在PCCE 12.5上配置CVP智慧許可證並對其進行 故障排除

目錄

<u>簡介</u> <u>必要條件</u> <u>需求</u> <u>採用元件</u> <u>背景資訊</u> <u>PCCE智慧許可證12.5</u> <u>與PCCE 12.5整合時用於CVP 12.5的智慧許可證</u> <u>驗證</u> <u>疑難排解</u> <u>憑證</u> <u>令牌故障</u>

簡介

本檔案介紹如何使用Packaged Contact Center Enterprise(PCCE)12.5和Customer Voice Portal(CVP)12.5設定和上傳智慧授權。

必要條件

- PCCE 12.5
- CVP 12.5

需求

思科建議您瞭解以下主題:

- PCCE 12.5
- CVP 12.5
- PCCE單一玻璃板(SPOG)

採用元件

本文中的資訊係根據以下軟體和硬體版本:

- PCCE 12.5
- CVP 12.5

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,請確保您瞭解任何指令可能造成的影響。

背景資訊

思科智慧軟體許可是一種靈活的軟體許可模式,可簡化您整個組織啟用和管理思科軟體許可證的方式。PCCE 12.5需要智慧許可證。此外,CVP 12.5與PCCE 12.5整合時還需要通過PCCE SPOG上 傳智慧許可證。

PCCE智慧許可證12.5

在PCCE 12.5中註冊智慧許可證的步驟:

1.登入到SPOG。在Overview中,選擇Infrastructure Settings,然後選擇License Management,如 下圖所示;

Overview

Infrastructure Settings
License Management Device Configuration
Peripheral Gateways
Log Collection
Deployment Settings
Command Execution Pane

2.檢查傳輸設定,確保此產品例項能夠與思科通訊。本檔案使用HTTP/HTTPS代理。確保新增適當 的值,然後選擇「儲存」。



Smart Call Horn	e, so any changes made here will apply to other features using this service.
Direct - Pro	duct communicates directly with Cisco's Licensing servers
URL	https://tools.cisco.com/its/service/oddce/services/DDCEService
URL	
	'S Proxy - Send data via intermediate HTTP or HTTPS proxy
 HTTP/HTTP 	
HTTP/HTTP Hostname	Port*

3.根據智慧帳戶的訂購,請在「許可證型別」下選擇適當的選項。 已選擇文檔「Flex license」。確 保選擇適當並選擇儲存。

Select License	Туре		×
Flex License		Perpetual License	
		Ca	ancel Save
		 ·	_

4.註冊需要令牌。在這個階段,必須有一個智慧帳戶可供登入<u>Cisco Software Central</u>。
5.選擇「智慧軟體許可」。



Traditional Licensing

Generate and manage PAK-based and other device licenses, including demo licenses

Smart Software Licensing Track and manage Smart Software Licenses.

Enterprise Agreements

Generate and manage licenses from Enterprise Agreements.

View My Consumption

View all my customers based on smart accounts

6.選擇「庫存」,然後選擇適當的虛擬帳戶。

Cisco Software Central > Smart Software Licensing

Smart Software Licensing

Alerts Inven	tory Convert	to Smart Licensing Re	ports Preference	ces On-Prem Accounts Activity
Virtual Acc	ount:			
General	Licenses	Product Instances	Event Log	

7.若要生成令牌,請選擇「常規」。然後選擇New Token,輸入詳細資訊,選擇Create Token。選 擇操作,然後選擇複製,複製令牌。

Smart Software Licensing				Foodback Buggert Help
Aints Investory Convertio Smart Learning Report	Create Registration	Token		• ×
Virtual Account: EFT_PCCE *	This will should a token that is the Smart Licensing configuration	used to register product ion for your products or	instances, so that they can use loanses from this vi d enter the token, to nighter them with the virtual ac	hail account. Once its provided, go to pount.
General Licenses Product Instances	Wroal Account:			
	Description :	Description		
Virtual Account	 Expire After: 	-	Detys	
Description:		Johnson 1 - 265	20 days recordeneeded	
Detail: Wrtail Account. No	Max. Number of Uses:	_		
		The loken will be expired when either the expirator or the maximum uses is mached		
Product Instance Registration Tokens	Monatorial Registration (planta) D Alter optic control of Successful on the products registrated with this token.			
New Toker				Create Sken

Actions	
Actions 👻	
Сору	
Download	
Revoke	

8.在SPOG \ License Management上,選擇「註冊」,然後輸入令牌到「智慧許可產品註冊」,然 後選擇「註冊」。

Smart Licensing Product Registration	×
A Product license type chosen is Flex License . Ensure the license type at the time of purchase to avoid product going	at chosen license type matches with out of compliance.
Ensure that you have connectivity to the URL specified in you requires internet access. See the online help for registering	ur Smart Call Home settings. By default this to a On-Prem CSSM.
To register the product for Smart Software Product registrati Token generated from Smart Software Manageror your On-F	ion, paste the Product Instance Registration Prem CSSM
Paste the Token here	
Reregister this product instance if already registered	Reported Count
CCE Flex Premium Seal	Cancel Register

9.註意註冊狀態為「已註冊」,許可證授權狀態為「已授權」。

Smart Licensing Status	
Registration Status:	Registered
License Authorization Status:	Authorized

與PCCE 12.5整合時用於CVP 12.5的智慧許可證

PCCE 12.5的CVP 12.5沒有「操作」、「管理」、「維護和調配」頁面(OAMP);因此,在12.5版中 ,CVP的智慧許可證也在PCCE SPOG中註冊。註冊CVP 12.5智慧許可證的步驟:

1.在SPOG \ License Management中,選擇CVP,如下圖所示。



2.在Device Name下,選擇CVP節點。

License Management



附註:如果您看到錯誤「The requested page cannot be displayed. Contact the System Administrator if the problem re持續存在」。確保在AW中上傳各自CVP節點的證書。如果您使用自簽名證書,請參閱<u>在PCCE解決方案中交換自簽名證書。</u>

3.檢查傳輸設定,確保此產品例項能夠與思科通訊。本檔案使用HTTP/HTTPS代理。確保新增適當 的值,然後選擇「儲存」。

4.確保許可證型別設定為根據您的智慧帳戶註冊進行適當選擇。本文檔使用了「綜合彈性」選項。

5.復制從Cisco Software Center產生的權杖。

6.在SPOG \ License Management\"CVP"上,選擇「註冊」,然後輸入令牌到智慧許可產品註冊 ,然後選擇「註冊」。

License Management.		
 No, on control is Extractic much. To segme part the 1. Secure part has been assess as a de-fine cliff 2. Cas as "Anoppet" Settings of animity part must de- 3. Caliptin to any English Calipting and these funct former form independent on the must decame animality for a setting. 	and the provided the second se	
- One and a Postal Defended Support Support of Super-	Produce former type viscous to Comparisonal Tex. Secure that discuss loaner type watches acts loaner type of the time of publical to avoid product gamp out of complexes. Descel that as there executing to the URL publical is your Starts Did Home antique. By default the execution sinceral ancess. The time is an index hole for equivalence is the time of COM.	
Smart Learning Status - CAM (Lopa powerski alrean Replaces Nave	To implice the product for Smart Televise Technic implication, partic Tel Pedeat Instance Telepiseties States particularly from Technical Messagerier pair TeleVision (2019)	
Lionas Autoriptio-Bone Report-Caritolist Possierantip	Particle for the former of the second	
Exiltenents for Competensive Res	Benginer this protoci insume full-cody registered	
Litera fera	Court Bogen	

7. 請注意,「Registration Status(註冊狀態)」為「Registered(已註冊)」,「License Authorization Status(許可證授權狀態)」為「Authorized(已授權)」。





目前沒有適用於此組態的驗證程序。

疑難排解

智慧許可證註冊失敗的情況有很多。以下是一些最常見的場景,以及如何對其進行故障排除。

慿證

如上面所指定,當您登入到SPOG時,在SPOG \ License Management中,選擇CVP,然後選擇 CVP節點,您將看到此錯誤,如下圖所示。



這表示未在AW伺服器和CVP伺服器之間交換自簽名證書,或未實施CA簽名證書。按照本文檔實施 CA簽名證書<u>PCCE CA簽名</u>或者,如果您使用自簽名證書,請參閱<u>在PCCE解決方案中交換自簽名</u> <u>證書。</u>

令牌故障

在SPOG \ License Management(SPOG \ License Management)中,選擇Register(註冊)並將令 牌輸入到Smart Licensing Product Registration(智慧許可產品註冊),然後按一下Register(註冊),您將看到以下錯誤:

出現錯誤

執行LcsClient#identityCert(Map)時出錯

這表明已多次嘗試註冊許可證,導致某些許可證條目被阻止。在嘗試清除許可證條目之前,請確認 問題。

步驟1. 導覽至 C:\cisco\cvp\logs\wsm\

步驟2.開啟最新的智慧許可證日誌: smartAgent.XXXX。其中XXXX是日期

步驟3.搜尋「authorizationFailedReason=Data and signature do not match」。

步驟4.如果在檔案中發現簽名錯誤,則表示許可證條目被阻止且需要清除。

以下是存在問題的日誌檔案的片段。

附註:需要在非工作時間執行這些步驟,因為您需要停止呼叫伺服器和WSM服務。

步驟1.導覽至**C:\Cisco\CVP\conf**\,然後備份.sltruststore**檔案**夾。 步驟2.刪除該資料夾中的檔案。 步驟3.啟動呼叫伺服器和WSM服務。 步驟4.再次嘗試註冊智慧許可證。