

確定UCCX中的情景服務狀態

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簡介

本文描述如何在Unified Contact Center Express(UCCX)和SocialMiner(SM)中確定上下文服務(CS)狀態以及檢查CS元件狀態的可能選項。

作者：思科工程部的Jayant Suneja和思科TAC工程師Derek Johnson。

必要條件

需求

思科建議您瞭解以下主題：

- UCCX管理
- SocialMiner管理
- 上下文服務

採用元件

本檔案中的資訊是根據以下軟體版本：

- UCCX 11.6
- SocialMiner 11.6

附註： SocialMiner是一個可選元件，不是上下文服務所必需的。

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

情景服務在雲中儲存客戶資料，並允許UCCX解決方案上的代理能夠儲存和使用來自雲的資料。

上下文服務狀態

可服務性中的上下文服務狀態

Unified CCX Serviceability頁面提供了CS的狀態。首先選擇工具，然後選擇上下文服務狀態。

此表說明此Context Service Status介面上顯示的不同值：

欄位 元件	值
	這將顯示特定CS元件的名稱：UCCX/SocialMiner/Finesse 已註冊:CS已註冊未註冊註冊:CS未註冊
狀態	未知:當元件無法訪問或關閉停止時顯示:由於某些問題，元件已停止。使用操作欄位下的「初始化」按鈕重新初始化元件。
狀態	線上:當CS註冊No-connectivity時顯示:當CS未註冊或未配置代理時顯示準備註冊:配置代理或外部連線時顯示
模式	實驗:此模式用於測試、開發和調試Context Service Production:在應用程式NA中部署Context Service時使用此模式:狀態未註冊或未知時顯示
	模式可在實驗室和生產之間切換。首先選擇系統，然後選擇系統引數

當未配置代理、配置不正確的代理或沒有來自UCCX系統的Internet連線時，將顯示狀態No Connectivity。CS要求UCCX具有公共Internet連線。此圖顯示UCCX系統沒有外部連線時的示例狀態：

List of Components						
Component : Host Name	State	Status	Mode	Last Fetched at	Action	
FMC : uccx116j1.cisco.com	Not Registered	No Connectivity	NA	Aug 8, 2017 12:03:39 PM	-	
Finesse : uccx116j1.cisco.com	Not Registered	No Connectivity	NA	Aug 8, 2017 12:03:39 PM	-	
Finesse : uccx116j2.cisco.com	Not Registered	No Connectivity	NA	Aug 8, 2017 12:03:39 PM	-	
SocialMiner : sm116.aru.com	Not Registered	No Connectivity	NA	Aug 8, 2017 12:03:38 PM	-	
UCCX : uccx116j1.cisco.com	Not Registered	No Connectivity	NA	Aug 8, 2017 12:03:39 PM	-	
UCCX : uccx116j2.cisco.com	Not Registered	No Connectivity	NA	Aug 8, 2017 12:03:39 PM	-	

配置http proxy後，所有元件的狀態變為ready to register，這表示系統現在已從UCCX正確配置外部連線。此圖顯示了公共Internet連線可用時的系統狀態：

List of Components						
Component : Host Name	State	Status	Mode	Last Fetched at	Action	
FMC : uccx116j1.cisco.com	Not Registered	Ready to Register	NA	Aug 11, 2017 11:48:12 AM	-	
Finesse : uccx116j1.cisco.com	Not Registered	Ready to Register	NA	Aug 11, 2017 11:48:12 AM	-	
Finesse : uccx116j2.cisco.com	Not Registered	Ready to Register	NA	Aug 11, 2017 11:48:12 AM	-	
SocialMiner : sm116.aru.com	Not Registered	Ready to Register	NA	Aug 11, 2017 11:48:15 AM	-	
UCCX : uccx116j1.cisco.com	Not Registered	Ready to Register	NA	Aug 11, 2017 11:48:12 AM	-	
UCCX : uccx116j2.cisco.com	Not Registered	Ready to Register	NA	Aug 11, 2017 11:48:12 AM	-	

在Finesse Administration頁中選擇Register，然後註冊CS。此圖顯示，狀態和狀態已更改為「已註冊」和「聯機」：

List of Components						
Component : Host Name	State	Status	Mode	Last Fetched at	Action	
FMC : uccx116j1.cisco.com	Registered	Online	NA	Aug 8, 2017 12:09:52 PM	-	
Finesse : uccx116j1.cisco.com	Registered	Online	Production	Aug 8, 2017 12:10:00 PM	-	
Finesse : uccx116j2.cisco.com	Registered	Online	Production	Aug 8, 2017 12:09:59 PM	-	
SocialMiner : sm116.aru.com	Registered	Online	Production	Aug 8, 2017 12:09:58 PM	-	
UCCX : uccx116j1.cisco.com	Registered	Online	Production	Aug 8, 2017 12:09:59 PM	-	
UCCX : uccx116j2.cisco.com	Registered	Online	Production	Aug 8, 2017 12:09:59 PM	-	

來自API的上下文服務狀態

為了獲得每個CS元件狀態的詳細摘要，UCCX 11.6提供了Java應用程序程式設計介面(API)。此API呼叫聯結器的getstatus方法以返回JavaScript Object Notation(JSON)響應，該響應提供每個元件的詳細資訊。按一下CS可維護性頁面上提供的Export選項，並下載JSON響應檔案。此圖顯示Export選項的位置：



Context Service Status



Refresh



Export

— Status —

以下是在CS為OFFLINE時為UCCX元件返回的JSON響應示例：

```
UCCX:uccx116j1.cisco.com =
{"status":{"overallStatus":"OFFLINE","successfulUpgradeCount":0,"failureUpgradeCount":0},
"config":{"staticSdkVersion":"2.0.3","extensionSdkVersion":"2.0.3-10673","state":"UNREGISTERED"},
"services":[{"name":"ccfs","url":"ccfs.ciscocccservice.com","ping":{"status":"NOT_REACHABLE","latency":0}}],
"timeStamp":"2017-08-07T06:19:32.500Z"}
```

下表描述了JSON響應欄位中顯示的可能值：

截面	欄位	價值
狀態	總體狀態	ONLINE — 如果存在連線資料集且聯結器已註冊 (請參閱配置狀態) OFFLINE — 沒有連線資料或未註冊聯結器
設定	狀態	未註冊 — 初始化前的初始狀態 已註冊 — 已成功註冊(通過呼叫init()方法)
服務	ping.status	STOPPED — 連線被破壞(通過呼叫destroy()方法) 對Ping REST API呼叫執行HTTP響應狀態代碼
服務	狀態	已初始化 — KMS已初始化 未初始化 — KMS未初始化

這是在所有元件都註冊且狀態為ONLINE時的JSON輸出示例。當出現CS顯示無效狀態的任何問題時，可以引用此示例進行比較：

```
FMC:uccx116j1.cisco.com =
{"status":{"overallStatus":"ONLINE","successfulUpgradeCount":1,"failureUpgradeCount":0},
"config":{"appType":"ccx","orgId":"4a6ac8c5-66f5-42b9-8245-7af90eeac12c","uuid":"d86a8f22-c918-4648-9a07-5fe55728b990","staticSdkVersion":"2.0.3","extensionSdkVersion":"2.0.4-10710","proxy":"http://proxy-wsa.esl.cisco.com:80","type":"cs_mgmt","state":"REGISTERED"},
"services":[{"name":"fms","url":"hercules-a.wbx2.com","lastSuccessfulHeartBeatTime":"2017-08-07 22:24:31.942","ping":{"status":"200","latency":2031}}],
"timeStamp":"2017-08-07T16:54:54.118Z"}
```

```
UCCX:uccx116j1.cisco.com =
{"status":{"overallStatus":"ONLINE","successfulUpgradeCount":1,"failureUpgradeCount":0},
"config":{"appType":"ccx","orgId":"4a6ac8c5-66f5-42b9-8245-7af90eeac12c","uuid":"d86a8f22-c918-4648-9a07-5fe55728b990","staticSdkVersion":"2.0.3","extensionSdkVersion":"2.0.4-10710","proxy":"http://proxy-wsa.esl.cisco.com:80","enabledFeatures":[{"name":"KMS_ENCRYPTION_KEY"}],"type":"cs_context","state":"REGISTERED","labMode":false,"requestTimeout":5000,"tcpTimeout":10000,"maxRetries":1,"cluster":{"clusterId":"4750a37e-2a5a-4825-a301-30252c100288","clusterName":"ccx-context-15DBD8FE18B"}},
"services":[{"name":"kms","url":"encryption-a.wbx2.com","ping":{"status":"200","latency":1196},"state":"INITIALIZED"},{"name":"fms","url":"hercules-a.wbx2.com","lastSuccessfulHeartBeatTime":"2017-08-07 22:24:46.016","ping":{"status":"200","latency":1059}},{"name":"ci","url":"idbroker.webex.com","p
```

```
ing":{"status":"200","latency":1092}},{ "name":"context","url":"context-
service.produs1.ciscoccservice.com","ping":{"status":"200","latency":1185}},{ "name":"dictionary"
,"url":"dictionary.produs1.ciscoccservice.com","ping":{"status":"200","latency":1180}},{ "name":"
ccfs","url":"ccfs.ciscoccservice.com","ping":{"status":"200","latency":1170}},{ "name":"discovery
","url":"discovery1.produs.ciscoccservice.com","ping":{"status":"200","latency":1214}}],"timeSta
mp":"2017-08-07T16:55:01.528Z"}
```

```
UCCX:uccx116j2.cisco.com =
{"status":{"overallStatus":"ONLINE","successfulUpgradeCount":1,"failureUpgradeCount":0},"config"
:{"appType":"ccx","orgId":"4a6ac8c5-66f5-42b9-8245-7af90eeac12c","uuid":"d86a8f22-c918-4648-
9a07-5fe55728b990","staticSdkVersion":"2.0.3","extensionSdkVersion":"2.0.4-
10710","proxy":"http://proxy-
wsa.es1.cisco.com:80","enabledFeatures":[{"name":"KMS_ENCRYPTION_KEY"},"type":"cs_context","sta
te":"REGISTERED","labMode":false,"requestTimeout":5000,"tcpTimeout":10000,"maxRetries":1,"cluste
r":{"clusterId":"4750a37e-2a5a-4825-a301-30252c100288","clusterName":"ccx-context-
15DBD8FE18B"}],"services":[{"name":"kms","url":"encryption-
a.wbx2.com","ping":{"status":"200","latency":1290},"state":"INITIALIZED"}, {"name":"fms","url":"h
ercules-a.wbx2.com","lastSuccessfulHeartBeatTime":"2017-08-07
22:24:50.224","ping":{"status":"200","latency":1121}},{ "name":"ci","url":"idbroker.webex.com","p
ing":{"status":"200","latency":1067}},{ "name":"context","url":"context-
service.produs1.ciscoccservice.com","ping":{"status":"200","latency":1168}},{ "name":"dictionary"
,"url":"dictionary.produs1.ciscoccservice.com","ping":{"status":"200","latency":1225}},{ "name":"
ccfs","url":"ccfs.ciscoccservice.com","ping":{"status":"200","latency":1230}},{ "name":"discovery
","url":"discovery1.produs.ciscoccservice.com","ping":{"status":"200","latency":1166}}],"timeSta
mp":"2017-08-07T16:55:01.582Z"}
```

```
SocialMiner:sm116.aru.com =
{"status":{"overallStatus":"ONLINE","successfulUpgradeCount":1,"failureUpgradeCount":0},"config"
:{"appType":"ccx","orgId":"4a6ac8c5-66f5-42b9-8245-7af90eeac12c","uuid":"d86a8f22-c918-4648-
9a07-5fe55728b990","staticSdkVersion":"2.0.3","extensionSdkVersion":"2.0.4-
10710","proxy":"http://proxy-
wsa.es1.cisco.com:80","enabledFeatures":[{"name":"KMS_ENCRYPTION_KEY"},"type":"cs_context","sta
te":"REGISTERED","labMode":false,"requestTimeout":5000,"tcpTimeout":10000,"maxRetries":1,"cluste
r":{"clusterId":"4750a37e-2a5a-4825-a301-30252c100288","clusterName":"ccx-context-
15DBD8FE18B"}],"services":[{"name":"kms","url":"encryption-
a.wbx2.com","ping":{"status":"200","latency":1254},"state":"INITIALIZED"}, {"name":"fms","url":"h
ercules-a.wbx2.com","lastSuccessfulHeartBeatTime":"2017-08-07
22:24:39.628","ping":{"status":"200","latency":1127}},{ "name":"ci","url":"idbroker.webex.com","p
ing":{"status":"200","latency":1028}},{ "name":"context","url":"context-
service.produs1.ciscoccservice.com","ping":{"status":"200","latency":1175}},{ "name":"dictionary"
,"url":"dictionary.produs1.ciscoccservice.com","ping":{"status":"200","latency":1174}},{ "name":"
ccfs","url":"ccfs.ciscoccservice.com","ping":{"status":"200","latency":1128}},{ "name":"discovery
","url":"discovery1.produs.ciscoccservice.com","ping":{"status":"200","latency":1179}}],"timeSta
mp":"2017-08-07T16:55:01.589Z"}
```

```
Finesse:uccx116j1.cisco.com =
{"status":{"overallStatus":"ONLINE","successfulUpgradeCount":1,"failureUpgradeCount":0},"config"
:{"appType":"ccx","orgId":"4a6ac8c5-66f5-42b9-8245-7af90eeac12c","uuid":"d86a8f22-c918-4648-
9a07-5fe55728b990","staticSdkVersion":"2.0.3","extensionSdkVersion":"2.0.4-
10710","proxy":"http://\proxy-
wsa.es1.cisco.com:80","enabledFeatures":[{"name":"KMS_ENCRYPTION_KEY"},"type":"cs_context","sta
te":"REGISTERED","labMode":false,"requestTimeout":5000,"tcpTimeout":10000,"maxRetries":1,"cluste
r":{"clusterId":"4750a37e-2a5a-4825-a301-30252c100288","clusterName":"ccx-context-
15DBD8FE18B"}],"services":[{"name":"kms","url":"encryption-
a.wbx2.com","ping":{"status":"200","latency":1123},"state":"INITIALIZED"}, {"name":"fms","url":"h
ercules-a.wbx2.com","lastSuccessfulHeartBeatTime":"2017-08-07
22:24:52.328","ping":{"status":"200","latency":1149}},{ "name":"ci","url":"idbroker.webex.com","p
ing":{"status":"200","latency":1085}},{ "name":"context","url":"context-
service.produs1.ciscoccservice.com","ping":{"status":"200","latency":1168}},{ "name":"dictionary"
,"url":"dictionary.produs1.ciscoccservice.com","ping":{"status":"200","latency":1181}},{ "name":"
ccfs","url":"ccfs.ciscoccservice.com","ping":{"status":"200","latency":1171}},{ "name":"discovery
","url":"discovery1.produs.ciscoccservice.com","ping":{"status":"200","latency":1136}}],"timeSta
mp":"2017-08-07T16:55:02.099Z"}
```

```
Finesse:uccx116j2.cisco.com =
{"status":{"overallStatus":"ONLINE","successfulUpgradeCount":1,"failureUpgradeCount":0},"config":
{"appType":"ccx","orgId":"4a6ac8c5-66f5-42b9-8245-7af90eeac12c","uuid":"d86a8f22-c918-4648-
9a07-5fe55728b990","staticSdkVersion":"2.0.3","extensionSdkVersion":"2.0.4-
10710","proxy":"http://\proxy-
wsa.esl.cisco.com:80","enabledFeatures":[{"name":"KMS_ENCRYPTION_KEY"},"type":"cs_context","sta
te":"REGISTERED","labMode":false,"requestTimeout":5000,"tcpTimeout":10000,"maxRetries":1,"cluste
r":{"clusterId":"4750a37e-2a5a-4825-a301-30252c100288","clusterName":"ccx-context-
15DBD8FE18B"}}, {"name":"kms","url":"encryption-
a.wbx2.com","ping":{"status":"200","latency":1196},"state":"INITIALIZED"}, {"name":"fms","url":"h
ercules-a.wbx2.com","lastSuccessfulHeartBeatTime":"2017-08-07
22:24:51.027","ping":{"status":"200","latency":1210}}, {"name":"ci","url":"idbroker.webex.com","p
ing":{"status":"200","latency":1032}}, {"name":"context","url":"context-
service.produs1.ciscoccservice.com","ping":{"status":"200","latency":1168}}, {"name":"dictionary"
,"url":"dictionary.produs1.ciscoccservice.com","ping":{"status":"200","latency":1189}}, {"name":"
ccfs","url":"ccfs.ciscoccservice.com","ping":{"status":"200","latency":1207}}, {"name":"discovery
","url":"discovery1.produs.ciscoccservice.com","ping":{"status":"200","latency":1251}}],"timeSta
mp":"2017-08-07T16:55:02.457Z"}
```

此JSON輸出是在初始化聯結器時生成的，它包括以下資訊：

- 總體狀態（當前根據聯結器狀態確定）
- 靜態和擴展（軟體開發工具包）SDK jar版本
- 聯結器型別及其當前狀態
- 當前安全通道狀態（活動、未初始化、錯誤）（如果可用）
- 升級計數
- 升級狀態
- 上次心跳時間戳
- 服務URL
- 代理資訊（如果已配置代理）
- 配置對象（如果可用）
- 各種核心服務的連線狀態

SocialMiner中的上下文服務狀態

SocialMiner(SM)11.6中引入了一個API，它說明了Context Service與SM的整合狀態。使用瀏覽器導航到SocialMiner伺服器上的此位置：**<SM-IP>:<port>/ccp-webapp/ccp/serviceability/contextServiceStatus**

以下是註冊CS後SocialMiner的輸出示例：

```
{"status":{"overallStatus":"ONLINE","successfulUpgradeCount":1,"failureUpgradeCount":0},"config":{"appType":"ccx","o
rgId":"4a6ac8c5-66f5-42b9-8245-7af90eeac12c","uuid":"0ff304fa-7ce6-470d-9fcb-
f83266a06f35","staticSdkVersion":"2.0.3","extensionSdkVersion":"2.0.4-10710","proxy":"http://proxy-
wsa.esl.cisco.com:80","enabledFeatures":[{"name":"KMS_ENCRYPTION_KEY"},"type":"cs_context","state":"REGISTERED","la
bMode":false,"requestTimeout":5000,"tcpTimeout":10000,"maxRetries":1,"cluster":{"clusterId":"065cce61-79de-4173-
87f3-fd6fff30da11","clusterName":"ccx-context-15DC0905FC4"}}, {"name":"kms","url":"encryption-
a.wbx2.com","ping":{"status":"200","latency":1132},"state":"INITIALIZED"}, {"name":"fms","url":"hercules-
a.wbx2.com","lastSuccessfulHeartBeatTime":"2017-08-10
13:40:36.905","ping":{"status":"200","latency":1236}}, {"name":"ci","url":"idbroker.webex.com","ping":{"status":"200"
,"latency":975}}, {"name":"context","url":"context-
service.produs1.ciscoccservice.com","ping":{"status":"200","latency":1273}}, {"name":"dictionary","url":"dictionary.p
rodus1.ciscoccservice.com","ping":{"status":"200","latency":1228}}, {"name":"ccfs","url":"ccfs.ciscoccservice.com","p
ing":{"status":"200","latency":1500}}, {"name":"discovery","url":"discovery1.produs.ciscoccservice.com","ping":{"stat
us":"200","latency":1191}}],"timestamp":"2017-08-10T08:10:43.983Z"}
```

如果上下文服務已註冊，並且SM能夠建立具有有效屬性的連線，則此API的響應包含值為「ONLINE」的屬性「overallStatus」。

如果未啟用上下文服務或SM無法建立連線，則屬性overallStatus的值不是ONLINE。

以下是CS未註冊到SM時的響應示例：

```
{ "status": { "overallStatus": "OFFLINE", "successfulUpgradeCount": 2, "failureUpgradeCount": 0 }, "config": { "staticSdkVersion": "2.0.3", "extensionSdkVersion": "2.0.4-10712", "proxy": "http://proxy-wsa.esl.cisco.com:80", "state": "STOPPED" }, "services": [], "timeStamp": "2017-08-11T06:11:38.086Z" }
```

確定Context Service狀態的步驟到此結束。