# Probleemoplossing van de fout: Licentiegegevens opslaan op Unity Connection Speechview

## Inhoud

## Inleiding

Dit document beschrijft welke acties u moet ondernemen wanneer de Cisco Unity Connection versie 12.5(1) op de Graphical User Interface (GUI) de foutmelding toont: **Licentiegegevens zijn niet opgehaald. Voor meer informatie, controleer de diagnostische logbestanden van CuSlmSvr** om de Speechview dienst in te schakelen/te registreren.

## Voorwaarden

### Vereisten

Cisco raadt kennis van de volgende onderwerpen aan:

- Cisco Unity Connection-software
- Cisco Speechview-functie.

### Gebruikte componenten

Dit document is niet beperkt tot specifieke software- en hardware-versies.

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.

## Log analyse

Zoals in het weergegeven foutbericht wordt aangegeven, moet u de logbestanden van **CuSlmSvr** (Connection Smart License Manager Server in RTMT) verzamelen om de kwestie verder te onderzoeken.

## Het proces start:

```
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=#13243464343764663034d616538392d346466362d626331352d64313763331613366311353366
,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
```

## De server vraagt 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}\"}"}

Het bericht wordt naar CSSM verstuurd met het verzoek om de sleutels te halen.

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

## Het antwoord wordt vervolgens verwerkt


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

## De fout wordt weergegeven


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

## Het mislukte verzoek wordt gezien

```
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()
```

# Oplossing

Meestal kunt u voorbij de fout **Licentiegegevens ophalen** door een nieuw token op te geven voor de CUC-server in de satelliet en de hele server opnieuw te registreren.

Probeer vervolgens de volgende stappen te volgen en test daarna verder:

Schakel de **SpeechView transcriptie van spraakberichten** in de **serviceklasse** in: De leden van de serviceklasse kunnen de transcripties van de spraakberichten bekijken met behulp van een IMAP client die is ingesteld om toegang te krijgen tot de gebruikersberichten.

Procedure: Initiatief

Stap 1. In Cisco Unity Connection Management **vult u serviceklasse** en **serviceklasse** uit.

Stap 2. Selecteer in de pagina Zoeken naar serviceklasse de **serviceklasse** waarin u de transcriptie SpeechView wilt inschakelen of een nieuwe functie wilt maken door **Nieuw** te selecteren.

Stap 3. Selecteer op de pagina **Serviceklasse** bewerken onder **Licentie-functies** de optie **Standaard SpeechView-transcriptieservice** gebruiken om de standaard transcriptie in te schakelen. Op dezelfde manier kunt u de optie **SpeechView Pro Transcription Service** selecteren om professionele transcriptie mogelijk te maken.

Stap 4. Selecteer de gewenste opties onder het gedeelte transcriptie en selecteer **Opslaan**. (Zie **Help > Deze pagina voor** informatie over elk veld).

De waargenomen foutmelding moet verdwijnen nadat de vorige stappen zijn uitgevoerd en u kunt doorgaan met de registratie van de Speechview service.