# 配置門戶和分析器WebEx聯絡中心的會話超時值

## 目錄

<u>簡介</u> <u>必要條件</u> <u>密求用元件</u> 設組驗難 擬難

# 簡介

本文檔介紹設定WebEx聯絡中心門戶和分析器會話超時值的步驟

作者: Bhushan Suresh - Cisco TAC工程師和Vishal Goyal - Cisco TAC工程師

# 必要條件

## 需求

思科建議您瞭解以下主題:

- •訪問管理員webex門戶 <u>https://admin.webex.com/</u>
- •訪問WxCC門戶 <u>https://portal-v2.wxcc-us1.cisco.com/</u>
- WxCC 2.0

## 採用元件

本檔案中的資訊是根據以下軟體版本:

• WxCC 2.0

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。

## 設定

### 組態

#### WxCC Portal頁和Analyzer頁的會話超時設定在Control hub上,可以使用這些步驟驗證當前設定 (預設值是20分鐘),並將其提高到您的組織需要

在控制中心(<u>https://admin.webex.com/</u>)上

- 選擇組織設定
- 在閒置超時部分下,在Webex Control Hub Idle Timeout > Control Hub timeout下,檢查當前超時值並將其增大為所需值

webex Control Hub						
♡ Webex Experience ^	Organization Settings					
<b>boll</b> Analytics	Organization Settings					
~ Troubleshooting						
Reports	Idle Timeouts	Webex web client idle timeout				
		Automatically log users out of an idle session. You can change th user is logged out of their account.	te amount of time the client will remain idle until the			
MANAGEMENT						
요 Users		To check whether users are connected to your organization's net	twork, provide the URL of internal site that allows			
Ø Workspaces		cross-origin-resource to share CORS with Webex web client.				
Devices						
88 Apps						
The Account						
		Off network	In network			
		No timeout 🗸 🗸	No timeout 🗸 🗸			
SERVICES						
C Updates & Migrations		Webex Control Hub Idle Timeout				
O Messaging		When enabled, users are automatically signed out of idle Webex	Control Hub sessions. You determine the amount of			
% Calling		time Webex Control Hub remains Idle until users are signed out.				
Ontact Center Ontact Center Ontact		Control Hub timeout				
Connected UC		20 minutes (Default)				

# 驗證

要驗證是否已成功應用控制中心超時,請請求門戶和分析器的使用者註銷、清除快取並重新登入。 完成此操作後,請使用以下步驟驗證已成功應用值集:

 訪問門戶頁面(https://portal-v2.wxcc-us1.cisco.com)並啟用開發人員工具(選擇設定>更多工具> 開發人員工具)

	Ē	130% 🖒	-		•	=
		Sync and save data			Sign In	
		New tab			Ctrl	+T
		New window			Ctrl+	۴N
		New private window		Ct	rl+Shift	+P
		Bookmarks				>
		History				>
		Downloads			Ctrl	+J
		Passwords				
		Add-ons and themes		Ctr	l+Shift+	+A
		Print			Ctrl	+P
		Save page as			Ctrl	+S
		Find in page			Ctrl	+F
		Zoom	-	130%	+	7
-		Settings				
		More tools				>
		Help				>
		Exit		Ctr	1+Shift+	+Q

		E	130%	☆		$\bigtriangledown$	≡
	R	D Inspector D Debugger ↑↓ Network () Style Editor O Performance D Memory E Storage 🛉 Accessibility	<		More tools		
^		Y Fater Output   Errors   Warnings     > Some cookies are misusing the "SameSite" attribute, so it won't work as expected   Image: SameSite" attribute, so it won't work as expected     Ignoring unsupported entryTypes: layout-shift.   downloadable font-display timeout, webfont not used (font-family: "CiscoSansTT Light" style:normal weight:400 stretch:100 sr https://admin.webex.com/light.god2/55dd3dds8de7f6.woff2     Cross-Origin Request Blocked: The Same Origin Policy disallows reading the remote resource at https://newsroom.cisco.com/data/synd     (Reason: CORS header 'Access-Control-Allow-Origin' missing). Status code: 200. [Learn Nore]     downloadable font: font-display timeout, webfont not used (font-family: "CiscoSansTT Bold" style:normal weight:400 stretch:100 src /bold.cod33d63ebd7b4b7e797.woff2	Custo Brows V V Task N Remo	mize to er tools Web Der Manage te Deb	olbar veloper Tools r ugging	Ctrl+Shif	ft+l
	<b>A</b>	Chart was not disposed id-22 Relative positioning of table rows and row groups is now supported. This site may need to be updated because it may depend on this effect. walkme 1	Brows Respo	er Cons	ole Nesign Mode	Ctrl+Shif Ctrl+Shift	t+J +M
	•	The script from "https://playerserver.walkme.com/ToDolist/UserCompletedTasksByIdsAndGoalsIds?collback=mtjQuery17105018165241252069 userGuid=71223eb91ce54fe7be8dc430ffb76d6ff&endUserId=51e68488f50sc0b8cb4c2252bf722775fb5b0ffab246d6407a1c0c5e39c62ff8taskGoalsIds %SU%2c%22176911%22%3A%5854243%SU%2c%22176912%22%3A%58584245%SU%2c%22176913%22%3A%58584247%SU%2c%22176915%22%3A%58584248%SU%2c%221 %22176911%22%3A%5854268%SU%2c%22176912%22%3A%58584269%SU%2c%22176913%22%3A%58584247%SU%2c%2218169%22%3A%58584248%SU%2c%221 %22176911%22%3A%5854268%SU%2c%22176912%22%3A%58584269%SU%2c%22176923%22%3A%58584271%SU%2c%2218169%22%3A%58584248%SU%2c%221 %as loaded even though its MIME type ("application/json") is not a valid JavaScript MIME type. [Learn_Nore]	Eyedro Page : Extens	opper Source sions fo	r developers	Ctrl	+U
	* *	md-button: content is not a string, you must add an "aria-label" for accessibility. outerHTML="‹button mdbutton="" class="md- button md-button32 md-buttonicon" active="false" href="" tabindex="0" type="button">< > <span <br="" class="md-buttonchildren">style="opacity: 1;"&gt;<i class="icon icon-cancel_12 md-icon" style="color: inherit;"></i></span> "					

 • 啟用開發人員工具後,訪問Application Settings和Local Storage(其中列出了Portal URL和 Analyzer URL)。選擇門戶Url(<u>https://portal-v2.wxcc-us1.cisco.com</u>),並檢查
SessionTimeoutDuration(以秒為單位)是在控制中心上設定的值

附註:sessionTimeout值在達到零時向下計數並過期

C s portal vz.wece us1.dscb.com/portal/home.html#				
hde ≡	c Ck 🔂 Elec	ents Console Sources Network	Performance Memory Application S	ecurity Lighthouse Recorder 👗
a	Application	C	Filter	⊗ ×
Deshboard × Entry Point Mappings×	Manifest	Key	y 🖊	Value
Entry Point Mappings	Help () Entry Point Mappings > List	rkers act	iveTab	Entry Point Mappings
0	Storage	bar	nnerColor	null
Dialed Numbers		ses	sionTimeout	1642
Select Entry Point All -	🛓 Storage	kee	epAliverequestList	["/portal/session-keep-alive",
	V III Local Store	ge 📕 has	sHrsAccess	false
+ New Mapping	Search +1852589399	ortal-v2.wxcc-us1.cisco.com ses	sionTimeoutDuration	1800
	III https://a	has has has has has has	sRtmcAccess	false
DN IL Entry Point II ID	Ell Session Sta	rage has	sCustomTheme	false
	ed/678a2ee 🗐 IndexedDB			
	Web SQL			
•	► 🕲 Cookies			SessionTimeoutDuration value
	Trust Toker	5		Control Hub Timeout value set
				on control hub
2	Cache			-
	E Carbe Stre	100		
	Back-forwa	rd Cache		
	Background Servi	ces		
	†1 Backgroun	i Fetch		
	D Backgroun	1 Sunc		
	Notificatio	15		
	E Payment H	andler		
	() Periodic Ba	ckaround Svnc		
Showing 1 to 1 of 1 entries (lifered from 4 total entries)	First Previous 1 Next Last	saina		

## 疑難排解

如果未在WxCC上珩磨控制中心上設定的超時值,請使TAC與瀏覽器控制檯日誌和HAR日誌聯絡(此 處提供了收集這些日誌的步驟<u>),以進一步排除故障。</u>

#### 關於此翻譯

思科已使用電腦和人工技術翻譯本文件,讓全世界的使用者能夠以自己的語言理解支援內容。請注 意,即使是最佳機器翻譯,也不如專業譯者翻譯的內容準確。Cisco Systems, Inc. 對這些翻譯的準 確度概不負責,並建議一律查看原始英文文件(提供連結)。