即時報告故障排除CVVB無法啟動

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簡介

本檔案介紹如何疑難排解Cisco Virtualized Voice Browser(CVVB)Real Time Reporting應用程式問題。

必要條件

需求

思科建議您瞭解以下主題:

- CVVB
- Microsoft Windows Server

採用元件

本文中的資訊係根據以下軟體和硬體版本:

- CVVB版本11.0(1)
- Windows Internet Explorer(IE)版本8,IE版本11
- Java版本7更新40、Java版本7更新51及更高版本

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,請確保您瞭解任何指令可能造成的影響。

Real Time Reporting應用程式未啟動

症狀

在CVVB Administration頁面的Tools選單中選擇Real Time Reporting選項時, Real Time



如果安裝了Java 7 update 4.0之前的Java版本,則會顯示此消息:

Eisco Virtual	lized Voice Browser Administration - Windows Internet Explorer			
	https://10.201.198.27/appadmin/RTR?request_type=reporting	💌 😵 Certificate Error	🗟 🔄 🗙 📴 Bing	P -
🔶 Favorites	👍 🙋 CVP Callback Diagnostic CVP 🙋 Suggested Sites 🔹 🙋 Web Slice Gallery 👻			
🥖 Cisco Virtuali:	zed Voice Browser Administration		🏠 🔹 🔂 👻 🖃 🌧 🔹 Page 🔹 Safety 🔹 1	iools 🔹 🔞 🗸
🔞 This website v	wants to install the following add-on: 'Java SE Runtime Environment 7 Update 40' from 'Orac	le America, Inc.'. If you trust the webs	site and the add-on and want to install it, click here	×
ahaha	Cisco Virtualized Voice Browser A	dministration	Navigation Cisco VVB Administration	▼ Go
cisco	For Cisco Unified Communications Solutions		Administrator Abo	out Logout
🕖 Done			V Trusted sites Protected Mode: Off	100% - //

步驟1.按一下該消息,然後選擇**為此電腦中的所有使用者安裝此載入項**。系統將顯示一個安全警告 視窗。

Internet I	Explorer - Security Warning			×
Do you	want to install this software?			
Name: Java SE Runtime Environment 7 Update 40				
	Publisher: Oracle America, Inc.			
× Mor	e options	Install	Don't Install	
۲	While files from the Internet can be us your computer. Only install software f	seful, this file type car rom publishers you tr	n potentially harm ust. <u>What's the risk?</u>	

步驟2.更新Java版本。選擇安裝。

步驟3.在下一個Java Setup - Welcome 視窗中,選擇Install >。



步驟4.安裝完成後,在 Java安裝 — 完成 視窗選擇關閉.



	i i i i i i i i i i i i i i i i i i i
Content from the website listed below is being blocked by the Internet Explorer Enhanced	Close
Security Configuration.	
http://java.com	
Continue to prompt when website content is block	ked
Learn more about Internet Explorer's Enhanced Security Confi	guration
If you trust this website, you can lower security settings for the site by adding it to the Trusted sites zone. If you know	Add
this website is on your local intranet, review help for instructions on adding the site to the local intranet zone	
instead.	
Important: adding this website to the Trusted sites zone will low settings for all content from this web site for all applications, in Explorer.	ver the security cluding Internet

此時會出現一個新視窗來驗證Java版本。這是可選**的**,不需要驗證Java版本。

步驟6.繼續重新啟動瀏覽器(關閉所有瀏覽器視窗並重新開啟它)。

步驟7.從CVVB Administration頁面的Tools選單中選擇Real Time Reporting。

此時將顯示「需要更新Java」視窗。



步驟8.按一下Do not ask again until the next update is available(在下一個更新可用之前不再詢問)旁的覈取方塊,然後選擇Later(稍後)。



下一個視窗顯示站點不受信任:

步驟9.選擇Continue。

應用程式被安全設定阻止。

Application Bl	ocked	×
Application	on Blocked by Security Settings	i
Name:	reportApplet	
Location:	https://10.201.198.27/appadmin/reporting/	
Your securi expired ve	ity settings have blocked a self-signed application from running with an out- rsion of Java.	of-date or
		ОК

步驟10.選擇**OK**,系統會顯示錯誤。

🏉 Cis	sco Virtualiz	ed Voice Browser Administration
	cisco	Cisco Virtualized Voice Browser Administration For Cisco Unified Communications Solutions
🛐 Er	ror. Click	for details

解決方案

為了解決此問題,請從啟動瀏覽器的電腦上執行以下步驟:

步驟1.選擇「開始」>「所有程式」>「Java」>「配置Java」,然後選擇Security頁籤。

步驟2.將安全級別降為Medium,以便允許所有Java應用程式運行。



步驟3.從CVVB管理頁面的Tools選單中選擇Real Time Reporting。

步驟4.在「Security Warning」視窗上選擇Continue:

Security	Warning 🛛 🔀
Do yo The co	onnection to this website is untrusted.
L.	Website: https://10.201.198.27:443
Note:	The certificate is not valid and cannot be used to verify the identity of this website. More Information
	Continue

此時將顯示**一個新的**「安全警告」視窗:

Security	Warning		×		
Do you want to run this application?					
		Name:	reportApplet		
Publisher: Location:		Publisher:	UNKNOWN		
		Location:	https://10.201.198.27//sWFReportingCommon.jar		
Runn relea	Running applications by UNKNOWN publishers will be blocked in a future release because it is potentially unsafe and a security risk.				
Risk:	Risk: This application will run with unrestricted access which may put your computer and personal information at risk. The information provided is unreliable or unknown so it is recommended not to run this application unless you are familiar with its source More Information				
Select the box below, then click Run to start the application					
Γ	I accept the ri	sk and want to	run this application. Run Cancel		

步驟5.單擊「我接受風險**並希望運行此應用程式」覈取方塊,**然後選擇「運行」。

Real Time Reporting應用程式現在啟動:



Java安全阻止即時報告應用程式

症狀

Java安全阻止了具有Java版本7 Update 51及更高版本的即時報告應用程式。

Java Application Blocked	
Application Blocked by Java Security	
For security, applications must now meet the requirements for the High of High security settings, or be part of the Exception Site List, to be allowed	or Very to run.
More Information	
Reason: Your security settings have blocked a self-signed application fir	rom OK

解決方案

將CVVB的URL新增到Java Exception List。

下面列出的是在將應用程式URL新增到例外站點清單時允許應用程式運行的情況:

- •應用程式證書未從受信任的證書頒發機構簽名。
- •應用程式證書在本地託管。
- Jar檔案沒有許可權清單屬性。
- •應用程式證書已過期。
- 無法檢查應用程式證書是否吊銷。

附註:高(預設)安全級別不允許運行舊版Java上的未簽名和自簽名Java應用程式。

有關例外清單的更多資訊,請參<u>閱此處</u>。

為了解決此問題,請關閉瀏覽器,並從啟動瀏覽器的電腦上將CVVB主機名URL新增到例外清單中 ,然後執行以下步驟:

步驟1。選擇Start > All Programs > Java > Configure Java。

步驟2.選擇Java控制面板上的Security頁籤。 在視窗底部,選擇編輯站點清單

🚣 Java Control Panel			
General Update Java Security Advanced			
Enable Java content in the browser			
Security level for applications not on the Exception Site list			
🔘 Very High			
Only Java applications identified by a certificate from a trusted authority are allowed to run, and only if the certificate can be verified as not revoked.			
High			
Java applications identified by a certificate from a trusted authority are allowed to run, even if the revocation status of the certificate cannot be verified.			
Exception Site List			
Applications launched from the sites listed below will be allowed to run after the			
Click Edit Site List to add items to this list. Edit Site List			
Restore Security Prompts Manage Certificates			
OK Cancel Apply			

步驟3.從Exception Site List窗口中選擇Add按鈕。

Exception Site List	X
Applications launched from the sites listed below will be allo appropriate security prompts.	wed to run after the
Click Add to add an item to this list.	
FILE and HTTP protocols are considered a security risk. We recommend using HTTPS sites where available.	Add Remove
	OK Cancel

步驟4.在Location下的空白欄位中點選,然後輸入URL。

附註:URL必須以http://或https://開頭

示例:

<u>http://myexample.com</u>或<u>https://myexample.com</u>

Exception Site List	X			
Applications launched from the sites listed below will be allowed to run after the appropriate security prompts.				
Location				
https://10.201.198.27/				
Add	Remove			
FILE and HTTP protocols are considered a security risk. We recommend using HTTPS sites where available.				
OK	Cancel			

步驟5.選擇OK以儲存您輸入的URL。如果選擇取消,則不會儲存URL。

步驟6.如果顯示,請在「安全警告」對話框上選擇Continue。

Java安全性不再阻止Real Time Reporting應用程式