

排除上下文不显示服务的小配件故障寄存器按钮

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Introduction

本文描述如何排除一统一的Contact Center Express (UCCX)故障集成上下文服务(CS) CS不显示一个寄存器按钮可用为上下文服务的地方

Prerequisites

Requirements

Cisco 建议您了解以下主题：

- UCCX
- Cisco CS

Components Used

本文档中的信息基于以下软件版本：

- UCCX 11.5
- Cisco CS

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, make sure that you understand the potential impact of any command.

```
Unable to determine the registration status of the system. Please refresh the page to try again.
```

步骤1.刷新页

步骤2.从精良管理员页面和日志返回签字

第3.步。如果上述步骤不解决问题，请拉从Cisco Unified实时监视工具(RTMT)的融合mgmt连接器

日志

日志可能显示以下确认此问题

```
com.cisco.user.CapabilityNotFoundException: Capability does not exist for user: USER, capability
class: class com.cisco.user.AdministratorCapability
    at com.cisco.user.impl.CCMUserStubImpl.getCapability(CCMUserStubImpl.java:877)
    at com.cisco.user.User.getCapability(User.java:579)
    at com.cisco.uccx.UccxRealm.hasCapability(UccxRealm.java:137)
    at com.cisco.uccx.UccxRealm.checkAppAdminCapability(UccxRealm.java:260)
```

您必须登陆有Appadmin用户的精良管理员页面。寄存器按钮为任何用户不是启用的除Appadmin用户之外。