

Java configureren voor e-mail en Werkstroomfout wijzigen (ECE)

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Inleiding

In dit document wordt beschreven hoe u Java op uw systeem kunt configureren om een ECE-werkstroom te kunnen gebruiken die anders geblokkeerd zou worden vanwege de Java-beveiliging.

Voorwaarden

Vereisten

Cisco raadt kennis van de volgende onderwerpen aan:

- Cisco ECE
- Windows PC

Gebruikte componenten

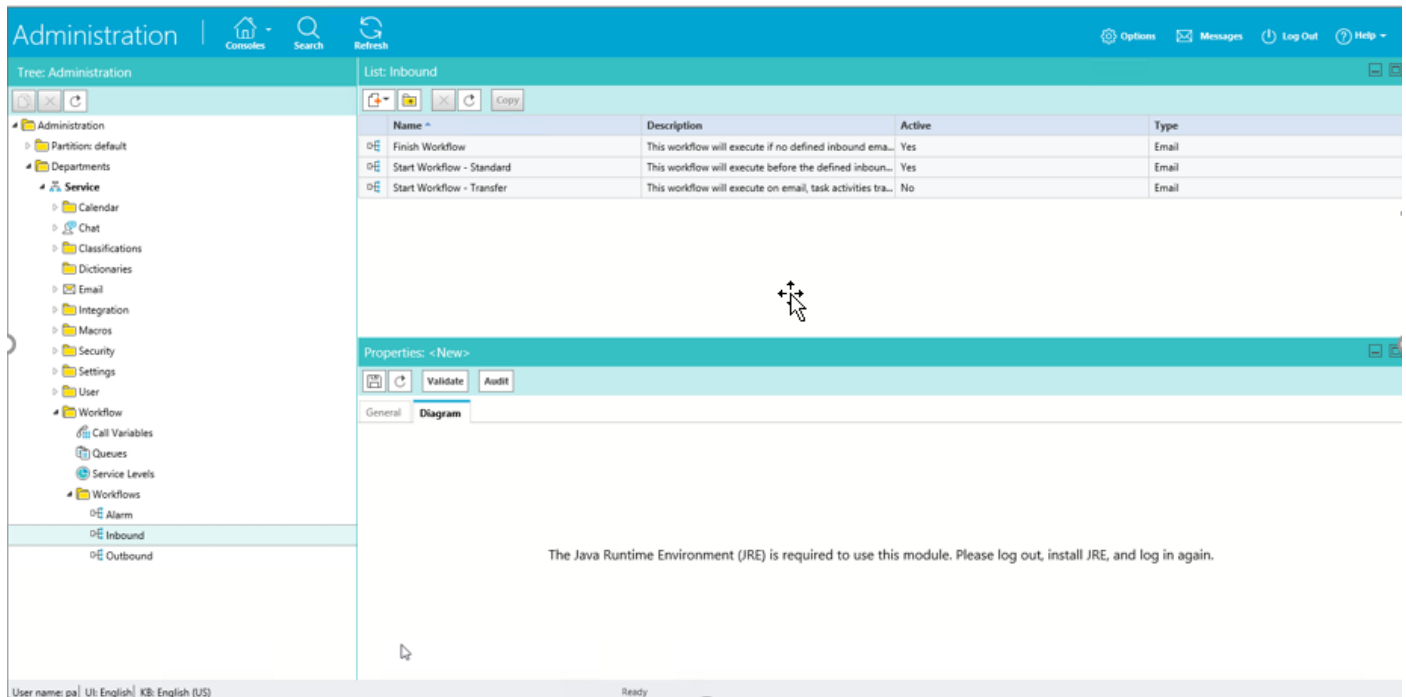
De informatie in dit document is gebaseerd op de volgende software- en hardware-versies:

- ECE 11,6
- Windows 10

De informatie in dit document is gebaseerd op de apparaten in een specifieke laboratoriumomgeving. Alle apparaten die in dit document worden beschreven, hadden een opgeschoonde (standaard)configuratie. Als uw netwerk levend is, zorg er dan voor dat u de mogelijke impact van om het even welke opdracht begrijpt.

Probleem: ECE-Werkstroom werkt niet en probeert Java te installeren

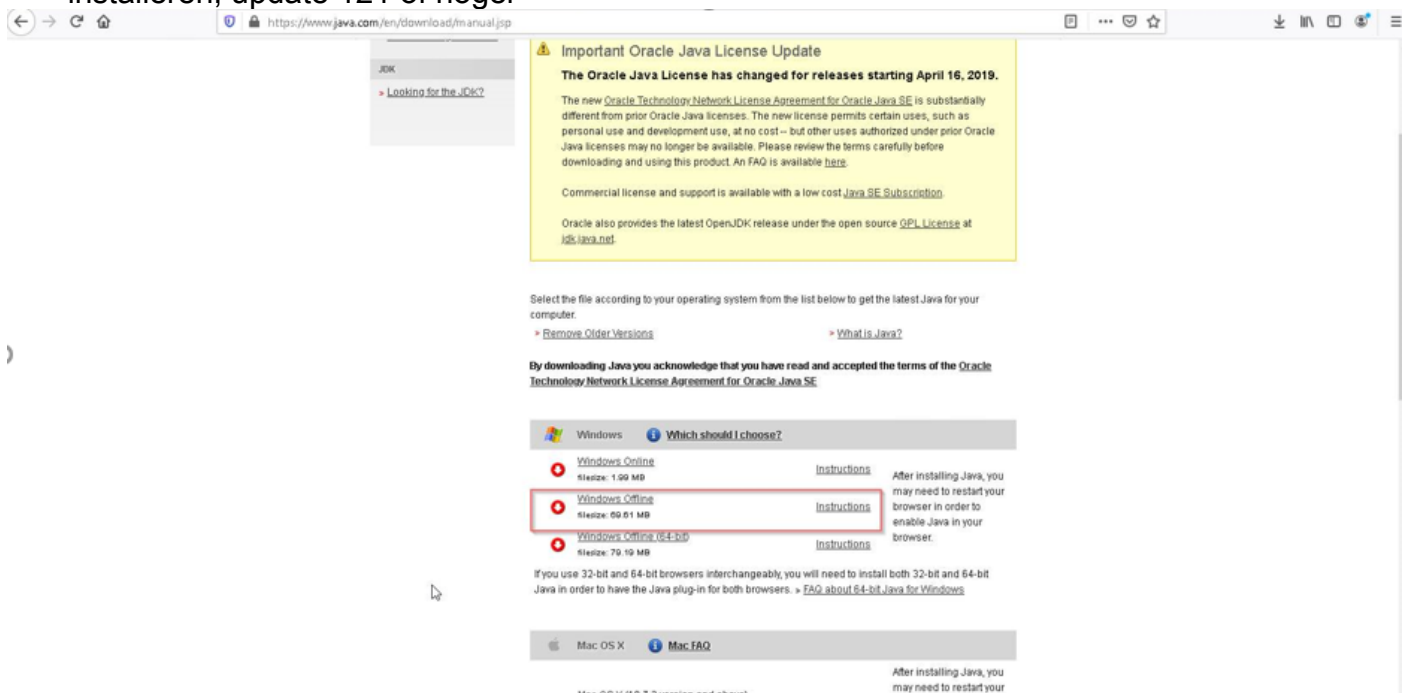
ECE geeft deze fout weer wanneer u probeert de e-mailwerkstromen te configureren.



Oplossing

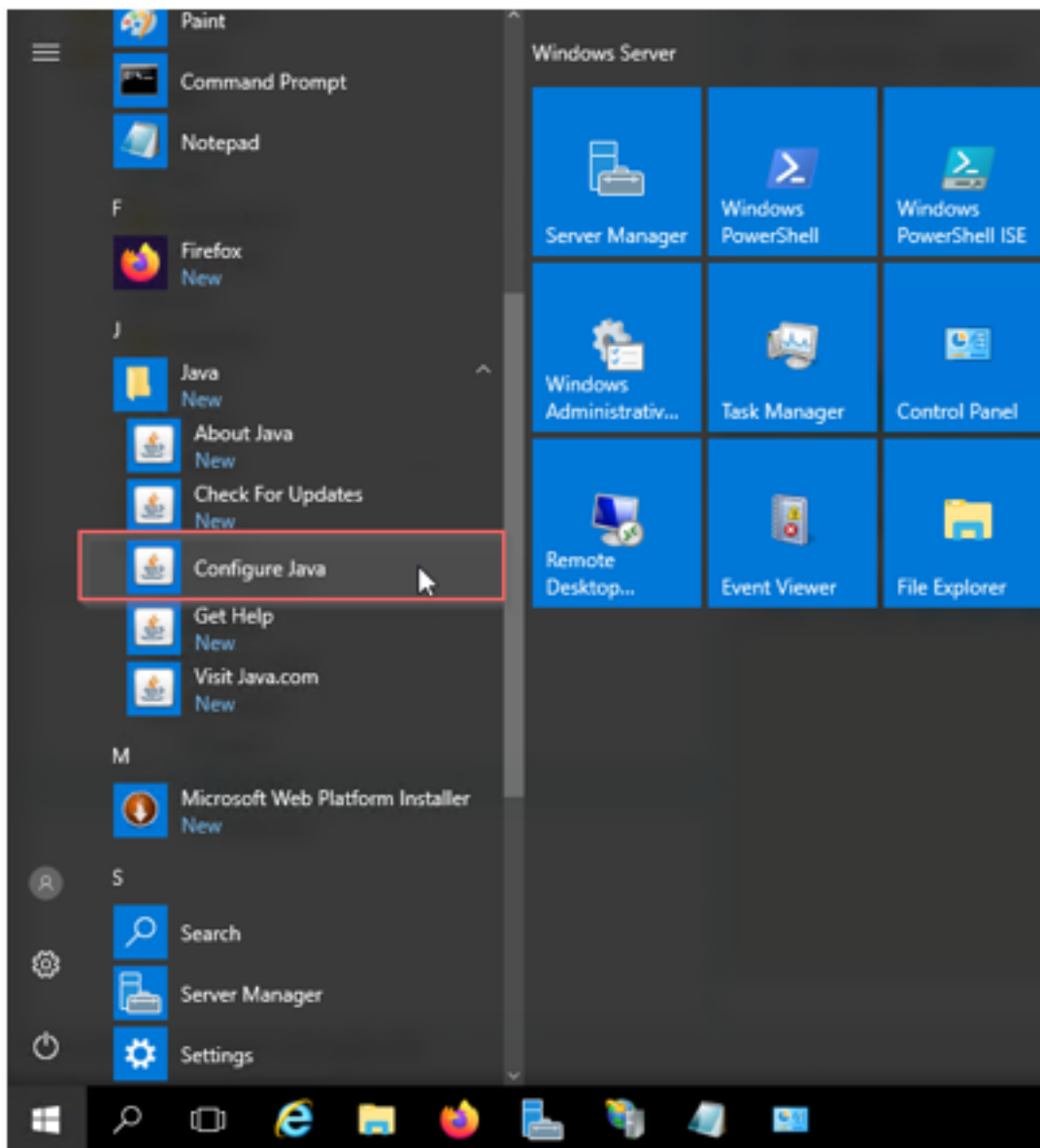
Stap 1. Installeer Java

- Navigeren naar <https://www.java.com/en/download/manual.jsp> en JRE versie 1.8 (32 bit) installeren, update 121 of hoger



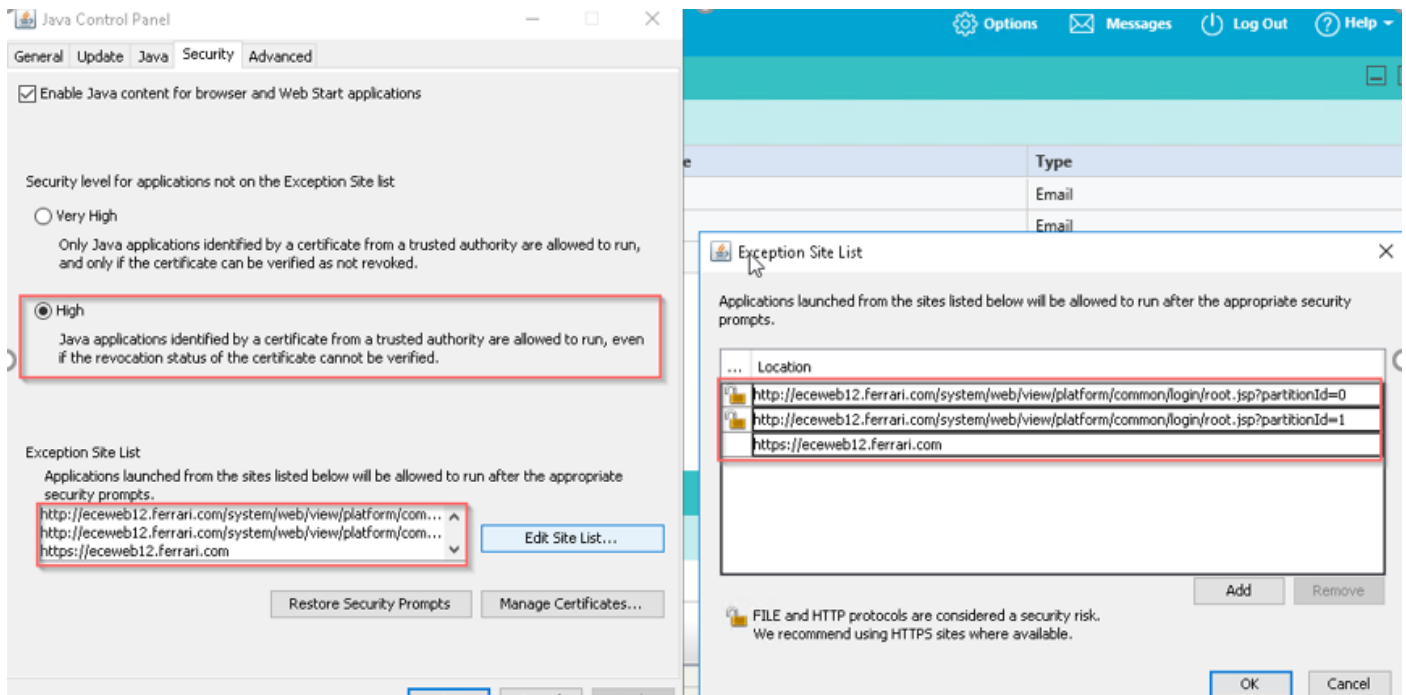
Stap 2. Monteer de ondertekende certificaten

Selecteer in het startmenu van Windows "Java configureren"



Wijzig beveiligingsniveau in hoog.

Voeg ECE-URL's toe aan de "Exception Site List"



Importeer CA-certificaat. Dit is het certificaat dat op de ECE Web Server via IS geïnstalleerd was

Enable Java content for browser and Web Start applications

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 appropriate security prompts.

http://eceweb12.ferrari.com/system/web/view/platform/com... ^
http://eceweb12.ferrari.com/system/web/view/platform/com...
https://eceweb12.ferrari.com v

Edit Site List...

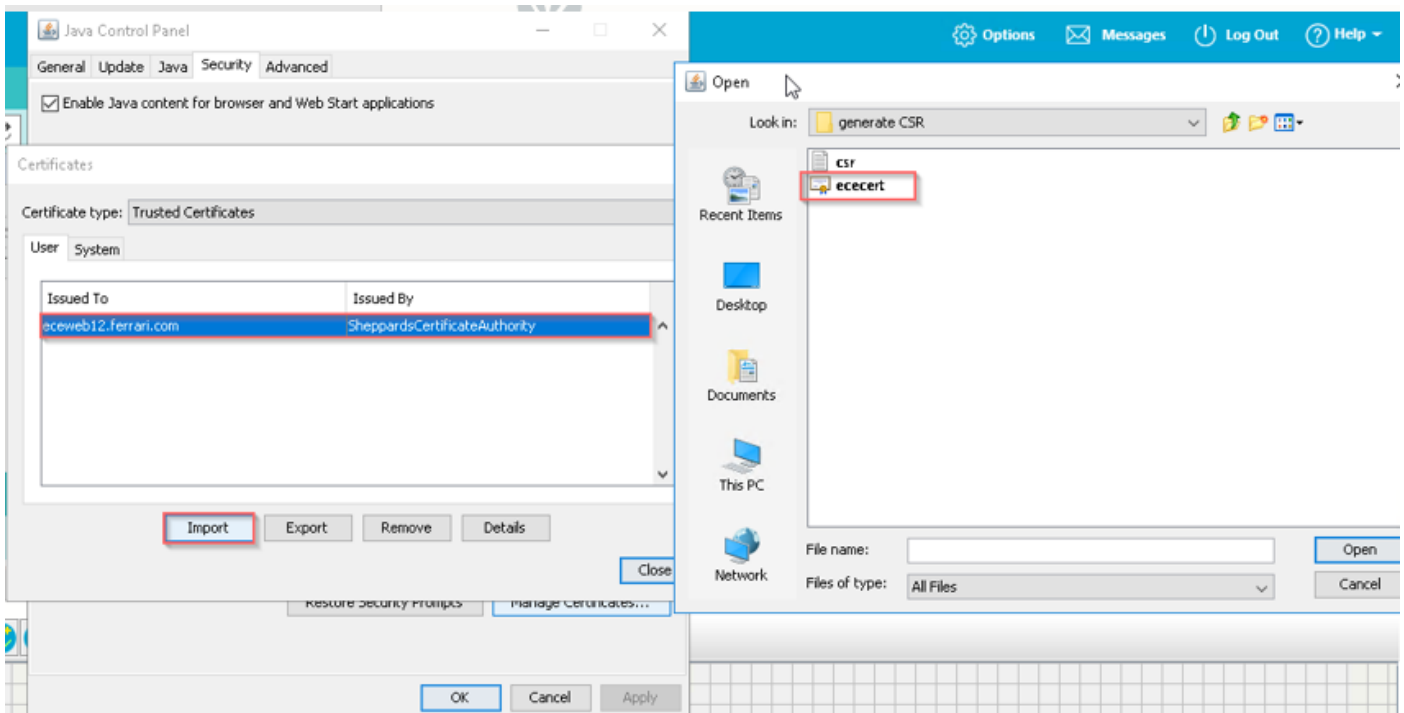
Restore Security Prompts

Manage Certificates...

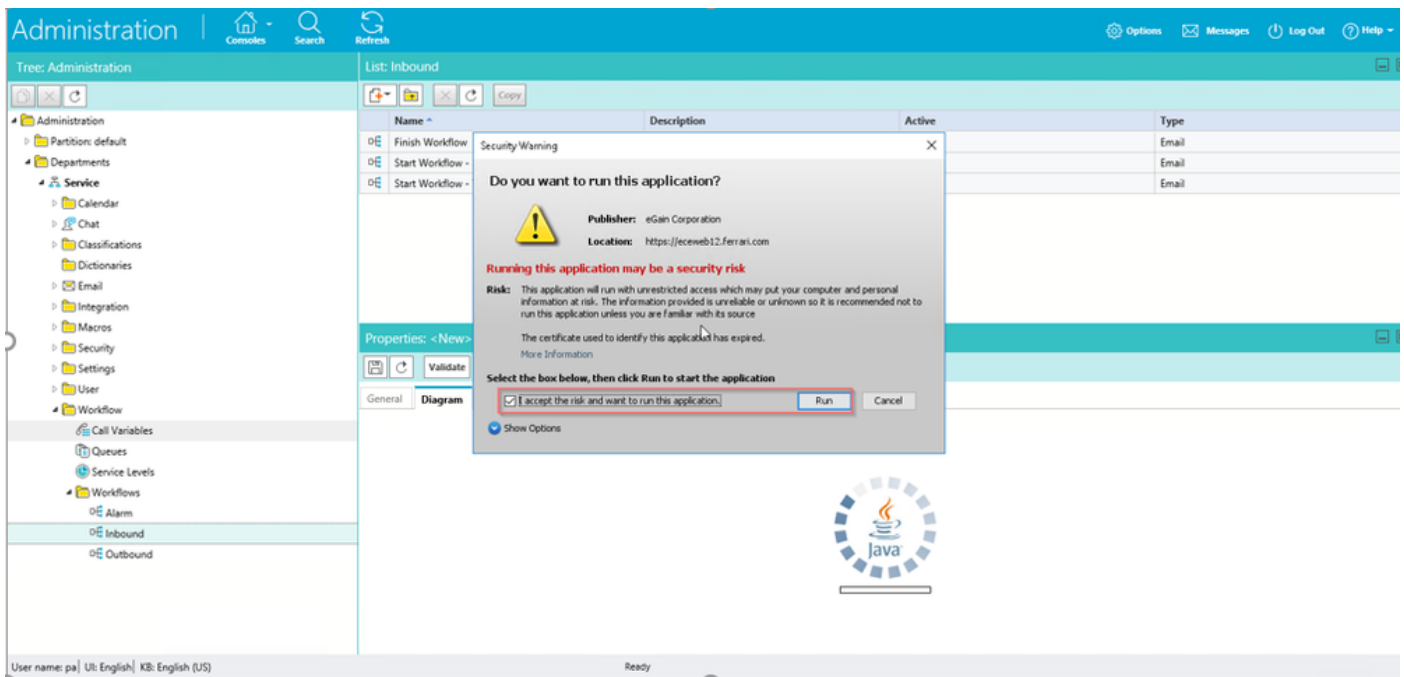
OK

Cancel

Apply



Accepteer het risico om Java-toepassing te gebruiken. Je ziet drie uitzonderingen en je moet elk toestaan.



Administration | Consoles Search Refresh Options Messages Log Out Help

Tree: Administration

- Administration
 - Partition: default
 - Departments
 - Service
 - Calendar
 - Chat
 - Classifications
 - Dictionaries
 - Email
 - Integration
 - Macros
 - Security
 - Settings
 - User
 - Workflow
 - Call Variables
 - Queues
 - Service Levels
 - Workflows
 - Alarm
 - Inbound
 - Outbound

List: Inbound

Name	Description	Active	Type
Finish Workflow	This workflow will execute if no defined inbound ema...	Yes	Email
Start Workflow - Standard	This workflow will execute before the defined inbound...	Yes	Email
Start Workflow - Transfer	This workflow will execute on email, task activities tra...	No	Email

Security Warning

Allow access to the following application from this web site?

Web Site: https://eceweb12.ferrari.com

Application: UNKNOWN
Publisher: eGain Corporation

This web site is requesting access and control of the Java application shown above. Allow access only if you trust the web site and know that the application is intended to run on this site.

Properties: <New>

Do not show this again for this app and web site. Allow Do Not Allow

General Diagram More information

User name: pa | Ui: English | KB: English (US) Ready

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Properties: <New>

Validate Audit

General Diagram

Name	Value
Name *	New inbound workflow
Description	
Active	No

User name: pa | Ui: English | KB: English (US)

This webpage wants to run the following add-on: 'Java SE Runtime Environment 8 Update 261' from 'Oracle America, Inc.'. What's the risk? Allow Allow for all websites

U moet nu in staat zijn de werkstromen aan te passen.

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Add Start Node

Available start points

- Entry Points
 - Email Aliases
 - ecealias@ferrari.com
 - Secure Message Center

Selected start points

Name	Path
ecealias@fer...	Entry Points - Email ...

OK Cancel Help

Properties: <New>

Validate

General Diagram

Start

Queue 1