Configure Java For Email and Chat (ECE) Workflow Error

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Introduction

This document describers how to configure Java on your system in order to use ECE workflow, which would be blocked otherwise due to Java security.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco ECE
- Windows PC

Components Used

The information in this document is based on these software and hardware versions:

- ECE 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. If your network is live, ensure that you understand the potential impact of any command.

Problem: ECE Workflow Does Not Work and Prompts to Install Java

ECE displays this error when you try to configure email workflows.

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Solution

Step 1. Install Java

Navigate to -<u>https://www.java.com/en/download/manual.jsp</u> and install JRE version 1.8 (32 bit), update 121 or later



Step 2. Install signed certificates

From windows start menu select "Configure Java"



Change Security level to High.

Add ECE URL's to the "Exception Site List"

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Accept the risk to run Java application. You see three exceptions and you have to allow each one.

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You must now be able to configure your workflows.

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