

# Diagnostic Framework Portico Manual Installation and Log Files



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## Introduction

This document describes the procedure used in order to recover a failed installation of the Cisco Unified Contact Center Enterprise (UCCE) Diagnostic Framework Portico.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco UCCE
- Diagnostic Framework Portico
- Microsoft Windows Services, Registry, and CLI

### Components Used

The information in this document is based on Cisco UCCE Versions 8.5 and 9.0.

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, make sure that you understand the potential impact of any command.

## Problem

After a fresh installation or Refresh Upgrade, the Diagnostic Framework Portico page might not load. Additionally, the *Cisco Intelligent Contact Management (ICM) Diagnostic Framework* service might not appear in *services.msc*.

## Troubleshooting

Access these URLs from the local server that Portico runs on in order to reach the Portico Diagnostic page. Ensure that you update the `<UCCE-server-IP>` and `<Instance-Name>` place-holders accordingly for your environment.

- `https://localhost:7890/icm-dp/rest/DiagnosticPortal/GetMenu`
- `https://<UCCE-server-IP>:7890/icm-dp/rest/DiagnosticPortal/GetMenu`
- `https://<UCCE-server-IP>:7890/icm-dp/rest/AnalysisManager/GetMenu?InstanceName=<Instance-Name>`

If the above URLs do not work, refer to these log files for additional information:

- `C:\icm\serviceability\diagnostics\logs`
- `C:\Temp\icminstall.log`

If either of these logs reference installer errors, you can review the *InstallUtil* logs. In order to do this, navigate to `C: > Windows > Microsoft.NET > Framework > v2.0.50727 > InstallUtil`, and open *InstallUtil.INSTALLLOGFILE*.

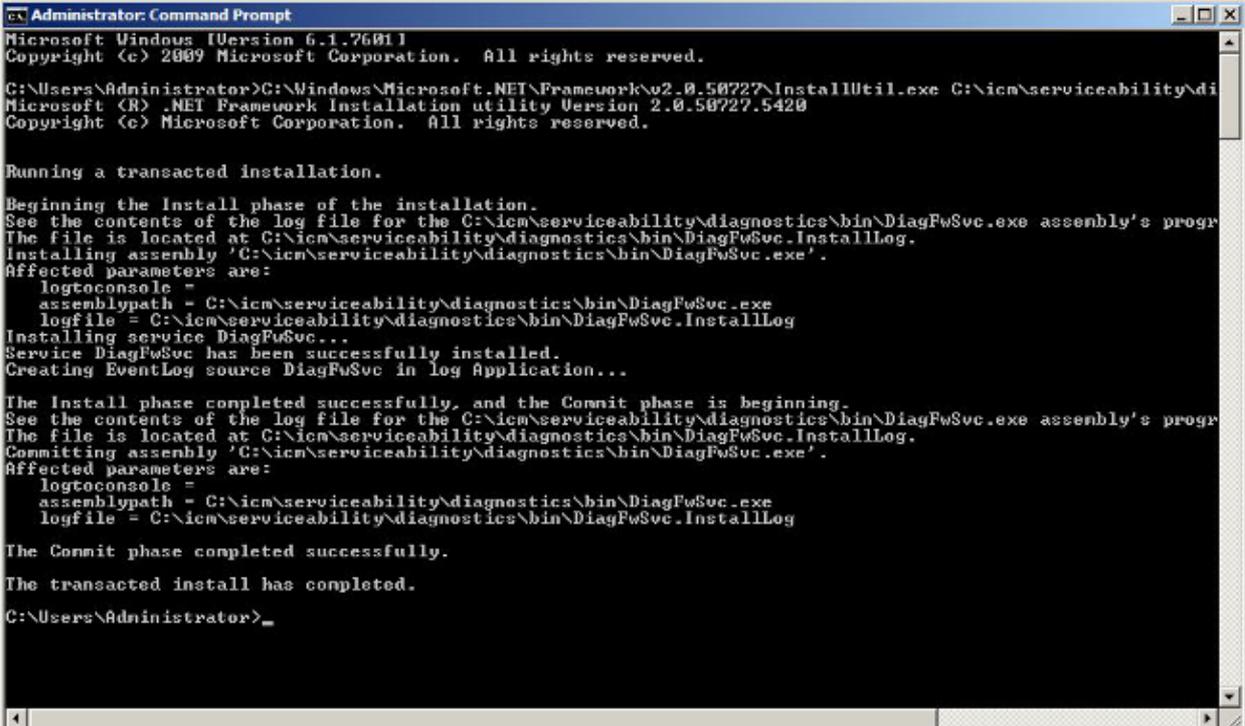
## Solution

Complete these steps in order to install the Diagnostic Framework manually:

1. Open a command prompt.
2. Enter these commands:

```
C:\Windows\Microsoft.NET\Framework\v2.0.50727\InstallUtil.exe  
C:\icm\serviceability\diagnostics\bin\DiagFwSvc.exe
```

The Diagnostic Framework is now installed, as shown in this image:



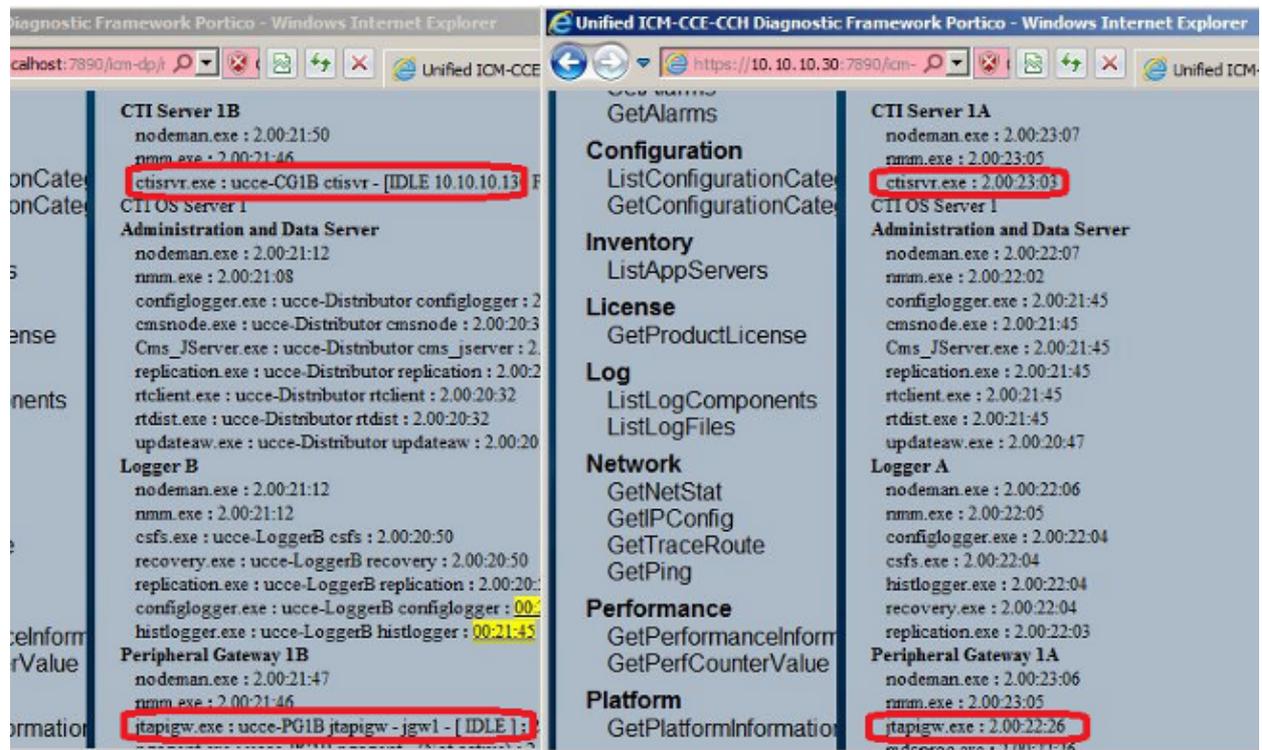
```
Administrator: Command Prompt  
Microsoft Windows [Version 6.1.7601]  
Copyright (c) 2009 Microsoft Corporation. All rights reserved.  
  
C:\Users\Administrator>C:\Windows\Microsoft.NET\Framework\v2.0.50727\InstallUtil.exe C:\icm\serviceability\diagnostics\bin\DiagFwSvc.exe  
Microsoft (R) .NET Framework Installation utility Version 2.0.50727.5420  
Copyright (c) Microsoft Corporation. All rights reserved.  
  
Running a transacted installation.  
  
Beginning the Install phase of the installation.  
See the contents of the log file for the C:\icm\serviceability\diagnostics\bin\DiagFwSvc.exe assembly's progress. The file is located at C:\icm\serviceability\diagnostics\bin\DiagFwSvc.InstallLog.  
Installing assembly 'C:\icm\serviceability\diagnostics\bin\DiagFwSvc.exe'.  
Affected parameters are:  
  logtoconsole =  
  assemblypath = C:\icm\serviceability\diagnostics\bin\DiagFwSvc.exe  
  logfile = C:\icm\serviceability\diagnostics\bin\DiagFwSvc.InstallLog  
Installing service DiagFwSvc...  
Service DiagFwSvc has been successfully installed.  
Creating EventLog source DiagFwSvc in log Application...  
  
The Install phase completed successfully, and the Commit phase is beginning.  
See the contents of the log file for the C:\icm\serviceability\diagnostics\bin\DiagFwSvc.exe assembly's progress. The file is located at C:\icm\serviceability\diagnostics\bin\DiagFwSvc.InstallLog.  
Committing assembly 'C:\icm\serviceability\diagnostics\bin\DiagFwSvc.exe'.  
Affected parameters are:  
  logtoconsole =  
  assemblypath = C:\icm\serviceability\diagnostics\bin\DiagFwSvc.exe  
  logfile = C:\icm\serviceability\diagnostics\bin\DiagFwSvc.InstallLog  
  
The Commit phase completed successfully.  
  
The transacted install has completed.  
  
C:\Users\Administrator>_
```

If the service already exists on your machine, you get this message:

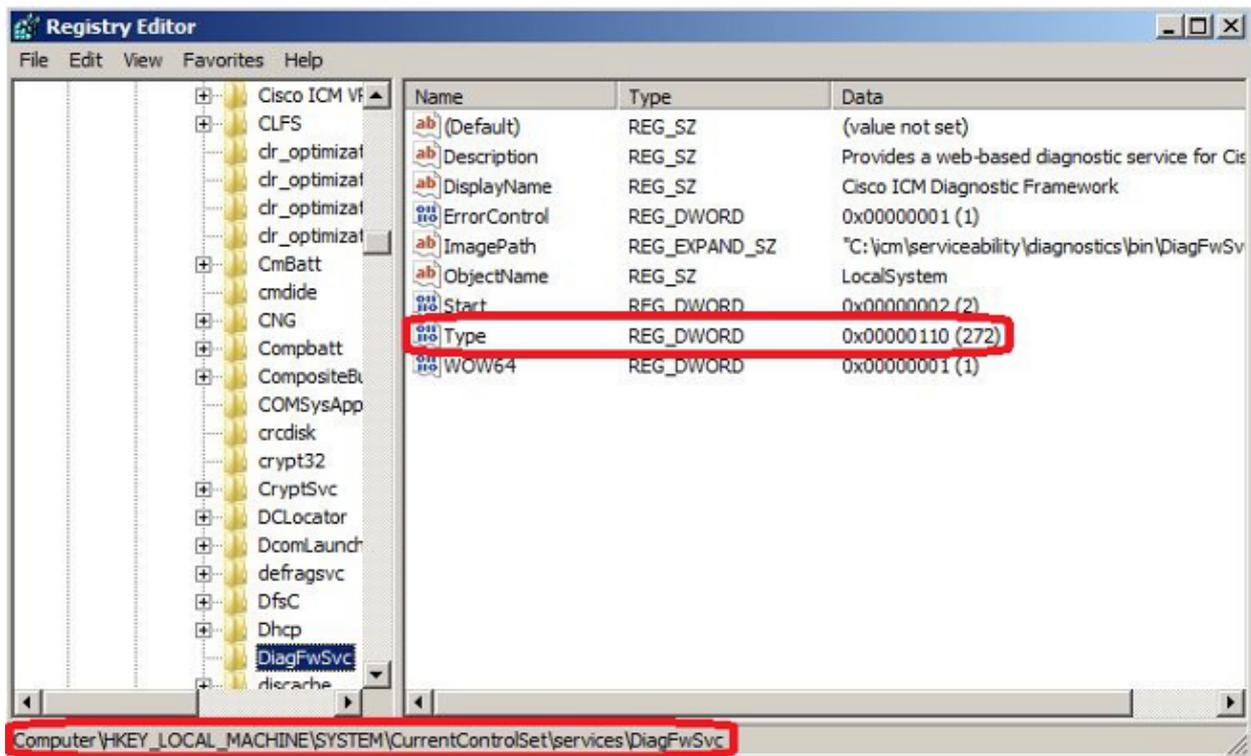
An exception occurred during the Install phase.  
System.ComponentModel.Win32Exception: The specified service already exists

Installation is performed in a transactioned way; if one of the assemblies fails to install, the installation of all other assemblies is postponed. Uninstall is not transactioned.

**Note:** After manual installation of the Diagnostic Framework Portico, the processes (in the bottom-right of the next screenshot) might fail to show a status. If installed correctly, the information in the bottom-left of the screenshot should display.



If the ICM Diagnostic Portico *ListProcesses* and Unified CLI *show processes* commands do not show the status of ICM processes after manual installation is completed, navigate to **HKEY\_LOCAL\_MACHINE > SYSTEM > CurrentControlSet > services > DiagFwSvc** and verify that the *Type* is set to **0x0000110 (272)**.



If a registry change is required, reboot the server in order to commit the change. After the reboot, the status of UCCE processes should display properly.