

# Troubleshoot Common Issues Seen in a CCE Environment when Integrating with Webex Connect

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## Introduction

This document describes how to troubleshoot common issue scenarios seen in a Contact Center Enterprise (CCE) solution integrated with Webex Connect.

## Prerequisites

### Requirements:

Cisco recommends that you have knowledge of these topics:

- Cisco Packaged Contact Center Enterprise (PCCE)
- Cisco Unified Contact Center Enterprise (UCCE)
- Webex Connect

### Component Used:

The information in this document is based on these software and hardware versions:

- CCE Version: 12.6(2)
- Finesse Version: 12.6(2)
- Webex Control Hub
- Webex Connect Portal
- Webex Engage Portal

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.



**Note:** Agents handling digital channel task must be Single Sign-On (SSO) enabled.

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## Background

Webex Connect allows the Contact Center business and its customers to interact using digital channels such as email, chat, and SMS. The Contact Center Enterprise (CCE) solution integrates with Webex Connect to create a seamless omnichannel experience for customers. This integration helps customers to interact across voice and digital channels of communication. Webex Connect offers a rich self-service and bot integration to empower customers to get answers to some common questions. It provides a unified solution for integrated routing, Agent Desktop, and reporting service. Webex Connect provides a simplified framework that helps partners and customers interact through digital channels.

## How to access and collect logs across various components

### Webex Connect Portal - Flows



**Note:** Ensure you have descriptive logging enabled for the flow before initiating an activity.

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### Enable Descriptive Logs for your specific flow

- Select the gear icon at the top of the page to open the Flow Settings
- In the General tab, enable Descriptive Logs
- Enter 1000 in the '**Enabled for**' field
- Click **Save**.

My Inbound Chat Flow

4- Live

Build Analyse

Flow Settings

General Custom Logs Flow Outcomes Custom Variables

Flow Name

My Inbound Chat Flow

Description (Optional)

Enter Description here

Advanced settings (optional)

Set flow behaviour when running multiple instances of flows in parallel.

Correlation ID

\$(corrid)

☒ Enabled Descriptive logs It can take upto 2 minutes to take effect

Activate to capture information required for developers when trying to debug a problem, helpful when testing your service. Descriptive logs capture complete transaction details including sequence of all activities within flows, send/receive message payload, HTTP request & response entities which may include sensitive PII data of your customers. Descriptive logs captures data for latest live flow version.

Enabled for  Mins or  Transaction

Note: Descriptive logs for debugging will be auto-disabled in maximum 1440 minutes

☐ Disabled Prevent duplicate flow runs

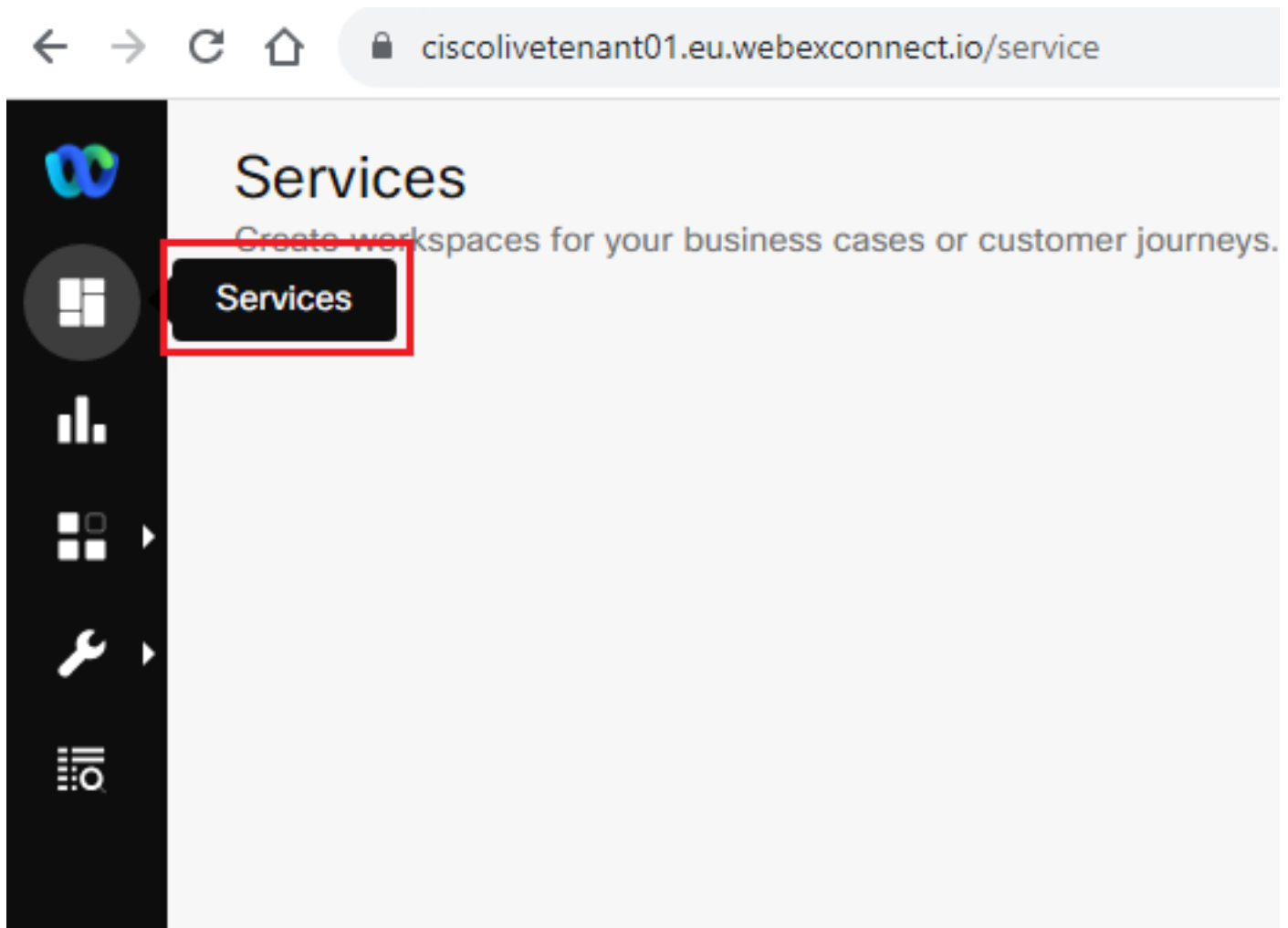
Enable to set a unique identifier for each run of the flow. Duplicate requests with the same set of identifiers will be discarded. Comma separate multiple identifiers.

Flow id: 30198

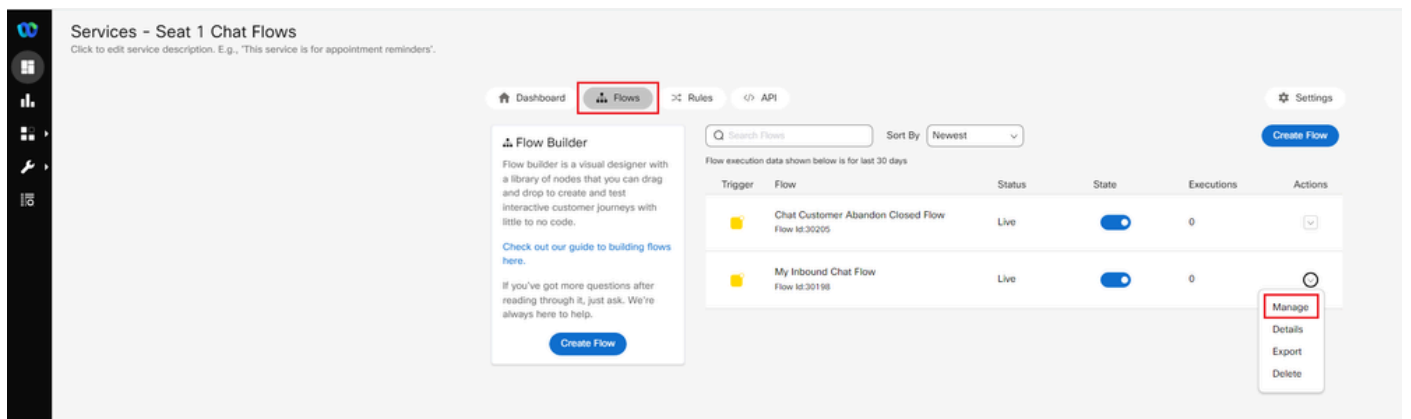
Cancel Save

## Debugger Logs

**Step 1:** Log into your Connect Portal and navigate to Services and click on appropriate service.

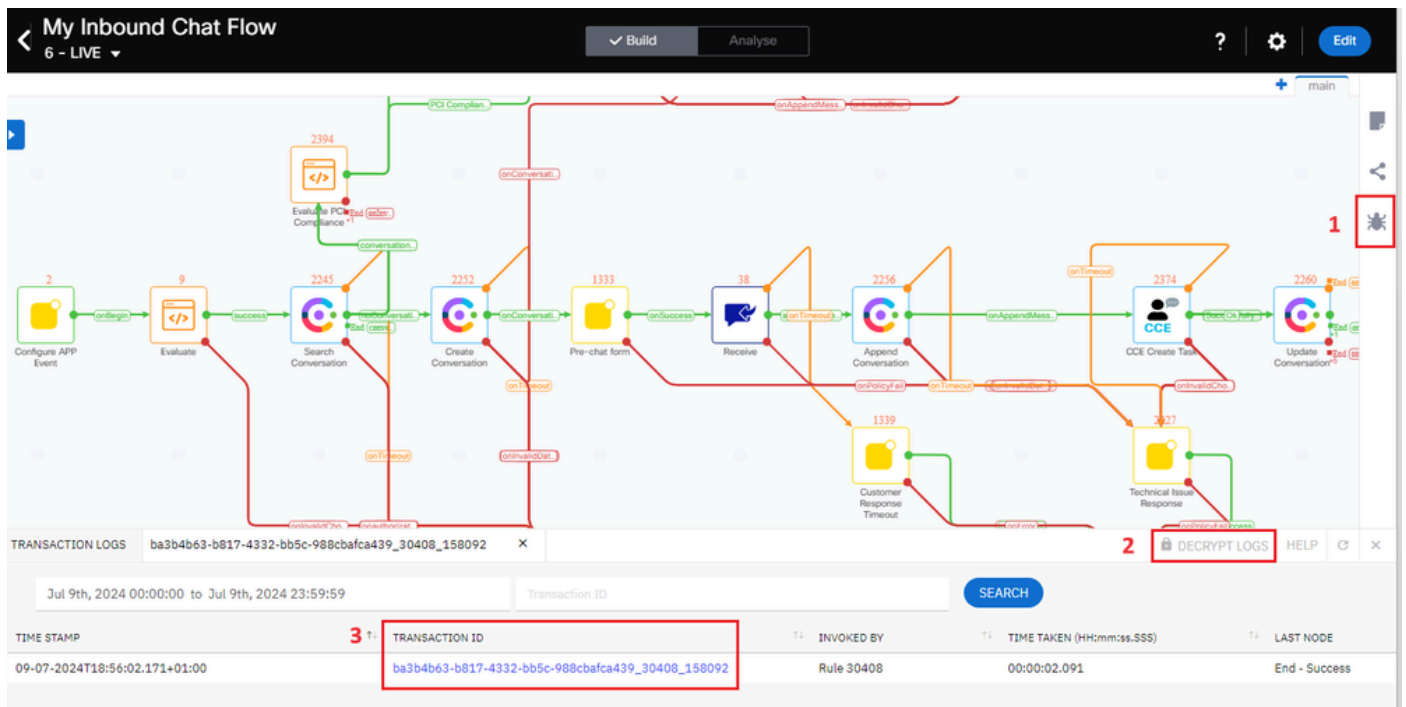


**Step 2:** Next, click on 'Flows' and then select the appropriate flow that would like to debug:



**Step 3:** Now, within the select flow:

1. Click on the debugger icon to the right.
2. Next, click on '**Decrypt Logs**'.
3. Find the timestamp of your most recently initiated Chat and click on the corresponding '**Transaction ID**'.



**Step 4:** Click on each of the node to view the details of the events that transpired on each of the node.

## Cloud Connect Server

Chat sessions can be tracked in the `digitalrouting.log` file on the Cloud Connect Server using the TransactionID fetched from the Debugger.

- **Log File Name:** `digitalrouting.log`
- **Via CLI:** `file get activelog /hybrid/log/digitalrouting/digitalrouting.log`
- **Via browser:** <https://<cloud-connect-server>:8445/draapi/log/digitalrouting>

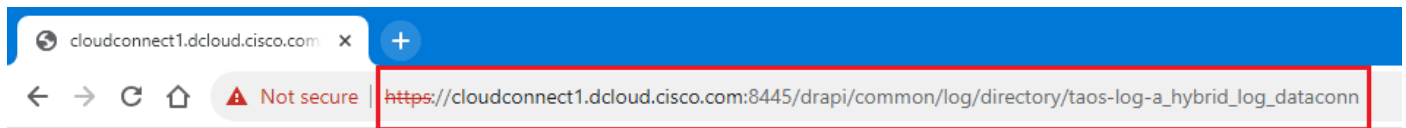
**DigitalRouting**

Filename	Size
<a href="#">digitalrouting.log</a>	34247156
<a href="#">GC-2024-07-02_11-</a>	113522
<a href="#">digitalrouting-20</a>	4618167
<a href="#">digitalrouting-20</a>	4666346
<a href="#">digitalrouting-20</a>	4706035
<a href="#">digitalrouting-20</a>	4566034
<a href="#">digitalrouting-2024-07-02-17-96.log.gz</a>	4558936
<a href="#">digitalrouting-2024-07-02-17-95.log.gz</a>	4568792

Right click on the log filename and click 'Save Link As'

Agent sync issues can be tracked in the dataconn.log file.

- **Log File Name:** dataconn.log
- **Via CLI:** file get activelog /hybrid/log/dataconn/dataconn.log
- **Via browser:** [https://<cloud-connect-server>:8445/draapi/common/log/directory/taos-log-a\\_hybrid\\_log\\_dataconn](https://<cloud-connect-server>:8445/draapi/common/log/directory/taos-log-a_hybrid_log_dataconn)



## Platform

Filename	Size
<a href="#">GC-2024-05-16_14-46-02.log</a>	3450
<a href="#">dataconn.log</a>	709332
<a href="#">dataconn_err</a>	421736
<a href="#">dataconn_err</a>	17888
<a href="#">dataconn.202</a>	445858
<a href="#">service.log</a>	310
<a href="#">GC-2024-05-1</a>	2472
<a href="#">service.2024-May-13.0.log.gz</a>	133
<a href="#">GC-2024-05-13_12-01-11.log</a>	10203
<a href="#">dataconn_error.2024-May-15.0.log.gz</a>	10158

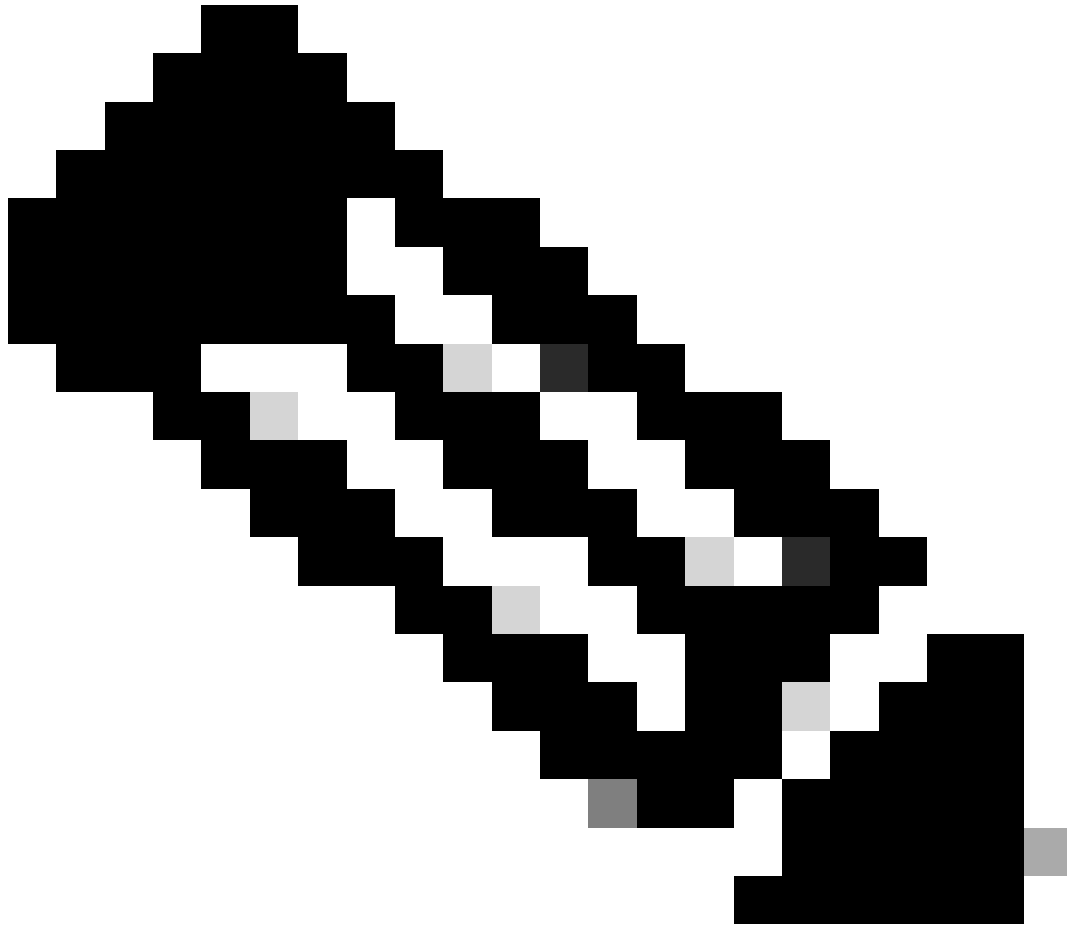
Right click on the log filename and click 'Save Link As'

## Browser Console Logs

The 'Manage Digital Channel' gadget on the Finesse desktop is hosted on Webex Engage. Hence, the communication is between the browser where Finesse desktop is loaded, and Webex Engage.

In order to troubleshoot gadget issues, browser console logs are needed.





**Note:** For Manage Digital Channel gadget issues, Finesse Desktop WebServices logs is not be required.

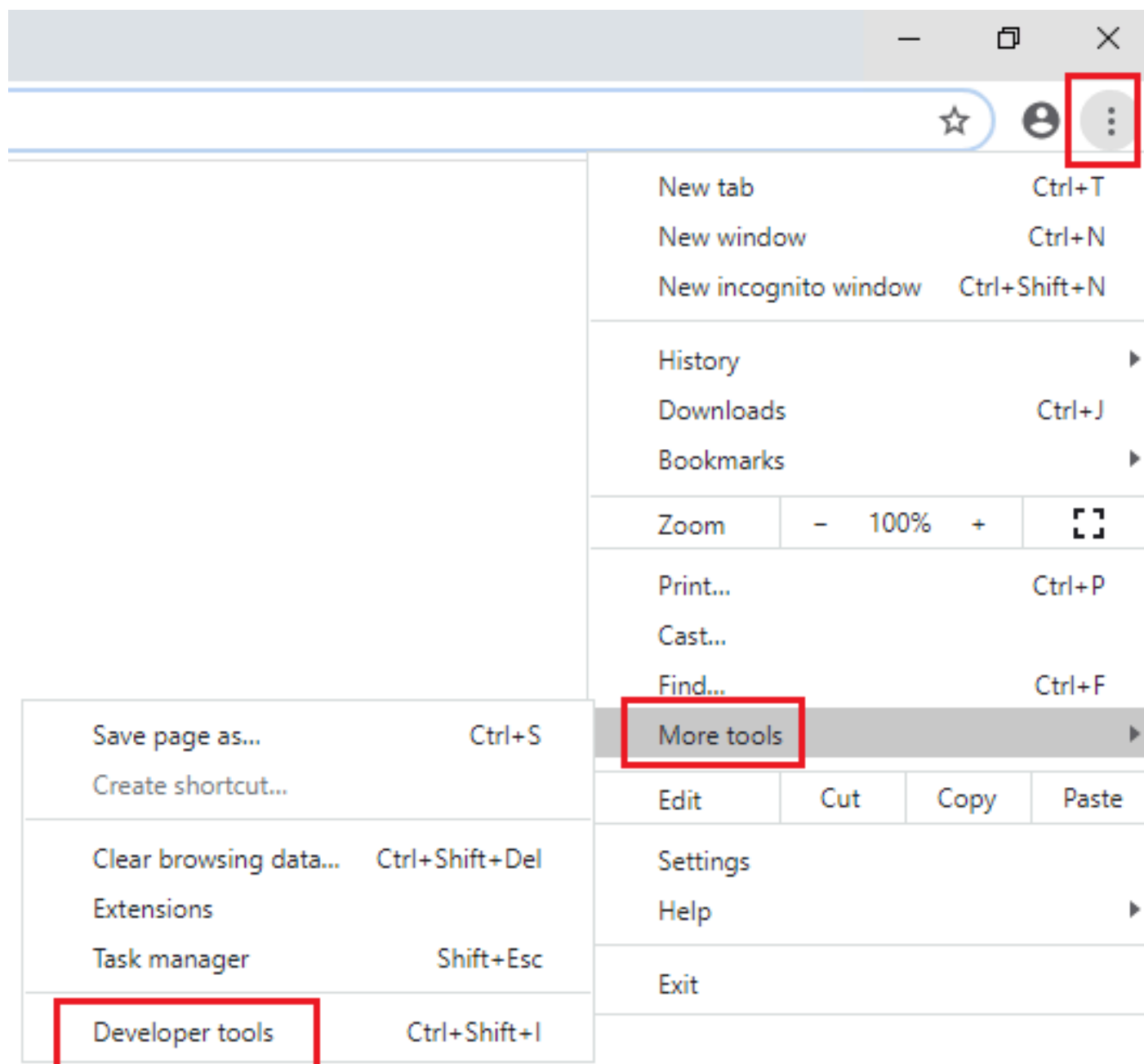
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### **From a Chrome browser**

- Click on the Settings icon and navigate to Developer tools > More tools > Developer tools.
- On Developer tools > Console tab, click on the gear symbol and check the options: Preserve log, Show timestamps, Log XMLHttpRequests.
- On Developer tools > Network tab, click on the gear symbol and check the option: Preserve log.
- Close the settings page.
- Now load the URL in the browser.
- The console logs can now be collected by right-clicking on the 'Console' tab and select Save all as.

### **From a Firefox browser**

- Click on the Applications menu icon and navigate to More tools > Web Developer tools.
- In Network tab, click on the gear symbol and select the option: Persist Logs.
- The console and network logs can now be collected by right-clicking on the respective tabs and select Save all as.



Chrome



Sign in to Sync



Content Blocking

Standard



New Window

Ctrl+N



New Private Window

Ctrl+Shift+P



Restore Previous Session

Zoom



100%



Edit



Library



Logins and Passwords



Add-ons

Ctrl+Shift+A



Options



Customize...

- "status : 4002 , desc : value is mandatory , name : Domain [ id : cb7f4158-bd62-4a46-a1ae-d2ac704d2144"

To resolve this:

- On Webex Connect Portal, navigate to Service >> select the correct Service >> Flows >> Edit flow >> select Edit >> double click on 'CCE Create Task' node
- In the Domain field, enter the entry point for Webex Connect to be able to send the route request to Cloud Connect which in this case is a Reverse Proxy
- Entered the Reverse Proxy for the deployment >> Save >> Make Live >> select correct application >> Make Live.

#### **Scenario 4: Manage Digital Channels gadget on Finesse fails to load and login (loads a blank gadget).**

- Agents handling digital channel task must be Single Sign-On (SSO) enabled. If they are not SSO enabled, the Manage Digital Channel loads blank.
- If the agent is SSO enabled and the gadget loads blank, collect the browser console logs to troubleshoot.

#### **Scenario 5: Manage Digital Channels on Finesse fails to login with error - Failed to load Manage Digital Channels. Unable to get the gadget sources.**

Console logs show: "*Digital channel configuration does not have orgID configured*"

This error can be seen if the cloud connect configuration is missing under Cisco Finesse Administration page >> Cloud Connect Settings

- Ensure the correct Cloud Connect Server details are entered.

Cisco Finesse Administration

Username\*

Password\*

Save Revert

### Desktop Chat Server Settings

Note: Desktop chat is supported on Cisco Unified Presence 12.5 and higher.

Primary Chat Server `https://primaryHost:5280/httpbinding`

Secondary Chat Server `https://secondaryHost:5280/httpbinding`

Save Revert

### Cloud Connect Server Settings

Username\* administrator

Password\*

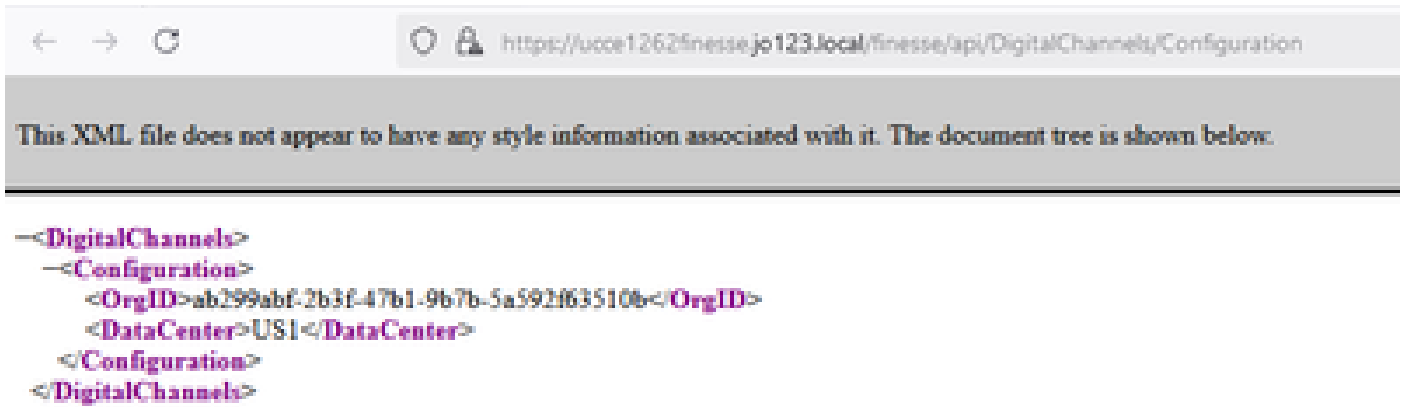
Publisher Address\* cloudconnect1.dcloud.ci

Subscriber Address subscriberHost

Once the Cloud Connect server setting is verified, check the URL to ensure you see an OrgID:

- ***`https://<finesse>/finesse/api/DigitalChannels/Configuration`***

Example from a working lab



If you do not see an orgID listed, either:

- The containers on Cloud Connect are not running (*utils cloudconnect list*)

OR

- Port 8445 between the Finesse and Cloud Connect servers is blocked.

If there is a communication issue between Finesse and CloudConnect, the *Cisco Finesse Desktop WebService* log file shows the below:

```
{"seq":732,"level":"ERROR","timestamp":"Dec 12 2024 14:50:04.069 -0500","thread-name":"FINESSE-STATE-CH
```

Verify connectivity using these CLI commands:

- From Finesse: *utils network connectivity <cloud-connect-fqdn> 8445*
- From CloudConnect: *utils network connectivity <finesse-fqdn> 8445*

## Scenario 6: Manage Digital Channels on Finesse fails to login with error - Sign in failed. Invalid token signature.

The browser console logs show an `onConversationLoadedError '9005'` indicate an issue with the IdS certificate present in the Webex Control Hub.

```
bundle.js:1 {code: '9005', message: 'could not verify the authenticity of the source app'}
useMediaSetup.js:156 onConversationLoadedError {code: '9005', message: 'could not verify the authenticity of the source app'}
useMediaSetup.js:216 :: useMediaSetup- handleOnLoadError Received errorCode: 9005
useMediaSetup.js:156 onConversationLoadedError could not verify the authenticity of the source app
useMediaSetup.js:216 :: useMediaSetup- handleOnLoadError Received errorCode: undefined
```

To resolve this:

- Verify that no change has been done to the token csr generated on IdS (show ids token csr).

- Re-upload the signed certificated (generated from the csr) to webex control hub (Control Hub >> Contact Center >> Digital tab)
- Clear browser cache followed by a restart of the browser and re-test.
- Login must now be successful.

If there were any changes made on the IdS side to the ids token csr or if the certificate was corrupted, then the steps from '[Regenerate the public key certificate using Cisco IdS](#)' section need to be followed.

- *Note: This can only done during non-production hours as it involves a restart of the IdS server and also requires the agents to log out and log back in.*

### **Scenario 7: Manage Digital Channels on Finesse fails to login with error - Sign in failed. User not found. Please retry the login operation.**

The browser console logs show an onConversationLoadedError '9010' indicating that the user does not exist in Engage for that tenant (orgID).

```
onConversationLoadedError Object
useMediaSetup- handleOnLoadError Received errorCode: 9010
onConversationLoadedError User is unauthorized to access this tenant
useMediaSetup- handleOnLoadError Received errorCode: undefined
```

#### **Verify:**

- The user profile on Webex Engage is active
- The user profile is on the correct tenant (orgID).

### **Scenario 8: Manage Digital Channels on Finesse fails to login with error - Media channels not available. You are not configured to use Media Channels.**



### **Media channels not available**

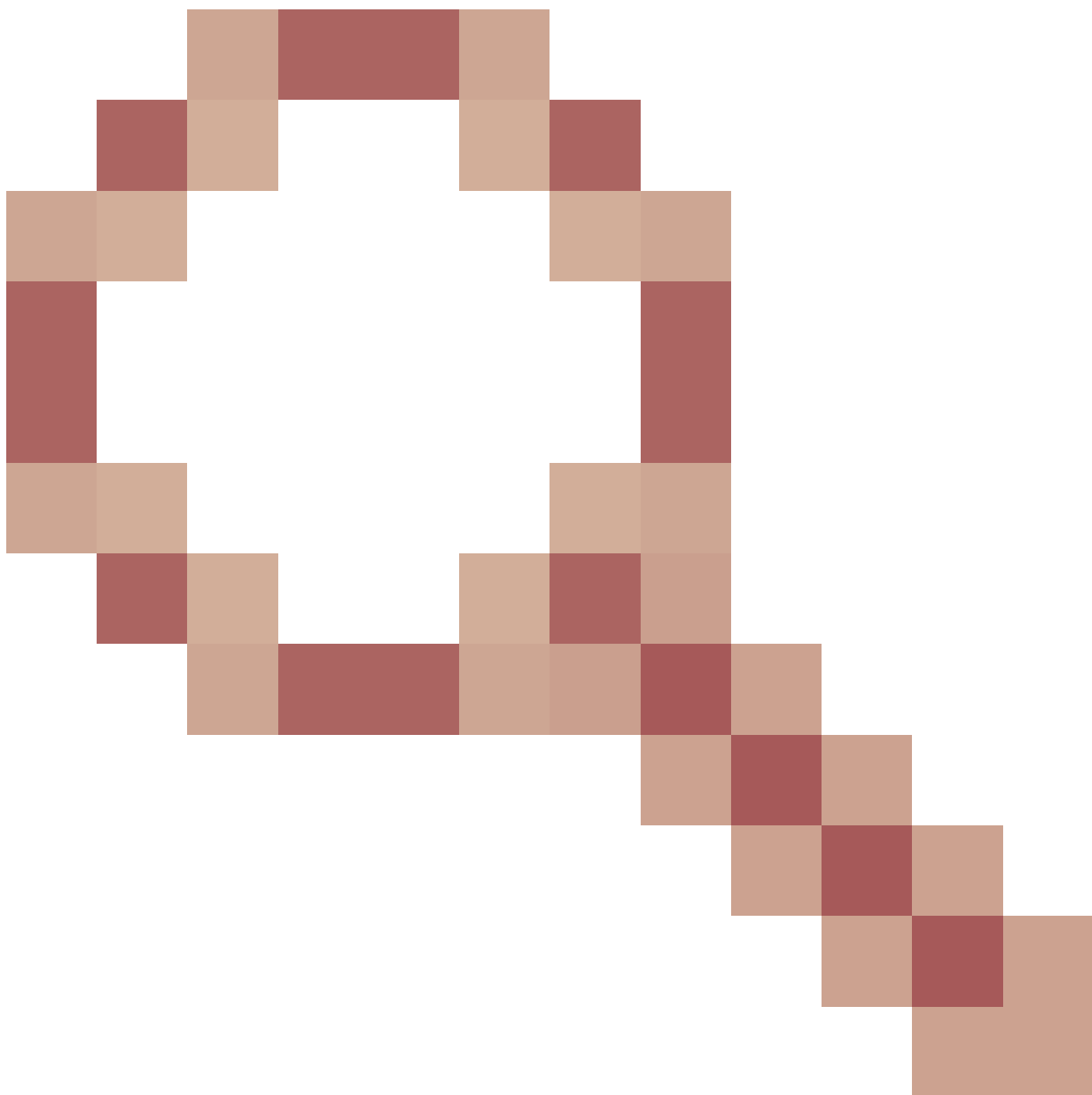
You are not configured to use Media Channels.  
Contact your administrator.

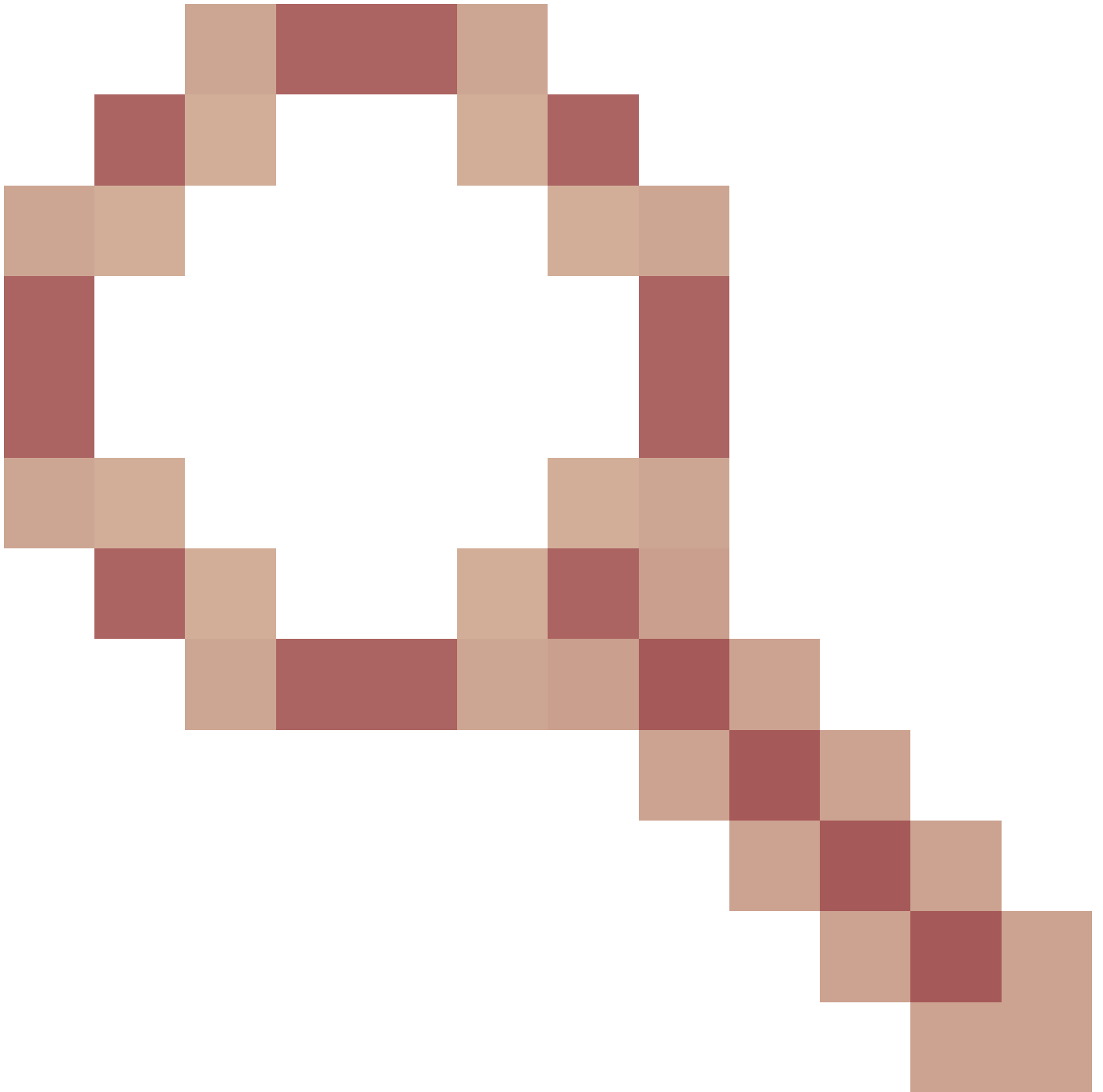
Ensure:

- Agent is configured with correct Webex Connect MRD based Skill Group.
- Agent is configured with an Attribute that enables the user to be part of the Precision Queue (PQ) from the Webex Connect MRD.
- Media Class and MRD are configured correctly.

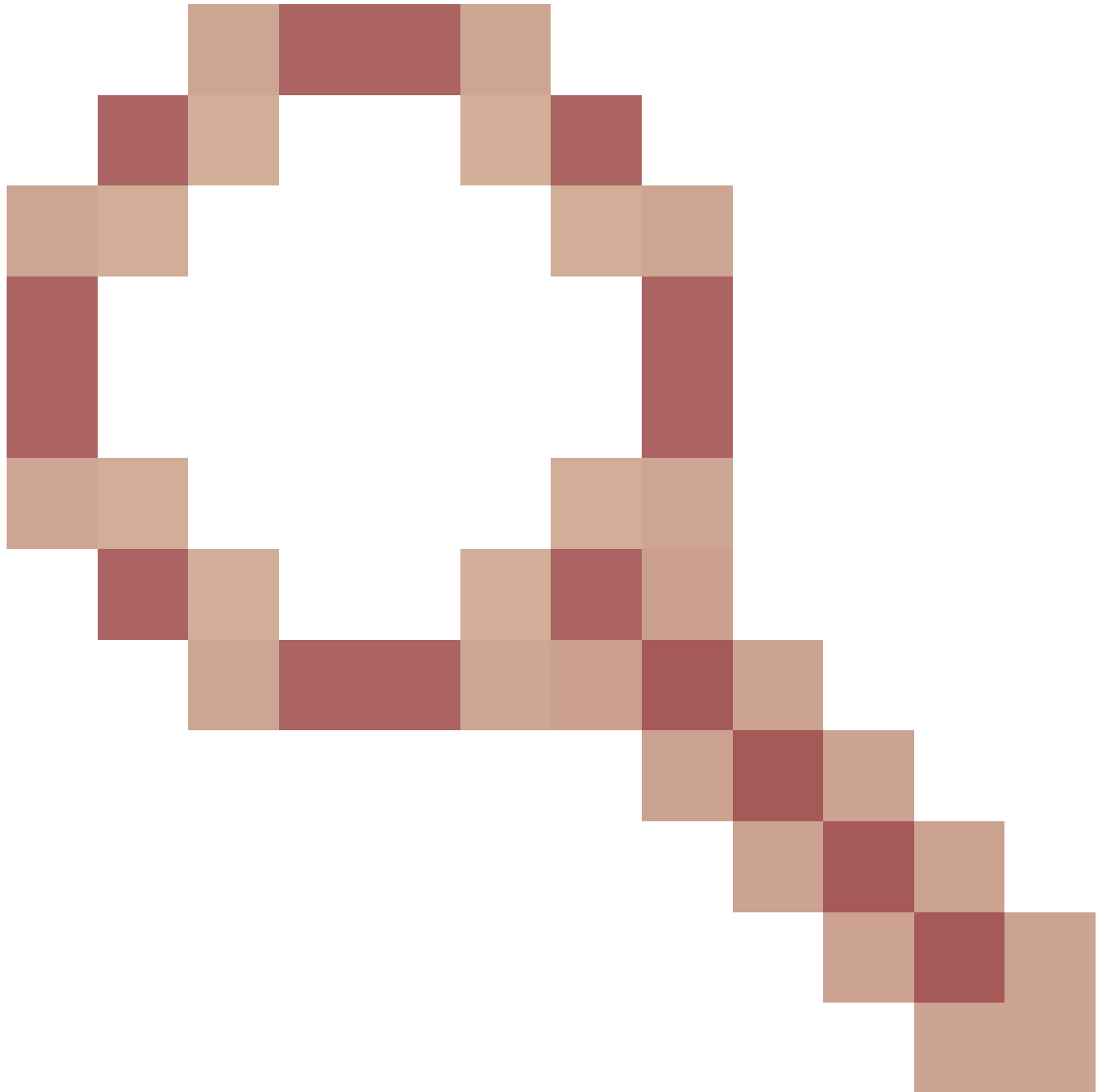
If this error is seen for agents only configured to use Webex Connect MRD based PQ, this is due to defect - Cisco bug ID [CSCwk50394](#)





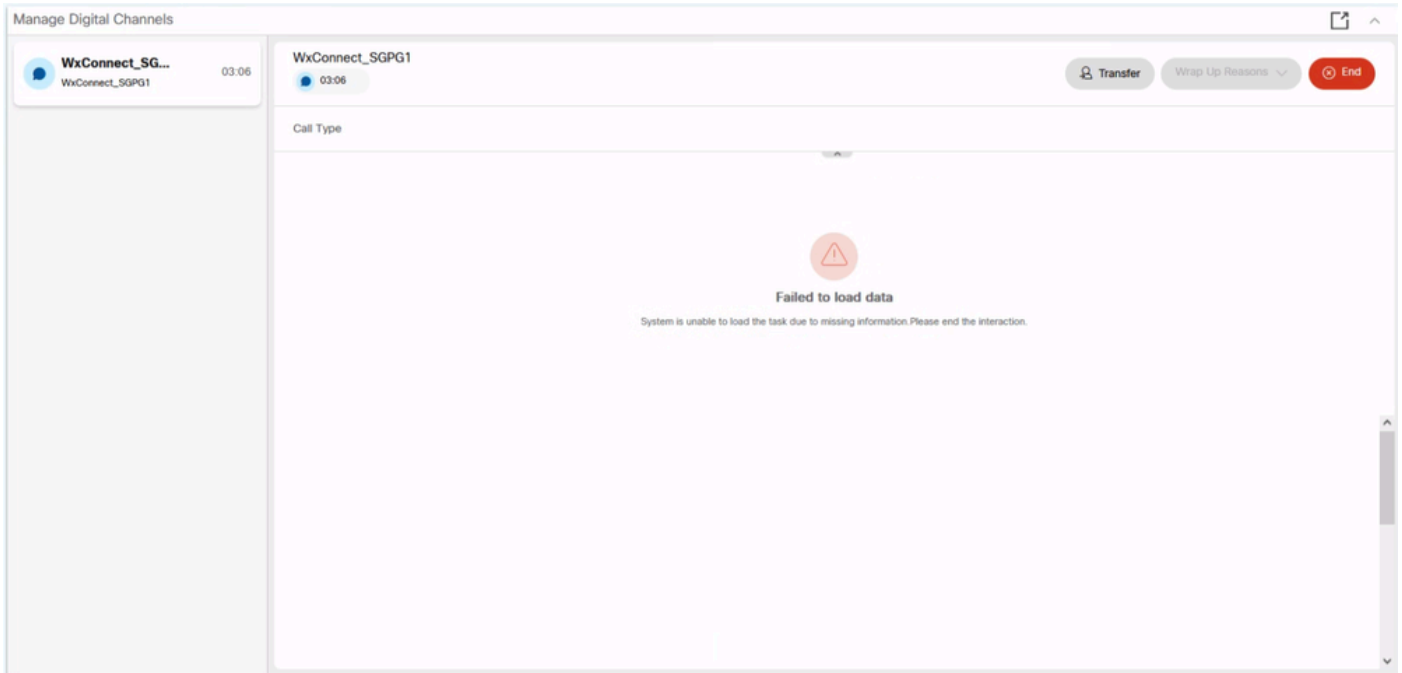


- Console logs show: useMediaSetup.js:242 No MRDs configured for this user.
- Solution for Cisco bug ID [CSCwk50394](#)



: Add the agent to a Skill Group in the Webex Connect specific MRD.

**Scenario 9: Accept Chat fails with - Failed to load data. System is unable to load the task due to missing information.**



This indicates the Manage Digital Channels gadget has not received the ECC Variable values which is needed to load the chat session.

Browser console logs show: <finesse-fqdn>:8445/desktop/undefined/api/app-config:1 Failed to load resource: the server responded with a status of 404 ()

Decrypt Logs from the Live Chat Inbound Flow show:

```
{"statusCode":403,"m_strResponseBody":{"errors":[{"error":{"id":"20283","status":403,"message":
```

To resolve this error, ensure:

- The mandatory DR ECC Variables are configured correctly under the Digital Channel Settings configuration gadget on CCE Administration page.
- The mandatory DR ECC Variables are spelled correctly.
- The mandatory DR ECC Variables are added as members in the Expanded Call Variable Payload List configuration under 'List Tools' in the Configuration Manager.



**Note:** The mandatory ECC variable are case sensitive.

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Mandatory ECC Variables:

- user\_DR\_Primary
- user\_DR\_Backup
- user\_DR\_MediaResourceID
- user\_DR\_CustomerName
- user\_DR\_MediaChannelName

For more information on the mandatory ECC variables, refer the **ECC Variables for Digital Routing Tasks** section in the **Digital Channels Integration Using Webex Connect** chapter of the UCCE 12.6.2 Features Guide.


# Digital Channels



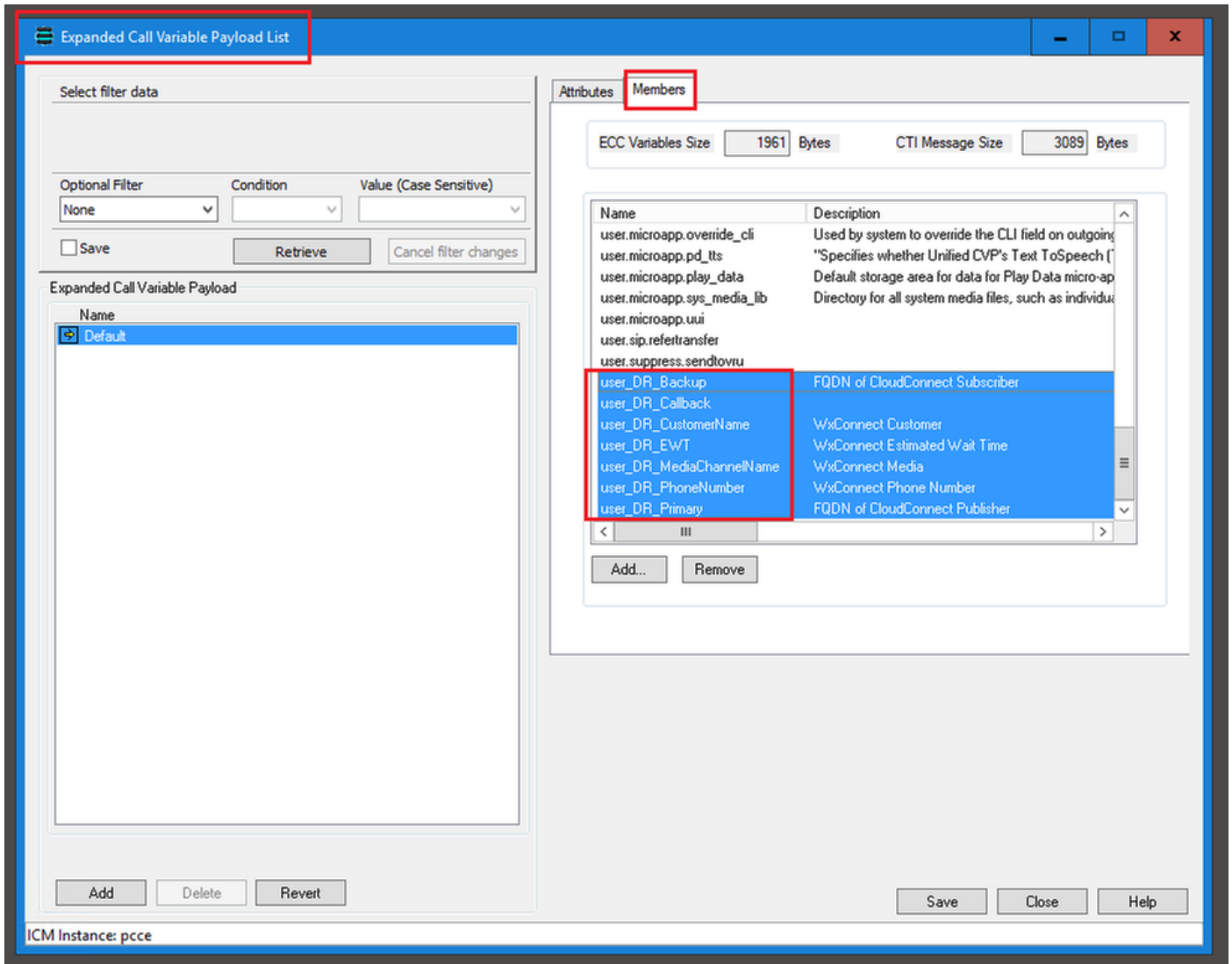
Digital Channel Settings

Digital Channel Statistics

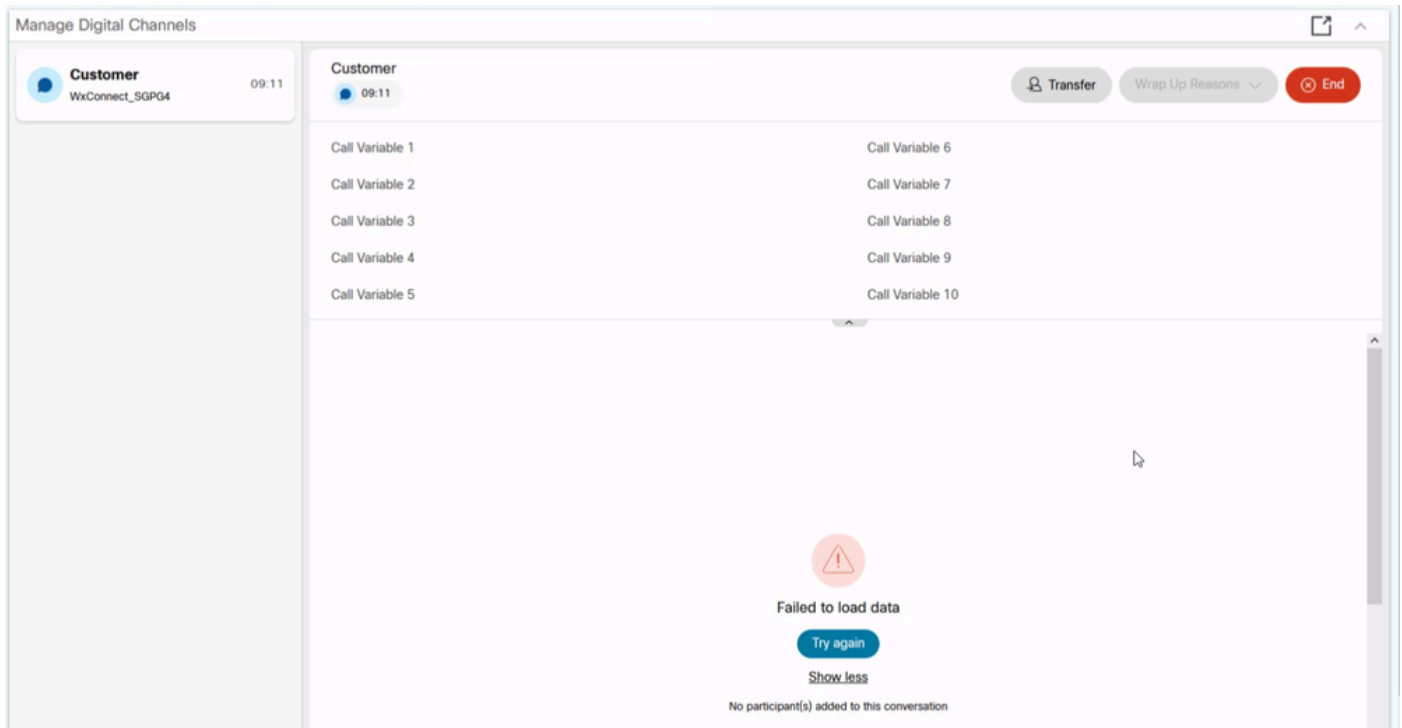
List of ECC Variables

ECC Variables 

Name	Type
user_DR_CustomerName	scalar
user_DR_MediaChannelName	scalar
user_DR_MediaResourceID	scalar
user_DR_Primary	scalar
user_DR_Backup	scalar



**Scenario 10: Chat fails to load on Manage Digital Channels with error - Failed to load data - No participant(s) added to this conversation.**



image

Browser console logs show `""Dispatching event: onConversationLoadedError with payload: {"error":{"status":false,"code":"9015","message":"No participant(s) added to this conversation"},"result":null},"conversationid":"CSRFZTKAJYIYK973"} bundle.js:1:117180 ""`

To resolve this:

- On the Webex Connect portal, check to see if any of the Agnostic Flows are being invoked or not (Created >> Queued >> Routed).
- If not, check the execution conditions for each of the agnostic flows and delete/correct them as required.
- If needed, save and 'Make Live' each of the Agnostic Flows with the correct Application to trigger the agnostic flows.

## Track Digital Routing specific ECC Variables across MR PG, Router and Browser Console logs.

For logs, refer the document [Track Task Routing Events in a CCE Environment Integrated with Webex Connect](#)

### Enable ECC Variable Tracing

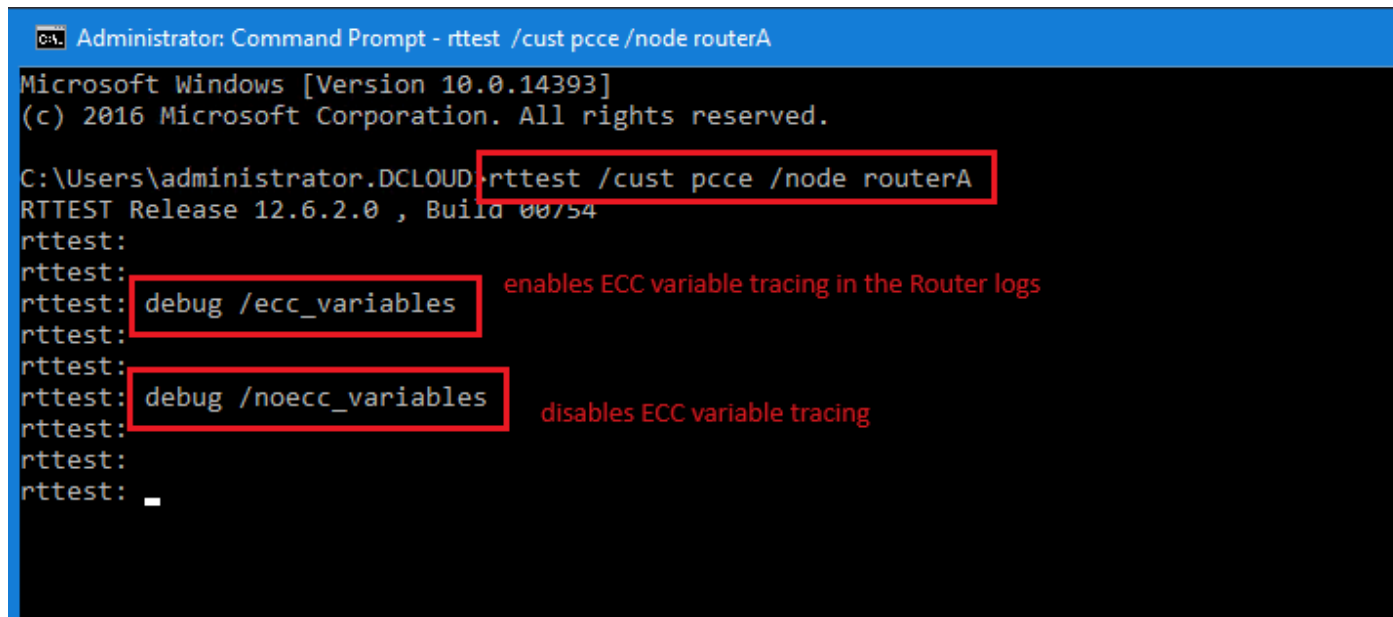
ECC Variable tracing can be enabled on the components listed below, in order to track the ECC variables across all the components:

- Router
- OPC on MR PG
- CTISVR

For instructions and commands to enable and disable the ECC variable tracing, refer this document - [Troubleshoot Call and ECC Variables Issue.](#)



Here is an example of the commands used to enable and disable ECC variable tracing on the Router (rtr) component.



```
Administrator: Command Prompt - rttest /cust pcce /node routerA
Microsoft Windows [Version 10.0.14393]
(c) 2016 Microsoft Corporation. All rights reserved.

C:\Users\administrator.DCLOUD>rttest /cust pcce /node routerA
RTTEST Release 12.6.2.0 , Build 00754
rttest:
rttest:
rttest: debug /ecc_variables enables ECC variable tracing in the Router logs
rttest:
rttest: debug /noecc_variables disables ECC variable tracing
rttest:
rttest:
rttest: _
```

## Related Information

### Features Guide - Digital Channels Integration Using Webex Connect:

- **UCCE:**  
[https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cust\\_contact/contact\\_center/icm\\_enterprise/icm\\_enterprise\\_guide-1262/rcct\\_m\\_digital-channels-integration-webexconnect\\_12-6-2.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/icm_enterprise/icm_enterprise_guide-1262/rcct_m_digital-channels-integration-webexconnect_12-6-2.html)
- **PCCE:**  
[https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cust\\_contact/contact\\_center/pcce/pcce\\_12\\_6\\_2/maintenance\\_guide-1262/rcct\\_m\\_digital-channels-integration-webexconnect\\_12-6-2.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/pcce/pcce_12_6_2/maintenance_guide-1262/rcct_m_digital-channels-integration-webexconnect_12-6-2.html)

### Cisco Contact Center Enterprise Manage Digital Channels Gadget User Guide:

- [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cust\\_contact/contact\\_center/finesse/finesse\\_1262/user\\_guide/digital-channels/rcct\\_m\\_1262\\_manage-digital-channels.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/finesse/finesse_1262/user_guide/digital-channels/rcct_m_1262_manage-digital-channels.html)

### Administration and Setup Guide for Webex Engage with Cisco Contact Center Enterprise:

- [https://www.cisco.com/c/dam/en/us/td/docs/voice\\_ip\\_comm/cust\\_contact/contact\\_center/icm\\_enterprise/wxengage\\_admin\\_guide.pdf](https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/icm_enterprise/wxengage_admin_guide.pdf)