为门户和Analyzer WebEx联系中心配置会话超时 值

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简介

本文档介绍为WebEx联系中心门户和分析器设置会话超时值的步骤

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先决条件

要求

Cisco 建议您了解以下主题:

- •访问管理员WebEx门户 <u>https://admin.webex.com/</u>
- •访问WxCC门户 <u>https://portal-v2.wxcc-us1.cisco.com/</u>
- WxCC 2.0

使用的组件

本文档中的信息基于以下软件版本:

• WxCC 2.0

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。

配置

配置

WxCC门户页面和Analyzer页面的会话超时设置在控制中心上,这些步骤可用于验证当前设置 (20分钟是默认值)并根据您的组织需求增加此值

在控制中心(https://admin.webex.com/)

- •选择组**织设置**
- 在Idle Timeouts部分下,在Webex Control Hub Idle Timeout > Control Hub timeout 检查当前 超时值并将其增加到所需值

webex Control Hub						
♡ Webex Experience ^	Organization Settings					
Analytics Troubleshooting Reports	Idle Timeouts	Webex web client idle timeout Automatically log users out of an idle session. You can change the	amount of time the client will remain idle until the			
MANAGEMENT		user is logged out of their account.				
요 Users		To check whether users are connected to your organization's net	work, provide the URL of internal site that allows			
Ø Workspaces		cross-origin-resource to share CORS with Webex web client.				
Devices						
88 Apps						
Account		Off network	In network			
SERVICES		No timeout	No timeout			
C Updates & Migrations		Webex Control Hub Idle Timeout				
O Messaging		When enabled, users are automatically signed out of idle Webex	Control Hub sessions. You determine the amount of			
% Calling		time webex Control Hub remains idle until users are signed out.				
Ontact Center Ontact Center Ontact Ontact		Control Hub timeout				
S Connected UC		20 minutes (Default) V				

验证

要验证控制中心超时已成功应用,请请求门户和分析器的用户注销、清除缓存并重新登录。

完成此操作后,请使用步骤验证值集是否已成功应用:

• 访问门户页(https://portal-v2.wxcc-us1.cisco.com)并启用开发人员工具(选择**设置> More tools >** Developer tools)

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• 启用开发人员工具后,访问"应**用程**序设置"和**列出**门户URL和Analyzer URL的本地存储下。选择Portal Url(https://portal-v2.wxcc-us1.cisco.com)并检查**SessionTimeoutDuration**(以秒为单位显示)是在Control Hub上设**置的值**

注意:sessionTimeout值计数下降,一旦达到零即过期

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故障排除

如果WxCC上未显示控制中心上设置的超时值,请使用浏览器控制台日志和HAR日志与TAC联系(此 处提供了收集这些日志的步骤<u>)进</u>一步排除故障。

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