排除错误：在Unity Connection Spechview上获取许可证数据失败

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简介

本文档介绍当图形用户界面(GUI)上的Cisco Unity Connection(CUC)版本12.5(1)显示错误消息时要采取的操作：**无法获取许可证数据。有关详细信息，请在启用/注册Speechview服务**时查看CuSlmSvr诊断日志。

先决条件

要求

Cisco 建议您了解以下主题：

- Cisco Unity Connection.
- Cisco Speechview功能。

使用的组件

本文档不限于特定的软件和硬件版本。

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。

日志分析

当显示的错误消息状态时，您需要收集**CuSlmSvr日志**（RTMT中的Connection Smart License Manager Server）以进一步调查问题。

流程开始：

```
19:19:03.395 |8060,,,CuSlmSvr,3,18-08-2020 INFO [SLM-12]
com.cisco.unity.slm.common.SmartLicenseUtility#isSttEnabled - STT Enabled Status :1
19:19:03.395 |8060,,,CuSlmSvr,3,18-08-2020 DEBUG [SLM-12]
com.cisco.unity.slm.dal.DbCrudOperationsImpl#get - Exceute Query : select sttdataacquired from
```

```
vw_elmlicensestatus
19:19:03.395 |8060,,,CuSlmSvr,3,18-08-2020 DEBUG [SLM-12]
com.cisco.unity.slm.dal.DbHelper#getDbConnection - Getting DB connection for executing query
19:19:03.396 |8060,,,CuSlmSvr,3,18-08-2020 DEBUG [SLM-12]
com.cisco.unity.slm.dal.DbHelper#executeQuery - Query executed succesfully
19:19:03.396 |8060,,,CuSlmSvr,3,18-08-2020 DEBUG [SLM-12]
com.cisco.unity.slm.dal.DbHelper#closeResources - closeResources Statement : DbHelper
19:19:03.396 |8060,,,CuSlmSvr,3,18-08-2020 INFO [SLM-12]
com.cisco.unity.slm.common.SmartLicenseUtility#isSttDataAcquired - STTDataAquired Status :0
19:19:03.396 |8060,,,CuSlmSvr,3,18-08-2020 DEBUG [SLM-12]
com.cisco.unity.slm.dal.DbCrudOperationsImpl#get - Exceute Query : select count from
UnityDirDb:vw_LicenseStatusCount where tagname='LicSTTProSubscribersMax'
19:19:03.397 |8060,,,CuSlmSvr,3,18-08-2020 DEBUG [SLM-12]
com.cisco.unity.slm.dal.DbHelper#getDbConnection - Getting DB connection for executing query
19:19:03.402 |8060,,,CuSlmSvr,3,18-08-2020 DEBUG [SLM-12]
com.cisco.unity.slm.dal.DbHelper#executeQuery - Query executed succesfully
19:19:03.402 |8060,,,CuSlmSvr,3,18-08-2020 DEBUG [SLM-12]
com.cisco.unity.slm.dal.DbHelper#closeResources - closeResources Statement : DbHelper
19:19:03.402 |8060,,,CuSlmSvr,3,18-08-2020 DEBUG [SLM-12]
com.cisco.unity.slm.core.SmartLicenseManager#fetchThirdPartyKeys - Values of parameter passed in
requestThirdPartyKeys method :: isLive :: true isComplianceRequired :: true
thirdPartyKeysParamArr [ThirdPartyKeysParam [id=2017844434, keyId=0, name=VOUCHER_CODE,
value=regid.2017-04.com.cisco.CUC_SpeechView,12.0_946cef06-3332-4037-9bd3-e4705c2c7ebb,
routing=NUANCE, action=GENERATE]]
19:19:03.403 |8060,,,CuSlmSvr,4,18-08-2020 DEBUG [SLM-12]
com.cisco.nesla.plugin.DefaultCrypto#parseCertificate - getSubjectDN().getName: CN=Cisco Unity
Connection,2.5.4.5=#1324346434376466303420d616538392d346466362d626331352d643137633161336631353366
,O=Cisco
19:19:03.403 |8060,,,CuSlmSvr,4,18-08-2020 DEBUG [SLM-12]
com.cisco.nesla.plugin.DefaultCrypto#parseCertificate - getSubjectDN().toString: CN=Cisco Unity
Connection, SERIALNUMBER=4d47df04-ae89-4df6-bc15-d17c1a3f153f, O=Cisco
19:19:03.403 |8060,,,CuSlmSvr,3,18-08-2020 DEBUG [SLM-12]
com.cisco.unity.slm.crypto.CustomCrypto#extractSubjectAlternativeNames - Entered
extractSubjectAlternativeNames(null)
19:19:03.403 |8060,,,CuSlmSvr,3,18-08-2020 DEBUG [SLM-12]
com.cisco.unity.slm.crypto.CustomCrypto#getSUDIList - Collection<List<?>> is null, exiting -
extractSubjectAlternativeNames
19:19:03.403 |8060,,,CuSlmSvr,3,18-08-2020 DEBUG [SLM-12]
com.cisco.unity.slm.crypto.CustomCrypto#extractSubjectAlternativeNames - returning sudiList :
[], exiting extractSubjectAlternativeNames(Collection<List<?>>
19:19:03.403 |8060,,,CuSlmSvr,3,18-08-2020 DEBUG [SLM-12]
com.cisco.unity.slm.crypto.CustomCrypto#extractCertificateType - Entered
extractCertificateType(subjectDnName = CN=Cisco Unity Connection, SERIALNUMBER=4d47df04-ae89-
4df6-bc15-d17c1a3f153f, O=Cisco)
19:19:03.403 |8060,,,CuSlmSvr,3,18-08-2020 INFO [SLM-12]
com.cisco.unity.slm.crypto.CustomCrypto#extractCertificateType - Matched subjectDnName -
CN=Cisco Unity Connection, SERIALNUMBER=4d47df04-ae89-4df6-bc15-d17c1a3f153f, O=Cisco,
pattern1=CN=.*SERIALNUMBER.*, match1=true, pattern2=O=.*SERIALNUMBER=.*CN=.*, match2=false,
returning certificate = ID_CERT
19:19:03.404 |8060,,,CuSlmSvr,4,18-08-2020 DEBUG [SLM-12]
com.cisco.nesla.plugin.DefaultCrypto#parseCertificate - getSubjectDN().getName: CN=MMI
Signer,O=Cisco
19:19:03.404 |8060,,,CuSlmSvr,4,18-08-2020 DEBUG [SLM-12]
com.cisco.nesla.plugin.DefaultCrypto#parseCertificate - getSubjectDN().toString: CN=MMI Signer,
O=Cisco
```

服务器请求VOUCHER_CODE:

```
19:19:03.417 |8060,,,CuSlmSvr,4,18-08-2020 DEBUG [SLM-12]
com.cisco.nesla.agent.impl.MessageComposer#composeTPK - composedMesg: {"signature":{"type":"SHA-
256","value":"Pf9POO6+YzchhKnZ3Q0SMamccnS/FPcoRSTdhJNyJkr0EHeDm3bU3FzUqneuKZuw4vfP3nsGP0OzwcY8tz
OszcoK3JJDpi5y4wPm2IijLwGZSx0eQVatt7kXxbZ5PU25y4ZKY/egd1hANOn3E7lcLAXAgmgNR5A2exxrgkLt5pHo1mAVTS
aDGag0+YqKRXxOTTyJPs1pmeIj6z7ELwWlwBD4QQANYdFj+leHChq9figxcE1ftcXHn1dy2nWl9musbfZu9B+Vb/32kusoRq
```

/uEuxn2YbBQ3wsjq5yLQM8iDNzF7vzcZC1JsgyO3qn3jxzRYPrfhTHr2LY6WGcRcJ37g=="},"credential":null,"request":"{\"header\":{\"version\":\"1.1\",\"locale\":\"en_US.UTF-8\",\"sudi\":{\"suvi\":null,\"uuid\":\"0cd5739043bf4318aae467eacec7dbb9\",\"host_identifier\":null,\"mac_address\":null,\"udi_pid\":\"Cisco Unity Connection\",\"udi_serial_number\":\"0cd5739043bf4318aae467eacec\",\"udi_vid\":null},\"timestamp\":0,\"nonce\":\"7648446339161391345\",\"request_type\":\"THIRD_PARTY_KEY\",\"agent_actions\":null,\"connect_info\":null,\"product_instance_identifier\":\"4d47df04-ae89-4df6-bc15-d17c1a3f153f\",\"id_cert_serial_number\":\"16451298\",\"signing_cert_serial_number\":\"3\"},\"nonce\":\"7648446339161391345\",\"request_data\":\"{\\\"sudi\\\":{\\\"suvi\\\":null,\\\"uuid\\\":\\\"0cd5739043bf4318aae467eacec7dbb9\\\",\\\"host_identifier\\\":null,\\\"mac_address\\\":null,\\\"udi_pid\\\":\\\"Cisco Unity Connection\\\",\\\"udi_serial_number\\\":\\\"0cd5739043bf4318aae467eacec\\\",\\\"udi_vid\\\":null},\\\"timestamp\\\":1597792743402,\\\"nonce\\\":\\\"7648446339161391345\\\",\\\"live\\\":true,\\\"data\\\":[{\\\"id\\\":2017844434,\\\"name\\\":\\\"VOUCHER_CODE\\\",\\\"value\\\":\\\"regid.2017-04.com.cisco.CUC_SpeechView,12.0_946cef06-3332-4037-9bd3-e4705c2c7ebb\\\",\\\"routing\\\":\\\"NUANCE\\\",\\\"action\\\":\\\"GENERATE\\\",\\\"key_id\\\":0}],\\\"product_instance_identifier\\\":\\\"4d47df04-ae89-4df6-bc15-d17c1a3f153f\\\",\\\"compliance_required\\\":true}\"}"}

该消息随请求获取密钥发送到CSSM。

19:19:03.417 |8060,,,CuSlmSvr,4,18-08-2020 DEBUG [SLM-12] com.cisco.nesla.plugin.EmbeddedGCHCommunication#sendSCHMessage - in sendMessage(), resetProfileHttpAddr to: https://tools.cisco.com/its/service/oddce/services/DDCEService
19:19:03.417 |8060,,,CuSlmSvr,4,18-08-2020 DEBUG [SLM-12] com.cisco.nesla.plugin.EmbeddedGCHCommunication#sendSCHMessage - EmbeddedGCHCommunication [callHomeProps={devUrl=https://tools.cisco.com/its/service/oddce/services/DDCEService}, url=https://tools.cisco.com/its/service/oddce/services/DDCEService, transportMode=TransportCallHome, parentFactory=com.cisco.nesla.agent.SmartAgentFactory@158cfc5, gchClient=com.callhome.service.CallHome@cb4b0, SA_PROFILE=null, dualUrl=null]
19:19:03.417 |8060,,,CuSlmSvr,4,18-08-2020 DEBUG [SLM-12] com.cisco.nesla.plugin.EmbeddedGCHCommunication#sendSCHMessage - effective Authenticator URL: https://tools.cisco.com/its/service/oddce/services/DDCEService
19:19:03.417 |8060,,,CuSlmSvr,6,18-08-2020 INFO [SLM-12] com.callhome.module.config_manager.ProfileManager#resetProfileHttpAddr - reset http url Cisco-TAC-1 for profile https://tools.cisco.com/its/service/oddce/services/DDCEService
19:19:03.418 |8060,,,CuSlmSvr,6,18-08-2020 DEBUG [SLM-12] com.callhome.module.message_processor.BaseMessage#setInternalReqData - Set request data: Session_To = http://tools.cisco.com/neddce/services/DDCEService
19:19:03.422 |8060,,,CuSlmSvr,6,18-08-2020 DEBUG [SLM-12] com.callhome.module.message_processor.BaseMessage#setInternalReqData - Set request data: Attachment_Data = {"signature":{"type":"SHA-256","value":"Pf9POO6+YzchhKnZ3Q0SMamccnS/FPcoRSTdhJNyJkr0EHeDm3bU3FzUqneuKZuw4vfP3nsGP0OzwcY8tzOszcoK3JJDpi5y4wPm2IijLwGZSx0eQVatt7kXxbZ5PU25y4ZKY/egd1hANOn3E7lcLAXAgmgNR5A2exxrgkLt5pHo1mAVTSaDGag0+YqKRXxOTTyJPs1pmeIj6z7ELwWlwBD4QQANYdFj+leHChq9figxcE1ftcXHn1dy2nWl9musbfZu9B+Vb/32kusoRq/uEuxn2YbBQ3wsjq5yLQM8iDNzF7vzcZC1JsgyO3qn3jxzRYPrfhTHr2LY6WGcRcJ37g=="},"credential":null,"request":"{\"header\":{\"version\":\"1.1\",\"locale\":\"en_US.UTF-8\",\"sudi\":{\"suvi\":null,\"uuid\":\"0cd5739043bf4318aae467eacec7dbb9\",\"host_identifier\":null,\"mac_address\":null,\"udi_pid\":\"Cisco Unity Connection\",\"udi_serial_number\":\"0cd5739043bf4318aae467eacec\",\"udi_vid\":null},\"timestamp\":0,\"nonce\":\"7648446339161391345\",\"request_type\":\"THIRD_PARTY_KEY\",\"agent_actions\":null,\"connect_info\":null,\"product_instance_identifier\":\"4d47df04-ae89-4df6-bc15-d17c1a3f153f\",\"id_cert_serial_number\":\"16451298\",\"signing_cert_serial_number\":\"3\"},\"nonce\":\"7648446339161391345\",\"request_data\":\"{\\\"sudi\\\":{\\\"suvi\\\":null,\\\"uuid\\\":\\\"0cd5739043bf4318aae467eacec7dbb9\\\",\\\"host_identifier\\\":null,\\\"mac_address\\\":null,\\\"udi_pid\\\":\\\"Cisco Unity Connection\\\",\\\"udi_serial_number\\\":\\\"0cd5739043bf4318aae467eacec\\\",\\\"udi_vid\\\":null},\\\"timestamp\\\":1597792743402,\\\"nonce\\\":\\\"7648446339161391345\\\",\\\"live\\\":true,\\\"data\\\":[{\\\"id\\\":2017844434,\\\"name\\\":\\\"VOUCHER_CODE\\\",\\\"value\\\":\\\"regid.2017-04.com.cisco.CUC_SpeechView,12.0_946cef06-3332-4037-9bd3-e4705c2c7ebb\\\",\\\"routing\\\":\\\"NUANCE\\\",\\\"action\\\":\\\"GENERATE\\\",\\\"key_id\\\":0}],\\\"product_instance_identifier\\\":\\\"4d47df04-ae89-4df6-bc15-d17c1a3f153f\\\",\\\"compliance_required\\\":true}\"}"}

19:19:03.422 |8060,,,CuSlmSvr,6,18-08-2020 INFO [SLM-12]
com.callhome.module.data.statistics.StatisticsMgr#updateSLStatistics - update Smart Lincense
Statistics Data
19:19:03.429 |8060,,,CuSlmSvr,6,18-08-2020 INFO [SLM-12]
com.callhome.module.message_processor.BaseMessage#makeAmlBlockAttachment - create attachment for
smart_licensing_data with type inline

然后处理响应

19:19:04.741 |8060,,,CuSlmSvr,6,18-08-2020 DEBUG [SLM-12]
com.callhome.module.message_processor.BaseMessage#processResponseMessage - Process response
message

发现错误

19:19:04.789 |8060,,,CuSlmSvr,3,18-08-2020 ERROR [SLM-12]
com.cisco.unity.slm.rpc.server.SlmRpcHandler#**fetchThirdPartyKeys - Exception occured while
fetching Third party key from Nesla - LicenseResponse status code: FAILED, message: Product
Instance is not consuming this tag :**

19:19:04.789
|8060,,,CuSlmSvr,3,com.cisco.nesla.agent.impl.AsyncResponseProcessor.processTPK(AsyncResponsePro
cessor.java:676)
19:19:04.789
|8060,,,CuSlmSvr,3,com.cisco.nesla.agent.impl.AsyncRequestProcessor.sendTPK(AsyncRequestProcesso
r.java:427)
19:19:04.789
|8060,,,CuSlmSvr,3,com.cisco.nesla.agent.impl.SmartAgentImpl.requestThirdPartyKeys(SmartAgentImp
l.java:1221)
19:19:04.789
|8060,,,CuSlmSvr,3,com.cisco.unity.slm.core.SmartLicenseManager.fetchThirdPartyKeys(SmartLicense
Manager.java:1206)
19:19:04.789
|8060,,,CuSlmSvr,3,com.cisco.unity.slm.rpc.server.SlmRpcHandler.fetchThirdPartyKeys(SlmRpcHandle
r.java:882)
19:19:04.789 |8060,,,CuSlmSvr,3,sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
19:19:04.790
|8060,,,CuSlmSvr,3,sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:57)
19:19:04.790
|8060,,,CuSlmSvr,3,sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.
java:43)
19:19:04.790 |8060,,,CuSlmSvr,3,java.lang.reflect.Method.invoke(Method.java:606)
19:19:04.790
|8060,,,CuSlmSvr,3,com.retrogui.dualrpc.common.RpcWorker.processRpcCallMessage(RpcWorker.java:23
1)
19:19:04.790 |8060,,,CuSlmSvr,3,com.retrogui.dualrpc.common.RpcWorker.run(RpcWorker.java:75)
19:19:04.790 |8060,,,CuSlmSvr,3,18-08-2020 DEBUG [SLM-12]
com.retrogui.dualrpc.common.RpcWorker#processRpcCallMessage - 29341551:Outbound message
id=s79970-1597791156498-12 contains the rpc results for originating message id=c2383379-
1597792743384-1

19:19:04.790 |8056,,,CuSlmSvr,3,18-08-2020 DEBUG
[com.retrogui.messageserver.common.OutboundMessageHandler:hashcode=564416:sessionId=29341551]
com.retrogui.messageserver.common.OutboundMessageHandler#run - 29341551:Outgoing message size.
Message id=s79970-1597791156498-12, size=684 bytes

出现失败请求

19:10:22.430 |2334,,,CuSlmSvr,3,18-08-2020 DEBUG [SLM-11]
com.cisco.unity.slm.core.SmartLicenseManager#**requestLicenses - License Usage corresponding to
CUC_SpeechView is 0**

```
19:10:22.430 |2334,,,CuSlmSvr,4,18-08-2020 DEBUG [SLM-11]
com.cisco.nesla.agent.impl.SmartAgentImpl#requestEntitlement - enter requestEntitlement()
19:10:22.430 |2334,,,CuSlmSvr,4,18-08-2020 DEBUG [SLM-11]
com.cisco.nesla.agent.impl.SmartAgentImpl#requestEntitlement - entitlementTag: regid.2017-
04.com.cisco.CUC_SpeechView,12.0_946cef06-3332-4037-9bd3-e4705c2c7ebb
19:10:22.430 |2334,,,CuSlmSvr,4,18-08-2020 DEBUG [SLM-11]
com.cisco.nesla.agent.impl.SmartAgentImpl#requestEntitlement - count: 0
19:10:22.430 |2334,,,CuSlmSvr,4,18-08-2020 DEBUG [SLM-11]
com.cisco.nesla.agent.impl.SmartAgentImpl#releaseEntitlement - enter releaseEntitlement()
19:10:22.430 |2334,,,CuSlmSvr,4,18-08-2020 DEBUG [SLM-11]
com.cisco.nesla.agent.impl.SmartAgentImpl#releaseEntitlement - entitlementTag: regid.2017-
04.com.cisco.CUC_SpeechView,12.0_946cef06-3332-4037-9bd3-e4705c2c7ebb
19:10:22.430 |2334,,,CuSlmSvr,4,18-08-2020 DEBUG [SLM-11]
com.cisco.nesla.agent.impl.AsyncRequestProcessor#sendAUTH - queue auth message, status: true
19:10:22.430 |2334,,,CuSlmSvr,4,18-08-2020 DEBUG [SLM-11]
com.cisco.nesla.agent.impl.SmartAgentImpl#releaseEntitlement - exit requestEntitlement()
```

解决方案

通常，通过在卫星中为CUC服**务器发出新令牌并重新注册整个服务器，可以克服Failed to fetch License Data错误。**

然后，尝试后续步骤，然后进行进一步测试：

启用**服务类别中语**音消**息的SpeechView抄录**:服务类别的成员可以使用配置为访问用户消息的IMAP客户端查看语音消息的转录。

步骤:

步骤1.在Cisco Unity Connection Administration中，展开**Class of Service**并选**择Class of Service**。

步骤2.在“搜索服务类别”页中，选**择要启**用SpeechView转录的服务类别，或选择“添加新**”创建新服务。**

步骤3.在“编辑服**务类别”页**的“许可功**能”部分下**，选择**使用标准SpeechView转录服务**选项以启用标准转录。同样，您可以选择“使**用SpeechView Pro Transcription Service”选**项以启用专业转录。

步骤4.在转录服务部分下选择适用的选项，然后选择**保存**。(有关每个字段的信息，请参**阅帮助>此页**)。

执行前面的步骤后，观察到的错误消息必须消失，您可以继续进行Speechview服务注册。

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