Solución de problemas del error: No se pudieron obtener los datos de licencia en la vista de voz de Unity Connection

Contenido

Introducción

Este documento describe las acciones que se deben realizar cuando la versión 12.5(1) de Cisco Unity Connection (CUC) en la interfaz gráfica de usuario (GUI) muestra el mensaje de error: **No se pudieron obtener los datos de la licencia. Para obtener más detalles, verifique los registros de diagnóstico de CuSlmSvr** al habilitar/registrar el servicio Speechview.

Prerequisites

Requirements

Cisco recomienda que tenga conocimiento sobre estos temas:

- Cisco Unity Connection.
- Función Cisco Speechview.

Componentes Utilizados

Este documento no tiene restricciones específicas en cuanto a versiones de software y de hardware.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. Si tiene una red en vivo, asegúrese de entender el posible impacto de cualquier comando.

Análisis de registro

A medida que se indica el mensaje de error mostrado, debe recopilar los registros **CuSlmSvr** (Connection Smart License Manager Server en RTMT) para investigar más el problema.

El proceso comienza:

```
19:19:03.395 |8060,,,CuSlmSvr,3,18-08-2020 INFO [SLM-12]
com.cisco.unity.slm.common.SmartLicenseUtility#isSttEnabled - STT Enabled Status :1
19:19:03.395 |8060,,,CuSlmSvr,3,18-08-2020 DEBUG [SLM-12]
com.cisco.unity.slm.dal.DbCrudOperationsImpl#get - Exceute Query : select sttdataacquired from
vw_elmlicensestatus
19:19:03.395 |8060,,,CuSlmSvr,3,18-08-2020 DEBUG [SLM-12]
com.cisco.unity.slm.dal.DbHelper#getDbConnection - Getting DB connection for executing query
19:19:03.396 |8060,,,CuSlmSvr,3,18-08-2020 DEBUG [SLM-12]
com.cisco.unity.slm.dal.DbHelper#executeQuery - Query executed succesfully
19:19:03.396 |8060,,,CuSlmSvr,3,18-08-2020 DEBUG [SLM-12]
com.cisco.unity.slm.dal.DbHelper#closeResources - closeResources Statement : DbHelper
19:19:03.396 |8060,,,CuSlmSvr,3,18-08-2020 INFO [SLM-12]
com.cisco.unity.slm.common.SmartLicenseUtility#isSttDataAcquired - STTDataAquired Status :0
19:19:03.396 |8060,,,CuSlmSvr,3,18-08-2020 DEBUG [SLM-12]
com.cisco.unity.slm.dal.DbCrudOperationsImpl#get - Exceute Query : select count from
UnityDirDb:vw_LicenseStatusCount where tagname='LicSTTProSubscribersMax'
19:19:03.397 |8060,,,CuSlmSvr,3,18-08-2020 DEBUG [SLM-12]
com.cisco.unity.slm.dal.DbHelper#getDbConnection - Getting DB connection for executing query
19:19:03.402 |8060,,,CuSlmSvr,3,18-08-2020 DEBUG [SLM-12]
com.cisco.unity.slm.dal.DbHelper#executeQuery - Query executed succesfully
19:19:03.402 |8060,,,CuSlmSvr,3,18-08-2020 DEBUG [SLM-12]
com.cisco.unity.slm.dal.DbHelper#closeResources - closeResources Statement : DbHelper
19:19:03.402 |8060,,,CuSlmSvr,3,18-08-2020 DEBUG [SLM-12]
com.cisco.unity.slm.core.SmartLicenseManager#fetchThirdPartyKeys - Values of parameter passed in
requestThirdPartyKeys method :: isLive :: true isComplianceRequired :: true
thirdPartyKeysParamArr [ThirdPartyKeysParam [id=2017844434, keyId=0, name=VOUCHER_CODE,
value=regid.2017-04.com.cisco.CUC_SpeechView,12.0_946cef06-3332-4037-9bd3-e4705c2c7ebb,
routing=NUANCE, action=GENERATE]]
19:19:03.403 |8060,,,CuSlmSvr,4,18-08-2020 DEBUG [SLM-12]
com.cisco.nesla.plugin.DefaultCrypto#parseCertificate - getSubjectDN().getName: CN=Cisco Unity
Connection,2.5.4.5=#13243463437646630342d616538392d346466362d626331352d6431376331613366313353366
,O=Cisco
19:19:03.403 |8060,,,CuSlmSvr,4,18-08-2020 DEBUG [SLM-12]
com.cisco.nesla.plugin.DefaultCrypto#parseCertificate - getSubjectDN().toString: CN=Cisco Unity
Connection, SERIALNUMBER=4d47df04-ae89-4df6-bc15-d17c1a3f153f, O=Cisco
19:19:03.403 |8060,,,CuSlmSvr,3,18-08-2020 DEBUG [SLM-12]
com.cisco.unity.slm.crypto.CustomCrypto#extractSubjectAlternativeNames - Entered
extractSubjectAlternativeNames(null)
19:19:03.403 |8060,,,CuSlmSvr,3,18-08-2020 DEBUG [SLM-12]
com.cisco.unity.slm.crypto.CustomCrypto#getSUDIList - Collection<List<?>> is null, exiting -
extractSubjectAlternativeNames
19:19:03.403 |8060,,,CuSlmSvr,3,18-08-2020 DEBUG [SLM-12]
com.cisco.unity.slm.crypto.CustomCrypto#extractSubjectAlternativeNames - returning sudiList :
[], exiting extractSubjectAlternativeNames(Collection<List<?>>
19:19:03.403 |8060,,,CuSlmSvr,3,18-08-2020 DEBUG [SLM-12]
com.cisco.unity.slm.crypto.CustomCrypto#extractCertificateType - Entered
extractCertificateType(subjectDnName = CN=Cisco Unity Connection, SERIALNUMBER=4d47df04-ae89-
4df6-bc15-d17c1a3f153f, O=Cisco)
19:19:03.403 |8060,,,CuSlmSvr,3,18-08-2020 INFO [SLM-12]
com.cisco.unity.slm.crypto.CustomCrypto#extractCertificateType - Matched subjectDnName -
CN=Cisco Unity Connection, SERIALNUMBER=4d47df04-ae89-4df6-bc15-d17c1a3f153f, O=Cisco,
pattern1=CN=.*SERIALNUMBER.*, match1=true, pattern2=O=.*SERIALNUMBER.*CN=.*, match2=false,
returning certificate = ID_CERT
19:19:03.404 |8060,,,CuSlmSvr,4,18-08-2020 DEBUG [SLM-12]
com.cisco.nesla.plugin.DefaultCrypto#parseCertificate - getSubjectDN().getName: CN=MMI
Signer,O=Cisco
19:19:03.404 |8060,,,CuSlmSvr,4,18-08-2020 DEBUG [SLM-12]
com.cisco.nesla.plugin.DefaultCrypto#parseCertificate - getSubjectDN().toString: CN=MMI Signer,
O=Cisco
```

El servidor solicita el VOUCHER_CODE:

19:19:03.417 |8060,,,CuSlmSvr,4,18-08-2020 DEBUG [SLM-12]
com.cisco.nesla.agent.impl.MessageComposer#composeTPK - composedMesg: {"signature":{"type":"SHA-
256","value":"Pf9POO6+YzchhKnZ3Q0SMamccnS/FPcoRSTdhJNyJkr0EHeDm3bU3FzUqneuKZuw4vfP3nsGP0OzwcY8tz
OszcoK3JJDpi5y4wPm2IijLwGZSx0eQVatt7kXxbZ5PU25y4ZKY/egd1hANOn3E7lcLAXAgmgNR5A2exxrgkLt5pHo1mAVTS
aDGag0+YqKRXxOTTyJPs1pmeIj6z7ELwWlwBD4QQANYdFj+leHChq9figxcE1ftcXHn1dy2nWl9musbfZu9B+Vb/32kusoRq
/uEuxn2YbBQ3wsjq5yLQM8iDNzF7vzcZC1JsgyO3qn3jxzRYPrfhTHr2LY6WGcRcJ37g=="},"credential":null,"requ
est":"{\"header\":{\"version\":\"1.1\",\"locale\":\"en_US.UTF-
8\",\"sudi\":{\"suvi\":null,\"uuid\":\"0cd5739043bf4318aae467eacec7dbb9\",\"host_identifier\":nu
ll,\"mac_address\":null,\"udi_pid\":\"Cisco Unity
Connection\",\"udi_serial_number\":\"0cd5739043bf4318aae467eacec\",\"udi_vid\":null},\"timestamp
\":0,\"nonce\":\"7648446339161391345\",\"request_type\":\"THIRD_PARTY_KEY\",\"agent_actions\":nu
ll,\"connect_info\":null,\"product_instance_identifier\":\"4d47df04-ae89-4df6-bc15-
d17c1a3f153f\",\"id_cert_serial_number\":\"16451298\",\"signing_cert_serial_number\":\"3\"},\"no
nce\":\"7648446339161391345\",\"request_data\":\"{\\\"sudi\\\":{\\\"suvi\\\":null,\\\"uuid\\\":\
\\"0cd5739043bf4318aae467eacec7dbb9\\\",\\\"host_identifier\\\":null,\\\"mac_address\\\":null,\\
\"udi_pid\\\":\\\"Cisco Unity
Connection\\\",\\\"udi_serial_number\\\":\\\"0cd5739043bf4318aae467eacec\\\",\\\"udi_vid\\\":nul
l},\\\"timestamp\\\":1597792743402,\\\"nonce\\\":\\\"7648446339161391345\\\",\\\"live\\\":true,\
\\"data\\\":[{\\\"id\\\":2017844434,\\\"name\\\":\\\"VOUCHER_CODE\\\",\\\"value\\\":\\\"regid.20
17-04.com.cisco.CUC_SpeechView,12.0_946cef06-3332-4037-9bd3-
e4705c2c7ebb\\\",\\\"routing\\\":\\\"NUANCE\\\",\\\"action\\\":\\\"GENERATE\\\",\\\"key_id\\\":0
}],\\\"product_instance_identifier\\\":\\\"4d47df04-ae89-4df6-bc15-
d17c1a3f153f\\\",\\\"compliance_required\\\":true}\"}"}

El mensaje se envía a CSSM con la solicitud para obtener las claves.

19:19:03.417 |8060,,,CuSlmSvr,4,18-08-2020 DEBUG [SLM-12]
com.cisco.nesla.plugin.EmbeddedGCHCommunication#sendSCHMessage - in sendMessage(),
resetProfileHttpAddr to: https://tools.cisco.com/its/service/oddce/services/DDCEService
19:19:03.417 |8060,,,CuSlmSvr,4,18-08-2020 DEBUG [SLM-12]
com.cisco.nesla.plugin.EmbeddedGCHCommunication#sendSCHMessage - EmbeddedGCHCommunication
[callHomeProps={devUrl=https://tools.cisco.com/its/service/oddce/services/DDCEService},
url=https://tools.cisco.com/its/service/oddce/services/DDCEService,
transportMode=TransportCallHome, parentFactory=com.cisco.nesla.agent.SmartAgentFactory@158cfc5,
gchClient=com.callhome.service.CallHome@cb4b0, SA_PROFILE=null, dualUrl=null]
19:19:03.417 |8060,,,CuSlmSvr,4,18-08-2020 DEBUG [SLM-12]
com.cisco.nesla.plugin.EmbeddedGCHCommunication#sendSCHMessage - effective Authenticator URL:
https://tools.cisco.com/its/service/oddce/services/DDCEService
19:19:03.417 |8060,,,CuSlmSvr,6,18-08-2020 INFO [SLM-12]
com.callhome.module.config_manager.ProfileManager#resetProfileHttpAddr - reset http url Cisco-
TAC-1 for profile https://tools.cisco.com/its/service/oddce/services/DDCEService
19:19:03.418 |8060,,,CuSlmSvr,6,18-08-2020 DEBUG [SLM-12]
com.callhome.module.message_processor.BaseMessage#setInternalReqData - Set request data:
Session_To = http://tools.cisco.com/neddce/services/DDCEService
19:19:03.422 |8060,,,CuSlmSvr,6,18-08-2020 DEBUG [SLM-12]
com.callhome.module.message_processor.BaseMessage#setInternalReqData - Set request data:
Attachment_Data = {"signature":{"type":"SHA-
256","value":"Pf9POO6+YzchhKnZ3Q0SMamccnS/FPcoRSTdhJNyJkr0EHeDm3bU3FzUqneuKZuw4vfP3nsGP0OzwcY8tz
OszcoK3JJDpi5y4wPm2IijLwGZSx0eQVatt7kXxbZ5PU25y4ZKY/egd1hANOn3E7lcLAXAgmgNR5A2exxrgkLt5pHo1mAVTS
aDGag0+YqKRXxOTTyJPs1pmeIj6z7ELwWlwBD4QQANYdFj+leHChq9figxcE1ftcXHn1dy2nWl9musbfZu9B+Vb/32kusoRq
/uEuxn2YbBQ3wsjq5yLQM8iDNzF7vzcZC1JsgyO3qn3jxzRYPrfhTHr2LY6WGcRcJ37g=="},"credential":null,"requ
est":"{\"header\":{\"version\":\"1.1\",\"locale\":\"en_US.UTF-
8\",\"sudi\":{\"suvi\":null,\"uuid\":\"0cd5739043bf4318aae467eacec7dbb9\",\"host_identifier\":nu
ll,\"mac_address\":null,\"udi_pid\":\"Cisco Unity
Connection\",\"udi_serial_number\":\"0cd5739043bf4318aae467eacec\",\"udi_vid\":null},\"timestamp
\":0,\"nonce\":\"7648446339161391345\",\"request_type\":\"THIRD_PARTY_KEY\",\"agent_actions\":nu
ll,\"connect_info\":null,\"product_instance_identifier\":\"4d47df04-ae89-4df6-bc15-
d17c1a3f153f\",\"id_cert_serial_number\":\"16451298\",\"signing_cert_serial_number\":\"3\"},\"no
nce\":\"7648446339161391345\",\"request_data\":\"{\\\"sudi\\\":{\\\"suvi\\\":null,\\\"uuid\\\":\
\\"0cd5739043bf4318aae467eacec7dbb9\\\",\\\"host_identifier\\\":null,\\\"mac_address\\\":null,\\
\"udi_pid\\\":\\\"Cisco Unity
Connection\\\",\\\"udi_serial_number\\\":\\\"0cd5739043bf4318aae467eacec\\\",\\\"udi_vid\\\":nul
l},\\\"timestamp\\\":1597792743402,\\\"nonce\\\":\\\"7648446339161391345\\\",\\\"live\\\":true,\

\\"data\\\":[{\\\\"id\\\\":2017844434,\\\\"name\\\\":\\\\"VOUCHER_CODE\\\\",\\\\"value\\\\":\\\\"regid.20
17-04.com.cisco.CUC_SpeechView,12.0_946cef06-3332-4037-9bd3-
e4705c2c7ebb\\\\",\\\\"routing\\\\":\\\\"NUANCE\\\\",\\\\"action\\\\":\\\\"GENERATE\\\\",\\\\"key_id\\\\":0
}],\\\\"product_instance_identifier\\\\":\\\\"4d47df04-ae89-4df6-bc15-
d17c1a3f153f\\\\",\\\\"compliance_required\\\\":true}\"}"}
19:19:03.422 |8060,,,CuSlmSvr,6,18-08-2020 INFO [SLM-12]
com.callhome.module.data.statistics.StatisticsMgr#updateSLStatistics - update Smart Lincense
Statistics Data
19:19:03.429 |8060,,,CuSlmSvr,6,18-08-2020 INFO [SLM-12]
com.callhome.module.message_processor.BaseMessage#makeAmlBlockAttachment - create attachment for
smart_licensing_data with type inline

Luego se procesa la respuesta

19:19:04.741 |8060,,,CuSlmSvr,6,18-08-2020 DEBUG [SLM-12]
com.callhome.module.message_processor.BaseMessage#processResponseMessage - Process response
message

Se ve el error

19:19:04.789 |8060,,,CuSlmSvr,3,18-08-2020 ERROR [SLM-12]
com.cisco.unity.slm.rpc.server.SlmRpcHandler#**fetchThirdPartyKeys - Exception occured while
fetching Third party key from Nesla - LicenseResponse status code: FAILED, message: Product
Instance is not consuming this tag :**

19:19:04.789
|8060,,,CuSlmSvr,3,com.cisco.nesla.agent.impl.AsyncResponseProcessor.processTPK(AsyncResponsePro
cessor.java:676)
19:19:04.789
|8060,,,CuSlmSvr,3,com.cisco.nesla.agent.impl.AsyncRequestProcessor.sendTPK(AsyncRequestProcesso
r.java:427)
19:19:04.789
|8060,,,CuSlmSvr,3,com.cisco.nesla.agent.impl.SmartAgentImpl.requestThirdPartyKeys(SmartAgentImp
l.java:1221)
19:19:04.789
|8060,,,CuSlmSvr,3,com.cisco.unity.slm.core.SmartLicenseManager.fetchThirdPartyKeys(SmartLicense
Manager.java:1206)
19:19:04.789
|8060,,,CuSlmSvr,3,com.cisco.unity.slm.rpc.server.SlmRpcHandler.fetchThirdPartyKeys(SlmRpcHandle
r.java:882)
19:19:04.789 |8060,,,CuSlmSvr,3,sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
19:19:04.790
|8060,,,CuSlmSvr,3,sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:57)
19:19:04.790
|8060,,,CuSlmSvr,3,sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.
java:43)
19:19:04.790 |8060,,,CuSlmSvr,3,java.lang.reflect.Method.invoke(Method.java:606)
19:19:04.790
|8060,,,CuSlmSvr,3,com.retrogui.dualrpc.common.RpcWorker.processRpcCallMessage(RpcWorker.java:23
1)
19:19:04.790 |8060,,,CuSlmSvr,3,com.retrogui.dualrpc.common.RpcWorker.run(RpcWorker.java:75)
19:19:04.790 |8060,,,CuSlmSvr,3,18-08-2020 DEBUG [SLM-12]
com.retrogui.dualrpc.common.RpcWorker#processRpcCallMessage - 29341551:Outbound message
id=s79970-1597791156498-12 contains the rpc results for originating message id=c2383379-
1597792743384-1

19:19:04.790 |8056,,,CuSlmSvr,3,18-08-2020 DEBUG
[com.retrogui.messageserver.common.OutboundMessageHandler:hashcode=564416:sessionId=29341551]
com.retrogui.messageserver.common.OutboundMessageHandler#run - 29341551:Outgoing message size.
Message id=s79970-1597791156498-12, size=684 bytes

Se ve la solicitud fallida

```
19:10:22.430 |2334,,,CuSlmSvr,3,18-08-2020 DEBUG [SLM-11]
com.cisco.unity.slm.core.SmartLicenseManager#requestLicenses - License Usage corresponding to
CUC_SpeechView is 0
19:10:22.430 |2334,,,CuSlmSvr,4,18-08-2020 DEBUG [SLM-11]
com.cisco.nesla.agent.impl.SmartAgentImpl#requestEntitlement - enter requestEntitlement()
19:10:22.430 |2334,,,CuSlmSvr,4,18-08-2020 DEBUG [SLM-11]
com.cisco.nesla.agent.impl.SmartAgentImpl#requestEntitlement - entitlementTag: regid.2017-
04.com.cisco.CUC_SpeechView,12.0_946cef06-3332-4037-9bd3-e4705c2c7ebb
19:10:22.430 |2334,,,CuSlmSvr,4,18-08-2020 DEBUG [SLM-11]
com.cisco.nesla.agent.impl.SmartAgentImpl#requestEntitlement - count: 0
19:10:22.430 |2334,,,CuSlmSvr,4,18-08-2020 DEBUG [SLM-11]
com.cisco.nesla.agent.impl.SmartAgentImpl#releaseEntitlement - enter releaseEntitlement()
19:10:22.430 |2334,,,CuSlmSvr,4,18-08-2020 DEBUG [SLM-11]
com.cisco.nesla.agent.impl.SmartAgentImpl#releaseEntitlement - entitlementTag: regid.2017-
04.com.cisco.CUC_SpeechView,12.0_946cef06-3332-4037-9bd3-e4705c2c7ebb
19:10:22.430 |2334,,,CuSlmSvr,4,18-08-2020 DEBUG [SLM-11]
com.cisco.nesla.agent.impl.AsyncRequestProcessor#sendAUTH - queue auth message, status: true
19:10:22.430 |2334,,,CuSlmSvr,4,18-08-2020 DEBUG [SLM-11]
com.cisco.nesla.agent.impl.SmartAgentImpl#releaseEntitlement - exit requestEntitlement()
```

Solución

Normalmente, puede superar el error **Failed to fetch License Data** al emitir un nuevo token para el servidor CUC en el satélite y volver a registrar el servidor completo.

A continuación, intente realizar los siguientes pasos y realice una prueba más a fondo después:

Habilite la **Transcripción de SpeechView de Mensajes de Voz** en la **Clase de Servicio**: Los miembros de la clase de servicio pueden ver las transcripciones de los mensajes de voz usando un cliente IMAP configurado para acceder a los mensajes del usuario.

Procedimiento:

Paso 1. En Cisco Unity Connection Administration, expanda **Class of Service** y seleccione **Class of Service**.

Paso 2. En la página Buscar clase de servicio, seleccione la **clase de servicio** en la que desea habilitar la transcripción de SpeechView o crear una nueva que seleccione **Agregar nuevo.**

Paso 3. En la página **Editar clase de servicio, en la sección Funciones de licencia**, seleccione la opción **Usar servicio de transcripción estándar SpeechView** para habilitar la transcripción estándar. Asimismo, puede seleccionar la opción **Usar servicio de transcripción SpeechView Pro** para habilitar la transcripción profesional.

Paso 4. Seleccione las opciones aplicables en la sección Servicio de transcripción y seleccione **Guardar**. (Para obtener información sobre cada campo, vea **Ayuda > Esta página**).

El mensaje de error observado debe desaparecer después de que se hayan ejecutado los pasos anteriores y puede continuar con el registro del servicio Speechview.