



Troubleshooting Guide for Cisco Unified Contact Center Management Portal

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Preface

Purpose

This document explains some solutions to issues you might encounter and answers some questions about Cisco Unified Contact Center Management Portal (Unified CCMP).

Audience

This document is intended for all users of Unified CCMP, from high-level administrators to team supervisors. The reader needs no technical understanding beyond a basic knowledge of how to use computers.

Organization

The following table describes the information contained in each chapter of this guide.

Chapter	Description
Chapter 1, "Initial Checks" Intended Audience: All users of Unified CCMP	Lists the initial checks to make if you experience problems with Unified CCMP.
Chapter 2, "Windows Operating System Checks" Intended Audience: All users of Unified CCMP	Describes how to check aspects of the Microsoft Windows platform, including memory usage and disk space.
Chapter 3, "SQL Server Checks" Intended Audience: All users of Unified CCMP	Describes how to check for possible MS SQL Server issues.
Chapter 4, "Unified Contact Center Management Portal Checks" Intended Audience: All users of Unified CCMP	Explains how to troubleshoot connectivity problems and where to find diagnostic information within Unified CCMP.
Chapter 5, "Common Issues" Intended Audience: All users of Unified CCMP	Describes some problems commonly encountered while using Unified CCMP and how to fix them.

Related Documentation

Documentation for Cisco Unified ICM/Contact Center Enterprise & Hosted, as well as related documentation, is accessible from Cisco.com at:

<http://www.cisco.com/cisco/web/psa/default.html>.

- Related documentation includes the documentation sets for Cisco CTI Object Server (CTIOS), Cisco Agent Desktop (CAD), Cisco Agent Desktop - Browser Edition (CAD-BE), Cisco Unified Contact Center Management Portal, Cisco Unified Customer Voice Portal (CVP), Cisco Unified IP IVR, Cisco Unified Intelligence Center, and Cisco Support Tools.
- For documentation for these Cisco Unified Contact Center Products, go to <http://www.cisco.com/cisco/web/psa/default.html>, click **Voice and Unified Communications**, then click **Customer Contact**, then click **Cisco Unified Contact Center Products** or **Cisco Unified Voice Self-Service Products**, then click the product/option you are interested in.
- For troubleshooting tips for these Cisco Unified Contact Center Products, go to <http://docwiki.cisco.com/wiki/Category:Troubleshooting>, then click the product/option you are interested in.
- Documentation for Cisco Unified Communications Manager is accessible from: <http://www.cisco.com/cisco/web/psa/default.html>.
- Technical Support documentation and tools are accessible from: <http://www.cisco.com/en/US/support/index.html>.
- The Product Alert tool is accessible from (login required): <http://www.cisco.com/cgi-bin/Support/FieldNoticeTool/field-notice>.
- For information on the Cisco software support methodology, refer to *Software Release and Support Methodology: ICM/IPCC* available at (login required): http://www.cisco.com/en/US/partner/products/sw/custcosw/ps1844/prod_bulletins_list.html.
- For a detailed list of language localizations, refer to the *Cisco Unified ICM/Contact Center Product and System Localization Matrix* available at the bottom of the following page: http://www.cisco.com/en/US/products/sw/custcosw/ps1001/prod_technical_reference_list.html.

Product Naming Conventions

In this release, the product names defined in the table below have changed. The New Name (long version) is reserved for the first instance of that product name and in all headings. The New Name (short version) is used for subsequent instances of the product name.

Note: This document uses the naming conventions provided in each GUI, which means that in some cases the old product name is in use.

Old Product Name	New Name (long version)	New Name (short version)
Cisco IPCC Enterprise Edition	Cisco Unified Contact Center Enterprise	Unified CCE
Cisco System IPCC Enterprise Edition	Cisco Unified System Contact Center Enterprise	Unified SCCE Note: Cisco Unified System Contact Center Enterprise (Unified SCCE) is supported in 8.5(1); however, there is not a separate 8.5(1) version. If you request features that are in 8.5(1), you must migrate to the Unified ICM/CCE/CCH software. Full migration information is documented in the <i>Upgrade Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted</i> .
Cisco IPCC Hosted Edition	Cisco Unified Contact Center Hosted	Unified CCH
Cisco Intelligent Contact Management (ICM) Enterprise Edition	Cisco Unified Intelligent Contact Management (ICM) Enterprise	Unified ICM
Cisco Intelligent Contact Management (ICM) Hosted Edition	Cisco Unified Intelligent Contact Management (ICM) Hosted	
Cisco CallManager/Cisco Unified CallManager	Cisco Unified Communications Manager	Unified CM

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS version 2.0.

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1. Initial checks

This chapter explains basic information to obtain when investigating system issues.

End User Checks

- Exact operation being performed
- Names, dates and other parameters being used in that operation.
For audit reporting errors, this should include:
 - Which report was run
 - The from/to dates the report was using
 - Which users are affected
- Details of the behavior
- Any error message
- If possible, a screen shot of the end result or error

Application Error Codes

Unified CCMP does not use status codes to convey information through the system. User-friendly error codes, combined with the context of what a user was doing when they encountered the error, should be sufficient to diagnose and resolve problems.

Unified CCMP also displays errors returned by Unified Intelligent Contact Management (Unified ICM) and Unified Communications Manager (Unified CM). These are visible through the audit reports provided and also in the history tab for each resource item. These error messages are always displayed in US English and are documented on the Cisco web site.

Critical Services

All Servers

Ensure that the following services are running on all servers:

- .NET Runtime Optimization Service
- COM+ Event System
- HTTP SSL
- IIS Admin Service
- World Wide Web Publishing Service

Database Servers

Ensure that the following services are running on all Database Servers:

- SQL Server (MSSQLSERVER)
- SQL Server Agent (MSSQLSERVER)
- Unified CCMP Data Import Server

- Unified CCMP Provisioning Server

Web Application Servers

Ensure that the following services are running on all Web Application servers:

- ASP.NET State Service
- Unified CCMP Application Search Services
- Unified CCMP Application Server
- Unified CCMP System Monitoring Services
- Unified CCMP Scheduling Services
- Report Server

User Rights

Ensure that the **Network Service** and **sql_agent_user** accounts have **log on as a service** permissions.

Network Connectivity

Ping each of the servers to ensure all are available.

2. Windows Operating System Checks

Event Logs

Open Event Viewer from **Start > All Programs > Administrative Tools > Event Viewer**.

On the Database Servers, look for errors raised by the following:

- SQL Server
- SQL Server Agent
- Unified CCMP Services
- On the Web Application Servers, look for errors raised by the following:
 - IIS
 - MS Reporting Services
 - Management Portal Services

Disk Space and Memory Usage

Use the Task Manager to check CPU and Memory utilization. High CPU and/or memory usage might impair performance and is often caused when inappropriate applications (such as some screensavers) are run on the system.

Low disk space might cause problems if the SQL Server database and Transaction Log do not have enough space to grow when required. This typically results in provisioning failures.

3. SQL Server Checks

1. Check that SQL Server has been allocated no more than 70% of the RAM in the server (or 50% for single-sided, standalone installations). Allocating more RAM than this result in poor performance from the other applications (including Management Portal components) on the server.
2. Ensure that dynamic RAM allocation is not being used, as this often results in over-allocation.
3. Open up Management Studio from **Start > All Programs > Microsoft SQL Server > Management Studio** and check database and Transaction Log space utilization.
4. In Management Studio, check the **Replication Monitor** for failing replication events.
5. Ensure that all scheduled tasks are reporting success. For details of any failing tasks, right-click on that task and select the **Task History** option.

4. Unified Contact Center Management Portal Checks

Connectivity

Web Application Server to Database Server

1. Create a shortcut on the desktop of the Web Application Server with the file extension **.udl**.
2. Double-click the link to open the **Data Link Properties** window.
3. On the **Provider** tab, select **OLE** for SQL Server.
4. On the Connection tab, enter the necessary details to connect to SQL Server.

Common Error Messages

Common error messages include:

Login Failed/Access Denied The user name or password are incorrect / do not have access to the SQL Server.

SQL Server is unavailable or does not exist The client was unable to access SQL Server over the network. Possible causes include:

- Broken NW connection
- DNS resolution failure
- SQL Server Service or System down

All error codes presented through this interface are standard SQL Server messages.

Database Server to Unified CCE

Use the SQL Server Management Studio to sign in to the Admin Workstation from the Database Server using SQL Server authentication.

SQL Server Transactions

The SQL Profiler allows you to monitor transactions being executed against a database.

1. Open the profiler from All Programs > Microsoft SQL Server > Performance Tools > SQL Server Profiler.
2. Click **File > New Trace** and connect to the server.
3. In the **Events** tab, select the following events:
 - Stored Procedures RPC:Completion
 - TSL SQL:BatchCompleted
4. Click **Run**.

You can also choose to filter the requests, for example by Application Name. Most Management Portal requests will show as **Management Portal Application Primary**, although errors in reporting show as **Report Server**.

Note The SQL Profiler only shows SQL that has executed. Broken/malformed SQL might never be executed and therefore might not show up in the profiler.

Logs

AppServer Log

On the Web Application Server, navigate to the location where the Application Server Component was installed. By default, this is **C:\Program Files\Management Portal\Application Server**. Open the latest log file contained within the **Logs** folder. Search for 'Exception:' and examine the details.

IIS Log Files

Web log files are found at

C:\WINDOWS\system32\LogFiles\W3SVC1\ex<YYMMDD>.log. These contain details of all web server transactions, and refer to standard HTTP status codes.

A full list of HTTP status codes can be found at

<http://www.w3.org/Protocols/rfc2616/rfc2616-sec10.html>. Some routine codes include:

- 200 - OK
- 401 - Failed Authorization
- 404 - Page Not Found
- 500 - Internal Server Error

Configuring the Web Log

The logging output level for the Web Log is configured in the file **web.config** in the location where the Web Server component was installed, by default, this is **C:\Program Files\Management Portal\Web**.

```
<system.diagnostics>
  <switches>
    <!-- 0 - none, 1 = error, 2 = warning, 3 = info, 4 = verbose -->
    <add name="LogLevelSwitch" value="2"></add>
  </switches>
  <assert assertuienabled="false"></assert>
</system.diagnostics>
```

Note Verbose level tracing should not be used in a live system except for very short periods in extreme situations.

Audit Reporting

Audit trails for individual items and audit reports for an overview of provisioning are available from the Unified CCMP user interface. More information on how to use these is available from the *Administration Manual for Cisco Unified Contact Center Management Portal* and the *User Manual for Cisco Unified Contact Center Management Portal*.

System Monitoring

The status of any system connections can be monitored from the Configuration Manager on the Database Server or from the Monitor Report. These are described more fully in the *Administration Manual for Cisco Unified Contact Center Management Portal*.

5. Common Issues

Database Server Errors

Required Initial Data Import Never Stops

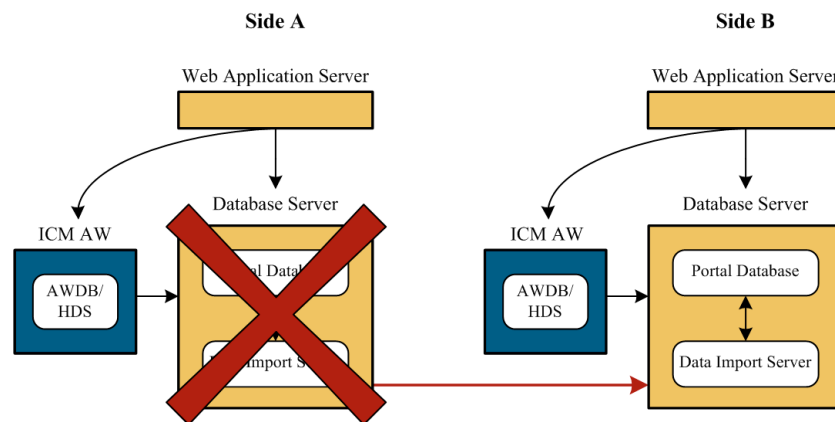
When installing, it is necessary to import data before setting up Unified CMs. In some cases, this import does not appear to stop. This may indicate a database connection failure.

Use the Management Studio to verify that data is being imported to **TB_DIM_AGENT** in the database created by Unified CCMP. By default, this is the Portal database. If it is, the import is proceeding normally.

If no data is being imported, ensure that the Read-only user on the Admin Workstation databases has **DataReader** permissions and that other details such as the password are correct.

Active Importer Server Crash

If a server crash or otherwise unrecoverable error occurs on the active importer, then the other side needs to be brought into service as quickly as possible. The Data Import Server is designed to minimize the down time before importing can be restarted.



The following steps describe the actions to perform on the **inactive** side.

1. Turn off the Data Import Server and Management Portal Replication Subscriber. It is very important that these services shut down properly otherwise the system may be in an inconsistent state. If either of these fails to shut down properly, then they should be restarted and allowed to run for at least 30 minutes. This should give them sufficient time to recover their state and roll back any inconsistencies.
2. Check the **TS_IMP_DIRECTORY_STATUS** table. This table contains one row for each replicated session directory. If there are any rows in this table that have a status other than **F**, then the database state is inconsistent. The only recourse is to restart the Data Import Server to give it time to recover. After approximately 30 minutes (see Step 1, above) shut down the Data

Import Server service again. If there are still unfinished session directories, then a double error has occurred in the platform. To correct this problem, you must restore the database from backup before proceeding with the import.

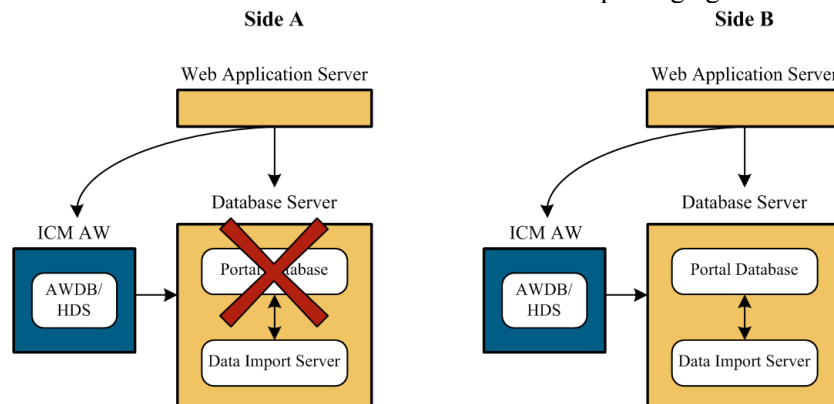
3. Assuming the services shut down correctly and there were no unfinished session directories in the **TS_IMP_DIRECTORY_STATUS** table, the next step is to completely clear out the **Replicated** folder. This folder contains imported information from the crashed server and cannot be guaranteed. The data may also contain references to resources that will never arrive as the SQL Server replication link is down.
4. Finally, set the import token to active and restart the Data Import Server services. The process for restoring what was the active importer is described in the next section.

Recovery after No Disk Space Available

If there is no disk space for the importer, it will continue trying and failing to import data until disk space is made available. However the importer should always reset Unified CCMP database to a consistent state. Sometimes the importer cannot back out changes it has made to the database until disk space is made available. For example, disk space is often required by the SQL Server transaction log before changes are committed.

There are several places where running out of disk space can cause an import to fail. For example when the importer reloads a dimension cache, it saves it to a session file on disk. The same occurs when the importer is processing downloads from the Admin Workstation. It is therefore difficult to specify exactly where the importer will fail when there is no disk space left.

In all cases the importer should generate an exception (visible in the importer trace) and stop the current import. Once disk space is made available, the importer should reset the database to a consistent state and start importing again.



Network Disconnects in Replicated Environments

There is only one type of replication connection between the database servers; SQL Server replication, which is used to replicate dimension, member and administration tables in Unified CCMP database.

If this connection is broken, replication connections are expected to stop.

While the connection is down, disk space will fill up on the active importer. This is because it is accumulating session files from the running importer which cannot be replicated to the other side. Once the connection is re-established the session files waiting to be replicated will be processed and data should not be lost as a result.

Once the connection is re-established, connections should start working again and catch up where they left off. For SQL Server replication this can be monitored through the Management Studio Replication Monitor.

Replication Fails on Replication Restart

Transaction Log Full

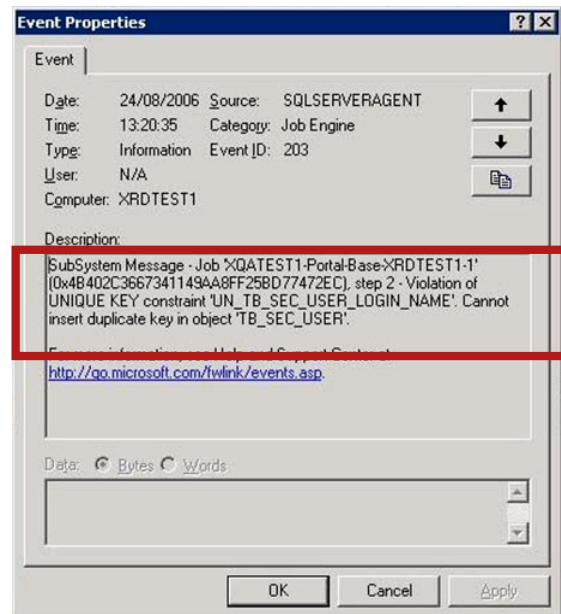
An extended interruption of replication may result in the Transaction Log becoming full. No logged operations can be performed while the Transaction Log is in this state.

First, check that the transaction log is indeed full. If certain that the underlying issue has been fixed, extend the Transaction Log. This allows operations to be performed again. Once the system has recovered, use DBCC SHRINKFILE to shrink the log back to normal size.

Record Duplication

It sometimes happens that while replication is down, the same user is created on both the publisher and the subscriber. When replication is brought back up again, the presence of two records containing fields that must be unique (such as the login name) causes replication to fail.

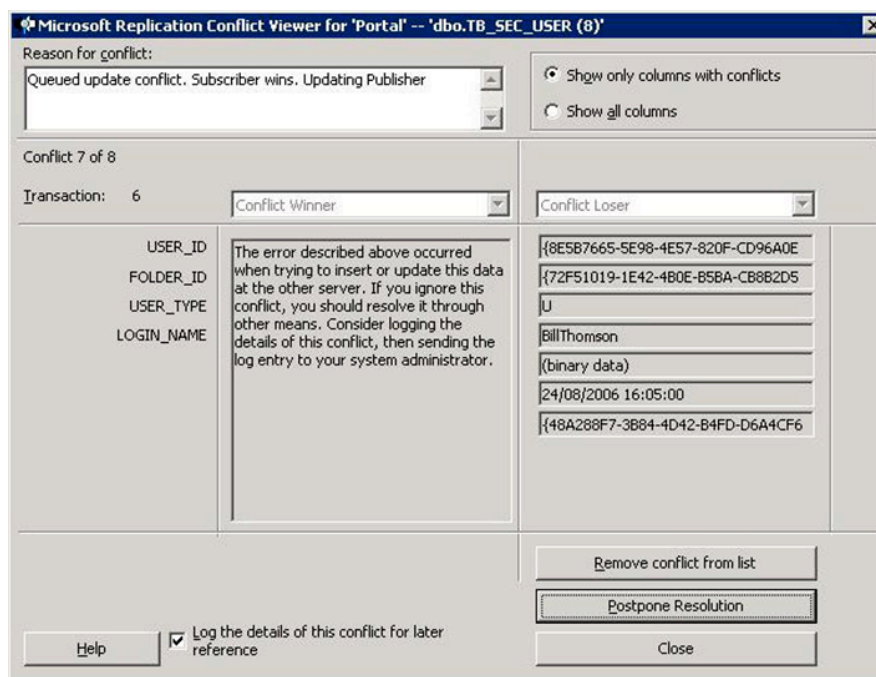
You can confirm this problem by checking the Event Viewer for an event with a description that includes the phrase 'violation of UNIQUE KEY constraint'.



To solve this problem, it is necessary to delete one of the duplicated records.

To find the record causing the problem:

1. Go to the subscriber database and expand the **Portal** database
2. Navigate to **Replication Monitor > Publishers > Publisher Database Name** and click on **Base:Portal** publication.
3. In the left-hand window, right-click on the Distribution Agent for Base publication. This will be displayed as **Subscriber Database Name:Portal**.
4. Select **Agent History** to open the Distribution Agent History window, which displays information about the error and the place where the conflict is occurring.
5. To find the record in the table where this error is occurring, right-click the **Base:Portal** publication (**Replication Monitor > Publishers > Publisher Database Name**) and click **View Conflicts**. This opens the Replication Conflict Viewer window.
6. Select the table that you suspect the conflict to be in and click **View**.



7. Click on **Postpone Resolution** until you reach the place where you suspect the conflict is not resolved. In the above case it is the BillThomson LOGIN_NAME that is creating a conflict.

You must then manually check on both sides for the duplicated record and delete one of them from the system. Once this is completed, the system will immediately replicate all records that were pending replication.

Re-synchronizing Replication

If normal replication is suspended for an extended time (by default, this is two weeks), it will be necessary to re-initialize replication.

From SQL Server Management Studio, check that re-synchronization is needed. Then right-click on the Publication to be re-synchronized and select the **Reinitialize** option. Monitor the progress of the Snapshot agent to ensure it completes successfully.

Domain Controller was Rebooted

Rebooting a domain controller occasionally causes problems. The solution is to reboot Unified CCMP servers. If domain security policies do not allow cached account credentials, then the domain controller must be available when Unified CCMP servers restart to authenticate the servers against the domain.

Taking a Cisco Admin Workstation Offline

No special action needs to be taken in this instance. While an Admin Workstation is offline, Unified CCMP is unable to import any data from that system. It will, however, continue to import data from other Admin Workstations as normal.

Because the Admin Workstation is offline, no provisioning actions are completed for the tenant who has been allocated that Admin Workstation. This means that tenant's resources remain in a synchronizing state forever. Once the Admin Workstation is back online, the system automatically starts using it again.

System Monitoring / Monitoring Report Shows Errors

This is typically because the remote system (Unified CCE or Unified CM) is not currently available. This might be because of a network disconnection or other service fault on the remote system. It is probably worth checking that the Unified CCE is up and running correctly (in particular the CMS control in Configuration Tools).

Cannot Login to Phone / Phone Does Not Ring

It is not possible to log into the phone if the Unified CM peripheral user name is entered incorrectly in Unified CCMP Configuration Manager. Furthermore Unified ICM will not be able to control the phone properly, and it will not ring.

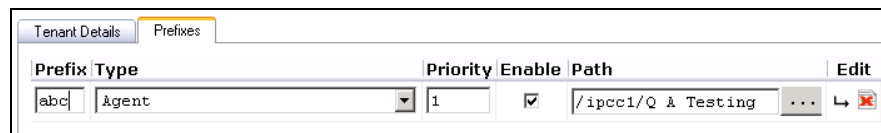
The solution is to first correct the peripheral user name in Unified CCMP Configuration Manager tool. Then load each phone in the System Manager tool in Portal's web interface and save. Once you do this, Unified CCMP will update the Unified CM and reconfigure the phone correctly.

Note Do not change the peripheral user name after the system is commissioned. Each peripheral user name must be unique across a peripheral.

Web Application Server Errors

A Tenant's Resources are not being moved to the Correct Folder after Import

1. Login to Unified CCMP as a *system administrator*.
2. In the **System Manager**, navigate to the folder containing the tenant.
3. Click on the tenant and wait for the right hand pane to load.
4. Click the **Prefixes** table and edit the prefixes as appropriate.
5. Click **Save** to submit the changes into the system.



The screenshot shows a web interface with two tabs: 'Tenant Details' and 'Prefixes'. The 'Prefixes' tab is active, displaying a table with the following columns: Prefix, Type, Priority, Enable, Path, and Edit. There is one row of data with the following values: Prefix 'abc', Type 'Agent' (in a dropdown menu), Priority '1', Enable checked (checkbox), Path '/ipcc1/Q A Testing', and an Edit button (represented by a red 'X' icon).

Prefix	Type	Priority	Enable	Path	Edit
abc	Agent	1	<input checked="" type="checkbox"/>	/ipcc1/Q A Testing	...

For Unified ICM, the prefix management works from the resource's enterprise name. In the example rule above, if the agent's name begins with **abc** then it will automatically be moved to the folder **/ipcc1/Q A Testing**. If more than one prefix rule is applicable, then the rule with the lowest priority number is used.

Unable to View Resources in System Manager

This is probably because the user does not have **Browse Dimensions** security privileges. It is best practice to assign security permissions through security groups rather than to individual users. The *User Manual for Cisco Unified Contact Center Management Portal* explains how to configure security users / groups and how to assign permissions to them.

Unable to Provision Resources through System Manager?

The user probably needs a global provisioning security privilege, for example, Provision Agent. It is best practice to assign security permissions through security groups rather than to individual users. The *User Manual for Cisco Unified Contact Center Management Portal* explains how to configure security users / groups and how to assign permissions to them.

Resource Stays in Pending Active State Forever

This might occur if the system has been unusually busy. First check the history tab for the resource. This shows any activity taken by the system for that resource. If the system unsuccessfully attempted to make a change on the Unified ICM / Unified CM, then that information is normally recorded in the audit history. If the audit history has not been updated, the Unified CCMP Provisioning Server might not be running.

Error when Deleting a Logged in Agent

When deleting a logged-in Unified CCE agent through Unified CCMP, the agent will be set to Error status. An audit message reporting that the delete operation could not complete due to the agent being logged-in will be logged. To rectify the issue the agent should log out of Unified CCE and should then be re-deleted through the Unified CCMP interface.

Items display in Error with the message “Required relationships are missing. These may still be importing - please try again later.”

When resources are imported from Unified CCE and Unified CCM their direct meta-data (e.g. Descriptions, Names etc.) is imported before their relationships to other components in the system e.g. Peripherals etc.

This message may be displayed if a required relationship has been removed or if a new item has not successfully completed importation from the remote system. If this message is encountered then ensure that the Data Import Service is running on the Unified CCMP Database Server. The Data Import Server will correct any missing memberships in its next cycle.

When Creating New Item, Error Indicates Resource Already Exists

This indicates that the resource you are trying to create shares a field that must be unique, such as a Person’s login name or a Dialed Number’s number, with an existing resource.

If no duplicate resource appears to exist, this may indicate that the resource has been deleted. Deleted resources are marked as deleted but kept in the system for audit purposes, and so it is possible for a new resource to have a conflict with an old one. You can see deleted items within the system by checking the **Show Deleted Resources** checkbox in **Settings > User Settings**.

If a conflict exists you are be unable to create the new resource until you change the conflicting detail.

New Skillgroups Enter Error State

Attempting to create a skill group gives the error: ‘You do not have permission to create this object. It should be created by the Application that owns the media type on which you are attempting to create this object. [Code 40062]’ in the Skillgroup History tab. This error is caused by setting multimedia support for the Unified ICM in Unified CCMP CM and not setting Unified CCMP to use a Cisco Unified Web and E-mail Interaction Manager Application Instance.

If you do not have Cisco Unified WIM/EIM integrated with your version of Unified CCE, log on to the Database Server, open the Configuration Manager, and uncheck the **Multi Media** checkbox for the relevant Unified ICM. You should also log onto the Unified ICM and ensure that the Application Instance being used is set to **Cisco Voice**.

If you are using Cisco Unified WIM/EIM integrated with Unified CCE, log on to the Database Server, open the Configuration Manager, and change the Application Instance details for the relevant Unified CCE to correspond to those set up for the Cisco Unified WIM/EIM. Information on configuring the Application Instance for a

Cisco Unified Interaction Manager deployment can be found in the *Cisco Unified Web and E-Mail Interaction Manager System Administration Guide for Unified Contact Center Enterprise and Hosted and Unified ICM*.

Unable to Update Skillgroup Memberships

Attempting to update an agent skill group membership gives the error: “AgentSkillGroupMember failed [4,Attempt to assign a Member to a default skill group]” in the Agent History tab. This error is caused by an incorrect Application Instance type on the Unified ICM. Log onto the Unified ICM and change the Application Instance type to **Cisco Voice**.

Unable to see Related Resources in System Manager

This is probably because the user does not have **Browse Dimensions** security privileges on the folders where the related resource is located. For example, to add an agent to a skill group requires Browse Dimensions security privileges on the folder where the skill group is located. It is best practice to assign security permissions through security groups rather than to individual users. The *User Manual for Cisco Unified Contact Center Management Portal*, explains how to configure security users / groups and how to assign permissions to them.

Unable to Bulk Load Resources in System Manager

This is probably because the user does not have the **Bulk Import Dimensions** security privilege. This security privilege is a global task and is configured in a global role. A user must be granted the global role. The user must also be granted the provisioning global task to bulk upload particular resource types, for example Provision Agents.

Web Browser Displays “No connection could be made because the target machine actively refused it”

Check Unified CCMP services are all up and running on the web component server.

Web Browser Displays “The page cannot be found”

Check the URL in the web browser is correct (in particular the server name / IP address of Unified CCMP server).

Supervisor User has no Agents or Skillgroups menu options

Check whether the user’s home folder is one in which they have permission to manage resources-

When moving users or changing their permissions it is a common error to neglect to change their home folder. In Basic Mode, a user is automatically set to work in the folder specified as their home folder. If they do not have permission to manage dimensions in that folder, they will not be able to access the **Agents** or **Skillgroups** menu options.

This is not a problem for Advanced Users because, whereas Basic Mode presents a flat view, the tools available in Advanced Mode allow the user to change the folder in which they are working.

Sharing Unified CCE Lines

In Unified CCE, two types of line exist:

- Unified CM internal lines
- Unified ICM controlled lines

For ICM controlled lines Unified CCMP automatically configures the necessary device targets and labels on ICM.

Note however that an ICM controlled line can only be associated with one phone in Unified CCMP and cannot be shared. For Unified CM internal lines, multiple phones can share the same line.

Error Importing Phone

Only supported phone types are imported into Unified CCMP. All others are filtered out and are not visible in the System Manager. If the Data Import component server fails when importing a phone from Unified CM it will change the state of the phone to **error**. To resolve this problem, load the phone in the System Manager and click **Save**. The system will then synchronize the phone with Unified CM and resolve any problems.

Phone Button Templates

Button templates are imported from the Unified CM but cannot be edited or created in Unified CCMP. The number of lines can be set in a phone template on the Unified CM, but this is not reflected in Unified CCMP. This means a phone can be assigned to more lines in the System Manager than the button template actually permits.

Can't See Audit Reports in Management Portal?

This is probably because the user does not have **Browse Reports** security privileges on the folder where the audit report is located.

“Object reference not set to an instance of an object” When Running a Report

Unified CCMP uses an internal indexing system to keep track of all resources in the system. This can take several minutes to load after the system starts. If the system has recently started up, wait five minutes and then try again.

No Data in Report

1. Open the parameter set and then click **Preview**. Check that there are resources listed as Unified CCMP uses these to generate the report.
2. If the parameter set includes folders, check that these folders exist and that the user has the **Browse Dimensions** security privileges on them.
3. Check the parameters configured when viewing the report. Some reports have date ranges that can be either relative (for example, from last week to today) or absolute (for example, from 2009-07-25 to 2009-12-31).

Unable to Print Reports

Printing requires a download of Microsoft Reporting Services ActiveX control to the client machine. You might need to modify the browser security settings to allow an ActiveX control download from Unified CCMP web site.

Connectivity Errors

Unable to establish a connection to ConAPI

If the Unified CCMP Provisioning Server is unable to establish a connection to ConAPI then the following checks should be performed:

- Ensure that Java JRE 6.0 Update 11 is installed on the Database Server
- Ensure that the Unified CCMP Database Server can access the Unified ICME using the port specified in the Configuration Manager tool
- Ensure that the Unified ICME can connect to the Unified CCMP Database Server using the Local Port specified in the Configuration Manager tool
- Ensure that a Local Port of 0 is not specified in the Unified ICME configuration section of the Configuration Manager tool. A Local Port of 0 means that ports will be dynamically allocated making firewall configuration for ConAPI connections difficult to configure
- Ensure that the CMSJServer configuration on the AWS is configured correctly and that the host name used for the Unified CCMP Database Server may be resolved by name from the AWS machine