



Cisco Unified Web and E-Mail Interaction Manager Troubleshooting Guide

For Unified Contact Center Enterprise and Hosted and Unified ICM

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Cisco Unified Web and E-Mail Interaction Manager Troubleshooting Guide: For Unified Contact Center Enterprise and Hosted and Unified ICM
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Contents

Preface	12
About this guide	13
Document conventions	13
Other learning resources	13
Online help	14
Documentation	14
Chapter 1: Troubleshooting tools	15
List of loggers and handlers	16
Configuring the size of console handler log file	18
Configuring the Log Cleanup Utility	19
Debugging tools	20
UI debugging tools	20
Microsoft Script Debugger	20
Cisco Interaction Manager Debugger	20
Sun Java Console	21
Chapter 2: Setup and general	22
Installation	23
Database creation failed error during installation	23
Symptom	23
Possible cause	23
Solution	23
Error during installation	23
Symptom	23
Case 1	23
Case 2	24
Unable to launch the integration wizard	24
Symptom	24
Possible cause	24
Recommended action	24
Starting application	24

Unable to start application.	24
Symptom	24
Case 1	25
Case 2	26
Case 3	26
Logging in.	27
File or directory not found	27
Symptom	27
Possible cause	27
Recommended action	27
Not authorized to view page	28
Symptom	28
Case 1	28
Case 2	28
Case 3	29
Runtime errors occur at login	29
Symptom	29
Possible cause	29
Recommended action	30
Session expired error after login	30
Symptom	30
Case 2	31
Licenses unavailable error during login	31
Symptom	31
Case 1	31
Case 2	32
Login takes a long time	32
Symptom	32
Possible cause	32
Recommended action	32
Maximum login time exceeded error during login	34
Symptom	34
Case 1	34
Case 2	35
ICM login failed error during login.	35
Symptom	35
Possible cause	35
Recommended action	35
Invalid login name error during login	36
Symptom	36
Case 1	36
Case 2	36

Case 3	36
No access available error during login	37
Symptom	37
Possible cause	37
Recommended action	37
Localization	37
Some text is not localized	37
Symptom	37
Cause	37
Solution	37
Runtime error occurs while accessing some consoles	38
Symptom	38
Cause	38
Solution	38
Some text flows out of its area	38
Symptom	38
Cause	38
Solution	38
Performance and miscellaneous items	39
Application is slow to respond	39
Symptom	39
Case 1	39
Case 2	40
Case 3	40
Case 4	40
Unable to start or stop services	41
Symptom	41
Case 1	41
Case 2	41
Case 3	42
Users are not able to send or receive internal messages	42
Symptom	42
Possible cause	42
Recommended action	42
Changes made to the settings don't take effect	42
Symptom	42
Possible cause	43
Recommended action	43
Unable to search email content	43
Symptom	43
Possible cause	43

Recommended action	43
Chapter 3: Retriever service	44
Retrieving emails	45
Emails are not being retrieved.	45
Symptom	45
Case 1	45
Case 2	45
Case 3	46
Some emails are not retrieved.	46
Symptom	46
Possible cause	46
Recommended action	46
Attachments are missing	47
Symptom	47
Possible cause	47
Recommended action	47
Parsing emails	47
Retriever is not able to parse emails	47
Symptom	47
Possible cause	47
Recommended action	48
Retriever is not able to insert emails in the database	48
Symptom	48
Possible cause	48
Recommended action	48
Emails in rich text format are displayed in plain text	48
Symptom	48
Possible cause	48
Recommended action	48
Chapter 4: Dispatcher service	49
Setup and performance	50
Dispatcher service hangs or crashes	50
Symptom	50
Case 1	50
Case 2	50
Unable to connect to the SMTP or ESMTP server	50
Symptom	50
Case 1	50

Case 2	51
Case 3	51
Dispatching emails	51
Emails are not getting dispatched	51
Symptom	51
Case 1	51
Case 2	52
Case 3	52
Case 4	52
Case 5	53

Chapter 5: Workflows.....54

Setup and performance	55
Changes made to workflows are not reflected in activity processing.....	55
Symptom	55
Possible cause	55
Recommended action	55
Routing activities	55
Unable to process activities.....	55
Symptom	55
Case 1	55
Case 2	56
Case 3	56
Case 4	57
Case 5	57
Case 6	57
Case 7	58
Activities are getting routed to the exception queue.....	58
Symptom	58
Case 1	58
Case 2	59
Case 3	59
Workflows skip some activities	60
Symptom	60
Case 1	60
Case 2	60
Activities do not get assigned to agents	61
Symptom	61
Case 1	61
Case 2	61
Case 3	61

Case 4	62
Case 5	62
Case 6	63
Some activities are skipped during assignment to users	63
Symptom	63
Possible cause	63
Recommended action	63
Alarm workflows	64
Alarm workflows are not executed	64
Symptom	64
Case 1	64
Case 2	64
Case 3	64
Notifications do not reach the recipients	65
Symptom	65
Case 1	65
Case 2	66
Case 3	66

Chapter 6: Chat.....67

Performance and setup	68
Chats take a long time to appear in agent inboxes	68
Symptom	68
Possible cause	68
Recommended action	68
Assigning chats	68
Chats are not getting assigned to agents	68
Symptom	68
Case 1	68
Case 2	69
Case 3	69
Case 4	69
Agents can't pull next chat	69
Symptom	69
Case 1	69
Case 2	70
Pull Next button does not blink or does not stop blinking	70
Symptom	70
Possible cause	70
Recommended action	70

Chat sessions	70
Customer sees the service unavailable template	70
Symptom	70
Case 1	71
Case 2	71
Customer sees a blank Customer Console	71
Symptom	71
Possible cause	71
Recommended action	71
Error while logging in	71
Symptom	71
Case 1	72
Case 2	72
Error during chat session	72
Symptom	72
Possible cause	72
Recommended action	72
Agent does not receive customer messages	73
Symptom	73
Possible cause	73
Recommended action	73
Customer does not receive the pages pushed by an agent	73
Symptom	73
Case 1	73
Case 2	73
Case 3	74
Chat transcripts	74
Transcripts are not sent to customers	74
Symptom	74
Case 1	74
Case 2	74
Case 3	75

Chapter 7: Reports76

Setup and performance	77
Report service stops or crashes	77
Symptom	77
Possible cause	77
Recommended action	77
Unable to run reports	77
Symptom	77

Possible cause	77
Recommended action	77
Scheduling and running reports	78
Scheduled reports are not generated	78
Symptom	78
Case 1	78
Case 2	78
On running a report, no results show	78
Symptom	78
Case 1	78
Case 2	79
An error occurs while showing report results	79
Symptom	79
Possible cause	79
Recommended action	79
Report results	79
Reports data does not match	79
Symptom	79
Possible cause	80
Recommended action	80

Chapter 8: Archive.....81

Running archive jobs	82
Scheduled archive jobs are not run	82
Symptom	82
Case 1	82
Case 2	82
Case 3	82
Processing archive jobs	83
All archive jobs fail	83
Symptom	83
Possible cause	83
Recommended action	83

Chapter 9: Unified CCE integration.....84

Setup and performance	85
External Agent Assignment service instance hangs while starting	85
Symptom	85
Case 1	85

Case 2	85
Case 3	86
Listener service instance hangs while starting	86
Symptom	86
Case 1	86
Case 2	87
Case 3	87
Case 4	87
Error while starting the Listener service instance	87
Symptom	87
Possible cause	88
Recommended action	88

Preface

- ▶ [About this guide](#)
- ▶ [Document conventions](#)
- ▶ [Other learning resources](#)

Welcome to Cisco® Interaction Manager™, multichannel interaction software used by businesses all over the world to build and sustain customer relationships. A unified suite of the industry's best applications for web and email interaction management, it is the backbone of many innovative contact center and customer service helpdesk organizations.

Cisco Interaction Manager includes a common platform and one or both of the following applications:

- ▶ Cisco Unified Web Interaction Manager (Unified WIM)
- ▶ Cisco Unified E-Mail Interaction Manager (Unified EIM)

About this guide

Cisco Unified Web and E-Mail Interaction Manager Troubleshooting Guide describes recommended actions for the most common issues related to Cisco Interaction Manager.

This guide is for installations that are integrated with Cisco Unified Contact Center Enterprise (Unified CCE).

Document conventions

This guide uses the following typographical conventions.

Convention	Indicates
<i>Italic</i>	Emphasis. Or the title of a published document.
Bold	Labels of items on the user interface, such as buttons, boxes, and lists. Or text that must be typed by the user.
<code>Monospace</code>	The name of a file or folder, a database table column or value, or a command.
<i>Variable</i>	User-specific text; varies from one user or installation to another.


Document conventions

Other learning resources

Various learning tools are available within the product, as well as on the product CD and our web site. You can also request formal end-user or technical training.

Online help

The product includes topic-based as well as context-sensitive help.

Use	To view
 Help button	Topics in <i>Cisco Unified Web and E-Mail Interaction Manager Help</i> ; the Help button appears in the console toolbar on every screen.
F1 keypad button	Context-sensitive information about the item selected on the screen.

Online help options

Documentation

- ▶ The latest versions of all Cisco documentation can be found online at <http://www.cisco.com>
- ▶ All Unified EIM documentation can be found online at http://www.cisco.com/en/US/products/ps7236/tsd_products_support_series_home.html
- ▶ All Unified WIM documentation can be found online at http://www.cisco.com/en/US/products/ps7233/tsd_products_support_series_home.html
- ▶ In particular, Release Notes for these products can be found at http://www.cisco.com/en/US/products/ps7236/prod_release_notes_list.html
- ▶ For general access to Cisco Voice and Unified Communications documentation, go to http://www.cisco.com/en/US/products/sw/voicesw/tsd_products_support_category_home.html

1 Troubleshooting tools

- ▶ [List of loggers and handlers](#)
- ▶ [Configuring the size of console handler log file](#)
- ▶ [Configuring the Log Cleanup Utility](#)
- ▶ [Debugging tools](#)

This chapter describes common tools available for troubleshooting such as loggers. Configuration procedures, if any, for these tools.

List of loggers and handlers

This section provides a list of the default loggers available for various components. For each logger, we list the default handlers used by it and the name of the log file in which it records information.

#	Component	Logger name	Handler name	Log file name
1	Agent Console	com.egain.agent	agent_handler	pid_vl_agent_log.txt
2	Administration Console	com.egain.admin	admin_handler	pid_vl_admin_log.txt
3	Supervision Console	com.egain.supervision	supervision_handler	pid_vl_supervision_log.txt
4	System Console	com.egain.system	system_handler	pid_vl_system_log.txt
5	Knowledge Base Console	com.egain.knowledge	knowledge_handler	pid_vl_knowledge_log.txt
6	Tools Console	com.egain.tool	tool_handler	pid_vl_tool_log.txt
7	Reports Console	com.egain.platform.framework.report	report_handler	pid_vl_report_log.txt
8	Reports Console	com.egain.report	report_handler	pid_vl_report_log.txt
9	Chat	com.egain.live.module.templates	live_templates_handler, console_handler	pid_vl_live_templates_log.txt
10	Chat	com.egain.live.framework.aas	liveaas_handler, console_handler	pid_vl_live_aas_log.txt
11	Chat	com.egain.live.module.servelet	liveservlet_handler, console_handler	pid_vl_live_servlet_log.txt
12	Chat	com.egain.live.module.session	livesession_handler, console_handler	pid_vl_live_session_log.txt
13	Chat	com.egain.live.module.worker	liveworker_handler, console_handler	pid_vl_live_worker_log.txt
14	Chat	com.egain.live.module.entrypoint	entrypoint_handler, console_handler	pid_vl_entrypoint_log.txt
15	Case management	com.egain.activitypushback	activitypushback, console_handler	pid_activitypushback_log.txt
16	Case management	com.egain.platform.module.casemgmt.ejb	businessobject, console_handler	pid_bo_log.txt
17	Archive	com.egain.platform.module.archive	archive, console_handler	pid_archive_log.txt
18	Knowledge base	com.egain.articlerating	articlerating, console_handler	pid_articlerating_log.txt

#	Component	Logger name	Handler name	Log file name
19	Knowledge base	com.egain.articlesearch	articlesearch, console_handler	pid_articlesearch_log.txt
20	Knowledge base	com.egain.attachmentsearch	attachmentsearch, console_handler	pid_attachmentsearch_log.txt
21	Knowledge base – Export	com.egain.knowledge.export	export_handler	pid_vl_export_log.txt
22	Knowledge base – Import	com.egain.knowledge.import	import_handler	pid_vl_import_log.txt
23	Business objects	com.egain	businessobject	pid_bo_log.txt
24	Cache manager	com.egain.platform.frame- work.cache	cache, console_handler	pid_cache_log.txt
25	Handler	–	consolehandler	–
26	Workflow - custom condi- tions	com.egain.platform.mod- ule.routing.customcondition	customcondition	pid_customcondition_log.txt
27	Workflow	com.egain.alarmrules	alarmrules, console_handler	pid_alarmrules_log.txt
28	Workflow Cache	com.egain.workflowcache	workflowcache, console_handler	pid_workflowcache_log.txt
29	Workflow Engine	com.egain.workflowengine	workflowengine, console_handler	pid_workflowengine_log.txt
30	Workflow	com.egain.workflo- wengine.phone	phoneengine, console_handler	pid_phoneengine_log.txt
31	Workflow – custom rules	com.egain.platform.mod- ule.routing.customrule	customrule	pid_customrule_log.txt
32	Dispatcher	com.egain.dispatcher	dispatcher, console_handler	pid_dispatcher_log.txt
33	Retriever	com.egain.retriever	retriever, console_handler	pid_retriever_log.txt
34	Scheduler	com.egain.scheduler	scheduler, console_handler	scheduler_egain_log.txt
35	Distributed Services Manag- er (DSM)	com.egain.platform.frame- work.dsm	dsm, console_handler	pid_dsm_log.txt
36	Reporting events	com.egain.platform.frame- work.event	event	pr_event_log.txt
37	Event messaging	com.egain.messaging	messaging, console_handler	mr_egain_log.txt
38	Preferences	com.egain.platform.mod- ule.preference	preference, console_handler	pr_pref_log.txt
39	Preferences	com.egain.platform.prefer- ence.ejb	preference, console_handler	pr_pref_log.txt
40	HTTP request logger	com.egain.platform.client.re- questloggerfilter	requestloggerall, console_handler	pid_requestloggerall_log.txt

#	Component	Logger name	Handler name	Log file name
41	HTTP request logger for requests taking more than 50 ms to render output	com.egain.platform.client.requestloggerjsphigh	requestloggerjsphigh, console_handler	pid_requestloggerjsphigh_log.txt
42	HTTP request logger for requests taking less than 50 ms to render output	com.egain.platform.client.requestloggerjspow	requestloggerjspow, console_handler	pid_requestloggerjspow_log.txt
43	Logging over sockets	TCP	tcp_handler	tcplog.txt
44	Data access layer	com.egain.platform.framework.dataaccess	businessobject, console_handler	<ul style="list-style-type: none"> ▶ pid_bo_log.txt ▶ 0_pid_dal_connpool_log.txt ▶ 1_pid_dal_connpool_log.txt ▶ 0_pid_dal_querytimeout_log.txt ▶ 1_pid_dal_querytimeout_log.txt
45	IPCC logger for Unified CCE integration	com.cisco.ipcc	ipcc_handler	pid_ipcc_log.txt
46	ARM logger for Unified CCE integration	com.cisco.ipcc.arm	arm_handler	pid_arm_log.txt
47	MR logger for Unified CCE integration	com.cisco.ipcc.mr	mr_handler	pid_mr_log.txt
48	UI config logger for Unified CCE integration	com.cisco.ipcc.uiconfig	ui_config_handler	pid_ui_config_log.txt
49	Unified CCE integration data access logger	dal.connpool	dal_connpool	pid_dal_connpool_log.txt
50	Unified CCE integration data access logger	dal.querytimeout	dal_querytimeout	pid_dal_querytimeout_log.txt

Configuring the size of console handler log file

Standard output and standard error is redirected to the console in Java applications such as Cisco Interaction Manager. If required, you can increase or decrease the size of the log file generated by the console handler. The size is set to 5 MB by default.

To configure the size of the log file generated by the console handler:

- ▶ Open the `Cisco_Home\config\legpl_loggerconfig.properties` file. Locate and edit the following line:

```
consolehandler.handler_filesize=5000
```



Caution: Don't change the name of the log file generated by the console handler, which is set in the following line:

```
consolehandler.handler_logfile=pname_stdout_log.txt
```

Configuring the Log Cleanup Utility

The Log Cleanup Utility cleans up the logs folder by deleting log files based on age criteria (in days). It deletes log files of the following types:

- ▶ All standard output log files for system and WebLogic processes
- ▶ All standard log files for components
- ▶ WebLogic server logs and access logs

The log files are deleted permanently. Log files are selected for deletion based on the following conditions:

- ▶ Log files older than the given number of days based on the last modified date of file.
- ▶ Log files that have been rolled over to a new file.

By default, the utility logs the runtime errors, information, and trace messages to the `Cisco_Home\logs\log-cleanup-process-logs.txt` file. If the utility fails to create a log file at the default location, a log file is created at `Cisco_Home\bin\tools\logscleanup`. If the utility fails to create the log file at either of these two locations, then it logs messages with the Windows event log. The log file generated by the utility is overwritten once it reaches the size of 1 MB.

It should be scheduled to run at low traffic time of the day when it won't affect the performance of the system.

To configure the utility:

1. Browse to `Cisco_Home\bin\tools\logscleanup`.
2. Open the `LogCleanupJob.bat` file in a text editor. The file contains the following text.

```
cscript <Install_dir>\eService\bin\tools\logscleanup\eglogscleanup.js
/i:<Install_dir>\eService /t:<age> /d:<traceoff|traceon|test>
```
3. In the file, replace the following variables.
 - `<Install_dir>`: Location where Cisco Interaction Manager is installed.
 - `<Age>`: Number of days for which you want to keep the log files.
 - `<traceoff|traceon|test>`: Replace this with `traceoff`, `traceon`, or `test`.
 - `Traceoff`: The utility only logs the number of files deleted and the criteria set for deletion.
 - `Traceon`: The utility only logs the number files deleted and the names of the files deleted, and date of modification of the deleted files.
 - `Test`: The utility doesn't delete any logs, but the log file shows the names of the files which meet the criteria set for deletion. Use it to do a test run, if required. Make sure you change it to trace on or trace off after testing.
4. Configure a Windows Scheduled Task to run the utility. For more details, see the Windows documentation. In the task configurations, configure the path as `Cisco_Home\bin\tools\logscleanup\LogCleanupJob.bat` and set it to run once a day.

The utility runs on the scheduled time and deletes the log files based on the criteria configured in the utility.

Debugging tools

UI debugging tools

There are two UI debugging tools available. They are:

- ▶ Microsoft Script Debugger
- ▶ Cisco Interaction Manager Debugger

Microsoft Script Debugger

Microsoft Script Debugger allows you to debug client side and server side scripts.

Script debugging is turned off by default in Internet Explorer. Enable this tool when you see script errors while using the application. Once the tool is on, every time you see a script error, you are given an option to debug the problem. If you select the option, the tool points you to the exact line in code, which is causing the problem.

To enable script debugging in Internet Explorer:

1. Close all open Internet Explorer browsers.
2. Reopen Internet Explorer.
3. Go to **Tools** (menu) > **Internet Options**.
4. In the Internet Options window, on the Advanced tab, go to the Browsing section. Make the following changes:
 - a. Clear the **Disable script debugging (Internet Explorer)** option.
 - b. Clear the **Disable script debugging (Other)** option.
 - c. Select the **Display notification about every script error** option.
5. Close Internet Explorer.
6. Reopen Internet Explorer and launch the application.

Cisco Interaction Manager Debugger

The Cisco Interaction Manager Debugger helps you debug issues like application hang problems. Use this tool with Microsoft Script Debugger.

To troubleshoot with the Cisco Interaction Manager Debugger:

1. Launch the application and log in to the console that has the issue.
2. Press CTRL + SHIFT + W to launch the Debugger.
3. In the debugger window, configure the following options.
 - a. Select the debug command. If you choose the **Select=>** option, then from the dropdown list, select a command for debugging. If you select the **Type=>** option, then provide the name of the object and operation you want to debug. The most useful debug commands are:

- Trace On
 - Set Default Cursor
 - Launch Global Debugger
- b. In the **Timer log** field, select the option to hide or display the timer log.
4. Click the **Run** button to start debugging.

Sun Java Console

Sun Java Console provides useful information about issues related to the messaging applet, such as users don't receive internal messages or internal notifications, or agents or customers don't receive chat messages.

To enable Sun Java Console:

1. Go to **Start > Control Panel**.
2. Double-click Java.
3. In the Java Control Panel window, go to the Advanced tab, and make the following changes.
 - a. In the Java console section, select **Hide console**.
 - a. In the Miscellaneous section, select **Place Java icon in system tray**.

2 Setup and general

- ▶ [Installation](#)
- ▶ [Starting application](#)
- ▶ [Logging in](#)
- ▶ [Localization](#)
- ▶ [Performance and miscellaneous items](#)

Installation

Database creation failed error during installation

Symptom

While installing Cisco Interaction Manager, the following error message is displayed:

DB creation failed.

Possible cause

The database server has less than five GB free space.

Solution

- ▶ Make sure that the database server has at least five GB free space.

Error during installation

Symptom

While installing Cisco Interaction Manager on the same server where the file server was installed in some previous Cisco Interaction Manager installation, the following error message is displayed:

An unknown error occurred.

Case 1

Possible cause

When Cisco Interaction Manager is uninstalled, the *Cisco_Home\Stor age* folder on the file server is not uninstalled. When a user attempts to install Cisco Interaction Manager on the same file server, the installation fails.

Solution

1. On the file server, browse to *Cisco_Home*.
2. If required, take a backup of the *Cisco_Home\Stor age* folder.
3. Delete the *Cisco_Home* folder.

Case 2

Possible cause

There can be other problems, which need further analysis.

Recommended action

- ▶ Open the `Cisco_Home\logs\egpl_install_err.log.txt` log file in a text pad. Search for “error”. The error message describes the problem that occurred during installation. If you need help with analyzing the logs, contact Cisco TAC.

Unable to launch the integration wizard

Symptom

When a user double-clicks the `uiconfigwizard.bat` file to launch the Cisco Interaction Manager integration wizard, the wizard does not open.

Possible cause

The license files have named user licenses (instead of concurrent user licenses), which limits the number of users that are being imported from Unified CCE.

Recommended action

1. Get the new license files from Cisco.
2. Copy license files with concurrent user licenses to the `Cisco_Home\config\license` folder.
3. Restart Cisco Interaction Manager.
4. Run the Cisco Interaction Manager integration wizard.

Starting application

Unable to start application

Symptom

Unable to start Cisco Interaction Manager.

Case 1

Possible cause

Application server is not able to communicate with the Licence Manager, Remote Session Manager, and the database.

Recommended actions

Option 1

1. Check the *Cisco_Home\logs\0_pid_svr_mon_log.txt* log file for the following messages.

```
Platform Session Manager:ready=false  
eGain Local App Server Started:ready=false  
Database Server:ready=false
```
2. Check the *Cisco_Home\logs\ServerMonitoring_stdout_log.txt* log file for the following messages.

```
Info[Wait4Any2Start.waitUntilReady]:(Platform Session Manager)  
ready=false,m_maxTries=-1,iterCount=2  
Info[Wait4Any2Start.waitUntilReady]:(eGain Local App Server Started)  
ready=false,m_maxTries=-1,iterCount=0  
Info[Wait4Any2Start.waitUntilReady]:(Database Server) ready=false,m_maxTries=-1,iterCount=0
```
3. If the log files contain the messages described in Step 1 and Step 2, then wait for five minutes for the application to start. If it does not start after five minutes, then restart the application.

Option 2

- ▶ Check the network connection between all the servers in the deployment. If there is a network problem, contact your IT administrator and resolve it.

Option 3

- ▶ From the command prompt, run the following command:

```
netstat -an -p tcp
```

It shows a list of servers, the ports used by the server (in the format: `server name: port number`), and the status of the port. If the application is not running, then the connection status of the ports used by the application should not be Established, Listening, or Time_wait. If the ports are being used, then restart the server to free the ports. The default ports used by the application are: 80, 403, 9001, 9002, 139, 445, 12345, 12346, 9999, 1443, 1024 - 65535.

Option 4

- ▶ Run the following command to verify that the ports used by the application are open:

```
telnet Server_Name Port_Number
```

Where *Server_Name* is the name of the server and *Port_Number* is the port used to access the server.

- ▶ If you get a “Connect failed” error, it indicates that the server is not accessible on that port. Contact your system administrator to get the ports opened.

Case 2

Possible cause

WebLogic Server domains for secondary application servers are not configured properly.

Recommended action

1. Check the log file for the following WebLogic Server exceptions:

```
java.rmi.ConnectException: The connection manager to ConnectionManager for:
'weblogic.rjvm.RJVMImpl@74ccf82 - id:
'8218534549432914157S:10.4.0.173:L9001,9001,9002,9002,9001,9002,-
1]:mydomain:myserver' connect time: 'Thu Jul 06 00:05:48 GMT 2006'' has already
been shut down
```

```
####<22-Jul-06 21:29:23 BST> <Warning> <RJVM> <EMS00812> <myserver>
<ExecuteThread: '38' for queue: 'default'> <kernel identity> <> <000519>
<Unable to connect to a remote server on address 10.4.0.172 and port 9001 with
protocol t3. The Exception is java.net.ConnectException: Connection refused:
connect>
```

```
####<23-Jun-06 22:30:09 BST> <Warning> <WebLogicServer> <EMS00813> <myserver>
<CoreHealthMonitor> <kernel identity> <> <000337> <ExecuteThread: '16' for
queue: 'default' has been busy for "763" seconds working on the request "Http
Request: /partition1/web/controller/platform/common/login/login.jsp", which is
more than the configured time (StuckThreadMaxTime) of "600" seconds.>
```

If you need help with analyzing the logs, contact Cisco TAC.

2. Verify that a unique WebLogic Server domain has been created for each application server. A maximum of five secondary application servers are supported in a deployment.

Case 3

Possible cause

The License Manager is not starting.

Recommended action

1. Check the *Cisco_Home*\logs\license-manager_stdout_log.txt log file for the following exceptions.

```
18N_EGPL_LICENSE-FAIL_TO_LOAD_LICENSE_FILES -- Check if licenses files are in
place.
```

```
I18N_EGPL_LICENSE-LICENSE_UNITS_EXCEEDED - License files changed over the
period. Contact administrator.
```

```
I18N_EGPL_LICENSE-ACTION_LICENSE_MAPPING_CORRUPT - Contact administrator.
```

```
I18N_EGPL_LICENSE-LICENSE_EXPIRED - Licenses expired. Contact administrator.
```

I18N_EGPL_LICENSE-LICENSES_NOT_ISSUED_FOR_PARTITION -- Missing license files for a particular partition.

2. If the exceptions are found, then send the *Cisco_Home\logs\license-manager_stdout_log.txt* log file to Cisco TAC and restart the application.

Logging in

File or directory not found

Symptom

The following error is displayed:

HTTP Error 404 - File or directory not found.

Possible cause

The 404 error occurs when the requested file does not exist on the server.

Recommended action

Check the IIS log files on the web server to find the location of the missing file and add it.

1. Go to **Start > All Programs > Administration Tools > Internet Information Services (IIS) Manager**.
2. In the Internet Information Services (IIS) Manager window, browse to **Web Sites > Default Web Site**.
3. Right-click **Default Web Site** and click **Properties**.
4. In the Default Web Site Properties window, go to the Web Site tab.
5. On the Web Site tab, in the Connections section, in the **Enable logging** field, click the **Properties** button.
6. In the Logging Properties window, locate and note the following values for the log file.
 - **Log file directory**
 - **Log file name**
7. Next, browse to the log file and open it in a text pad.
8. In the log file, search for "404". From the log message, note down the path of the missing file.
9. Go to the location of the file and check if the file is missing. If the file is missing, you need to add it. You can get the files from the backup of the web server.

Not authorized to view page

Symptom

The following error is displayed:

HTTP 403 (Forbidden): You are not authorized to view this page.

Case 1

Possible cause

The error usually occurs due to issues with Internet Information Services (IIS). The `iisproxy.dll` and `iisproxy.ini` files could be missing.

Recommended action

1. On the primary application server, browse to `BEA_Home > weblogic81 > server > bin`.
2. Locate the following two files.
 - `iisproxy.dll`
 - `iisproxy.ini`
3. If the two files exist, then you need to check the properties of the `iisproxy.ini` file. Open the `iisproxy.ini` file in a text pad. In the file, locate `WebLogicHost` and check if the value of the WebLogic host is correct.
4. If the two files are missing, then add them. You can get the files from a backup of the primary application server.

Case 2

Possible cause

The error usually occurs due to issues with Internet Information Services (IIS). The mapping for the extensions, `.controller`, `.ega in`, and `.jsp` might be missing.

Recommended action

1. Go to **Start > Settings > Control Panel > Administrative Tools > Internet Information Services**.
2. In the Internet Information Services (IIS) Manager window, browse to **Web Sites > Default Web Site**.
3. Right-click **Default Web Site** and click **Properties**.
4. In the Default Web Site Properties window, go to the Home Directory tab.
5. On the Home Directory tab, in the Application Settings section, click the **Configurations** button.
6. In the Application Configuration window, on the Mappings tab, in the Application extensions section, locate the following extensions.
 - `.controller`

- `.egain`
 - `.jsp`
7. If the extension mappings are missing, then add them. On the Mappings tab, in the Application extensions section, click the **Add** button.
 8. In the Add/Edit Application Extension Mapping window that opens, provide the following details and click **OK**.
 - **Executable:** Provide the path to the file containing the WebLogic plugin for IIS. For example, `Drive_Name\Inetpub\wwwroot\egain\iisproxy.dll`.
 - **Extension:** Provide the extension as `.egain`.
 - **Verbs:** Select the **Limit to** option and provide the get, head, post, and trace verbs.
 - Select the **Script engine** option.
 - Clear the **Verify that files exists** option.
 9. In the Mappings tab, click the **Add** button again. Then, repeat Step 8 to add the `.controller` extension. Make sure that in the **Extension** field you specify the `.controller` extension. Likewise, add the extension mapping for `.jsp`.

Case 3

Possible cause

If the web server and file server are configured on two separate machines, there may be a problem with access permissions of the virtual directories on the web server.

Recommended action

1. Go to **Start > Settings > Control Panel > Administrative Tools > Internet Information Services**.
2. In the **Internet Information Services (IIS) Manager** window, browse to **Web Sites > Default Web Site**.
3. Browse to the virtual directory of the partition where you are getting the 403 error.
4. Right-click the virtual directory and click **Properties**.
5. In the properties window, on the Virtual Directory tab, make sure the **Read** permission is selected. And, in the Application settings section, make sure that the execute permissions are set as **Scripts and Executables**.

Runtime errors occur at login

Symptom

A runtime error occurs at the time of login.

Possible cause

The `license.js` file is empty.

Recommended action

Option 1

1. On the file server, browse to `Cisco_Home\web\view\platform\common`.
2. In the `common` folder, locate the `license.js` file. Open the file in a text pad. Check if the file is empty.
3. If the file is empty, browse to `Cisco_Home\config\licenses` and check if the following license files exist:
 - `eg_license.xml`
 - `eg_license_1.xml`
4. If the license files are missing, then get the new license files from the Cisco License team.
5. Copy the license files to `Cisco_Home\config\licenses`. Restart the application.

Option 2

1. In the `Cisco_Home\logs\0_pid_bo_log.txt` log file, and look for exceptions with keyword “license”, “license manager”, or “RemoteException”. These exceptions are caused when the RMI server is not able to start on the services server (The RMI server is required for the License Manager to start). The exception stack traces in the log files provide the file name and line number of the module where the exception occurred. Using this, identify the possible runtime conditions that caused the exception to occur. If you need help with debugging the exception stack traces, contact Cisco TAC.
2. Check the network connection between the primary application server and the services server. If there is a network problem, contact your IT administrator and resolve it.

Session expired error after login

Symptom

After logging in to the application, the user sees a message “Your session is no longer active. Please log in again.”

Case 1

Possible cause

Another user logged in to the application with the same user name and password.

Recommended action

- ▶ Try to log in to the application again.

Case 2

Possible cause

Remote Session Manager has crashed.

Recommended action

1. Open the log file `Cisco_Home\logs\egpl_wls_stdout.log` in a text pad.
2. In the file, search for “Command null\bin\platform\startism.bat”. If you find the exception in the log file, then send the following two log files to Cisco TAC. The exception stack traces in the log files provide the file name and line number of the module where the exception occurred. Using this information, the conditions that caused the exception to occur can be identified.
 - `Cisco_Home\logs\egpl_wls_stdout.log`
 - `Cisco_Home\logs\0_pid_bo.log`
3. Restart the application.

Licenses unavailable error during login

Symptom

When a user tries to log in to the application, a message shows “No application licenses are currently available for you to log in to the system. Try again later or contact your system administrator.”

Case 1

Possible cause

All the concurrent licenses are in use.

Recommended action

1. Open the `Cisco_Home\config\licenses\eg_license_1.xml` file in a text pad and check the total number of concurrent licenses.
2. Launch the application.
3. On the log in page, click the **About** button.
4. In the Cisco Interaction Manager window, on the License tab check the total number of licences that are in use. Compare this number with the number obtained from the license file ([Step 1](#)). If the numbers match, then contact Cisco License team to obtain a new license file with higher number of concurrent licenses.
5. Copy the new license file to the `Cisco_Home\config\licenses` folder.
6. Restart the application

Case 2

Possible cause

License Manager has crashed.

Recommended action

1. Open the log file `Cisco_Home\logs\egpl_wls_stdout.log` in a text pad.
2. In the file, search for “Command null\bin\platform\startlm.bat”. If you find the exception in the log file, then send the following two log files to Cisco TAC. The exception stack traces in the log files provide the file name and line number of the module where the exception occurred. Using this information, the conditions that caused the exception to occur can be identified.
 - `Cisco_Home\logs\egpl_wls_stdout.log`
 - `Cisco_Home\logs\l0_pid_bo.log`
3. Restart the application.

Login takes a long time

Symptom

User login takes a long time.

Possible cause

When a user logs in to the application, two requests are sent to the web server. First request is sent by the messaging applet and the other is sent by the user connection. Because the messaging applet uses a persistent connection to the web server, the user connection has to wait until the messaging applet is downloaded, causing slowness at the time of user login.

Recommended action

1. Open Internet Explorer.
2. Go to **View** (menu) > **Java Console**.
3. In the Java Console window, if you see the following error message, it indicates that the messaging applet is not configured properly.

```
IOException Loading Archive: http://Server_Name
/default/lib/int/platform/egpl_messaging_applet.jar
java.io.FileNotFoundException:
Server_Name:80//default/lib/int/platform/egpl_messaging_applet.jar
    at com.ms.net.wininet/http/HttpInputStream.connect
    at com.ms.net.wininet/http/HttpInputStream.<init>
```



```
at com/ms/net/wininet/http/URLConnection.createInputStream
at com/ms/net/wininet/WininetURLConnection.getInputStream
at com/ms/vm/loader/JarArchiveSet.loadNextJar
at com/ms/vm/loader/JarArchiveSet.getResourceBits
at com/ms/vm/loader/JarArchiveSet.getClassData
at com/ms/vm/loader/ResourceLoader.getClassData
at com/ms/vm/loader/URLClassLoader.findClass
at com/ms/vm/loader/URLClassLoader.loadClass
at com/ms/vm/loader/URLClassLoader.loadClass
at com/ms/applet/AppletPanel.securedClassLoad
at com/ms/applet/AppletPanel.processSentEvent
at com/ms/applet/AppletPanel.processSentEvent
at com/ms/applet/AppletPanel.run
at java/lang/Thread.run
IOException Loading Archive: http://Server_Name
/default/lib/int/platform/egpl_common.jar
java.io.FileNotFoundException:
Server_Name:80//default/lib/int/platform/egpl_common.jar
at com/ms/net/wininet/http/HttpInputStream.connect
at com/ms/net/wininet/http/HttpInputStream.<init>
at com/ms/net/wininet/http/URLConnection.createInputStream
at com/ms/net/wininet/WininetURLConnection.getInputStream
at com/ms/vm/loader/JarArchiveSet.loadNextJar
at com/ms/vm/loader/JarArchiveSet.getResourceBits
at com/ms/vm/loader/JarArchiveSet.getClassData
at com/ms/vm/loader/ResourceLoader.getClassData
at com/ms/vm/loader/URLClassLoader.findClass
at com/ms/vm/loader/URLClassLoader.loadClass
at com/ms/vm/loader/URLClassLoader.loadClass
at com/ms/applet/AppletPanel.securedClassLoad
at com/ms/applet/AppletPanel.processSentEvent
at com/ms/applet/AppletPanel.processSentEvent
at com/ms/applet/AppletPanel.run
at java/lang/Thread.run
```

```

java.lang.ClassNotFoundException:
com.egain.platform.client.widget.messaging.EventClientApplet

at com.ms/vm/loader/URLClassLoader.loadClass
at com.ms/vm/loader/URLClassLoader.loadClass
at com.ms/applet/AppletPanel.securedClassLoad
at com.ms/applet/AppletPanel.processSentEvent
at com.ms/applet/AppletPanel.processSentEvent
at com.ms/applet/AppletPanel.run
at java/lang/Thread.run

```

4. If the messaging applet has configuration problems, then do the following:
 - a. From your IT administrator, get a new IP address for the primary web server.
 - b. On the master and active databases, run the following query:

```

UPDATE EGPL_PREF_GLOBALSETTINGS
SET SETTING_ACT_VAL = 'New_IP_Address', SETTING_DEF_VAL= 'New_IP_Address'
WHERE SETTING_NAME = 'Common.messaging.applethost'

```

If you are using SSL to access the application, then for detailed steps for configuring the messaging applet, see the “SSL for secure connection” chapter in the *Cisco Unified Web and E-Mail Interaction Manager Installation Guide*.

5. Restart the application.

Maximum login time exceeded error during login

Symptom

When a user tries to log in to the application, the following error message is displayed:

The maximum login time has been exceeded.

Case 1

Possible cause

Due to network issues, the connection between Cisco Interaction Manager and the Unified CCE Administration Workstation (AW) database server slows down or times out.

Recommended solution

- ▶ Check the network connection between Cisco Interaction Manager and the Unified CCE Administration Workstation (AW) database server. If there is a network problem, contact your IT administrator and resolve it.

Case 2

Possible cause

The `MAX_LOGIN_WAIT_TIME` setting is set to a low value.

Recommended solution

1. Try to log in again.
If you are still not able to login, then you need to change the value of the `MAX_LOGIN_WAIT_TIME` setting.
2. Open the `Cisco_Home\config\ipcc\egicm_configuration.properties` file in a text pad.
3. Check the value of the `MAX_LOGIN_WAIT_TIME` setting. Set it to **30000**.
4. Restart Cisco Interaction Manager.

ICM login failed error during login

Symptom

When a user tries to log in to the application, the following error message is displayed:

ICM login has failed.

Possible cause

The media login request failed for all the media routing domains (MRD), to which the agent belongs.

Recommended action

Option 1

1. Try to log in again.
2. If the error continues to occur then, check if the following services are running:
 - Listener service process and instances (From the System Console of Cisco Interaction Manager.)
 - Agent PG services (From the ICM service control on the ICM server)

Option 2

- ▶ Check the `Cisco_Home\logs\1_pid_arm_log.txt` log file for exceptions. The exception stack traces in the log files provide the file name and line number of the module where the exception occurred. Using this, identify the possible conditions that caused the exception to occur. If you need help with debugging the exception stack traces, contact Cisco TAC.

Invalid login name error during login

Symptom

When a user tries to log in to the application, the following error message is displayed:

Invalid login name or password.

Case 1

Possible cause

The login name or password of the user are not correct.

Recommended action

- ▶ On the Unified CCE server, from the Configuration Manager, go to the Agent Explorer and check the login credentials of the user.

Case 2

Possible cause

The network connection between Cisco Interaction Manager and the Unified CCE Administration Workstation (AW) database server was lost.

Recommended action

Option 1

- ▶ Verify that the Microsoft SQL server is up and running.

Option 2

- ▶ Check the network connection between Cisco Interaction Manager and the Unified CCE Administration Workstation (AW) database server. If there is a network problem, contact your IT administrator and resolve it.

Case 3

Possible cause

The user has been deleted from Unified CCE or the user does not exist.

Recommended action

- ▶ On the Unified CCE server, from the Configuration Manager, go to the Agent Explorer and check if the user exists.

No access available error during login

Symptom

When a user tries to log in to the application, the following error message is displayed:

You have not been given access to any console. Contact your System Administrator.

Possible cause

The user does not exist in Cisco Interaction Manager.

Recommended action

- ▶ From the Administration Console, check if the user exists.

Localization

Some text is not localized

Symptom

While accessing the application in a language other than English, some text in the user interface (UI) appears in English.

Cause

Some of the text may not have been translated.

Solution

- ▶ Contact Cisco TAC to log a case for getting the text translated.

Runtime error occurs while accessing some consoles

Symptom

While accessing the application in a language other than English, a run time error occurs in some consoles.

Cause

In the *Cisco_Home*\110n folder, in the properties files, the property keys for some of the strings may be incorrect or mis-spelled.

Solution

- ▶ Contact Cisco TAC to log a case for getting the property keys fixed.

Some text flows out of its area

Symptom

While accessing the application in a language other than English, some text in the user interface (UI) flows out of its area.

Cause

Some of the areas in the UI do not resize automatically according to the length of the text.

Solution

- ▶ Contact Cisco TAC to log a case for getting the issue fixed.

Performance and miscellaneous items

Application is slow to respond

Symptom

Application is very slow or does not respond.

Case 1

Possible cause

High CPU utilization on the database server. This happens when the database grows large in size, the hardware is not sufficient, and during this time one of the following jobs or service is running.

- ▶ Reports summary jobs
- ▶ Maintenance jobs (reindexing of database)
- ▶ Auto pushback service

Recommended action

- ▶ Run SQL Profiler Trace to find out the queries which are taking a long time to run.
- ▶ Run custom performance trace templates to find out the reason for deadlocks and locks.
- ▶ Analyze the logs in the *Cisco_Home\logs\GainQueryTimeLog.txt* file. Look for queries that may be taking more than 10 seconds to execute completely.
- ▶ For the SQL Enterprise Manager, verify the mode of authentication.
- ▶ On the database sever, run `sp_configure` to check the value of network packet size. It should be set to 4096. If it is not, run the following command:

```
exec sp_configure network packet size (B)', 4096
```
- ▶ The `fill factor (%)` should be set to 80. It makes sure that 20% of free space is left in the data pages of the indexes to reduce page splitting in SQL Server, which adds additional I/O on the SQL Server. If it is not, run the following command:

```
exec sp_configure 'fill factor (%)', 80
```
- ▶ The `max degree of parallelism` should be set to the number of physical processors. For example, a Windows 2003 server with four physical processors should have the `max degree of parallelism` set to four. If a server has two physical processors, set the `max degree of parallelism` to 2. If it is not, run the following command:

```
exec sp_configure 'max degree of parallelism', Number_Of_Physical_Processors
```

Case 2

Possible cause

Locks or deadlocks in the database.

Recommended action

- ▶ Follow the steps recommended for Case 1.

Case 3

Possible cause

High CPU and memory utilization on the application server. This happens when many users are running searches in parallel.

Recommended action

1. Generate thread dumps and send them to Cisco TAC for further analysis. For details on taking thread dumps, see the following article on the BEA Support web site.

http://support.bea.com/application_content/product_portlets/support_patterns/wls/UnexpectedHighCPUUsageWithWLSPattern.html

2. After taking the thread dumps, restart the application.

Case 4

Possible cause

On the application server, the number of concurrent web requests (user requests from the user interface) to WebLogic are more than the number of threads allocated to process web requests.

Recommended action

1. Open `Cisco_Home\config\weblogic\config_hostname.xml`.
2. Locate the following line:

```
<ExecuteQueue Name="default" ThreadCount="50" ThreadsIncrease="1"/>
```

To ensure that an adequate number of threads have been allocated to the **default** pool, set the number of worker threads for WebLogic to at least 60% of the number of concurrent users. For example, if you have 100 concurrent users, set `ThreadCount` to 60; and if you have 150 users, set `ThreadCount` to 90.

3. Restart the application.

Unable to start or stop services

Symptom

From the System Console, user is not able to start or stop the services.

Case 1

Possible cause

The port number for the services server is not correct.

Recommended action

1. Open the `Cisco_Home\bin\platform\setenv_Services_Server_Name.bat` file in a text pad. Locate and note the value for `RMI_Registry_Port`.
2. Open the `Cisco_Home\config\egpl_dsm.xml` file in a text pad and verify the value of RMI server name and port number. It should match the value of `RMI_Registry_Port` found in Step 1. If the values don't match, update the value in `egpl_dsm.xml` and restart the application.
3. Check the value of the RMI registry port in the master database.
 - a. Run the following query on the master database.

```
Select * from egpl_dsm_host
```
 - b. From the query results, check the value of Host controller, RMI Registry Server, and Port. It should match the value of `RMI_Registry_Port` found in Step 1.
 - c. If the values don't match, run the following query on the master database.

```
update egpl_dsm_host
set port = RMI_Registry_Port where host_ID = Host_Controller_Host_ID or host_ID =
RMI_Registry_Server_Host_ID
```
4. Restart the application.

Case 2

Possible cause

RMI or RMID registry has crashed.

Recommended action

- ▶ Run the List RMI objects utility.
 - a. Run the utility `Cisco_Home\web\view\platform\debug\listrmiobjects.jsp`.
 - b. From the results window, check the values in the **Connection Status** column. At least for one object the column should have the value **Remote object or Alive**. If it is not so, restart the application.

- ▶ Run the `dsmsHELL.bat` utility.
 - a. Run the utility `Cisco_Home\bin\platform\dsmsHELL.bat`.
 - b. For **Enter Command**, provide the value **printregistry**.
 - c. For **Enter ID**, provide the value `RMI_Port_Number`.
- 5. It provides a list of all the remote objects, their state, and connection status. If the connection status for any of the objects is “Remote object is dead”, then restart the application.

Case 3

Possible cause

Services server has crashed.

Recommended action

- ▶ Follow the steps recommended for Case 2.

Users are not able to send or receive internal messages

Symptom

Users are not able to send or receive internal messages, chat messages, and internal notifications.

Possible cause

An issue with the messaging configuration.

Recommended action

1. Open the `Cisco_Home\config\egpl_ews_handler.xml` file in a text pad.
2. Search for “host name” and check the value for it. It should be the name of the primary application server. If the information is not correct, update it.
3. Restart the application.

Changes made to the settings don't take effect

Symptom

When the partition level, department level, or user level settings are edited from the Administration Console, the changes don't take effect.

Possible cause

The Distributed Cache Manager is not able to communicate with the primary application server and the secondary application servers (if the deployment has secondary application servers).

Recommended action

1. On the primary application server, browse to the `Cisco_Home\config\egpl_cachedefaultconfig.properties` file.
2. Open the file in a text pad.
3. Search for `discoveryaddress` and check the values for it. It should have information about the primary application server and secondary application servers, if there are any. The information of the servers should be in the format `Server_Name: Port_Number`. If the information is not correct, update it.
4. Restart the application.

Unable to search email content

Symptom

When a user searches email content, the following error message is displayed:

Enable fulltext catalogues

Possible cause

Full text catalogue search is not running.

Recommended action

Option 1

On the database server, check if the Microsoft Search service is running.

1. Go to **Start > Programs > Administrative Tools > Services**.
2. Ensure that the Microsoft Search service is running.

Option 2

- ▶ On the database server, run the following command on all the active databases.

```
run EXEC sp_fulltext_database 'enable'
```

Retriever service

- ▶ [Retrieving emails](#)
- ▶ [Parsing emails](#)

Retrieving emails

Emails are not being retrieved

Symptom

Emails are not being retrieved.

Case 1

Possible cause

The retriever service process and instance is not running.

Recommended action

From the System Console check if the retriever processes and instances are running.

Case 2

Possible cause

The retriever service hangs because of out of memory issues, database deadlocks, or because of no response from the Mail Server.

Recommended action

- ▶ Retriever instances may have hung. Check the following log files for java exceptions and time out messages. Retriever instance may have crashed due to some out of memory errors. Search the following log files for “Instance failed”. There may be alias related errors such as login failures, alias being inactive or disabled, etc. Search the following log files for “Retriever”. If you need help with analyzing the logs, contact Cisco TAC.
 - *Cisco_Home\logs\rx-process.log*
 - *Cisco_Home\logs\1_pid_retriever_log.txt*

From the System Console start the retriever service process and instance.

Case 3

Possible cause

The alias is not configured properly or there is some problem with the alias.

Recommended action

- ▶ Check the validity of the alias details. Telnet to POP3 server using the following command (110 is the port number of the POP3 server) and input alias credentials at login prompt.

```
telnet Server_Name 110
```

- ▶ From the System Console, configure and run monitors for the retriever instances. (See System Console User's Guide for steps to create a monitor). From the monitor, check the following attributes.
 - Check if the value of the Last Run Time attribute is much less than the Start Time attribute. If it is so, it indicates that the instance is hung due to some problematic email or the retriever has connection problems.
 - For the aliases configured for the retriever, check the state of the alias. If you notice that the state of the alias is one of the following, then fix the problem.
 - Active: The alias is set as active and is working fine.
 - Inactive: The alias is set as inactive from the Administration Console.
 - Login failed: Authentication failures while connecting to the mailbox.
 - Disabled: If there are consecutive authentication failures while connecting to the mailbox, the alias is disabled.
 - Connection failed: Not able to connect to the mail server.

Some emails are not retrieved

Symptom

While retrieving emails, Retriever skips some emails.

Possible cause

If the partition level setting “Action for large emails” is configured to skip large emails and send a notification, the retriever skips such emails and sends a notification to the address configured in the partition level setting “To: address for notifications from services”.

Recommended action

- ▶ Check the value of the following partition level settings and configure them according to your needs.
 - Maximum email size for retriever (bytes)
 - Action for large email

Attachments are missing

Symptom

Attachments are missing from the incoming emails. Either the attachments don't show with the email, or they show as blocked attachments.

Possible cause

The particular file extensions are blocked for a department and the department level settings are configured to delete the attachments or quarantine them.

Recommended action

- ▶ In the Administration Console, in the Tree pane, browse to *Department_Name* > **Email** > **Blocked File Extensions**. Check the list of blocked file extensions.
- ▶ Check the department level setting "Action on blocked attachments". If the value of the setting is **Delete**, then all the blocked attachments are deleted. If the value of the setting is **Quarantine**, then the attachments get saved at a different location and can be restored or deleted. In the Tree pane, browse to *Department_Name* > **Email** > **Blocked File Extensions**. From the List pane toolbar, click the **Blocked attachments** button, to see a list of activity IDs and files names of the blocked attachments. If required, restore the blocked attachments or delete them.

Parsing emails

Retriever is not able to parse emails

Symptom

Retriever is not able to parse emails. Emails are getting inserted in the *Cisco_Home\logs\RxEcepEmails.txt* file.

Possible cause

- ▶ If the messages are not according to RFC 822 message standards. For example, **Content type** field is missing from the message header.
- ▶ Message ID is missing.
- ▶ There is no start boundary.
- ▶ The mail header character set value is not recognized by Java Mail. For example, it contains characters like "iso-8859-1" where as the correct format is "iso 8859-1".

Recommended action

Contact Cisco TAC.

Retriever is not able to insert emails in the database

Symptom

Retriever is not able to insert emails in database. Emails are getting inserted in the *Cisco_Home\logs\RxEcepEmails.txt* file.

Possible cause

Insertion fails due to duplicate message ID.

Recommended action

- ▶ Compare the timestamp and server names in the delivery path (in the initial few lines of the header) with that of the mail in the database. If they are exactly the same, it indicates that there is some problem with deleting emails from the server. It can happen when there is a network failure while closing the mailbox folder. If they are different, it is a problem at the mail server level, and can be ignored. Contact Cisco TAC.

Emails in rich text format are displayed in plain text

Symptom

Emails in rich text format are displayed in plain text.

Possible cause

Microsoft Exchange Server properties are not configured properly.

Recommended action

- ▶ On the Microsoft Exchange Server, check the setting for converting rich text to HTML.



Dispatcher service

- ▶ [Setup and performance](#)
- ▶ [Dispatching emails](#)

Setup and performance

Dispatcher service hangs or crashes

Symptom

The Dispatcher service crashes or hangs.

Case 1

Possible cause 1

The service hangs because of out of memory issues.

Recommended action

- ▶ From the System Console, restart the Dispatcher service processes and instances.

Case 2

Possible cause 2

The Dispatcher service hangs due to database deadlocks, or after waiting indefinitely for a response from the Mail Server.

Recommended action

- ▶ From the System Console, restart the Dispatcher service processes and instances.

Unable to connect to the SMTP or ESMTP server

Symptom

Dispatcher service is not able to connect to the SMTP or ESMTP server.

Case 1

Possible cause

The SMTP or ESMTP server is down.

Recommended action

- ▶ Start the SMTP or ESMTP server.

Case 2

Possible cause 2

The connections to the SMTP or ESMTP server have exceeded the maximum number of connections allowed for that server.

Recommended action

- ▶ At the SMTP or ESMTP server, check the maximum number of connections allowed for the server.

Case 3

Possible cause 3

Connection times out, while connecting to the SMTP or ESMTP server.

Recommended action

- ▶ In the `Cisco_Home\config\dispatcher\egpl_dispatcherconfig.properties` file, increase the value of the `DX.SocketTimeout` setting. The default value is 300 seconds.

Dispatching emails

Emails are not getting dispatched

Symptom

Emails are not getting dispatched.

Case 1

Possible cause

Services server IP address is not added to ACL for allowing SMTP relay. The `1_pid_dispatcher` log file contains following messages.

- 550 5.0.0 Please call the helpdesk for access to this mail relay.
- 550 5.7.1 Unable to relay for ...

Recommended action

- ▶ Contact your IT administrator.

Case 2

Possible cause

Emails are refused by the SMTP server because they are considered as spam emails, or if they have attachments, which are restricted at the server. The 1_pid_dispatcher log file contains message “554 Message refused”.

Recommended action

- ▶ Contact your IT administrator.

Case 3

Possible cause

Email contains attachment perceived as malicious by the SMTP server. The 1_pid_dispatcher log file contains message “550-Potentially executable content. If you meant to send this file then please package it up as a zip file and resend it”.

Recommended action

- ▶ Run the following query on the Active DB to delete the attachment, so that email gets delivered without the attachment.

```
update egpl_casemgmt_activity set num_attachments=0 where activity_ID =  
Activity_ID
```

Case 4

Possible cause

Server rejecting mails higher than allowed size (The allowed size is controlled by the Max body size for dispatcher partition setting). The 1_pid_dispatcher log file contains message “552 Message size exceeds maximum permitted.”

Recommended action

- ▶ Mails keep getting retried - so increase size limit or delete large attachment.

```
Connect at port 25; EHL0, 250-SIZE XXX, MAIL FROM: Email_Address SIZE=XXX
```

Case 5

Possible cause

The server expects ESMTP protocol while alias is configured for SMTP. The 1_pid_dispatcher log file contains message “550 Unauthenticated relaying not allowed(#5.7.1)”.

Recommended action

- ▶ Check the alias configuration.



Workflows

- ▶ [Setup and performance](#)
- ▶ [Routing activities](#)
- ▶ [Alarm workflows](#)

Setup and performance

Changes made to workflows are not reflected in activity processing

Symptom

Changes made to workflows are not reflected in activity processing.

Possible cause

The `.ser` files in the `Cisco_Home\config\routing\cache` directory are not updated.

Recommended action

Option 1

- ▶ Check if the `Cisco_Home\config\routing\cache.ser` files are latest. If they are not, restart the Workflow Cache and Workflow Engine processes and instances.

Option 2

- ▶ Check the message listener health from the WebLogic Admin Console.

Routing activities

Unable to process activities

Symptom

Workflow is not able to process activities. Activities are in 3100, 3200, 3300, 3400 sub-status.

Case 1

Possible cause

Workflow Engine service process and instance is not running.

Recommended action

1. Find the Windows process ID for the Workflow Engine process from one of the following files:

- `rules_process_log`: Open the `Cisco_Home\logs\rules_process_log` in a text pad, and search for “`Workflow_Engine_Service_Process_Name<@>`”. Note down the number next to the searched text. This is the windows process ID of the workflow engine process.
 - `egpl_process_ids.properties`: Open the `Cisco_Home\config\egpl_process_ids.properties` in a text pad, and search for “`Workflow_Engine_Service_Process_Name`”. Note down the windows process ID for the service process.
2. Using the Windows process ID obtained in step 1, from the Windows Task Manager check if the process is running.
 3. Restart the Workflow Engine service process and instance.

Case 2

Possible cause

The `.ser` files are missing from `Cisco_Home\config\routing\cache`.

Recommended action

- ▶ Restart the Workflow Engine and Workflow Cache service processes and instances.

Case 3

Possible cause

There are activities that are part of an expired batch.

Recommended action

1. To find the batch of expired activities, run the following query on the active database.

```
SELECT min_id, max_id, working_status from egpl_routing_wat
```

In the results, if the `working_status` column shows values other than zero, it indicates that the corresponding batch of activities has expired.

2. To find the service instance ID associated with the expired batch, run the following query on the master database.

```
SELECT * from egpl_dsm_instance where instance_name =  
'Workflow_Engine_Service_Instance_Name'
```

3. To update the status of the batch to “not expired”, run the following query on the active database.

```
UPDATE egpl_routing_wat SET working_status = 0 where instance_id =  
Workflow_Engine_Service_Instance_ID and min_id = Min_ID and max_id = Max_ID
```

Where:

`Workflow_Engine_Service_Instance_ID` = obtained in [Step 2](#)

`Min_ID` and `Max_ID` = obtained in [Step 1](#)

4. To avoid the problem for future batches, increase the value of the partition setting “Batch Expiry Duration”.

Case 4

Possible cause

The work allocation thread is not running.

Recommended action

1. In the latest rules process logs, search for “Work Allocation running”. If the thread is not running, restart the Workflow Engine service process and instance.
2. Check the `EGPL_ROUTING_VARIABLE` table and ensure that the `last_processed_ID` is one lesser than the value of `ID` (`egpl_routing_work ID` and not `activity_ID`).

Case 5

Possible cause

The workflow engine thread is not running.

Recommended action

1. Browse to `Cisco_Home\logs` folder.
2. Locate the `1_pid_workflowengine_log` log file. If the file does not exist, it indicates that the workflow engine thread was not able to start at the time of the application startup.
3. If the `1_pid_workflowengine_log` log file exists, then open the log file in a text pad and check if the workflow engine thread stopped at some later time. The exception stack traces in the log files provide the file name and line number of the module where the exception occurred. Using this, identify the possible conditions that caused the exception to occur. If you need help with debugging the exception stack traces, contact Cisco TAC.
4. From the System Console, restart the Workflow Engine service process and instance.

Case 6

Possible cause

There was a problem when DSM tried to restart the Workflow Engine process and instance.

Recommended action

1. Open the `Cisco_Home\logs\0_pid_dsm_log` log file in a text pad. Search for “remote” and “exception”. The exceptions indicate that the RMI server was not able to start, because of which the Workflow Engine service process and instance could not start. The exception stack traces in the log files provide the file name

and line number of the module where the exception occurred. Using this, identify the possible conditions that caused the exception to occur. If you need help with debugging the exception stack traces, contact Cisco TAC.

2. From the System Console, restart the Workflow Engine service process and instance.

Case 7

Possible cause

There are out of memory errors in the *Cisco_Home\logs\1_pid_workflowengine_log* file.

Recommended action

1. Open the *Cisco_Home\config\egpl_dsm.xml* file in a text pad.
2. Search for `</JVMPParams>` and after it, add the following:

```
<JVMPParams>
  <default>-Xmx128m</default>
  <Workflow_Engine_Process_Name>-256m</Workflow_Engine_Process_Name>
</JVMPParams>
```

Where *Workflow_Engine_Process_Name* is the name of the workflow engine process for which you want to increase the JVM size.

3. Restart the application.

Activities are getting routed to the exception queue

Symptom

Activities are getting routed to the Exception queue.

Case 1

Possible cause

Activities are in 3900 state, and the Workflow Engine service process and instance was restarted by the DSM, because the batch processing exceeded the restart time interval.

Recommended action

- ▶ On the active database, run a query on the `egpl_notes` table to find out the workflow which is routing activities to the exception queue, and the reason for it.

```
SELECT note_data FROM egpl_notes
```

- ▶ Check the error messages in the *Cisco_Home\logs\1_pid_workflowengine_log.txt* file.
 - Look at the SEVERE logs containing the activity ID of the activity routed to the exception queue.
 - Also, check the Work Allocation INFO level logs for messages like “Range of activities in current work...” and “Deleting range...”.
- ▶ Launch the application. Log in as an agent and go to the Agent Console. Search for the activities getting routed to the Exception queue. From the search results, view the audit trail details of the activities. It displays the path taken by the activity and the reason why it got routed to the Exception queue.
- ▶ If the Workflow Engine service is taking a long time to process activities, then run a SQL profiler trace or other performance tools, to investigate the reason for slowness of the system. Possible reasons could be database needs re-indexing or archive needs to be run.

Case 2

Possible cause

The inbound workflow has not been configured correctly to route activities, or the workflow does not exist.

Recommended action

Option 1

- ▶ From the Administration Console, check the workflows configured for routing activities.

Option 2

1. To identify the activity ID for which the workflow path needs to be traced, run the following query on the active database.


```
SELECT * FROM egpl_casemgmt_activity where when_created > 'MM-DD-YYYY'
```
2. In the *Cisco_Home\logs\1_pid_workflowengine_log.txt* log file, search for the activity ID obtained in step 1. Follow the statements after the activity ID to determine the path taken by the activity within the workflow.
3. Analyze the following log files for additional information on the workflow path. If you need help with analyzing the logs, contact Cisco TAC.
 - *Cisco_Home\logs\0_pid_workflowengine_log.txt*
 - *Cisco_Home\logs\1_pid_mr_log.txt*
 - *Cisco_Home\logs\0_pid_arm_log.txt*

Case 3

Possible cause

On the Unified CCE server, the labels for the Non-IPTA skill groups, which are mapped to CIM-picks-the-agent, are not configured properly. Because of this Cisco Interaction Manager is not able to parse the labels correctly and can not assign the activities to the agents in a user group.

Recommended action

- ▶ Make sure that all labels that are used for Cisco Interaction Manager are in the format, *LBL_skill_Group_Enterprise_Name*.

Workflows skip some activities

Symptom

While processing the activities, some activities are skipped by the workflows. On the active database, run the following query. If it fetches any results, it indicates that there is some problem with the workflows.

```
select count(*) from egpl_casemgmt_activity
where activity_status = 4000 and
activity_sub_status = 4100
and activity_mode = 100
and isnull(queue_id, 0)=0
and isnull(assigned_to,0)=0
```

Case 1

Possible cause

Workflows have not been activated.

Recommended action

- ▶ From the Administration Console, check if the workflows are in active state.

Case 2

Possible cause

The *.ser* files in the *Cisco_Home\config\routing\cache* directory are not updated.

Recommended action

- ▶ Restart the Workflow Engine and Workflow Cache service processes and instances.

Activities do not get assigned to agents

Symptom

Activities do not get assigned to agents.

Case 1

Possible cause

Activities are to be assigned to a sticky agent and the agent is not available to receive the email, has reached the maximum load for emails, or is from a different department.

Recommended action

- ▶ Check if the activity should have been routed to the sticky agent. If yes, check the following conditions:
 - If the activities are assigned to agents only when they are available, check if the agent is available for receiving emails. Also, check if the agent has already reached the maximum load for receiving emails.
 - Check if the agent belongs to the same department to which the activity belongs.

Case 2

Possible cause

The email push routing methods, load balancing and round robin, are not working properly.

Recommended action

- ▶ Check why load balancing and round robin are not working properly.
 - Check if the agents are logged in to the application.
 - If the activities are assigned to agents only when they are available, check if the agents is available for receiving emails. Also, check if the agent has already reached the maximum load for receiving emails.
 - There should be no row for the `user_ID` and `activity_ID` combination in the `EGPL_ROUTING_USER_ACT` table. An entry is made in this table if an activity is auto pushed back or transferred from an agent without selecting the “Allow these activities to be assigned to me by system” option.

Case 3

Possible cause

Activities are retrieved, but they are not reaching a Unified CCE type queue (configured in Cisco Interaction Manager) for assignment to Unified CCE.

Recommended action

Option 1

- ▶ From the System console, verify that the Workflow Engine service process and instance are running.

Option 2

- ▶ From the Administration Console, check the workflows configured for routing activities. Verify that the workflow is set to route activities to Unified CCE type queue.

Option 3

- ▶ Check the following log files for routing exceptions. If you need help with analyzing the logs, contact Cisco TAC.
 - *Cisco_Home\logs\1_pid_workflowengine_log.txt*
 - *Cisco_Home\logs\0_pid_workflowengine_log.txt*
 - *Cisco_Home\logs\1_pid_mr_log.txt*
 - *Cisco_Home\logs\0_pid_arm_log.txt*

Case 4

Possible cause

The EAAS process and instance is not running.

Recommended action

- ▶ From the System Console, start the EAAS process and instance.

Case 5

Possible cause

In Unified CCE, the ICM script is not set up properly setup or is not setup at all.

Recommended action

Option 1

- ▶ From the ICM Script Editor, check if the ICM script is configured to route the activities that reach Unified CCE, to one of the following:
 - IPTA skill group
 - non-IPTA skill group
 - Agent
 - Label (It should be configured in the format: *LBL_skill_Group_Enterprise_Name*).

Option 2

1. Send some test emails through Cisco Interaction Manager.
2. From the ICM Script Editor, run a monitor to check the path taken by the email in the ICM script. The information from the monitors should help to identify the configuration errors in the ICM script used for IPTA routing. For detailed steps, see the Unified CCE documentation.

Case 6

Possible cause

There is network delay between Unified CCE and Cisco Interaction Manager servers.

Recommended action

- ▶ On the Unified CCE server, increase the value of the Start Task Timeout setting for the MRD. For detailed steps, see the Unified CCE documentation.

Some activities are skipped during assignment to users

Symptom

While assigning activity to user, some of the activities are skipped by the workflows.

Possible cause

There is an expired batch in the `egpl_routing_assign_wat` table, and the skipped activities are part of the expired batch.

Recommended action

1. Run the following query on the active database to find the list of expired batches.

```
select * from egpl_routing_assign_wat where aborted=1
```
2. Run the following query on the active database to get a list of activities that belong to the expired batches.

```
select * from EGPL_ROUTING_ASSIGN_WORK  
where ID between Min_Seq_ID and Max_Seq_ID
```

 - If there is an expired batch, it gets picked up for processing only after 4 hours.

Alarm workflows

Alarm workflows are not executed

Symptom

Alarm workflows are not getting executed.

Case 1

Possible cause

Alarm workflow service instance and process are not running.

Recommended action

- ▶ From the System Console, check if the Alarm workflow service instance and process are running.

Case 2

Possible cause

Alarm workflow schedule has not been met.

Recommended action

1. From the System Console, set the trace level for the alarm workflow logs to “Finest”.
2. In the *Cisco_Home\logs\1_pid_workflowengine_log.txt* file, search for `Executing Workflow: Workflow_Name`

If you don't find the message, it indicates that the alarm workflow schedule has not been met.

Case 3

Possible cause

Conditions configured in the alarm workflows have not been met.

Recommended action

- ▶ From the Administration Console, check the alarm workflows and see if the conditions configured in the alarm node have been met.

Notifications do not reach the recipients

Symptom

Notifications configured for alarm workflows do not reach the recipients.

Case 1

Possible cause

Messaging is not working.

Recommended action

Option 1

1. In the active database, run the following query on the `egpl_message` table.

```
SELECT subject, body FROM egpl_message
```

If the query returns any results, it indicates that there is a problem with messaging.

2. You need to check the host name in the `egpl_event.xml` file. Do the following:

- a. Obtain the host name (with the exact case) of the primary application server.
- b. Open the `Cisco_Home\config\egpl_event.xml` in a text pad.
- c. In the file check the primary application server name in the following two lines (first two lines in the file):

```
<jmsserver name="default" url="t3://Primary_Application_Server_Name:9001"  
contextFactoryName="weblogic.jndi.WLInitialContextFactory"  
topicConnectionFactoryName="TopicConnectionFactory"  
queueConnectionFactoryName="QueueConnectionFactory"> </jmsserver>
```

```
<jmsserver name="alternate" url="t3://Primary_Application_Server_Name:9001"  
contextFactoryName="weblogic.jndi.WLInitialContextFactory"  
topicConnectionFactoryName="TopicConnectionFactory"  
queueConnectionFactoryName="QueueConnectionFactory"> </jmsserver>
```

The host name (and the case) used in the file should match the host name obtained in [Step a](#). If they don't match, update the values in the file.

- d. Restart the application.

Option 2

- ▶ Open the `Cisco_Home\logs\0_pid_mr_log.txt` in a text pad. Search for "exception". The exception stack traces in the log files provide the file name and line number of the module where the exception occurred. Using this, identify the possible conditions that caused the exception to occur. If you need help with debugging the exception stack traces, contact Cisco TAC.

Case 2

Possible cause

Alarm workflow schedule has not been met.

Recommended action

1. From the System Console, set the trace level for the alarm workflow logs to “Finest”.
2. In the *Cisco_Home\logs\1_pid_workflowengine_log.txt* file, search for **Executing Workflow: *Workflow_Name***

If you don't find the message, it indicates that the alarm workflow schedule has not been met.

Case 3

Possible cause

Conditions configured in the alarm workflows have not been met.

Recommended action

- ▶ From the Administration Console, check the alarm workflows and see if the conditions configured in the alarm node have been met.

6 Chat

- ▶ [Performance and setup](#)
- ▶ [Assigning chats](#)
- ▶ [Chat sessions](#)
- ▶ [Chat transcripts](#)

Performance and setup

Chats take a long time to appear in agent inboxes

Symptom

A chat takes about 60 seconds to appear in the agent's inbox.

Possible cause

There is some messaging problem on the Customer Console.

Recommended action

- ▶ Check the Java Console messages for the Customer Console.
- ▶ Check the chat session logs in the `1_pid_vl_live_session_log.txt` file.

Assigning chats

Chats are not getting assigned to agents

Symptom

The chat queue is configured to push chats to agents, but the chats are not getting assigned to agents. The activities don't appear in the agent's inbox.

Case 1

Possible cause

The agent is not available for receiving chats.

Recommended action

From the Agent Console, check the availability setting of the agent.

Case 2

Possible cause

The queue is not configured to push chats to agents.

Recommended action

- ▶ In the queue, check the value in the **Chat push routing method** field. The value should be **Load balanced**.

Case 3

Possible cause

There is some problem with messaging.

Recommended action

- ▶ Log out and log in again. Check if the activity appears on re-login. If it appears, check the Java Console for activity push message. Also, check if messaging among users is working.

Case 4

Possible cause

There is some problem with the Agent Assignment service.

Recommended action

- ▶ Restart the Agent Assignment service.
- ▶ Send the Agent Assignment service log file `1_pid_vl_live_aas_log.txt` to Cisco TAC.

Agents can't pull next chat

Symptom

When the agent clicks the **Pull Next** button, the button stops blinking but the activity is not assigned to the agent.

Case 1

Possible cause

There is some problem with messaging.

Recommended action

- ▶ Log out and log in again. Check if the activity appears on re-login. If it appears, check the Java Console for activity push message. Also, check if messaging among users is working.

Case 2

Possible cause

There is some problem with the Agent Assignment service.

Recommended action

- ▶ Restart the Agent Assignment service.
- ▶ Send the Agent Assignment service log file `1_pid_vl_live_aas_log.txt` to Cisco TAC.

Pull Next button does not blink or does not stop blinking

Symptom

When a new chat comes in a queue, in the Agent Console, the **Pull Next** button does not blink. Or, the **Pull Next** button does not stop blinking, after the agent clicks on it.

Possible cause

There is some messaging problem. Either the Agent Assignment service did not generate the message or the generated message did not reach the Agent Console.

Recommended action

- ▶ For the Agent Console, check the Java Console messages for “start blink” or “stop blink”.

Chat sessions

Customer sees the service unavailable template

Symptom

When a customer tries to initiate a chat, the customer sees the service unavailable template.

Case 1

Possible cause

The entry point or queue is not active.

Recommended action

- ▶ From the Administration Console, check that the entry point and queue is active.

Case 2

Possible cause

- ▶ Agents are not available for receiving chats.

Recommended action

- ▶ If agent availability is required for creating chats, then from the Agent Console check if the agent is available for receiving chats.

Customer sees a blank Customer Console

Symptom

Customer sees a blank Customer Console.

Possible cause

Customer's browser type and version is not supported.

Recommended action

Check the customer's browser type and version.

Error while logging in

Symptom

When a customer clicks the **Login** button on the login page, an error message appears.

Case 1

Possible cause

The entry point is not configured properly.

Recommended action

- ▶ From the Administration Console, check the primary key fields configured in the login template. Customer name and activity data attributes should not be configured as primary key.
- ▶ From the Administration Console, check the regular expression provided for data validation in the login template. Follow “Perl5” syntax for the regular expression.

Case 2

Possible cause

The last message sent by the customer may contain data that can compromise application security.

Recommended action

- ▶ Check the last chat message sent by the customer. The message may contain data that can compromise application security.

Error during chat session

Symptom

An error message appears during the chat session.

Possible cause

The last message sent by the customer may contain data that can compromise application security.

Recommended action

- ▶ Check the last chat message sent by the customer. The message may contain data that can compromise application security.

Agent does not receive customer messages

Symptom

Agent does not receive the messages sent by the customer during the chat session

Possible cause

Messaging is not working.

Recommended action

- ▶ Check the Java Console for chat messages and for customer's connection status. Check if messaging among users is working.
- ▶ Check the chat session logs in the `1_pid_vl_live_session_log.txt` file.

Customer does not receive the pages pushed by an agent

Symptom

Customer does not receive the pages pushed by an agent.

Case 1

Possible cause

There is some problem with messaging.

Recommended action

- ▶ Check the Java Console for page push message.

Case 2

Possible cause

There are some network problems.

Recommended action

- ▶ For the Customer Console, check the Java Console for network connection problems.

Case 3

Possible cause

The pages pushed by the agent are not supported.

Recommended action

- ▶ Only HTML pages with frames and PDFs (at the top-level only) can be pushed from the agent to the customer.

Chat transcripts

Transcripts are not sent to customers

Symptom

At the end of the chat session, chat transcript is not sent to customers.

Case 1

Possible cause

Entry points are not configured to send transcript to customers.

Recommended action

- ▶ From the Administration Console, check if the entry point is configured to send transcripts to customers.

Case 2

Possible cause

The Dispatcher, Workflow Engine, or Workflow Cache service is not running.

Recommended action

- ▶ From the System Console, check if the Dispatcher, Workflow Engine, and Workflow Cache service is not running.
- ▶ Check the `1_pid_dispatcher_log.txt` log file. If you need help with analyzing the logs, contact Cisco TAC.

Case 3

Possible cause

The partition level setting “Default SMTP Server” is not configured correctly.

Recommended action

- ▶ Check if the partition level setting “Default SMTP Server” is configured correctly.

7 Reports

- ▶ [Setup and performance](#)
- ▶ [Scheduling and running reports](#)
- ▶ [Report results](#)

Setup and performance

Report service stops or crashes

Symptom

While running reports, the user sees a “Report service not running” error.

Possible cause

The report service was stopped or it crashed.

Recommended action

- ▶ In the system partition, from the System Console, start the Report service.

Unable to run reports

Symptom

On running a report, the 'Generating...' screen is displayed indefinitely.

Possible cause

An out of memory error occurs because of which the Report service fails.

Recommended action

1. In the report error logs search for “OutOfMemory”. If the problem exists, you need to increase the JVM size for the Report service process.
2. Open the `Cisco_Home\config\egpl_dsm.xml` in a text pad.
3. Search for `</JVMPARAMS>` and after it, add the following:

```
<JVMPARAMS>  
    <default>-Xmx128m</default>  
    <Report_Process_Name>-256m</Report_Process_Name>  
</JVMPARAMS>
```

Where *Report_Process_Name* is the name of the report process for which you want to increase the JVM size.

4. Restart the application.

Scheduling and running reports

Scheduled reports are not generated

Symptom

The scheduled reports do not get generated.

Case 1

Possible cause

The schedule for the report is not configured properly.

Recommended action

- ▶ From the Reports Console, check if the schedule of the report is configured properly.

Case 2

Possible cause

The Scheduler service is not running.

Recommended action

- ▶ From the System Console, check if the Scheduler service process and instance is running.

On running a report, no results show

Symptom

When a user runs a report, the report result shows “No data found” text.

Case 1

Possible cause

There is no data to display for the timeframe selected for running the report.

Recommended action

Check the criteria selected for running the report and see if there is any data that matches the selected criteria.

Case 2

Possible cause

Summary jobs are not active or the summary jobs fail to execute.

Recommended action

1. In the active database, run a query on the `egplr_scheduled_task_status` table, and check the status of each summary job script.
2. From the SQL Enterprise Manager, verify the schedule of the summary jobs.
3. Analyze the reports data from the `egpl_event_history_casemgmt` table and summary tables for each report.

An error occurs while showing report results

Symptom

When a user runs a report, the report result window shows a message “An error occurred...”.

Possible cause

Some problem occurs while getting the data from the database or while displaying the results in the report result window.

Recommended action

- ▶ Contact Cisco TAC.

Report results

Reports data does not match

Symptom

When a report is run for the same timeframe at two different times, the reports data does not match.

Possible cause

Missing or incorrect data in reports event tables.

Recommended action

- ▶ Contact Cisco TAC.

8 Archive

- ▶ [Running archive jobs](#)
- ▶ [Processing archive jobs](#)

Running archive jobs

Scheduled archive jobs are not run

Symptom

The archive jobs do not run on schedule.

Case 1

Possible cause

The Archive service is not running.

Recommended action

- ▶ From the System Console, check if the Archive service process and instance is running.

Case 2

Possible cause

There is a failed job in some department in the partition.

Recommended action

- ▶ Check for failed jobs in all departments in a partition. From the Administration Console, restart all failed jobs.

Case 3

Possible cause

There is a stopped job in the department.

Recommended action

- ▶ Check for stopped jobs in the department where the archive jobs are not running. From the Administration Console, restart all stopped jobs.

Processing archive jobs

All archive jobs fail

Symptom

All archive jobs in a partition start failing.

Possible cause

After adding some custom attributes from the Tools Console, the archive jobs need a restart.

When a custom attribute is added to any partition, the active database changes, but the archive database is not update with the latest attribute information. To update the archive database, the Archive service process and instance needs to be restarted. If you don't do that, the archive jobs will keep failing.

Recommended action

1. From the System Console, restart the archive service process and instance.
2. From the Administration Console, restart all failed jobs.



Unified CCE integration

- ▶ [Setup and performance](#)

Setup and performance

External Agent Assignment service instance hangs while starting

Symptom

When a user starts an instance of the External Agent Assignment service (EAAS) from the System Console, the service hangs and the state of the service changes to **Error** or **Starting**.

Case 1

Possible cause

When EAAS was started, a socket connection could not be initialized between EAAS and Media Routing Peripheral Interface Manager (MR PIM), or the connection was initialized at first, but it broke later.

Recommended action

Option 1

- ▶ Check the network connection between the Cisco Interaction Manager services server and the Unified CCE MR PG server. If there is a network problem, contact your IT administrator to help resolve it.

Option 2

1. Stop Cisco Interaction Manager.
2. From ICM service control, Stop and start the MR PG service.
3. Start Cisco Interaction Manager.

Case 2

Possible cause

The partition level setting “MR connection port” has not been configured.

Recommended action

- ▶ Go to the Administration Console. Configure the partition level setting “MR connection port.” The port number should be the same one as used while installing the MR PG.

Case 3

Possible cause

There can be other problems, which need further analysis.

Recommended action

- ▶ Check the *Cisco_Home\logs\1_pid_mr_log.txt* log file for java exceptions. The exception stack traces in the log files provide the file name and line number of the module where the exception occurred. Using this, identify the possible conditions that caused the exception to occur. If you need help with debugging the exception stack traces, contact Cisco TAC.

Listener service instance hangs while starting

Symptom

When a user starts an instance of the Listener service from the System Console, the service hangs and the state of the service changes to **Error** or **Starting**.

Case 1

Possible cause

From the Agent Reporting and Management interface (ARM interface), the socket connection between the Listener service and the primary and secondary CTI server/Agent PG may be down.

Recommended action

Option 1

- ▶ Check the network connection between the Cisco Interaction Manager services server and the primary and secondary CTI server/Agent PG. If there is a network problem, contact your IT administrator to help resolve it.

Option 2

1. Stop Cisco Interaction Manager.
2. From the Unified CCE service control, stop and start the Agent PG service.
3. Start Cisco Interaction Manager.

Case 2

Possible cause

The properties of the listener service instance are not configured properly.

Recommended action

4. From the System Console, check the values configured in the Listener service instance. Address of the primary and secondary CTI server should be in the format *IP_Address:Port_Number*.

Case 3

Possible cause

There may be other problems, which might need further analysis.

Recommended action

- ▶ Check the *Cisco_Home\logs\1_pid_arm_log.txt* log file for java exceptions. If you need help with analyzing the logs, contact Cisco TAC.

Case 4

Possible cause

On the Unified CCE server, in the Agent PG, the primary CTI server and port number have not been configured.

Recommended action

1. On the Unified CCE server, open the Configuration Manager.
2. In the Configuration Manager window, browse to **Tools > Explorer Tools > PG Explorer**.
3. Double-click **PG Explorer**.
4. In the Agent PG window, select the Agent PG you need to check.
5. On the Logical Control tab, in the **Primary CTI address** field, provide the address of the primary CTI server in the format *IP_Address:Port_Number*. Click **Save**.
6. From the Cisco Interaction Manager System Console, restart the Listener service process and instance.

Error while starting the Listener service instance

Symptom

When a user tries to start an instance of the Listener service from the System Console, the following error occurs:

Total count of instances running has reached its maximum value.

Possible cause

The maximum number of instances allowed at the partition level are less than or equal to the number of instances that are already running.

Recommended action

- ▶ In the System Console, increase the number of instances of the Listener service allowed for the partition. For detailed steps, see the *Cisco Unified Web and E-Mail Interaction Manager System Console User's Guide*.