



## **Cisco Unified Workforce Optimization**

Workforce Management Service Information 8.2  
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*Workforce Management Service Information*

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# Contents

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- 1 Introduction 5**
- Overview 5
  - WFM Documentation 6
- 
- 2 Technical Information 7**
- Overview 7
  - WFM Components 8
  - Service Names and Executables 9
  - Service Failure Effects 10
- 
- 3 Capacity and Performance 11**
- Overview 11
  - Product Limitations 12
  - System Capacity 13
  - Failover 14
  - WFM Administration Server 15
  - Database Administration 16
    - Backing up the WFM Database 16
- 
- 4 Logs and Debugging 21**
- Event/Error Logs 21
  - Debugging 22
    - Debugging Logs 22
    - Debugging Thresholds 22

---

# Contents

---

<b>5</b>	<b>Error Codes</b> 25
	■ Error Messages 25

---

<b>6</b>	<b>Troubleshooting</b> 33
	■ Overview 33
	■ WFM Application Problems 34
	■ WFM Administration Problems 36
	■ WFM Service Problems 40
	■ Odysoft ODBC Collector Problems 41

---

	<b>Index</b> 43
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# Introduction

# 1

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## Overview

This document provides basic troubleshooting information for Cisco Workforce Optimization (WFO) Workforce Management (WFM) and covers the following topics.

- [Technical Information \(page 7\)](#)
- [Capacity and Performance \(page 11\)](#)
- [Logs and Debugging \(page 21\)](#)
- [Error Codes \(page 25\)](#)
- [Troubleshooting \(page 33\)](#)

## WFM Documentation

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The following documents contain additional information about Workforce Management 8.2.

- *Workforce Management Installation Guide for Cisco Unified Workforce Optimization*
- *Workforce Management Administrator User Guide for Cisco Unified Workforce Optimization*
- *Workforce Management Agent User Guide for Cisco Unified Workforce Optimization*
- *Workforce Management Release Notes for Cisco Unified Workforce Optimization*

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## Overview

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This chapter covers the following topics.

- [WFM Components \(page 8\)](#)
- [Service Names and Executables \(page 9\)](#)
- [Service Failure Effects \(page 10\)](#)

## WFM Components

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A WFM system contains the following component.

- WFM Administration server

The WFM component must be installed on a dedicated Cisco Media Convergence Server (MCS) platform. Running other applications on the same platform can adversely affect performance.

See *Workforce Management Installation Guide for Cisco Unified Workforce Optimization* for configuration, hardware, and third-party software requirements.

## Service Names and Executables

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The following table lists the names of the services and corresponding executables that comprise WFM. For descriptions of the services, see *Workforce Management Installation Guide for Cisco Unified Workforce Optimization*.

**Table 1.** Service names and executables

<b>Service Name</b>	<b>Executable</b>
Apache Tomcat v5.5.9	tomcat5.exe
Workforce Management Capture Service	CaptureServer.exe
Workforce Management Compile Service	CompileServer.exe
Workforce Management OOC Service	oosvc.exe
Workforce Management Request Service	RequestServer.exe
Workforce Management RTE Service	RTCisco.exe
Workforce Management Sync Service	SyncServer.exe

## Service Failure Effects

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The following table summarizes the effect of a WFM service failing to start. It does not identify what happens when a service crashes.

Table 2. Service failure effects

Service	Effect of Failure
Apache Tomcat v5.5.9	If this service fails, you cannot log into WFM.
Workforce Management Capture Service	If this service fails, the historical data cannot be retrieved.
Workforce Management Compile Service	If this service fails, the historical data cannot be compiled by day, week, month, or year.
Workforce Management OOC Service	If this service fails, the historical data cannot be retrieved.
Workforce Management Request Service	If this service fails, the following operations cannot run: schedule production, forecast request, distribution request, and special event.
Workforce Management RTE Service	If this service fails, the adherence module cannot receive agent state changes.
Workforce Management Sync Service	If this server fails, no updates are sent from Unified Contact Center Express (Unified CCX) to WFM.

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# Capacity and Performance

# 3

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## Overview

This chapter covers the following topics.

- [Product Limitations \(page 12\)](#)
- [System Capacity \(page 13\)](#)
- [Failover \(page 14\)](#)
- [WFM Administration Server \(page 15\)](#)
- [Database Administration \(page 16\)](#)

## **Product Limitations**

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There is no solution-wide, automated failover or autorecovery for WFM.

## System Capacity

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The system capacity for WFM server can be defined by specific hardware and software configurations. The following table shows the limits of individual feature capacities.

**Table 3. System capacity**

Attribute	Capacity
Maximum number of configured WFM users	900
Maximum number of concurrent WFM users	300
Maximum number of agents per team	150
Maximum number of skills per agent (for real time reporting)	50
Maximum number of supervisors per site	50
Maximum number of supervisors per team	30

The following table shows the hardware capacities per MCS server platform model.

**Table 4. MCS server platform capacity by model**

Administered Users	Active Users	Server Model
Under 240	Under 80	MCS 7816 or 7825
Under 450	Under 150	MCS 7835
Under 900	Under 300	MCS 7845

## **Failover**

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The Workforce Management OOC Service automatically connects to a secondary Cisco Unified Contact Center Express (CCX) database when the primary Unified CCX database fails if the secondary database exists.

## **WFM Administration Server**

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This solution requires one WFM Administration server. The WFM Administration server is a MCS platform running Windows Server 2003. For geographic resilience, configure a second WFM Administration server as a backup server. The second WFM Administration server should be located in a different Network Operations Center (NOC). Database changes to the primary Administration server are replicated to the secondary Administration server via standard Microsoft SQL Server processes.

## Database Administration

This section describes how to back up the WFM database using Microsoft SQL Server 2005.

**NOTE:** WFM only supports backup and restore on the current version.

**NOTE:** If Cisco Security Agent (CSA) is running on your WFM server, shut CSA down before you back up the WFM database. If CSA is running while you run SQL Server utilities to back up the WFM database, the backup may fail.

### Backing up the WFM Database

*To back up the WFM database:*

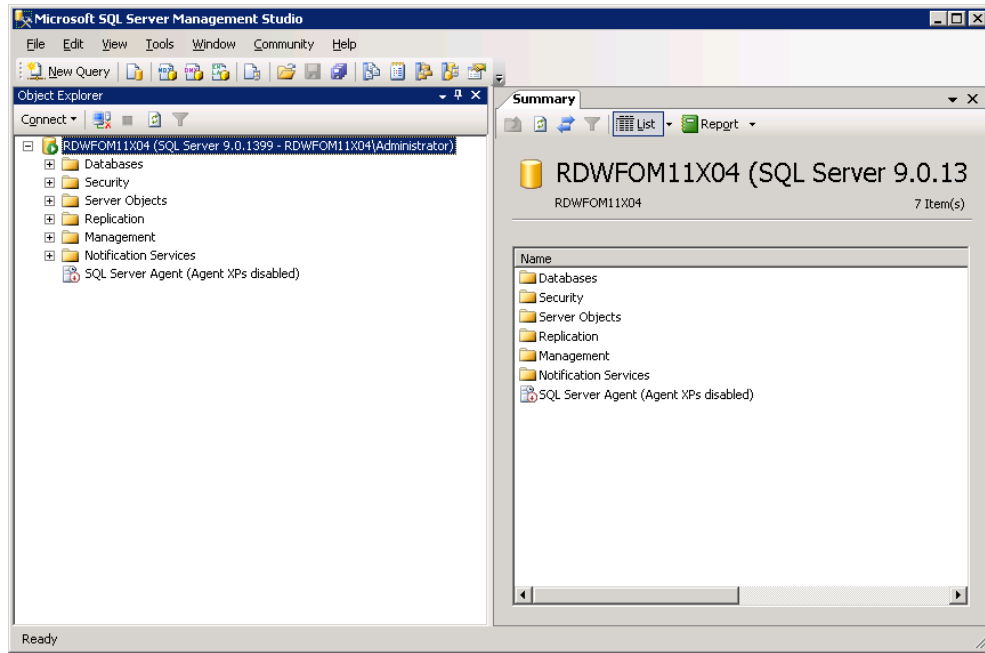
1. Select **Start > All Programs > Microsoft SQL Server 2005 > SQL Server Management Studio**. The Connect to Server dialog box appears (Figure 1).

Figure 1. Connect to Server



2. Enter the login ID and password and click Connect. The Microsoft SQL Server Management Studio window appears (Figure 2).

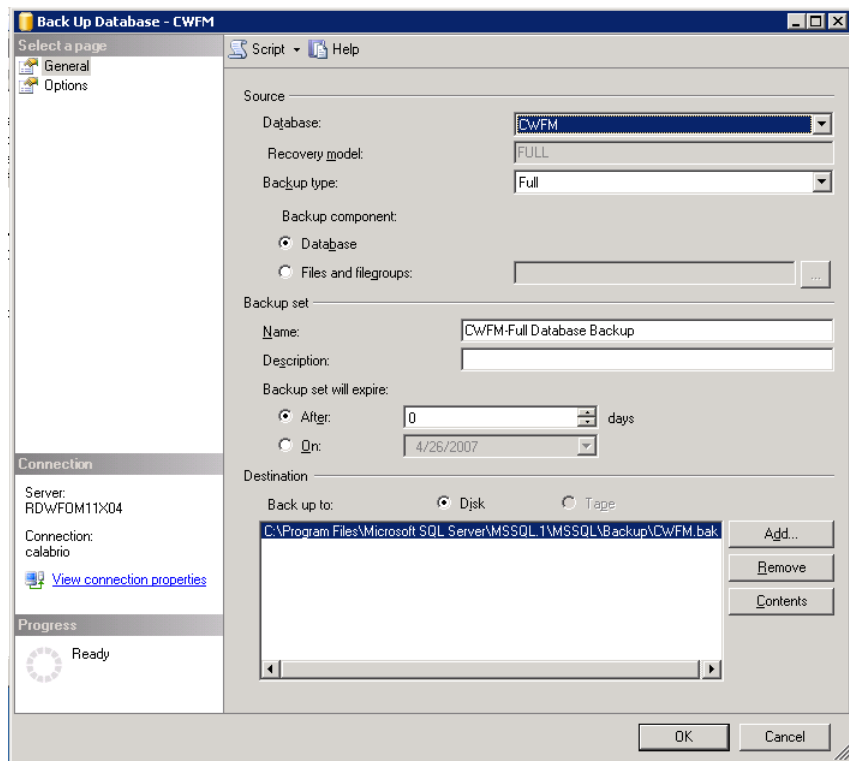
**Figure 2.** Microsoft SQL Server Management Studio



3. Expand Databases.

- Right-click the name of the database that you want to back up (in this case, CWFM) and select **Tasks > Backup**. The Back Up Database window appears (Figure 3).

Figure 3. Back Up Database

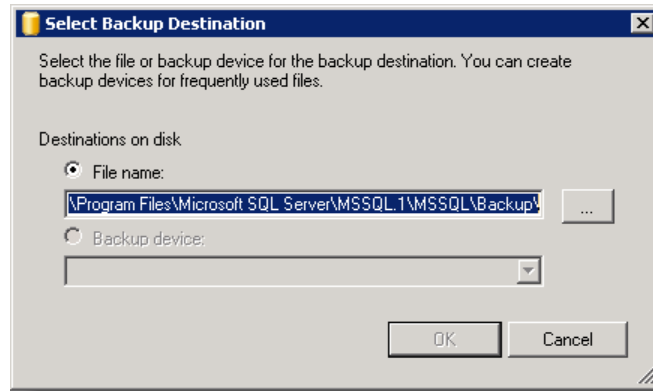


- Select the database to back up.
- Select the type of backup you want to perform on the specified database.
- Enter the backup set name and description for the backup set.
- Choose when the backup will expire.
- Select the type of media to which to back up.

**NOTE:** If there are no tape devices attached to the server, the Tape option is deactivated.

10. Click Add to enter a backup destination. The Select Backup Destination dialog box appears (Figure 4).

**Figure 4.** Select Backup Destination

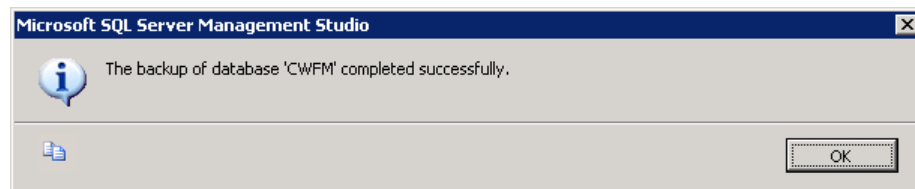


11. Select a destination file name or backup device and click OK.

**NOTE:** Include the time and date in the file name for the backup database.

12. Click OK again to back up the database. An information dialog box appears indicating the backup operation has completed successfully (Figure 5).

**Figure 5.** Successful Completion Information



13. Click OK to dismiss the dialog.



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## Event/Error Logs

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Logs are listings of WFM events and errors.

Events may represent the following:

- Actions taken by the WFM application
- Implications of user-defined configuration settings
- Limitations of the hardware

Error codes are brief descriptions of system events.

Error and event logging is always enabled. The log files are limited to a default of 3 MB. (You may change the limit in the application's configuration file. See ["Debugging Logs" on page 22](#) for more information.) When a log file reaches that size, it is closed and a new file is started.

The files are numbered, up to the total number of files set in the configuration file (the default number is 2). For example:

- webclient0001.log
- webclient0002.log

When webclient0001.log reaches its size limit, it is closed and webclient0002.log is created. When the total number of log files have been created, the first log file is overwritten.

WFM generates the following error and event logs:

**Table 5. WFM event/error logs**

Log Name	Records Events and Errors In:
webclient.log	WFM application

## Debugging

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### Debugging Logs

WFM creates debugging logs by default. If you want debugging turned off, you must edit the appropriate configuration file.

Debugging information is written to the file `webclient000n.dbg`. This file is located in the folder `C:\Program Files\Cisco\WFO_WFM\log`.

The debug files are numbered, up to the total number of files set in the configuration file (the default number is 2). For example:

- `webclient0001.dbg`
- `webclient0002.dbg`

When `webclient0001.dbg` reaches its size limit, it is closed and `webclient0002.dbg` is created. When the total number of debug files have been created, the first debug file is overwritten.

#### *To disable debugging:*

1. Open the file `logger.properties`, which is located in the directory `C:\Program Files\Cisco\WFO_WFM\Tomcat\conf`.

**NOTE:** By default, WFM is installed in `C:\Program Files\Cisco`. If you installed WFM in another directory, you must use the correct directory path to access the file `logger.properties`.

2. Under the section headed [Debug Log], set the debugging threshold to an appropriate value. For example:

```
log4j.appender.DBG.Threshold=OFF
```

The debugging threshold options are listed in [Table 6](#).

3. Set the `rootLogger` level to the appropriate value. For example:

```
log4j.rootLogger=OFF,LOG,DBG,NTEL
```

4. Save the file `logger.properties` with the new settings.

### Debugging Thresholds

When setting the debugging threshold, keep in mind that the more detail the threshold provides, the slower the performance of your MCS platform and the larger the size of the debug file.

The available debugging thresholds are listed in the following table.

**Table 6. Debugging thresholds**

Threshold	Records
Debug	<ul style="list-style-type: none"><li>• Minor and frequently-occurring normal events. This level is usually sufficient for debugging a problem, and will not affect the computer's performance.</li></ul>
Call	<ul style="list-style-type: none"><li>• Minor and frequently-occurring normal events</li><li>• Entering and exiting functions</li></ul>
Trace	<ul style="list-style-type: none"><li>• Minor and frequently-occurring normal events</li><li>• Entering and exiting functions</li><li>• Detail debugging (for instance, loops)</li></ul>
Dump	<ul style="list-style-type: none"><li>• Minor and frequently-occurring normal events</li><li>• Entering and exiting functions</li><li>• Detail debugging (for instance, loops)</li><li>• Byte dumps</li></ul>
Off	<ul style="list-style-type: none"><li>• Turns off debugging. This is the default setting.</li></ul>



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## Error Codes

# 5

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### Error Messages

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Error messages are classified by the level of severity of the error. These levels are:

- **Fatal.** The program cannot continue.
- **Major (Error).** The program has suffered a loss of functionality, but it continues to run.
- **Minor (Warn).** There is a malfunction that is a nuisance but that does not interfere with the program's operation.
- **Informational.** Not an error, this is related information that may be useful for troubleshooting.

Table 7. Error codes and descriptions

Error No.	Description
<b>1000</b>	<p>Text: Cannot open a mandatory library</p> <p>Type: Fatal</p> <p>Add'l Info: WFM cannot open a mandatory library. The library access is required to start WFM.</p> <p>Action: Verify the mandatory library exists in the libraries folder. The libraries folder is located in the following directories:</p> <p style="padding-left: 40px;">C:\Program Files\Cisco\WFO_WFM\Compile\programs</p> <p style="padding-left: 40px;">C:\Program Files\Cisco\WFO_WFM\Capture\programs</p> <p>Copy the missing library to the correct libraries folder. For example, if the library is missing in the Compile\programs\libraries folder, copy the library from the Capture\programs\libraries folder to this folder. If the library is missing in both folders, contact your system administrator.</p>
<b>1001</b>	<p>Text: Loading parameters failed</p> <p>Type: Fatal</p> <p>Add'l Info: Cannot load parameters from the WFM database. This message should not appear.</p> <p>Action: Contact your system administrator.</p>
<b>1002</b>	<p>Text: SQL error (error syntax)</p> <p>Type: Fatal</p> <p>Add'l Info: The Omnis server encountered a syntax error when it tried to access data in the database. This message should not appear.</p> <p>Action: Contact your system administrator.</p>

Table 7. Error codes and descriptions

Error No.	Description
<b>1003</b>	<p>Text: Connecting to database failed</p> <p>Type: Fatal</p> <p>Add'l Info: Cannot connect to the WFM database.</p> <p>Action: Enter a valid user name and password and try again. If authentication continues to fail, contact your system administrator.</p>
<b>1004</b>	<p>Text: Database parameters failed</p> <p>Type: Fatal</p> <p>Add'l Info: A parameter is missing or incorrect.</p> <p>Action: Contact your system administrator.</p>
<b>1005</b>	<p>Text: Number format exception</p> <p>Type: Fatal</p> <p>Add'l Info: The wrong format is in use.</p> <p>Action: Contact your system administrator.</p>
<b>2000</b>	<p>Text: Cannot open a mandatory library</p> <p>Type: Error</p> <p>Add'l Info: WFM cannot open a mandatory library. You can still in access WFM, but some features may be disabled.</p> <p>Action: Verify the mandatory library exists in the libraries folder. The libraries folder is located in the following directories:</p> <p style="padding-left: 40px;">C:\Program Files\Cisco\WFO_WFM\Compile\programs</p> <p style="padding-left: 40px;">C:\Program Files\Cisco\WFO_WFM\Capture\programs</p> <p>Copy the missing library to the correct libraries folder. For example, if the library is missing in the Compile\programs\libraries folder, copy the library from the Capture\programs\libraries folder to this folder. If the library is missing in both folders, contact your system administrator.</p>

Table 7. Error codes and descriptions

Error No.	Description
2001	<p>Text: Loading parameters failed</p> <p>Type: Error</p> <p>Add'l Info: Cannot load parameters from the WFM database. This message should not appear.</p> <p>Action: Contact your system administrator.</p>
2002	<p>Text: Oracle error (error syntax)</p> <p>Type: Error</p> <p>Add'l Info: The Omnis server encountered a syntax error when it tried to access data in the database. This message should not appear.</p> <p>Action: Contact your system administrator.</p>
2003	<p>Text: Connecting to database failed</p> <p>Type: Error</p> <p>Add'l Info: Cannot connect to the WFM database.</p> <p>Action: Enter a valid DSN, user name and password and try again. If authentication continues to fail, verify the database is up and running. contact your system administrator.</p>
2004	<p>Text: Closing of database failed</p> <p>Type: Error</p> <p>Add'l Info: Unable to close the database.</p> <p>Action: Contact your system administrator.</p>
2005	<p>Text: Remote failed</p> <p>Type: Error</p> <p>Add'l Info: Communications with the SQL Server database were lost.</p> <p>Action: Verify the SQL Server database is up and running and restart the application. If it continues to fail, contact your system administrator.</p>

Table 7. Error codes and descriptions

Error No.	Description
2006	<p>Text: Database query failed</p> <p>Type: Error</p> <p>Add'l Info: The query contained the wrong syntax.</p> <p>Action: Contact your system administrator.</p>
2007	<p>Text: Driver error</p> <p>Type: Error</p> <p>Add'l Info: Unable to load the driver.</p> <p>Action: Contact your system administrator.</p>
2008	<p>Text: Finder exception error</p> <p>Type: Error</p> <p>Add'l Info: Cannot find values from database object.</p> <p>Action: No action required.</p>
3000	<p>Text: Cannot open a mandatory library</p> <p>Type: Warn</p> <p>Add'l Info: WFM cannot open a mandatory library. You can still in access WFM.</p> <p>Action: Verify the mandatory library exists in the libraries folder. The libraries folder is located in the following directories:</p> <p style="padding-left: 40px;">C:\Program Files\Cisco\WFO_WFM\Compile\programs</p> <p style="padding-left: 40px;">C:\Program Files\Cisco\WFO_WFM\Capture\programs</p> <p>Copy the missing library to the correct libraries folder. For example, if the library is missing in the Compile\programs\libraries folder, copy the library from the Capture\programs\libraries folder to this folder. If the library is missing in both folders, contact your system administrator.</p>

Table 7. Error codes and descriptions

Error No.	Description
3001	Text: Loading parameters failed Type: Warn Add'l Info: Cannot load parameters from the WFM database. This message should not appear. Action: Contact your system administrator.
3002	Text: Oracle error (error syntax) Type: Warn Add'l Info: The Omnis server encountered a syntax error when it tried to access data in the database. This message should not appear. Action: Contact your system administrator.
3003	Text: Connecting to database failed Type: Warn Add'l Info: Cannot connect to the WFM database. Action: Enter a valid user name and password and try again. If authentication continues to fail, contact your system administrator.
3004	Text: General warning Type: Warn Add'l Info: This is a general warning for developers. This message should not appear. Action: Ignore.
3005	Text: Parse warning Type: Warn Add'l Info: Cannot parse data. Action: Contact your system administrator.
3006	Text: Sort warning Type: Warn Add'l Info: Cannot sort list. Action: Contact your system administrator.

Table 7. Error codes and descriptions

Error No.	Description
3007	Text: List warning Type: Warn Add'l Info: Cannot populate list. Action: Contact your system administrator.
3008	Text: Missing parameter warning Type: Warn Add'l Info: There is a missing parameter function. Action: Contact your system administrator.
3009	Text: Renderer warning Type: Warn Add'l Info: There is a problem rendering data. Action: Contact your system administrator.
3010	Text: Serialization warning Type: Warn Add'l Info: There is a problem serializing an object. Action: Contact your system administrator.
3011	Text: Proxy warning Type: Warn Add'l Info: There is a problem with the proxy (database interface). Action: Contact your system administrator.
3012	Text: Encryption warning Type: Warn Action: Contact your system administrator.
3013	Text: DAO warning Type: Warn Action: Contact your system administrator.
3014	Text: Facade warning Type: Warn Action: Contact your system administrator.

Table 7. Error codes and descriptions

Error No.	Description
<b>3015</b>	Text: Encoding warning Type: Warn Action: Contact your system administrator.
<b>3016</b>	Text: Finder warning Type: Warn Action: No action required.

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## Overview

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The following sections describe solutions to common problems found in configuring and administering WFM.

- [WFM Application Problems \(page 34\)](#)
- [WFM Administration Problems \(page 36\)](#)
- [WFM Service Problems \(page 40\)](#)
- [Odyssey ODBC Collector Problems \(page 41\)](#)

## WFM Application Problems

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**Problem** Popup windows fail to appear.

**Symptom.** Popup windows do not appear after clicking their corresponding links in WFM.

**Cause.** Popups are being blocked by your Internet Explorer.

**Solution** Turn popup blocking options off in Internet Explorer.

---

**Problem** The Service Level column is not sorted by numerical order after you click the column header.

**Solution** None.

---

**Problem** Clicking the browser Back and Forward buttons while using WFM has unexpected results.

**Symptom.** If you click the browser Back (or Forward) button while you are viewing a tab on which you are logged into WFM, the previous (or next page) may not appear.

**Solution** Do not use the browser Back or Forward buttons while using WFM. Use the Navigation menu or click  (Back) on the WFM toolbar.

---

**Problem** An error message appears saying that the web page has expired after you click the browser Back or Forward button while using WFM.

**Solution** Enter the WFM URL again to reestablish your connection. Do not use the browser Back or Forward buttons while using WFM.

---

**Problem** While a user is logged into WFM as an agent, an HTTP error message appears after the user clicks  (Adjusted/Not Adjusted).

**Solution** Exit WFM and log in again.

---

**Problem** Graphs in the Dashboard do not have y-axis labels.

**Solution** None.

---

**Problem** Simple and advanced searches do not return the results you expect.

**Cause.** Searches are case sensitive.

**Solution** Search for the most common variations of a name or ID. For example, if you are searching for a user whose name is Tom Jones, search for “tom jones”, “Tom Jones”, “tom Jones”, and “Tom Jones”.

## WFM Administration Problems

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**Problem** A user (other than the WFM administrator) enters a new password on the Password tab under Preferences. When the user later attempts to log in using the new password, WFM displays the following error message:

**Message.** Username or password incorrect. Please try again.

**Cause.** The user's login information is maintained in Active Directory, and cannot be changed through WFM.

**Solution** The user's password must be changed through Microsoft Windows.

---

**Problem** The following message appears when a user logs into WFM.

**Message.** HTTP Status 403 - Access to the requested resource has been denied.

**Cause.** There are no roles assigned to the user.

**Solution** Assign at least one role to the user.

---

**Problem** A user clicks Quit, clicks OK to confirm the logout operation, and clicks Yes to allow WFM to close the tab. The user later accesses WFM again from another tab and is still logged in.

**Solution** If a user is running WFM in one tab of a browser window and has other tabs open, the user is still logged in. To log out of WFM, the user must exit the browser completely.

---

**Problem** Agents who do not exist in the WFM database appear in reports.

**Symptom.** The following message appears in the log:

**Message.** Failed to add the skill. An unexpected exception occurred.

**Cause.** A failure occurred when the Workforce Management Sync Service tried to add agents to the database. Unified CCX is case sensitive and WFM is not case sensitive. For example, Agent A's user ID in Unified CCX is cctest1. The Sync Service adds cctest1 to the WFM database. Agent A is then deleted from Unified CCX and the Sync Service deactivates cctest1 in the WFM database. Agent A is then entered again in Unified CCX with the user ID, CCTEST1. The Sync Service generates an error due to a unique ID constraint even though capital letters were used in the user ID.

**Solution** Use unique user IDs for each user in Unified CCX. Do not enter identical user IDs in Unified CCX where the only difference between the two user IDs is case-sensitivity.

---

**Problem** WFM displays an obscure message in the Server Message field after you select a server request from the Server Request List (on the Request tab in the Server Request Details pane).

**Message.** 575 28-05-2007 275 777

**Solution** The correct message is:

**Message.** There is no forecast for: *date*

Create a forecast for the specified date and try again.

---

**Problem** A user modifies the ID or name of a team that is administered in Unified CCX.

**Solution** Restart the Workforce Management Sync Service to synchronize the Unified CCX database with the WFM database.

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**Problem** A user mistakenly deletes a CSQ or a team that is administered in Unified CCX.

**Solution** Restart the Workforce Management Sync Service to synchronize the Unified CCX database with the WFM database.

---

**Problem** The WFM New Zealand time zone [(GMT +12:00) Auckland, Wellington] does not incorporate the change made to the start and end dates for daylight saving time (DST) by the New Zealand government in April 2007. For more information about this change, go to this URL:

<http://www.microsoft.com/nz/msdn/timezone/itpro.mspx>

**Solution** None.

---

**Problem** Agents who are marked as inactive in Unified CCX appear in WFM as configurable agents and may be scheduled for work.

**Solution** Access Unified CCX Administration (appadmin). Go to the Resources page under RmCm Configuration. Delete the inactive agents from the Inactive Agents list.

---

**Problem** You have assigned the Supervisor (or Scheduler or Admin) role to a user in WFM. The user can see the names of the supervisor's (or scheduler's) tasks in the Navigation menu, but cannot perform any of those tasks.

**Cause.** By default, WFM assigns the Agent role to users that are imported from Unified CCX. You cannot assign a different role to an imported user.

**Solution** If Active Directory is enabled for your WFM server, complete the following steps to assign the Supervisor, Scheduler, or Admin role to a WFM user.

1. In WFM, delete the user that was imported from Unified CCX.
2. In WFM, create a new user with the same name as the user you just deleted.
3. Assign the desired role (Supervisor, Scheduler, or Admin) to the WFM user you created in step 2.

After WFM is synchronized with Unified CCX, the user you deleted in step 1 will reappear in WFM. Do not activate the user that was imported to avoid conflict with the user you created in step 2.

If Active Directory is disabled for your WFM server, simply create a second login for the user to whom you would like to assign the Supervisor, Scheduler, or Admin role.

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<b>Problem</b>	<p>A team that exists in Unified CCX is not imported into WFM. The following messages may appear in the Workforce Management Sync Service log file.</p> <p><b>Message.</b> 2007-10-26 13:00:01:307 ERROR ACMI2001 CProcessEvent::ReceiveCTIEvents: Error occurred when decoding message: failed to create a valid cti message Msg(CONFIG_AGENT_EVENT) Error (23:E_CTI_INVALID_FIELD_LENGTH) Element(FirstName:0).</p> <p><b>Message.</b> 2007-10-26 13:00:03:901 WARN FCSS0011 WFMSQLDestination::addAgents:: Failed to add the agent(2007-10-26 13:00:04:031 WARN FCSS0010 WFMSQLDestination::logDatabaseError: 2007-10-26 13:00:04:031 WARN FCSS0011 WFMSQLDestination::addTeams:: Failed to add the team(19:AnExtremelyLongTeamNameInUnifiedCCX).</p> <p><b>Cause.</b> Teams with names longer than 25 characters are not imported into WFM from Unified CCX.</p>
<b>Solution</b>	<p>There are two alternative solutions.</p> <p>The first solution is to edit the name of the team in Unified CCX so that it is 25 characters or less.</p> <p>The second solution is to add the team in WFM and assign the appropriate agents to the team.</p>

## WFM Service Problems

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**Problem** An error message appears saying that the Workforce Management OOC Service cannot be stopped after you attempt to stop the service through the Microsoft Management Services Console.

**Solution** Start the Windows Task Manager. From the Processes tab, stop the processes named oosvc.exe and ooCollector.exe.

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**Problem** The log file for the Workforce Management Sync Service has messages with the following format (where *unified-ccx-ip-address* is the IP address of the server on which Unified CCX is running):

**Message.** 2007-10-19 10:05:09:912 INFO ACMI0000  
AcmiConnectionMgr::EstablishConnection:: Failed to create session to host (*unified-ccx-ip-address*) port (42027). Error

**Solution** This is an informational message only; no action needs to be taken.

## **Odyssoft ODBC Collector Problems**

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|-----------------|--|
| <b>Problem</b>  | An error message containing the word “erreur” (French for “error”) appears when testing the server connection from the Capture Agent window in Odyssoft ODBC Collector. The rest of the error message is in English. |
| <b>Solution</b> | Fix the error described in the error message and test the connection again.  |



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# Index

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**A**

administering the database 16  
administration server  
    backup 15  
    primary 15  
autorecovery 14

**C**

capacity 11  
common problems  
    solutions for 33  
components 8

**D**

database  
    administration 16  
    backing up 16  
dedicated platform 8  
documentation 6

**E**

error codes 25  
error messages 25

**F**

failover 14

**L**

limitations, product 12

**P**

performance 11  
product limitations 12

**S**

service failure table 10  
solutions, described 33

**T**

technical information  
    described 7  
    service failure table 10  
    service names and executables 9  
troubleshooting solutions for WFM 34

**W**

WFM  
    administration server 15  
    components 8  
    troubleshooting solutions 34

