Cisco Unified Web and E-Mail Interaction Manager Troubleshooting Guide
For Unified Contact Center Express

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Preface

- About this guide
- Document conventions
- Other learning resources
Welcome to Cisco® Unified Web and E-Mail 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.

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, which includes a common platform and two applications: Cisco Unified Web Interaction Manager (Unified WIM) and Cisco Unified E-Mail Interaction Manager (Unified EIM).

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

Document conventions

This guide uses the following typographical conventions.

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

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.

<table>
<thead>
<tr>
<th>Use</th>
<th>To view</th>
</tr>
</thead>
<tbody>
<tr>
<td>🌐 Help button</td>
<td>Topics in <em>Cisco Unified Web and E-Mail Interaction Manager Help</em>, the Help button appears in the console toolbar on every screen.</td>
</tr>
<tr>
<td>F1 keypad button</td>
<td>Context-sensitive information about the item selected on the screen.</td>
</tr>
</tbody>
</table>

Online help options

Documentation

- The latest versions of all Cisco documentation can be found online at [http://www.cisco.com](http://www.cisco.com)
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.

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<thead>
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<th>Component</th>
<th>Logger name</th>
<th>Handler name</th>
<th>Log file name</th>
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<td>requestloggerall, console_handler</td>
<td>pid_requestloggerall_log.txt</td>
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</table>
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\egpl_loggerconfig.properties` file. Locate and edit the following line:

  ```properties
  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:

  ```properties
  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.
Troubleshooting 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**.
Setup and general

- Starting application
- Logging in
- Performance and miscellaneous items
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
   java.rmi.ConnectException: The connection manager to ConnectionManager for: 'weblogic.rjvm.RJVMImpl@74ccf82 - id: '8218534549432914578:10.4.0.173:[9001,9001,9002,9002,9001,9002,-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**
No license files are available on the Unified CCX server.

**Recommended action**
1. On the Unified CCX server, from the Unified CCX AppAdmin window, upload the Cisco Interaction Manager licenses. If the licence files are not available, then contact Cisco TAC.
2. Restart the Unified CCX servers (both primary and secondary) and then start Cisco Interaction Manager.

Case 4

**Possible cause**
The socket connection between Cisco Interaction Manager and Unified CCX is broken due to network timeout issues.

**Recommended action**
» Check the network connection. If there is a problem, contact your IT administrator.

Case 5

**Possible cause**
The primary or secondary Unified CCX server is not running.

**Recommended action**
» Check if the Unified CCX servers are running. If they are not running, then first start the Unified CCX servers (both primary and secondary) and then restart Cisco Interaction Manager.

Case 6

**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.
   a. Log file directory
   b. 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`, `.egain`, 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`
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

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. If the file is empty, restart the application and check again if the file is empty. If the file is still empty, then contact Cisco TAC.

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.”

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\startsm.bat”. If you find this exception in the log file, then send the following two log files to Cisco TAC and restart the application.
   - Cisco_Home\logs\egpl_wls_stdout.log
   - Cisco_Home\logs\0_pid_bo.log

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.”

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 this exception in the log file, then send the following two log files to Cisco TAC and 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/HttpURLConnection.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/HttpURLConnection.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.

---

**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\eGainQueryTimeLog.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 server, 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:

```sql
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:

```sql
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](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 `dsmsshell.bat` utility.
  a. Run the utility `Cisco_Home\bin\platform\dsmsshell.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_evs_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.
  
  \texttt{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.

  \texttt{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\RxExcepEmails.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”.
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\RxExcepEmails.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 exceed 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.

  ```sql
  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; EHLO, 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 and from the Task Manager check if the process is running.
   - rules_process_log
   - egpl_process_ids.properties
2. 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**

› Change the status of the batch to “expired”. And, for future batches, decrease the value for the batch expiry delay setting.

**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**
- If there are no log statements in the `Cisco_Home\logs\1_pid_workflowengine_log` file, it indicates that the workflow engine thread is not running.

Case 6

**Possible cause**
There was a problem with DSM tried to restart the Workflow Engine process and instance.

**Recommended action**
- Check the two log files `Cisco_Home\logs\0_pid_dsm_log` and `rules-process.log`. If you need help with analyzing the logs, contact Cisco TAC.

Case 7

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

**Recommended action**
- Increase the heap size in the `Cisco_Home\config\egpl_dsm.xml` file.

Activities are getting routed to the exception queue

**Symptom**
Activities are getting routed to the Exception queue.

**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.
- 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...”.
- Check the audit trail from the active database tables egpl_event_history_case_mgmt and egpl_event_history_user. Look for note “I18N_EGPL_ROUTING_MOVING_ACTIVITY_TO_EXCEPTION_QUEUE_AS_RULE_FAILED_TO_EXECUTE”. If you see this message, increase the restart time interval for the Workflow Engine service. Also, investigate the reason for slowness. Some of the reasons can be - the database needs reindexing, or you need to run archiving.

**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.

```sql
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
Batches get created and deleted, but activities do not get assigned to agents. Some times, batches don’t get created for some of the activities.

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.

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.
   ```sql
   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.
   ```sql
   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**
- In the active database, run a query on the `egpl_message` table to check if any message notifications are getting generated. If the table contains any message notifications, it indicates that there is a problem with messaging. Check if normal messaging is working fine.
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_workfwoengine_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.
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_v1_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.

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 \_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.
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\egl_dsm.xml` in a text pad.
3. Search for `</JVMParams>` and after it, add the following:
```xml
<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.
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 CCX integration

- Setup and performance
- Resynchronization
**Setup and performance**

**Incorrect password error during login**

**Symptom**

When a user tries to log in to the application, a message shows “The password is incorrect. Please retype your password. Letters in the password must be typed using the correct case.”

**Case 1**

**Possible cause**

The password is incorrect.

**Recommended action**

- Check the user name and password to see if they are correct.

**Case 2**

**Possible cause**

Due to network timeout issues, the socket connection between Cisco Interaction Manager and Unified CCX breaks.

**Recommended action**

- Check the network connection and if there is a problem, contact your IT administrator.

**Case 3**

**Possible cause**

Primary or secondary Unified CCX server is not running.

**Recommended action**

- Check if the Unified CCX servers are running. If they are not running, then first start the Unified CCX servers (both primary and secondary) and then restart Cisco Interaction Manager.
Case 4

**Possible cause**
The primary Unified CCX server is not running, and Cisco Interaction Manager fails to connect to the secondary Unified CCX server.

**Recommended action**
- Check the following log files for java exceptions. If you need help with analyzing the logs, contact Cisco TAC.
  - `Cisco_Home\logs\1_pid_ccx_log.txt`
  - `Cisco_Home\logs\1_pid_acmi_log.txt`
  - `Cisco_Home\logs\weblogic_server.log`
- Start the primary or secondary Unified CCX server to ensure that at least one server is available. Restart Cisco Interaction Manager.

Auto-configuration of agents, teams, and CSQs fails

**Symptom**
When a partition administrator logs in to the application and goes in to the Administration Console, they see a message “Auto-configuration failed. Please perform manual synchronization to maintain data consistency.” When the administrator goes to the Users, Queues, or User groups node, he does not see any data imported from Unified CCX or he sees java runtime exceptions.

Case 1

**Possible cause**
Auto-configuration failed because the Unified CCX server was not running.

**Recommended action**
- Check the following log files for java exceptions. If you need help with analyzing the logs, contact Cisco TAC.
  - `Cisco_Home\logs\1_pid_ccx_log.txt`
  - `Cisco_Home\logs\1_pid_acmi_log.txt`
  - `Cisco_Home\logs\weblogic_server.log`
- Start the primary or secondary Unified CCX server to ensure that at least one server is available. Restart Cisco Interaction Manager.
Case 2

Possible cause
There were network connection issues during the auto-configuration process. Because of network time out issues, the socket connection between Cisco Interaction Manager and Unified CCX breaks.

Recommended action
- From the Administration Console, click the ReSync button to do a manual resynchronization.
- Check the network connection and if there is a problem, contact your IT administrator.

Runtime errors

Symptom
If there are users already logged in to the application, they see a lot of runtime errors. If any user, other than the partition administrator, tries to log in to the application he sees the “The password is incorrect. Please retype your password. Letters in the password must be typed using the correct case.” message.

Case 1

Possible cause
The Unified CCX server is not running.

Recommended action
- Check the following log files for java exceptions. If you need help with analyzing the logs, contact Cisco TAC.
  - Cisco_Home\logs\1_pid_ccx_log.txt
  - Cisco_Home\logs\1_pid_acmi_log.txt
  - Cisco_Home\logs\weblogic_server.log
- Start the primary or secondary Unified CCX server to ensure that at least one server is available. Restart Cisco Interaction Manager.
Case 2

Possible cause
Because of network time out issues, the socket connection between Cisco Interaction Manager and Unified CCX breaks.

Recommended action
- Check the network connection and if there is a problem, contact your IT administrator.

Resynchronization

Manual resynchronization of agents, teams, and CSQs fails

Symptom
From the Administration Console, when the partition administrator clicks the ReSync button to do a manual resynchronization, he sees the “The performed operation failed. Please contact your system administrator.” message.

Case 1

Possible cause
Manual resynchronization failed because the Unified CCX server was not running.

Recommended action
- Check the following log files for java exceptions. If you need help with analyzing the logs, contact Cisco TAC.
  - Cisco_Home/logs
  - Cisco_Home/logs/weblogic_server.log
- Start the primary or secondary Unified CCX server to ensure that at least one server is available. Restart Cisco Interaction Manager.
Case 2

Possible cause

There were network connection issues during the resynchronization process. Because of network timeout issues, the socket connection between Cisco Interaction Manager and Unified CCX breaks.

Recommended action

- Check the network connection and if there is a problem, contact your IT administrator.