

CCMP Reskill尝试生成错误“失败的全局操作请求：SEC_Provision_Route”

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简介

本文概述Cisco Unified Contact Center Management Portal的问题(CCMP) Supervisor用户无法执行reskill处理。

先决条件

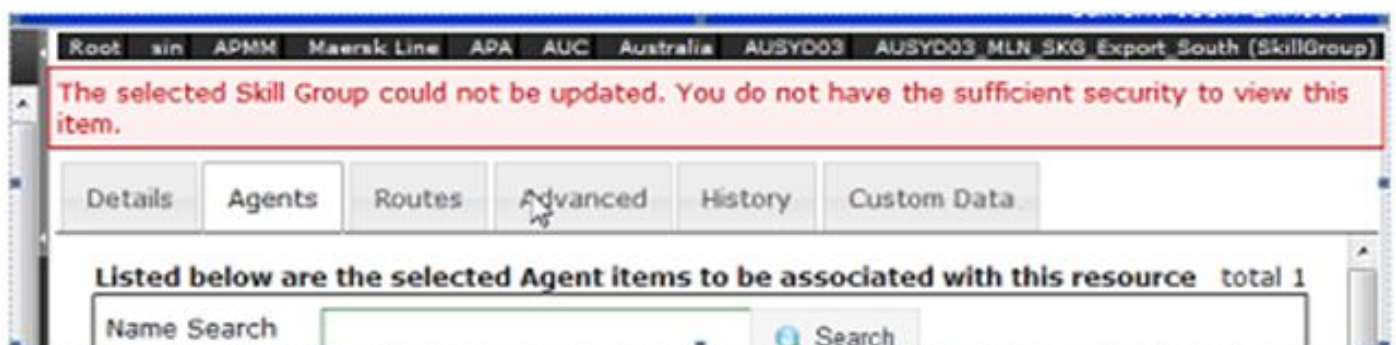
明白CCMP的管理

要求

本文档没有任何特定的要求。

问题

在升级从8.5的CCMP以后到10.5。由Supervisor的代理程序reskill使用在CCMP的技能组选项卡失效与以下错误...



错误研究指向以下CDETS和应急方案。

[CSCup34703](#) -升级CCMP从8.5(4)到9.1(1)从reskilling终止用户

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:

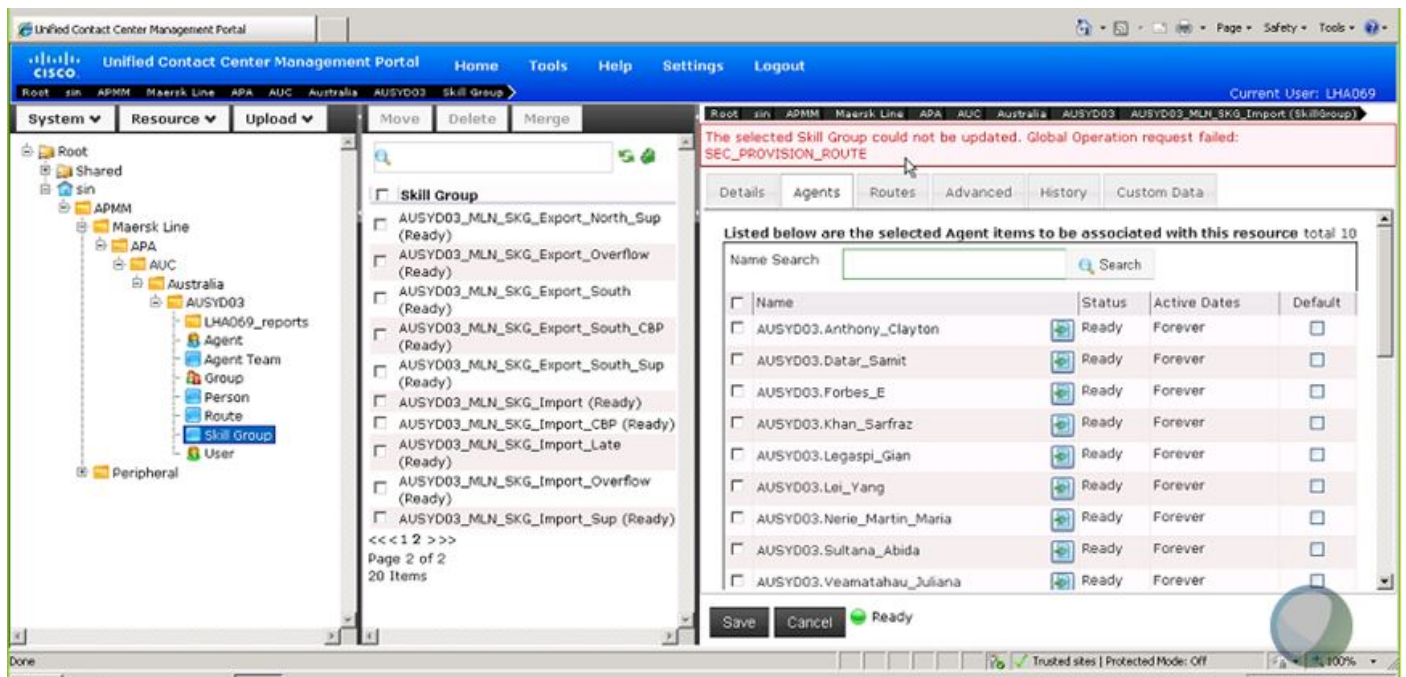
```
2014-06-05 04:56:55,692 DEBUG 4224 Application.DataCommand Exception: LoadEntitiesCommand
Exception: Exony.Security.ExonySecurityException
Message: Request for operation permission failed - Demand: Operation: SEC_LIST_DIMENSIONS, Path:
/tenant1
Source: Exony
at Exony.Security.ExonyOperationPermission.Demand() 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
```

应急方案应用，但是以下错误仍然存在。



这时，CCMP否则是工作正常。

- 设置的处理成功。
- 从代理程序选项卡，reskill工作。

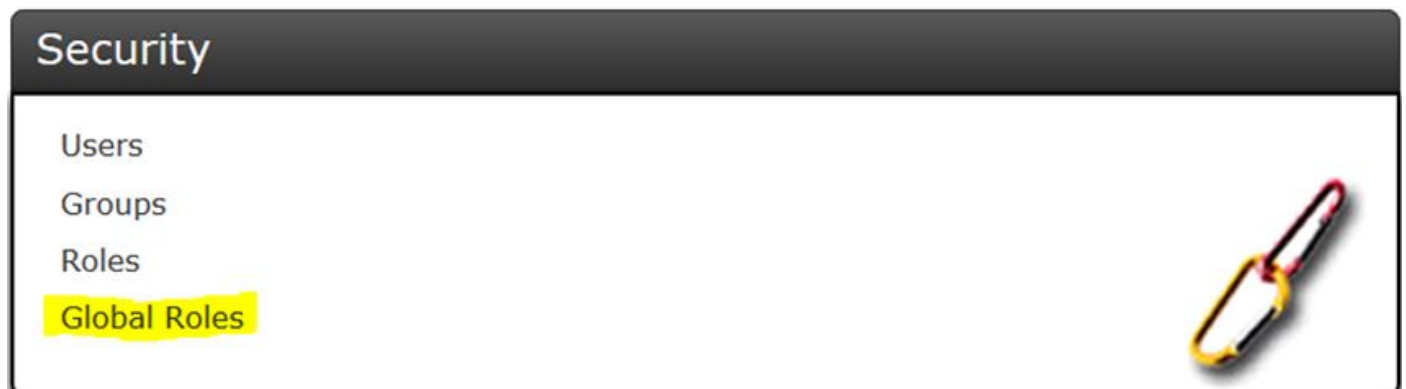
- 从技能组选项卡，reskill失效与错误上面，当曾经Supervisor凭证时
- 从技能组选项卡，reskill成功，当曾经admin凭证

错误消息仍然指向[CSCup34703](#)，除了没有在日志的特定预计错误消息。

2014-06-05 04:56:55,692调试4224 Application.DataCommand例外
: LoadEntitiesCommand例外 : Exony.Security.ExonySecurityException
消息 : 要求失败的操作权限-需求 : 操作 : SEC_LIST_DIMENSIONS , 路径 : /tenant1
来源 : Exony
在Exony.Security.ExonyOperationPermission.Demand()在
t:\Dev\Source\Reporting\D9_2_1\App\Exony\Security\ExonyOperationPermission.cs:line 132
在System.Security.PermissionSet.DemandNonCAS()
在Exony.Reporting.Application.Provisioning.LoadEntitiesCommand.ExecuteCommand ()在
t:\Dev\Source\Reporting\D9_2_1\App\Exony.Reporting.Application.Provisioning\LoadEntitiesC
ommand.cs:line 41
在Exony.Reporting.Application.DataCommand.ExecuteMethodWithRetries
(DatabaseMethod方法、布尔型allowTransaction , Exception&例外)在
t:\Dev\Source\Reporting\D9_2_1\App\Exony.Reporting.Application\DataCommand.cs:line 860

解决方案

问题是特定对一定重置在数据库的全局角色(DB)升级期间。它要求启用“提供路由”在全局角色级别，因为路由能有会员到然后允许用户对reskill等，无需收到错误的技能。



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.