

# 排除故障精良在10分钟之后注销的SSO代理程序

## 目录

[简介](#)

[Prerequisites](#)

[要求](#)

[问题](#)

[故障排除](#)

## 简介

本文描述如何排除故障问题，当精良Agent Desktop在10分钟之后注销单一登录(SSO)时代理程序。

## Prerequisites

### 要求

思科推荐您有这些主题知识

- Cisco Unified Contact Center Enterprise (UCCE)
- 思科精良
- IDS服务器(标识服务器)

### 使用的组件

本文档中的信息是基于这些软件版本的。

- 思科UCCE 11.5及以后
- 思科精良11.5及以后

### 背景信息：

单一登录(SSO)是认证和授权进程。(验证证明您是您说的用户您是，并且授权验证您允许执行什么您尝试执行。) SSO允许用户签到到一应用程序安全地然后访问其他已授权应用程序，不用提示符重新供给用户凭证。SSO允许思科Supervisor或代理程序只一次签字以用户名和密码获得访问到所有他们的思科基于浏览器的应用程序和服务在单个浏览器实例内。通过使用SSO，思科管理员能管理所有用户从一个普通的用户目录，并且强制执行所有用户的consistently.SSO密码策略是实施要求您启用在企业解决方案间的HTTPS协议的可选功能。

### 问题

在10分钟之后SSO精良代理程序签到了到精良Agent Desktop，此错误meesage冒出，“那里是在keping运行您的会话的一问题。您在10分钟之内将注销”。

### 故障排除

步骤1.收集的精良日志(客户端和阀门)

步骤2.精良日志分析

精良客户端日志：

2017-03-25T05:18:27.610 -05:00: C5E373: rcdnuccefinla.lab.ucce.com: Mar 25 2017 05:18:27.618 - 0500: Header : Unable to refresh access token after 3 retries. User will be logged out in some time

2017-03-25T05:28:38.459 -05:00: C5E373: rcdnuccefinla.lab.ucce.com: Mar 25 2017 05:28:38.472 - 0500: Header : Unable to refresh access token after several retries, Logging out user.....

### 精良阀门日志 :

```
2017-03-25 05:15:27.509 CDT(-0500) [http-apr-8445-exec-2] WARN
c.c.c.common.ids.client.util.Utils Utils.java:526 -
https://rcdnuccecuic1.lab.ucce.com:8553/ids/v1/oauth/access_token threw error {"error":"Invalid Token","error_description":"Invalid Token"}

2017-03-25 05:15:27.509 CDT(-0500) [http-apr-8445-exec-2] INFO
c.c.c.c.i.c.APIErrorDeserializer APIErrorDeserializer.java:64 - Received JSON response from REST Call. Response is : {"error":"Invalid Token","error_description":"Invalid Token"}

2017-03-25 05:15:27.510 CDT(-0500) [http-apr-8445-exec-2] INFO
c.c.c.c.i.c.APIErrorDeserializer APIErrorDeserializer.java:87 - The APIError constructed is {"errorType":"Invalid Token","errorData":"","errorMessage":"Invalid Token"}

2017-03-25 05:15:27.510 CDT(-0500) [http-apr-8445-exec-2] ERROR
c.c.c.c.ids.client.IdsRESTClient IdsRESTClient.java:127 - Error refreshing access token with request:
<grant_type=refresh_token&access_token=eyJhbGciOiJIaXciLCJpdHkiOiJKV1QiLCJlbmMiOiJBMTI4Q0JDLUhTMjU2In0..zRl9aGdqaTHO7B1V4lRfzQ.WHYqcPuyvHtFLRyEgVM--
PBhH5AtkjwmXB3lQQJUMIwCZ6BdUBrU9ULZzvomBxNsKZQbvCW5TedMb-3sAt00-nMabe8wFciCJXRwppb6Hwf86-
ULE9qBukY9P_QIZNP3adBPgAV3g3BHQaxmHjP5y56iaWNUHJKqdCDxYgVcx48jbu77NiVMo8J9_oDfmszpgog6bRt1MqXYCW
CsXTElaokPiKYIGXu1ZMgl2Hs8dg5fEpBabodIpphuEFxp8yZUhV1l40v3FzMXqJXh-
rB7AJhH4YsySUpysmGfixHp1Brmsjz7F_GnE_QCAhXinjPWA33zbSn3InLO7oN4t_i0SJVGRkFpS7D7gEXCEqR41C7cpYcNI
7TzftorVHLakmde_YLcQ5ogueManUnpszXZl7A-FoKkfPwPnfYespOcef8eMwOJ9PKw5umH3Ib5TH0ECO09C5QF1-
h885y1LkzJ9StjxLq2mIcMiiijpggTAN-kwrEghwtTXsiaUQS__uaa-5dXkFK-11-5xay-IVCI67ZK-ejgI-
NJT_eK2PoejzJoKSbbmMrZ11YWimVDSaK7axd_srD64nCMKeX_jkve4YXLZ1CBQWEm-
ytS21i1VEDnybGCJDQ26rJE9BEduGB7v5YO7cT5dWij516xxcfXf8gPE49aHRJwyCR4cjau4cbqKeBOR1L2xd102TwdMOCM
y4bL53Hz7hSfWQ5tqB3lrOjVGalmfEESmFI8NflGc0Y_xO8P_3CK1tuu3Ron2_BI6yWdnNx6L_K5Ua6nfJ_54FL6Ir8v-
tsc68x4MAoXib2q_ZcTbU_8NWPEndQJHPxNo8idjmu7T698rydlT9G1v90G2ftqoBpC0yOLMACo8JMp05TJOIbr4tLkbl308
CsUzoPo1XVxNLslLgnJjCyI9U8ayhVSYnOQTREU1qfXcZU0RZeesNoFT3I0TteoAJgrw0r3bHWX4hIMLMv6Dun84BXIu2ggN
NCuFPcYrCEc.ofVBB0GeikMw4DaUgJUGjg&refresh_token=eyJhbGciOiJIaXciLCJpdHkiOiJKV1QiLCJlbmMiOiJBMTI
4Q0JDLUhTMjU2In0..Qn8sI32J2xBpxhRgLRP4JA.8e4_Qj4kH3ZZ8HoL7ehq5v2_lz1oiBVOu_n6xZY-
2jwJh7MaX2U1CaJImAFxhONAFBKS3bddvZtTXkCrYlJZajVfbsN0ZfsSAQry-
1UYpu69KpboJtIKIeHrbdoouhboA7hw76wbUAMg-
lq0P6yR36tZR3oL6x7W1Eyj84mNdX60GGPI0DUhC_KedyTEq4yFKLDI2WGdMfwarHh9tYSMdCn7tkfjjWr6yduKuFNft06QE
OQh1jvQThrzXL4XUru0nNNJebG_9UjG0qG4UY7F3ZzEYEn-0HKwCu5pe-
igcxCncvYuldMdnubULxCBT9XnH2fNnzZI20prJs4EpEpGvSblcjlQ3ry_DlJeE8QxrqFqFQHg8WmRefsrdKh2iW2x-
F1Tx17XX5qaYQPjV1TfOI0i3lq6iziv_llkDOLTav6yB4Dwz0V0c4dcDS8r9wSNMsn-
TpCEYxD4BhfEgrWkvj07oLpStfMzNaTJI5mbAVdvAQoUfzgywo3ARRV6UeNdldnXp6dIlZbYLApHE9SBboN-
zzxd8jbGTFKFAvdPY75WG_JXqLAcB5QwwiV_pDdmCDtnFnptNOIlaX6-QB5m87gmG3bIMYF6gd-
DFicdq2B6eNlwwqYMQHSWlWGJgaEx1SCLsb9YOIaPCbVg_CEPoE2fV5ygSTKd_gyE2B-O-
teZRHhTc7UTluDw6n6fHPMBR_aAl743NUbo-acdOwnMw.mLJo-QMvNfo_FUjXT5rprg>
com.cisco.ccbu.common.ids.client.IdsRestClientException: 401 : {"error":"Invalid Token","error_description":"Invalid Token"}
```

从精良日志，您能看到Finnesse客户端无法获得刷新访问令牌验证并且，代理程序注销。

步骤3.收集的IDS日志

### IDS

```
2017-03-25 04:51:47.780 CDT(-0500) [IdSEndPoints-182] INFO com.cisco.ccbu.ids
IdsAccessTokenEndPoint.java:211 - Created refresh-token
{"ids_id":"RCDNUCCCEUIC1.lab.ucce.com","client_id":"16591e94d537a823ff73b8ca6e18f6f7faf4d94c","token":"2062508557141190e68be196938b1316a8ac0e63","expiry":1490471507779,"usage":"refresh","ver":"1.0"}
```

```
2017-03-25 04:51:47.780 CDT(-0500) [IdSEndPoints-182] INFO com.cisco.ccbu.ids
IdsAccessTokenEndPoint.java:214 - Created access-token
```

```
{"scope":["ccc_onprem_apps"],"rt":"2062508557141190e68be196938b1316a8ac0e63","user_id":"Agent2",  
"realm":"lab.ucce.com","upn":"Agent2@lab.ucce.com","ids_id":"RCDNUCCECUI1.lab.ucce.com","client  
_id":"16591e94d537a823ff73b8ca6e18f6f7faf4d94c","token":"b9a9dac1580e55b1eeb2dbbbde2763f0aed6751  
3","expiry":1490439107779,"usage":"access","ver":"1.0"}
```

```
2017-03-25 05:15:06.799 CDT(-0500) [IdSEndPoints-196] INFO com.cisco.ccbu.ids  
IdAccessTokenEndPoint.java:211 - Created refresh-token  
{ "ids_id": "RCDNUCCECUI1.lab.ucce.com", "client_id": "16591e94d537a823ff73b8ca6e18f6f7faf4d94c", "t  
oken": "bcb2a7858654157e259ce77dcc787e995b9d775b", "expiry": 1490472906798, "usage": "refresh", "ver":  
"1.0" }
```

```
2017-03-25 05:15:06.799 CDT(-0500) [IdSEndPoints-196] INFO com.cisco.ccbu.ids  
IdAccessTokenEndPoint.java:214 - Created access-token  
{ "scope": ["ccc_onprem_apps"], "rt": "bcb2a7858654157e259ce77dcc787e995b9d775b", "user_id": "Agent2",  
"realm": "lab.ucce.com", "upn": "Agent2@lab.ucce.com", "ids_id": "RCDNUCCECUI1.lab.ucce.com", "client  
_id": "16591e94d537a823ff73b8ca6e18f6f7faf4d94c", "token": "6723b71b821d78c8f37d82e1cea4aa59f67dcaa  
f", "expiry": 1490440506798, "usage": "access", "ver": "1.0" }
```

```
2017-03-25 05:15:27.507 CDT(-0500) [IdSEndPoints-198] WARN com.cisco.ccbu.ids  
IdRefreshTokenRequestValidator.java:115 - refresh token id mismatch.. refresh token id in  
refresh token is bcb2a7858654157e259ce77dcc787e995b9d775b; in access token is  
2062508557141190e68be196938b1316a8ac0e63
```

```
2017-03-25 05:15:27.507 CDT(-0500) [IdSEndPoints-198] ERROR com.cisco.ccbu.ids  
IdSOAuthEndPoint.java:45 - Exception processing auth request.  
org.apache.oltu.oauth2.common.exception.OAuthProblemException: Invalid Token, Invalid Token
```

## Internet Explorer(IE)IDS

### [解决方法](#)

步骤1.清除IE缓存并且重新启动Internet Explorer。

第二步：一旦完成，请登陆代理程序。如果issue仍然存在，请重新启动Agent Desktop。