

UCCX في قاي س ل ا ة م د خ ة ل ا ح د ي د ح ت

ت ا ي و ت ح م ل ا

[ة م د ق م ل ا](#)

[ة س ا س ا ل ا ت ا ب ل ط ت م ل ا](#)

[ت ا ب ل ط ت م ل ا](#)

[ة م د خ ت س م ل ا ت ا ن و ك م ل ا](#)

[ة س ا س ا ل ا ت ا م و ل ع م](#)

[ق ا ي س ل ا ة م د خ ة ل ا ح](#)

[ة م د خ ل ا ي ف ق ا ي س ل ا ة م د خ ة ل ا ح](#)

[API ن م ق ا ي س ل ا ة م د خ ة ل ا ح](#)

[SocialMiner ي ف ق ا ي س ل ا ة م د خ ة ل ا ح](#)

ة م د ق م ل ا

Unified Contact Center Express (UCCX) في CS ت ا ن و ك م ة ل ا ح ن م ق ق ح ت ل ل ة م ت ح م ل ا ت ا ر ا ي خ ل ا و (CS) ق ا ي س ل ا ة م د خ ة ل ا ح د ي د ح ت ة ي ف ي ك ل ا ق م ل ا ا ذ ه ح ض و ي و SocialMiner (SM).

Cisco ن م TAC س د ن ه م ، ن و س ن و ج ك ر ي د و Cisco ي س د ن ه م ، ا خ ي ن و س ت ن ي ا ج ة ط س ا و ب ة م ه ا س م ل ا ت م ت

ة س ا س ا ل ا ت ا ب ل ط ت م ل ا

ت ا ب ل ط ت م ل ا

ة ي ل ل ا ت ل ا ع ي ض ا و م ل ا ب ة ف ر ع م ك ي د ل ن و ك ت ن ا ب Cisco ي ص و ت

- UCCX ة ر ا د ا
- ة ر ا د ا ة ي ع ا م ت ج ا ل ا
- ق ا ي س ل ا ة م د خ

ة م د خ ت س م ل ا ت ا ن و ك م ل ا

ة ي ل ل ا ت ل ا ج م ا ر ب ل ا ت ا ر ا د ص ل ا ي ل ا د ن ت س م ل ا ا ذ ه ي ف ة د ر ا و ل ا ت ا م و ل ع م ل ا د ن ت س ت

- UCCX 11.6
- SocialMiner، 11.6 ر ا د ص ل ا ل ا

ق ا ي س ل ا ة م د خ ل ا ب و ل ط م س ي ل و ا ي ر ا ي ت خ ل ا ن و ك م SocialMiner د ع ي : ة ط ح ا ل م

ن ي و ك ت ب د ن ت س م ل ا ا ذ ه ي ف ة م د خ ت س م ل ا ة ز ه ج ا ل ا ع ي م ج ت ا د ب . ة ص ا خ ة ي ل م ع م ة ئ ي ب ي ف ة د و ج و م ل ا ة ز ه ج ا ل ا ن م د ن ت س م ل ا ا ذ ه ي ف ة د ر ا و ل ا ت ا م و ل ع م ل ا ا ش ن ا م ت ر م ا ي ا ل ل م ت ح م ل ا ر ي ت ا ت ل ل ك م ه ف ن م د ك ا ت ف ، ل ي غ ش ت ل ا د ي ق ك ت ك ب ش ت ن ا ك ا ذ ا . (ي ض ا ر ت ف ا) ح و س م م

ة س ا س ا ل ا ت ا م و ل ع م

ة ب ا ح س ل ا ن م ا ه م ا د خ ت س ا و ت ا ن ا ي ب ل ا ن ي ز خ ت ة ي ن ا ك م ا ب UCCX ل ح ي ل ع ا ل ك و ل ل ح م س ت و ة ب ا ح س ل ا ي ف ا ل م ع ل ا ت ا ن ا ي ب ن ي ز خ ت ب ق ا ي س ل ا ة م د خ م و ق ت

ق ا ي س ل ا ة م د خ ة ل ا ح

ةمدخ لال قاي سلا ةمدخ ةلح

قاي سلا ةمدخ ةلح م، تاودا دي دحتب الؤا مق. ةدومال CCX ةمدخ ةحفص ىل CS ةلح رفوت

هذه قاي سلا ةمدخ ةلح ةهجاو ىل ةضورم ةفلتخم امي ق لو دجال اذ فص ي

لقح ل **ميق ل**
نوك م **نوك م** مسا اذ ضرعي
لجسم ريغ CS **لجسم ريغ CS** **لجسم ريغ CS**

ةلح ل **ت**: لمع ل ن **هفاق ي** و ا تانوكم ل دح ا ل ل لوصولا ةي ناكم مدع دنع رهظي: **فورم ريغ**
ةداع ل ءارج ل ل قح تحت ةئي هتلا رز مدختسا. ام ةلكشم دوجو ببسب نوكم ل فاق ي
 نوكم ل ةئي هت

ةلح ل دنع هضرع متي: لاصتالا مدع **عضوي ف CS** ليجست دنع هضرع متي: **تنترنال ر ب**
 لاصتالا نيوكت دنع هضرع متي: **ليجست ل زهاج** ليكو نيوكت مدع و CS ليجست مدع
 يجرخال لاصتالا و ليكولا

طمن **ن** اطاخ احي حصت و اهري و طت و قاي سلا ةمدخ **جات ن** رابتخال عضولا اذ مادختسا متي: **Lab**
 ام دنع ضرورم ل: **NA** قي بطلال قاي سلا ةمدخ رشن دنع عضولا اذ مادختسا متي
 ةفورم ريغ و ةلجسم ريغ ةلح ل نوكت

تام لعم ددح م **ماظن ل** دي دحتب الؤا مق. جات ن ل او ربتخم ل ني ب عضولا ريغت نكم ي
ماظن ل

UCCX ب ل طتي. UCCX ماظن نم تنترنال لاصتالا دوي ال و ا، جيحص ريغ ليكو نيوكت متي و ا، ليكو نيوكت متي ال ام دنع No Connectivity ةلح ل رهظت
 يجرخال لاصتالا UCCX ماظن ل نوكي ال ام دنع الاثم ةروصلال هذه ضرعت. تنترنال ل ماع لاصتالا رفوت

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	-	

جيحص لكشب هنيوكت مت يجرخال لاصتالا نال ا هيدل ماظن ل نأ ىل ل دي ام ليجست ل زهاج ل ل تانوكم ل ا عي م ةلح ريغت، HTTP ليكو نيوكت دعب
 ماع تنترنال ل لاصتالا رفوت دنع ماظن ل ةلح ةروصلال هذه حضوت. UCCX نم

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	-	

تنترنال ل ىل و لجم ل ل ةلح ل او ةلح ل ريغت مت دق هنا ةروصلال هذه حضوت. CS لجس و Finesse ةرادا ةحفص ي **ليجست ل** ددح

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	-	

API نم قاي سلا ةمدخ ةلح

تجربة هجاءو يعديت ست (API) Java تاقبب طة تجمر بة هجاءو UCCX 11.6 رفوي CS، تانوكم نم نوكم لك الالجل يلبصفت صخلم يلعل لوصالحا لجا نم رايج قوف رقنا. نوكم لك لبصافت رفوت يتال JavaScript Object Notation (JSON) عاچرال لصوملل GetStatus قيرط هذ تاقبب طة ال ريدصتال رايج عقوم ةروصال هذ رهظت. JSON ةباجتسالال فلم لبزنتب مقو CS ةنايص ةلباق ةحص في رفوتمال ريدصتال:



Cisco Unified CCX Serviceability

For Cisco Unified Communications Solutions

Alarm Trace Tools Help

Context Service Status



Refresh



Export

— Status —

ةلصتتم ريغ CS نوكت ام دنع UCCX نوكم ل اعاچرا مت يتال JSON ةباجتسال يلعل لاثم انه

```
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","latency":0}}],
"timeStamp":"2017-08-07T06:19:32.500Z"}
JSON تاجتسال لوقح في ةضورعملال ةنكمملا ميقلال لودجال اذ فصوي
```

مسق	لقحال	ةميقلال
ةالجال	ةماعال ةالجال	تاناي بة عومجم دوجو ةالجا في - تنرتنل ال ربع (نيوكتال ةالجا عاچرا) لصوملل لبجست مت و لاصتال و لاصتال تاناي بة لبجست مت في مل - لصتتم ريغ لصوم ةئيهتال لبقة ةلوال ةالجال - لجم ريغ بولسا لالخ نم) حاجنب لبجستال مت - لجم سماعءءءء init()) ءءءءءء (ربع) لاصتالال ريمدت مت - فاقيلال مت بولسا DESTROY())
يوكتال ن	ةالجال	ةجمرب ةهجاو ءءءءءء الى HTTP ةباجتسال ةالجا زمر REST تاقبب طة
ةمدخال	رابتخال لالجال ءءءءءء	KMS ةئيهت مت - ةئيهتال تمت KMS ةئيهت مت مل - ايهم ريغ

يا كانه نوكت ام دنع ةنراقم لل ةنيعلال هذ ال ءراشالال نكمي. تنرتنلال ربع ةالجال ءل ءلجم تانوكملا عيمج نوكت ام دنع JSON اراچرا اذجومن اذ ةحصي ص ريغ ةالجا CS رهظت شيج ةلكشم

```
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":"hercules-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
```



```
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.ciscooccservice.com", "ping": {"status": "200", "latency": 1273}}, {"name": "dictionary", "url": "dictionary.produs1.ciscooccservice.com", "ping": {"status": "200", "latency": 1228}}, {"name": "ccfs", "url": "ccfs.ciscooccservice.com", "ping": {"status": "200", "latency": 1500}}, {"name": "discovery", "url": "discovery1.produs1.ciscooccservice.com", "ping": {"status": "200", "latency": 1191}}, {"timeStamp": "2017-08-10T08:10:43.983Z"}
```

ممسلا لىل ع هذه "تاقىبطلال ةجمرب ةهجاو" ةباجتسا لىوتحت. ةحل اص تامسب لاصتال اءاشن لىل ع ارداق SM ناك و"قاسلا ةمدخ" لىجست مت اذ ا "overallStatus" ةمقىل ل تاذ "online".

ONLINE رىغ ىرخأ مقى **globalStatus** ةمسلا ل نوكت، لاصتا اءاشن لىل ع فى SM لشف وأ "قاسلا ةمدخ" نىكمت مدع ةل ا لىف

SM ل CS لىجست مت لىل امدن ع ةباجتسال لىل لاثم اذ

```
{"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"}
```

"قاسلا ةمدخ" ةل ا لىجست مت لىل اءاشن لىل ا اذ لىل اءى

ةمچرتل هذه ل و ح

ةلأل تاي نقتل ن م ة و مچ م ادخت ساب دن تسم ل ا اذ ه Cisco ت مچرت
م ل ا ل ا ا ن ا ع مچ م ف ن م دخت س م ل م عد و ت م م م دقت ل ة م ش ب ل و
م ك ة ق م ق د ن و ك ت ن ل ة مچرت ل ض ف ا ن ا ة ظ ح ا ل م م چ ر م . ة ص ا خ ل م ه ت غ ل ب
Cisco مچرت م ا م د ق م م ا ت ل ا ة م ف ا ر ت ح ا ل ا ة مچرت ل ا م ل ا ح ل ا و ه
ل ا ا م ا د ع و چ ر ل ا ب م ص و ت و ت ا مچرت ل ا ه ذ ه ة ق د ن ع ا ه ت م ل و ئ س م Cisco
Systems (ر ف و ت م ط ب ا ر ل ا) م ل ص ا ل ا م م ل و ئ س م ل ا د ن ت س م ل ا