# 配置电子邮件和聊天(ECE)工作流程错误

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## 简介

本文档介绍如何在系统上配置Java以使用ECE工作流程,由于Java安全性,此工作流程将被阻止。

# 先决条件

#### 要求

Cisco 建议您了解以下主题:

- 思科ECE
- Windows PC

#### 使用的组件

本文档中的信息基于以下软件和硬件版本:

- ECE 11.6
- Windows 10

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。

### 问题:ECE工作流程不工作并提示安装Java

当您尝试配置电子邮件工作流程时,ECE显示此错误。

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# 解决方案

#### 步骤1.安装Java

• 导航至<u>https://www.java.com/en/download/manual.jsp</u>并安**装JRE 1.8(32位)版**,更新121或 更高版本



#### 步骤2.安装签名的证书

从Windows开始菜单中选择"配置Java"



将安全级别更改为高。

将ECE URL添加到"例外站点列表"

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