



# Status API

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## Configuration Rules

### Unified CCE AW, Unified Intelligence Center, CUIC-LD-IdS, and Finesse Machines

These rules show the potential configuration errors and warnings for Unified CCE AW, Unified Intelligence Center, CUIC-LD-IdS, and Finesse machines.

**Table 1: Unified CCE AW, Unified Intelligence Center, CUIC-LD-IdS, and Finesse Rules**

Rule	Description
SSO_COMPONENT_STATUS_MATCHES_GLOBAL	The global SSO status must be the same as component SSO status.
SSO_VALID_IDS_REFERENCE	If single sign-on is enabled, this machine must be associated with a valid Cisco Identity Service.

**Table 2: Unified CCE AW Rules**

Rule	Description
TASK_ROUTING_APP_PATHS_EXIST	Each Peripheral Gateway with a Communications Manager PIM must have an associated Task Routing Application Path.

### Customer Collaboration Platform Machines

These rules show the potential configuration errors and warnings for Customer Collaboration Platform machines.

**Table 3: Customer Collaboration Platform Rules**

Rule	Description
SOCIAL_MINER_MR_ENABLED	Multichannel routing must be enabled on Customer Collaboration Platform.

### Cloud Connect Machines

These rules show the potential configuration errors and warnings for all of the machines, ESX hosts, and Gateways. Each section has a rule table that applies to all machines listed in that category, as well as a rule table for each type of machine in that category.

These rules show the potential configuration errors and warnings for Cloud Connect machines.

**Table 4: Cloud Connect Rules**

Rule	Description
CLOUD_CONNECT_STATUS	Shows the sync status of Cloud Connect Machine.

## Operation Rules

### Common Operation Rules

These rules show the potential operation errors and warnings for Unified CCE, Unified CM, Unified CVP, Gateways, Unified Intelligence Center, Finesse, and Enterprise Chat and Email. Each section has a rule table that applies to all machines listed in that category, as well as a rule table for each type of machine in that category.

These rules show the potential operation errors and warnings for the following machines:

- All Unified CCE components
- Unified Intelligence Center
- CUIC-LD-IdS
- Finesse
- Live Data
- Identity Service
- Customer Collaboration Platform

**Table 5: Common Rules**

Rule	Description
SERVER_CONNECTION	<p>The Diagnostic Portal, AXL, REST, or SOAP service on this machine must be in service. The status you see varies according to the product type, as follows:</p> <ul style="list-style-type: none"> <li>• Unified CCE: The Cisco ICM Diagnostic Framework service on the Principal AW must be reachable on the network.</li> <li>• CUIC-LD-IdS: The SOAP service on the Publisher must be reachable on the network.</li> <li>• Finesse: The SOAP service on the Primary Finesse machine must be reachable on the network.</li> <li>• IdS: The REST service on the Primary Identity Server must be reachable on the network</li> <li>• Customer Collaboration Platform : The service must be reachable on the network.</li> </ul>
SERVER_CREDENTIALS	<p>The inventory's credentials for the machine must be valid. The status you see varies according to the product type, as follows:</p> <ul style="list-style-type: none"> <li>• Unified CCE: The Diagnostic Framework credentials entered for the Principal AW must be valid for all CCE components in the solution.</li> <li>• CUIC-LD-IdS: The Unified Intelligence Center Administration credentials entered for the Publisher must be valid</li> <li>• Finesse: The Finesse Administration credentials entered for the Primary Finesse machine must be valid.</li> <li>• IdS: The Identity Service Administration credentials entered for the Primary Identity Server must be valid</li> <li>• Customer Collaboration Platform : The service credentials must be valid.</li> </ul> <p><b>Note</b> This rule does not apply to a standalone Live Data machine.</p>

**Cloud Connect Machines**

These rules show the potential operational errors and warnings for Cloud Connector machines.

**Table 6: Cloud Connect Rules**

Rule	Description
CLOUD_CONNECTOR_TYPE	Cloud connect is either publisher or subscriber.

Rule	Description
CONTACT_CENTER_AI_CALL_TYPE_CONFIG_NOT_FOUND	Some of the Contact Center AI configurations that are associated with the call types are not available in the Control Hub.