

Risoluzione dei problemi di disconnessione del desktop dell'agente

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Introduzione

Questo documento descrive come acquisire i log di rete sul PC dell'agente durante la risoluzione del problema di disconnessione di Agent Desktop.

Prerequisiti

Requisiti

Cisco raccomanda la conoscenza dei seguenti argomenti:

- Portale Webex Contact Center - <https://admin.webex.com/>
- Webex Contact Center Agent Desktop - [Contact Center Desktop \(cisco.com\)](#)
- WxCC 2.0
- Nozioni di base sulle reti

Componenti usati

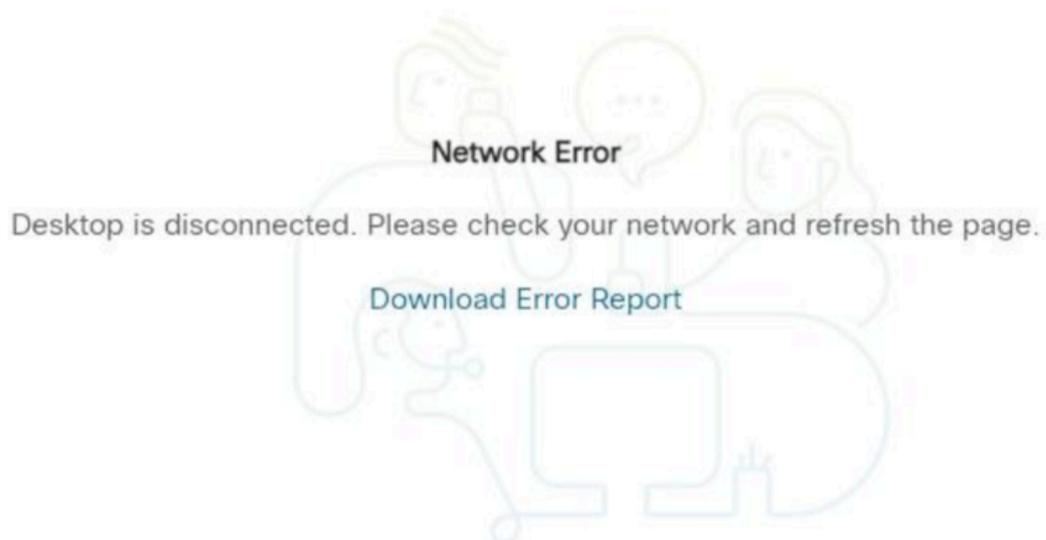
Le informazioni fornite in questo documento si basano sulle seguenti versioni software:

- WxCC 2.0

Le informazioni discusse in questo documento fanno riferimento a dispositivi usati in uno specifico ambiente di emulazione. Su tutti i dispositivi menzionati nel documento la configurazione è stata ripristinata ai valori predefiniti. Se la rete è operativa, valutare attentamente eventuali conseguenze derivanti dall'uso dei comandi.

Descrizione del problema

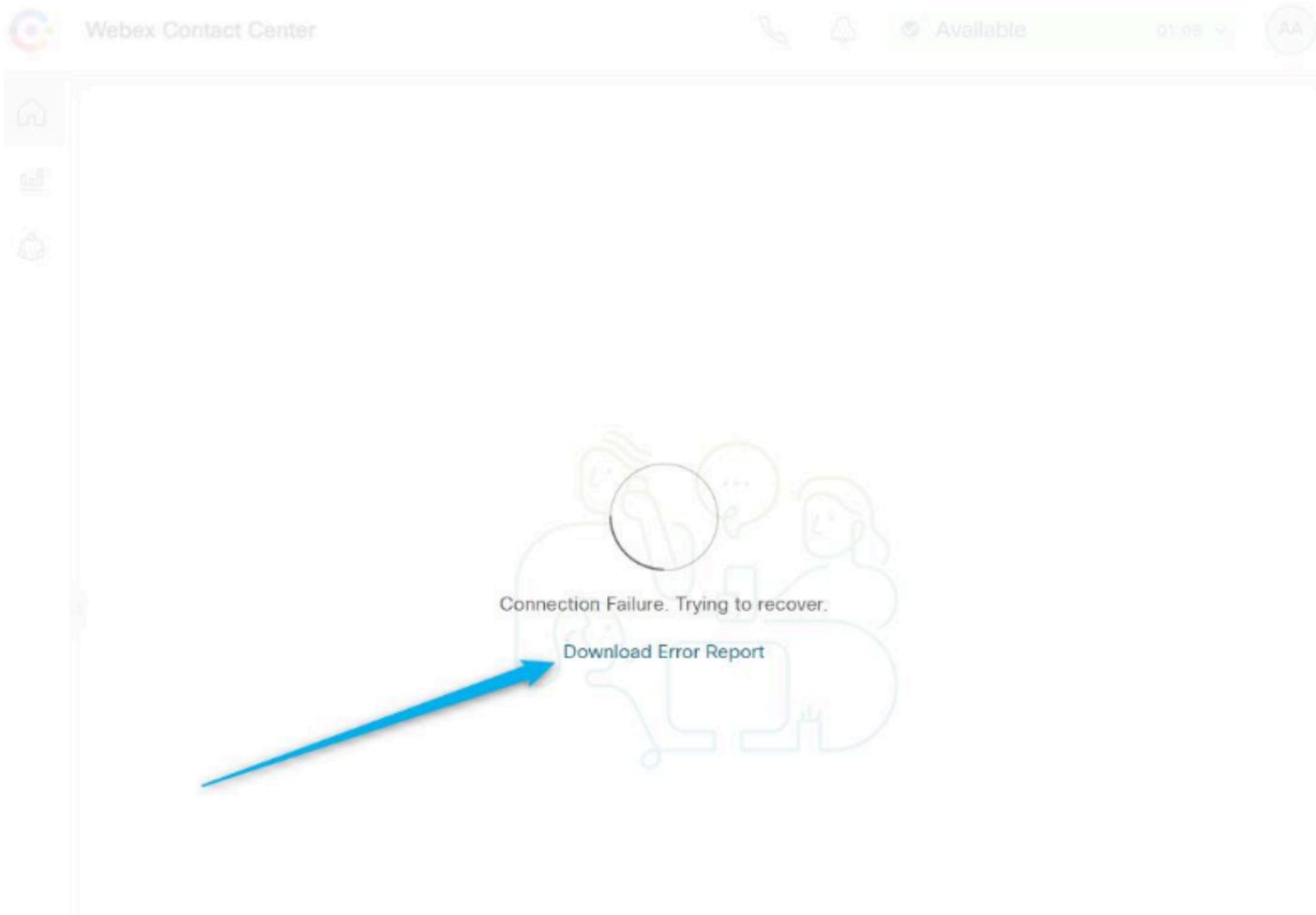
Gli agenti lamentano che vedono il proprio Agent Desktop perdere la connessione a Internet.



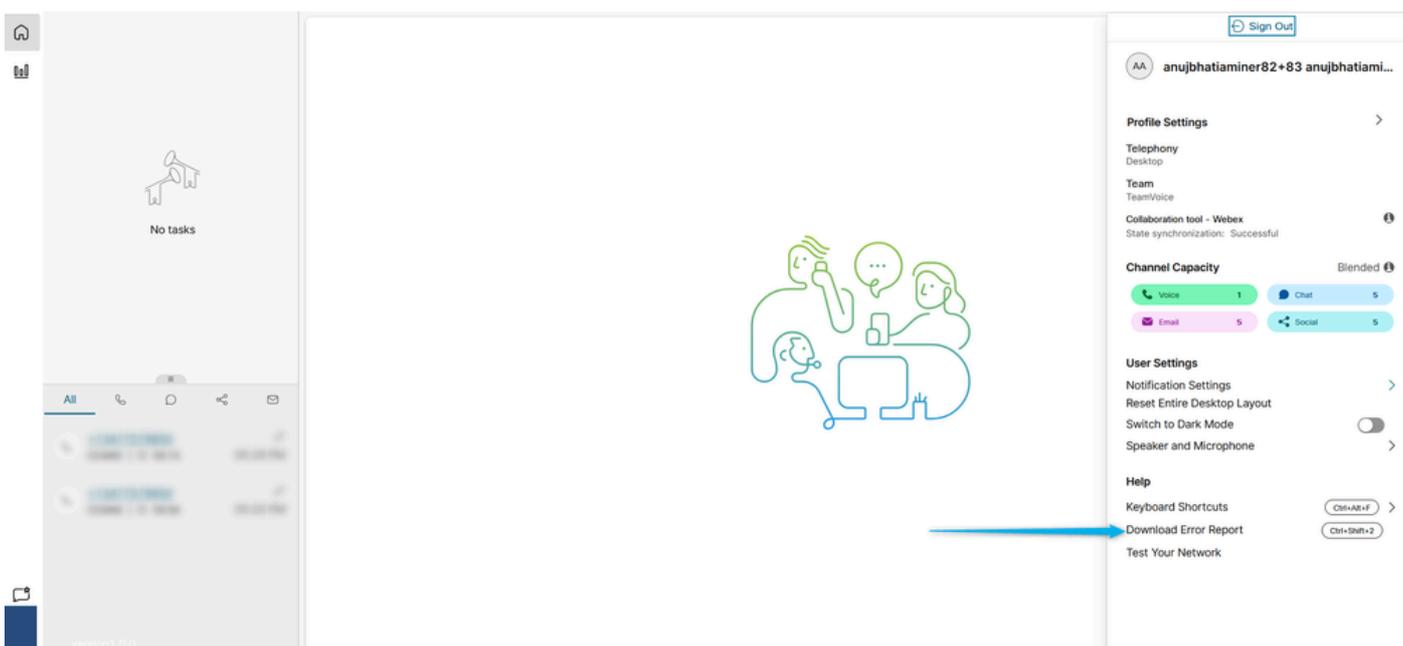
Risoluzione dei problemi

Passaggio 1. Raccolta della segnalazione errori.

È possibile farlo mentre Agent Desktop è riconnesso o ha perso la connessione.



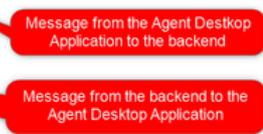
È inoltre possibile raccogliere il report degli errori dopo che il desktop dell'agente ristabilisce la connessione.



Passaggio 2. Comprendere come i pacchetti keepalive vengono inviati e ricevuti da Agent Desktop.

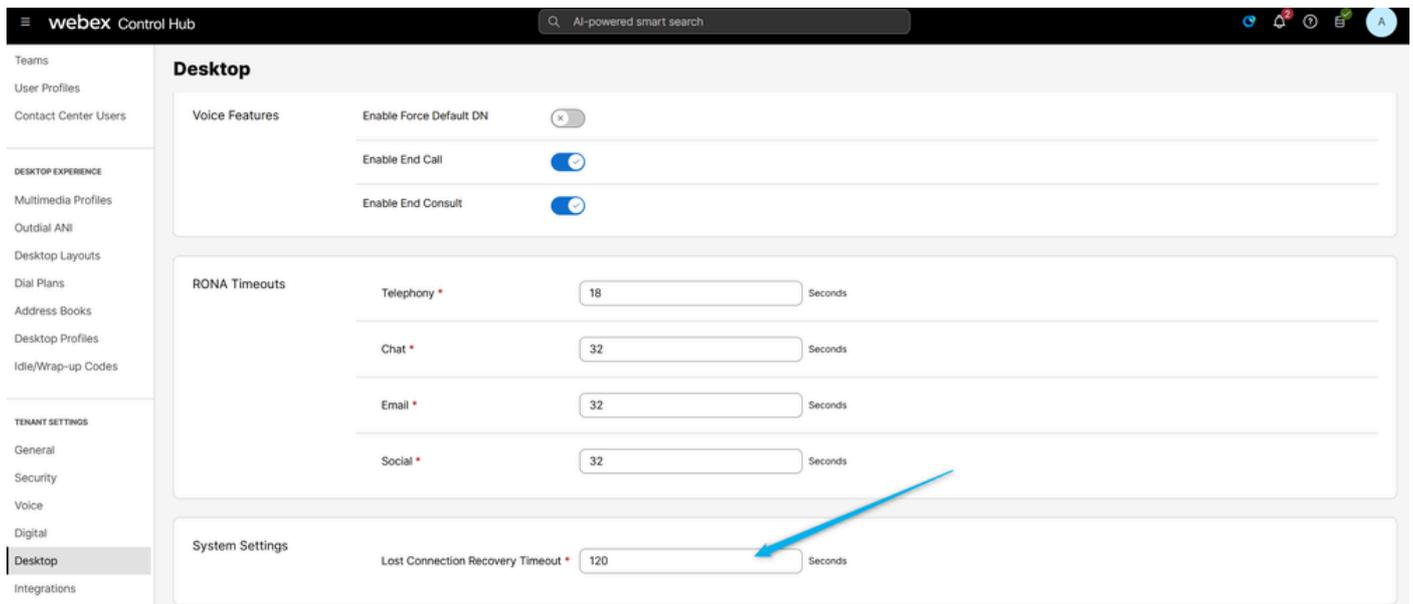
Sono presenti messaggi keepalive dall'applicazione Agent Desktop al back-end ogni 4 secondi. Parallelamamente, ci sono messaggi keepalive dai Notifs (back-end) al desktop dell'agente.

```
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 10:38:19:024 agentx-services Trace ["Keepalive from Desktop every 4 sec | { keepalive: 'true' } :: WS status: 1 :: Desktop is online: true"]
2025-02-26 10:38:19:581 agentx-services Trace ["Keepalive from notifs",{"keepalive":"true"}]
2025-02-26 10:38:20:924 agentx-services Trace ["Keepalive from Desktop every 4 sec | { keepalive: 'true' } :: WS status: 1 :: Desktop is online: true"]
2025-02-26 10:38:23:604 agentx-services Trace ["Keepalive from notifs",{"keepalive":"true"}]
2025-02-26 10:38:24:950 agentx-services Trace ["Keepalive from Desktop every 4 sec | { keepalive: 'true' } :: WS status: 1 :: Desktop is online: true"]
2025-02-26 10:38:27:621 agentx-services Trace ["Keepalive from notifs",{"keepalive":"true"}]
2025-02-26 10:38:28:963 agentx-services Trace ["Keepalive from Desktop every 4 sec | { keepalive: 'true' } :: WS status: 1 :: Desktop is online: true"]
2025-02-26 10:38:31:643 agentx-services Trace ["Keepalive from notifs",{"keepalive":"true"}]
2025-02-26 10:38:32:990 agentx-services Trace ["Keepalive from Desktop every 4 sec | { keepalive: 'true' } :: WS status: 1 :: Desktop is online: true"]
2025-02-26 10:38:35:666 agentx-services Trace ["Keepalive from Desktop every 4 sec | { keepalive: 'true' } :: WS status: 1 :: Desktop is online: true"]
2025-02-26 10:38:37:009 agentx-services Trace ["Keepalive from Desktop every 4 sec | { keepalive: 'true' } :: WS status: 1 :: Desktop is online: true"]
2025-02-26 10:38:39:686 agentx-services Trace ["Keepalive from notifs",{"keepalive":"true"}]
2025-02-26 10:38:41:016 agentx-services Trace ["Keepalive from Desktop every 4 sec | { keepalive: 'true' } :: WS status: 1 :: Desktop is online: true"]
2025-02-26 10:38:43:705 agentx-services Trace ["Keepalive from notifs",{"keepalive":"true"}]
2025-02-26 10:38:45:361 agentx-services Trace ["Keepalive from Desktop every 4 sec | { keepalive: 'true' } :: WS status: 1 :: Desktop is online: true"]
2025-02-26 10:38:47:725 agentx-services Trace ["Keepalive from notifs",{"keepalive":"true"}]
2025-02-26 10:38:49:302 agentx-services Trace ["Keepalive from Desktop every 4 sec | { keepalive: 'true' } :: WS status: 1 :: Desktop is online: true"]
2025-02-26 10:38:51:745 agentx-services Trace ["Keepalive from notifs",{"keepalive":"true"}]
2025-02-26 10:38:53:338 agentx-services Trace ["Keepalive from Desktop every 4 sec | { keepalive: 'true' } :: WS status: 1 :: Desktop is online: true"]
2025-02-26 10:38:55:822 agentx-services Trace ["Keepalive from notifs",{"keepalive":"true"}]
2025-02-26 10:38:57:399 agentx-services Trace ["Keepalive from Desktop every 4 sec | { keepalive: 'true' } :: WS status: 1 :: Desktop is online: true"]
2025-02-26 10:38:59:840 agentx-services Trace ["Keepalive from notifs",{"keepalive":"true"}]
2025-02-26 10:39:01:415 agentx-services Trace ["Keepalive from Desktop every 4 sec | { keepalive: 'true' } :: WS status: 1 :: Desktop is online: true"]
```



Se non vengono visualizzati messaggi 4 completati per 16 secondi dall'Agent Desktop o dalle notifiche, il sistema avvia il processo di ripristino.

L'applicazione tenta quindi di ristabilire la connessione durante il tempo specificato nelle impostazioni Timeout ripristino connessione persa dal desktop.



Passaggio 3. Comprendere le indicazioni del problema rilevabili dai log di Agent Desktop.

- Agent Desktop ha interrotto l'invio di messaggi keepalive a notifiche (back-end). Per risolvere il problema, è necessario iniziare controllando le configurazioni del browser, del PC e del tenant Webex per assicurarsi che questo comportamento non sia previsto. Fare riferimento a questo articolo per impedire al browser o al PC di interrompere l'invio di messaggi keepalive in base alle configurazioni: <https://www.cisco.com/c/en/us/support/docs/contact-center/webex-contact-center/220319-configure-environment-to-prevent-agent-d.html>

Se il problema persiste anche dopo aver configurato l'ambiente in modo da impedire la disconnessione, potrebbe trattarsi comunque di un problema di rete e il reparto IT deve essere coinvolto nella risoluzione dei problemi di rete.

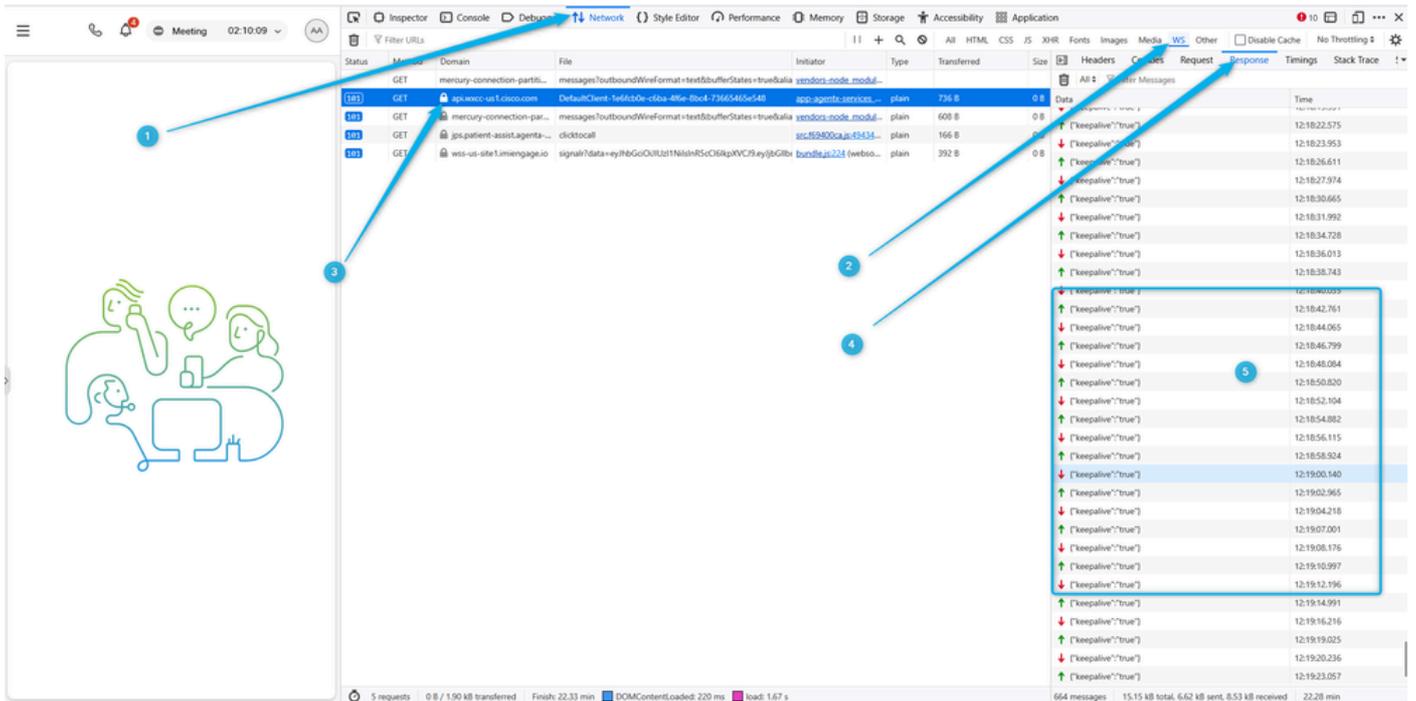
```
2025-02-21 11:52:47:257 agentx-services Trace ["Keepalive from Desktop every 4 sec | ( keepalive: 'true' ) :: WS status: 1 :: Desktop is online: true"]
2025-02-21 11:52:48:113 agentx-services Trace ["Keepalive from notifis",{"keepalive":"true"}]
2025-02-21 11:52:51:055 agentx-services Trace ["Keepalive from Desktop every 4 sec | ( keepalive: 'true' ) :: WS status: 1 :: Desktop is online: true"]
2025-02-21 11:52:52:135 agentx-services Trace ["Keepalive from notifis",{"keepalive":"true"}]
2025-02-21 11:52:55:259 agentx-services Trace ["Keepalive from Desktop every 4 sec | ( keepalive: 'true' ) :: WS status: 1 :: Desktop is online: true"]
2025-02-21 11:52:56:234 agentx-services Trace ["Keepalive from notifis",{"keepalive":"true"}]
2025-02-21 11:52:59:021 agentx-services Trace ["Keepalive from Desktop every 4 sec | ( keepalive: 'true' ) :: WS status: 1 :: Desktop is online: true"]
2025-02-21 11:53:00:172 agentx-services Trace ["Keepalive from notifis",{"keepalive":"true"}]
2025-02-21 11:53:03:453 agentx-services Trace ["Keepalive from Desktop every 4 sec | ( keepalive: 'true' ) :: WS status: 1 :: Desktop is online: true"]
2025-02-21 11:53:04:192 agentx-services Trace ["Keepalive from notifis",{"keepalive":"true"}]
2025-02-21 11:53:05:122 agentx-services Trace ["Keepalive from notifis",{"keepalive":"true"}]
2025-02-21 11:53:12:239 agentx-services Trace ["Keepalive from notifis",{"keepalive":"true"}]
2025-02-21 11:53:16:253 agentx-services Trace ["Keepalive from notifis",{"keepalive":"true"}]
2025-02-21 11:53:20:278 agentx-services Trace ["Keepalive from notifis",{"keepalive":"true"}]
2025-02-21 11:53:21:299 agentx-services Trace ["Keepalive.worker.js"] 2025-02-21T11:53:21.312 agentx-services, event=Websocket terminateWorker | keepalive Worker stopped"
2025-02-21 11:53:21:321 agentx-services Trace ["Keepalive from Desktop every 4 sec | ( keepalive: 'true' ) :: WS status: 3 :: Desktop is online: true"]
2025-02-21 11:53:27:339 agentx-services Trace ["event=socketConnectionRetry | Retry to reconnect is going to begin"]
2025-02-21 11:53:27:342 agentx-services Trace [{"WebsocketStatus} | desktop online status is true | Notif state: { isSocketClosed: true, \n shouldReconnect: true, \n isWelcomeReceived: false, \n forceCloseWebsocketOnTimeout:
2025-02-21 11:53:27:344 agentx-services Error [{"WebsocketStatus} | event=socketConnectionClosed | Websocket connection closed due to missing keepalive from either desktop or notif service" | Notif state: { isSocketClosed: true, \n
2025-02-21 11:53:27:345 agentx-services Error [{"WebsocketStatus} | event=socketConnectionClosedDetails | Code: 1006 Reason: wasclean: true", | Notif state: { isSocketClosed: true, \n shouldReconnect: true, \n isWelcomeReceived:
2025-02-21 11:53:27:346 agentx-services Trace ["Keepalive from Desktop every 4 sec | ( keepalive: 'true' ) :: WS status: 3 :: Desktop is online: true"]
2025-02-21 11:53:27:347 agentx-services Trace ["Keepalive from Desktop every 4 sec | ( keepalive: 'true' ) :: WS status: 3 :: Desktop is online: true"]
2025-02-21 11:53:28:187 AgentX Trace [{"Util}], "Advanced Reader is rendered"]
```

- Agent Desktop ha interrotto la ricezione dei messaggi dalle notifiche oppure i messaggi dalle notifiche sono in arrivo con ritardi o non sono ordinati. Ciò fa riferimento a problemi di rete e, come passo successivo, il reparto IT del cliente deve essere coinvolto per aiutare a monitorare i registri del browser di rete e raccogliere le acquisizioni dei pacchetti dal PC dell'agente e dai dispositivi di rete.

```
2025-02-24 10:33:58:944 agentx-services Trace ["Keepalive from notifis",{"keepalive":"true"}]
2025-02-24 10:34:00:587 agentx-services Trace ["Keepalive from Desktop every 4 sec | ( keepalive: 'true' ) :: WS status: 1 :: Desktop is online: true"]
2025-02-24 10:34:02:964 agentx-services Trace ["Keepalive from notifis",{"keepalive":"true"}]
2025-02-24 10:34:03:733 AgentX Trace [{"PrometheusLogMiner} pushlogs api success"]
2025-02-24 10:34:04:573 agentx-services Trace ["Keepalive from Desktop every 4 sec | ( keepalive: 'true' ) :: WS status: 1 :: Desktop is online: true"]
2025-02-24 10:34:06:983 agentx-services Trace ["Keepalive from notifis",{"keepalive":"true"}]
2025-02-24 10:34:08:378 agentx-services Trace ["Keepalive from Desktop every 4 sec | ( keepalive: 'true' ) :: WS status: 1 :: Desktop is online: true"]
2025-02-24 10:34:12:567 agentx-services Trace ["Keepalive from Desktop every 4 sec | ( keepalive: 'true' ) :: WS status: 1 :: Desktop is online: true"]
2025-02-24 10:34:13:900 AgentX Trace [{"Util}], "Advanced Reader is rendered"]
2025-02-24 10:34:15:030 AgentX Trace [{"Util}], "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 agentx-services Trace ["Keepalive from Desktop every 4 sec | ( keepalive: 'true' ) :: WS status: 1 :: Desktop is online: true"]
2025-02-24 10:34:20:569 agentx-services Trace ["Keepalive from Desktop every 4 sec | ( keepalive: 'true' ) :: WS status: 1 :: Desktop is online: true"]
2025-02-24 10:34:24:377 agentx-services Trace ["Keepalive from Desktop every 4 sec | ( keepalive: 'true' ) :: WS status: 1 :: Desktop is online: true"]
2025-02-24 10:34:27:791 agentx-services Trace [{"Keepalive.worker.js"}] 2025-02-24T10:34:27.792 agentx-services, event=Websocket terminateWorker | keepalive Worker stopped"
2025-02-24 10:34:27:888 agentx-services Trace ["event=socketConnectionRetry | Retry to reconnect is going to begin"]
2025-02-24 10:34:27:894 agentx-services Trace [{"WebsocketStatus} | desktop online status is true | Notif state: { isSocketClosed: true, \n shouldReconnect: true, \n isWelcomeReceived: false, \n fo
2025-02-24 10:34:27:900 agentx-services Error [{"WebsocketStatus} | event=socketConnectionClosed | Websocket connection closed due to missing keepalive from either desktop or notif service" | Notif state: { isS
2025-02-24 10:34:27:904 agentx-services Error [{"WebsocketStatus} | event=socketConnectionClosedDetails | Code: 1006 Reason: wasclean: false", | Notif state: { isSocketClosed: true, \n shouldReconnect: true
2025-02-24 10:34:28:896 agentx-services Trace ["event=socketConnectionRetry | Trying to reconnect to notifis socket"]
2025-02-24 10:34:29:209 agentx-services Trace [{"Http request roundtrip time: https://api.wxcc-us1.cisco.com/v1/notification/subscribe POST 173ms"}]
2025-02-24 10:34:29:215 agentx-services Trace [{"event=socketRegistrationSuccess | Websocket URL: wss://api.wxcc-us1.cisco.com/v1/notification/subscription/DefaultClient-bf3a9ddf-e51-4d8a-9aeb-93458a2e922c | Notif
2025-02-24 10:34:29:220 agentx-services Trace [{"WebsocketStatus} connect initialized | Notif state: { isSocketClosed: true, \n shouldReconnect: true, \n isWelcomeReceived: false, \n forceCloseWebS
2025-02-24 10:34:30:526 agentx-services Trace [{"WebsocketStatus} | event=socketConnectionEstablished | Websocket connection established and first ( keepalive: 'true' ) from Desktop to notifis sent",{"isTrusted":
2025-02-24 10:34:30:531 agentx-services Trace ["Welcome message from Notifs Websocket",{"data":{"agentId":"baa5258b-1d5c-4a31-9771-195b8d4e2d9b","subscriptionId":"DefaultClient-bf3a9ddf-e51-4d8a-9aeb-93458a2e922
2025-02-24 10:34:30:540 agentx-services Trace [{"keepalive.worker.js"}] 2025-02-24T10:34:30.494 agentx-services, event=Websocket startWorker | keepalive Worker started"
2025-02-24 10:34:31:738 agentx-services Trace ["Resolving notifis registration with a delay of 1200 milliseconds", | Notif state: { isSocketClosed: false, \n shouldReconnect: true, \n isWelcomeReceived: fa
2025-02-24 10:34:34:538 agentx-services Trace ["Keepalive from notifis",{"keepalive":"true"}]
2025-02-24 10:34:34:562 AgentX Trace [{"App}], "event=requestSilentReLogin | Requesting relogin on socket reconnect"]
2025-02-24 10:34:34:569 AgentX Trace [{"App}], "event=handleConnectionLost | Connection status changed: ",{"isConnectionLost":false,"isRestoreFailed":false,"isSocketReconnected":true,"isKeepAlive":true}
2025-02-24 10:34:34:580 agentx-services Trace ["Keepalive from Desktop every 4 sec | ( keepalive: 'true' ) :: WS status: 1 :: Desktop is online: true"]
2025-02-24 10:34:34:681 agentx-services Trace [{"Http request roundtrip time: https://api.wxcc-us1.cisco.com/v1/agents/reload POST 108ms"}]
```

Passaggio 4. Esaminare i log del browser per trovare i messaggi dinamici di WebSocket.

Esaminare lo spazio di Agent Desktop, fare clic su Rete, filtrare in base a WS e individuare i messaggi con il dominio api.wxcc-(dc).cisco.com nella scheda Risposta per verificare il flusso dei messaggi keepalive.



Passaggio 5. Raccogliere gli indirizzi IP che potrebbero essere correlati alla connessione WebSocket.

Aprire un terminale e usare il comando nslookup per trovare gli indirizzi IP correlati al dominio 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.produs1.ciscoccservice.com
Addresses: 34.237.116.181
          98.82.240.79
          52.201.116.220
Aliases:  api.wxcc-us1.cisco.com
  
```

Passaggio 6. Acquisire ed esaminare i registri di rete.

Acquisire i registri di rete utilizzando Wireshark o qualsiasi altro strumento di rete adatto alle proprie esigenze.

Filtrare i registri in base agli indirizzi IP raccolti nel passaggio 5 e filtrare i messaggi tra il PC e uno qualsiasi di questi indirizzi IP. Questi messaggi sono keepalive tra Agent Desktop e le notifiche e viceversa.

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

Passaggio 7. Acquisire i registri sui dispositivi di rete.

È inoltre necessario acquisire i registri sui dispositivi di rete, ad esempio router, firewall o switch L3, per risolvere i problemi relativi al malfunzionamento dei pacchetti keepalive.

Informazioni su questa traduzione

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