

UCCE: Wrong Start Time on Real Time Display

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Introduction

With Cisco Unified Contact Center Enterprise (UCCE) 7.5, the wrong start time appears in the real time display for Cisco Agent Desktop. This document explains how to troubleshoot this issue.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on the Cisco Unified Contact Center Enterprise 7.5(1) and later.

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.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Problem

With Cisco Unified Contact Center Enterprise 7.5, the wrong start time appears in the real time display for Cisco Agent Desktop. This occurs only with UCCE 7.5(1) and later and when you upgrade from a previous version, for example UCCE 7.2(1).

Solution

This issue can happen when the data type for the report is set to **type=2**, which indicates a duration value, rather than **type=3**, which correctly shows this column as a timestamp.

In order to resolve the issue, change this entry in the LDAP browser:

- **For Agent Call Log Display:**

lcc=Call Center , ou=Application Data, appName=Desktop Reports,
sectName=2, keyName=column0.

Change keyvalue: 'type=2' to 'type=3'

- **For Agent ACD State Log:**

lcc=Call Center , ou=Application Data, appName=Desktop Reports,
sectName=1, keyName=column0.

Change keyvalue: 'type=2' to 'type=3'

Related Information

- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Troubleshooting Cisco IP Telephony** [↗](#)
- **Technical Support & Documentation – Cisco Systems**

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