

Troubleshooting Contact Center Components

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Unified Contact Center for Hosted Collaboration Solution

For more information on troubleshooting Unified Contact Center for Hosted Collaboration Solution, refer to https://www.cisco.com/c/en/us/support/unified-communications/hosted-collaboration-solution-contact-center/tsd-products-support-series-home.html.

Cisco Unified Communications Manager RTMT

RTMT Analysis Manager can be used to set and collect trace files from HCS for Contact Center applications:

- Set trace setting
- Collect trace logs
- Schedule trace setting and collection

For more information on the RTMT Analysis Manager, see *Cisco Unified Real-Time Monitoring Tool Administration Guide* at http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-maintenance-guides-list.html.

Unified System CLI

When a Unified Contact Center operation issue arises, you can use the Unified System CLI tool to collect data for Cisco engineers to review.

The Unified System CLI includes the following features:

- Installs automatically on all Unified CCE, Unified CVP, and Unified CCDM servers.
- Retrieves your entire solution topology automatically from the Unified CCDM/OAMP server.
- Uses a consistent command across multiple products and servers.
- Executes as a Windows scheduled job.

For more information, see the *Cisco Unified System CLI Quick-Reference Guide* at: https://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-maintenance-guides-list.html

Cisco Unified Contact Center Express

Logs

The following logs include event, error, and chat message logs:

- Agent Desktop: agent.log
- Backup and Restore utility: CDBRTool.log
- BIPPA service: IPPASvr.log
- BIPPA service JSP client: IPPAClient.log
- CAD Configuration Setup: PostInstall.log
- CAD uninstall process: fcuninstall.log
- CAD-BE: CadBE.log
- Chat client: monday.txt, tuesday.txt, wednesday.txt, thursday.txt, friday.txt, saturday.txt, sunday.txt
- Chat service: FCCServer.log
- Desktop Administrator: Desktop Configuration: administrator.log
- Desktop Administrator: Enterprise Data Configuration: TSSPAdm.log
- Desktop Administrator: Framework: Splkview.log
- Desktop Administrator: Unified CCE Configuration: IPCCAdm.log
- Desktop Administrator: Personnel Configuration: personnel.log
- Desktop Monitoring Console: SMC.log, SMCGetServerList.log
- Directory Services: slapd.log
- Directory Services Replication: slurpd.log
- Enterprise service: CTIStorageServer.log, WorkflowEngine.log
- LDAP Monitor service: LDAPMonSvr.log
- License Administrator: LicensingAdmin.log
- LRM service: LRMServer.log
- OpenLDAP: openldap.log
- Recording and Playback service: RPServer.log

For more information about troubleshooting Cisco Unified Contact Center Express, see the *Cisco CAD Troubleshooting Guide* at:

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/prod_troubleshooting_guides_list.html, or see Cisco Unified Contact Center Hosted Troubleshooting Guides.

Cisco Unified Contact Center Express