

Erreur de workflow Configurer Java pour la messagerie électronique et la conversation (ECE)

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Introduction

Ce document décrit comment configurer Java sur votre système afin d'utiliser le workflow CEE, qui serait bloqué autrement en raison de la sécurité Java.

Conditions préalables

Conditions requises

Cisco vous recommande de prendre connaissance des rubriques suivantes :

- CEE de Cisco
- PC Windows

Components Used

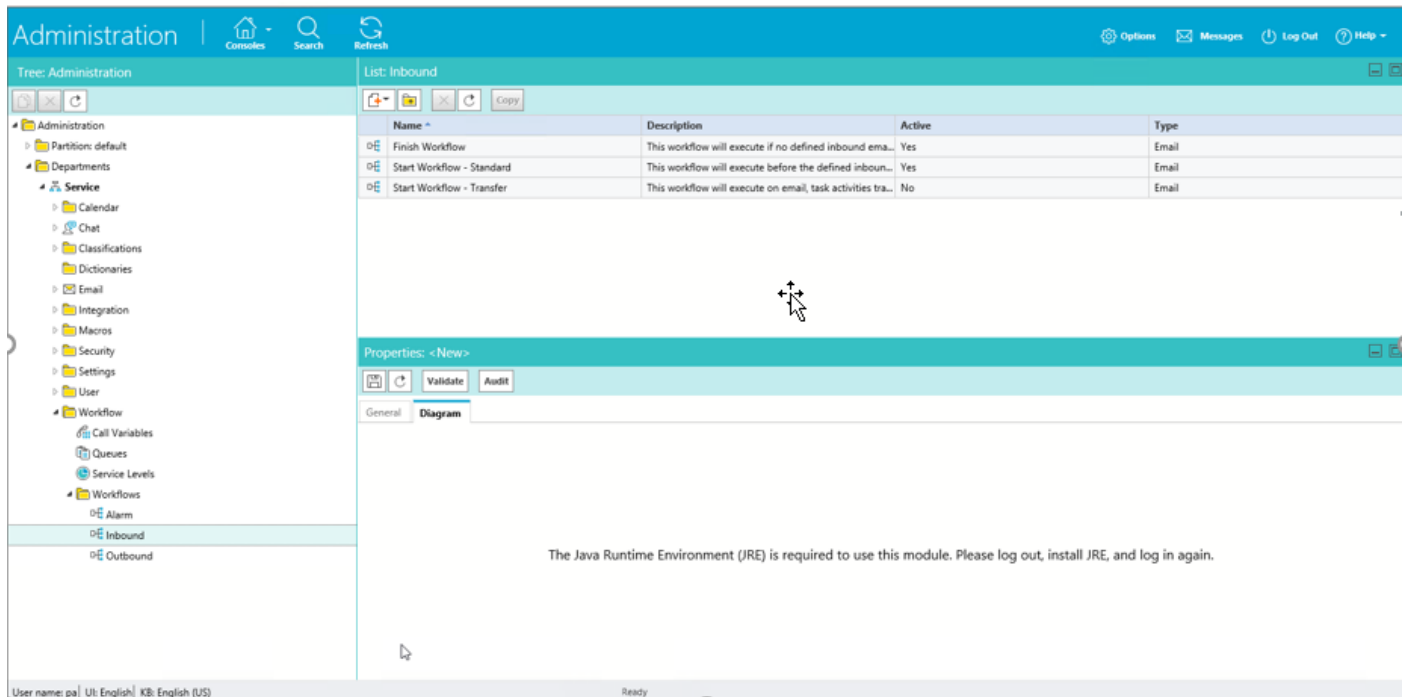
Les informations contenues dans ce document sont basées sur les versions de matériel et de logiciel suivantes :

- CEE 11.6
- Windows 10

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. Si votre réseau est en ligne, assurez-vous de bien comprendre l'incidence possible des commandes.

Problème : Le workflow CEE ne fonctionne pas et invite à installer Java

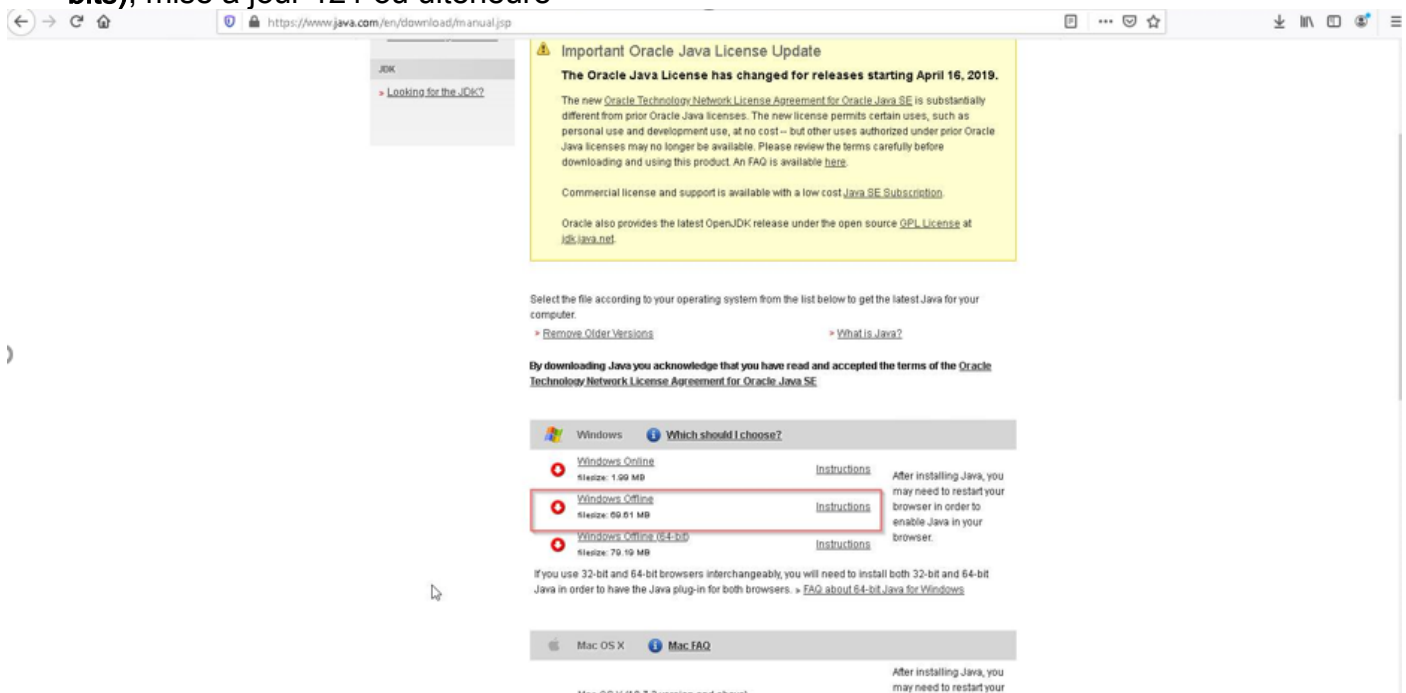
ECE affiche cette erreur lorsque vous essayez de configurer des workflows de messagerie.



Solution

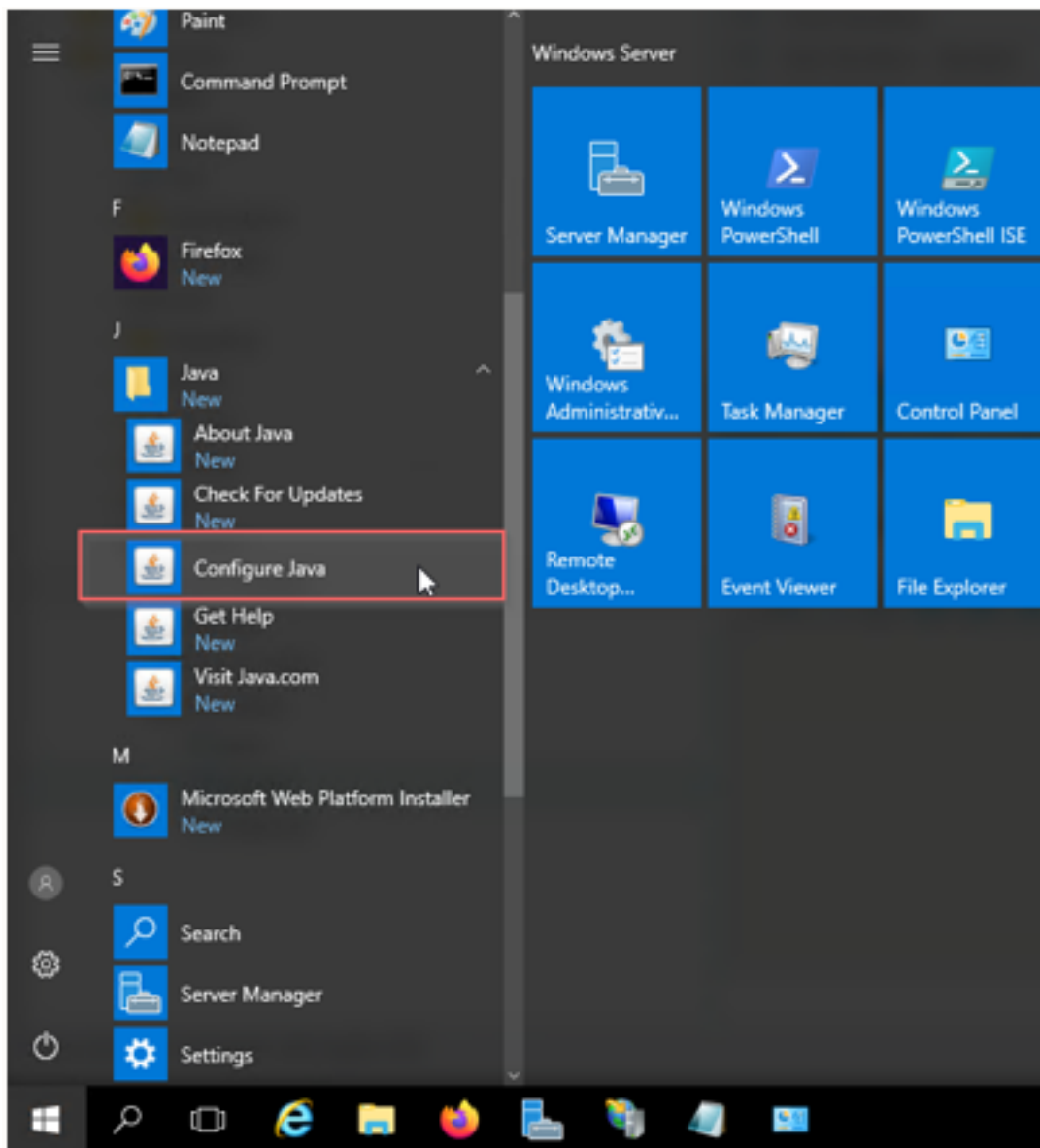
Étape 1. Installer Java

- Accédez à <https://www.java.com/en/download/manual.jsp> et installez **JRE version 1.8 (32 bits)**, mise à jour 121 ou ultérieure



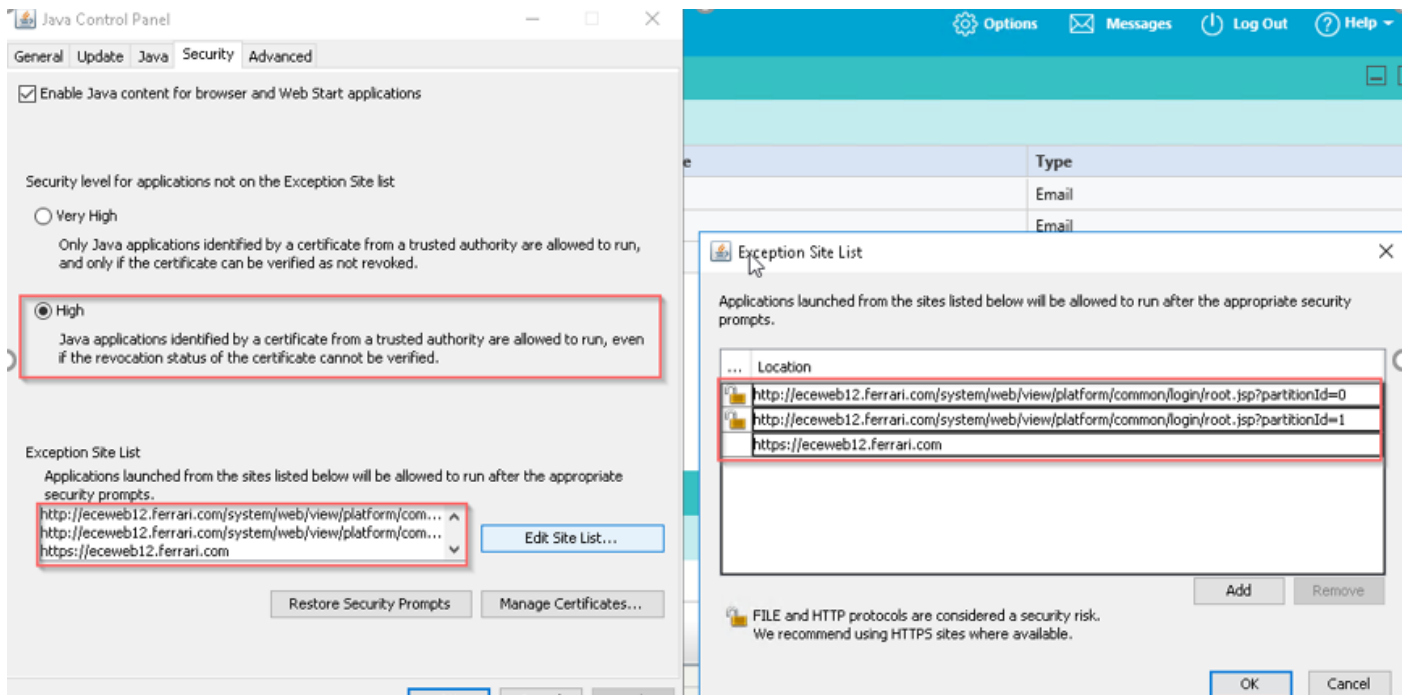
Étape 2. Installer les certificats signés

Dans le menu Démarrer de Windows, sélectionnez Configurer Java.



Remplacer le niveau de sécurité par Élevé.

Ajouter les URL de la CEE à la « Liste des sites d'exception »



Importer un certificat CA. Il s'agit du certificat qui a été installé sur le serveur Web de la CEE via IIS

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... v
https://eceweb12.ferrari.com

Edit Site List...

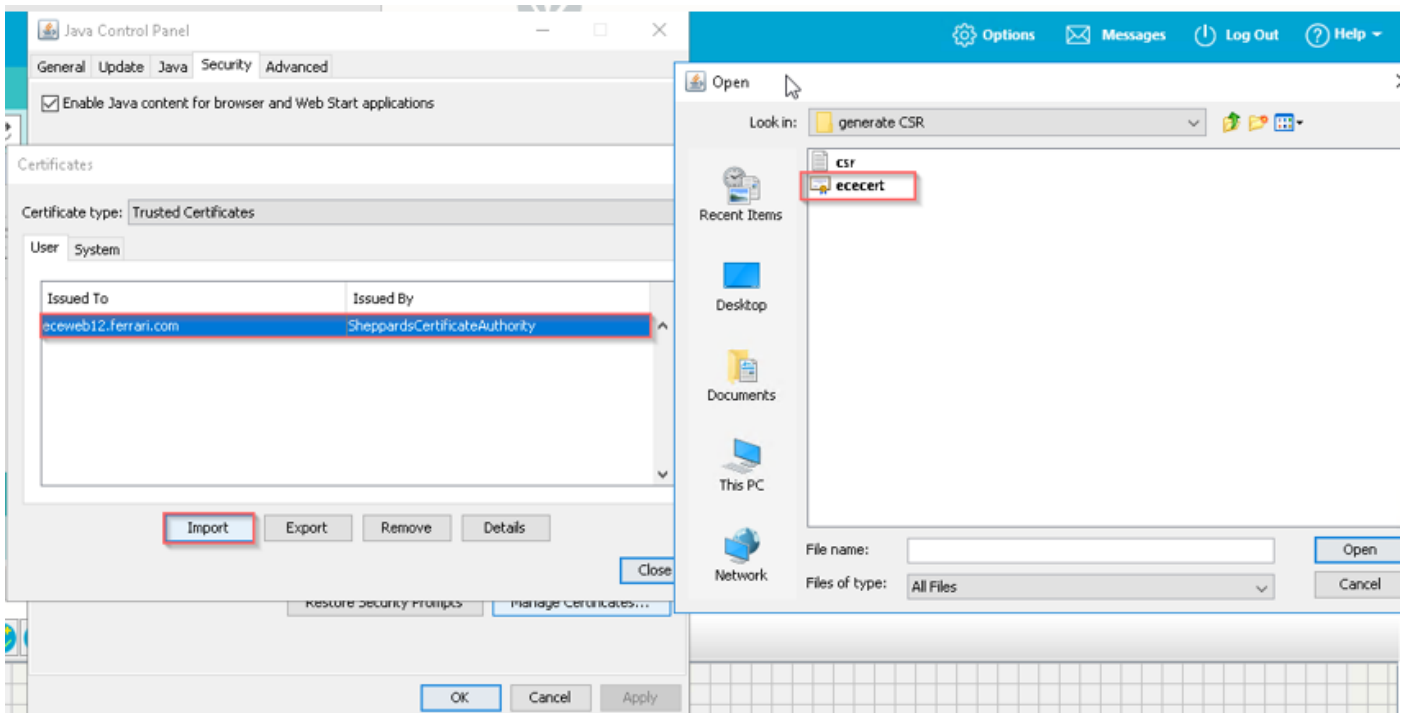
Restore Security Prompts

Manage Certificates...

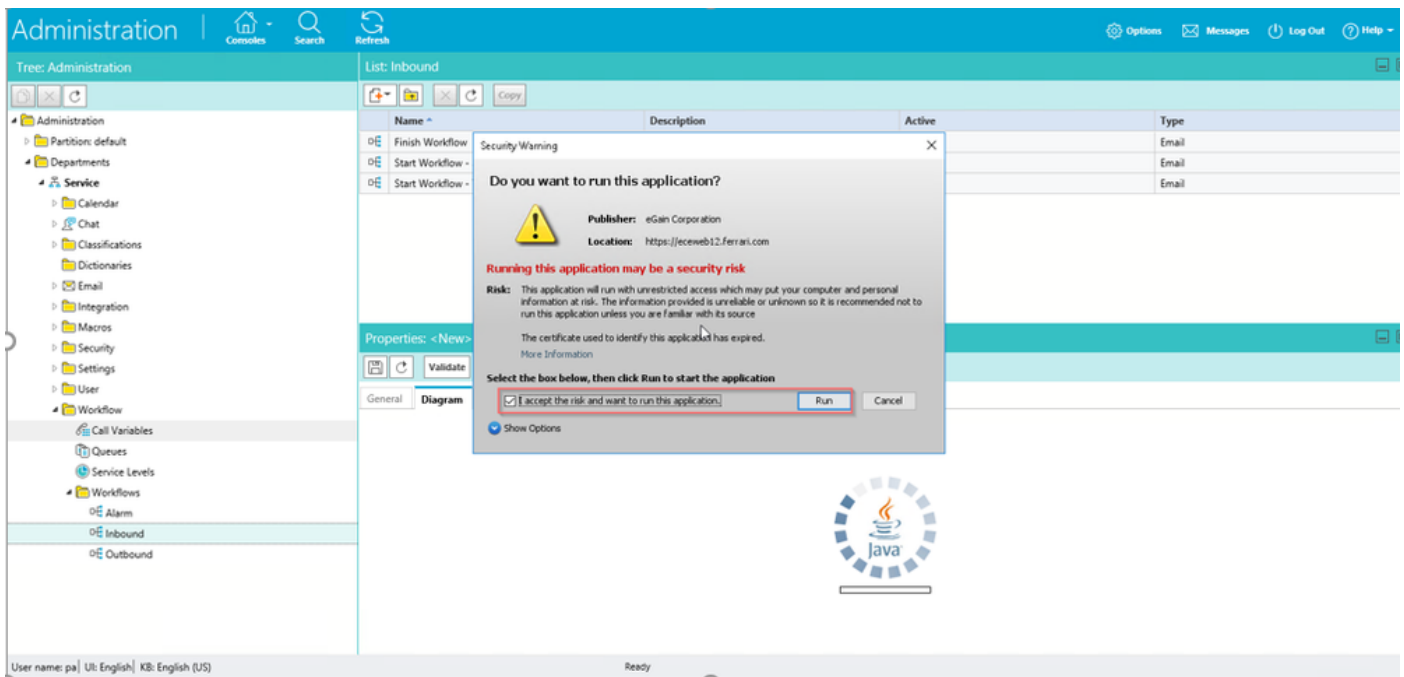
OK

Cancel

Apply



Acceptez le risque d'exécution de l'application Java. Vous voyez trois exceptions et vous devez les autoriser chacune.



Administration | Consoles Search Refresh Options Messages Log Out Help

Tree: Administration

- 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

List: Inbound

| 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 inbound... | Yes | Email |
| Start Workflow - Transfer | This workflow will execute on email, task activities tra... | No | Email |

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.

Properties: <New>

Do not show this again for this app and web site.

General Diagram [More information](#)

User name: pa | UI: English | KB: English (US) Ready

Administration | Consoles Search Refresh Options Messages Log Out Help

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Properties: <New>

General Diagram

| Name | Value |
|-------------|----------------------|
| Name * | New inbound workflow |
| Description | |
| Active | No |

User name: pa | UI: English | KB: English (US)

This webpage wants to run the following add-on: 'Java SE Runtime Environment 8 Update 261' from 'Oracle America, Inc.'. [What's the risk?](#)

Vous devez maintenant pouvoir configurer vos workflows.

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| Start Workflow - Standard | This workflow will execute before the defined inbound... | Yes | Email |
| Start Workflow - Transfer | This workflow will execute on email_task.activities tra... | No | Email |

Properties: <New>

Validate

General Diagram

Add Start Node

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

