

# 在PCCE上配置FTP伺服器

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## 簡介

本文說明如何在Package Contact Center Enterprise(PCCE)中的媒體伺服器上設定檔案傳輸通訊協定(FTP)。

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## 必要條件

### 需求

思科建議您瞭解以下主題：

- Cisco Package Contact Center Enterprise
- 思科客戶語音入口網站(CVP)

### 採用元件

文中使用的資訊是根據PCCE 12.5(1)版本。

本文中的資訊是根據特定實驗室環境內的裝置所建立。文中使用到的所有裝置皆從已清除（預設）的組態來啟動。如果您的網路運作中，請確保您瞭解任何步驟可能造成的影響。

## 背景資訊

CVP座席問候語功能使座席能夠錄製自己的問候語。記錄的代理問候語通過媒體伺服器本身配置的

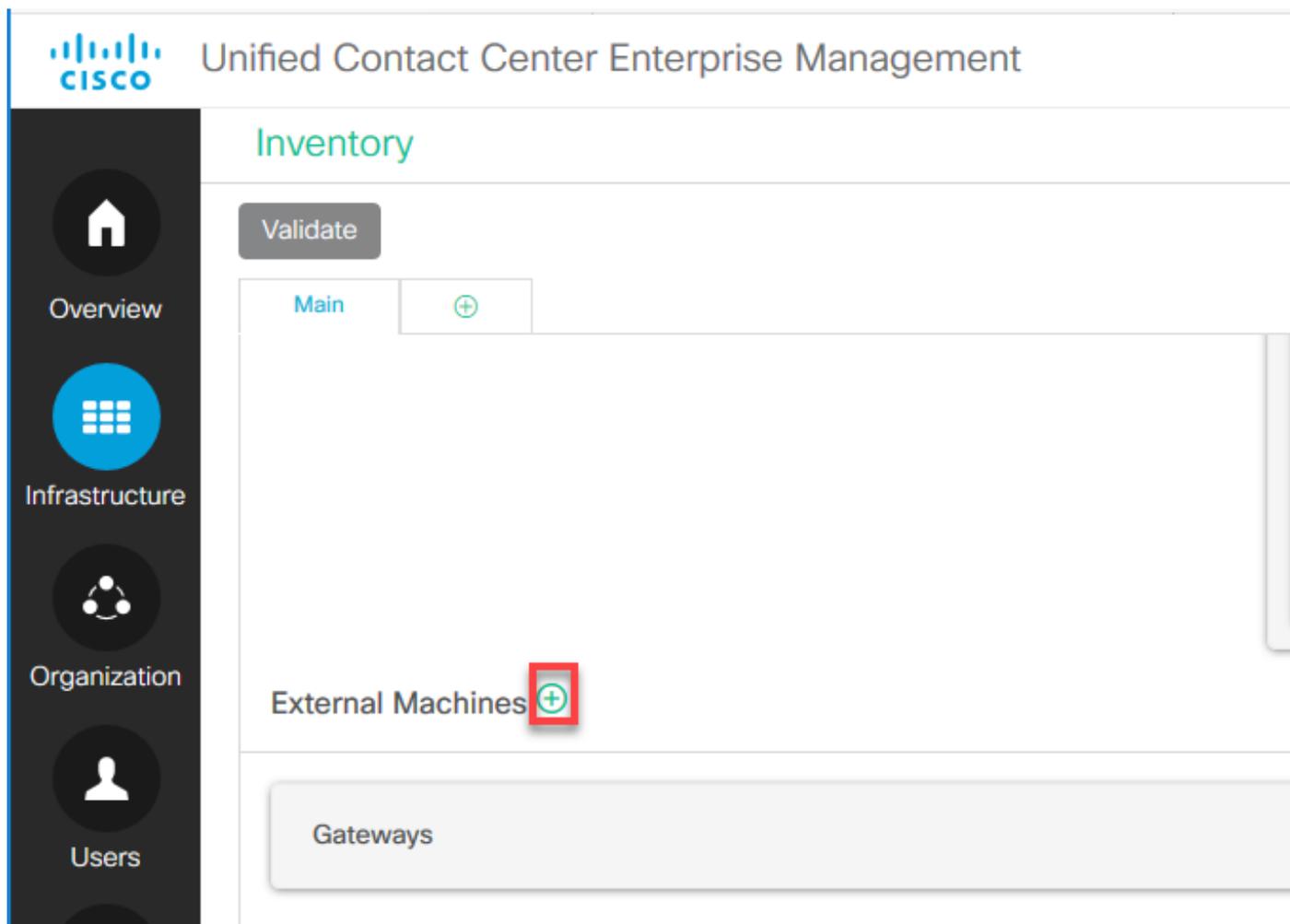
FTP伺服器上傳到媒體伺服器。

在PCCE 12.5中，介質伺服器配置現在可通過PCCE管理工作站(AW)的單一窗格(SPOG)完成。此選項可透過媒體伺服器設定FTP伺服器。配置已協調到所有站點的所有CVP伺服器。

## 設定

### PCCE 2K

步驟1.新增媒體伺服器。導航到庫存卡，選擇外部電腦+圖示。



步驟2.在「型別」欄位中選擇「媒體伺服器」。

## Add Machine



Type Media Server

Hostname/IP Address\*

**FTP Details**

FTP Enabled

Anonymous Access

Username\*

Password\*

Port

Cancel

Save

步驟3.新增媒體伺服器的主機名/IP地址。選中FTP Enabled竅取方塊並提供使用者名稱和密碼。

## Add Machine



Type	Media Server
Hostname/IP Address*	cvpa.pccercdn.cisco.com
<b>FTP Details</b>	
FTP Enabled	<input checked="" type="checkbox"/>
Anonymous Access	<input type="checkbox"/>
Username*	Administrator
Password*	●●●●●●●●
Port	21

Cancel

Save

步驟4. 按一下Save。

如果要新增的媒體伺服器位於其中一個CVP伺服器中，則無需執行前面的步驟，而是編輯已在PCCE初始化過程中新增的CVP伺服器，選中「FTP已啟用」覈取方塊並更新FTP憑證。

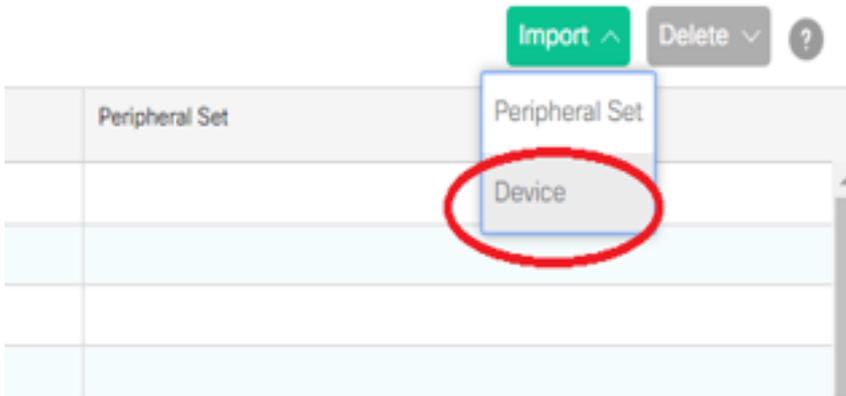
Username*	Administrator
Password*	●●●●●●●●
<b>Media Server FTP Details</b>	
FTP Enabled	<input checked="" type="checkbox"/>
Anonymous Access	<input type="checkbox"/>
Username*	Administrator
Password*	●●●●●●●●●●●●●●●●
Port	21

Cancel

Save

## PCCE 4K /12K

步驟1.新增媒體伺服器。導航到庫存卡，依次選擇匯入和裝置。



步驟2. 下載逗號分隔值(CSV)模板並用媒體伺服器詳細資訊填充該模板。

A	B	C	D	E	F	G
name	machineType	publicAddress	connectionInfo	privateAddress	peripheralSetName	side
MEDIA-SERVER	EXTERNAL_MEDIA_SERVER	10.10.20.151	ftpEnabled=true&ftpUserName=user&ftpPassword=ftpPass123		PS1	

步驟3.上傳模板。

步驟4.必須通過SPOG輸入FTP伺服器詳細資訊，以便可以將其與媒體伺服器詳細資訊一起協調。

這可以通過編輯電腦頁面完成。

Hostname/IP Address*	10.201.198.7
Address*	10.201.198.7
<b>FTP Details</b>	
FTP Enabled	<input checked="" type="checkbox"/>
Anonymous Access	<input type="checkbox"/>
Username*	<input type="text" value="Administrator"/>
Password*	<input type="password" value="●●●●●●●●"/>
Port	<input type="text" value="21"/>

Cancel

Save

## 驗證

驗證過程實際上是配置過程的一部分。

## 疑難排解

需要使用Tomcat日誌 `c:\icm\tomcat\logs\CCBU.<timestamp>` 來排除與新增媒體伺服器 and FTP伺服器相關的故障。

### FTP憑證不正確

```
000002348: 10.10.10.21: Dec 02 2019 03:08:06.973 -0500: %CCBU_http-nio-127.0.0.1-8080-exec-3-6-REQUEST_START:
%[ip.orig=127.0.0.1][method_name=PUT][parameter_name={ async=[true]
}][port.orig=49920][protocol=HTTP/1.1][resource_name=/machineinventory/9728][usr=boston@berlin.icm]: Request start
0000013175: 10.10.10.21: Dec 02 2019 03:08:06.979 -0500: %CCBU_http-nio-127.0.0.1-8080-exec-3-6-REST_API_INFO: User
name: BERLIN\boston, service: machineinventory, role: Administrator, deployment type: CCEPACM1, access: FULL
000002349: 10.10.10.21: Dec 02 2019 03:08:06.999 -0500: %CCBU_http-nio-127.0.0.1-8080-exec-3-6-REQUEST_END:
%[PARAM_TIME_ELAPSED=23]: Request complete
0000013177: 10.10.10.21: Dec 02 2019 03:08:08.007 -0500: %CCBU_http-nio-127.0.0.1-8080-exec-5-3-REST_API_EXCEPTION:
%[exception=com.cisco.ccbu.api.jaxb.error.ApiException: The user credentials provided for the FTP Server are
incorrect.][message_string=uncaught exception thrown by the api]: The REST API has caught an exception
0000013178: 10.10.10.21: Dec 02 2019 03:08:08.008 -0500: %CCBU_http-nio-127.0.0.1-8080-exec-5-3-EXCEPTION_INFO:
%[build_date=Dec 02, 2019 6:26 AM][build_type=re][exception=com.cisco.ccbu.api.jaxb.error.ApiException: The user credentials
provided for the FTP Server are incorrect.
    at com.cisco.ccbu.cce.unifiedconfig.api.WebConfigService.throwIfNecessary(WebConfigService.java:1904)
    at com.cisco.ccbu.cce.unifiedconfig.api.WebConfigService.throwIfNecessary(WebConfigService.java:1872)
    at com.cisco.ccbu.cce.unifiedconfig.api.WebConfigService.throwIfNecessary(WebConfigService.java:1862)
    at com.cisco.ccbu.cce.unifiedconfig.api.WebConfigService.validateUpdate(WebConfigService.java:1837)
```

## FTP埠不正確

```
}}[port.orig=54448][protocol=HTTP/1.1][resource_name=/machineinventory/5055][usr=boston@BERLIN.ICM]: Request start
0002595933: 10.10.10.21: Jan 06 2020 05:04:49.599 -0500: %CCBU_http-nio-127.0.0.1-8080-exec-9-6-REST_API_INFO: User name: BERLIN\boston,
service: machineinventory, role: Administrator, deployment type: CCEPACM1, access: FULL
0000038996: 10.10.10.21: Jan 06 2020 05:04:50.662 -0500: %CCBU_http-nio-127.0.0.1-8080-exec-9-6-REQUEST_END: %[PARAM_TIME_ELAPSED=140]:
Request complete
0002595934: 10.10.10.21: Jan 06 2020 05:04:51.688 -0500: %CCBU_578142-MACHINEHOST-UPDATE-5055-3-REST_API_EXCEPTION:
%[exception=java.net.ConnectException: Connection refused: connect][message_string=There was a problem when testing the FTP credentials for CVP
Media Server.]: The REST API has caught an exception
0002595935: 10.10.10.21: Jan 06 2020 05:04:51.690 -0500: %CCBU_578142-MACHINEHOST-UPDATE-5055-3-EXCEPTION_INFO: %[build_date=Dec 20,
2019 11:19 PM][build_type=re][exception=java.net.ConnectException: Connection refused: connect
    at java.net.DualStackPlainSocketImpl.waitForConnect(Native Method)
```

## CVP Web服務管理(WSM)關閉

```
0000004500: 10.10.10.21: Dec 02 2019 03:59:41.584 -0500: %CCBU_http-nio-127.0.0.1-8080-exec-9-6-REQUEST_START:
%[ip.orig=127.0.0.1][method_name=PUT][parameter_name={ async=[true]
}][port.orig=56818][protocol=HTTP/1.1][resource_name=/machineinventory/9728][usr=boston@berlin.icm]: Request start
0000029867: 10.10.10.21: Dec 02 2019 03:59:41.589 -0500: %CCBU_http-nio-127.0.0.1-8080-exec-9-6-REST_API_INFO: User name: BERLIN\boston, service:
machineinventory, role: Administrator, deployment type: CCEPACM1, access: FULL
0000004501: 10.10.10.21: Dec 02 2019 03:59:41.605 -0500: %CCBU_http-nio-127.0.0.1-8080-exec-9-6-REQUEST_END: %[PARAM_TIME_ELAPSED=18]:
Request complete
0000029868: 10.10.10.21: Dec 02 2019 03:59:41.690 -0500: %CCBU_6880-MACHINEHOST-UPDATE-9728-6-REST_API_INFO: Prepare Orchestration response
is SUCCESS
0000029869: 10.10.10.21: Dec 02 2019 03:59:41.690 -0500: %CCBU_6880-MACHINEHOST-UPDATE-9728-6-
REST_API_INFO: CceTransaction.createTransaction: principal=GenericPrincipal[boston@berlin.icm(Administrator,)] userName=boston userDomain=BERLIN
0000029870: 10.10.10.21: Dec 02 2019 03:59:41.718 -0500: %CCBU_6880-MACHINEHOST-UPDATE-9728-6-REST_API_INFO: Validating cvp connection
java.net.ConnectException: Connection refused: connect][message_string=Failed to make request. Exception is caught for rest call:
GET https://10.10.10.10:8111/cvp-dp/rest/DiagnosticPortal/ListAppServers]: The REST API has caught an exception
0000029873: 10.10.10.21: Dec 02 2019 03:59:42.724 -0500: %CCBU_6880-MACHINEHOST-UPDATE-9728-3-EXCEPTION_INFO: %[build_date=Dec 02, 2019
6:26 AM][build_type=re][exception=com.sun.jersey.api.client.ClientHandlerException: java.net.ConnectException: Connection refused: connect
    at com.sun.jersey.client.urlconnection.URLConnectionClientHandler.handle(URLConnectionClientHandler.java:151)
    at com.sun.jersey.api.client.Client.handle(Client.java:648)
    at com.sun.jersey.api.client.filter.HTTPBasicAuthFilter.handle(HTTPBasicAuthFilter.java:81)
```

## 相關資訊

[PCCE管理指南](#)

