

Unified Application Environment Support Model

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Introduction

The Cisco Unified Application Environment (CUAE) can have any number of applications installed that are not created by Cisco. Because of this fact, the CUAE has a split support model between TAC, Cisco Developer Services, and third party application developers. This document describes the CUAE split support model.

Please consider the information in this document in order to determine if you should call the Technical Assistance Center, Cisco Developer Services, or the entity that created the application that experienced an issue.

Note: Your support contract(s) with Cisco are the ultimate definition of your support. This document is not meant to replace or supersede the definition of those contracts, but rather to offer straightforward navigation on the most appropriate organization to contact.

In order to determine which solution is best for you, see these sections:

- *Host* If you host the CUAE and have installed and run applications on top of this platform, this solution is best for you.
- *Development* If you develop applications for the CUAE, this solution is best for you.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on the Cisco Unified Application Environment (2.4).

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, make sure

that you understand the potential impact of any command.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Background Information

Application Server Logs

When you experience a problem, the issue might be reported as an error in the application server logs. In order to find these logs, navigate to <http://<server-ip-address>/mceadmin>, choose **Server Logs > AppServer**, and click the top log file. This file is useful in order to determine where the root of the issue lies.

In addition, support personnel use application server logs to troubleshoot any issues. You must bundle your logs before you send them to your support personnel. Use the log archive feature in order to bundle your logs. Navigate to <http://<server-ip-address>/mceadmin>, and choose **Server Logs > Select All > Archive Selected Logs**.

MakeCall and AnswerCall Scripts

Two scripts are bundled with the CUAЕ: the *MakeCall* script and the *AnswerCall* script. These scripts test basic functionality, as well as network operation, and should be run if the cause of a customized script failure is unknown. The results of these tests, along with the application server logs, can help you determine which support organization to contact.

- If the MakeCall and AnswerCall scripts are successful, the issue is most likely in the custom development script, and you should call Cisco Developer Support.
- If the MakeCall or AnswerCall scripts fail, the issue is most likely a configuration issue, and you should call Cisco TAC.

For more information on how to use the MakeCall and AnswerCall scripts, refer to the Administration Guide for the Cisco Unified Application Environment (2.4).

Host

When to Call Cisco TAC

Customers who have purchased a Cisco Unified Communications Essential Operate Service contract for their Cisco Unified Application Server (CUAS) and Cisco Unified Media Engine (CUME) can call the Technical Assistance Center (TAC) if the CUAЕ fails to communicate with their Cisco Unified Communications Manager (CUCM) from a telephony and audio device.

TAC supports these issues:

- SIP, H.323, SCCP, or CTI calls to and from CUCM and CUAS fail to complete.
- RTP streams from the CUME to endpoints (phones or other callable entities) experience 1-way, no-way, or poor audio.
- Issues with platform management through the mceadmin management console.
- Hardware-related issues (only if hardware support is included in your Cisco Unified Communications Essential Operate Service contract).
- TAC also supports interoperability issues between the CUAЕ and Cisco Unified Presence (CUP).

Note: This list contains issues that TAC will attempt to debug and resolve. However, TAC cannot resolve issues in which the root cause is a poorly developed application. For example, the TAC will attempt to resolve issues (such as calls that fail to complete, audio issues, and CUP interoperability issues) that are caused by either network or deployment/environmental issues. However, the TAC will not attempt to resolve these same issues if they are caused by an application that is developed incorrectly. You must contact the creator of the application in order to resolve these issues. Examine the application server logs, as described in Application Server Logs, in order to determine which support organization to contact.

When to Call the Creator of the Application

You must call the creator of the application if the application server logs indicate an application error or if the application has issues not mentioned in When to Call Cisco TAC. TAC is not responsible for logical or programmatic errors in applications that are not created by Cisco. You must contact the creator of the application if the root cause resides in the application.

Development

Customers who have purchased a Cisco Developer Services contract can contact Developer Services if they experience development-related application issues. Development-related issues include issues with applications developed with CUAE that are caused by errors in the platform. In addition, Developer Services can offer guidance if a developer is stuck on a particular development problem.

Related Information

- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Recommended Reading: Troubleshooting Cisco IP Telephony**
- **Technical Support & Documentation – Cisco Systems**

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