

# 오류 문제 해결: Unity Connection Speech 보기에 서 라이선스 데이터를 가져오지 못했습니다.

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## 소개

이 문서에서는 GUI(Graphical User Interface)의 Cisco CUC(Unity Connection) 버전 12.5(1)에서 오류 메시지를 표시할 때 수행할 작업에 대해 설명합니다. 라이선스 데이터를 가져오지 못했습니다. 자세한 내용은 **Speech view** 서비스를 활성화/등록하는 CuSImSvr 진단 로그를 확인하십시오.

## 사전 요구 사항

### 요구 사항

다음 주제에 대한 지식을 보유하고 있으면 유용합니다.

- Cisco Unity Connection입니다.
- Cisco Speech 보기 기능

### 사용되는 구성 요소

이 문서는 특정 소프트웨어 및 하드웨어 버전으로 한정되지 않습니다.

이 문서의 정보는 특정 랩 환경의 디바이스를 토대로 작성되었습니다. 이 문서에 사용된 모든 디바이스는 초기화된(기본) 컨피그레이션으로 시작되었습니다. 네트워크가 작동 중인 경우 모든 명령의 잠재적인 영향을 이해해야 합니다.

## 로그 분석

표시된 오류 메시지가 표시되면 CuSImSvr 로그(RTMT의 Connection Smart License Manager 서버)를 수집하여 문제를 자세히 조사해야 합니다.

프로세스가 시작됩니다.

```
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#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
```

**서버에서 BUMETRATION\_CODE를 요청합니다.**

```
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+YqKRXXoTtYJpSlpmeIj6z7ELwWlwBD4QQANYdFj+leHChq9figxcElftcXHnldy2nWl9musbfZu9B+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-
d17cla3f153f", "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-
d17cla3f153f", "compliance_required": true}}}
```

키 가져오기 요청과 함께 메시지가 CSSM으로 전송됩니다.

```
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": "Pf9PO06+YzchhKnZ3Q0SMamccnS/FPcoRSTdhJNyJkr0EHeDm3bU3FzUqneuKZuw4vfp3nsGP0OzwcY8tz
OszcoK3JJDpi5y4wPm2IijLwGZSx0eQVatt7kXxbZ5PU25y4ZKY/egdlhANOn3E7lcLAXAgmgNR5A2exxrgkLt5pHolmAVTS
adGag0+YqKRXXoTtYJpSlpmeIj6z7ELwWlwBD4QQANYdFj+leHChq9figxcElftcXHnldy2nWl9musbfZu9B+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-
d17cla3f153f", "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
그런 다음 응답이 처리됩니다.
```

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

```
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
실패한 요청이 표시됩니다.
```

```
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()
```

## 솔루션

일반적으로 위성에서 CUC 서버에 대한 새 토큰을 발급하고 전체 서버를 다시 등록하여 **Failed to fetch License Data** 오류를 넘길 수 있습니다.

그런 다음 다음 다음 단계를 시도하고 그 후에 추가로 테스트합니다.

Class of **Service**에서 음성 메시지의 **SpeechView**를 활성화합니다. 서비스 클래스 구성원은 사용자 메시지에 액세스하도록 구성된 IMAP 클라이언트를 사용하여 음성 메시지의 변환을 볼 수 있습니다

절차:

1단계. Cisco Unity Connection Administration(Cisco Unity Connection 관리)에서 **Class of Service(서비스 클래스)**를 확장하고 **Class of Service(서비스 클래스)**를 선택합니다.

2단계. Search Class of Service 페이지에서 SpeechView 기록을 활성화할 **서비스 클래스**를 선택하거나 Add New를 선택하여 새 **서비스 클래스**를 만듭니다.

3단계. **Edit Class of Service(서비스 클래스 편집)** 페이지의 Licensing Features(라이선싱 기능) 섹션에서 **Use Standard SpeechView Transcription Service(표준 SpeechView 트랜스크립션 서비스 사용)** 옵션을 선택하여 표준 기록을 활성화합니다. 마찬가지로 **SpeechView Pro Transcription 서비스 사용** 옵션을 선택하여 전문 기록을 활성화할 수 있습니다.

4단계. 기록 서비스 섹션에서 해당 옵션을 선택하고 **저장**을 선택합니다. 각 필드에 대한 자세한 내용은 **도움말 > 이 페이지를 참조하십시오**.

관찰된 오류 메시지는 이전 단계가 실행된 후 사라져야 하며 Speech view 서비스 등록을 계속할 수 있습니다.