

在聯絡中心企業環境中跟蹤任務路由事件

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簡介

本文檔介紹路由到Contact Center Enterprise環境中座席的新任務的消息流。

必要條件

需求

思科建議您瞭解以下主題：

- 思科客戶合作平台(CCP)
- Cisco Finesse
- 思科套裝客服中心企業版(PCCE)
- Cisco Unified Contact Center Enterprise (UCCE)

採用元件

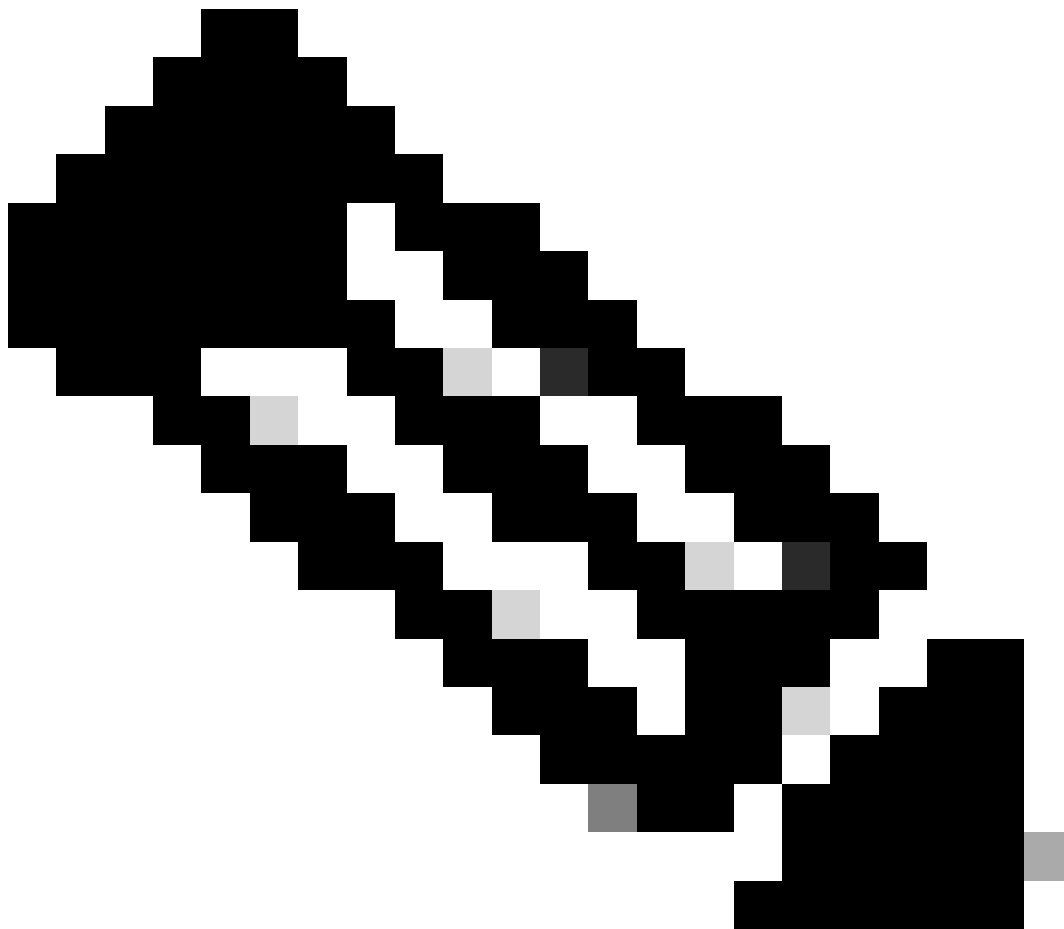
本文中的資訊係根據以下軟體和硬體版本：

- ICM版本：12.6(1)
- Finesse版本：12.6(1)
- CCP版本：12.5(1) SU1

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。

需要日誌

- CCP Public REST API (CCBU-ccppublicapps)
 - CCP REST API (CCBU-ccpapi)
 - CCP運行時服務(CCBU-runtime)
 - Finesse案頭Web服務
 - ICM CTI伺服器(ctisvr)
 - ICM媒體路由PIM (mr pim)
 - ICM路由器(rtr)
-



附註：

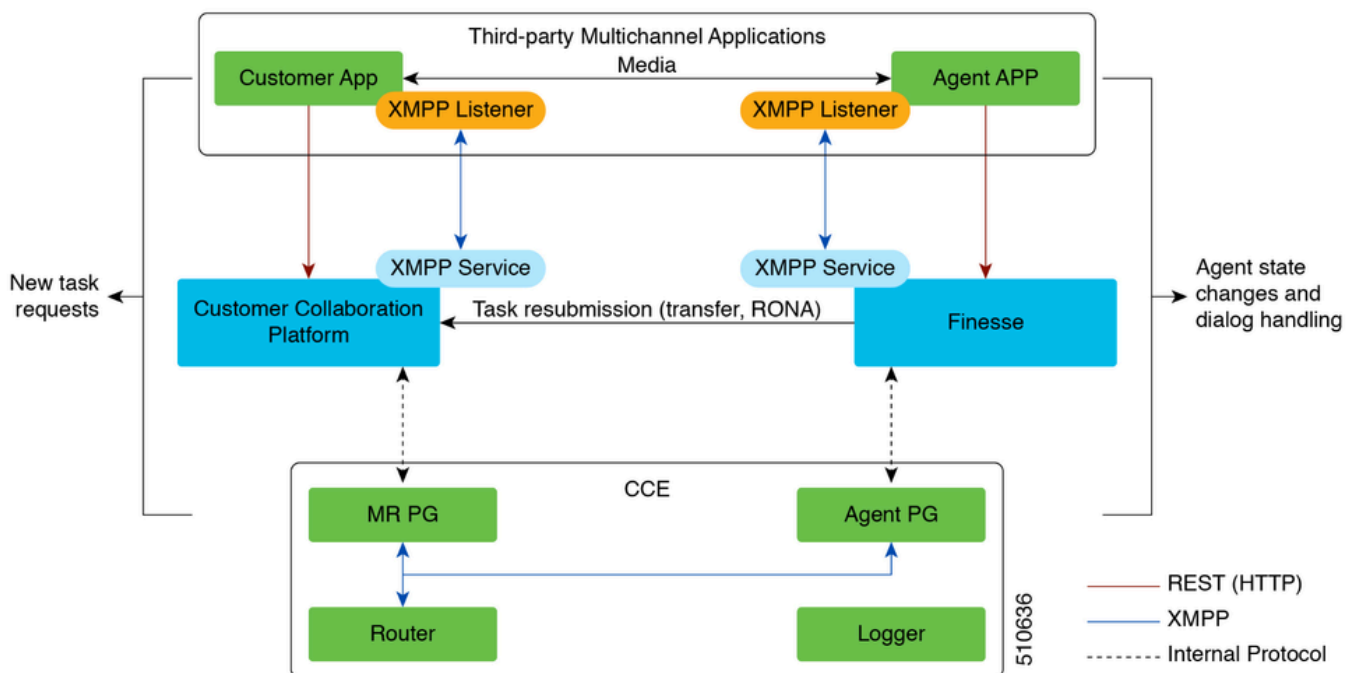
- 要詳細跟蹤WebServices日誌中的任務，請使用以下命令在Finesse WebServices中啟用更高的跟蹤級別：`utils finesse log configuration update webservices ROOT TRACE`
 - 將日誌配置級別更新為DEBUG或TRACE可能會影響Finesse系統的效能。
-

背景資訊

任務路由說明系統從不同媒體通道將請求路由到聯絡中心中任何座席的能力。透過任務路由API與CCE整合，第三方多通道應用程式可以使用通用隊列。任務路由API提供了在CCE中請求、排隊、路由和處理第三方多通道任務的標準方法。

CCP和任務路由

第三方多通道應用程式使用CCP的任務API向CCE提交非語音任務。API與CCP任務源、活動和通知配合使用，將任務請求傳遞給聯絡中心進行路由。Task API支援對任務請求使用Call變數和ECC變數。使用這些變數來傳送使用者特定的要求資訊，包括媒體屬性（例如聊天室URL或電子郵件控制代碼）。



日誌分析

簡單消息流

1. 第三方Multichannel Application會傳送NEW_TASK事件至MR PG。
2. MR PG使用此NEW_TASK請求，並使用配置的撥號號碼(DN)向路由器傳送「路由」請求
3. 根據DN，「路由器」會運行關聯的指令碼，並選擇一個可用的代理。
4. 然後，路由器會將DEVICE_TARGET_PRE_CALL_IND傳送至「代理程式PG」的opc；據此，ctisvr會將代理程式置於「保留」狀態。
 - 同時，路由器還會向MR PG傳送CONNECT消息。
5. MR PG現在會將DO_THIS_WITH_TASK事件傳送至應用模組。

6. 應用模組會傳送一個OFFER_TASK_IND給客戶，表示已為代理程式提供作業。

- 作為響應，ctisvr傳送回OFFER_TASK_EVENT，確認指定的代理已保留以處理指定的任務

7. 接著，應用模組會傳送一個START_TASK_IND給客戶，表示代理程式已開始。

- Ctisvr以START_TASK_EVENT作出響應，確認指定的代理已開始處理任務。

8. 處理這些START_TASK_IND事件時，ctisvr會將非語音MRD的「座席」狀態更新為「活動」，並且會話現在處於活動狀態。

9. 一旦階段作業結束，訊息就會收到END_TASK_IND訊息，指出作業已結束，然後會傳送END_TASK_EVENT訊息作為回應。

非語音媒體路由域(MRD)的座席狀態：

- 未就緒-座席已登入到MRD，但處於「未就緒」狀態
- 非活動-座席已登入到MRD，並且處於「就緒」狀態
- 保留-任務顯示給座席。
- ACTIVE -已接受任務，座席正在積極處理該任務。

CTISVR

```
<#root>
```

```
Agent is logged into Finesse and is in the ready status for Task Management:
```

```
08:54:27:874 cg3A-ctisvr Trace: AGENT_EVENT: ID=1080 Periph=5000 Ext=1080 Inst=1080 Sig=Finesse UniqueI
```

```
08:54:34:531 cg3A-ctisvr Trace: AGENT_EVENT: ID=1080 Periph=5000 Ext=1080 Inst=1080 Sig=Finesse UniqueI
```

CCBU-CCPPUBLICAPPS

```
<#root>
```

```
CCPPublicapps submits a SocialContact Create Request to CCBU-Runtime for a new task:
```

```
0000000078: 192.168.1.1: Jan 30 2024 08:55:49.233 -0500: %CCBU__CCPPUBLICAPPS-6-REQUEST_INITIATED: %[De
```

```
0000000011: 192.168.1.1: Jan 30 2024 08:55:49.235 -0500: %CCBU_____CCPAPI-6-CREATE_SOCIAL_CONTACT: :
```

CCBU運行時

```
<#root>
```

```
CCBU-Runtime receives the request to create a SocialContact for a new task:
```

```
0000000056: 192.168.1.1: Jan 30 2024 08:55:49.243 -0500: %CCBU_____FEEDS-6-MSG_INCOMING_FROM_BUS: :
```

0000000057: 192.168.1.1: Jan 30 2024 08:55:49.246 -0500: %CCBU_____FEEDS-6-CREATE_SOCIAL_CONTACT: 0

CCBU運行時

<#root>

SocialContact is created and a SocialContactID is generated:

In this step, note down the the SocialContactID and use it to track the task through the rest of the lo

0000000062: 192.168.1.1: Jan 30 2024 08:55:49.272 -0500: %CCBU_____FEEDS-6-SOCIAL_CONTACT_CREATED: 0

0000000063: 192.168.1.1: Jan 30 2024 08:55:49.273 -0500: %CCBU_____FEEDS-6-SOCIAL_CONTACT_PROCESSOR: 0

0000000064: 192.168.1.1: Jan 30 2024 08:55:49.273 -0500: %CCBU_____FEEDS-6-SOCIAL_CONTACT_CREATED: 0

CCBU運行時

<#root>

SocialContact is currently in the unread status:

// Campaign ID and the SocialContact tags are associated with the SocialContact.

0000000140: 192.168.1.1: Jan 30 2024 08:55:49.329 -0500: %CCBU_____CCP-DS-API-6-CCP_DS_API_MESSAGE: Rea

0000000072: 192.168.1.1: Jan 30 2024 08:55:49.343 -0500: %CCBU_____CAMPAIGN-6-RECEIVED_FILTER_SOCIAL_

0000000073: 192.168.1.1: Jan 30 2024 08:55:49.344 -0500: %CCBU_____CAMPAIGN-6-SC_FILTER_CACHE_UPDATE: 0

0000000074: 192.168.1.1: Jan 30 2024 08:55:49.349 -0500: %CCBU_____CAMPAIGN-6-UPDATING_SOCIAL_CONTACT: 0

0000000141: 192.168.1.1: Jan 30 2024 08:55:49.366 -0500: %CCBU_____CCP-DS-API-6-CCP_DS_API_MESSAGE: Rea

0000000047: 192.168.1.1: Jan 30 2024 08:55:49.398 -0500: %CCBU_____NOTIFICATION-6-NOTIFICATION_REQUEST: %

皮姆先生

<#root>

MR PIM receives the NEW_TASK event from CCP:

08:55:49:391 PG2A-pim3 Trace: Application->PG:

Message = NEW_TASK; Length = 201 bytes

DialogueID = (4) Hex 00000004

SendSeqNo = (1) Hex 00000001

MRDomainID = Undefined

PreviousTask = -1:-1:-1

PreferredAgent = Undefined

Service = (0) Hex 00000000

CiscoReserved = (0) Hex 00000000

ScriptSelector: CumulusTask

ApplicationString1: ae93f5ad-452d-4c52-8057-8d23864a8a8a

ApplicationString2: 5AA797871000018D0000004139ED7AD5

ServiceRequested = (0) Hex 00000000

MR PIM sends a NEW_CALL event to the Router for this new task:

08:55:49:391 PG2A-pim3 Trace: Send INRCMSGNewCall to Router : :
NEW_CALL RCID=5004 PID=5001 DID=4 DIDRelSeq#=1 GrpDelKey=5004 CRS(RtrDate=-1,RtrCID=-1) RCKSeq#=-1 NICC

RTR

<#root>

Router receives the NewCall event and then runs the associated script, which then picks an available agent

08:55:49:401 ra-rtr Trace: (4 x 0 : 0 0) NewCall: CID=(154526,37051928), DN=CumulusTask, ANI=ae93f5ad-4
08:55:49:401 ra-rtr Trace: (4 x 0 : 0 0) CID=(154526,37051928):CumulusTask:Step 1 sending call to Agent

Once an agent is picked, the Router sends a Device PreCallIndicator message to the cti server in order to r

08:55:49:401 ra-rtr Trace: (4 x 0 : 0 0) DeviceTargetPreCall_V14: CID=(154526,37051928), PerID=5000, PQ
08:55:49:401 ra-rtr Trace: DN=CumulusTask, ANI=ae93f5ad-452d-4c52-8057-8d23864a8a8a, CED=5AA79787100001
08:55:49:401 ra-rtr Trace: RCKSeqNum=0, DelayQTime=0, DelayRouterTime=0, SGDelayQTime=0
08:55:49:401 ra-rtr Trace: CallGUID=, CustomrID=1 ServiceRequested=0
08:55:49:401 ra-rtr Trace: LocationParamPKID=, LocationParamName=, SIPHeader=
08:55:49:401 ra-rtr Trace: NIC_CalledPartyNumber=CumulusTask ECCPayloadID=1
08:55:49:401 ra-rtr Trace: OrigRCCallID{PhyCtrlID=0, RCID=0, DlgID=0x0} OrigOperationType=0

At the same time, Router also sends a CONNECT message to the MR PG:

08:55:49:401 ra-rtr Trace: (4 x 0 : 0 0) Connect: CID=(154526,37051928), EventSelect=0x0, ServiceType=0
08:55:49:401 ra-rtr Trace: (4 x 0 : 0 0) Deleting Dialog.
08:55:50:448 ra-rtr Trace: Agent 5172 from PG domain 5011. [na-0:3[0],RA*] to [res-0+1:3[0],R]

皮姆先生

<#root>

MR PIM receives the CONNECT message from the Router and then sends a DO_THIS_WITH_TASK event to the CCP

08:55:49:391 PG2A-pim3 Trace: MR_Peripheral::On_Router_Connect:
CONNECT RCID=5004 PID=5001 DID=4 DIDRelSeq#=0 CRS(RtrDate=154526,RtrCID=37051928) RCKSeq#=0 ErrorCode=0

08:55:49:391 PG2A-pim3 Trace: PG->Application:
Message = DO_THIS_WITH_TASK; Length = 135 bytes
DialogueID = (4) Hex 00000004
SendSeqNo = (1) Hex 00000001
IcmTaskID = 154526:37051928: 1
SkillGroup = (5199) Hex 0000144f
Service = Undefined
Agent = (5172) Hex 00001434
AgentInfo: 5172
Label:
ApplicationString2:
MRDID = (5011) Hex 00001393

Interruptible = (1) Hex 00000001

CTISVR

<#root>

Agent is RESERVED:

08:55:49:391 cg3A-ctisvr Trace: AGENT_EVENT: ID=1080 Periph=5000 Ext=1080 Inst=1080 Sig=Finesse UniqueI

08:55:49:391 cg3A-ctisvr Trace: DEVICE_TARGET_PRE_CALL_IND - Instrument=1080 RouterCallKey=154526 37051

CCBU-CCPAPI

<#root>

SocialContact State = queued:

0000000114: 192.168.1.1: Jan 30 2024 08:55:49.508 -0500: %CCBU_____EVENTING-6-DS_NOTIFICATION_EVENT: 9

0000000115: 192.168.1.1: Jan 30 2024 08:55:49.509 -0500: %CCBU_____EVENTING-6-SOCIAL_CONTACT_PUBLISH_

0000000116: 192.168.1.1: Jan 30 2024 08:55:49.511 -0500: %CCBU_____EVENTING-6-SOCIAL_CONTACT_PUBLISH_

SocialContact State = reserved:

0000000118: 192.168.1.1: Jan 30 2024 08:55:49.573 -0500: %CCBU_____EVENTING-6-DS_NOTIFICATION_EVENT: 9

0000000119: 192.168.1.1: Jan 30 2024 08:55:49.573 -0500: %CCBU_____EVENTING-6-SOCIAL_CONTACT_PUBLISH_

0000000120: 192.168.1.1: Jan 30 2024 08:55:49.574 -0500: %CCBU_____EVENTING-6-SOCIAL_CONTACT_PUBLISH_

WEBSERVICES和CTISVR

<#root>

OFFER_TASK_IND sent to cti server by Finesse:

103624: [INFO]: [call-id] [agent-id]: [Jan 30 2024 08:55:58.952 -0500]: [COMMAND_POOL-1-worker-9]: [c

08:55:58:923 cg3A-ctisvr Session 3: MsgType:OFFER_TASK_IND (InvokeID:0x8a88 MRDID:5011 ICMAgentID:5172

08:55:58:923 cg3A-ctisvr Session 3: TaskID:154526/37051928/1ARMSkillGroupID:5199 ARMServiceID:N/A)

08:55:58:923 cg3A-ctisvr Trace: ProcessOfferTaskInd - sessionID 3

08:55:58:923 cg3A-ctisvr Trace: SendARMMsg: ARM_OFFER_TASK_IND-- InvokeID = 35464, ClientInvokeID = 354

SkillGroupID = 5199, ServiceID = -1, SessionID = 3

In response, OFFER_TASK_EVENT is sent to Finesse:

08:55:58:923 cg3A-ctisvr Trace: OFFER_TASK_EVENT: PeripheralID=5000 PeripheralType=4 MRDomainID=5011

08:55:58:923 cg3A-ctisvr Trace: TaskID=154526:37051928:1 ICMAgentID=5172 SkillGroupID=5199
08:55:58:923 cg3A-ctisvr Trace: ServiceID=2671908 ApplicationRouted

WEB服務

<#root>

OfferTaskEvent received by Finesse:

103629: [INFO]: [call-id] [agent-id]: [Jan 30 2024 08:55:58.953 -0500]: [EVENT_POOL-1-worker-17]: [c.
103630: [INFO]: [call-id [154526_37051928_1]] [agent-id [1080]]: [Jan 30 2024 08:55:58.954 -0500]: [EVE
103631: [INFO]: [call-id [154526_37051928_1]] [agent-id [1080]]: [Jan 30 2024 08:55:58.954 -0500]: [EVE

Finesse now sends START_TASK_IND to cti server:

104059: [INFO]: [call-id] [agent-id]: [Jan 30 2024 08:56:53.772 -0500]: [COMMAND_POOL-1-worker-11]: [

CTISVR

<#root>

START_TASK_IND received from Finesse:

08:56:53:745 cg3A-ctisvr Session 3: MsgType:START_TASK_IND (InvokeID:0x8b47 MRDID:5011 ICMAgentID:5172
08:56:53:745 cg3A-ctisvr Session 3: TaskID:154526/37051928/1ARMSkillGroupID:5199 ARMServiceID:N/A)
08:56:53:745 cg3A-ctisvr Trace: ProcessStartTaskInd - sessionID 3
08:56:53:745 cg3A-ctisvr Trace: SendARMMsg: ARM_START_TASK_IND-- InvokeID = 35655, ClientInvokeID = 356
SkillGroupID = 5199, ServiceID = -1, SessionID = 3

Agent is now in the ACTIVE state:

08:56:53:745 cg3A-ctisvr Trace: AGENT_EVENT: ID=1080 Periph=5000 Ext=1080 Inst=1080 Sig=Finesse UniqueI

START_TASK_EVENT is sent to Finesse:

// Once the agent is moved to the ACTIVE state and the START_TASK_EVENT is sent to Finesse, this is whe
08:56:53:745 cg3A-ctisvr Trace: START_TASK_EVENT: PeripheralID=5000 PeripheralType=4 MRDomainID=5011
08:56:53:745 cg3A-ctisvr Trace: TaskID=154526:37051928:1 ICMAgentID=5172 SkillGroupID=5199
08:56:53:745 cg3A-ctisvr Trace: ServiceID=2671908 ApplicationRouted

WEB服務

<#root>

StartTaskEvent received by Finesse:

104066: [INFO]: [call-id] [agent-id]: [Jan 30 2024 08:56:53.774 -0500]: [EVENT_POOL-1-worker-19]: [c.
104067: [INFO]: [call-id] [agent-id]: [Jan 30 2024 08:56:53.774 -0500]: [EVENT_POOL-1-worker-19]: [c.
104068: [INFO]: [call-id] [agent-id]: [Jan 30 2024 08:56:53.774 -0500]: [EVENT_POOL-1-worker-19]: [c.

When the task is ended, **END_TASK_IND** is forwarded to the cti server by Finesse:

104611: [INFO]: [call-id] [agent-id]: [Jan 30 2024 08:58:10.565 -0500]: [COMMAND_POOL-1-worker-13]: [c.

CTISVR

<#root>

END_TASK_IND received from Finesse:

08:58:10:536 cg3A-ctisvr Session 3: MsgType:END_TASK_IND (InvokeID:0x8c2c MRDID:5011 ICMAgentID:5172
08:58:10:536 cg3A-ctisvr Session 3: TaskID:154526/37051928/1ICMDisposition:38 ApplicationDisposition:38
08:58:10:536 cg3A-ctisvr Trace: Decode string length error: element "WrapupData", strlen 0, fieldlen 2
08:58:10:536 cg3A-ctisvr Trace: ProcessEndTaskInd - sessionID 3
08:58:10:536 cg3A-ctisvr Trace: SendARMMsg: ARM_END_TASK_IND-- InvokeID = 35884, ClientInvokeID = 35884
WrapupData = , ApplicationData =
08:58:10:536 cg3A-ctisvr Trace: MDSIO::ProcessOPCMessage: received msgtype 97 (CTI_END_TASK_EVENT) ...

Agent is moved to **NOT_ACTIVE** status and **END_TASK_EVENT** is send back to Finesse:

08:58:10:536 cg3A-ctisvr Trace: AGENT_EVENT: ID=1080 Periph=5000 Ext=1080 Inst=1080 Sig=Finesse UniqueI
08:58:10:536 cg3A-ctisvr Trace: END_TASK_EVENT: PeripherlID=5000 PeripherlType=4 MRDomainID=5011
08:58:10:536 cg3A-ctisvr Trace: TaskID=154526:37051928:1 PreviousTaskID=-1:-1:-1
08:58:10:536 cg3A-ctisvr Trace: ICMAgentID=5172

WEB服務

<#root>

EndTaskEvent received on Finesse from the CTISVR:

104624: [INFO]: [call-id] [agent-id]: [Jan 30 2024 08:58:10.568 -0500]: [EVENT_POOL-1-worker-16]: [c.

END_TASK_EVENT_HANDLER update sent to the Finesse client:

104625: [INFO]: [call-id] [agent-id]: [Jan 30 2024 08:58:10.568 -0500]: [EVENT_POOL-1-worker-16]: [c.
104626: [INFO]: [call-id [154526_37051928_1]] [agent-id [1080]]: [Jan 30 2024 08:58:10.569 -0500]: [EVE
104627: [INFO]: [call-id [154526_37051928_1]] [agent-id [1080]]: [Jan 30 2024 08:58:10.569 -0500]: [EVE

Finesse now makes a REST call to CCP for the **EndTask** event:

104632: [INFO]: [call-id] [agent-id]: [Jan 30 2024 08:58:10.569 -0500]: [SM-TASK-NOTIFIER-POOL-1]: [c

CCP returns a successful response indicating that the SocialContact is closed and marked as Handled:

104633: [INFO]: [call-id] [agent-id]: [Jan 30 2024 08:58:10.679 -0500]: [SM-TASK-NOTIFIER-POOL-1]: [c
104634: [INFO]: [call-id] [agent-id]: [Jan 30 2024 08:58:10.679 -0500]: [SM-TASK-NOTIFIER-POOL-1]: [c

CCBU-CCAPI

<#root>

CCP receives a request from Finesse to close the SocialContact:

0000001461: 192.168.1.1: Jan 30 2024 08:58:10.641 -0500: %CCBU_____CCPAPI-6-REST_API_INFO: CONTACT_

SocialContact status is updated to Handled:

0000001462: 192.168.1.1: Jan 30 2024 08:58:10.650 -0500: %CCBU_____CCPAPI-6-REST_API_INFO: CONTACT_
0000000165: 192.168.1.1: Jan 30 2024 08:58:10.655 -0500: %CCBU_____CCP-DS-API-6-CCP_DS_API_MESSAGE: Wri
0000000166: 192.168.1.1: Jan 30 2024 08:58:10.665 -0500: %CCBU_____CCP-DS-API-6-CCP_DS_API_MESSAGE: Rea
0000001463: 192.168.1.1: Jan 30 2024 08:58:10.676 -0500: %CCBU_____CCPAPI-6-REST_API_INFO: CONTACT_
0000000121: 192.168.1.1: Jan 30 2024 08:58:10.680 -0500: %CCBU_____EVENTING-6-MSG_INCOMING_FROM_BUS: %
0000000122: 192.168.1.1: Jan 30 2024 08:58:10.694 -0500: %CCBU_____EVENTING-6-DS_NOTIFICATION_EVENT: %
0000000034: 192.168.1.1: Jan 30 2024 08:58:10.694 -0500: %CCBU_____MSGPROXY-6-MSG_INCOMING_FROM_BUS: %
0000000123: 192.168.1.1: Jan 30 2024 08:58:10.694 -0500: %CCBU_____EVENTING-6-SOCIAL_CONTACT_PUBLISH_
0000000124: 192.168.1.1: Jan 30 2024 08:58:10.696 -0500: %CCBU_____EVENTING-6-SOCIAL_CONTACT_PUBLISH_

下載CCP日誌

使用RTMT

Collect Files

Select CCP Services/Applications

Select all Services on all Servers

Name	All Servers
CCP Chat Gateway Service	<input type="checkbox"/>
CCP Datastore Service	<input type="checkbox"/>
CCP Indexer Service	<input type="checkbox"/>
CCP Migration	<input type="checkbox"/>
CCP ORM Service	<input type="checkbox"/>
CCP Public REST API	<input type="checkbox"/>
CCP REST API	<input type="checkbox"/>
CCP Runtime Service	<input type="checkbox"/>
CCP XMPP Server Service	<input type="checkbox"/>

使用CCP命令列

列出目錄和檔案：

```
<#root>
```

```
file list activelog mmca/logs/*
```

OR

```
file list activelog mmca/logs/* detail
```

admin:

```
file list activelog mmca/logs/*
```

```
<dir> ccp-chat-gateway
```

```
<dir> ccp-ds-indexer
```

```
<dir> ccp-ds-storage
```

```
<dir> ccp-xmpp-server
```

```
<dir> ccpapi
```

```
<dir> ccppublicapps
```

```
<dir> certMgmt
```

```
<dir> orm
```

```
<dir> runtime
```

```
<dir> tomcat
```

```
informix-stats.out install_report_server.sh.out
```

```
mmca-drs-reg.log sm1_mmca_dbsetup.log
```

```
dir count = 10, file count = 4
```

下載記錄檔：

```
admin:file get activelog ?
Syntax:
file get activelog file-spec [options]
file-spec    mandatory    file to transfer
options      optional      reltime months|weeks|days|hours|minutes timevalue
                                abstime hh:mm:MM/DD/YY hh:mm:MM/DD/YY
                                match regex
                                recurs
                                compress
```

<#root>

CCP Chat Gateway Service

```
file get activelog mmca/logs/ccp-chat-gateway/*
```

CCP Datastore Service

```
file get activelog mmca/logs/ccp-ds-storage/*
```

CCP Indexer Service

```
file get activelog mmca/logs/ccp-ds-indexer/*
```

CCP ORM Service

```
file get activelog mmca/logs/orm/*
```

CCP Public REST API

```
file get activelog mmca/logs/ccppublicapps/*
```

CCP REST API

```
file get activelog mmca/logs/ccpapi/*
```

CCP Runtime Service

```
file get activelog mmca/logs/runtime/*
```

CCP XMPP Server Service

```
file get activelog mmca/logs/ccp-xmpp-server/*
```

CCP Tomcat

```
file get active log mmca/logs/tomcat/*
```

相關資訊

12.6(1)

[UCCE功能指南-任務路由](#)

12.6(2)

[UCCE功能指南-任務路由](#)

[技術支援與文件 - Cisco Systems](#)

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）。