

# 疑難排解：無法獲取Unity Connection Speechview上的許可證資料

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## 簡介

本檔案介紹當圖形使用者介面(GUI)上的Cisco Unity Connection(CUC)版本12.5(1)顯示錯誤訊息時應執行的動作：**無法獲取許可證資料**。有關更多詳細資訊，請在啟用/註冊Speechview服務時檢查CuSImSvr診斷日誌。

## 必要條件

### 需求

思科建議您瞭解以下主題：

- Cisco Unity Connection。
- Cisco Speechview功能。

### 採用元件

本文件所述內容不限於特定軟體和硬體版本。

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。

## 日誌分析

當顯示的錯誤消息顯示時，您需要收集CuSImSvr日誌（RTMT中的連線智慧許可證管理器伺服器）以進一步調查問題。

進程開始：

```
19:19:03.395 |8060,,,CuSImSvr,3,18-08-2020 INFO [SLM-12]
com.cisco.unity.slm.common.SmartLicenseUtility#isSttEnabled - STT Enabled Status :1
19:19:03.395 |8060,,,CuSImSvr,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#getSUDILList - 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
```

**伺服器請求VOUCHER\_CODE:**

```
19:19:03.417 |8060,,,CuSlmSvr,4,18-08-2020 DEBUG [SLM-12]
com.cisco.nesla.agent.impl.MessageComposer#composeTPK - composedMsg: {"signature":{"type":"SHA-
256","value":"Pf9PO06+YzchhKnZ3Q0SMamccnS/FPcoRSTdhJNYJkr0EHeDm3bU3FzUqneuKZuw4vfP3nsGP0OzwcY8tz
OszcoK3JJDPi5y4wPm2IijLwGZSx0eQVatt7kXxbZ5PU25y4ZKY/egdlhANOn3E71cLAXAgmgNR5A2exxrgkLt5pHolmAVTS
aDGag0+YqKRXXoTjYpSlpmeIjz7ELwWlWBd4QQANYdFj+leHChq9figxcElftcXHnldy2nWl9musbfZu9B+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}}}
```

該消息將連同獲取金鑰的請求傳送到CSSM。

```
19:19:03.417 |8060,,CuSImSvr,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,,CuSImSvr,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,,CuSImSvr,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,,CuSImSvr,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,,CuSImSvr,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,,CuSImSvr,6,18-08-2020 DEBUG [SLM-12]
com.callhome.module.message_processor.BaseMessage#setInternalReqData - Set request data:
Attachment_Data = {"signature":{"type":"SHA-
256","value":"Pf9PO06+YzchhKnZ3Q0SMamccnS/FPcoRSTdhJNyJkr0EHeDm3bU3FzUqneuKZuw4vfP3nsGP0OzwcY8tz
OszcoK3JJDpi5y4wPm2IijLwGZSx0eQVatt7kXxbZ5PU25y4ZKY/egdlhANOn3E7lcLAXAgmgNR5A2exxrgkLt5pHolmAVTS
adGag0+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}}}
```

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

### 然後處理響應

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

### 出現錯誤

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

### 出現失敗請求

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()
```

## 解決方案

通常，您可以通過在衛星中為CUC伺服器發出新令牌並重新註冊整個伺服器來通過未能獲取許可證資料錯誤。

然後，嘗試下一步並在之後進行進一步測試：

在**Class of Service**中啟用語音消息的**SpeechView轉錄**:服務類別的成員可以使用配置為訪問使用者消息的IMAP客戶端檢視語音消息的轉錄。

過程：

步驟1.在Cisco Unity Connection Administration中，展開**Class of Service**，然後選擇**Class of Service**。

步驟2.在「搜尋服務類」頁中，選擇要在其中啟用SpeechView轉錄的服務類，或選擇新增新服務類。

步驟3.在**Edit Class of Service**頁面的**Licensing Features**部分下，選擇**Use Standard SpeechView Transcription Service**選項以啟用標準轉錄。同樣，也可以選擇**Use SpeechView Pro Transcription Service**選項以啟用專業轉錄功能。

步驟4.選擇轉錄服務部分下的適用選項，然後選擇**Save**。(有關每個欄位的資訊，請參閱[幫助>此頁](#))。

執行完前面的步驟後，觀察到的錯誤消息必須消失，您可以繼續Speechview服務註冊。