Cisco Unified Web and E-Mail Interaction Manager Troubleshooting Guide

For Unified Contact Center Enterprise

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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 Unified EIM and WIM.

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.

<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><em>Monospace</em></td>
<td>The name of a file or folder, a database table column or value, or a command.</td>
</tr>
<tr>
<td><em>Variable</em></td>
<td>User-specific text; varies from one user or installation to another.</td>
</tr>
</tbody>
</table>

*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.

<table>
<thead>
<tr>
<th>Use</th>
<th>To view</th>
</tr>
</thead>
<tbody>
<tr>
<td>Help button</td>
<td>Topics in Cisco Unified Web and E-Mail Interaction Manager Help; 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
- 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

The document set contains the following guides:

- Cisco Unified Web and E-Mail Interaction Manager System Requirements
- Cisco Unified Web and E-Mail Interaction Manager Installation Guide
- Cisco Unified Web and E-Mail Interaction Manager Browser Settings Guide

User guides for agents and supervisors

- Cisco Unified Web and E-Mail Interaction Manager Agent’s Guide
- Cisco Unified Web and E-Mail Interaction Manager Supervisor’s Guide

User guides for Knowledge Base managers and authors

- Cisco Unified Web and E-Mail Interaction Manager Author’s Guide
User guides for administrators

- Cisco Unified Web and E-Mail Interaction Manager Administrator’s Guide to Administration Console.
- Cisco Unified Web and E-Mail Interaction Manager Administrator’s Guide to Routing and Workflows
- Cisco Unified Web and E-Mail Interaction Manager Administrator’s Guide to Chat and Collaboration Resources
- Cisco Unified Web and E-Mail Interaction Manager Administrator’s Guide to Email Resources
- Cisco Unified Web and E-Mail Interaction Manager Administrator’s Guide to Data Adapter
- Cisco Unified Web and E-Mail Interaction Manager Administrator’s Guide to Reports Console
- Cisco Unified Web and E-Mail Interaction Manager Administrator’s Guide to System Console
- Cisco Unified Web and E-Mail Interaction Manager Administrator’s Guide to Tools Console
Troubleshooting Tools

- List of Activity and Case Statuses
- List of Loggers and Appenders
- Configuring Cleanup of Logs Folder
- Debugging Tools
This chapter describes common tools available for troubleshooting such as loggers. Configuration procedures, if any, for these tools are also described here.

## List of Activity and Case Statuses

Information about activity and case status, stored in the `egpl_casemgmt_activity` table, is useful for troubleshooting problems with activity routing. This section lists the values for activity status, activity substatus, activity type, activity subtype, activity mode, and case status.

### Activity Status and Substatus

Activity status names are shown in bold type.

<table>
<thead>
<tr>
<th>Value</th>
<th>Activity status</th>
<th>Activity substatus</th>
</tr>
</thead>
<tbody>
<tr>
<td>1000</td>
<td>New</td>
<td></td>
</tr>
<tr>
<td>1900</td>
<td>Workflow</td>
<td>In progress</td>
</tr>
<tr>
<td>3000</td>
<td>Workflow</td>
<td></td>
</tr>
<tr>
<td>3100</td>
<td></td>
<td>Ready for inbound workflow</td>
</tr>
<tr>
<td>3200</td>
<td></td>
<td>Ready for outbound workflow</td>
</tr>
<tr>
<td>3300</td>
<td></td>
<td>Ready for general workflow</td>
</tr>
<tr>
<td>3400</td>
<td></td>
<td>Ready for transfer workflow</td>
</tr>
<tr>
<td>3800</td>
<td></td>
<td>Error</td>
</tr>
<tr>
<td>3900</td>
<td></td>
<td>Progress</td>
</tr>
<tr>
<td>4000</td>
<td>Assignment</td>
<td></td>
</tr>
<tr>
<td>4100</td>
<td></td>
<td>Ready for internal assignment</td>
</tr>
<tr>
<td>4105</td>
<td></td>
<td>Ready for Unified CCE routing</td>
</tr>
<tr>
<td>4106</td>
<td></td>
<td>Ready for NIPTA assignment</td>
</tr>
<tr>
<td>4107</td>
<td></td>
<td>Listener picks niPTA agent</td>
</tr>
<tr>
<td>4200</td>
<td></td>
<td>Ready for external assignment</td>
</tr>
<tr>
<td>5000</td>
<td>Assigned</td>
<td></td>
</tr>
<tr>
<td>5100</td>
<td></td>
<td>New</td>
</tr>
<tr>
<td>5200</td>
<td></td>
<td>Pending</td>
</tr>
<tr>
<td>5300</td>
<td></td>
<td>Wrap up</td>
</tr>
<tr>
<td>5900</td>
<td></td>
<td>In progress</td>
</tr>
<tr>
<td>7000</td>
<td>Pre Completion</td>
<td></td>
</tr>
</tbody>
</table>
### Activity Types and Subtypes

Activity type names are shown in bold type.

<table>
<thead>
<tr>
<th>Value</th>
<th>Activity type</th>
<th>Activity subtypes</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Email</td>
<td>1 General</td>
</tr>
<tr>
<td>2</td>
<td>Web form</td>
<td>3 Secure</td>
</tr>
<tr>
<td>4</td>
<td></td>
<td>4 Permanent undeliverable</td>
</tr>
<tr>
<td>5</td>
<td></td>
<td>5 Temporary undeliverable</td>
</tr>
<tr>
<td>6</td>
<td></td>
<td>6 Reply</td>
</tr>
<tr>
<td>7</td>
<td></td>
<td>7 Forward</td>
</tr>
<tr>
<td>8</td>
<td></td>
<td>8 Compose</td>
</tr>
<tr>
<td>9</td>
<td></td>
<td>9 Auto reply</td>
</tr>
<tr>
<td>10</td>
<td></td>
<td>10 Auto acknowledge</td>
</tr>
<tr>
<td>11</td>
<td></td>
<td>11 Group reply</td>
</tr>
<tr>
<td>12</td>
<td></td>
<td>12 Redirect</td>
</tr>
<tr>
<td>13</td>
<td></td>
<td>13 Undispatch</td>
</tr>
<tr>
<td>14</td>
<td></td>
<td>14 Supervisory accept</td>
</tr>
<tr>
<td>15</td>
<td></td>
<td>15 Supervisory reject</td>
</tr>
<tr>
<td>16</td>
<td></td>
<td>16 Supervisory reattempt</td>
</tr>
<tr>
<td>17</td>
<td></td>
<td>17 Chat Transcript</td>
</tr>
<tr>
<td>8000</td>
<td>Web Activity</td>
<td></td>
</tr>
<tr>
<td>8001</td>
<td></td>
<td>8001 General</td>
</tr>
<tr>
<td>2000</td>
<td>Chat</td>
<td></td>
</tr>
<tr>
<td>Value</td>
<td>Activity type</td>
<td>Activity subtype</td>
</tr>
<tr>
<td>-------</td>
<td>---------------</td>
<td>------------------</td>
</tr>
<tr>
<td>2001</td>
<td></td>
<td>General</td>
</tr>
<tr>
<td>2002</td>
<td></td>
<td>Callback</td>
</tr>
<tr>
<td>2003</td>
<td></td>
<td>Delayed Callback</td>
</tr>
<tr>
<td>2004</td>
<td></td>
<td>Blended Collaboration</td>
</tr>
<tr>
<td>5000</td>
<td>Phone</td>
<td></td>
</tr>
<tr>
<td>5001</td>
<td></td>
<td>General</td>
</tr>
<tr>
<td>10000</td>
<td>Task</td>
<td></td>
</tr>
<tr>
<td>10001</td>
<td></td>
<td>General</td>
</tr>
</tbody>
</table>

List of activity types and subtypes

Activity Modes

<table>
<thead>
<tr>
<th>Value</th>
<th>Activity mode</th>
</tr>
</thead>
<tbody>
<tr>
<td>100</td>
<td>Inbound</td>
</tr>
<tr>
<td>200</td>
<td>Outbound</td>
</tr>
<tr>
<td>300</td>
<td>None</td>
</tr>
</tbody>
</table>

List of activity modes

Case Status

<table>
<thead>
<tr>
<th>Value</th>
<th>Case status</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>Open</td>
</tr>
<tr>
<td>1</td>
<td>Closed</td>
</tr>
<tr>
<td>2</td>
<td>Ready for closure</td>
</tr>
</tbody>
</table>

List of case statuses
# List of Loggers and Appenders

This section provides a list of default appenders available in the system. For each appender, we list the loggers used by it and the name of the log file in which it records information.

<table>
<thead>
<tr>
<th>#</th>
<th>Component</th>
<th>Appender name</th>
<th>Log file name</th>
<th>Logger name</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>System monitoring and health check</td>
<td>dal_connpool</td>
<td>eg_log_dal_connpool.log</td>
<td>egain.dal.connpool</td>
</tr>
<tr>
<td>2.</td>
<td>System monitoring and health check</td>
<td>dal_query_timeout</td>
<td>eg_log_dal_query_timeout.log</td>
<td>egain.dal.querytimeout</td>
</tr>
<tr>
<td>3.</td>
<td>Distributed Services Manager (DSM)</td>
<td>Services_Server_Name DSCController</td>
<td>eg_log_Services_Server_Name DSCController.log</td>
<td>com.egain</td>
</tr>
<tr>
<td>4.</td>
<td>Distributed Services Manager (DSM)</td>
<td>Services_Server_Name dsm-registry</td>
<td>eg_log_Services_Server_Name dsm-registry.log</td>
<td>com.egain</td>
</tr>
<tr>
<td>5.</td>
<td>Distributed Services Manager (DSM)</td>
<td>Services_Server_Name HostController</td>
<td>eg_log_Services_Server_Name HostController.log</td>
<td>com.egain</td>
</tr>
<tr>
<td>6.</td>
<td>Distributed Services Manager (DSM)</td>
<td>Services_Server_Name license-manager</td>
<td>eg_log_Services_Server_Name license-manager.log</td>
<td>com.egain</td>
</tr>
<tr>
<td>7.</td>
<td>Distributed Services Manager (DSM)</td>
<td>Services_Server_Name platform-rsm</td>
<td>eg_log_Services_Server_Name platform-rsm.log</td>
<td>com.egain</td>
</tr>
<tr>
<td>8.</td>
<td>Distributed Services Manager (DSM)</td>
<td>Services_Server_Name ServerMonitoring</td>
<td>eg_log_Services_Server_Name ServerMonitoring.log</td>
<td>com.egain</td>
</tr>
<tr>
<td>9.</td>
<td>Distributed Services Manager (DSM)</td>
<td>Services_Server_Name ServiceController</td>
<td>eg_log_Services_Server_Name ServiceController.log</td>
<td>com.egain</td>
</tr>
<tr>
<td>10.</td>
<td>Application server</td>
<td>Application_Server_Name Application Server</td>
<td>eg_log_Application_Server_Name Application Server.log</td>
<td>com.egain</td>
</tr>
<tr>
<td>11.</td>
<td>Agent Assignment service process</td>
<td>Services_Server_Name agent-assignment-process</td>
<td>eg_log_Services_Server_Name agent-assignment-process.log</td>
<td>com.egain</td>
</tr>
<tr>
<td>12.</td>
<td>Alarm service process</td>
<td>Services_Server_Name alarm-rules-process</td>
<td>eg_log_Services_Server_Name alarm-rules-process.log</td>
<td>com.egain</td>
</tr>
<tr>
<td>13.</td>
<td>Archive service process</td>
<td>Services_Server_Name archive_process</td>
<td>eg_log_Services_Server_Name archive_process.log</td>
<td>com.egain</td>
</tr>
<tr>
<td>14.</td>
<td>Activity Pushback service process</td>
<td>Services_Server_Name auto-pushback-process</td>
<td>eg_log_Services_Server_Name auto-pushback-process.log</td>
<td>com.egain</td>
</tr>
<tr>
<td>15.</td>
<td>Dispatcher service process</td>
<td>Services_Server_Name dx-process</td>
<td>eg_log_Services_Server_Name dx-process.log</td>
<td>com.egain</td>
</tr>
<tr>
<td>16.</td>
<td>KB Import service process</td>
<td>Services_Server_Name import-process</td>
<td>eg_log_Services_Server_Name import-process.log</td>
<td>com.egain</td>
</tr>
<tr>
<td>17.</td>
<td>Article Rating service process</td>
<td>Services_Server_Name kb-article-rating-process</td>
<td>eg_log_Services_Server_Name kb-article-rating-process.log</td>
<td>com.egain</td>
</tr>
<tr>
<td>18.</td>
<td>Attachment service process</td>
<td>Services_Server_Name kb-attachment-cs</td>
<td>eg_log_Services_Server_Name kb-attachment-cs.log</td>
<td>com.egain</td>
</tr>
</tbody>
</table>
## Configuring Cleanup of Logs Folder

As you keep using the product, the **Logs** folder on the file server keeps accumulating log files. To manage the size of your installation folder, it is important to delete the old log files periodically.

By default, the system keeps creating log files of 5 MB each, and once a log file reaches the maximum size (that is 5 MB), the current file is backed-up as “**File_Name.log.<number starting from 1>**” (for example, eg_log_V22W2_Application_Server.log.1, eg_log_V22W2_Application_Server.log.2, etc.) and a new log file is created. If you want that the backed-up files should be automatically deleted after they have reached a certain number, you can set a property in the **egpl_general.properties** file. After the number of back-up copies of a log file reach the specified number, the system starts deleting the oldest versions from the logs folder.

---

### Important: It is recommended that you set the value more than 50.

Also, note that when the application is restarted, a folder with date and timestamp (for example, logs_09152008_927) is created in the **Logs** folder and all the existing log files are moved to that folder and new
log files are created in the logs folder. The files from the backup folders are never deleted automatically. You must plan to clean-up these folders manually.

**To configure the cleanup of logs folder:**
1. On the file server, browse to `Cisco_Home\eService\config`.
2. Open the `egpl_general.properties` file in a text editor.
3. In the file, locate `logger.max.backup.index`. The current value of the property is set to 100. It is recommended that you set the value more than 50. After the number of versions of a log file reach the specified number, the system starts deleting the oldest backed-up copy of the log file from the Logs folder. If you do not want to delete the old files, specify the value as -1, which means that the log files are never deleted from the `Cisco_Home\eService\logs` folder.
4. Restart the Cisco Interaction Manager application for the changes to take effect.

---

**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 do not receive internal messages or internal notifications, or agents or customers do not 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.
   b. In the Miscellaneous section, select Place Java icon in system tray.
Setup and General Issues

- Installation
- Application Startup
- Login
- Localization
- Performance and Miscellaneous Items
Installation

Database Creation Failed Error

While installing Unified EIM and WIM, the following error message is displayed: DB creation failed. This could happen because database server has less than five GB free space.

**Recommended actions**

- Make sure that the database server has at least five GB free space.
- There can be other problems that need further analysis. Open the `Cisco_Home\eservice\installation\egpl_dbSchema_mssql.log` file and look for java exceptions. The error messages describe the problems that occurred during installation. If you need help with analyzing the logs, contact Cisco TAC.

Error During Installation

While installing Unified EIM and WIM on the same server where the file server was installed in some previous Unified EIM and WIM installation, the following error message is displayed:

An unknown error occurred.

**Recommended actions**

- When Unified EIM and WIM is uninstalled, the `Cisco_Home\eservice\Storage` folder on the file server is not uninstalled. When a user attempts to install Unified EIM and WIM on the same file server, the installation fails. To fix the problem, do the following:
  a. On the file server, browse to `Cisco_Home`.
  b. If required, take a backup of the `Cisco_Home\eservice\Storage` folder.
  c. Delete the `Cisco_Home` folder.
- There can be other problems that need further analysis. Open the `Cisco_Home\eservice\installation\eg_log_Server_Name_eGainInstaller.log` file and look for java exceptions. The error messages describe the problems that occurred during installation. If you need help with analyzing the logs, contact Cisco TAC.

Unable to Launch Integration Wizard

When a user double-clicks the `uiconfigwizard.bat` file to launch the Cisco Interaction Manager integration wizard, the wizard does not open. This issue is observed when 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\eservice\config\license` folder.
3. Stop and start Unified EIM and WIM.
4. Run the Cisco Interaction Manager integration wizard.

Application Startup

Unable to Start Application

Unable to start the Unified EIM and WIM application. This could happen because of one of the following 10 reasons.

1. Incorrect Login Credentials Provided for Cisco Service

The login credentials provided for the Cisco Service are incorrect.

**Recommended action**

Perform the following tasks on messaging server, services server, and all application servers.

1. Go to **Start > Settings > Control Panel > Administrative Tools > Services**.
2. In the Services window, locate Cisco Service.
3. Right-click Cisco Service and click **Properties**.
4. In the Cisco Service Properties window, go to the Log On tab.
5. Provide the user name and password for the domain user account created for Unified EIM and WIM.
6. Restart the application.

2. License Files Missing

License files are missing.

**Recommended action**

1. Browse to \Cisco_Home\eService\config\license and check if the following license files exist:
   - eg_license.xml
   - eg_license_1.xml
2. If the license files are missing, get the license files from the Cisco License team.
3. Copy the license files to \Cisco_Home\eService\config\license. Restart the application.
3. Servers Unable to Communicate With Database

Application server or services server is not able to communicate with the database.

**Recommended actions**

- All the servers have not started yet. To verify, do the following:
  
  a. Browse to the `Cisco_Home\eservice\logs` folder and locate the following log files.
     - On the services server, `eg_log_Services_Server_Name_ServerMonitoring.log`
     - On each application server, `eg_log_Application_Server_Name_ServerMonitoring.log`
  
  b. In the files, look for the following log messages.
     
     eGain Local App Server Started:ready=false
     Database Server:ready=false
     
     AND
     
     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
  
  c. If the log files contain the messages described in **Step b**, then wait for five minutes for the application to start. If it does not start after five minutes, then restart the application.

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

- The ports used by Unified EIM and WIM are being used by some other application. To verify, 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.

- Verify that the ports used by the application are open. To check, do the following:
  
  a. Run the following command:

  ```
  telnet Server_Name Port_Number
  ```

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

  b. 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.

4. Application Server Fails to Start

Application server fails to start.
Recommended action

1. Browse to \Cisco_Home\eService\logs folder and locate the following log files.
   - `eg_log_Application_Server_Name_jboss_server.log`
   - `eg_log_Application_Server_Name_Application_Server.log`

2. Send the log files to Cisco TAC.

5. Messaging Server Fails to Start

Messaging server fails to start.

Recommended action

1. Browse to \Cisco_Home\eService\logs folder and locate the following log files.
   - On the messaging server, `eg_log_Messaging_Server_Name_jboss_server.log`
   - On each application server, `egpl_root_Application_Server_Name.log`

2. Send the log files to Cisco TAC.

6. License Manager Fails to Initialize

The license manager component on the application servers failed to initialize.

Recommended action

1. Check the `\Cisco_Home\eService\logs\eg_log_Application_Server_Name_Application_Server.log` file for exceptions with the text `I18N_EGPL_LICENSE-FAILED_TO`.

2. If the exceptions are found, send the `eg_log_Application_Server_Name_Application_Server.log` file to Cisco TAC and restart the application.

7. Services Server Fails to Start

Services server fails to start.

Recommended action

1. On the services server, browse to `\Cisco_Home\eService\logs` folder and locate the following log files.
   - `eg_log_Services_Server_Name_DSMController.log`
   - `eg_log_Application_Server_Name_HostController.log`

2. Check the files for java exceptions. If you need help with analyzing the logs, contact Cisco TAC.
8. RMI Registry Fails to Start

RMI registry fails to start on the services server.

Recommended actions

- Open the `Cisco_Home\eService\logs\eg_log_Services_Server_Name_dsm-registry.log` file and look for java exceptions. The error messages describes the problems that occurred while starting the application. If you need help with analyzing the logs, contact Cisco TAC.
- Make sure that the port assigned to the RMI registry is not used by any other process.

9. RMID Fails to Start

RMID fails to start on the services server.

Recommended action

1. On the services server, browse to `Cisco_Home\eService\logs\rmid-snapshot` and check if the following files exist.
   - Logfile.1
   - Snapshot.1
   - Version_Number
2. If the files do not exist, on the file server browse to `Cisco_Home\eService\bin\platform\windows` and open the `setenv_Services_Server_Name.bat` file in a text editor.
3. In the file, look for `RMI_ACTIVATION_PORT` and note down the port number.
4. Run the following command to verify that the port used by the services server is open.
   ```
telnet Services_Server_Name Port_Number
   
   Where Port_Number is the RMI port number you noted down in Step 3.
   ```
5. 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. If a blank CMD page opens, it means that the port is in use by some other application. Contact your system administrator to get the ports free so that they are available for use by the services server.

10. Logger Configuration File Not Generated

The logger configuration file `egpl_log4j.xml` is not generated properly.

Recommended action

1. On the file server, browse to `Cisco_Home\Utilities\loggervalidators`.
2. Locate the `validateLog4jFile.bat` file and double-click it.
3. It opens a command prompt. If the following message is displayed, the logger file is generated properly.
   ```
The log4j xml file egpl_log4j.xml is a valid XML file.
   ```
4. If the message is not displayed, do the following:
a. On the file server, browse to `Cisco_Home\eService\config`.

b. Open the `egpl_log4j.pristine` file in a text editor and copy the contents of the file.

c. Open the `Cisco_Home\config\egpl_log4j.xml` file in a text editor. Delete the contents of the file and paste the text copied in Step b. Save the file.

d. Stop and start Unified EIM and WIM.

---

**Login**

---

**Not Authorized to View Page Error**

The following error is displayed: HTTP 403 (Forbidden): You are not authorized to view this page. This could happen because of one of the following three reasons.

---

**1. Some IIS Files Missing From Web Server**

The error usually occurs because some Internet Information Services (IIS) files are missing from the web server.

**Recommended action**

1. On each web server, browse to `Drive_Name\Inetpub\wwwroot\jboss-iis`.

2. Locate the following four files.
   - `isapi_redirect.dll`
   - `isapi_redirect.properties`
   - `uriworkermap.properties`
   - `workers.properties`

3. If the files exist, then you need to check the following properties of the `workers.properties` file.
   a. Locate the property `workers.tomcat_home` and make sure its value is set to `JBoss_Home\server\JBoss_Instance\deploy\jboss-web.deployer`
   b. Locate the property `workers.java_home` and make sure its value is set to `JDK_HOME`.

4. If the files are missing, contact Cisco TAC.

---

**2. Mapping for Certain Extensions Missing**

The error could occur 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
   - .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 plugin for IIS.
     - For example, Drive_Name\Inetpub\wwwroot\jboss-iis\isapi_redirect.properties.
   - **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.

3. Problems With Access Permissions on Web Server

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.
Licenses Unavailable Error

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.” This could happen because all the concurrent licenses are in use.

**Recommended action**
1. Open the `Cisco_Home\eService\config\license\eg_license_1.xml` file in a text editor 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 the 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\eService\config\license` folder.
6. Restart the application.

Maximum Login Time Exceeded Error

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

The maximum login time has been exceeded.

This could happen because of one of the following two reasons.

1. **Slow Network Connection Between Servers**

Due to network issues, the connection between the Unified EIM and WIM and the Unified CCE Administration Workstation (AW) database servers slows down or times out.

**Recommended action**
- Check the network connection between the Unified EIM and WIM and the Unified CCE Administration Workstation (AW) database servers. If there is a network problem, contact your IT administrator and resolve it.

2. **Value of MAX_LOGIN_WAIT_TIME Setting Is Too Low**

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

**Recommended action**
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\eService\config\ipcc\egicm_configuration.properties` file in a text editor.
3. Check the value of the `MAX_LOGIN_WAIT_TIME` setting. Set it to **30000**.

4. Stop and start Unified EIM and WIM.

**Unified CCE Login Failed Error**

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

> Unified CCE login has failed.

This issue is observed because the media login request fails for all the media routing domains (MRD) to which the agent belongs.

**Recommended actions**

- Try to log in again. If the error continues to occur then, check if the following services are running:
  - Listener service process and instances (From the System Console of Unified EIM and WIM.)
  - Agent PG services (From the ICM Service Control on the Unified CCE server)
- Check the `Cisco_Home\eService\logs\eg_log_Services_Server_Name_Listener-process.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**

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

> Invalid login name or password.

This could happen because of one of the following three reasons.

1. **Incorrect Login Credentials**

   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.

2. **No Network Connection Between Servers**

   The network connection between the Unified EIM and WIM and the Unified CCE Administration Workstation (AW) database servers was lost.

   **Recommended actions**

   - Check if the Primary and Secondary (if configured) Administration Workstation databases are running.
Check the network connection between the Unified EIM and WIM and the Unified CCE Administration Workstation (AW) database servers. If there is a network problem, contact your IT administrator and resolve it.

3. User Does Not Exist
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
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.

This error could occur because the user does not exist in Unified EIM and WIM.

**Recommended action**
- From the Administration Console, check if the user exists.

Delay While Logging In
User login takes a long time. 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 there are network problems. Contact your IT department to get the problems fixed.

```
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/HttpURLConnection.createInputStream
  at com/ms/net/wininet/WininetURLConnection.getInputStream
  at com/ms/vm/loader/JarArchiveSet.loadNextJar
```
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

IOException Loading Archive: http://Server_Name/default/lib/int/platform/egpl_common.jar

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

Localization

Some Text Not Localized
While accessing the application in a language other than English, some text in the user interface (UI) appears in English. This could happen because some of the text has not been translated.

**Recommended action**
- Contact Cisco TAC to log a case for getting the text translated.

Runtime Error While Accessing Consoles
While accessing the application in a language other than English, a run time error occurs in some consoles. This could happen when in the `Cisco_Home\eService\l10n` folder, in the properties files, the property keys for some of the strings may be incorrect or mis-spelled.

**Recommended action**
- Contact Cisco TAC to log a case for getting the property keys fixed.

Some Text Flows Out of Its Area
While accessing the application in a language other than English, some text in the user interface (UI) flows out of its area. This could happen because some of the areas in the UI do not resize automatically according to the length of the text.

**Recommended action**
- Contact Cisco TAC to log a case for getting the issue fixed.

Performance and Miscellaneous Items

Application Slow to Respond
Application is very slow or does not respond. This could happen because of one of the following two reasons.

**1. High CPU Utilization on Database Server**
There is 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 actions**

- 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\eService\logs\eg_log_dal_query_timeout.log` file. Look for queries that are taking more than 10 seconds to execute completely.
- 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:
  ```sql
  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.
  - On the database server, run the following command to check the current fill factor:
    ```sql
    exec sp_configure
    ```
  - If it is not set to 80, 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 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 two.
  - On the database server, run the following command to check the current value for **max degree of parallelism**:
    ```sql
    exec sp_configure
    ```
  - If it is not set correctly, run the following command:
    ```sql
    exec sp_configure 'max degree of parallelism', Number_Of_Physical_Processors
    ```

## 2. Database Deadlock Issues

Locks or deadlocks in the database.

**Recommended action**

- Follow the steps recommended for “1. High CPU Utilization on Database Server” on page 33.
Unable to Start or Stop Services

From the System Console, user is not able to start or stop the services. This could happen because of one of the following three reasons.

1. Port Number for Services Server Is Incorrect

The port number for the services server is not correct.

Recommended action

1. Open the `Cisco_Home\eService\bin\platform\windows\setenv_Services_Server_Name.bat` file in a text editor. Locate and note the value for `RMI_Registry_Port`.

2. Open the `Cisco_Home\eService\config\egpl_dsm.xml` file in a text editor 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 do not 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.
      ```sql
      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 do not match, run the following query on the master database.
      ```sql
      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.

2. RMI Registry Crashes

RMI registry has crashed.

Recommended action

- Run the List RMI objects utility.
  a. Run the utility
     ```http://Application_Server_Name/system/web/view/platform/debug/listrmiobjects.jsp```
  b. If the result window shows no rows, it means that RMI registry has crashed. Restart the services server.

3. Services Server Crashes

Services server has crashed.

Recommended action

- Follow the steps recommended for “2. RMI Registry Crashes” on page 35.
Errors While Working in Consoles

Users see various exceptions while working in the application. This issue is observed when the Unified EIM and WIM servers use BroadCom network cards or network cards that have BroadCom chip set into them.

**Recommended action**

1. Check the following log files for `socket reset errors` or `java.net.SocketTimeoutException: Read timed out` exceptions.
   - On the services server, `Cisco_Home\eService\logs\eg_log_Services_Server_Name_Service_Process_Name.log`
   - On the application servers, `Cisco_Home\eService\logs\eg_log_Application_Server_Name_Application Server.log`

2. Apply Hotfix KB948496 for Windows 2003 SP2 on each Unified EIM and WIM server that uses BroadCom network cards or network cards that have BroadCom chip set in them.

Buttons Disabled in Consoles

Although users have permission to access certain buttons, the buttons appear disabled in various consoles. This happens when 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 editor. Check if the file is empty.
3. If the file is empty, in the `Cisco_Home\eService\logs\eg_log_Application_Server_Name_Application Server.log` file, look for exceptions with the keyword “license”. 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.

Settings Changes Not Taking Effect

When the partition level, department level, or user level settings are edited from the Administration Console, the changes do not take effect. This happens because the Distributed Cache Manager is not able to communicate with the application servers.

**Recommended action**

1. On the application server, browse to `Cisco_Home\eService\config\egpl_cachedefaultconfig.properties` file.
2. Open the file in a text editor.
3. Search for `discoveryaddress` and check the values for it. It should have information about the application servers. 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.
Email Content Search Fails

When a user searches email content, the following error message is displayed: Enable fulltext catalogues. The error occurs because the full text catalogue search is not running.

Recommended actions

- On the database server, check if the Microsoft Search service is running.
  a. Go to Start > Programs > Administrative Tools > Services.
  b. Ensure that the Microsoft Search service is running.
- To enable full text catalogue search, run the following command on the active database.
  run EXEC sp_fulltext_database 'enable'

Spelling Checker Not Working Properly

The spelling checker selects every word as a misspelled word. This happens when IIS is configured to block .tlx files.

Recommended action

Perform the following tasks on each web server.

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 HTTP Headers tab.
5. On the HTTP Headers tab, in the MIME types section, click the MIME Types button.
6. In the MIME Types window, check if the .tlx entry exists. If it does not exist, do the following:
   a. Click the New button.
   b. In the Mime Type window, set the following and click OK.
      - Extension: Set the value as .tlx.
      - Mime Type: Set the value as application/text.
3
Retriever
Issues

- Email Retrieval
- Email Parsing
Email Retrieval

Emails Not Retrieved

Emails are not being retrieved. This could happen because of one of the following four reasons.

1. **Alias Not Added to Retriever Instance**
   The alias has not been added to a retriever instance.
   
   **Recommended action**
   
   › From the System Console check if the alias has been added to a retriever instance.

2. **Retriever Service Not Running**
   The retriever service process and instance is not running.
   
   **Recommended action**
   
   › From the System Console check retriever processes and instances are running.

3. **Retriever Service Hangs**
   The retriever service hangs because of out of memory issues, database deadlocks, or because of no response from the Mail Server.
   
   **Recommended action**
   
   1. Retriever instances may have hung. Check the following log file for java exceptions and time out messages. Retriever instance may have crashed due to some out of memory errors. Search the following log file for “Instance failed”. There may be alias related errors such as login failures, alias being inactive or disabled, etc. Search the following log file for “Retriever”. If you need help with analyzing the logs, contact Cisco TAC.
      
      › `Cisco_Home\eService\logs\eg_log_services_server_Name_rx-process.log`
   
   2. From the System Console, restart the retriever service process and instance.

4. **Alias Not Configured Properly**
   The alias is not configured properly or there is some problem with the alias.
   
   **Recommended actions**
   
   › From the Administration Console, check the alias configuration. Make sure that the server information provided for the POP3 or IMAP server is correct.
   
   › To check the validity of the alias details, do the following.
a. Telnet to POP3 server using the following command (110 is the port number of the POP3 server):

```
telnet Server_Name 110
```

b. To check the login credentials, do the following:

Type the following for the user name:

```
User User Name
```

Type the following for the password:

```
Pass Password
```

It should return OK if the login credentials are correct.

From the System Console, configure and run monitors for the retriever instances. (See *Cisco Unified Web and E-Mail Interaction Manager Administrator’s Guide to System Console* 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.
  - 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 Not Retrieved

While retrieving emails, Retriever skips some emails. This happens when 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 Missing From Emails

Attachments are missing from the incoming emails. Either the attachments do not show with the email, or they show as blocked attachments. This could happen when 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.

Email Parsing

Retriever Unable to Parse Emails

Retriever is not able to parse emails. Emails are getting inserted in the Cisco_Home\eService\storage\Partition_ID\mail\Exception Emails\RxExcepEmails.txt file. This could happen because of one of the following reasons.

- 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 Unable to Insert Emails in Database

Retriever is not able to insert emails in database because of duplicate message IDs. Emails are getting inserted in the Cisco_Home\eService\storage\Partition_ID\mail\Exception Emails\RxExcepEmails.txt file.

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, there is a problem at the mail server level. Contact Cisco TAC.
All Emails Displayed in Plain Text

Emails in rich text format are displayed in plain text. This happens because 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 Issues

- Setup and Performance
- Email Dispatch
Setup and Performance

Dispatcher Service Hangs or Crashes

The Dispatcher service crashes or hangs. This could happen because of one of the following two reasons.

1. Out of Memory Issues

The service hangs because of out of memory issues.

**Recommended action**

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

2. Database Deadlock Issues

The Dispatcher service hangs due to database deadlocks. It can also hang 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 SMTP or ESMTP Server

Dispatcher service is not able to connect to the SMTP or ESMTP server. This could happen because of one of the following three reasons.

1. SMTP or ESMTP Server Unavailable

The SMTP or ESMTP server is down.

**Recommended action**

- Start the SMTP or ESMTP server.

2. Connections to SMTP or ESMTP Server Exceed Maximum Allowed Number

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.
3. Connection Times Out

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

**Recommended action**

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

---

**Email Dispatch**

**Emails Not Dispatched**

Emails are not getting dispatched. When the activities not getting dispatched reach a certain number, an email notification is sent, if the system is configured to notify administrators. This could happen because of one of the following seven reasons.

1. **Incorrect SMTP or ESMTP Information**

   While configuring the alias in Unified EIM, incorrect server information is provided for the ESMTP or SMTP server.

   **Recommended action**

   - From the Administration Console, check the alias configuration.

2. **Port 25 Blocked on Services Server**

   The virus scanner or the firewall on the services server is blocking port 25.

   **Recommended action**

   - Check the firewall or the virus scanner on the services server to ensure that port 25 is not blocked.

3. **Services Server IP Address Not Added to ACL**

   Services server IP address is not added to ACL for allowing SMTP relay.

   **Recommended action**

   1. Check the `Cisco_Home\eService\logs\eg_log_Services_Server_Name_dx-process.log` file for the following messages.
      - 550 5.0.0 Please call the helpdesk for access to this mail relay.
      - 550 5.7.1 Unable to relay for …
   2. If you find the exceptions, contact your IT administrator.
4. Emails Considered as Spam by SMTP Server

Emails are refused by the SMTP server because they are considered as spam emails, or they have attachments that are restricted at the server.

**Recommended action**

1. Check the `Cisco_Home\eService\logs\eg_log_Services_Server_Name_dx-process.log` file for the message “554 Message refused”.
2. If you find the exceptions, contact your IT administrator.

5. Attachments Considered as Malicious by SMTP Server

Emails contain attachments perceived as malicious by the SMTP server.

**Recommended action**

1. Check the `Cisco_Home\eService\logs\eg_log_Services_Server_Name_dx-process.log` file for the message “550-Potentially executable content. If you meant to send this file then please package it up as a zip file and resend it”.
2. 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
   ```

6. Email Size Exceeds Maximum Allowed Size

The server keeps rejecting emails higher than the allowed size (The allowed size is controlled by the partition level setting “Maximum body size for dispatcher”).

**Recommended action**

1. Check the `Cisco_Home\eService\logs\eg_log_Services_Server_Name_dx-process.log` file for the message “552 Message size exceeds maximum permitted.”
2. Contact your IT administrator to increase the allowed size limit of emails to dispatch.

7. Alias Configured Incorrectly

The server expects ESMTP protocol while alias is configured for SMTP.

**Recommended action**

1. Check the `Cisco_Home\eService\logs\eg_log_Services_Server_Name_dx-process.log` file for the message “550 Unauthenticated relaying not allowed(#5.7.1)”. 
2. If the exception is found, check the alias configuration.
Integration Services

- External Agent Assignment Service
- Listener Service
External Agent Assignment Service

Unable to Start External Agent Assignment Service Instance

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. This could happen because of one of the following three reasons.

1. Connection Between EAAS and MR PIM Lost

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 actions**

- Check the network connection between the Unified EIM and WIM services server and the Unified CCE MR PG server. If there is a network problem, contact your IT administrator to help resolve it.
- Restart the Unified EIM and WIM and MR PG services.
  a. Stop Unified EIM and WIM.
  b. From the ICM Service Control, stop and start the MR PG service.
  c. Start Unified EIM and WIM.

2. EAAS Service Not Configured Properly

In the EAAS service instance properties, the value of the MR connection port field has not been configured correctly.

**Recommended action**

- Go to the System Console. In the EAAS service instance properties, check the value of “MR connection port.” The port number should be the same one as used while installing the MR PG.

3. Issue Needs Further Analysis

There can be other problems that need further analysis.

**Recommended action**

- Check the Cisco_Home\eService\logs\eg_log_Services_Server_Name_EAAS-process.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

Unable to Start Listener Service Instance

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**. This could happen because of one of the following five reasons.

1. **Connection Between Listener Service and CTI Server Lost**

   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 actions**
   - Check the network connection between the Unified EIM and WIM 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.
   - Restart the Unified EIM and WIM and Agent PG services.
     a. Stop Unified EIM and WIM.
     b. From the Unified CCE service control, stop and start the Agent PG service.
     c. Start Unified EIM and WIM.

2. **Listener Service Not Configured Properly**

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

   **Recommended action**
   - Go to the System Console. In the Listener service instance, check the value configured in the Agent PG field.

3. **Peripheral Gateway and CTI Gateway Services Not Running**

   The Peripheral Gateway and CTI Gateway services are not running.

   **Recommended action**
   1. On the Unified CCE server, launch the ICM Service Control.
   2. Verify that the Peripheral Gateway and CTI Gateway services are running.
4. Primary CTI Server and Port Number Not Configured

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 Unified EIM and WIM System Console, restart the Listener service process and instance.

5. Issue Needs Further Analysis

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

Recommended action
- Check the Cisco_Home\eservice\logs\eg_log_Services_Server_Name.Listener-process.log file for java exceptions. If you need help with analyzing the logs, contact Cisco TAC.

Error While Starting Listener Service Instance

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.

This issue is observed because 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 Administrator’s Guide to System Console.
Workflow Issues

- Setup and Performance
- Activity Routing
- Alarm Workflows
Setup and Performance

Workflow Changes Not Taking Effect

Changes made to workflows are not reflected in activity processing. This is observed because the .ser files in the \Cisco_Home\eService\config\routing\cache directory are not updated.

Recommended action

- Check the modified date of the following serialized (.ser) files in the \Cisco_Home\eService\config\routing\cache folder to make sure they were updated when you made changes to workflows. If the files were not updated, restart the Workflow Cache and Workflow Engine processes and instances.
  - AttributeCache^1.ser
  - AttributeObjectCache^1.ser
  - RuleCache^1.ser
  - KBCache^1.ser
  - QueueCache^1.ser

Activity Routing

Unable to Process Activities

Workflow is not able to process activities. Activities are in 3100, 3200, 3300, 3400 sub-status. This could happen because of one of the following seven reasons.

1. Workflow Engine Service Not Running

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\eService\logs\eg_log_Services_Server_Name_rules-process.log file in a text editor, 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\eService\config\egpl_process_ids.properties in a text editor, 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.

2. Some Files Missing

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

**Recommended action**

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

3. Activities Part of Expired Batch

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.

   ```sql
   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.

   ```sql
   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.

   ```sql
   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”.

4. Work Allocation Thread Not Running

The work allocation thread is not running.

**Recommended action**

1. In the Cisco_Home\eService\logs\eg_log_Services_Server_Name_rules-process.log file, search for “Work Allocation running”. If the thread is not running, restart the Workflow Engine service process and instance.

2. Run the following query on the EGPL_ROUTING_VARIABLE table and note down the value returned for `last_processed_id`. 
3. Now, run the following query on the egpl_routing_work table and note down the value returned for ID.

```sql
select id from egpl_routing_work
```

4. Compare the values returned in step 2 and step 3. The value returned in Step 2 should be one less than the value returned in Step 3. If this is not the case, contact Cisco TAC.

5. **Workflow Engine Thread Not Running**

The workflow engine thread is not running.

**Recommended action**

1. Browse to \Cisco_Home\eService\logs folder.

2. Locate the `eg_log_services_Server_Name_rules-process.log` file. If the file does not exist, it indicates that the workflow engine thread was not able to start at the time of application startup.

3. If the `eg_log_services_Server_Name_rules-process.log` file exists, then open the log file in a text editor 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.

6. **DSM Unable to Restart Workflow Engine Service**

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

**Recommended action**

1. Search the following log files 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.

   - `eg_log_services_Server_Name_DSController.log`
   - `eg_log_services_Server_Name_ServiceController.log`

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

7. **Out of Memory Errors**

There are out of memory errors in the `Cisco_Home\eService\logs\eg_log_services_Server_Name_rules-process.log` file.

**Recommended action**

1. Open the `Cisco_Home\eService\config\egpl_dsm.xml` file in a text editor.
2. Search for 

```xml
<JVMParams>
  <default>-Xmx128m</default>
  <Workflow_Engine_Process_Name>-256m</Workflow_Engine_Process_Name>
</JVMParams>
```

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 Routed to Exception Queue

Activities are getting routed to the Exception queue. This could happen because of one of the following four reasons.

#### 1. Inbound Workflow Does Not Exist

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

**Recommended actions**

- From the Administration Console, check the workflows configured for routing activities.
- Trace the path of activities to further analyze the issue. Do the following:
  a. To identify the activity ID for which the workflow path needs to be traced, run the following query on the active database.
     
     ```sql
     SELECT * FROM egpl_casemgmt_activity where when_created > 'MM-DD-YYYY'
     ```
  b. In the `Cisco_Home\eService\logs\eg_log_Services_Server_Name_rules-process.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.
  c. 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\eService\logs\eg_log_Services_Server_Name_rules-process.log`
     * `Cisco_Home\eService\logs\eg_log_Services_Server_Name_EAAS-process.log`
     * `Cisco_Home\eService\logs\eg_log_Services_Server_Name_listener-process.log`
2. Issues With Workflow Engine Service

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 actions**

- 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.
  
  ```sql
  SELECT note_data FROM egpl_notes
  ```

- Check the error messages in the `Cisco_Home\eService\logs\eg_log_Services_Server_Name_rules-process.log` file.
  - Look at the `ERROR` 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 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.

3. Network VRU Not Configured

The Network VRU is not configured in the Unified CCE system.

**Recommended action**

- From the Unified CCE Configuration Manager, configure the Network VRU. See *Cisco Unified Web and E-Mail Interaction Manager Deployment and Maintenance Guide* for detailed steps.

4. Labels for Non-IPTA Skill Groups Not Configured

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, Unified EIM and WIM is not able to parse the labels correctly and cannot assign activities to agents in a user group.

**Recommended action**

- Make sure that all labels that are used for Unified EIM and WIM are in the format, `LBL_skill_Group_Enterprise_Name`.

Workflows Skip Some Activities

While processing activities, some activities are skipped by 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

This could happen because of one of the following two reasons.

1. **Workflows Not Active**
   Workflows have not been activated.

   **Recommended action**
   - From the Administration Console, check if the workflows are in active state.

2. **Some Files Not Updated**
   The .ser files in the Cisco_Home\eService\config\routing\cache directory are not updated.

   **Recommended action**
   - Restart the Workflow Engine and Workflow Cache service processes and instances.

### Activities Not Assigned to Agents
Activities do not get assigned to agents. This could happen because of one of the following six reasons.

1. **Sticky Agent Assignment Enabled**
   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 activities belong.

2. **Issues With Email Push Routing Methods**
   The email push routing methods, load balancing and round robin, are not working properly.

   **Recommended actions**
   - 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 agents are 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 from an agent, or the agent transfers it without selecting the “Allow these activities to be assigned to me by system” option.

3. Activities Not Routed to Unified CCE Queues
Activities are retrieved, but they are not reaching a Unified CCE type of queue (configured in Unified EIM).

Recommended actions
- From the System console, verify that the Workflow Engine service process and instance are running.
- From the Administration Console, check the workflows configured for routing activities. Verify that the workflow is set to route activities to a Unified CCE type of queue.
- Check the following log files for routing exceptions. If you need help with analyzing the logs, contact Cisco TAC.
  - Cisco_Home\eService\logs\eg_log_Services_Server_Name_rules-process.log
  - Cisco_Home\eService\logs\eg_log_Services_Server_Name_EAAS-process.log
  - Cisco_Home\eService\logs\eg_log_Services_Server_Name_Listener-process.log

4. EAAS Service Not Running
The EAAS process and instance is not running.

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

5. Scripts Not Configured
In Unified CCE, the script is not set up properly or is not set up at all.

Recommended actions
- From the ICM Script Editor, check if the 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).
- Test the script to look for potential issues with the script.
a. Send some test emails through Unified EIM.

b. From the ICM Script Editor, run a monitor to check the path taken by the email in the script. The information from the monitors should help to identify the configuration errors in the script used for IPTA routing. For detailed steps, see the Unified CCE documentation.

6. Network Delays Between Servers

There is network delay between the Unified CCE and the Unified EIM and WIM 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 Skipped During Assignment

While assigning activity to user, some of the activities are skipped by workflows. This happens when 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 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 Not Executed

Alarm workflows are not getting executed. This could happen because of one of the following three reasons.

1. **Alarm Workflow Service Not Running**

   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.
2. Alarm Workflow Schedule Not Met

Alarm workflow schedule has not been met.

Recommended action

1. From the System Console, set the trace level for the alarm workflow logs to “DEBUG”

2. In the Cisco_Home\eService\logs\eg_log_services_Server_Name_rules-process.log file, search for
   Executing Workflow:Workflow_Name
   If you do not find the message, it indicates that the alarm workflow schedule has not been met.

3. Alarm Conditions Not Met

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 Not Sent

Notifications configured for alarm workflows do not reach the recipients. This could happen because of one of
the following three reasons.

1. Messaging Not Working

Messaging is not working.

Recommended actions

- The JMS host name and port number are not configured correctly. To verify, do the following:
  a. 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.
  b. On the messaging server, browse to Cisco_Home\eService\bin\platform\windows.
  c. Open the setenv_Messaging_Server_Name.bat file in a text editor. Locate the following two
     properties and note down their values.
     - Set JMS_HOST
     - Set JMS_PORT
  d. Now, open the Cisco_Home\eService\config\egpl_event.xml file in a text editor. Search for URL
     and make sure the value is set with the correct JMS host name and port number. The values should
     match the information obtained in Step c. If the values are not correct, fix them.
3. Open the `Cisco_Home\eService\logs\eg_log_Messaging_Server_Name_Messaging_Server.log` in a text editor. 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.

2. **Alarm Workflow Schedule Not Met**

Alarm workflow schedule has not been met.

**Recommended action**

1. From the System Console, set the trace level for the alarm workflow logs to “DEBUG”.

2. In the `Cisco_Home\eService\logs\eg_log_services_Server_Name_rules-process.log` file, search for `Executing Workflow: Workflow_Name`.

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

3. **Alarm Conditions Not Met**

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 Issues

- Chat Assignment
- Chat Sessions
- Chat Transcripts
- Phone Sessions
- Blended Collaboration Sessions
This chapter describes recommended actions for the most common issues related to chat and its sub activities (blended collaboration, callback, and delayed callback).

**Chat Assignment**

**Delay in Chat Assignment**

A chat takes about 60 seconds to appear in the agent’s inbox. This could occur because of some messaging problems on the Customer Console.

**Recommended actions**

- Check the Java Console messages for the Customer Console.
- Check the chat session logs in the following log files:
  - `Cisco_Home\eService\logs\eg_log_Application_Server_Name_Application_Server.log`
  - `Cisco_Home\eService\logs\eg_log_Services_Server_Name_agent-assignment-process.log`

**Chats Not Assigned to Agents**

The chat queue is configured to push chats to agents, but the chats are not getting assigned to agents. The activities do not appear in the agent’s inbox. This could happen because of one of the following five reasons.

1. **Agents Unavailable to Receive Chats**

   The agent is not available for receiving chats.

   **Recommended action**

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

2. **Queues Not Configured to Route Chats**

   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**.
3. Problems With Messaging
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.

4. Problems With Agent Assignment Service
There is some problem with the Agent Assignment service.

Recommended action
- Restart the Agent Assignment service.
- Send the following log files to Cisco TAC.
  - Cisco_Home\eService\logs\eg_log_Application_Server_Name_Application_Server.log
  - Cisco_Home\eService\logs\eg_log_Services_Server_Name_agent-assignment-process.log

5. Queue Not Mapped to Correct MRD
The queue configured for routing chat activities in Unified WIM is not mapped to the correct MRD.

Recommended action
1. Launch the application. Log in as an administrator and go to the Administration Console.
2. Browse to Administration > Department > Department_Name > Workflow > Queues.
3. In the List pane, select the queue configured for chat activities.
4. In the Properties pane on the General tab, check the value configured in the Media Routing Domain field. The value should be set to a chat MRD.

Agents Unable to Pull Chats
When the agent clicks the Pull Chat button, the button stops blinking but the activity is not assigned to the agent. This could happen because of one of the following two reasons.

1. Problems With Messaging
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.
2. Problems With Agent Assignment Service

There is some problem with the Agent Assignment service.

**Recommended action**

- Restart the Agent Assignment service.
- Send the following log files to Cisco TAC.
  - `Cisco_Home\eService\logs\eg_log_Application_Server_Name_Application_Server.log`
  - `Cisco_Home\eService\logs\eg_log_Services_Server_Name_agent-assignment-process.log`

Issues With Pull Chat Button

When a new chat comes in a queue, in the Agent Console, the Pull Chat button does not blink. Or, the Pull Chat button does not stop blinking, after the agent clicks on it. This issue is observed when there are some messaging problem. Either the Agent Assignment service does not generate the message, or the generated message does not reach the Agent Console.

**Recommended action**

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

Chat Sessions

Service Unavailable Message Displayed

When a customer tries to initiate a chat, the customer sees the service unavailable template. This could happen because of one of the following two reasons.

1. **Entry Point Not Active**

   The entry point is not active.

   **Recommended action**
   
   - From the Administration Console, check if the entry point is active.

2. **Agents Not Available**

   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.
Blank Customer Console Displayed

Customer sees a blank Customer Console. This could occur when the customer’s browser type and version is not supported.

**Recommended action**
- Check the customer’s browser type and version.

Error While Logging In

When a customer clicks the **Login** button on the login page, an error message appears. This could happen because of one of the following two reasons.

1. **Entry Point Not Configured Properly**

   The entry point is not configured properly.

   **Recommended actions**
   - 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.

2. **Issues With Customer Message**

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

   **Recommended action**
   - Check the chat message sent by the customer to see if it has text that could compromise application security.

Error During Chat Session

An error message appears during the chat session. This occurs when 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 to see if it has text that could compromise application security.
Customer Messages Not Delivered to Agents

Agent does not receive the messages sent by the customer during the chat session. This issue is observed because messaging is not working.

Recommended actions

- 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 following log files:
  - `Cisco_Home\eService\logs\eg_log/Application_Server_Name_Application_Server.log`
  - `Cisco_Home\eService\logs\eg_log/Services_Server_Name_agent-assignment-process.log`

Page Pushed by Agent Not Displayed to Customer

Customer does not receive the pages pushed by an agent. This could happen because of one of the following three reasons.

1. **MeadCo Not Installed**
   
   MeadCo is not installed on customer desktop.

   Recommended action
   
   - If a customer does not have MeadCo installed, and the agent pushes a page with frames (where he has navigated to some page in the inner frame), then the customer will not see that page. The customer will only see the top level URL.

2. **Problems With Messaging**
   
   There is some problem with messaging.

   Recommended action
   
   - Check the Java Console for page push message.

3. **Network Problems**
   
   There are some network problems.

   Recommended action
   
   - For the Customer Console, check the Java Console for network connection problems.
Chat Transcripts

Transcripts Not Sent to Customers

At the end of the chat session, chat transcript is not sent to customers. This could happen because of one of the following two reasons.

1. **Entry Point Not Configured Properly**
   The Entry point is 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.

2. **Settings Not Configure Correctly**
   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.

Phone Sessions

Phone Calls Not Generated

After submitting a callback request, the customer is displayed a wait screen but the call does not get generated. This could happen because of one of the following five reasons.

1. **Queue Not Configured Properly**
   The queue created in Unified WIM for routing callback activities to Unified CCE has not been configured properly.
   
   **Recommended action**
   1. Launch the application. Log in as an administrator and go to the Administration Console.
   2. Browse to Administration > Department > Department_Name > Workflow > Queues.
   3. In the List pane select the queue configured for callback activities and in the Properties pane check the following:
      a. On the General tab, check the value configured in the Media Routing Domain field. The value in the field should be set to Cisco_Voice.
b. On the Expanded Call Variables tab, verify that the following properties are configured correctly.
   - `user.cim.activity.id` is set to `activity_id`
   - `user.cisco.cmb` is set to `cmb_param`
   - `user.cisco.cmb.callclass` is set to `cti_strategy`
   - `user.wim.customer.name` is set to `customer_name`

2. IP Phone Not Configured Correctly
   The IP phone of the agent is not configured correctly with the Call Manager.
   
   **Recommended action**
   - Contact Cisco TAC.

3. Agent Not Logged in to Cisco Agent Desktop
   The agent is not logged in to the Cisco Agent Desktop (CAD).
   
   **Recommended action**
   - Log in to the CAD and set availability status to ready by clicking the **Ready** button in the CAD Console.

4. Agent Availability Not Configured Properly
   The agent availability is not configured properly.
   
   **Recommended Action**
   - Log in to the CAD and set availability status to ready by clicking the **Ready** button in the CAD Console.

5. EAAS Service Not Running
   The EAAS process and instance are not running.
   
   **Recommended Action**
   - From the System Console, start the EAAS process and instance.

Phone Calls Not Transferred
Agents are not able to transfer calls to other agents. This issue occurs when agents are not transferring calls from the Computer Telephony Integration Operating System (CTIOS) desktop.

**Recommended actions**
1. Log in to the CTIOS desktop.
2. Transfer the call.
3. To verify that the call is getting transferred, check the `Cisco_Home\eService\logs\eg_log_Services_Server_Name_Listener-process.log` file for the “SessionTransferredEvent” message and the timestamp against it. If the timestamp matches the time when you transferred the call, it indicates that the call was transferred successfully.

## Blended Collaboration Sessions

### Blended Collaboration Sessions Not Generated

The blended collaboration session does not get generated between an agent and a customer. This could happen because of one of the following four reasons.

1. **Cisco Media Blender Interface Not Configured Properly**

   The Cisco Media Blender (CMB) interface is not configured properly to work with Unified CCE.

   **Recommended action**
   - Verify that CMB has been installed and configured properly. Refer to the *Cisco Media Blender Installation Guide for Cisco ICM/IPCC Enterprise and Hosted Editions* for information about installing CMB. Refer to the *Cisco Media Blender Administration Guide for Cisco ICM/IPCC Enterprise & Hosted Editions* for information about configuring CMB.

2. **Queues Not Configured Properly**

   The queue created in Unified WIM for routing blended collaboration activities to Unified CCE has not been configured properly.

   **Recommended action**
   1. Launch the application. Log in as an administrator and go to the Administration Console.
   2. Browse to Administration > Department > Department_Name > Workflow > Queues.
   3. In the List pane select the queue configured for blended collaboration activities and in the Properties pane check the following:
      - a. On the General tab, check the value configured in the *Media Routing Domain* field. For the queues used in Unified CCE type of entry points, make sure that the value in the field is set to a blended collaboration MRD. For the queues used in Automatic Call Distributor type of entry points, make sure that the value in the field is set to *Cisco_Voice*.
      - b. On the Expanded Call Variables tab, verify that the following properties are configured correctly:
         - `user.cim.activity.id` is set to `activity_id`
         - `user.cisco.cmb` is set to `cmb_param`
         - `user.cisco.cmb.callclass` is set to `cti_strategy`
• **user.wim.customer.name** is set to **customer_name**

3. **Listener Service Not Running**

   The Listener service process and instance are not running.

   **Recommended action**
   - From the System Console, start the Listener service process and instance.

4. **EAAS Service Not Running**

   The EAAS process and instance is not running.

   **Recommended action**
   - From the System Console, start the EAAS process and instance.
8 Reports

Issues

- Setup and Performance
- Report Runs and Schedules
- Report Results
Unable to Run Reports

On running a report, the ‘Generating…’ screen is displayed indefinitely. This issue is observed when the Reports service fails because of an out of memory error.

**Recommended action**

1. In the following log files, search for “OutOfMemory”. If the problem exists, you need to increase the JVM size for the Report service process.
   - `Cisco_Home\eService\logs\eg_log_Services_Server_Name_report-process.log`
   - `Cisco_Home\eService\logs\eg_log_Application_Server_Name_Application Server.log`
2. Open the `Cisco_Home\eService\config\egpl_dsm.xml` in a text editor.
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.

Report Runs and Schedules

Scheduled Reports Not Generated

The scheduled reports do not get generated. This could happen because of one of the following two reasons.

1. **Reports Schedule Not Configured Properly**

   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.
2. Scheduler Service Not Running

The Scheduler service is not running.

**Recommended action**

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

Error While Running Reports

While running reports, the user sees a “Report service not running” error. This issue is observed when the report service is stopped, or it crashes.

**Recommended action**

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

No Data Found Error

When a user runs a report, the report result shows “No data found” errors. This could happen because of one of the following two reasons.

1. **No Data to Display**

   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.

2. **Summary Jobs Not Active**

   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.
Error While Viewing Report Results

When a user runs a report, the report result window shows a message “An error occurred…”. This issue is observed because 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

Mismatch in Report Data

When a report is run for the same timeframe at two different times, the reports data does not match. This issue may be observed because of missing or incorrect data in the reports event tables.

**Recommended action**

- Contact Cisco TAC.
Archive Issues

- Archive Jobs
Scheduled Archive Jobs Do Not Run

The archive jobs do not run on schedule. This could happen because of one of the following three reasons.

1. Archive Service Not Running

   The Archive service is not running.

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

2. Failed Jobs Exist in Application

   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.

3. Stopped Jobs Exist in Department

   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.

Archive Jobs Fail

All archive jobs in the application start failing. This issue is observed because archive jobs are not restarted after adding custom attributes from the Tools Console. When a custom attribute is added to any partition, the active database changes, but the archive database is not updated with the latest attribute information. To update the archive database, the Archive service process and instance needs to be restarted. If you do not 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.