

Dépannage des problèmes de déconnexion d'Agent Desktop

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Introduction

Ce document décrit comment capturer les journaux réseau sur le PC de l'agent lors du dépannage du problème de déconnexion d'Agent Desktop.

Conditions préalables

Exigences

Cisco vous recommande de prendre connaissance des rubriques suivantes :

- Portail WebEx Contact Center - <https://admin.webex.com/>
- Webex Contact Center Agent Desktop - [Contact Center Desktop \(cisco.com\)](#)
- WxCC 2.0
- Notions de base sur les réseaux

Composants utilisés

Les informations contenues dans ce document sont basées sur les versions de logiciel suivantes :

- WxCC 2.0

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. Si votre réseau est en ligne, assurez-vous de bien comprendre l'incidence possible des commandes.

Description du problème

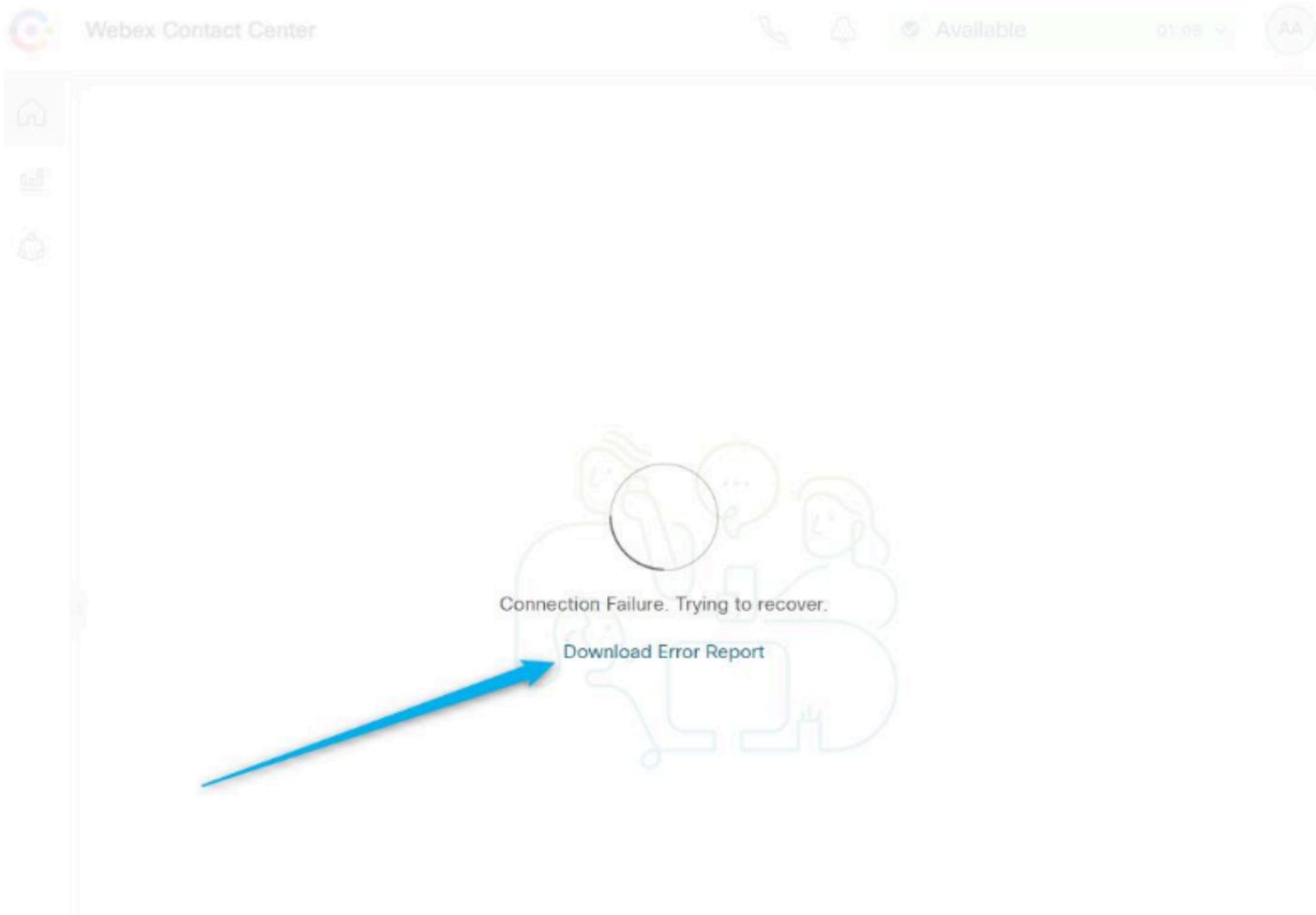
Les agents se plaignent de voir leur Agent Desktop perdre leur connexion Internet.



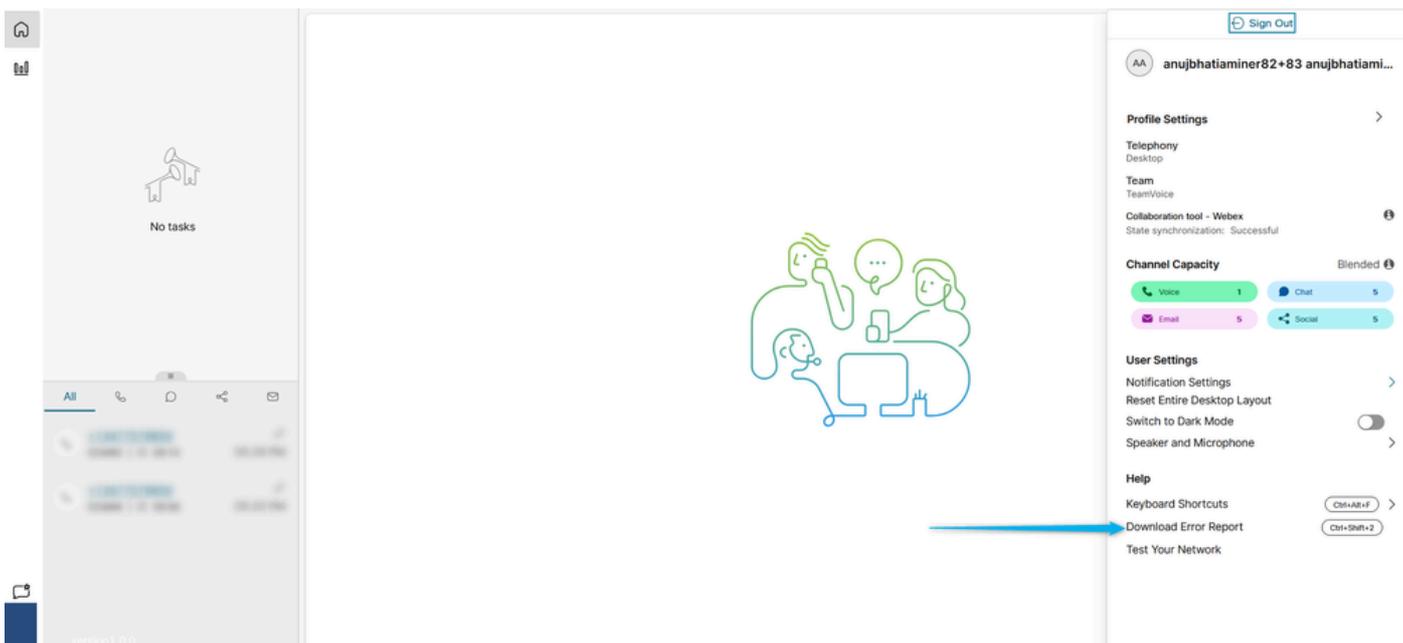
Dépannage

Étape 1 : collecte du rapport d'erreurs

Vous pouvez le faire lorsque Agent Desktop est reconnecté ou a perdu la connexion.



Vous pouvez également collecter le rapport d'erreurs une fois qu'Agent Desktop a rétabli la connexion.



Étape 2. Comprendre comment les messages de test d'activité sont envoyés et reçus par Agent Desktop

Des messages de test d'activité sont envoyés toutes les 4 secondes de l'application Agent Desktop au serveur principal. En parallèle, il existe des messages de test d'activité depuis le Notif (back-end) vers Agent Desktop.

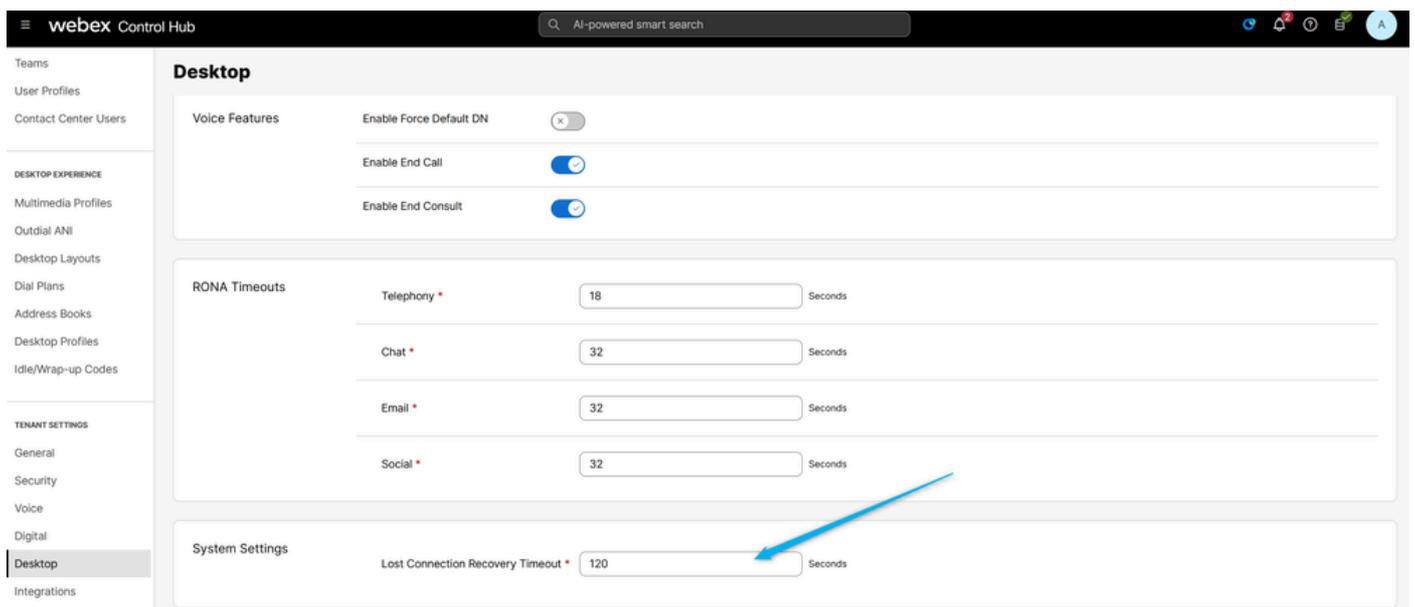
```
2025-02-26 10:38:12:613 agentx-services Trace ["Keepalive from Desktop every 4 sec | { keepalive: 'true' } :: WS status: 1 :: Desktop is online: true"]
2025-02-26 10:38:15:869 agentx-services Trace ["Keepalive from notifs",{"keepalive":"true"}]
2025-02-26 10:38:19:125 agentx-services Trace ["Keepalive from Desktop every 4 sec | { keepalive: 'true' } :: WS status: 1 :: Desktop is online: true"]
2025-02-26 10:38:22:381 agentx-services Trace ["Keepalive from notifs",{"keepalive":"true"}]
2025-02-26 10:38:25:637 agentx-services Trace ["Keepalive from Desktop every 4 sec | { keepalive: 'true' } :: WS status: 1 :: Desktop is online: true"]
2025-02-26 10:38:28:893 agentx-services Trace ["Keepalive from notifs",{"keepalive":"true"}]
2025-02-26 10:38:32:149 agentx-services Trace ["Keepalive from Desktop every 4 sec | { keepalive: 'true' } :: WS status: 1 :: Desktop is online: true"]
2025-02-26 10:38:35:405 agentx-services Trace ["Keepalive from notifs",{"keepalive":"true"}]
2025-02-26 10:38:38:661 agentx-services Trace ["Keepalive from Desktop every 4 sec | { keepalive: 'true' } :: WS status: 1 :: Desktop is online: true"]
2025-02-26 10:38:41:917 agentx-services Trace ["Keepalive from notifs",{"keepalive":"true"}]
2025-02-26 10:38:45:173 agentx-services Trace ["Keepalive from Desktop every 4 sec | { keepalive: 'true' } :: WS status: 1 :: Desktop is online: true"]
2025-02-26 10:38:48:429 agentx-services Trace ["Keepalive from notifs",{"keepalive":"true"}]
2025-02-26 10:38:51:685 agentx-services Trace ["Keepalive from Desktop every 4 sec | { keepalive: 'true' } :: WS status: 1 :: Desktop is online: true"]
2025-02-26 10:38:54:941 agentx-services Trace ["Keepalive from notifs",{"keepalive":"true"}]
2025-02-26 10:38:58:197 agentx-services Trace ["Keepalive from Desktop every 4 sec | { keepalive: 'true' } :: WS status: 1 :: Desktop is online: true"]
2025-02-26 10:39:01:453 agentx-services Trace ["Keepalive from notifs",{"keepalive":"true"}]
```

Message from the Agent Desktop Application to the backend

Message from the backend to the Agent Desktop Application

S'il n'y a aucun message terminé pendant 16 secondes provenant d'Agent Desktop ou des notifications, le système lance le processus de récupération.

L'application tente ensuite de rétablir la connexion pendant la durée spécifiée dans les paramètres Délai de récupération de la connexion perdue du bureau.



Étape 3. Comprenez les indications du problème que vous pouvez détecter à partir des journaux d'Agent Desktop.

- Agent Desktop a cessé d'envoyer des messages de test d'activité à Notifs (serveur principal). Pour résoudre le problème, vous devez commencer par vérifier les configurations du navigateur, du PC et du service partagé Webex afin de vous assurer que ce comportement n'est pas attendu. Reportez-vous à cet article pour empêcher votre navigateur ou votre PC d'arrêter l'envoi de messages de test d'activité selon les configurations : <https://www.cisco.com/c/en/us/support/docs/contact-center/webex-contact-center/220319-configure-environment-to-prevent-agent-d.html>

Si le problème persiste après que vous avez configuré votre environnement pour empêcher la déconnexion, il peut s'agir d'un problème de réseau et le service informatique doit être impliqué

pour résoudre les problèmes de réseau.

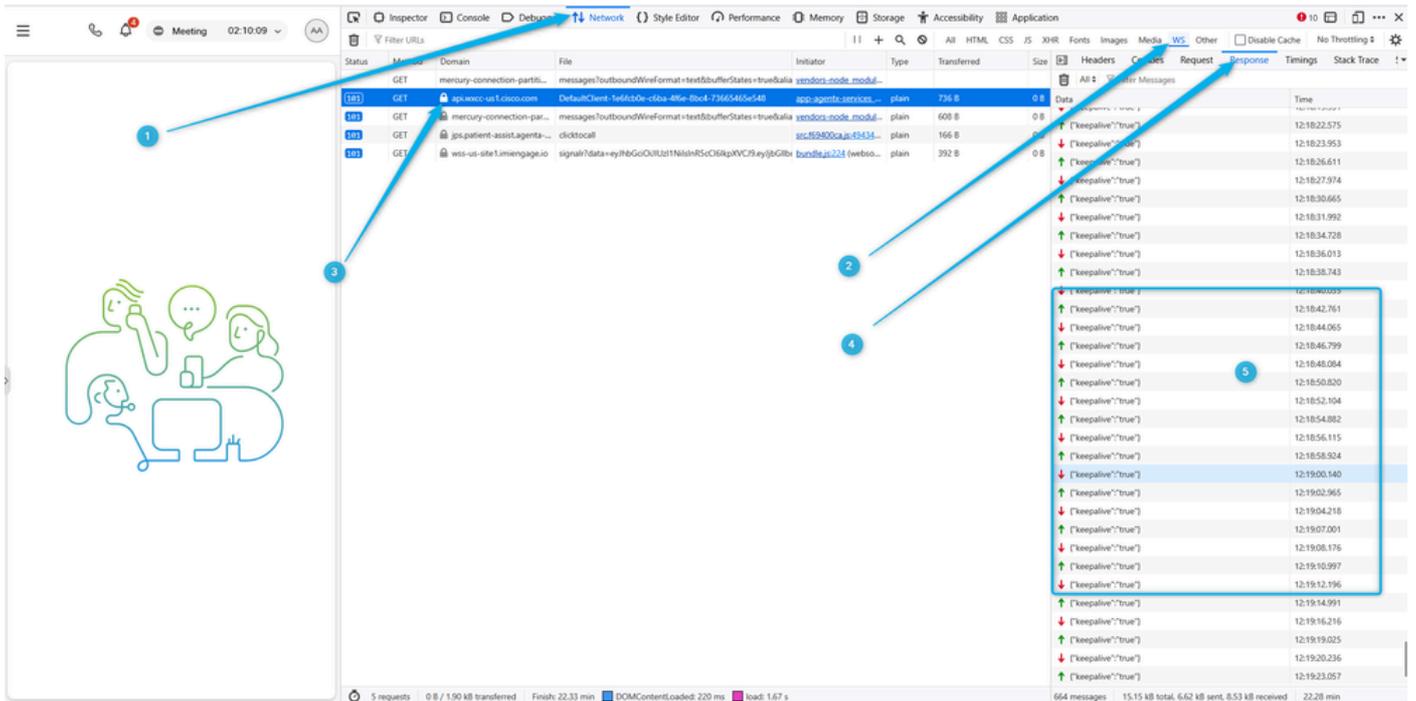
```
2025-02-21 11:52:47:257 agents-services Trace ["Keepalive from Desktop every 4 sec | { keepalive: 'true' } :: WS status: 1 :: Desktop is online: true"]
2025-02-21 11:52:48:113 agents-services Trace ["Keepalive from notifa",{"keepalive":"true"}]
2025-02-21 11:52:51:355 agents-services Trace ["Keepalive from Desktop every 4 sec | { keepalive: 'true' } :: WS status: 1 :: Desktop is online: true"]
2025-02-21 11:52:52:135 agents-services Trace ["Keepalive from notifa",{"keepalive":"true"}]
2025-02-21 11:52:55:259 agents-services Trace ["Keepalive from Desktop every 4 sec | { keepalive: 'true' } :: WS status: 1 :: Desktop is online: true"]
2025-02-21 11:52:56:234 agents-services Trace ["Keepalive from notifa",{"keepalive":"true"}]
2025-02-21 11:52:59:246 agents-services Trace ["Keepalive from Desktop every 4 sec | { keepalive: 'true' } :: WS status: 1 :: Desktop is online: true"]
2025-02-21 11:53:00:172 agents-services Trace ["Keepalive from notifa",{"keepalive":"true"}]
2025-02-21 11:53:03:453 agents-services Trace ["Keepalive from Desktop every 4 sec | { keepalive: 'true' } :: WS status: 1 :: Desktop is online: true"]
2025-02-21 11:53:06:130 agents-services Trace ["Keepalive from notifa",{"keepalive":"true"}]
2025-02-21 11:53:08:222 agents-services Trace ["Keepalive from notifa",{"keepalive":"true"}]
2025-02-21 11:53:12:239 agents-services Trace ["Keepalive from notifa",{"keepalive":"true"}]
2025-02-21 11:53:16:253 agents-services Trace ["Keepalive from notifa",{"keepalive":"true"}]
2025-02-21 11:53:20:278 agents-services Trace ["Keepalive from notifa",{"keepalive":"true"}]
2025-02-21 11:53:22:299 agents-services Trace [{"keepalive.worker.js"} 2025-02-21T17:53:22.315Z agents-services, event=Websocket terminateWorker | keepalive Worker stopped"]
2025-02-21 11:53:27:321 agents-services Trace ["Keepalive from Desktop every 4 sec | { keepalive: 'true' } :: WS status: 3 :: Desktop is online: true"]
2025-02-21 11:53:27:342 agents-services Trace [{"event=socketConnectionRetry | Retry to reconnect is going to begin"}]
2025-02-21 11:53:27:342 agents-services Error [{"WebsocketStatus} | desktop online status is true | Notif state: { isSocketClosed: true, \n shouldReconnect: true, \n isWelcomeReceived: false, \n forceCloseWebsocketOnTimeout: true } | Notif state: { isSocketClosed: true, \n shouldReconnect: true, \n isWelcomeReceived: false, \n forceCloseWebsocketOnTimeout: true }"]
2025-02-21 11:53:27:344 agents-services Error [{"WebsocketStatus} | event=socketConnectionClosed | Websocket connection closed due to missing keepalive from either desktop or notif service" | Notif state: { isSocketClosed: true, \n shouldReconnect: true, \n isWelcomeReceived: false, \n forceCloseWebsocketOnTimeout: true }"]
2025-02-21 11:53:27:345 agents-services Error [{"WebsocketStatus} | event=socketConnectionClosedDetails | Code: 1000 Reason: wasClean: true" | Notif state: { isSocketClosed: true, \n shouldReconnect: true, \n isWelcomeReceived: false, \n forceCloseWebsocketOnTimeout: true }"]
2025-02-21 11:53:27:344 agents-services Trace ["Keepalive from Desktop every 4 sec | { keepalive: 'true' } :: WS status: 3 :: Desktop is online: true"]
2025-02-21 11:53:27:345 agents-services Trace ["Keepalive from Desktop every 4 sec | { keepalive: 'true' } :: WS status: 3 :: Desktop is online: true"]
2025-02-21 11:53:27:347 agents-services Trace ["Keepalive from Desktop every 4 sec | { keepalive: 'true' } :: WS status: 3 :: Desktop is online: true"]
2025-02-21 11:53:28:287 AgentX Trace [{"Util1"}, "Advanced Header is rendered"]
```

- Agent Desktop a cessé de recevoir les messages des notifications, ou les messages des notifications arrivent avec des retards ou dans le désordre. Cela met en évidence les problèmes de mise en réseau. Dans l'étape suivante, le service informatique du client doit participer à la surveillance des journaux du navigateur de mise en réseau et à la collecte des captures de paquets à partir du PC et des périphériques réseau de l'agent.

```
2025-02-24 10:33:58:944 agents-services Trace ["Keepalive from notifa",{"keepalive":"true"}]
2025-02-24 10:34:00:587 agents-services Trace ["Keepalive from Desktop every 4 sec | { keepalive: 'true' } :: WS status: 1 :: Desktop is online: true"]
2025-02-24 10:34:02:964 agents-services Trace ["Keepalive from notifa",{"keepalive":"true"}]
2025-02-24 10:34:03:733 AgentX Trace [{"PrometheusLogLines} pushlogs api success"]
2025-02-24 10:34:04:573 agents-services Trace ["Keepalive from Desktop every 4 sec | { keepalive: 'true' } :: WS status: 1 :: Desktop is online: true"]
2025-02-24 10:34:06:983 agents-services Trace ["Keepalive from notifa",{"keepalive":"true"}]
2025-02-24 10:34:08:576 agents-services Trace ["Keepalive from Desktop every 4 sec | { keepalive: 'true' } :: WS status: 1 :: Desktop is online: true"]
2025-02-24 10:34:12:567 agents-services Trace ["Keepalive from Desktop every 4 sec | { keepalive: 'true' } :: WS status: 1 :: Desktop is online: true"]
2025-02-24 10:34:15:030 AgentX Trace [{"Util1"}, "Agent Profile Block is rendered"]
2025-02-24 10:34:15:045 AgentX Trace [{"App"}, {"App"} event=RenderConnectionLost | isConnectionLost=true | isSessionExpired=false"]
2025-02-24 10:34:16:568 agents-services Trace ["Keepalive from Desktop every 4 sec | { keepalive: 'true' } :: WS status: 1 :: Desktop is online: true"]
2025-02-24 10:34:20:569 agents-services Trace ["Keepalive from Desktop every 4 sec | { keepalive: 'true' } :: WS status: 1 :: Desktop is online: true"]
2025-02-24 10:34:24:577 agents-services Trace ["Keepalive from Desktop every 4 sec | { keepalive: 'true' } :: WS status: 1 :: Desktop is online: true"]
2025-02-24 10:34:27:791 agents-services Trace [{"keepalive.worker.js"} 2025-02-24T16:34:27.753Z agentx-services, event=Websocket terminateWorker | keepalive Worker stopped"]
2025-02-24 10:34:27:888 agents-services Trace [{"event=socketConnectionRetry | Retry to reconnect is going to begin"}]
2025-02-24 10:34:27:894 agents-services Trace [{"WebsocketStatus} | desktop online status is true | Notif state: { isSocketClosed: true, \n shouldReconnect: true, \n isWelcomeReceived: false, \n forceCloseWebsocketOnTimeout: true } | Notif state: { isSocketClosed: true, \n shouldReconnect: true, \n isWelcomeReceived: false, \n forceCloseWebsocketOnTimeout: true }"]
2025-02-24 10:34:27:900 agents-services Error [{"WebsocketStatus} | event=socketConnectionClosed | Websocket connection closed due to missing keepalive from either desktop or notif service" | Notif state: { isSocketClosed: true, \n shouldReconnect: true, \n isWelcomeReceived: false, \n forceCloseWebsocketOnTimeout: true }"]
2025-02-24 10:34:27:904 agents-services Error [{"WebsocketStatus} | event=socketConnectionClosedDetails | Code: 1006 Reason: wasClean: false" | Notif state: { isSocketClosed: true, \n shouldReconnect: true, \n isWelcomeReceived: false, \n forceCloseWebsocketOnTimeout: true }"]
2025-02-24 10:34:29:209 agents-services Trace [{"Http request roundtrip time: https://api.wxcc-us1.cisco.com/v1/notification/subscribe POST 173ms"}]
2025-02-24 10:34:29:215 agents-services Trace [{"event=socketRegistrationSuccess | Websocket URL: wss://api.wxcc-us1.cisco.com/v1/notification/subscription/DefaultClient-bf3a9ddf-ef51-4dba-9aeb-93458a2e922c | Notif state: { isSocketClosed: true, \n shouldReconnect: true, \n isWelcomeReceived: false, \n forceCloseWebsocketOnTimeout: true } | Notif state: { isSocketClosed: true, \n shouldReconnect: true, \n isWelcomeReceived: false, \n forceCloseWebsocketOnTimeout: true }"}]
2025-02-24 10:34:30:526 agents-services Trace [{"WebsocketStatus} | event=socketConnectionEstablished | Websocket connection established and first { keepalive: 'true' } from Desktop to notif sent: {"isTrusted": true}"]
2025-02-24 10:34:30:531 agents-services Trace [{"Welcome message from Notifs Websocket", {"data": {"agentId": "baa5258c-1d8c-4a31-9771-195b0de2d9b", "subscriptionId": "DefaultClient-bf3a9ddf-ef51-4dba-9aeb-93458a2e922c"}"}]}]
2025-02-24 10:34:30:540 agents-services Trace [{"keepalive.worker.js"} 2025-02-24T16:34:30.494Z agentx-services, event=Websocket startWorker | keepalive Worker started"]
2025-02-24 10:34:31:738 agents-services Trace [{"Resolving notif registration with a delay of 1200 milliseconds"} | Notif state: { isSocketClosed: false, \n shouldReconnect: true, \n isWelcomeReceived: false, \n forceCloseWebsocketOnTimeout: true }"]
2025-02-24 10:34:34:538 agents-services Trace ["Keepalive from notifa",{"keepalive":"true"}]
2025-02-24 10:34:34:862 AgentX Trace [{"App"}, {"App"} event=requestSilentRelogin | Requesting relogin on socket reconnect"]
2025-02-24 10:34:34:969 AgentX Trace [{"App"}, {"App"} event=handleConnectionLost | Connection status changed: {"isConnectionLost":false,"isRestoreFailed":false,"isSocketReconnected":true,"isKeepAlive":true}]
2025-02-24 10:34:34:980 agents-services Trace ["Keepalive from Desktop every 4 sec | { keepalive: 'true' } :: WS status: 1 :: Desktop is online: true"]
2025-02-24 10:34:34:681 agents-services Trace [{"Http request roundtrip time: https://api.wxcc-us1.cisco.com/v1/agents/reload POST 108ms"}]
```

Étape 4. Consultez les journaux du navigateur pour rechercher les messages WebSocket en direct.

Inspectez l'espace Agent Desktop, cliquez sur Réseau, filtrez par WS et recherchez les messages avec le domaine api.wxcc-(dc).cisco.com sous l'onglet Réponse, vous pouvez voir le flux de messages keepalive.



Étape 5 : collecte des adresses IP susceptibles d'être liées à la connexion WebSocket

Ouvrez un terminal et utilisez la commande nslookup pour rechercher les adresses IP associées au domaine toapi.wxcc-(dc).cisco.com.

```
C:\Users\mdanylch>nslookup api.wxcc-us1.cisco.com
Server: dns-rtp.cisco.com
Address: 2001:420:210d::a

Non-authoritative answer:
Name: istioapialb.produ1.ciscccservice.com
Addresses: 34.237.116.181
           98.82.240.79
           52.201.116.220
Aliases: api.wxcc-us1.cisco.com
```

Étape 6. Capture et analyse des journaux réseau

Capturez les journaux réseau à l'aide de Wireshark ou de tout autre outil réseau que vous maîtrisez.

Filtrez les journaux en fonction des adresses IP collectées à l'étape 5 et recherchez les messages entre votre ordinateur et l'une de ces adresses IP. Ces messages sont des messages de test d'activité entre Agent Desktop et les notifications, et vice versa.

No.	Time	Source	Destination	Protocol	Length	Info
37	2025-02-26 12:27:22	082284 10.151.184.141	98.82.240.79	TLSv1.2	102	Application Data
38	2025-02-26 12:27:22	092687 98.82.240.79	10.151.184.141	TCP	54	443 → 62600 [ACK] Seq=1 Ack=49 Win=140 Len=0
44	2025-02-26 12:27:23	030472 98.82.240.79	10.151.184.141	TLSv1.2	98	Application Data
45	2025-02-26 12:27:23	078787 10.151.184.141	98.82.240.79	TCP	54	62600 → 443 [ACK] Seq=49 Ack=45 Win=252 Len=0
82	2025-02-26 12:27:26	136511 10.151.184.141	98.82.240.79	TLSv1.2	102	Application Data
83	2025-02-26 12:27:26	148086 98.82.240.79	10.151.184.141	TCP	54	443 → 62600 [ACK] Seq=45 Ack=97 Win=140 Len=0
96	2025-02-26 12:27:27	056496 98.82.240.79	10.151.184.141	TLSv1.2	98	Application Data
97	2025-02-26 12:27:27	101167 10.151.184.141	98.82.240.79	TCP	54	62600 → 443 [ACK] Seq=97 Ack=89 Win=252 Len=0
191	2025-02-26 12:27:30	179374 10.151.184.141	98.82.240.79	TLSv1.2	102	Application Data
192	2025-02-26 12:27:30	189966 98.82.240.79	10.151.184.141	TCP	54	443 → 62600 [ACK] Seq=89 Ack=145 Win=140 Len=0
198	2025-02-26 12:27:31	075243 98.82.240.79	10.151.184.141	TLSv1.2	98	Application Data
199	2025-02-26 12:27:31	130424 10.151.184.141	98.82.240.79	TCP	54	62600 → 443 [ACK] Seq=145 Ack=133 Win=251 Len=0
232	2025-02-26 12:27:34	257080 10.151.184.141	98.82.240.79	TLSv1.2	102	Application Data
234	2025-02-26 12:27:34	267420 98.82.240.79	10.151.184.141	TCP	54	443 → 62600 [ACK] Seq=133 Ack=193 Win=140 Len=0
251	2025-02-26 12:27:35	137240 98.82.240.79	10.151.184.141	TLSv1.2	98	Application Data
255	2025-02-26 12:27:35	180739 10.151.184.141	98.82.240.79	TCP	54	62600 → 443 [ACK] Seq=193 Ack=177 Win=251 Len=0

Étape 7. Capture des journaux sur les périphériques réseau

Vous devez également capturer les journaux sur vos périphériques réseau, tels que les routeurs, les pare-feu ou les commutateurs L3, afin de déterminer pourquoi les messages de veille ne sont pas transmis correctement.

À propos de cette traduction

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