

對10分鐘後註銷的Finesse SSO代理進行故障排除

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簡介

本文檔介紹如何解決Finesse Agent Desktop在10分鐘後註銷單一登入(SSO)代理的問題。

必備條件

需求

思科建議您瞭解以下主題

- Cisco Unified Contact Center Enterprise(UCCE)
- Cisco Finesse
- IDS伺服器 (身分識別伺服器)

採用元件

本檔案中的資訊是根據以下軟體版本。

- Cisco UCCE 11.5及更高版本
- Cisco Finesse 11.5及更高版本

背景資訊:

單一登入(SSO)是一個身份驗證和授權過程。(身份驗證會證明您就是您所說的使用者，而授權會驗證您是否被允許執行您嘗試執行的操作。) SSO允許使用者登入一個應用程式，然後安全地訪問其他授權應用程式，而無需提示重新提供使用者憑據。SSO僅允許思科主管或代理使用使用者名稱和密碼登入一次，從而可在單個瀏覽器例項中訪問其所有基於思科瀏覽器的應用程式和服務。通過使用SSO，思科管理員可以從公共使用者目錄管理所有使用者，並一致地對所有使用者實施密碼策略。SSO是一項可選功能，其實現要求您在整個企業解決方案中啟用HTTPS協定。

問題

10分鐘後，SSO Finesse代理已登入到Finesse代理案頭，此錯誤消息會彈出，「There a problem to keeping your session alive.您將在10分鐘內註銷」。

疑難排解

步驟2.分析Finesse日誌

Finesse客戶端日誌：

2017-03-25T05:18:27.610 -05:00: C5E373: rcdnuccefinla.lab.ucce.com: Mar 25 2017 05:18:27.618 - 0500: Header : Unable to refresh access token after 3 retries. User will be logged out in some time

2017-03-25T05:28:38.459 -05:00: C5E373: rcdnuccefinla.lab.ucce.com: Mar 25 2017 05:28:38.472 - 0500: Header : Unable to refresh access token after several retries, Logging out user.....

Finesse閥日誌：

2017-03-25 05:15:27.509 CDT(-0500) [http-apr-8445-exec-2] WARN c.c.c.common.ids.client.util.Utils Utils.java:526 - https://rcdnuccecuic1.lab.ucce.com:8553/ids/v1/oauth/access_token threw error {"error":"Invalid Token","error_description":"Invalid Token"}

2017-03-25 05:15:27.509 CDT(-0500) [http-apr-8445-exec-2] INFO c.c.c.c.i.c.APIErrorDeserializer APIErrorDeserializer.java:64 - Received JSON response from REST Call. Response is : {"error":"Invalid Token","error_description":"Invalid Token"}

2017-03-25 05:15:27.510 CDT(-0500) [http-apr-8445-exec-2] INFO c.c.c.c.i.c.APIErrorDeserializer APIErrorDeserializer.java:87 - The APIError constructed is {"errorType":"Invalid Token","errorData":"","errorMessage":"Invalid Token"}

2017-03-25 05:15:27.510 CDT(-0500) [http-apr-8445-exec-2] ERROR c.c.c.c.ids.client.IdsRESTClient IdsRESTClient.java:127 - Error refreshing access token with request: <grant_type=refresh_token&access_token=eyJhbGciOiJIaXkiLCJpdHkiOiJKV1QiLCJlbmMiOiJBMjI4Q0JDLUhmTjU2In0..zR19aGdqaTHO7B1V4lRfzQ.WHYqcPuyvHtFLRyEgvm--PBhH5Atk jwmXB3lQQJUMIwCZ6BdUBrU9ULZzvomBxNsKZQbVcW5TedMb-3sAt00-nMabe8wFciCJXRwppb6Hwf86-ULE9qBukY9P_QIZNP3adBPgAV3g3BHQaxmHjP5y56iaWNUHJKqdCDxYgVcx48 jbu77NiVMo8J9_oDfmszpgof6bRt1MqXYCW CsXTElaokPiKYIGXulZMGl2Hs8dg5fEpBabodIpghuEFxp8yZUhV1140v3FzMXqJXh-rB7AJhH4YsySUypsmGfixHplBrmsjz7F_GnE_QCAhXinjpWA33zbSn3InLO7oN4t_i0SJVGRkFpS7D7gEXCEqR41C7cpYcNI 7TZftorVHLakmde_YLcQ5ogueMamUnpszXZl7A-F0ckfPwPnfYespOcef8eMwOJ9PKw5umH3Ib5TH0ECO09C5QF1-h885y1LkzJ9StjxbLq2mIcMiii jppqTAN-kwrEghwtTXsiaUQS__ua-5dXkFK-11-5xay-IVCI67ZK-ejgI-NJT_eK2PoejzJoKsbbmMrZ11YWimVDSak7axd_srD64nCMKeX_jkve4YXLZ1CBQWEm-ytS21i1VEDNybpGCJDQ26rJE9BEDUGB7v5Y07cT5dWij516xxcfXf8gPE49aHRJwYCR4c jau4cbqKeBOR1L2xd102TwdMOCM y4bL53Hz7hSfWQ5tqB31rOjvGalmfEESmFI8NflGc0Y_x08P_3CK1tuu3Ron2_BI6yWdnNx6L_K5Ua6nfJ_54FL6Ir8v-tsc68x4MAoXIb2q_ZcTbU_8NWPEndQJHPXNo8idjmu7T698rydlT9G1v90G2ftqoBpC0yOLMACo8JMp05TJOIbr4tLkbl308 CsUzoPolXVxNLSlLgnJjCyI9U8ayhVSYnOQTREU1qfXcZU0RZeesNoFT3I0TteoAJgrw0r3bHWX4hIMLMv6Dun84BXIu2ggN NCuFPcYrCEc.ofVBBogeikMw4DaUgJUGjg&refresh_token=eyJhbGciOiJIaXkiLCJpdHkiOiJKV1QiLCJlbmMiOiJBMjI4Q0JDLUhmTjU2In0..Qn8sI32J2xBpxhRgLRP4JA.8e4_Qj4kH3ZZ8HoL7ehq5v2_lzloiBVou_n6xZY-2jwJh7MaX2UlCaJImAFxhONAUFBKS3bddvZtTXkCrYlJZajvfbsN0ZfsSAQry-1UYpu69KpboJtIKIeHrbdoo_uhboA7hw76wbUAMg-lq0P6yR36tZR3oL6x7W1Eyj84mNdX60GGPI0DUhC_KedyTEq4yFKLIDI2WGdMfwarHh9tYSmdCn7tkfjjWr6yduKuFNft06QE Oqh1jvQThrzXL4XUru0nNNJebG_9UjGOqG4UY7F3ZzEYEn-0HKwCu5pe-igcxCnvcYuldMdnubULxCBT9Xh2fNNzZI20prJs4EpeGvSblcjlQ3ry_DlJeE8QxrqFqFQHg8WmRefsrdKh2iW2x-F1Tx17XX5qaYQPjv1TfOI0i3lq6iziv_llkDOLTav6yB4Dwz0V0c4dcDS8r9wSNMsn-TpCEYxD4BhfEgrWkvj07oLpStfMzNaTJI5mbAVdvAQoUfzYwo3ARRV6UeNldnXp6dIlZbYLApHE9SBboN-zzxd8jbgTKFAvdPY75WG_JXqLAcB5QwwiV_pDdmCDtnFnptNOIlaX6-QB5m87gmG3bIMYF6gd-DFicdq2B6eNlwwqYMQHSWlWGJgaEx1SC1sb9YOIaPCbVg_CEPoE2fV5ygSTKd_gyE2B-O-teZRHHtC7UTluDw6n6fHPMBr_aal743NUbo-acdOwnMw.mLJo-QMvNfo_FUjXT5rprg> com.cisco.ccbu.common.ids.client.IdsRestClientException: 401 : {"error":"Invalid Token","error_description":"Invalid Token"}

從Finesse日誌中，您可以看到Finesse客戶端無法驗證刷新訪問令牌，因此座席已註銷。

步驟3.收集IDS日誌

IDS

2017-03-25 04:51:47.780 CDT(-0500) [IdSEndPoints-182] INFO com.cisco.ccbu.ids IdsAccessTokenEndPoint.java:211 - Created refresh-token

```
{"ids_id": "RCDNUCCECUIC1.lab.ucce.com", "client_id": "16591e94d537a823ff73b8ca6e18f6f7faf4d94c", "token": "2062508557141190e68be196938b1316a8ac0e63", "expiry": "1490471507779", "usage": "refresh", "ver": "1.0"}
```

```
2017-03-25 04:51:47.780 CDT(-0500) [IdSEndPoints-182] INFO com.cisco.ccbu.ids  
IdAccessTokenEndPoint.java:214 - Created access-token  
{ "scope": [ "ccc_onprem_apps" ], "rt": "2062508557141190e68be196938b1316a8ac0e63", "user_id": "Agent2",  
"realm": "lab.ucce.com", "upn": "Agent2@lab.ucce.com", "ids_id": "RCDNUCCECUIC1.lab.ucce.com", "client_id": "16591e94d537a823ff73b8ca6e18f6f7faf4d94c", "token": "b9a9dac1580e55b1eeb2dbbbde2763f0aed67513", "expiry": "1490439107779", "usage": "access", "ver": "1.0" }
```

```
2017-03-25 05:15:06.799 CDT(-0500) [IdSEndPoints-196] INFO com.cisco.ccbu.ids  
IdAccessTokenEndPoint.java:211 - Created refresh-token  
{ "ids_id": "RCDNUCCECUIC1.lab.ucce.com", "client_id": "16591e94d537a823ff73b8ca6e18f6f7faf4d94c", "token": "bcb2a7858654157e259ce77dcc787e995b9d775b", "expiry": "1490472906798", "usage": "refresh", "ver": "1.0" }
```

```
2017-03-25 05:15:06.799 CDT(-0500) [IdSEndPoints-196] INFO com.cisco.ccbu.ids  
IdAccessTokenEndPoint.java:214 - Created access-token  
{ "scope": [ "ccc_onprem_apps" ], "rt": "bcb2a7858654157e259ce77dcc787e995b9d775b", "user_id": "Agent2",  
"realm": "lab.ucce.com", "upn": "Agent2@lab.ucce.com", "ids_id": "RCDNUCCECUIC1.lab.ucce.com", "client_id": "16591e94d537a823ff73b8ca6e18f6f7faf4d94c", "token": "6723b71b821d78c8f37d82e1cea4aa59f67dcaaf", "expiry": "1490440506798", "usage": "access", "ver": "1.0" }
```

```
2017-03-25 05:15:27.507 CDT(-0500) [IdSEndPoints-198] WARN com.cisco.ccbu.ids  
IdSRefreshTokenRequestValidator.java:115 - refresh token id mismatch.. refresh token id in  
refresh token is bcb2a7858654157e259ce77dcc787e995b9d775b; in access token is  
2062508557141190e68be196938b1316a8ac0e63
```

```
2017-03-25 05:15:27.507 CDT(-0500) [IdSEndPoints-198] ERROR com.cisco.ccbu.ids  
IdSOAuthEndPoint.java:45 - Exception processing auth request.  
org.apache.oltu.oauth2.common.exception.OAuthProblemException: Invalid Token, Invalid Token
```

Internet Explorer(IE)IDS

因應措施

步驟1.清除IE快取並重新啟動Internet Explorer。

步驟2.完成後，登入代理。如果問題仍然存在，請重新啟動Agent Desktop。