

Useful Trace Settings For Cisco Unified Contact Center Enterprise Re-skilling Tool

Contents

[Introduction](#)

[Q.](#)

[A.](#)

Introduction

This document describes some useful trace settings for Unified Contact Center Enterprise(UCCE) reskilling tool for UCCE versions prior to version 11.x. which helps to point out where to find the information regarding to following questions.

Q.

1. When did the reskilling happen?
2. Who (i.e. which supervisor account) did the reskilling?
3. What did the supervisor do? i.e. Which skill groups were added/removed from which agents?
4. Where or which PC was used by the particular supervisor?

A.

In order to gather these information, following traces must be enabled:

1. CMSNode

Start regedit from Windows start menu, then navigate to **HKLM\SOFTWARE\Cisco Systems, Inc.\ICM<instance>\Distributor\EMS\CurrentVersion\Library\Processes\cms\EMSTraceMask** and **set** the value to ff.

To collect logs, use window's command line and type **cdlog <instance> dis** where dis stands for distributor and **run dumplog cms /last /of cms.log**

2. Reskilling Application

Navigate to **\icm\tomcat\webapps\uiroot\WEB-INF\properties\common\apiserver\logManager\APIServer.properties** and **enable** logging by

modifying the **verbosity=LOCAL_DUMP** (near bottom of file). Default logging is (off)

verbosity=VERBOSITY_NONE.

From

```
APIServer.TraceFilter.localTraceFilter.className=com.cisco.ics.util.log.trace.WLTraceMessageFilter
```

```
APIServer.TraceFilter.localTraceFilter.verbosity=VERBOSITY_NONE
```

To

```
APIServer.TraceFilter.localTraceFilter.className=com.cisco.ics.util.log.trace.WLTraceMessageFilter
```

```
APIServer.TraceFilter.localTraceFilter.verbosity=LOCAL_DUMP
```

Collect the following logs after the issue has been reproduced from **C:\licm\tomcat\webapps\uiroot\WEB-INF\logs***

3. Apache Tomcat

Step 1. **Back up** the file **C:\licm\tomcat\conf\server.xml** to another folder

Step 2. **Stop** Apache Tomcat service from Windows services

Step 3. **Modify** the file **licm\tomcat\conf\server.xml** by adding the highlighted part:

```
<Host name="localhost" appBase="webapps"
unpackWARs="true" autoDeploy="true"
xmlValidation="false" xmlNamespaceAware="false">
```

```
<Valve className="org.apache.catalina.valves.AccessLogValve" directory="logs"
prefix="localhost_access_log." suffix=".txt" pattern="common" resolveHosts="false"/>
</Host>
```

Step 4. **Start** the Tomcat service

Collect the files starts with localhost_access_log.2014-02-14.txt under **licm\tomcat\logs**

Now, let's go back to those questions that were raised at the beginning.

Question 1. When did the reskilling happen?

You see the activities in either CMSNode log or Reskilling application log.

Sample Logs:

-----CMSNode Logs-----

```
11:26:44:208 dis-cms Trace: [2014/06/16 12:26:44] [ProcessID=5236, ThreadID=5524] 8 DIAG-TRACE (42071) Process: Transporter - PREM Received - [BLOCK-START][REM-START]"2014-6-16-11-26-44""300000""192.168.250.63:87999af:14506964d71:-8000""192.168.250.63:-59aa96ef:146a1f65ce4:-7ff4""6""4""0""""""IPCCAdmin""2""175""0""1584""[REM-END][STATUS-START]"2014-6-16-11-26-44""0""""""0""0""0""0""0""0""""0""""0""""[STATUS-END][VECTOR-START][TABLE-START]"Skill_Group_Member"[COLUMN-START]"SkillGroupSkillTargetID""AgentSkillTargetID"[COLUMN-END][ROW-START]"1""2""0""5004""5001"[ROW-END][TABLE-END][VECTOR-END][BLOCK-END] CMSSVR.DLL E:\Jenkins\workspace\SHARED_ICM\licm\AW\Cms\CmsSvr\cmssvr.cpp Line #523
```

Search IPCCAdmin in CMS logs. We see IPCCAdmin application which is the reskilling tool had an activity at 11:26:44. We see the same activity in the Reskilling Application log too with the same timestamp. **Search** ipccAdmin.reskill.saveAgent

-----Reskilling Application Logs-----

```
06/16/2014 11:26:44.195 TRACE LOCAL_DUMP "Servlet com.cisco.ics.inf.servlet.UIServlet"
com.cisco.ics.inf.servlet.UIServlet UIServlet.service "UIServlet_13 :
start=1402882004194SID=24tlnjq30 SD = null req =
```

ipccAdmin.reskill.saveAgent "" - HTTP Servlet Request for URL:

<http://192.168.250.63/uiroot/uicommander>

Parameters:

personChangeStamp = 1

lastName = One

agentChangeStamp = 4

loginEnabled = true
useDBListCachedParams = false
create = false
agentID = 1001
agentTeamID = Team1
description =
skgIDList = 5004
deskSetting = ADS_Default
SkillGroupsEditListInput = 5004
firstName = agent1
req = ipccAdmin.reskill.saveAgent
key = 5001
supervisorAgent = false
loginName = agent1

Question 2. Who (which supervisor account) did the reskilling?

This can only be seen in the Reskilling Application log. Here is a sample log snippet.

```
06/16/2014 11:44:04.846 TRACE CLASS_DUMP "Command Dispatch"  
com.cisco.ics.inf.uiserver.APIServer APIServer.dispatchCommand "UIServlet_15 :  
start=1402883044845SID=24tlnjq30 SD = default req = ipccAdmin.reskill.loginSupervisor" "" -  
Command dump: message: name = ipccAdmin.reskill.loginSupervisor  
<u>MsgProperties for ipccAdmin.reskill.loginSupervisor</u>  
<ul>  
<li>password (value suppressed)  
<li>name = supervisor1  
<li>req = ipccAdmin.reskill.loginSupervisor  
<li>svcDomain = default  
<li>loginByAgentID = false  
</ul>
```

Search ipccAdmin.reskill.loginSupervisor and we see it was supervisor1 who did the reskilling.

Question 3. What did the supervisor do? i.e. Which skill groups were added/removed from which agents?

We can get this information from either CMS log or Reskilling Application log. For example, here is a CMS logs snippet:

```
11:26:44:208 dis-cms Trace: [2014/06/16 12:26:44] [ProcessID=5236, ThreadID=5524] 8 DIAG-  
TRACE (42071) Process: Transporter - PREM Received - [BLOCK-START][REM-START]"2014-  
6-16-11-26-44""300000""192.168.250.63:87999af:14506964d71:-8000""192.168.250.63:-  
59aa96ef:146a1f65ce4:-7ff4""6""4""0""""IPCCAdmin""2""175""0""1584""[REM-END][STATUS-  
START]"2014-6-16-11-26-44""0""""0""0""0""0""0""0""0""0""0""[STATUS-END][VECTOR-  
START][TABLE-START]"Skill_Group_Member"[COLUMN-  
START]"SkillGroupSkillTargetID""AgentSkillTargetID"[COLUMN-END]
```

```
[ROW-START]"-1""2""0""5004""5001"[ROW-END][TABLE-END][VECTOR-END][BLOCK-END]  
CMSSVR.DLL E:\Jenkins\workspace\SHARED_ICM\icm\AW\Cms\CmsSvr\cmssvr.cpp Line #523
```

The information that we get from the above highlighted message is that the Reskilling Tool (IPCCAdmin) tried to add the skill group with SkillTargetID 5004 to the agent who has SkillTargetID = 5001 (number 2 in the highlighted part indicates add).

192.168.250.101 - - [16/Jun/2014:11:44:04 +1000] "POST
/uiroot/uicommander?svcDomain=default&req=ipccAdmin.reskill.loginSupervisor HTTP/1.1" 200
3022

From the above message, we see that the client PC with IP address 192.168.250.101 logged out and logged in to the Reskilling Application at 11:44.

In a summary, with the above debuggings turned on, we are able to know more details of the activities made by the Reskilling Tool.