

# Troubleshoot Live Data Gadgets with Error "View Id : XXXXXX not found."

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## Introduction

This document describes the steps to troubleshoot and rectify the error "View Id : XXXXXX not found." in Finesse for live data gadgets.

Contributed by Cisco Engineering.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unified Contact Center Enterprise (UCCE)
- Finesse

### Components Used

The information used in the document is based on UCCE 11.(X) version.

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 step.

## Problem

Live data gadgets in Finesse generates the error "View Id : XXXXXX not found." and fail to load, as shown in the image:



Generally the error means that there is no view information in Cisco Unified Intelligence Center (CUIC) database with the mentioned ID.

## Solution

In order to check and confirm if the view exists in the CUIC database run the command: **run sql select Id, Name, ParentRptId from cuic\_data:cuicgrid where id = '<viewID>'** query on CUIC CLI.

Example of the query for the error stated in the problem section:

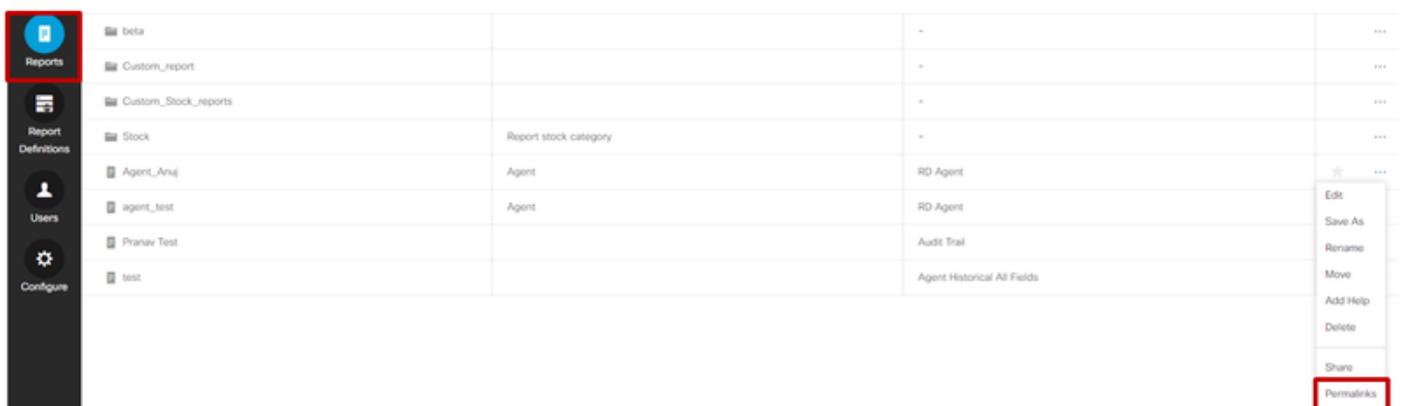
```
run sql select Id, Name, ParentRptId from cuic_data:cuicgrid where id = '119F44F41B1000014D0000036A0A4E5AE0'
```

If the query returns no records it means that there is no view which exists in the CUIC system for the given Id.

In order to fix the issue first you have to fetch the correct viewId of a report from CUIC.

In CUIC 11.5 and above version follow this procedure to get the ID.

Step 1. On the **Reports** tab of CUIC, for the report for which the viewId needs to be checked, In the **Actions** column select **Permalinks**, as shown in the image:



Step 2. In **Permalinks** windows select the HTML in the **Links** section which exposes the permalink ID in the Links URL as shown in the image:

# Permalinks



View Name	View Type	Authenticate	Links		
Agent	Grid	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> HTML	Excel	XML
Agent All Fields	Grid	<input checked="" type="checkbox"/>	HTML	Excel	XML

Link

Step 3. Note down the value of 'viewId' for the permalink link.

The steps differ for CUIC version less than 11.5 . to fetch the viewId .

The steps are;

Step 1. In the report, select on **Edit Views**.

Step 2. In the listed **Available views** select the view and on **Links**, copy the **viewid** from **HTML Link** field.

After the correct viewId of the report is acquired, In finesse desktop layout copy the same in the the desired live data gadget permalink and save as shown in the image:

The screenshot shows the 'Manage Desktop Layout' interface in Finesse. The 'Desktop Layout' tab is selected. The 'Finesse Layout XML' area contains the following code:

```
<!--  
The following Gadgets are for LiveData.  
If you wish to show LiveData Reports, then do the following:  
1) Uncomment each Gadget you wish to show.  
2) Replace all instances of "CUICA.bubba.com" with the Fully Qualified Domain Name of your Intelligence Center Server.  
3) [OPTIONAL] Adjust the height of the gadget by changing the "gadgetHeight" parameter.  
IMPORTANT NOTES:  
- In order for these Gadgets to work, you must have performed all documented pre-requisite steps.  
- The use of HTTP/HTTPS "must" match what your Users use for the Finesse Desktop (HTTP or HTTPS).  
- If you wish to use HTTP, then HTTP must be enabled on both Finesse and Intelligence Center.  
- Do NOT change the viewId (unless you have built a custom report and know what you are doing).  
- The "teamName" will be automatically replaced with the Team Name of the User logged into Finesse (for Team-specific layouts).  
-->  
  
<!-- HTTP Version of LiveData Gadgets -->  
<!-- TEAM STATUS REPORTS: 1. Agent Default view (default), 2. Agent Skill Group Default view -->  
<gadget>https://CUICA.bubba.com:8444/cuic/gadget/LiveData/LiveDataGadget.jsp?gadgetHeight=310&viewId_1=99F6C8E21000014100000080A0006C4&filterId_1=agent  
<!-- QUEUE STATUS REPORTS: 1. Skill Group Default view (default), 2. Skill Group Utilization view, 3. Precision Queue Default view, 4. Precision Queue  
<gadget>https://CUICA.bubba.com:8444/cuic/gadget/LiveData/LiveDataGadget.jsp?gadgetHeight=310&viewId_1=B7371BE210000144000002870A0007C5&filterId_1=ski  
viewId_3=B71A630C10000144000002480A0007C5&filterId_3=precisionQueue.id=CLN20teamName&viewId_4=286B86F01000014C000005330A0006C4&filterId_4=precisionQueue.id=CLN20teamName</gadget>
```