配置Java For Email and Chat(ECE)工作流程错误

目录

简介

先决条件

- 要求
- 使用的组件

问题：ECE工作流程不起作用且会提示安装Java

解决方案

- 步骤1.安装Java
- 步骤2.安装签名证书
- 您现在必须能够配置工作流程。

简介

本文档介绍如何在您的系统上配置Java以使用ECE工作流程，否则会因Java安全性而被阻止。

先决条件

要求

Cisco 建议您了解以下主题：

- 思科ECE
- Windows电脑

使用的组件

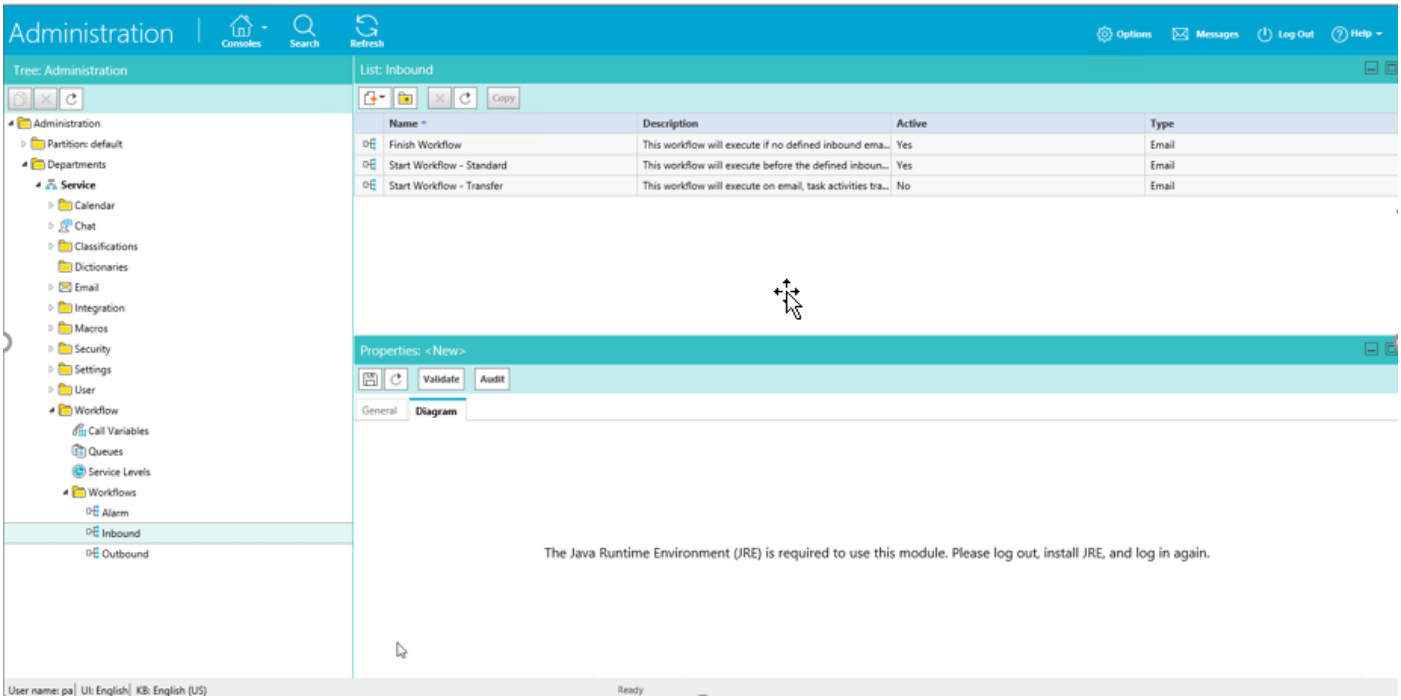
本文档中的信息基于以下软件和硬件版本：

- 欧洲经委会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工作流程不起作用且会提示安装Java

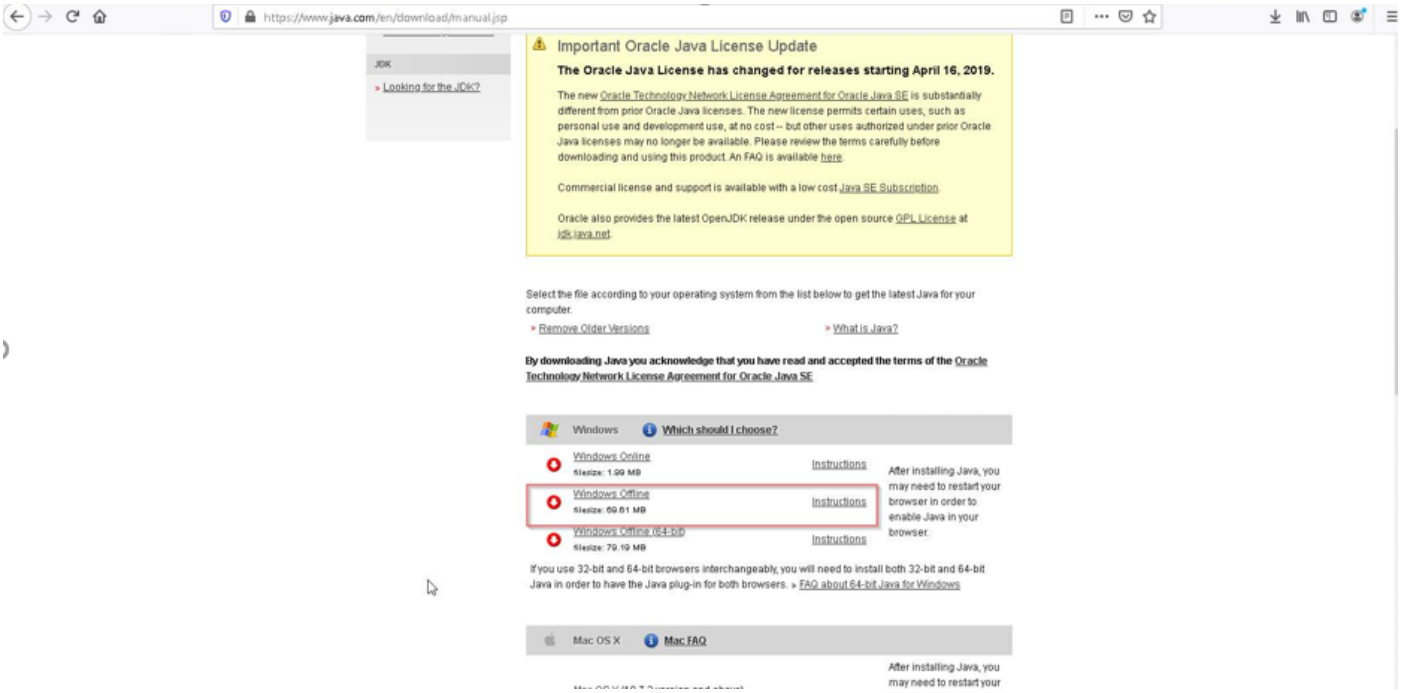
当您尝试配置邮件工作流时，ECE显示此错误。



解决方案

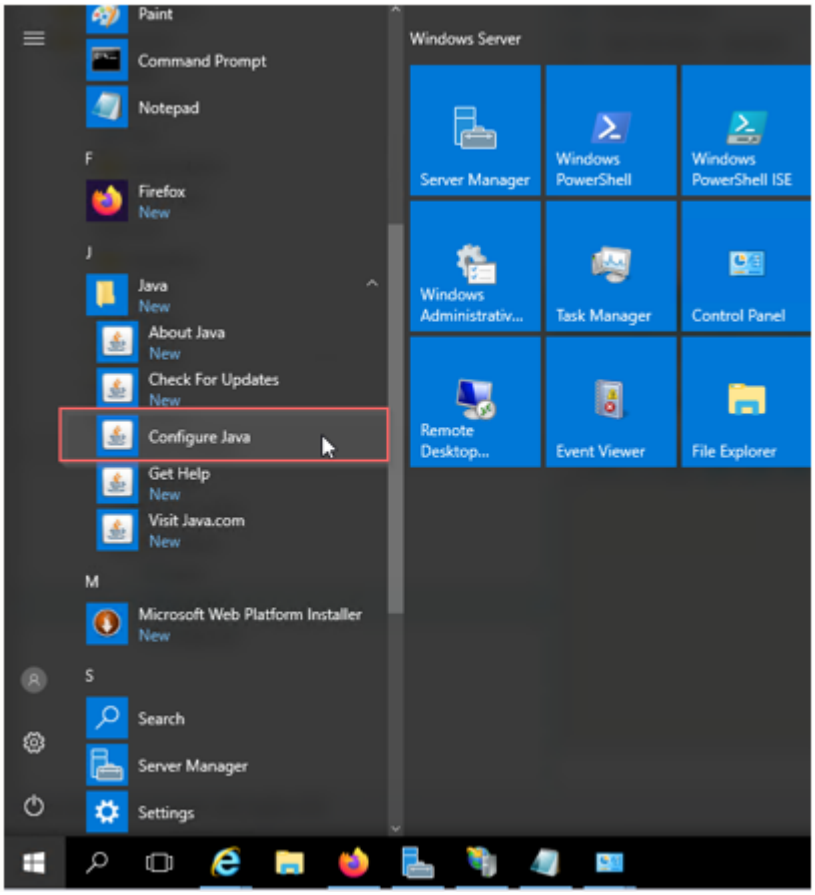
步骤1.安装Java

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



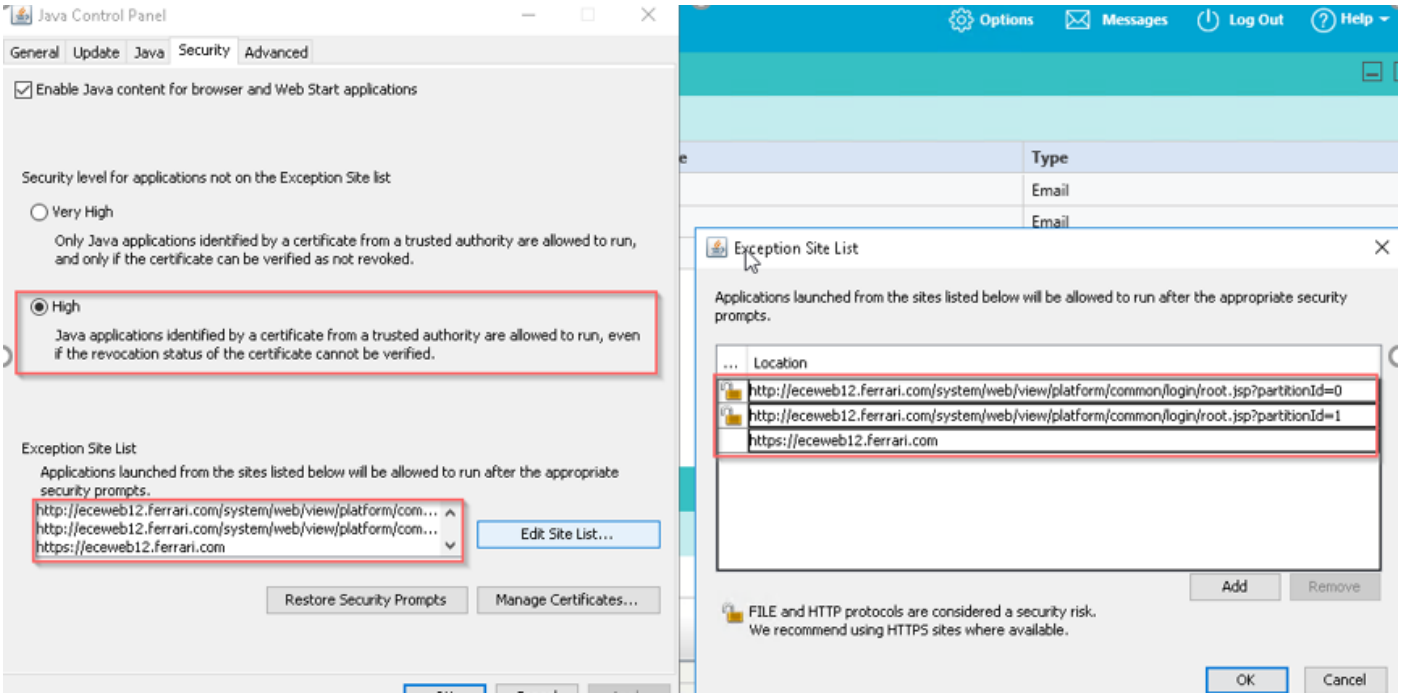
步骤2.安装签名证书

从Windows“开始”菜单中选择“配置Java”

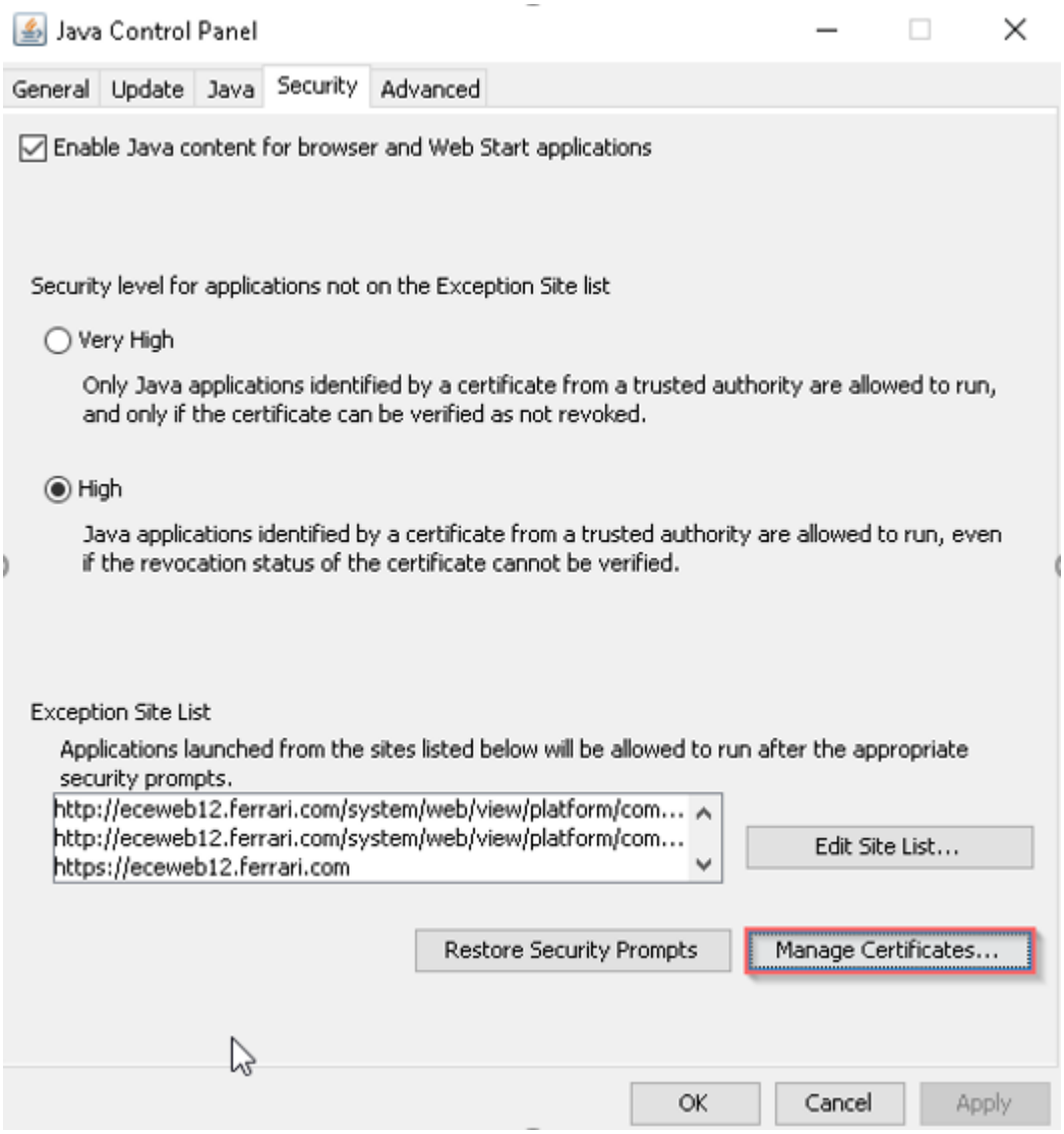


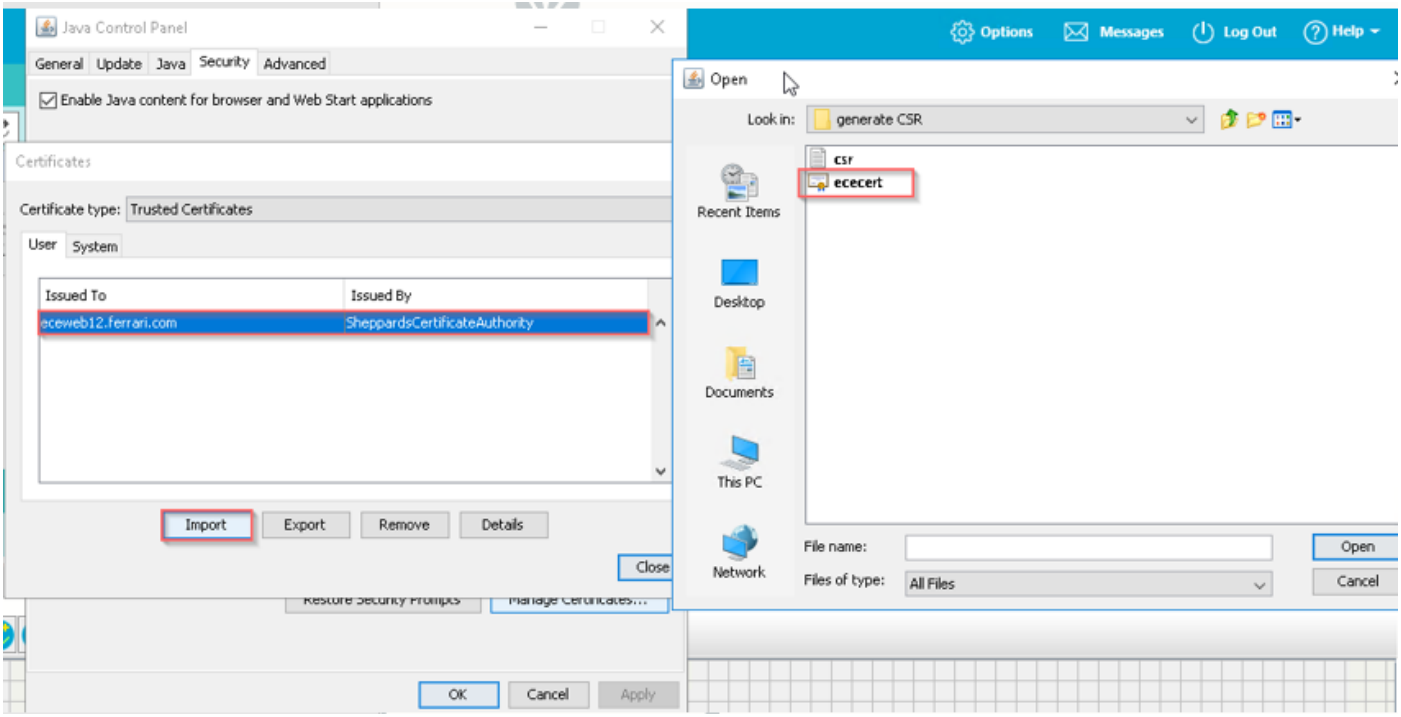
将Security level（安全级别）更改为High（高）。

将ECE URL添加到“例外站点列表”

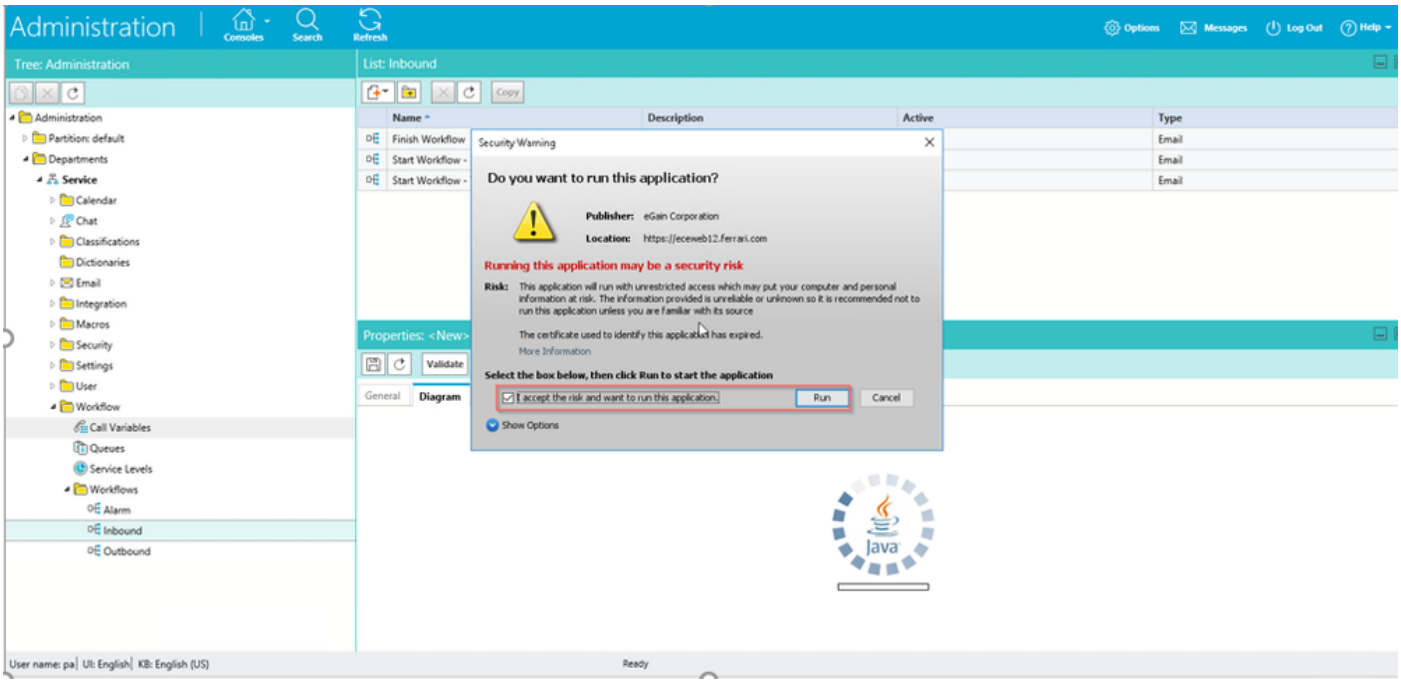


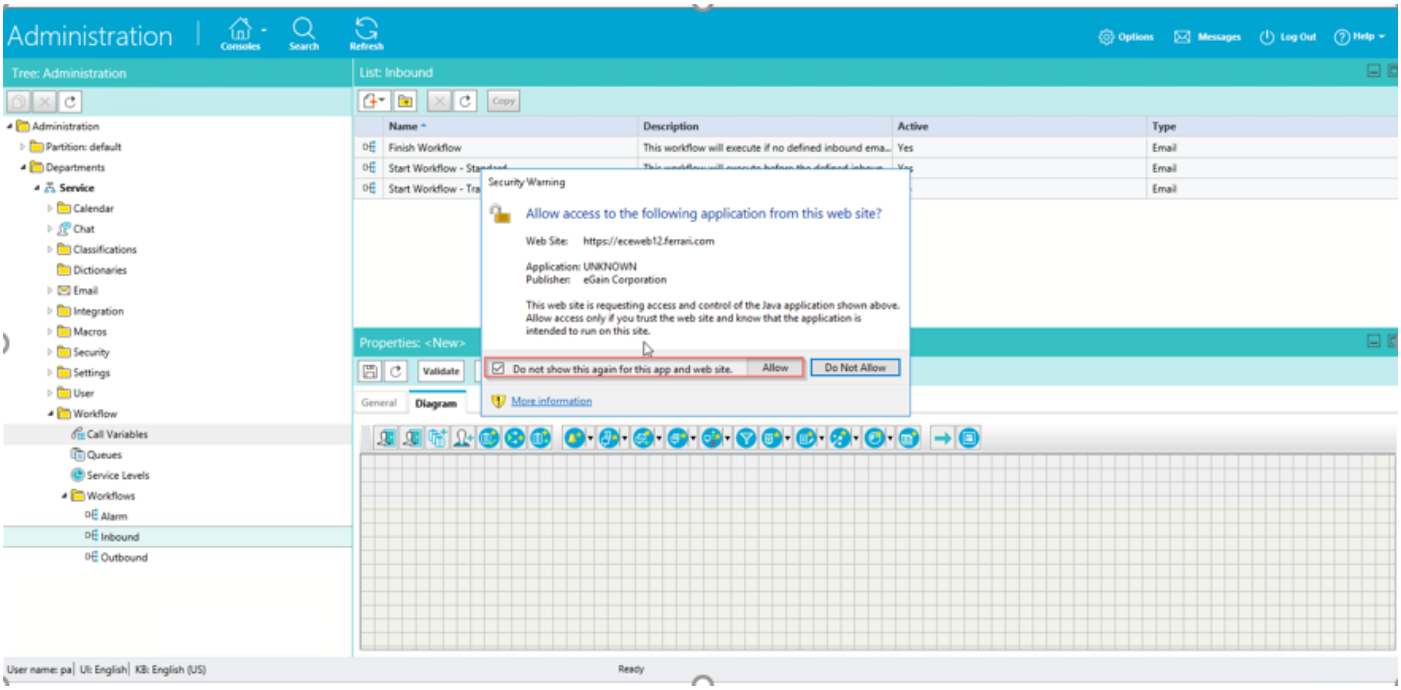
导入 CA 证书.这是通过IIS安装在ECE Web服务器上的证书

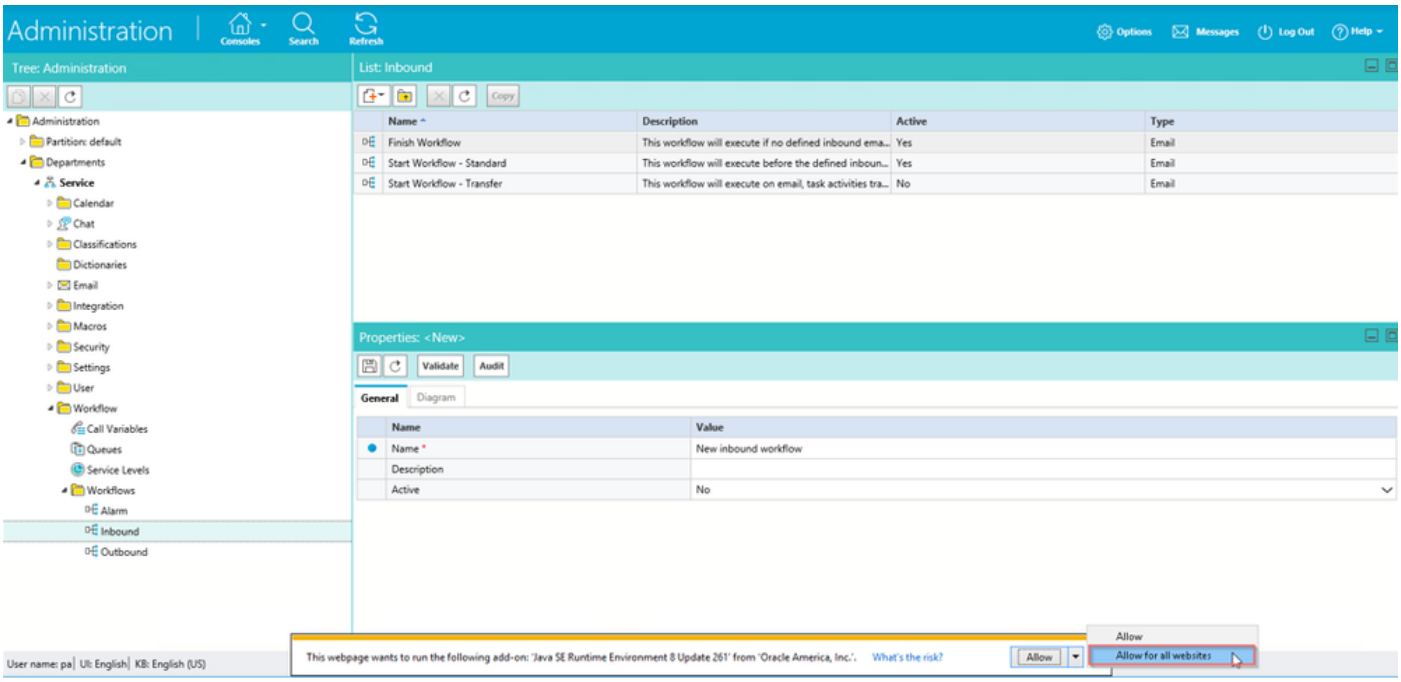




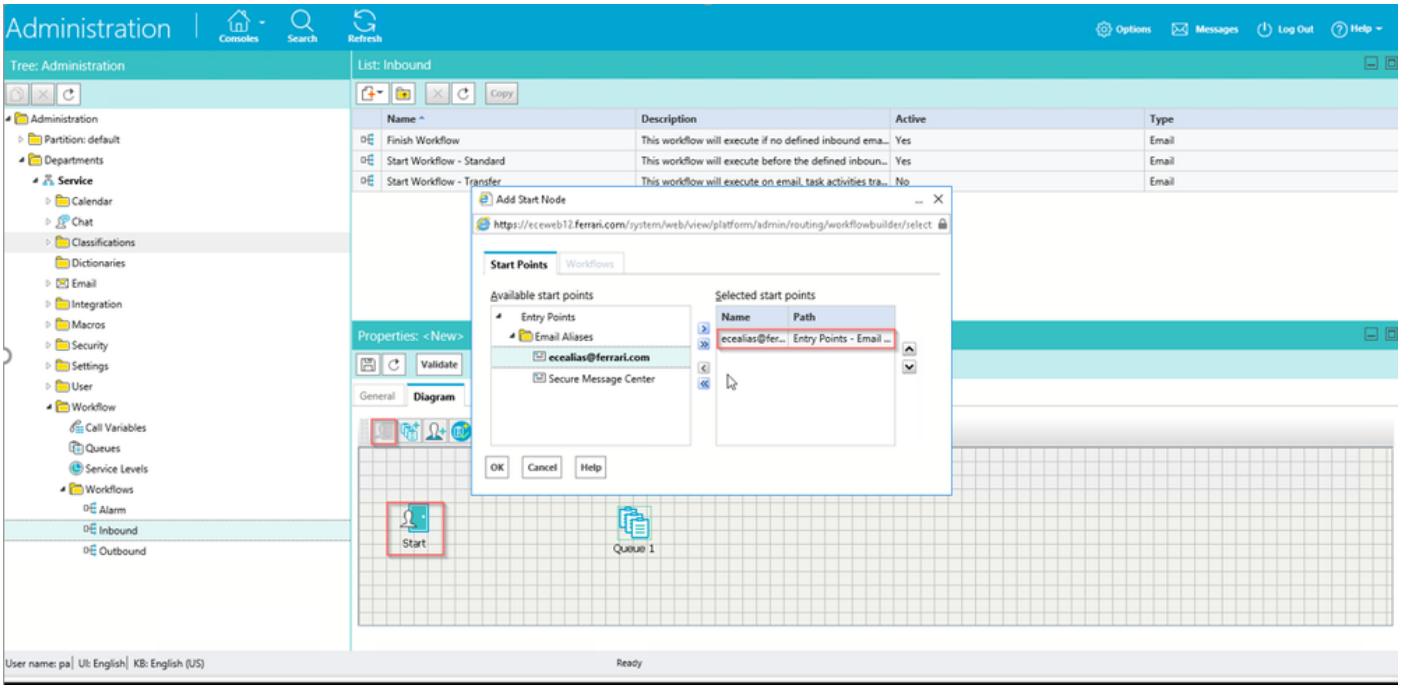
接受运行Java应用程序的风险。您将看到三个例外情况，并且必须允许每个例外情况。


Administration
Consoles
Search
Refresh
Options
Messages
Log Out
Help
Tree: Administration
List: Inbound
Copy
Name
Description
Active
Type
Finish Workflow
Start Workflow -
Email
Security Warning
Do you want to run this application?
Publisher: eGain Corporation
Location: https://eceweb12.ferrari.com
Running this application may be a security risk
Risk: This application will run with unrestricted access which may put your computer and personal information at risk. The information provided is unreliable or unknown so it is recommended not to run this application unless you are familiar with its source
The certificate used to identify this application has expired.
More Information
Select the box below, then click Run to start the application
I accept the risk and want to run this application.
Run
Cancel
Show Options
Properties: <New>
Validate
General
Diagram
Java
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
User name: pa
UI: English
KB: English (US)
Ready


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
Start Workflow - Tra
Security Warning
Allow access to the following application from this web site?
Web Site: https://eceweb12.ferrari.com
Application: UNKNOWN
Publisher: eGain Corporation
This web site is requesting access and control of the Java application shown above. Allow access only if you trust the web site and know that the application is intended to run on this site.
Do not show this again for this app and web site.
Allow
Do Not Allow
More information
Properties: <New>
Validate
General
Diagram
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
User name: pa
UI: English
KB: English (US)
Ready



您现在必须能够配置工作流程。



关于此翻译
思科采用人工翻译与机器翻译相结合的方式将此文档翻译成不同语言，希望全球的用户都能通过各自的语言得到支持性的内容。

请注意：即使是最好的机器翻译，其准确度也不及专业翻译人员的水平。

Cisco Systems, Inc. 对于翻译的准确性不承担任何责任，并建议您总是参考英文原始文档（已提供链接）。