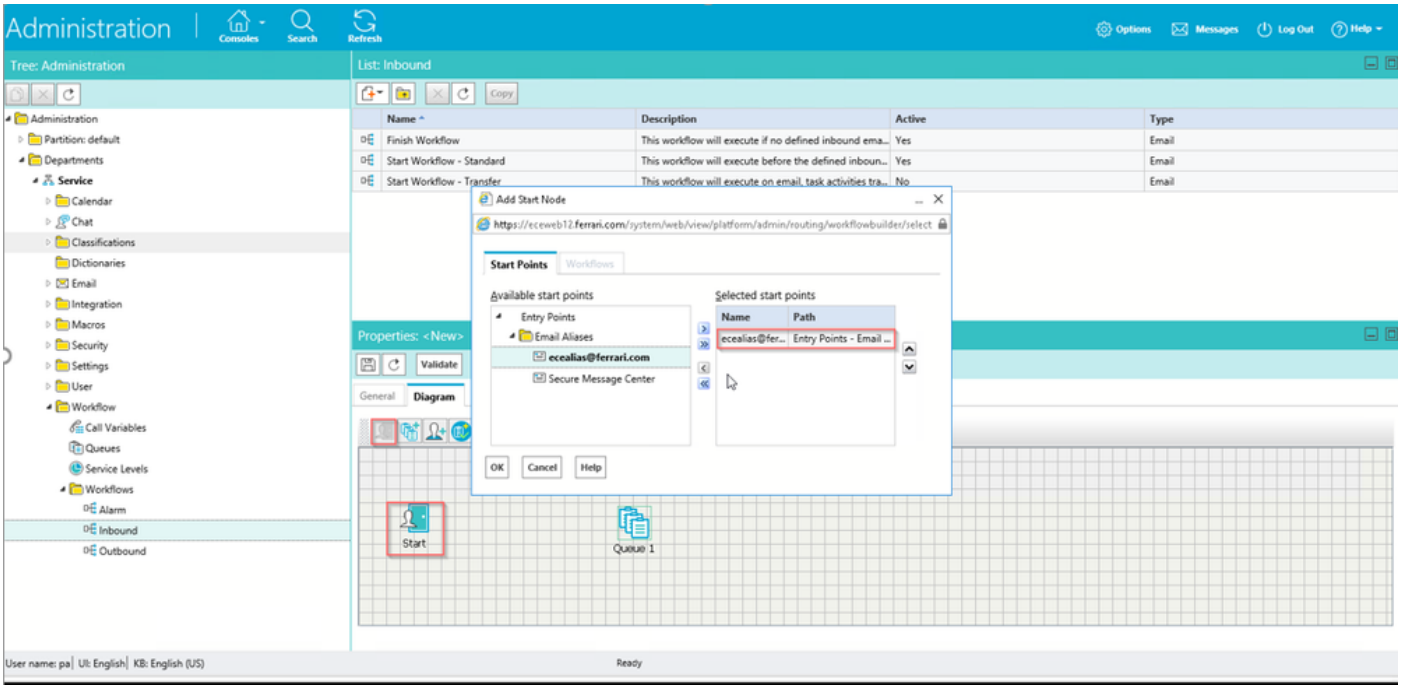
接受运行Java应用程序的风险。您会看到三个例外，您必须允许每个例外。







您现在必须能够配置您的工作流程。


Administration
Consoles
Search
Refresh
Options
Messages
Log Out
Help
Tree: Administration
List: Inbound
Copy
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 inboun...
Yes
Email
Start Workflow - Transfer
This workflow will execute on email, task activities tra...
No
Email
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
Add Start Node
https://eceweb12.ferrari.com/system/web/view/platform/admin/routing/workflowbuilder/select
Start Points
Workflows
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
Properties: <New>
Validate
General
Diagram
Start
Queue 1
User name: pa
UI: English
KB: English (US)
Ready