# SocialMiner的集成和在UCCX 11.6的Gmail

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## Introduction

此documet在Cisco Unified Contact Center Express (UCCX)描述SocialMiner的集成和代理程序电 子邮件功能的Gmail。从版本11.6(1)开始, SocialMiner能集成Gmail使用SOCKS5代理(通过 IMAP:993和SMTP:587一个特定的Gmail邮箱的IMAP安全地到达)

## Prerequisites

### Requirements

Cisco 建议您了解以下主题:

- UCCX管理
- <u>SocialMiner</u>

#### **Components Used**

本文档中的信息基于以下软件和硬件版本:

- SocialMiner 11.6(1)
- UCCX 11.6(1)
- 允许IMAP(993)和SMTP(587)的安全的TCP通信与Gmail的连接的SOCK5代理
- 一个工作的Gmail帐户。

Note:保证CCX能通过FQDN到达袜子代理通过添加在您的DNS今后和反向查找的条目。

您能使用这些CLI命令检查解决方法和reacheability到服务器。

CLI: utils network ping <SOCKS.FQDN> CLI: utils network host <SOCKS.FQDN> CLI: utils network host <SOCKS.IP.ADDRESS>

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.如果您的网络实际,请保证您了解所有命令的潜在影响。

## 在谷歌帐户的设置

### 允许IMAP请求对您的Gmail帐户

步骤1.您的Gmail帐户的洛金。 如镜像所显示,点击Settings图标是页在顶端的被找出的右边。

1-50 of 38	35 <	>	<b>\$</b> *		
	Display d	ensity:			
	<ul> <li>Comf</li> </ul>	ortable			
and the t	Cozy				
igs so that	Comp	oact			
'karna@grr	Confi	gure inb	ox		
iykama@g	Settin	gs			
ing this em	Them	es			
I as the rec	Custo	omize ad	idress		
Create a c	Get a	dd-ons			
To provide	Send	feedba	ck		
to provide	Help				
I amest and	Smallest	De	Oct 18		

Step 2.在转发和POP/IMAP下,请检查Enable (event) IMAP机箱,作为显示的镜像。

General Labels Inbox	Accounts and Import Filters and Blocked Addresses Forwarding and POP/IMAP Add-ons Chat Labs	Offline Themes
Forwarding: Learn more	Add a forwarding address	
	Tip: You can also forward only some of your mail by creating a filter!	
POP Download: Learn more	1. Status: POP is enabled for all mail     Enable POP for all mail (even mail that's already been downloaded)     Enable POP for mail that arrives from now on     Disable POP     2. When messages are accessed with POP keep Gmail's copy in the Inbox     \$     3. Configure your email client (e.g. Outlook, Eudora, Netscape Mail)     Configuration instructions	
IMAP Access: (access Graal from other clients using INA Learn more	AP)       Status: IMAP is enabled         © Disable IMAP       Disable IMAP         When I mark a message in IMAP as deleted:       Auto-Expunge on - Immediately update the server. (default)         Auto-Expunge off - Wait for the client to update the server.       Auto-Expunge off - Wait for the client to update the server.         When a message is marked as deleted and expunged from the last visible IMAP folder:       Archive the message (default)         Move the message (default)       Move the message (default)         Move the message to the Trash       Immediately delete the message forever         Folder Size Limits       Do not limit the number of messages in an IMAP folder (default)         Limit IMAP folders to contain no more than this many messages       1,000 \$         Configure your email client (e.g. Outlook, Thunderbird, iPhone)       Configuration instructions	
	Save Changes Cancel	

### 允许SocialMiner访问您的Gmail帐户

步骤1. Gmail帐户的洛金。 如镜像所显示,点击是页在顶端被找出的右边的我的帐户。

	Ajay M
	Google+ Profile - Privacy
Change	My Account
-	
Add consents	Cign out



#### 步骤3.如镜像所显示,请移动下来到Find选项允许较不安全的apps:OFF.



步骤4.如镜像所显示, enable (event)选项允许较不安全的apps:在。



### 配置袜子代理

步骤1.连接对System > System参数并且移动到末端,输入HTTP并且殴打将使用的代理到达。

袜子代理是需要的到达在安全的TCP端口993/587的Gmail安全的IMAP/SMTP通信的。

System	Applications	Subsystems				
Serve	ər					
Cisco	Unified CM Co	nfiguration				
Syste	em Parameters	-				
Reco	rding Configurat	ion				
Singl	e Sign-On (SSO	)				
Custo	om File Configur	ation				
Stand	dalone CUIC Co	nfiguration				
License Information						
Lang	Language Information					
Logo	ut					

Proxy Parameters				
Parameter Name	Parameter Value			Suggested Value
Http	proxy.esl.cisco.com	: 8080	(Hostname:Port)	
SOCKS Proxy	proxy-ams-1.cisco.com	: 1080	(Hostname:Port)	1080
SOCKS Username		(optional)		
SOCKS Password		(optional)		

### 配置代理程序电子邮件

步骤1.登陆对UCCX Appadmin并且去子系统> Rmcm >技能。

Oct 31, 2017 3:41 pm	Lagavt	255	-419290:11:48	
Oct. 31, 2017 3:45 pm	Lapa	0	00-09-19	
Dot. 81, 2017 3145 pm	Part Brindy	32760	-06-88-08	
2010-2017 Class Systems, Inc. Millights in	served. Cast: Freese v17.8(1)			Sant Drar Report 0
				步骤

2.创建您的Gmail代理程序的电子邮件技能,分配这些到您的代理程序。

步骤3.如镜像所显示,连接对**子系统>聊天和电子邮件> SocialMiner配置**,当前输入SocialMiner FQDN, username password并且点击**"Save"**。

🔚 Save 🛛 🙆 Cancel		
Status		
i Ready		
Configure SocialMiner		SocialMiner Status
IP Address / Host Name *:	sm116.aru.com	• Feeds:
User Name*:	teamadmin	• Campaigns: 🥝
Password*:		Notifications:
Save Cancel		Email Server:
Save		
Indicates required item		

步骤4.连接对**子系统>聊天,并且电子邮件>邮件服务器配置**,在FQDN当前输入IMAP和SMTP地址 。

### 如第二个镜像所显示, Enable (event)袜子代理和点击**"Save"/更新**。

Su	bsystems	Wizards	Tools	н	lelp		
	Cisco Unif	fied CM Tele	phony	۲			
	RmCm			•			
	Chat and	Email		•	5	SocialMiner Configuration	1
	Outbound			•	N	Mail Server Configuration	Г
	Database			•	C	Contact Service Queues	1
	HTTP				F	Predefined Responses	Γ
	eMail				V	Vrap-Up Reasons	ŀ
	Cisco Med	dia			E	Email Signatures	L
	MRCP AS	R		•	0	Channel Parameters	Þ
	MRCP TT	s		•	0	Chat Widget List	
e*:	10 10				٦	Teams	

ail Server C	onfigura	ation	
识 Update 🌘	🙆 Cance	ы	
Status			
i Ready			
Mail Server Settir	ngs —		
Mail Server:	Gmail		0
IMAP Folder Stru	cture		
Drafts Folder Nar	me*:	(Gmail)/Drafts	
Sent Items Folde	r Name*:	[Gmail]/Sent Mail	
Incoming (Secure	MAP)		
Host Name*:	iman om:	ail.com	
Port Number*:	f: oo2		
	885		
Outgoing (Secure	e SMTP)-		
Host Name*:	smtp.gma	iil.com	
Port Number*:	587		
Proxy Settings			
SOCKS: OE	Enable 🕕	Disable	
800	cks://proxy-	ams-1.cisco.com:1080	1
Description:	Gmail inb	ox	Maximum 100 characters
Update Car	ncel		
i) *- Indicates re	quired item	1	
<ol> <li>Host Names n</li> </ol>	nust be in F	ully Qualified Domain	Name (FQDN) format

步骤5.连接对**子系统>聊天,并且电子邮件>联系新服务队列的>Add**,当前输入名字,挑选类型**电子** 邮件>输入<username>@gmail.com, password>点击TestConfiguration。

Subsystems	Wizards	Tools	Help
Cisco Unif	ied CM Tele	phony •	•
RmCm		,	Cancel
Chat and I	Email	•	SocialMiner Configuration
Outbound		,	Mail Server Configuration
Database		,	Contact Service Queues
HTTP			Predefined Responses
eMail			Wrap-Up Reasons
Cisco Med	lia		Email Signatures
MRCP AS	R	,	Channel Parameters
MRCP TT	s	,	Chat Widget List

# Contact Service Queue Configuration

Next	T Delete	5 Open Printable Report	🙆 Cancel
Status (i) Rea	dy		

CSQ Name*:	Gmail				
Resource Selection Criteria*:	Longest Available				
CSQ Type*:	Email 🗘				
Mail Server:	imap.gmail.com				
Email username*:	anunabil bil @gmail.coi				
Email password*:	Inbox [Gmail]/Drafts				
Inbox Folder Name*:					
Drafts Folder Name:					
Sent Items Folder Name:	[Gmail]/Sent Mail				
	Test Configuration				
Poll Interval (Seconds)*:	testConfiguration				
Snapshot Age (Minutes)*:	120				

Open Printable Report	Cancel		
s successful.			
Gmail			
Longest Available ᅌ			
Email 🗘			
iman amail com			
inap.gnail.com			
aginaphib ggmail.coi			
•••••			
Inbox			
[Gmail]/Drafts			
[Gmail]/Sent Mail			
Test Configuration			
10			
	s successful.		

步骤7.点击**其次**,添加为此CSQ能将选择的代理程序的必需的技能,并且点击**完成**。

# Verify

检查电子邮件到达在代理桌面上



### Troubleshoot

通常,当测试配置,用户能遇到错误如显示这里时。

"CSQ配置错误

电子邮件用户名和密码不匹配"

System	Applications	Subsystems	Wizards	Tools	Help
Contac	t Service C	ueue Con	figuratio	n	
<b>N</b>	lext 👕 Del	ete 🟂 Op	en Printable	Report	Cancel
Status					
$\otimes$	CSQs Conf	iguration Er	rors		
	Email Usernar	ne and Passw	ord do not r	match.	

CSQ Name*:	GMAIL		
Resource Selection Criteria*:	Longest Available \$		
CSQ Type*:	Email \$		
Mail Server:	imap.gmail.com		
Email username*:			
Email password*:			
Inbox Folder Name*:	Inbox		
Drafts Folder Name:	[Gmail]/Drafts		
Sent Items Folder Name:	[Gmail]/Sent Mail		
	Test Configuration		
Poll Interval (Seconds)*:	600		
Snapshot Age (Minutes)*:	120		

#### 因为您检查SocialMiner运行时日志,您看到与**结果{FAILURE=AUTHENTICATION\_FAILURE的}**这 些消息

0000311932: 10.78.91.156: Oct 31 2017 10:27:59.305 +0530: %CCBU\_\_\_\_\_CCPAPI-6-REST\_API\_INFO: Checking smtp connection for smtp.gmail.com:587with user:<mailbox>@gmail.com 0000311935: 10.78.91.156: Oct 31 2017 10:28:04.806 +0530: %CCBU\_\_\_\_\_CCPAPI-6-REST\_API\_INFO: smtp connection check for smtp.gmail.com:587 Result {FAILURE=AUTHENTICATION\_FAILURE} 0000311936: 10.78.91.156: Oct 31 2017 10:28:04.806 +0530: %CCBU\_\_\_\_\_CCPAPI-6-REST\_API\_INFO: Checking IMAP connection for imap.gmail.com:993with user:<mailbox>@gmail.com 0000311941: 10.78.91.156: Oct 31 2017 10:28:09.160 +0530: %CCBU\_\_\_\_\_CCPAPI-6-REST\_API\_INFO: IMAP connection check imap.gmail.com:993 Result {[Gmail]/Sent Mail={FAILURE=AUTHENTICATION\_FAILURE}, [Gmail]/Drafts={FAILURE=AUTHENTICATION\_FAILURE}, Inbox={FAILURE=AUTHENTICATION\_FAILURE}}

检查正在考虑中Gmail的帐户,您看到这些表示的横幅,帐户登录由Gmail安全设置防止。

Warning: Google prevented a suspicious attempt to sign in to your account using your password. Review activity now



#### 程序

- 1. 保证适当的证件被输入。
- 2. 再确认所有设置被提及在谷歌帐户的事先需要的设置到位的部分下。
- 3. 点击YES, 那是复核最近活动选项的ME。
- 4. 如果两个上述步骤检查,请在某时以后请再试**测试配置**,谷歌倾向于采取一些时间刷新这些新 的安全设置。

此问题的根本原因是您的Gmail Inbox的严格的安全策略。