

# Dépanner l'erreur : Échec de l'extraction des données de licence sur Unity Connection Speechview

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## Introduction

Ce document décrit les actions à entreprendre lorsque la version 12.5(1) de Cisco Unity Connection (CUC) sur l'interface graphique utilisateur (GUI) affiche le message d'erreur : **Échec de la récupération des données de licence**. Pour plus d'informations, consultez les journaux de diagnostic de CuSImSvr à l'adresse enable/register the Speechview service.

## Conditions préalables

### Conditions requises

Cisco vous recommande de prendre connaissance des rubriques suivantes :

- Cisco Unity Connection.
- Fonction Cisco Speechview.

### Components Used

Ce document n'est pas limité à des versions de matériel et de logiciel spécifiques.

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 votre réseau est en ligne, assurez-vous de bien comprendre l'incidence possible des commandes.

## Analyse des journaux

Comme l'indique le message d'erreur affiché, vous devez collecter les journaux **CuSImSvr** (Connection Smart License Manager Server dans RTMT) pour approfondir l'analyse du problème.

Le processus commence :

```
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=#132434643437646630342d616538392d346466362d626331352d643137633161336631353366
,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
```

Le serveur demande le **CODE\_VOUCHER** :

```
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/FPcoRSTdhJNjYJkr0EHeDm3bU3FzUqneuKZuw4vfP3nsGP0OzwcY8tzOszcoK3JJDpi5y4wPm2IijLwGZSx0eQVatt7kXxbZ5PU25y4ZKY/egd1hANOn3E7lclAXAgmgNR5A2exxrgkLt5pHolmAVTSaDGag0+YqKRXxOTTyJPslpmeIj6z7ELwWlwBD4QQANYdFj+leHChq9figxcElftcXHn1dy2nWl9musbfZu9B+Vb/32kusoRq/uEuxn2YbBQ3wsjq5yLQM8iDNzF7vzcZC1JsgyO3qn3jxzRYPrfhThr2LY6WgCRcJ37g=="}, "credential":null, "request":{"header":{"version":"1.1","locale":"en_US.UTF-8"},"sudi":{"suvi":null,"uuid":"0cd5739043bf4318aae467eacec7dbb9"},"host_identifier":null,"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":null,"connect_info":null,"product_instance_identifier":"4d47df04-ae89-4df6-bc15-d17cla3f153f","id_cert_serial_number":"16451298","signing_cert_serial_number":"3"},"nonce":"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":null},"timestamp":1597792743402,"nonce":"7648446339161391345","live":true,"data":[{"id":2017844434,"name":"VOUCHER_CODE","value":"regid.2017-04.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-d17cla3f153f","compliance_required":true}}}
```

**Le message est envoyé à CSSM avec la demande de récupération des clés.**

```
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/FPcoRSTdhJNjYJkr0EHeDm3bU3FzUqneuKZuw4vfP3nsGP0OzwcY8tzOszcoK3JJDpi5y4wPm2IijLwGZSx0eQVatt7kXxbZ5PU25y4ZKY/egd1hANOn3E7lclAXAgmgNR5A2exxrgkLt5pHolmAVTSaDGag0+YqKRXxOTTyJPslpmeIj6z7ELwWlwBD4QQANYdFj+leHChq9figxcElftcXHn1dy2nWl9musbfZu9B+Vb/32kusoRq/uEuxn2YbBQ3wsjq5yLQM8iDNzF7vzcZC1JsgyO3qn3jxzRYPrfhThr2LY6WgCRcJ37g=="}, "credential":null, "request":{"header":{"version":"1.1","locale":"en_US.UTF-8"},"sudi":{"suvi":null,"uuid":"0cd5739043bf4318aae467eacec7dbb9"},"host_identifier":null,"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":null,"connect_info":null,"product_instance_identifier":"4d47df04-ae89-4df6-bc15-d17cla3f153f","id_cert_serial_number":"16451298","signing_cert_serial_number":"3"},"nonce":"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":null},"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_identifi er\\\":\\\"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
```

## La réponse est ensuite traitée

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

## L'erreur s'affiche

```
19:19:04.789 |8060,,,CuSlmSvr,3,18-08-2020 ERROR [SLM-12]
com.cisco.unity.slm.rpc.server.SlmRpcHandler#fetchThirdPartyKeys - Exception occurred 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
```

## La demande en échec est affichée

```
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()
```

## Solution

En règle générale, vous pouvez dépasser l'erreur **Échec de récupération des données de licence** en émettant un nouveau jeton pour le serveur CUC dans le satellite et en réenregistrant l'ensemble du serveur.

Ensuite, essayez les étapes suivantes et testez-les plus loin :

Activez la **transcription SpeechView des messages vocaux** dans la **classe de service** : Les membres de la classe de service peuvent afficher les transcriptions des messages vocaux à l'aide d'un client IMAP configuré pour accéder aux messages utilisateur.

Procédure:

Étape 1. Dans Administration de Cisco Unity Connection, développez **Classe de service** et sélectionnez **Classe de service**.

Étape 2. Dans la page Rechercher une classe de service, sélectionnez la **classe de service** dans laquelle vous souhaitez activer la transcription SpeechView ou en créer une nouvelle en sélectionnant **Ajouter nouveau**.

Étape 3. Sur la page **Modifier la classe de service**, sous **Fonctionnalités de gestion de licences**, sélectionnez **Utiliser le service de transcription SpeechView standard** pour activer la transcription standard. De même, vous pouvez sélectionner l'option **Utiliser le service de transcription SpeechView Pro** pour activer la transcription professionnelle.

Étape 4. Sélectionnez les options applicables dans la section service de transcription et sélectionnez **Enregistrer**. (Pour plus d'informations sur chaque champ, consultez **Aide > Cette page**).

Le message d'erreur observé doit disparaître après l'exécution des étapes précédentes et vous pouvez poursuivre l'enregistrement du service Speechview.