

# Troubleshoot Agent Desktop Disconnect Issues

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## Introduction

This document describes how to capture networking logs on agent's PC while troubleshooting Agent Desktop disconnect problem.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Webex Contact Center portal - <https://admin.webex.com/>
- Webex Contact Center Agent Desktop - [Contact Center Desktop \(cisco.com\)](#)
- WxCC 2.0
- Networking basics

### Components Used

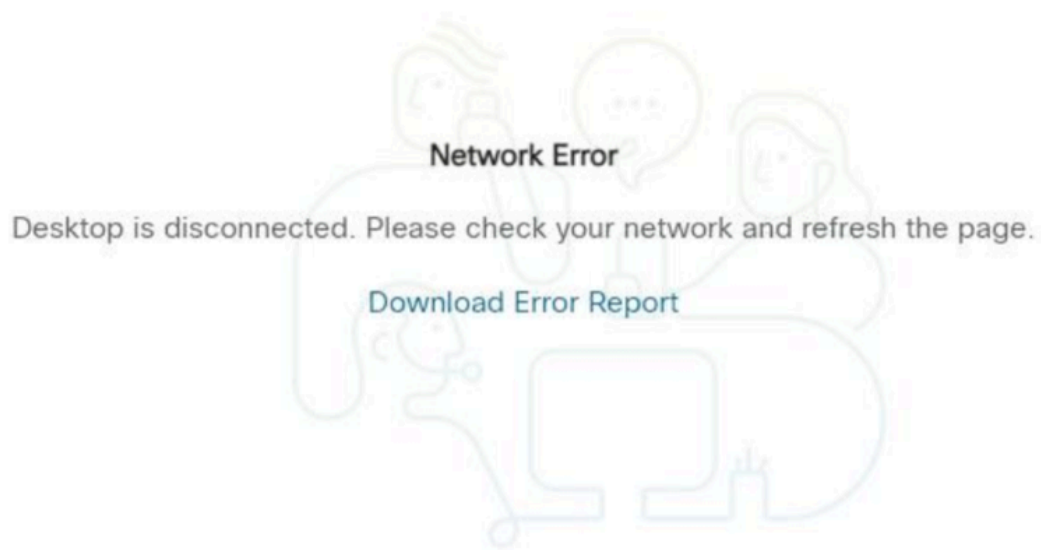
The information in this document is based on these software versions:

- WxCC 2.0

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.

## Problem Description

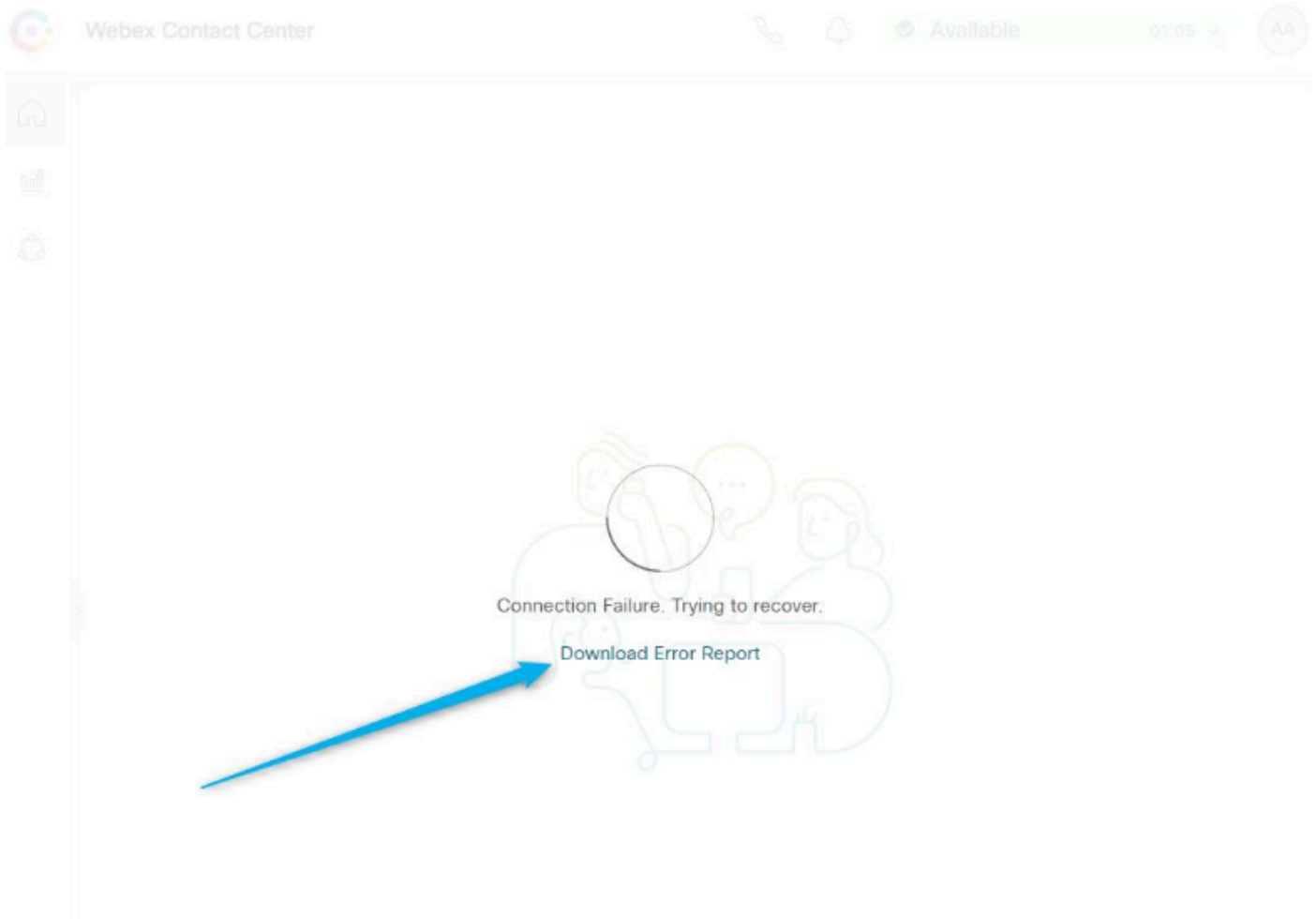
Agents complain that they see their Agent Desktop losing internet connection.



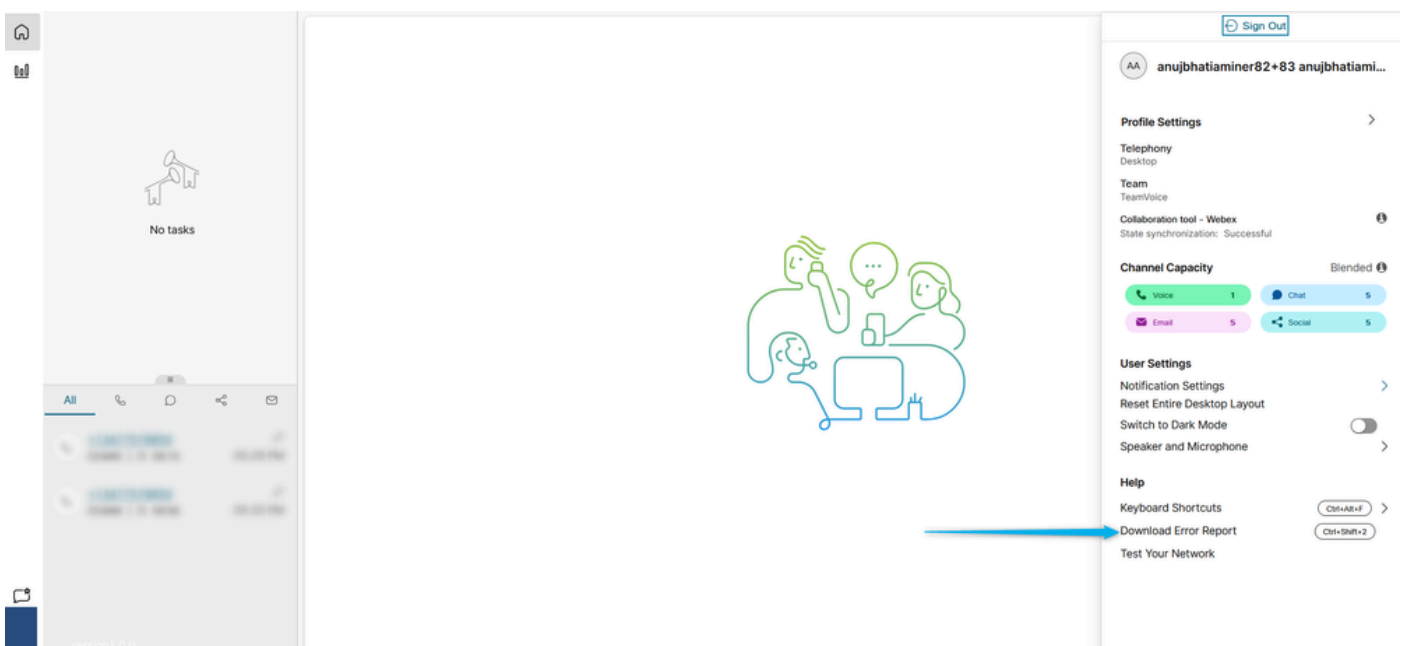
## Troubleshooting

### Step 1. Collect Error report.

You can do it while the Agent Desktop is reconnected or has lost connection.



You can also collect the Error Report after the Agent Desktop reestablishes the connection.



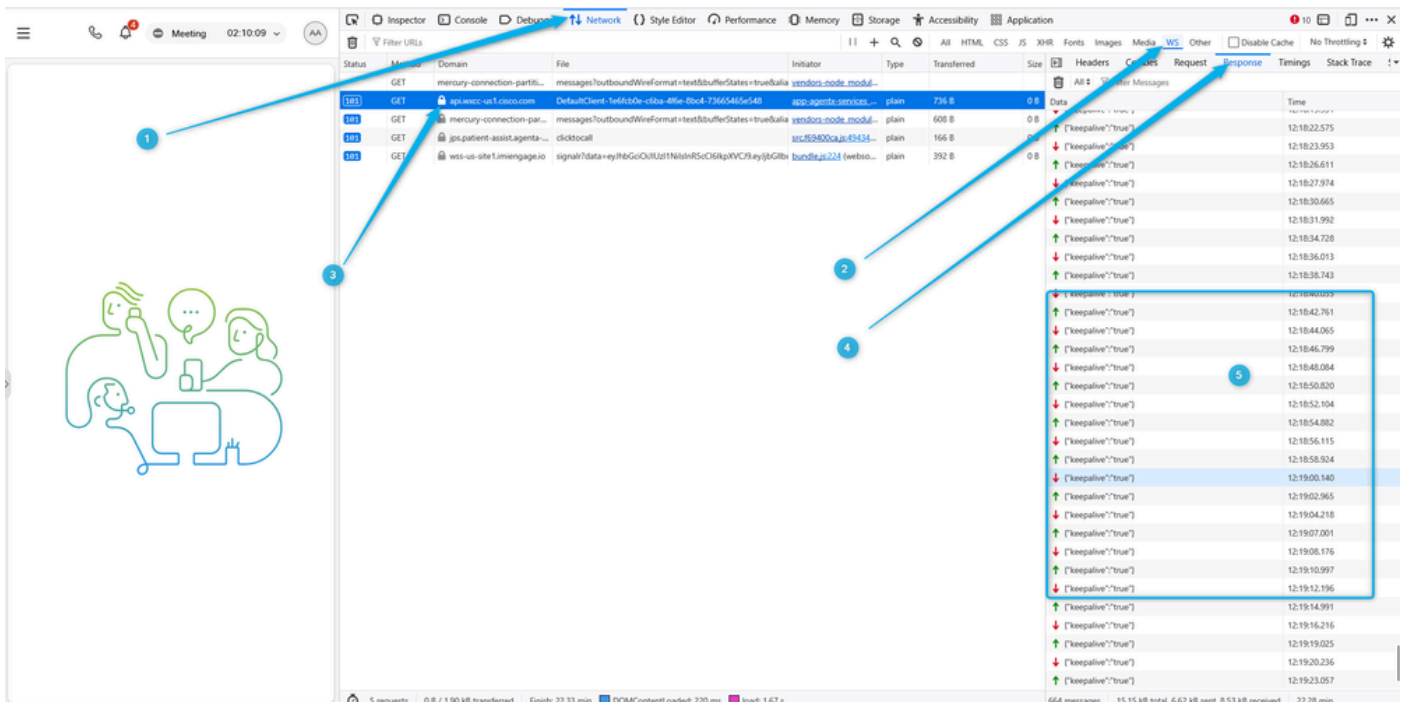
## Step 2. Understand how the keepalives are sent and received by the Agent Desktop.

There are keepalive messages from the Agent Desktop Application to the backend every 4 seconds. In parallel, there are keepalive messages from the Notifs (backend) to the Agent Desktop.



- Agent Desktop stopped receiving messages from the notifications, or messages from notifications are coming with delays or out of order. This points to networking issues, and as the next step, the customer's IT department needs to be engaged to help monitor networking browser logs, and collect packet captures from the agent's PC and network devices.

#### Step 4. Review the browser logs to find the WebSocket live messages.



### Step 5. Collect IP addresses that could be related to the WebSocket connection.

```

C:\Users\mdanylch>nslookup api.wxcc-us1.cisco.com
Server:  dns-rtp.cisco.com
Address:  2001:420:210d::a

Non-authoritative answer:
Name:     istioapialb.produs1.ciscoccservice.com
Addresses: 34.237.116.181
          98.82.240.79
          52.201.116.220
Aliases:  api.wxcc-us1.cisco.com

```

## Step 6. Capture and review networking logs.

Capture networking logs using Wireshark or any other networking tools that you are comfortable with.

Filter the logs by the IP addresses collected in Step 5, and filter for messages between your PC and any of those IP addresses. These messages are keepalives between the Agent Desktop and notifications, and vice versa.

Wireshark capture showing network traffic. The filter bar is set to: `(ip.addr == 34.237.116.181) or (ip.addr == 98.82.240.79) or (ip.addr == 52.201.116.220)`

No.	Time	Source	Destination	Protocol	Length	Info
37	2025-02-26 12:27:22	082284 10.151.184.141	98.82.240.79	TLSv1.2	102	Application Data
38	2025-02-26 12:27:22	092687 98.82.240.79	10.151.184.141	TCP	54	443 → 62600 [ACK] Seq=1 Ack=49 Win=140 Len=0
44	2025-02-26 12:27:23	030472 98.82.240.79	10.151.184.141	TLSv1.2	98	Application Data
45	2025-02-26 12:27:23	078787 10.151.184.141	98.82.240.79	TCP	54	62600 → 443 [ACK] Seq=49 Ack=45 Win=252 Len=0
82	2025-02-26 12:27:26	136511 10.151.184.141	98.82.240.79	TLSv1.2	102	Application Data
83	2025-02-26 12:27:26	148086 98.82.240.79	10.151.184.141	TCP	54	443 → 62600 [ACK] Seq=45 Ack=97 Win=140 Len=0
96	2025-02-26 12:27:27	056496 98.82.240.79	10.151.184.141	TLSv1.2	98	Application Data
97	2025-02-26 12:27:27	101167 10.151.184.141	98.82.240.79	TCP	54	62600 → 443 [ACK] Seq=97 Ack=89 Win=252 Len=0
191	2025-02-26 12:27:30	179374 10.151.184.141	98.82.240.79	TLSv1.2	102	Application Data
192	2025-02-26 12:27:30	189966 98.82.240.79	10.151.184.141	TCP	54	443 → 62600 [ACK] Seq=89 Ack=145 Win=140 Len=0
198	2025-02-26 12:27:31	075243 98.82.240.79	10.151.184.141	TLSv1.2	98	Application Data
199	2025-02-26 12:27:31	138424 10.151.184.141	98.82.240.79	TCP	54	62600 → 443 [ACK] Seq=145 Ack=133 Win=251 Len=0
232	2025-02-26 12:27:34	257080 10.151.184.141	98.82.240.79	TLSv1.2	102	Application Data
234	2025-02-26 12:27:34	267420 98.82.240.79	10.151.184.141	TCP	54	443 → 62600 [ACK] Seq=133 Ack=193 Win=140 Len=0
251	2025-02-26 12:27:35	137240 98.82.240.79	10.151.184.141	TLSv1.2	98	Application Data
255	2025-02-26 12:27:35	180739 10.151.184.141	98.82.240.79	TCP	54	62600 → 443 [ACK] Seq=193 Ack=177 Win=251 Len=0

Red callouts highlight specific messages:

- Keepalive message from Agent Desktop to Notifs (backend)
- Keepalive message from Notifs (backend) to the Agent Desktop

## Step 7. Capture logs on networking devices.

You would also need to capture the logs on your networking devices, such as routers, firewalls, or L3 switches, to troubleshoot why keepalives are not flowing properly.