确定UCCX中的环境服务状态

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简介

本文介绍如何确定情景服务(CS)状态以及检查Unified Contact Center Express(UCCX)和SocialMiner(SM)中CS组件状态的可能选项。

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先决条件

要求

Cisco 建议您了解以下主题：

- UCCX管理
- SocialMiner管理
- 情景服务

使用的组件

本文档中的信息基于以下软件版本：

- UCCX 11.6
- SocialMiner 11.6

> **注意：**SocialMiner是可选组件，不是Context Service的必需组件。

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。

背景信息

情景服务在云中存储客户数据，使UCCX解决方案上的座席能够存储和使用云中的数据。

情景服务状态

可维护性中的情景服务状态

CS状态可在Unified CCX Serviceability页面上找到。首先选择**工具**，然后**选择Context Service Status**。

下表介绍了此Context Service Status界面上显示的不同值：

字段	**价值**
组件	这将显示特定CS组件的名称：UCCX/SocialMiner/Finesse
状态	**已注册**:CS已注**册未注册**:未注册CS **未知**:当组件不可达或关闭时显示**Stopped**:由于某些问题，组件已停止。使用操作字段下的初始化按钮重新初始化组件。
状态	**在线**:注册CS时显**示No-connectivity**:当CS未注册或代理未配置时显**示就绪注册**:配置代理或外部连接时显示
模式	**实验**:此模式用于测试、开发和调试Context Service Production(Context Service Production):当您在应用NA中部署Context Service时，将使用此**模式**:状态未注册或未知时显示 可以在实验室和生产之间切换该模式。首先选择**System**，然后选**择System Parameters**

当未配置代理、配置了不正确的代理或没有来自UCCX系统的互联网连接时，将显示状态No Connectivity。CS要求UCCX具有公共互联网连接。下图显示UCCX系统没有外部连接时的示例状态：

List of Components

Component : Host Name	State	Status	Mode	Last Fetched at	Action
FMC : uccx116j1.cisco.com	Not Registered	No Connectivity	NA	Aug 8, 2017 12:03:39 PM	-
Finesse : uccx116j1.cisco.com	Not Registered	No Connectivity	NA	Aug 8, 2017 12:03:39 PM	-
Finesse : uccx116j2.cisco.com	Not Registered	No Connectivity	NA	Aug 8, 2017 12:03:39 PM	-
SocialMiner : sm116.aru.com	Not Registered	No Connectivity	NA	Aug 8, 2017 12:03:38 PM	-
UCCX : uccx116j1.cisco.com	Not Registered	No Connectivity	NA	Aug 8, 2017 12:03:39 PM	-
UCCX : uccx116j2.cisco.com	Not Registered	No Connectivity	NA	Aug 8, 2017 12:03:39 PM	-

配置http代理后，所有组件的状态都将更改为准备注册，这表示系统现在已从UCCX正确配置了外部连接。下图显示了当公共互联网连接可用时系统的状态：

List of Components

Component : Host Name	State	Status	Mode	Last Fetched at	Action
FMC : uccx116j1.cisco.com	Not Registered	Ready to Register	NA	Aug 11, 2017 11:48:12 AM	-
Finesse : uccx116j1.cisco.com	Not Registered	Ready to Register	NA	Aug 11, 2017 11:48:12 AM	-
Finesse : uccx116j2.cisco.com	Not Registered	Ready to Register	NA	Aug 11, 2017 11:48:12 AM	-
SocialMiner : sm116.aru.com	Not Registered	Ready to Register	NA	Aug 11, 2017 11:48:15 AM	-
UCCX : uccx116j1.cisco.com	Not Registered	Ready to Register	NA	Aug 11, 2017 11:48:12 AM	-
UCCX : uccx116j2.cisco.com	Not Registered	Ready to Register	NA	Aug 11, 2017 11:48:12 AM	-

在Finesse Administration页面上选择**Register**并注册CS。下图显示状态和状态已更改为已注册和联机：

List of Components

Component : Host Name	State	Status	Mode	Last Fetched at	Action
FMC : uccx116j1.cisco.com	Registered	Online	NA	Aug 8, 2017 12:09:52 PM	-
Finesse : uccx116j1.cisco.com	Registered	Online	Production	Aug 8, 2017 12:10:00 PM	-
Finesse : uccx116j2.cisco.com	Registered	Online	Production	Aug 8, 2017 12:09:59 PM	-
SocialMiner : sm116.aru.com	Registered	Online	Production	Aug 8, 2017 12:09:58 PM	-
UCCX : uccx116j1.cisco.com	Registered	Online	Production	Aug 8, 2017 12:09:59 PM	-
UCCX : uccx116j2.cisco.com	Registered	Online	Production	Aug 8, 2017 12:09:59 PM	-

来自API的情景服务状态

为了获得每个CS组件状态的详细摘要，UCCX 11.6提供了Java应用程序编程接口(API)。 此API调用连接器的getstatus方法以返回JavaScript对象表示法(JSON)响应，该响应提供每个组件的详细信息。单击CS可维护性页**上提供的**导出选项，然后下载JSON响应文件。此图显示“导出”选项**的位置**：



以下是当CS处于脱机状态时为UCCX组件返回的JSON响**应示例**:


```
UCCX:uccx116j1.cisco.com =
{"status":{"overallStatus":"OFFLINE","successfulUpgradeCount":0,"failureUpgradeCount":0},
"config":{"staticSdkVersion":"2.0.3","extensionSdkVersion":"2.0.3-
10673","state":"UNREGISTERED"},
"services":[{"name":"ccfs","url":"ccfs.ciscoccservice.com","ping":{"status":"NOT_REACHABLE","lat
ency":0}}],
"timeStamp":"2017-08-07T06:19:32.500Z"}
```


下表介绍了JSON响应字段中可能显示的值：

章节	字段	价值
状态	整体状态	联机 — 如果存在连接数据集，且连接器为REGISTERED（请参阅配置状态） 脱机 — 无连接数据或连接器未注册 UNREGISTERED — 初始化前的初始状态
config	状态	已注册 — 已成功注册(通过调用init()方法) STOPPED — 连接被破坏(通过调用destroy()方法)
服务	ping.status	HTTP响应状态代码到Ping REST API调用
服务	状态	已初始化 — KMS已初始化 未初始化 — KMS未初始化

这是所有组件都已注册且状态为ONLINE时的JSON**输出示例**。当CS显示无效状态时，可参考此示例进行比较：


```
FMC:uccx116j1.cisco.com =
{"status":{"overallStatus":"ONLINE","successfulUpgradeCount":1,"failureUpgradeCount":0},"config"
:{"appType":"ccx","orgId":"4a6ac8c5-66f5-42b9-8245-7af90eeac12c","uuid":"d86a8f22-c918-4648-
9a07-5fe55728b990","staticSdkVersion":"2.0.3","extensionSdkVersion":"2.0.4-
10710","proxy":"http://proxy-
wsa.esl.cisco.com:80","type":"cs_mgmt","state":"REGISTERED"},"services":[{"name":"fms","url":"he
rcules-a.wbx2.com","lastSuccessfulHeartBeatTime":"2017-08-07
22:24:31.942","ping":{"status":"200","latency":2031}}],"timeStamp":"2017-08-07T16:54:54.118Z"}

UCCX:uccx116j1.cisco.com =
{"status":{"overallStatus":"ONLINE","successfulUpgradeCount":1,"failureUpgradeCount":0},"config"
:{"appType":"ccx","orgId":"4a6ac8c5-66f5-42b9-8245-7af90eeac12c","uuid":"d86a8f22-c918-4648-
9a07-5fe55728b990","staticSdkVersion":"2.0.3","extensionSdkVersion":"2.0.4-
10710","proxy":"http://proxy-
wsa.esl.cisco.com:80","enabledFeatures":[{"name":"KMS_ENCRYPTION_KEY"}],"type":"cs_context","sta
te":"REGISTERED","labMode":false,"requestTimeout":5000,"tcpTimeout":10000,"maxRetries":1,"cluste
r":{"clusterId":"4750a37e-2a5a-4825-a301-30252c100288","clusterName":"ccx-context-
15DBD8FE18B"}},"services":[{"name":"kms","url":"encryption-
a.wbx2.com","ping":{"status":"200","latency":1196},"state":"INITIALIZED"},{"name":"fms","url":"h
ercules-a.wbx2.com","lastSuccessfulHeartBeatTime":"2017-08-07
22:24:46.016","ping":{"status":"200","latency":1059}},{"name":"ci","url":"idbroker.webex.com","p
```

ing":{"status":"200","latency":1092}},{"name":"context","url":"context-
service.produs1.ciscoccservice.com","ping":{"status":"200","latency":1185}},{"name":"dictionary"
,"url":"dictionary.produs1.ciscoccservice.com","ping":{"status":"200","latency":1180}},{"name":"
ccfs","url":"ccfs.ciscoccservice.com","ping":{"status":"200","latency":1170}},{"name":"discovery
","url":"discovery1.produs.ciscoccservice.com","ping":{"status":"200","latency":1214}}],"timeSta
mp":"2017-08-07T16:55:01.528Z"}

UCCX:uccx116j2.cisco.com =
{"status":{"overallStatus":"ONLINE","successfulUpgradeCount":1,"failureUpgradeCount":0},"config"
:{"appType":"ccx","orgId":"4a6ac8c5-66f5-42b9-8245-7af90eeac12c","uuid":"d86a8f22-c918-4648-
9a07-5fe55728b990","staticSdkVersion":"2.0.3","extensionSdkVersion":"2.0.4-
10710","proxy":"http://proxy-
wsa.esl.cisco.com:80","enabledFeatures":[{"name":"KMS_ENCRYPTION_KEY"}],"type":"cs_context","sta
te":"REGISTERED","labMode":false,"requestTimeout":5000,"tcpTimeout":10000,"maxRetries":1,"cluste
r":{"clusterId":"4750a37e-2a5a-4825-a301-30252c100288","clusterName":"ccx-context-
15DBD8FE18B"}},"services":[{"name":"kms","url":"encryption-
a.wbx2.com","ping":{"status":"200","latency":1290},"state":"INITIALIZED"},{"name":"fms","url":"h
ercules-a.wbx2.com","lastSuccessfulHeartBeatTime":"2017-08-07
22:24:50.224","ping":{"status":"200","latency":1121}},{"name":"ci","url":"idbroker.webex.com","p
ing":{"status":"200","latency":1067}},{"name":"context","url":"context-
service.produs1.ciscoccservice.com","ping":{"status":"200","latency":1168}},{"name":"dictionary"
,"url":"dictionary.produs1.ciscoccservice.com","ping":{"status":"200","latency":1225}},{"name":"
ccfs","url":"ccfs.ciscoccservice.com","ping":{"status":"200","latency":1230}},{"name":"discovery
","url":"discovery1.produs.ciscoccservice.com","ping":{"status":"200","latency":1166}}],"timeSta
mp":"2017-08-07T16:55:01.582Z"}

SocialMiner:sm116.aru.com =
{"status":{"overallStatus":"ONLINE","successfulUpgradeCount":1,"failureUpgradeCount":0},"config"
:{"appType":"ccx","orgId":"4a6ac8c5-66f5-42b9-8245-7af90eeac12c","uuid":"d86a8f22-c918-4648-
9a07-5fe55728b990","staticSdkVersion":"2.0.3","extensionSdkVersion":"2.0.4-
10710","proxy":"http://proxy-
wsa.esl.cisco.com:80","enabledFeatures":[{"name":"KMS_ENCRYPTION_KEY"}],"type":"cs_context","sta
te":"REGISTERED","labMode":false,"requestTimeout":5000,"tcpTimeout":10000,"maxRetries":1,"cluste
r":{"clusterId":"4750a37e-2a5a-4825-a301-30252c100288","clusterName":"ccx-context-
15DBD8FE18B"}},"services":[{"name":"kms","url":"encryption-
a.wbx2.com","ping":{"status":"200","latency":1254},"state":"INITIALIZED"},{"name":"fms","url":"h
ercules-a.wbx2.com","lastSuccessfulHeartBeatTime":"2017-08-07
22:24:39.628","ping":{"status":"200","latency":1127}},{"name":"ci","url":"idbroker.webex.com","p
ing":{"status":"200","latency":1028}},{"name":"context","url":"context-
service.produs1.ciscoccservice.com","ping":{"status":"200","latency":1175}},{"name":"dictionary"
,"url":"dictionary.produs1.ciscoccservice.com","ping":{"status":"200","latency":1174}},{"name":"
ccfs","url":"ccfs.ciscoccservice.com","ping":{"status":"200","latency":1128}},{"name":"discovery
","url":"discovery1.produs.ciscoccservice.com","ping":{"status":"200","latency":1179}}],"timeSta
mp":"2017-08-07T16:55:01.589Z"}

Finesse:uccx116j1.cisco.com =
{"status":{"overallStatus":"ONLINE","successfulUpgradeCount":1,"failureUpgradeCount":0},"config"
:{"appType":"ccx","orgId":"4a6ac8c5-66f5-42b9-8245-7af90eeac12c","uuid":"d86a8f22-c918-4648-
9a07-5fe55728b990","staticSdkVersion":"2.0.3","extensionSdkVersion":"2.0.4-
10710","proxy":"http:\/\/proxy-
wsa.esl.cisco.com:80","enabledFeatures":[{"name":"KMS_ENCRYPTION_KEY"}],"type":"cs_context","sta
te":"REGISTERED","labMode":false,"requestTimeout":5000,"tcpTimeout":10000,"maxRetries":1,"cluste
r":{"clusterId":"4750a37e-2a5a-4825-a301-30252c100288","clusterName":"ccx-context-
15DBD8FE18B"}},"services":[{"name":"kms","url":"encryption-
a.wbx2.com","ping":{"status":"200","latency":1123},"state":"INITIALIZED"},{"name":"fms","url":"h
ercules-a.wbx2.com","lastSuccessfulHeartBeatTime":"2017-08-07
22:24:52.328","ping":{"status":"200","latency":1149}},{"name":"ci","url":"idbroker.webex.com","p
ing":{"status":"200","latency":1085}},{"name":"context","url":"context-
service.produs1.ciscoccservice.com","ping":{"status":"200","latency":1168}},{"name":"dictionary"
,"url":"dictionary.produs1.ciscoccservice.com","ping":{"status":"200","latency":1181}},{"name":"
ccfs","url":"ccfs.ciscoccservice.com","ping":{"status":"200","latency":1171}},{"name":"discovery
","url":"discovery1.produs.ciscoccservice.com","ping":{"status":"200","latency":1136}}],"timeSta
mp":"2017-08-07T16:55:02.099Z"}

Finesse:uccx116j2.cisco.com =
{"status":{"overallStatus":"ONLINE","successfulUpgradeCount":1,"failureUpgradeCount":0},"config"
:{"appType":"ccx","orgId":"4a6ac8c5-66f5-42b9-8245-7af90eeac12c","uuid":"d86a8f22-c918-4648-
9a07-5fe55728b990","staticSdkVersion":"2.0.3","extensionSdkVersion":"2.0.4-
10710","proxy":"http:\/\/proxy-
wsa.esl.cisco.com:80","enabledFeatures":[{"name":"KMS_ENCRYPTION_KEY"}],"type":"cs_context","sta
te":"REGISTERED","labMode":false,"requestTimeout":5000,"tcpTimeout":10000,"maxRetries":1,"cluste
r":{"clusterId":"4750a37e-2a5a-4825-a301-30252c100288","clusterName":"ccx-context-
15DBD8FE18B"}},"services":[{"name":"kms","url":"encryption-
a.wbx2.com","ping":{"status":"200","latency":1196},"state":"INITIALIZED"},{"name":"fms","url":"h
ercules-a.wbx2.com","lastSuccessfulHeartBeatTime":"2017-08-07
22:24:51.027","ping":{"status":"200","latency":1210}},{"name":"ci","url":"idbroker.webex.com","p
ing":{"status":"200","latency":1032}},{"name":"context","url":"context-
service.produs1.ciscoccservice.com","ping":{"status":"200","latency":1168}},{"name":"dictionary"
,"url":"dictionary.produs1.ciscoccservice.com","ping":{"status":"200","latency":1189}},{"name":"
ccfs","url":"ccfs.ciscoccservice.com","ping":{"status":"200","latency":1207}},{"name":"discovery
","url":"discovery1.produs.ciscoccservice.com","ping":{"status":"200","latency":1251}}],"timeSta
mp":"2017-08-07T16:55:02.457Z"}
此JSON输出是在连接器初始化时输出的，它包含以下信息：

- 整体状态（当前根据连接器状态确定）
- 静态和扩展（软件开发套件）SDK jar版本
- 连接器类型及其当前状态
- 当前安全通道状态（活动、未初始化、错误）（如果可用）
- 升级计数
- 升级状态
- Last HeartBeat时间戳
- 服务 URL
- 代理信息（如果已配置代理）
- 配置对象（如果可用）
- 到各种核心服务的连接状态

SocialMiner中的上下文服务状态

SocialMiner(SM)11.6中引入了一个API，用于说明Context Service与SM的集成状态。使用浏览器导航到SocialMiner服务器上的此位置: **<SM-IP>:<port>/ccp-webapp/ccp/serviceability/contextServiceStatus**

以下是CS注册后SocialMiner的输出示例：

{"status":{"overallStatus":"ONLINE","successfulUpgradeCount":1,"failureUpgradeCount":0},"config":{"appType":"ccx","o
rgId":"4a6ac8c5-66f5-42b9-8245-7af90eeac12c","uuid":"0ff304fa-7ce6-470d-9fcb-
f83266a06f35","staticSdkVersion":"2.0.3","extensionSdkVersion":"2.0.4-10710","proxy":"http://proxy-
wsa.esl.cisco.com:80","enabledFeatures":[{"name":"KMS_ENCRYPTION_KEY"}],"type":"cs_context","state":"REGISTERED","la
bMode":false,"requestTimeout":5000,"tcpTimeout":10000,"maxRetries":1,"cluster":{"clusterId":"065cce61-79de-4173-
87f3-fd6fff30da11","clusterName":"ccx-context-15DC0905FC4"}},"services":[{"name":"kms","url":"encryption-
a.wbx2.com","ping":{"status":"200","latency":1132},"state":"INITIALIZED"},{"name":"fms","url":"hercules-
a.wbx2.com","lastSuccessfulHeartBeatTime":"2017-08-10
13:40:36.905","ping":{"status":"200","latency":1236}},{"name":"ci","url":"idbroker.webex.com","ping":{"status":"200"
,"latency":975}},{"name":"context","url":"context-
service.produs1.ciscoccservice.com","ping":{"status":"200","latency":1273}},{"name":"dictionary","url":"dictionary.p
rodus1.ciscoccservice.com","ping":{"status":"200","latency":1228}},{"name":"ccfs","url":"ccfs.ciscoccservice.com","p
ing":{"status":"200","latency":1500}},{"name":"discovery","url":"discovery1.produs.ciscoccservice.com","ping":{"stat
us":"200","latency":1191}}],"timeStamp":"2017-08-10T08:10:43.983Z"}
如果已注册情景服务，并且SM能够建立与有效属性的连接，则此API的响应包含具有值“ONLINE”的属性“overalStatus”。

如果未启用Context Service或SM未能建立连接，则属性**overalStatus**具有除ONLINE以**外的值**。

以下是未为SM注册CS时的示例响应：

{"status":{"overallStatus":"OFFLINE","successfulUpgradeCount":2,"failureUpgradeCount":0},"config":{"staticSdkVersion":"2.0.3","extensionSdkVersion":"2.0.4-10712","proxy":"http://proxy-wsa.esl.cisco.com:80","state":"STOPPED"},"services":[],"timeStamp":"2017-08-11T06:11:38.086Z"}

确定情景服务状态的步骤到此结束。