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Introduction

This document explains how to gather traces to debug calls that are stuck in the queue in a Cisco IP Contact Center (IPCC) Express Environment.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco CallManager
- Cisco Customer Response Solutions (CRS)

Components Used

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

- Cisco CallManager version 3.x and later
- Cisco CRS version 3.x and later

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.

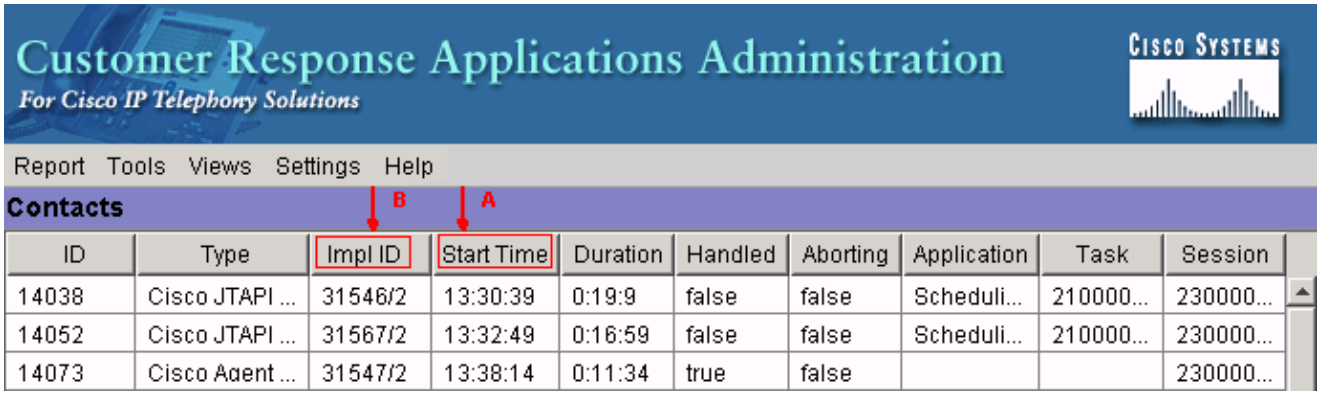
Real Time Reports

In order to troubleshoot a call stuck in queue, you require these two reports:

1. The Contacts real time report (see Figure 1).
2. The CSQ IP ICD Stats real time report (see Figure 2).

These two real time reports indicate the time frame in which call is stuck in the queue. You can use the Contacts real time report to obtain the Start Time of the call (see arrow A in Figure 1) and the Impl ID (see arrow B in Figure 1). These parameters enable you to identify the call to look for in different traces.

Figure 1 Contacts Real Time Report



ID	Type	Impl ID	Start Time	Duration	Handled	Aborting	Application	Task	Session
14038	Cisco JTAPI ...	31546/2	13:30:39	0:19:9	false	false	Scheduli...	210000...	230000...
14052	Cisco JTAPI ...	31567/2	13:32:49	0:16:59	false	false	Scheduli...	210000...	230000...
14073	Cisco Agent ...	31547/2	13:38:14	0:11:34	true	false			230000...

Here is a sample output from the JTAPI log:

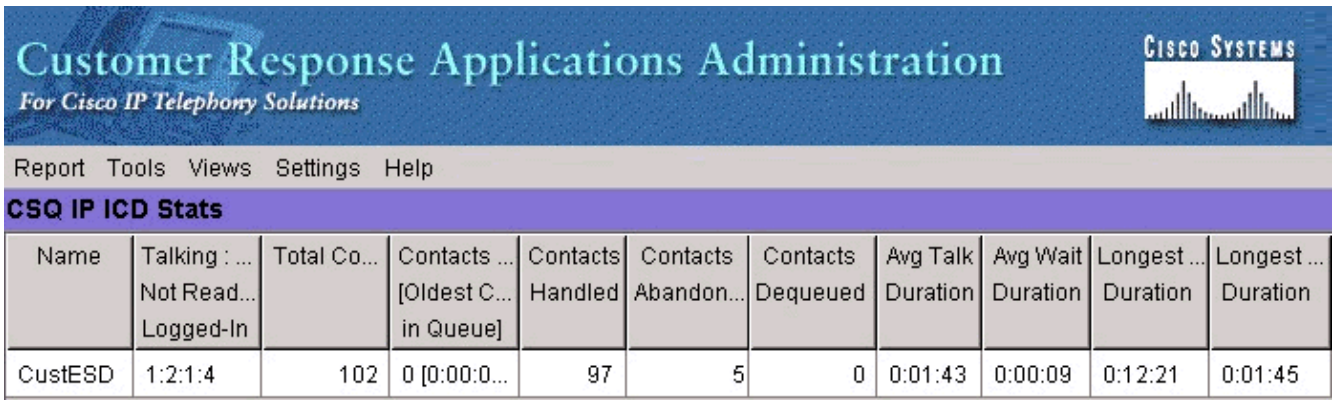
```
%JTAPI-JTAPI-7-UNK:(P1-icdjtapi)[SS_TEL_CALL_CONN_OFFERED:1317]
[(P1-icdjtapi) GCID=(2,171194)->ACTIVE]
Request: addObserver(InCallObs[TP[id=23,implId=1317,state=IN_USE],
answered=false, aborted=false,disconnected=false,transferred=false,cleaned=false])
```

Here is another example from the MIVR log.

```
MIVR-SS_TEL-7-UNK:Route Connection:
[1612/(P1-icdjtapi) GCID=(2,171156)->ACTIVE]->OFFERED,
CTI Port selected: TP[id=40,implId=1226,state=IN_USE]
```

Note: These output samples appear over multiple lines here due to space limitations.

Figure 2 CSQ IP ICD Stats Report



Name	Talking : ... Not Read... Logged-In	Total Co...	Contacts ... [Oldest C... in Queue]	Contacts Handled	Contacts Abandon...	Contacts Dequeued	Avg Talk Duration	Avg Wait Duration	Longest ... Duration	Longest ... Duration
CustESD	1:2:1:4	102	0 [0:00:0...	97	5	0	0:01:43	0:00:09	0:12:21	0:01:45

Trace Collection

This section provides the step−by−step instructions to turn on the various types of trace.

Turn On the MIVR Trace

This section describes the procedures to turn on the MIVR trace for IPCC Express versions 3.x and 4.x.

IPCC Express 3.x

Complete these steps in order to turn on the MIVR trace for IPCC Express 3.x:

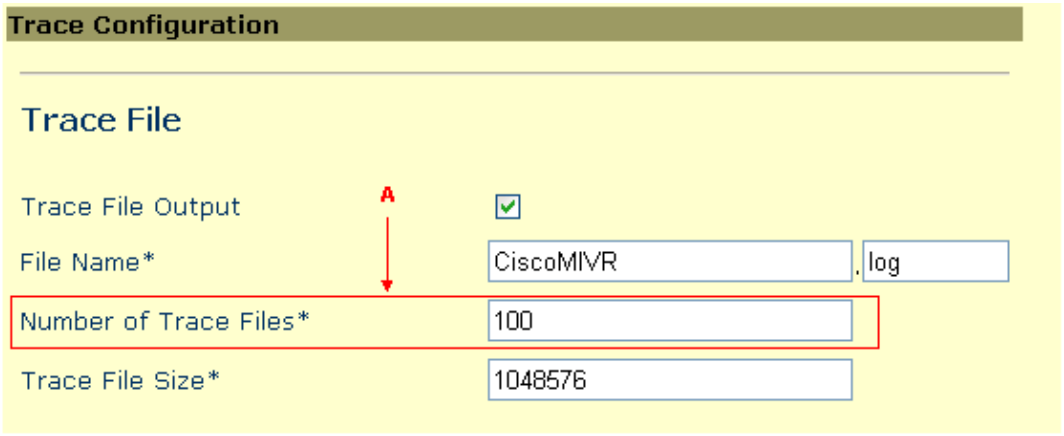
1. Select **System > Engine** from the CRA Administration menu bar.

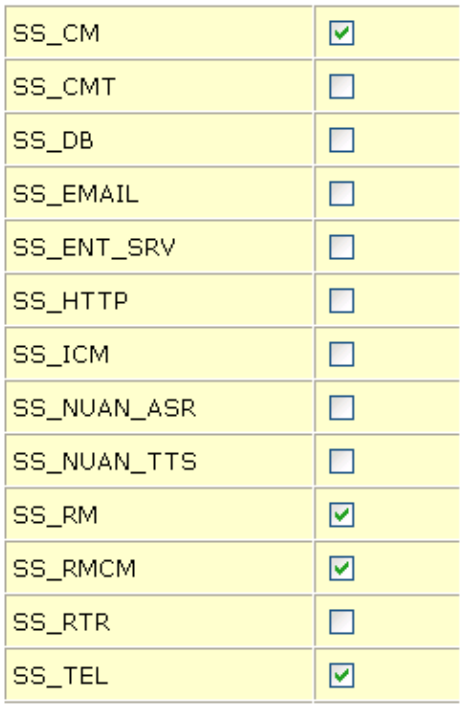
   The Engine web page appears.
2. Click the **Trace Configuration** hyperlink in the left pane.

   The Trace Configuration web page appears (see Figure 3).
3. Turn on these MIVR trace Debug levels:

   - ICD_RTDM
   - SS_CM
   - SS_RM
   - SS_RMCM
   - SS_TEL

Figure 3 MIVR Trace Configuration





4. Increase the number of trace files to 100 (see arrow A in Figure 3).
5. Set the TRACELEVEL.MIVR.ICD_RTDM.XDEBUGGING parameter to **true** in the **system.properties** file, which resides in the `C:\Program Files\wfavvid` folder:

   ```
   TRACELEVEL.MIVR.ICD_RTDM.XDEBUGGING=true
   ```

   The system generates and stores the MIVR log. The name of the log file is **CiscoMIVRxxx.log**, where xxx represents the sequence number. The log file resides in `C:\program files\wfavvid\log` for IPCC Express 3.x.

Note: Restart the CRA Engine so that the MIVR traces reflect the changes in the number of files and file sizes.

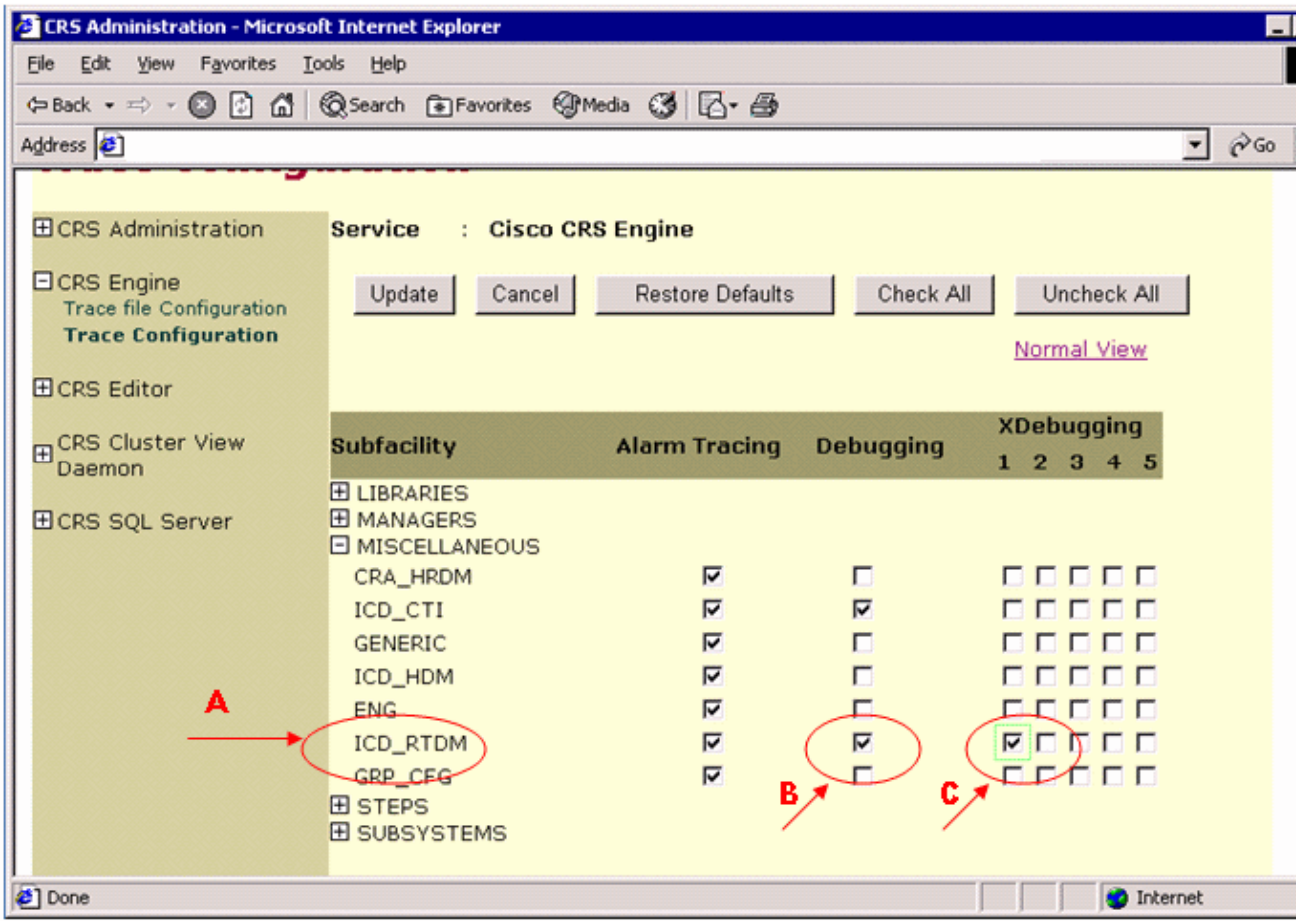
IPCC Express 4.x

Complete these steps in order to turn on the MIVR trace for IPCC Express 4.x:

1. Open AppAdmin.
2. Select **System > Trace Configuration > CRS Engine > Miscellaneous**.
3. Click **Expand View**.

An XDebugging row appears for each process. ICD_RTDM appears under Miscellaneous (see arrow A in Figure 4).

Figure 4 Expand View of Processes in CRS Administration Page



4. Check the **Debugging** check box (see arrow B in Figure 4).
5. Check the check box in column 1 under XDebugging (see arrow C in Figure 4).

The system generates and stores the MIVR log. The name of the log file is **CiscoMIVRxxx.log**, where xxx represents the sequence number. The log file resides in `C:\program files\wfavvid\log\MIVR` for IPCC Express 4.x

Note: Restart the CRA Engine so that the MIVR traces reflect the changes in the number of files and file sizes.

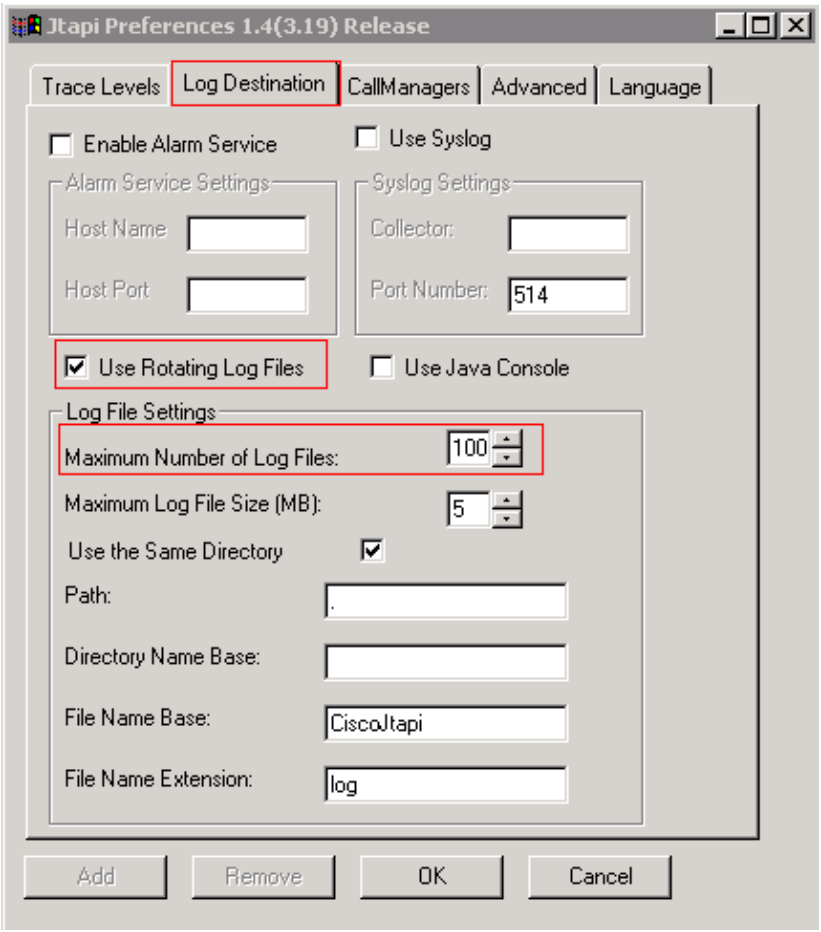
Turn On the JTAPI Trace

Complete these steps in order to turn on the JTAPI trace:

1. Click **Start > Programs > Cisco JTAPI > JTAPI Preference**.

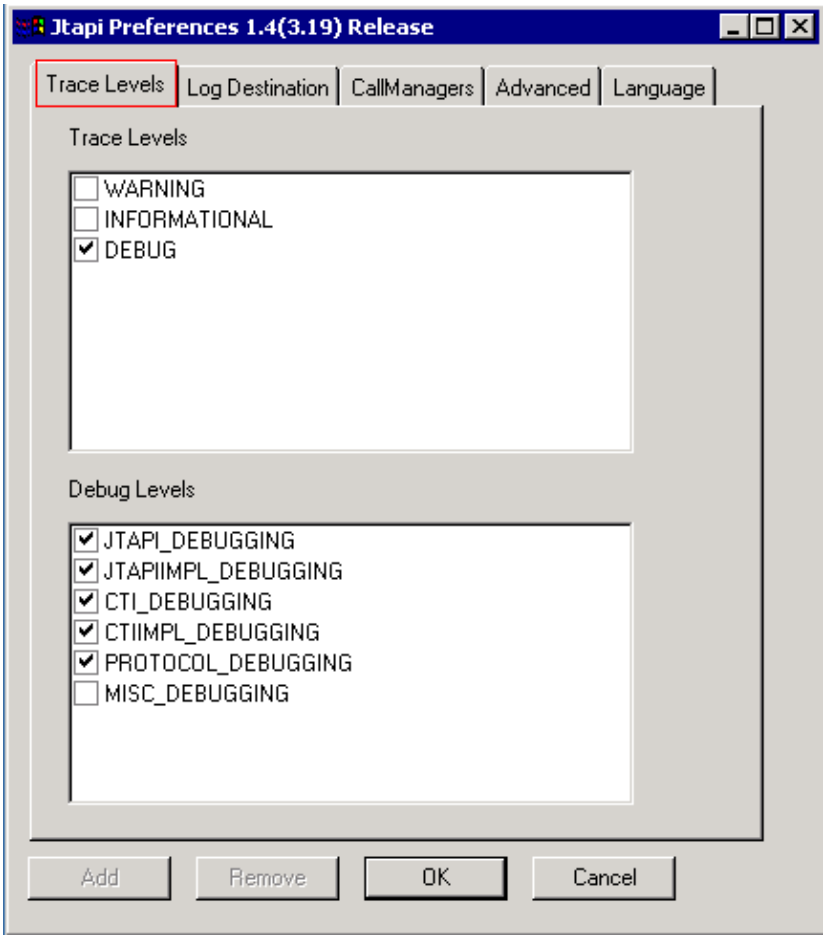
   The Jtapi Preferences screen appears (see Figure 5).
2. Click the **Log Destination** tab.

Figure 5 JTAPI Preferences: Log Destination Tab



3. Check the **Use Rotating Log Files** check box.
4. Increase the maximum number of log files to **100** in the Log File Settings section.
5. Click the **Trace Levels** tab (see Figure 6).
6. Check the **Debug** check box in the Trace Levels section.

Figure 6 JTAPI Preferences: Trace Levels



7. Check these check boxes in the Debug Levels section:

   - JTAPI_DEBUGGING
   - JTAPIIMPL_DEBUGGING
   - CTI_DEBUGGING
   - CTIIMPL_DEBUGGING
   - PROTOCOL_DEBUGGING

   The system generates and stores the JTAPI log in the `C:\Program Files\wfavvid\log` folder. The name of the log file is **CiscoJTAPIxx.log**, where xx represents the sequence number.

   Note: Restart the CRA Engine for the changes in the number of files and file sizes to be reflected in the JTAPI traces.

Set the CCM Trace on CallManager

Complete these steps to set the CCM trace on CallManager:

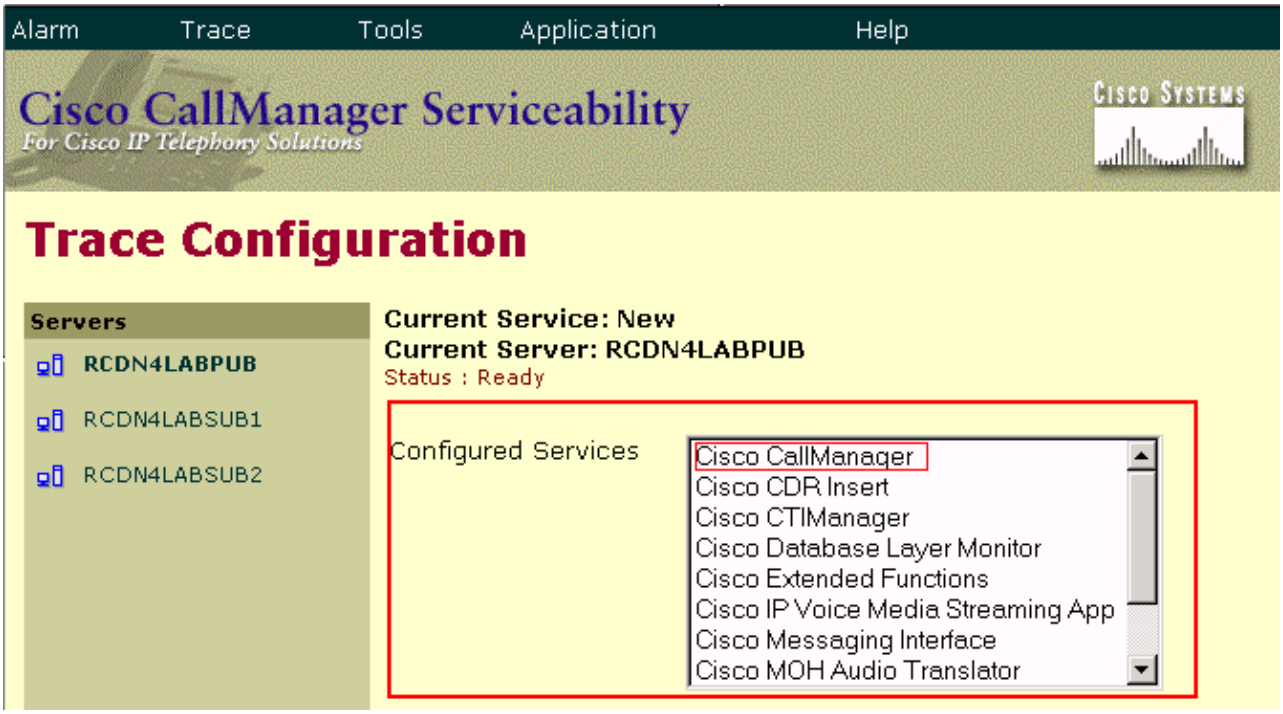
1. Select **Application > Cisco Callmanger Serviceability** from the CallManager Administration menu bar.

   The Cisco CallManager Serviceability web page appears.
2. Select **Trace > Configuration**.

   The Trace Configuration web page appears.
3. Select **CallManager (publisher)** in the Servers section.

The Configured Services list appears:

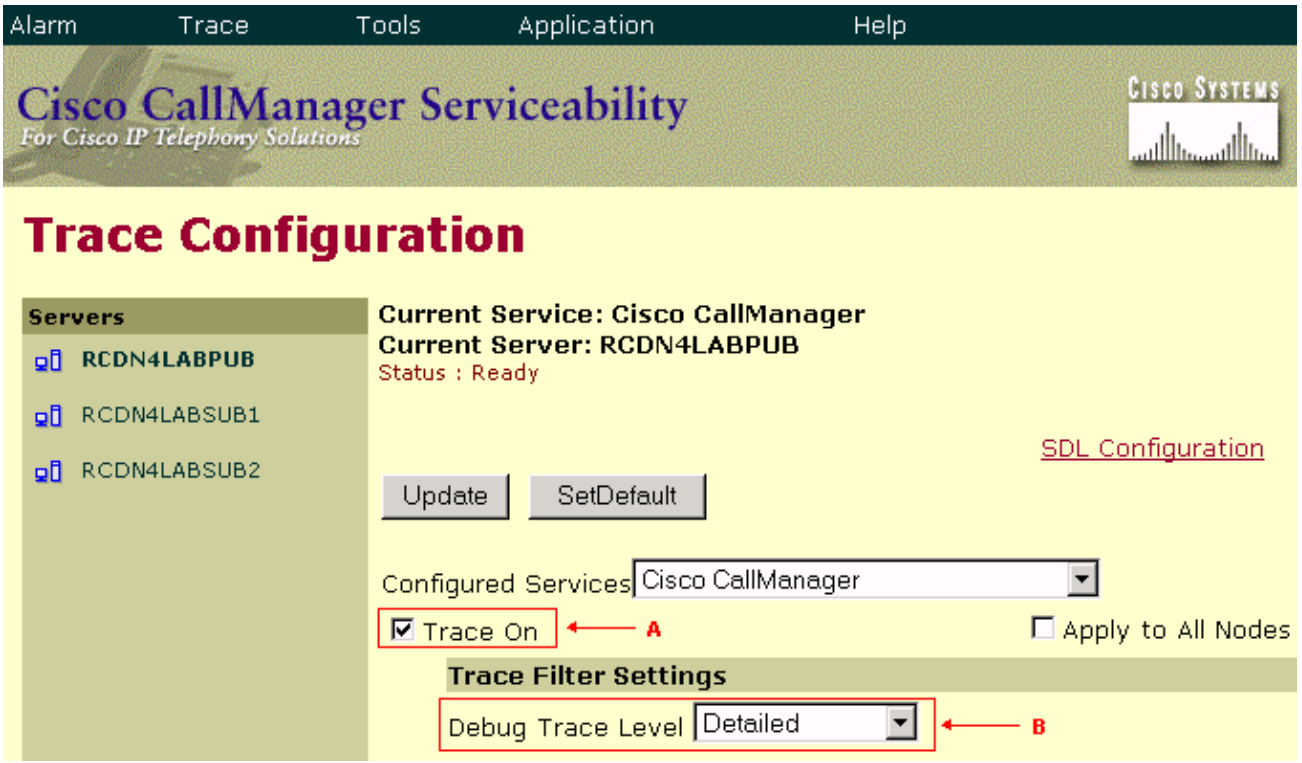
Figure 7 CallManager Serviceability: Configured Services



4. Click **Cisco Callmanager** in the Configured Services box.

   The Trace Configuration screen for Cisco CallManager appears (see Figure 8).
5. Check the **Trace ON** check box (see arrow A in Figure 8).
6. Select **Detailed** from the Debug Trace Level list (see arrow B in Figure 8).

Figure 8 CallManager Serviceability − Two



Set the CTI Trace on CallManager

Refer to the Set Up Traces for Cisco CallManager section of the Set Up Cisco CallManager Traces for Cisco Technical Support document for information on how to set up the CTI Trace on CallManager.

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IP Communications and Video: Contact Center

Related Information

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

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