

Cisco IPCC Express Support Checklist

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Introduction

Use the Cisco IP Contact Center (IPCC) Express support checklist for problems that relate to Cisco IPCC Express. Complete this checklist and provide the information to the Cisco Technical Assistance Center (TAC).

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco CallManager
- Cisco IPCC Express

Components Used

The information in this document is based on these software and hardware versions:

- All Cisco CallManager software releases
- All Cisco IPCC Express software releases

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.

Problem Descriptions

Details

1. What is the problem?

2. When does the problem occur?

- ◆ What is the actual time of the first occurrence?

- ◆ What is the actual time of the last occurrence?

3. Is this a new installation?

Yes	No
-----	----

4. Is this an upgrade?

Yes	No
-----	----

5. How long has the system been up prior to the first occurrence of the issue?

6. What has been changed or updated prior to the first occurrence of the issue?

7. Do you have a screen shot of the error or failure? Attach the screen shot to the case if you answer **Yes**.

Yes	No
-----	----

Network Topology

1. Do you have a network topology diagram? Attach the diagram to the case if you answer **Yes**.

Yes	No
-----	----

2. Which voice gateways (models) does the network use?

3. Which switches (models) does the network use?

4. What is the VLAN configuration in the network?

5. Has Switched Port Analyzer (SPAN) or Remote SPAN (RSPAN) been implemented in the network?

Yes	No
-----	----

6. Where are the agents that are distributed in the network?

Cisco CallManager Configuration

1. Which version of Cisco CallManager do you use?

◆ Which service pack (SP) do you use?

◆ Which engineering special (ES) do you use?

2. Which operating system (OS) version do you use for servers and agents?

◆ c:\sti\stiver.exe (for Microsoft Windows 2000.2.3 and earlier)

◆ c:\utils\mcserver.exe (for Microsoft Windows 2000.2.4 and later)

3. What is the hardware platform?

◆ What is the memory?

◆ What is the CPU?

◆ What is the disk storage?

4. How many Cisco CallManagers are within the Cisco CallManager cluster?

5. What is the IP address and host name of the publisher?

6. What is the IP address and host name of the subscriber(s)?

7. Does **ping** or **tracert** run successfully from the Cisco CallManager server(s) to the Cisco IPCC Express server(s)?

Yes	No
-----	----

8. Which dialed numbers (DNs) are used for route points with Cisco IPCC Express?

9. Which DN's are used for CTI ports with Cisco IPCC Express?

Cisco IPCC Express

1. Which version of Cisco IPCC Express do you use?

◆ Which SP do you use?

◆ Which ES do you use?

2. What is the OS version for the server and the agents?

◆ c:\sti\stiver.exe (for Microsoft Windows 2000.2.3 and earlier)

◆ c:\utils\mcserver.exe (for Microsoft Windows 2000.2.4 and later)

3. What is the hardware platform?

◆ What is the memory?

◆ What is the CPU?

◆ What is the disk storage?

4. What is the CLASSPATH of the Cisco IPCC Express server?

5. Does **ping** or **tracert** run successfully from Cisco IPCC Express to Cisco CallManager or to agents?

Yes	No
-----	----

Lightweight Directory Access Protocol (LDAP)

1. Which LDAP directory is used?

DCDirectory	Active Directory	iPlanet
-------------	------------------	---------

2. Is the `ccndir.ini` soft copy available? Attach the soft copy to the case if you answer **Yes**.

Yes	No
-----	----

Note: `ccndir.ini` is located in the `winnt\system32\ccn\` directory on the Cisco CallManager server.

Script

Do you have all the related script soft copies? Attach the soft copies to the case if you answer **Yes**.

Yes	No
-----	----

Note: All the scripts are located in the repository from the Cisco IPCC Express server.

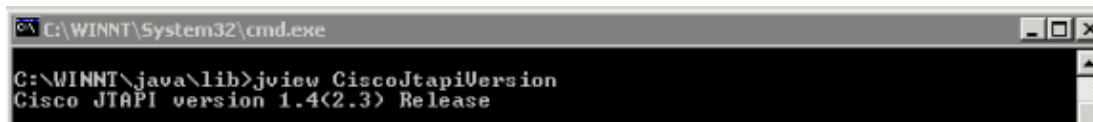
JTAPI

What is the result when you run the **jview** command?

--

Figure 1 displays the result from the **jview** command.

Figure 1 jview Command



```
C:\WINNT\System32\cmd.exe
C:\WINNT\java\lib>jview CiscoJtapiVersion
Cisco JTAPI version 1.4(2.3) Release
```

Integrated Voice Response (IVR) Log

Have `SS_TEL`, `SS_RM`, `SS_CM`, `SS_RMCM` been checked for MIVR log facility under the **Active trace level options** section in trace configuration?

Yes	No
-----	----

Note: MIVR and Java Telephony Application Programming Interface (JTAPI) logs are located in `\\Program Files\wfavvid\log` for Cisco IPCC Express Version 3.0 and later.

Figure 2 displays part of the trace configuration.

Figure 2 Trace Configuration for IVR Log

	SESSION_MGR	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	SS_APP	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	SS_CM	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	SS_CMT	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	SS_DB	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	SS_EMAIL	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	SS_ENT_SRV	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	SS_HTTP	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	SS_NUAN_ASR	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	SS_NUAN_TTS	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	SS_RM	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	SS_RMCM	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	SS_RTR	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	SS_TEL	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Engine Status

Do you have a screen shot of the **Engine Status**? Attach the screen shot to the case if you answer **Yes**.

Yes	No
-----	----

Figure 3 displays the **Engine Status** screen shot.

Figure 3 Engine Status

Engine

Engine Status	
Engine Configuration	
Trace Configuration	
Trace Files	

Engine Status	
System	Status
Engine	Running
Subsystems	
Subsystems	Status
JTAPI Subsystem	PARTIAL_SERVICE
Database Subsystem	OUT_OF_SERVICE
Nuance ASR Subsystem	IN_SERVICE
CMT Subsystem	IN_SERVICE
HTTP Subsystem	IN_SERVICE
Application Subsystem	IN_SERVICE
Voice Browser Subsystem	IN_SERVICE
Enterprise Server Data Subsystem	IN_SERVICE
eMail Subsystem	OUT_OF_SERVICE
RM-CM Subsystem	IN_SERVICE
Core Reporting Subsystem	IN_SERVICE
Nuance TTS Subsystem	IN_SERVICE

Start Engine Stop Engine

Cisco Agent Desktop Logs

Logs include listings of Cisco Agent Desktop events and errors. These events can represent actions taken by a Desktop application, implications of user-defined configuration settings, or limitations of the hardware. The error codes are brief descriptions of the events.

Cisco Agent Desktop can keep debug logs and is disabled by default. Edit the **fastcallocal.ini** and **supervisor.ini** files to enable this capability. The number represents the highest level. All levels below the level specified are written to the debug files when you set the level. Only the numbers specified are written to the debug files when the range is set. The performance of the application is affected if you do not set the level of the debug to the default level after the information is gathered in the debug files.

Note: Section 4 of Service Information Cisco Desktop Product Suite 4.5.5 (ICD) covers details of logs and error code for Cisco Agent Desktop.

Cisco CallManager Logs

Configure Trace

Refer to Trace Configuration for procedural information about the Trace Configuration tool to configure trace parameters for Cisco CallManager services.

Trace Levels

Have the trace levels for Cisco CallManager and Synchronous Data Link (SDL) been configured, as Table 1 shows?

Yes	No
-----	----

Configured Service

Parameter Name

Parameter Value

Event

Cisco CallManager

Debug

Detailed

Telephony call events

SDL

sdltracetypeflag

CB15

Telephony call events

SDL

sdltracedataflags

110

Telephony call events

SDL

sdltraceflag

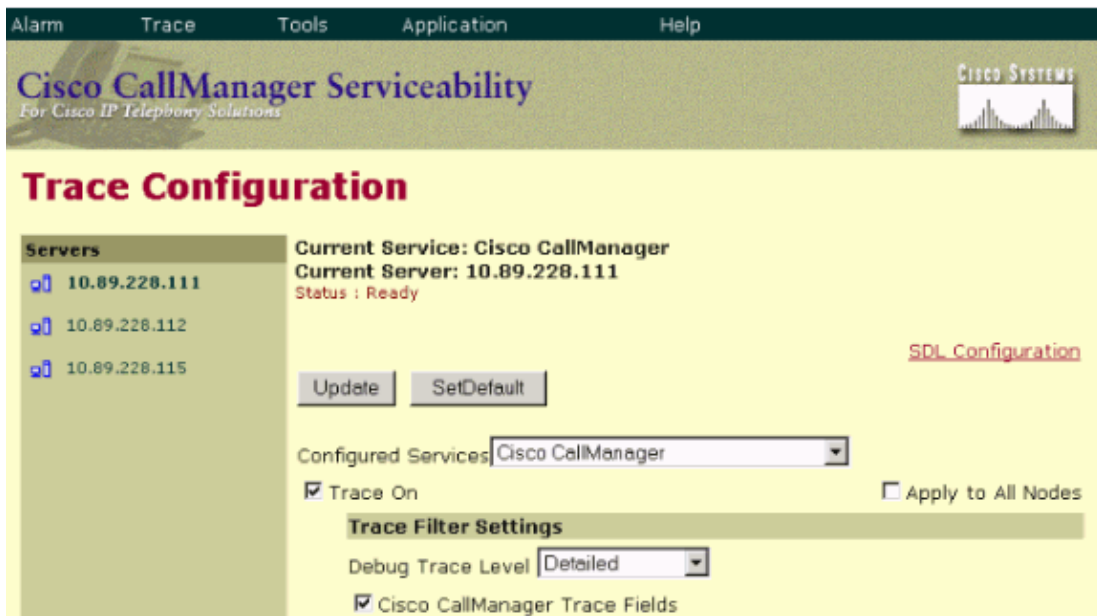
True

Telephony call events

Complete these steps to configure Cisco CallManager:

1. Select **Application > Cisco CallManager Serviceability** from the Cisco CallManager Administration Page.
2. Select **Trace > Configuration**.
3. Select the Cisco CallManager server from the **Servers** column.
4. Select the Cisco CallManager from the **Configured Services** box and select the **Trace On** check box.
5. Click the down arrow in the Debug Trace Level field.
6. Click **Detailed** in the **Debug Trace Level** drop-down menu, as Figure 4 shows.

Figure 4 Cisco CallManager Trace Configuration



Complete these steps to configure SDL:

1. Select **Service > Service Parameters** from the Cisco CallManager Administration Page.
2. Click the down arrow in the **Server** check box and select the Cisco CallManager server.
3. Click the down arrow and select the **Cisco CallManager**. The Service Parameters Configuration window refreshes with the selected server and service.
4. Click **Advanced** and scroll down to the SDL Trace section, as Figure 5 shows.

Figure 5 SDL Configuration

SDL Trace		
Parameter Name	Parameter Value	Suggested Value
SDL Trace Data Flags*	0x00000110	0x00000110
SDL Trace Flush Immediately*	True	True
SDL Trace Data Size*	100	100
SDL Trace File Path*	c:\Program Files\Cisco\Trace\SDL\	c:\Program Files\Cisco\Trace\SDL\
SDL Trace Flag*	True	True
SDL Trace Max Lines*	10000	10000
Sdl Trace Total Number of Files*	250	250
Sdl TraceType Flags*	0x8000CB15	0x8000EB15
Sdl Xml Trace Flag*	False	False

Agent/Client

1. Does **ping** or **tracert** run successfully from the agent or client to Cisco CallManager?

2. Does **ping** or **tracert** run successfully from the agent or client to Cisco IPCC Express?

Note: Agent and client-related logs are located in the \Program Files\Cisco\Desktop directory.

Remote Access

1. What is the IP address, **User Name** and **Password** for remote access to the Cisco CallManager through Microsoft Terminal Services?

2. What is the IP address, **User Name** and **Password** for remote access to Cisco IPCC Express through Microsoft Terminal Services?

Related Information

- [Trace Configuration](#)
- [Service Information Cisco Desktop Product Suite 4.5.5 \(ICD\)](#)
- [Technical Support & Documentation – Cisco Systems](#)

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