Recommended Base Levels for Debugging Cisco Agent Desktop

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Introduction

This document describes the recommended base debugging level to troubleshoot Cisco Agent Desktop processes. Additional levels might be required. This depends on the specific problem.

Note: Verify the problem and make sure you can reproduce the problem before you turn on additional debugging levels. In all cases, debugging must be turned off as soon as the problem is reproduced.

Prerequisites

Requirements

Cisco recommends that you have knowledge of this topic:

- Cisco Agent Desktop Product Suite debugging

Components Used

The information in this document is based on Cisco Agent Desktop Product Suite version 4.2.x and later.

The information presented in this document was created from devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If you are working in a live network, ensure that you understand the potential impact of any command before using it.

Conventions

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

Debug Logs

Cisco Agent Desktop is able to keep debug logs, although this capability is disabled by default. In order to enable debugging, you must edit the **fastcalllocal.ini** and/or **supervisor.ini** files that enable you to log in.

When you set the level, the number represents the highest level. All levels below the level specified are written to the debug files. When you set the range, only the numbers specified are written to the debug files.

After you gather the information in the debug files, be sure to set the level of debugging to the default level. Otherwise the performance of the application is affected.

Servers

Cisco Desktop Rascal Server

The Cisco Agent Desktop Recording and Statistic (RASCAL) server works with the Voice Over IP (VoIP) Monitor server to record conversations. It also stores a detailed account of agent activity, including times and durations of calls and changes in the Automatic Call Distributor (ACD) state of the agents.

The recommended level of debugging is 1 and 50: 1 receives base RASCAL information and 50 receives database interaction. The valid debug level is 1 − 4, 50 and 170 − 179.

Cisco Desktop VoIP Monitor Server

The Cisco Agent Desktop VoIP Monitor server captures a call voice packet. If the supervisor decides to monitor a call, it directs an instance of the voice conversation to the supervisor PC. If a supervisor or agent decides to record a call, it assembles the digitized speech from the voice packets into a file and stores it.

The recommended level of debugging is 2. The valid debug level is 1 − 4.

Cisco Desktop Sync Server

The Cisco Agent Desktop Sync server connects to the Cisco Intelligent Contact Management (ICM) SQL server database. It grabs agent, team, supervisor, and skill information and stores the information in Lightweight Directory Access Protocol (LDAP). It automatically refreshes every 10 minutes, or it can be manually run from the administrator.

The recommended level of debugging is 4000 and 4001. These levels are already set by default in Cisco Agent Desktop Product Suite version 4.4.x. The valid debugging level is 4000 − 5000.

Cisco Desktop TAI Server

The IP Phone Agent Telephony Agent Interface (TAI) server enables IP phone agents to log in and out of ICM, change agent state, enter wrap−up data, and reason codes without the use of Agent Desktop software.

The recommended level of debugging is 3000, 3010, and 3020. These levels are already set by default in Cisco Agent Desktop Product Suite version 4.4.x. The valid debugging level is 3000 − 9999.

Cisco Desktop Call/Chat Server

The Call/Chat server facilitates general communication between agents and supervisors. This server provides a list of agents, the calls they are on, and the ACD states of agents to the supervisor.

The recommended level of debugging is 2. The valid debug level is 0 − 4.

Cisco Desktop Enterprise Server

The Cisco Agent Desktop Enterprise server provides an interface that allows information to be attached to a call and then retrieved after the call has progressed. This allows the server to facilitate call detail and history reporting.

The recommended level of debugging is 2. The valid debugging level is 0 − 4 and 6 − 200.

Cisco Desktop Directory Services Server

The Cisco Agent Desktop Directory Services server is an LDAP server that stores configuration information for all Cisco Agent Desktop applications. Administrator and DSBrowser are the tools used to view and manipulate the information.

The recommended level of debugging is 11. The valid debugging level is 0 − 4095. This server has a high probability of being able to affect performance. This depends on system usage. Turn this on long enough to duplicate the problem. Debugging is turned off as soon as the problem is reproduced.

Clients

Agent Desktop

Agent Desktop provides agents with these functionalities:

- Screen Pop
- Call Control
- View Agent Reports (Statistics, Call Logs, Agent State Logs, Call/Chat, Enterprise Data)

The recommended level of debugging is 30 . The valid debugging level is 0 − 6000. The higher the value, the more detailed the debug file.

Supervisor Desktop

Supervisor Desktop provides the supervisor with these functionalities:

- View Agent Activities
- Monitor Agents
- Record Agents
- Change Agent States
- Agent Messaging

The recommended level of debugging is 30 . The valid debugging level is 0 − 6000. The higher the value, the more detailed the debug file.

Related Information

- **Technical Support & Documentation − Cisco Systems**

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