Troubleshooting Contact Center Components

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.