

A tentativa CCMP Reskill gerencie o pedido da operação global do erro “falhado: SEC_Provision_Route”

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Introdução

Este documento esboça a edição onde os usuários do supervisor do Portal de gerenciamento Cisco Unified Contact Center (CCMP) são incapazes de executar transações do reskill.

Pré-requisitos

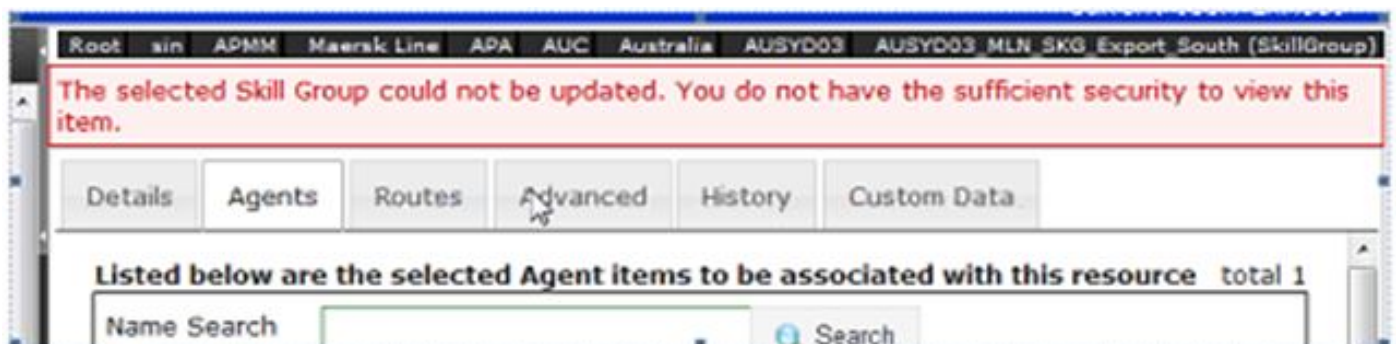
Compreenda a administração do CCMP

Requisitos

Não existem requisitos específicos para este documento.

Problema

Após a elevação do CCMP de 8.5 a 10.5. O reskill do agente pelo supervisor que usa a aba do grupo de habilidades no CCMP falhará com o seguinte erro...



A pesquisa do erro aponta ao seguintes CDETS e ação alternativa.

[CSCup34703](#) - Promover o CCMP de 8.5(4) a 9.1(1) para usuários da nova formação

Symptom:

Error message seen when adding or removing the Agents from a SG. Error attached to the defect.

Conditions:

This is because there is a new link between the route and skillgroup which is now imported, used by the system to add functionality and enforced by security i.e. the user must have rights to browse routes that are linked to skill groups. This essentially means that they should be stored in the same folder as the skillgroup to ensure security is ok.

Error messages in the logs:

Specific Error:

2014-06-05 04:56:55,692 DEBUG 4224 Application.DataCommand Exception: LoadEntitiesCommand

Exception: Exony.Security.ExonySecurityException

Message: Request for operation permission failed - Demand: Operation: SEC_LIST_DIMENSIONS, Path: /tenant1

Source: Exony

at Exony.Security.ExonyOperationPermission.Demand() in

t:\Dev\Source\Reporting\D9_2_1\App\Exony\Security\ExonyOperationPermission.cs:line 132

at System.Security.PermissionSet.DemandNonCAS()

at Exony.Reporting.Application.Provisioning.LoadEntitiesCommand.ExecuteCommand() in

t:\Dev\Source\Reporting\D9_2_1\App\Exony.Reporting.Application.Provisioning\LoadEntitiesCommand.cs:line 41

at Exony.Reporting.Application.DataCommand.ExecuteMethodWithRetries(DatabaseMethod method, Boolean allowTransaction, Exception& exception) in

t:\Dev\Source\Reporting\D9_2_1\App\Exony.Reporting.Application\DataCommand.cs:line 860

Workaround:

We can run the following script on both DB servers to move the routes to the skillgroup folder
update r

```
set r.FOLDER_ID = s.FOLDER_ID
```

```
from VW_DIM_ROUTE_SKILLGROUP_MEMBER as rsm
```

```
inner join TB_DIM_SKILLGROUP as s
```

```
on rsm.PARENT_ITEM_BIZ_URN = s.ITEM_BIZ_URN
```

```
inner join TB_DIM_ROUTE as r
```

```
on rsm.CHILD_ITEM_BIZ_URN = r.ITEM_BIZ_URN
```

restart the app server

A ação alternativa era aplicada mas o seguinte erro persistiu.

The screenshot shows the Cisco Unified Contact Center Management Portal interface. The top navigation bar includes 'Home', 'Tools', 'Help', 'Settings', and 'Logout'. The current user is 'LHA069'. The main content area is divided into two panes. The left pane shows a tree view of resources, including 'Skill Group' and 'Route'. The right pane displays an error message: 'The selected Skill Group could not be updated. Global Operation request failed: SEC_PROVISION_ROUTE'. Below the error message, there is a table listing agents associated with the selected resource. The table has columns for Name, Status, Active Dates, and Default. The agents listed are:

Name	Status	Active Dates	Default
AUSYD03.Anthony_Clayton	Ready	Forever	<input type="checkbox"/>
AUSYD03.Datar_Samit	Ready	Forever	<input type="checkbox"/>
AUSYD03.Forbes_E	Ready	Forever	<input type="checkbox"/>
AUSYD03.Khan_Sarfraz	Ready	Forever	<input type="checkbox"/>
AUSYD03.Legaspi_Gian	Ready	Forever	<input type="checkbox"/>
AUSYD03.Lei_Yang	Ready	Forever	<input type="checkbox"/>
AUSYD03.Nerie_Martin_Maria	Ready	Forever	<input type="checkbox"/>
AUSYD03.Sultana_Abida	Ready	Forever	<input type="checkbox"/>
AUSYD03.Veamatahau_Juliana	Ready	Forever	<input type="checkbox"/>

Neste momento, o CCMP está trabalhando corretamente de outra maneira.

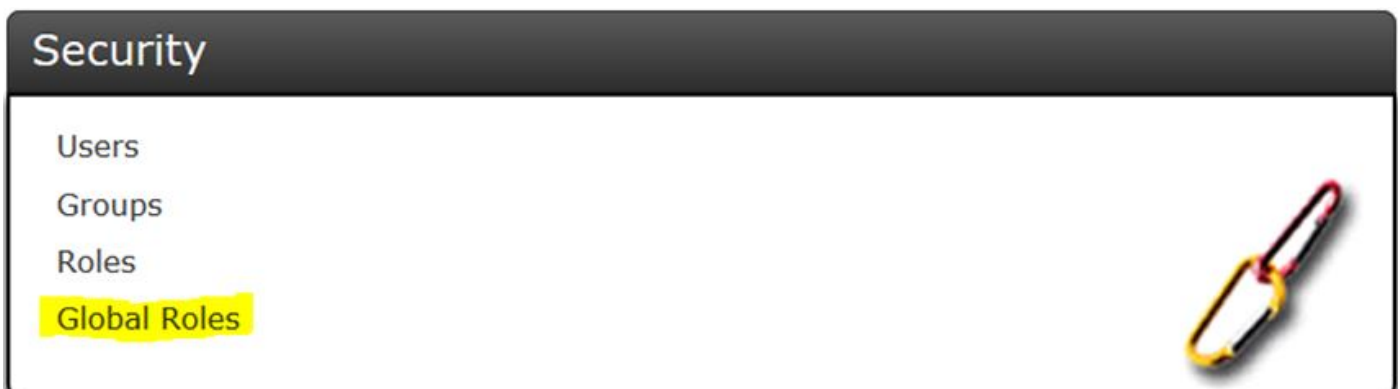
- As transações do abastecimento sucedem.
- Da aba do agente, trabalhos do reskill.
- Da aba do grupo de habilidades, o reskill **falha** com erro acima de ao usar **credenciais do supervisor**
- Da aba do grupo de habilidades, o reskill **sucede** ao usar **credenciais admin**

O Mensagem de Erro ainda aponta a [CSCup34703](#), a não ser que haja não um específico espere o Mensagem de Erro no log.

```
2014-06-05 04:56:55,692 DEBUGAM uma exceção 4224 Application.DataCommand:
Exceção de LoadEntitiesCommand: Exony.Security.ExonySecurityException
Mensagem: Pedido para a permissão da operação falhada - Procura: Operação:
SEC_LIST_DIMENSIONS, trajeto: /tenant1
Fonte: Exony
em Exony.Security.ExonyOperationPermission.Demand() em
t:\Dev\Source\Reporting\D9_2_1\App\Exony\Security\ExonyOperationPermission.cs:line 132
em System.Security.PermissionSet.DemandNonCAS()
em Exony.Reporting.Application.Provisioning.LoadEntitiesCommand.ExecuteCommand () em
t:\Dev\Source\Reporting\D9_2_1\App\Exony.Reporting.Application.Provisioning\LoadEntitiesC
ommand.cs:line 41
em Exony.Reporting.Application.DataCommand.ExecuteMethodWithRetries (método de
DatabaseMethod, allowTransaction booleano, exceção de Exception&) em
t:\Dev\Source\Reporting\D9_2_1\App\Exony.Reporting.Application\DataCommand.cs:line 860
```

Solução

A edição era específica aos papéis globais que devem ter sido restaurados durante a elevação do base de dados (DB). exige-se para permitir a “disposição distribuí” a nível global do papel desde que as rotas podem ter sociedades às habilidades que permitiram então o usuário ao reskill etc. sem obter o erro.



Global Roles

New

Delete

Roles

Name

Global Advanced

Global Basic

Global Host

System Advanced

Back

Details

Tasks

Members

Name **Global Advanced**

Description

Enabled

Hidden

Save

Back

- Provision PrecisionQueueStep
- Provision ReasonCode
- Provision RemoteAdmin
- Provision Route
- Provision RoutePartition (unlicensed)
- Provision RoutingScript (unlicensed)
- Provision Script (unlicensed)
- Provision Service

Provision Precision Queue Steps.
Provision Reason Codes.
Provision RemoteAdmins.
Provision Routes.
Provision Route Partitions.
Provision Routing Scripts.
Provision Scripts.
Provision Service.