Troubleshoot the Error: Failed to Fetch License Data on Unity Connection Speechview

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Introduction

This document describes what actions to take when the Cisco Unity Connection (CUC) version 12.5(1) on the Graphical User Interface (GUI) shows the error message: **Failed to fetch License Data. For more details, check CuSlmSvr diagnostic logs** at enable/register the Speechview service.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unity Connection.
- Cisco Speechview feature.

Components Used

This document is not restricted to specific software and hardware versions.

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. If your network is live, ensure that you understand the potential impact of any command.

Log Analysis

As the displayed error message states, you need to collect the **CuSlmSvr** logs (Connection Smart License Manager Server in RTMT) to further investigate the issue.

The process starts:

```
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=#1324346434376466303420d616538392d346466362d626331352d643137633316133663135336
,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
```

The server requests the **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}\"}"}

The message is sent to CSSM with the request to fetch the keys.

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.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-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

The response is then processed

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

The error is seen

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(AsyncResponseProcessor.java:676)
19:19:04.789 |8060,,,CuSlmSvr,3,com.cisco.nesla.agent.impl.AsyncRequestProcessor.sendTPK(AsyncRequestProcessor.java:427)
19:19:04.789 |8060,,,CuSlmSvr,3,com.cisco.nesla.agent.impl.SmartAgentImpl.requestThirdPartyKeys(SmartAgentImpl.java:1221)
19:19:04.789 |8060,,,CuSlmSvr,3,com.cisco.unity.slm.core.SmartLicenseManager.fetchThirdPartyKeys(SmartLicenseManager.java:1206)
19:19:04.789 |8060,,,CuSlmSvr,3,com.cisco.unity.slm.rpc.server.SlmRpcHandler.fetchThirdPartyKeys(SlmRpcHandler.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:231)
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

The Failed request is seen

```
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

Typically, you can get past the **Failed to fetch License Data** error by issuing a new token for the CUC server in the Satellite and re-registering the whole server.

Then, attempt the next steps and test further after that:

Enable the **SpeechView Transcription of Voice Messages** in the **Class of Service**: The members of the class of service can view the transcriptions of the voice messages using an IMAP client configured to access the user messages.

Procedure:

Step 1. In Cisco Unity Connection Administration, expand **Class of Service** and select **Class of Service**.

Step 2. In the Search Class of Service page, select the **class of service** in which you want to enable SpeechView transcription or create a new one selecting **Add New.**

Step 3. On the **Edit Class of Service** page, under **Licensing Features** section, select **Use Standard SpeechView Transcription Service** option to enable the standard transcription. Similarly, you can select **Use SpeechView Pro Transcription Service** option to enable professional transcription.

Step 4. Select the applicable options under the transcription service section and select **Save**. (For information on each field, see **Help > This Page**).

The error message observed must disappear after the previous steps have been executed and you can continue with the Speechview service registration.