

Problemen met probleemoplossing Agent Desktop Disconnect

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Inleiding

In dit document wordt beschreven hoe netwerklogs op de pc van de agent moeten worden opgenomen terwijl het probleem van de desktopverbinding van de probleemoplossende agent wordt opgelost.

Voorwaarden

Vereisten

Cisco raadt kennis van de volgende onderwerpen aan:

- Webex Contact Center-portal - <https://admin.webex.com/>
- Webex Contact Center Agent Desktop - [Contactcenter Desktop \(cisco.com\)](#)
- WXc 2.0
- Basis voor netwerken

Gebruikte componenten

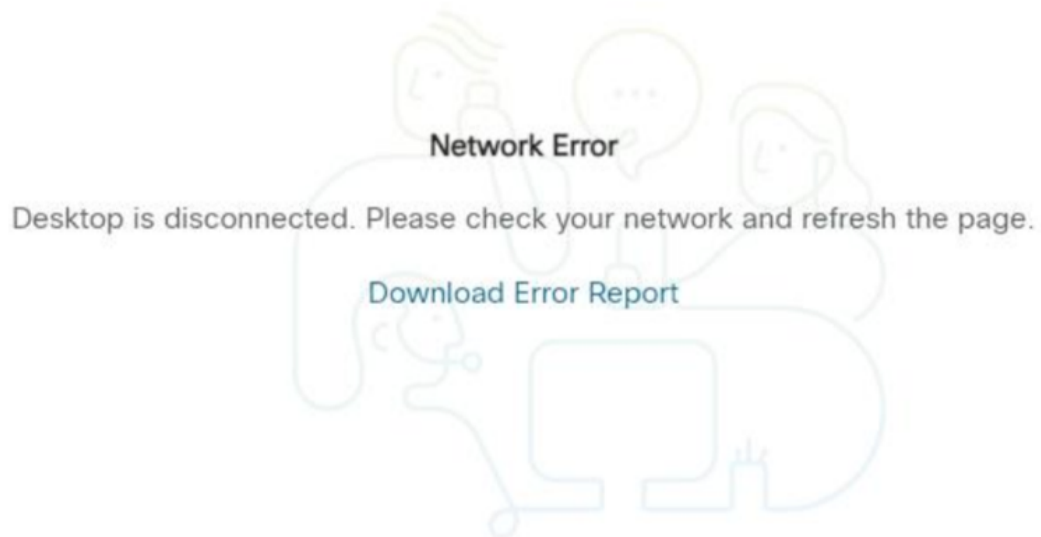
De informatie in dit document is gebaseerd op de volgende softwareversies:

- WXc 2.0

De informatie in dit document is gebaseerd op de apparaten in een specifieke laboratoriumomgeving. Alle apparaten die in dit document worden beschreven, hadden een opgeschoonde (standaard)configuratie. Als uw netwerk live is, moet u zorgen dat u de potentiële impact van elke opdracht begrijpt.

Probleembeschrijving

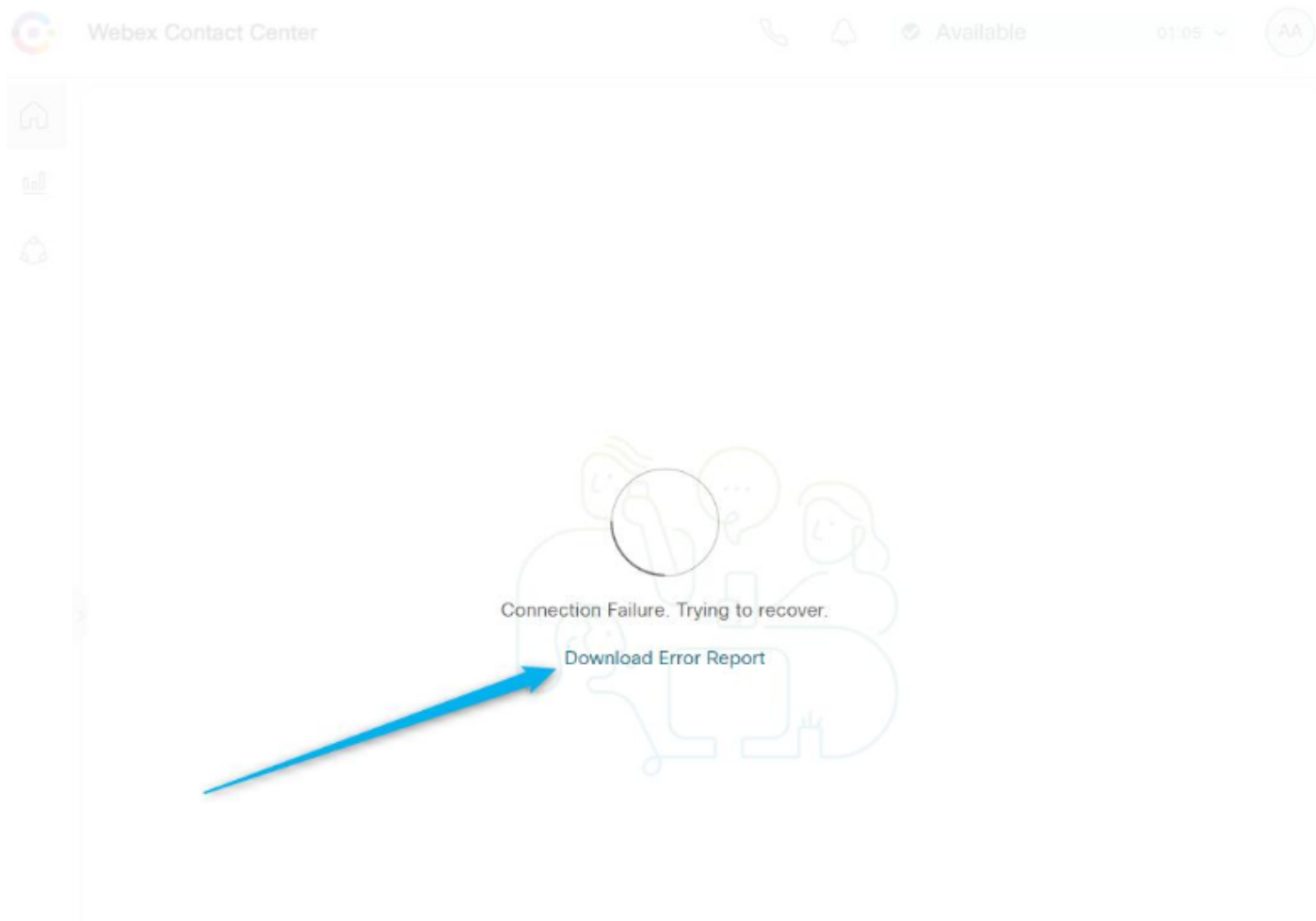
Agenten klagen dat ze hun Agent Desktop zien verliezen internetverbinding.



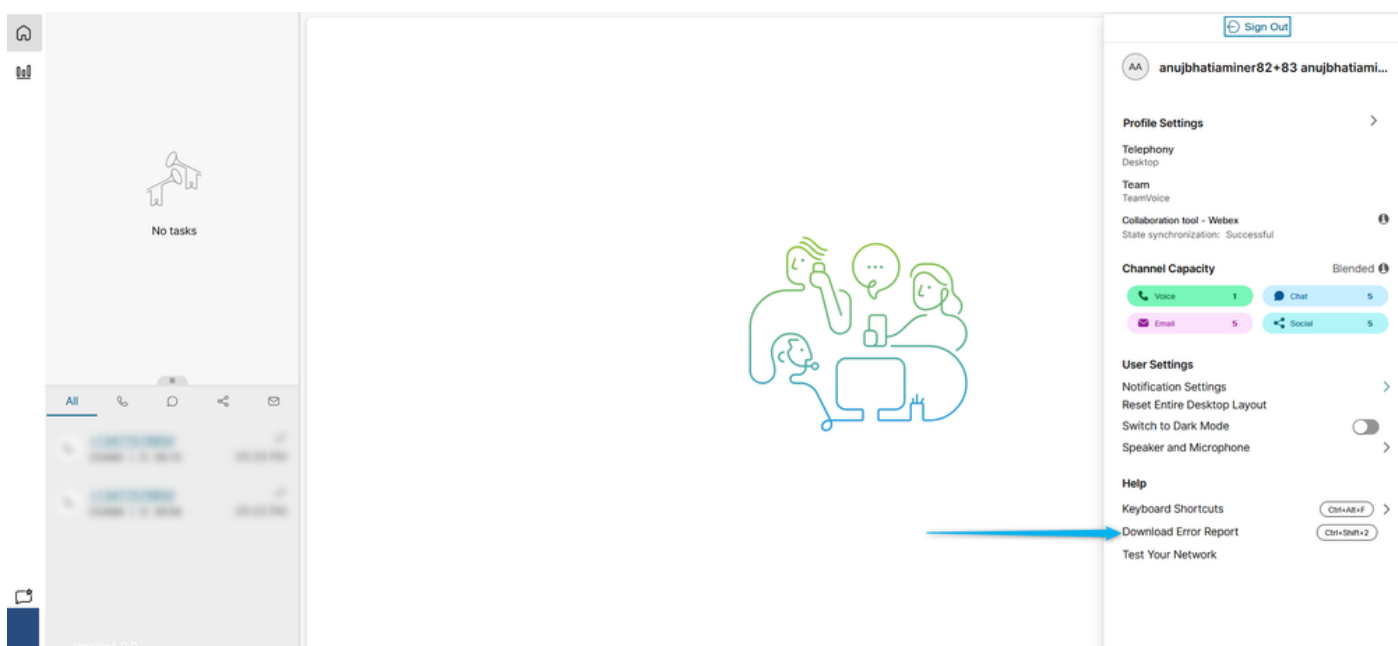
Probleemoplossing

Stap 1. Verzamel foutenrapport.

U kunt dit doen terwijl de Agent Desktop opnieuw verbonden is of verbinding is kwijtgeraakt.



U kunt ook het foutenrapport verzamelen nadat de Agent-desktop de verbinding opnieuw heeft ingesteld.



Stap 2. Begrijp hoe keepalives worden verzonden en ontvangen door de Desktop van de Agent.

Er zijn keeplevensberichten van de Agent Desktop Application naar de backend elke 4 seconden. Parallel zijn er keepalive berichten van de Notifs (backend) naar de Agent Desktop.

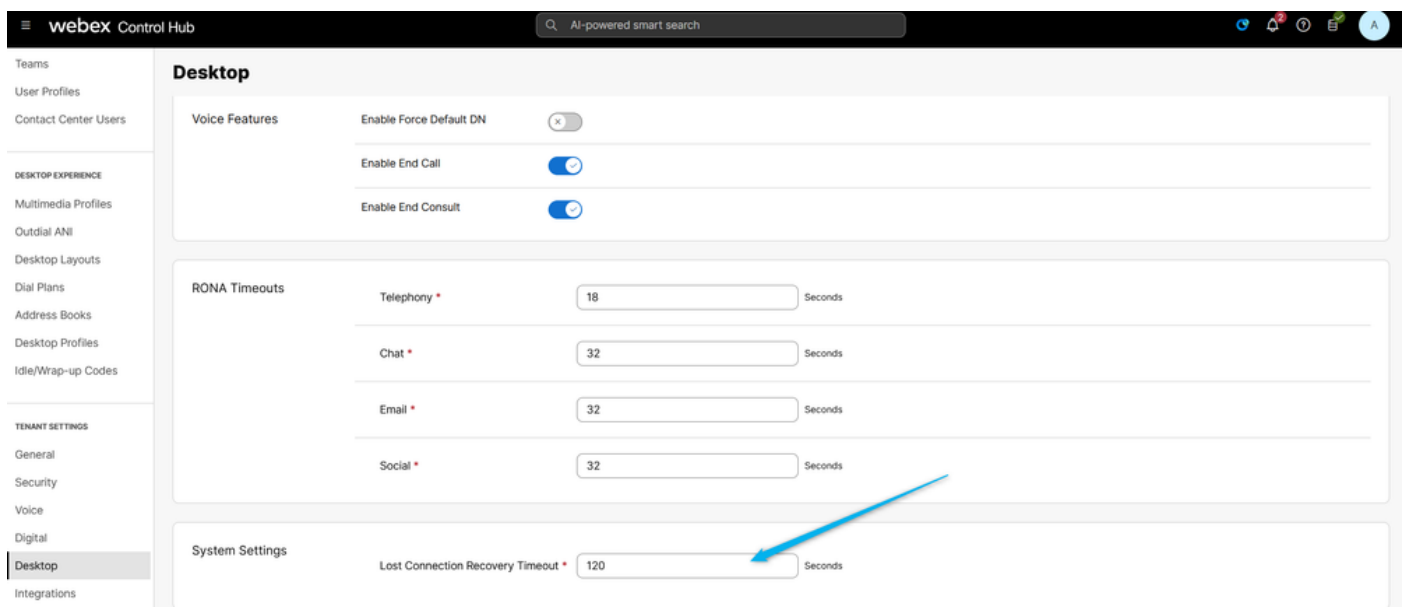
```
2025-02-26 10:38:12:615 agentx-services Trace ["Keepalive from Desktop every 4 sec | { keepalive: 'true' } :: WS status: 1 :: Desktop is online: true"]
2025-02-26 10:38:15:563 agentx-services Trace ["Keepalive from notifs",{"keepalive":"true"}]
2025-02-26 10:38:18:411 agentx-services Trace ["Keepalive 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 10:38:24:958 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 notifs",{"keepalive":"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 10:38:45:261 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"]
```

Message from the Agent Desktop Application to the backend

Message from the backend to the Agent Desktop Application

Als er geen voltooide berichten voor 16 seconden of van de Desktop van de Agent of van de berichten zijn, begint het systeem het terugwinningsproces.

Vervolgens probeert de toepassing de verbinding opnieuw tot stand te brengen tijdens de tijd die is opgegeven in de instellingen voor de Time-out van de verbinding met het bureaublad.



Stap 3. Begrijp de indicaties van het probleem dat u kunt detecteren uit de Agent Desktop logs.

- Agent Desktop is gestopt met het verzenden van keepalive berichten naar Notifs (backend). Om problemen op te lossen, moet u beginnen met het controleren van de browser, PC, en Webex huurder configuraties om te verzekeren dat dit niet verwacht gedrag. Verwijs naar dit artikel om te voorkomen dat uw browser of pc stoppen met het verzenden van keepalive berichten volgens de configuraties: <https://www.cisco.com/c/en/us/support/docs/contact-center/webex-contact-center/220319-configure-environment-to-prevent-agent-d.html>

Als het probleem zich nog steeds voordoet nadat u uw omgeving hebt geconfigureerd om loskoppeling te voorkomen, kan het nog steeds een netwerkprobleem zijn en moet de IT-afdeling worden ingeschakeld om netwerkproblemen op te lossen.

```

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 notifia",("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 notifia",("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 11:52:56:236 agentx-services Trace ["Keepalive from notifia",("keepalive":"true")]
2025-02-21 11:52:59:216 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 notifia",("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 11:53:04:719 agentx-services Trace ["Keepalive from notifia",("keepalive":"true")]
2025-02-21 11:53:08:222 agentx-services Trace ["Keepalive from notifia",("keepalive":"true")]
2025-02-21 11:53:12:239 agentx-services Trace ["Keepalive from notifia",("keepalive":"true")]
2025-02-21 11:53:16:253 agentx-services Trace ["Keepalive from notifia",("keepalive":"true")]
2025-02-21 11:53:20:278 agentx-services Trace ["Keepalive from notifia",("keepalive":"true")]
2025-02-21 11:53:21:299 agentx-services Trace ["Keepalive.worker.js"] 2025-02-21 11:53:22:312 agentx-services, event=Websocket terminateWorker | keepalive Worker stopped"
2025-02-21 11:53:27:021 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 shouldReconnect: true, \n isWelcomeReceived:
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 11:53:27:344 agentx-services Trace ["Keepalive from Desktop every 4 sec | ( keepalive: 'true' ) :: WS status: 3 :: Desktop is online: true"]
2025-02-21 11:53:27:365 agentx-services Trace ["Keepalive from Desktop every 4 sec | ( keepalive: 'true' ) :: WS status: 3 :: Desktop is online: true"]
2025-02-21 11:53:27:367 agentx-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 ["[Util]", "Advanced Header is rendered"]

```

- De Desktop van de agent hield op ontvangende berichten van de berichten, of de berichten van berichten komen met vertragingen of uit orde. Dit wijst op netwerkproblemen, en als volgende stap, moet de IT-afdeling van de klant worden ingeschakeld om de logbestanden van de netwerkbrowser te helpen bewaken en pakketopnamen van de pc- en netwerkkapparaten van de agent te verzamelen.

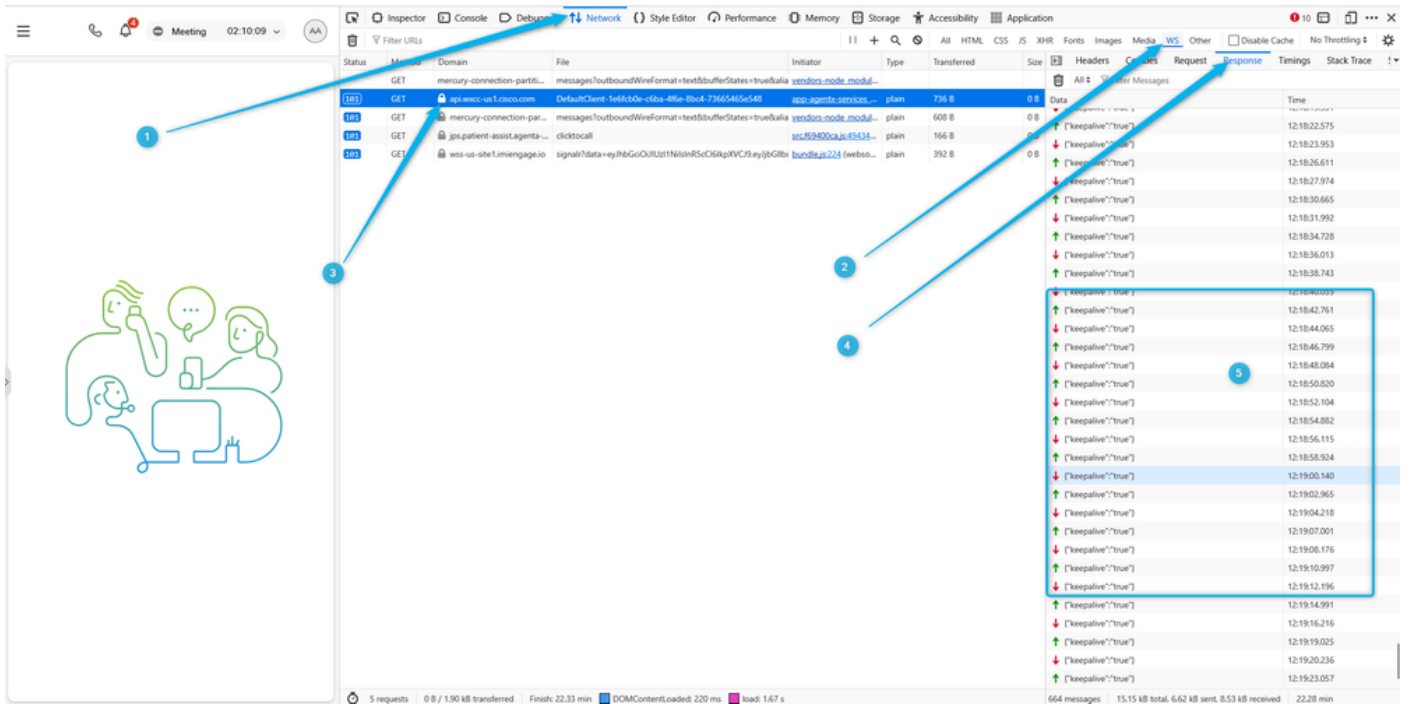
```

2025-02-24 10:38:58:944 agentx-services Trace ["Keepalive from notifia",("keepalive":"true")]
2025-02-24 10:39:00:587 agentx-services Trace ["Keepalive from Desktop every 4 sec | ( keepalive: 'true' ) :: WS status: 1 :: Desktop is online: true"]
2025-02-24 10:39:02:964 agentx-services Trace ["Keepalive from notifia",("keepalive":"true")]
2025-02-24 10:39:03:733 AgentX Trace ["[PrometheusLogMiner] pushlogs api success"]
2025-02-24 10:39:04:573 agentx-services Trace ["Keepalive from Desktop every 4 sec | ( keepalive: 'true' ) :: WS status: 1 :: Desktop is online: true"]
2025-02-24 10:39:06:983 agentx-services Trace ["Keepalive from notifia",("keepalive":"true")]
2025-02-24 10:39:07:978 agentx-services Trace ["Keepalive from Desktop every 4 sec | ( keepalive: 'true' ) :: WS status: 1 :: Desktop is online: true"]
2025-02-24 10:39:12:567 agentx-services Trace ["Keepalive from Desktop every 4 sec | ( keepalive: 'true' ) :: WS status: 1 :: Desktop is online: true"]
2025-02-24 10:39:13:700 AgentX Trace ["[Util]", "Advanced Header is rendered"]
2025-02-24 10:39:15:030 AgentX Trace ["[Util]", "Agent Profile Block is rendered"]
2025-02-24 10:39:15:045 AgentX Trace ["[App]", "[App] event=RenderConnectionLost | isConnectionLost=true | isSessionExpired=false"]
2025-02-24 10:39:16:568 agentx-services Trace ["Keepalive from Desktop every 4 sec | ( keepalive: 'true' ) :: WS status: 1 :: Desktop is online: true"]
2025-02-24 10:39:20:569 agentx-services Trace ["Keepalive from Desktop every 4 sec | ( keepalive: 'true' ) :: WS status: 1 :: Desktop is online: true"]
2025-02-24 10:39:24:377 agentx-services Trace ["Keepalive from Desktop every 4 sec | ( keepalive: 'true' ) :: WS status: 1 :: Desktop is online: true"]
2025-02-24 10:39:27:791 agentx-services Trace ["Keepalive.worker.js"] 2025-02-24 10:39:27:793 agentx-services, event=Websocket terminateWorker | keepalive Worker stopped"
2025-02-24 10:39:27:888 agentx-services Trace ["event=socketConnectionRetry | Retry to reconnect is going to begin"]
2025-02-24 10:39:27:894 agentx-services Trace ["[WebsocketStatus] | desktop online status is true | Notif state: ( isSocketClosed: true, \n shouldReconnect: true, \n isWelcomeReceived: false, \n fo
2025-02-24 10:39:27:900 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 10:39:27:904 agentx-services Error ["[WebsocketStatus] | event=socketConnectionClosedDetails | Code: 1006 Reason: wasClean: false", | Notif state: ( isSocketClosed: true, \n shouldReconnect: true
2025-02-24 10:39:28:896 agentx-services Trace ["event=socketConnectionRetry | Trying to reconnect to notifis socket"]
2025-02-24 10:39:29:209 agentx-services Trace ["Http request roundtrip time: https://api.wxcc-us1.cisco.com/v1/notification/subscribe POST 173ms"]
2025-02-24 10:39:29:215 agentx-services Trace ["event=socketRegistrationSuccess | Websocket URL: wss://api.wxcc-us1.cisco.com/v1/notification/subscription/DefaultClient-bf3a9ddf-ef51-4d8a-9aeb-93458a2e922c | Noti
2025-02-24 10:39:29:220 agentx-services Trace ["[WebsocketStatus] | connect initialized | Notif state: ( isSocketClosed: true, \n shouldReconnect: true, \n isWelcomeReceived: false, \n forceCloseWebS
2025-02-24 10:39:30:526 agentx-services Trace ["[WebsocketStatus] | event=socketConnectionEstablished | Websocket connection established and first ( keepalive: 'true' ) from Desktop to notifis sent",("isTrusted":
2025-02-24 10:39:30:531 agentx-services Trace ["Welcome message from Notifs Websocket",{"data":{"agentId":"baa5258c-1d5c-4a31-9771-1955bde4e2d9b","subscriptionId":"DefaultClient-bf3a9ddf-ef51-4d8a-9aeb-93458a2e922
2025-02-24 10:39:30:540 agentx-services Trace ["[keepalive.worker.js] 2025-02-24 16:34:30.494Z agentx-services, event=Websocket startWorker | keepalive Worker started"]
2025-02-24 10:39:31:738 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 10:39:34:538 agentx-services Trace ["Keepalive from notifia",("keepalive":"true")]
2025-02-24 10:39:34:562 AgentX Trace ["[App]", "event=requestSilentReLogin | Requesting relogin on socket reconnect"]
2025-02-24 10:39:34:569 AgentX Trace ["[App]", "event=handleConnectionLost | Connection status changed: ",("isConnectionLost":false,"isRestoreFailed":false,"isSocketReconnected":true,"isKeepAlive":true)]
2025-02-24 10:39:34:580 agentx-services Trace ["Keepalive from Desktop every 4 sec | ( keepalive: 'true' ) :: WS status: 1 :: Desktop is online: true"]
2025-02-24 10:39:34:681 agentx-services Trace ["Http request roundtrip time: https://api.wxcc-us1.cisco.com/v1/agents/reload POST 108ms"]

```

Stap 4. Bekijk de browser logbestanden om de WebSocket live berichten te vinden.

Inspecteer de Agent Desktop-ruimte, klik op Network, filter door WS en vind de berichten met het domein api.wxcc-(dc).cisco.com onder het tabblad Response, kunt u de keepalive-berichtstroom zien.



Stap 5. Verzamel IP-adressen die gerelateerd kunnen zijn aan de WebSocket-verbinding.

Open een terminal en gebruik de opdracht nslookup om verwante IP-adressen te vinden toapi.wxcc-(dc).cisco.com domein.

```
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
```

Stap 6. Leg netwerklogs vast en bekijk deze.

Leg netwerklogboeken vast met behulp van Wireshark of andere netwerktools waar u zich goed bij voelt.

Filter de logbestanden op de IP-adressen die zijn verzameld in stap 5 en filter voor berichten tussen uw pc en een van die IP-adressen. Deze berichten zijn keepalives tussen de Agent Desktop en meldingen, en vice versa.

Wi-Fi

File Edit View Go Capture Analyze Statistics Telephony Wireless Tools Help

(ip.addr == 34.237.116.181) or (ip.addr == 98.82.240.79) or (ip.addr == 52.201.116.220)

No.	Time	Source	Destination	Protocol	Length	Info	Source
37	2025-02-26 12:27:22	882284 10.151.184.141	98.82.240.79	TLSv1.2	102	Application Data	6
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	6
44	2025-02-26 12:27:23	030472 98.82.240.79	10.151.184.141	TLSv1.2	98	Application Data	6
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	6
82	2025-02-26 12:27:26	136511 10.151.184.141	98.82.240.79	TLSv1.2	102	Application Data	6
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	6
96	2025-02-26 12:27:27	056496 98.82.240.79	10.151.184.141	TLSv1.2	98	Application Data	6
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	6
191	2025-02-26 12:27:30	179374 10.151.184.141	98.82.240.79	TLSv1.2	102	Application Data	6
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	6
198	2025-02-26 12:27:31	075243 98.82.240.79	10.151.184.141	TLSv1.2	98	Application Data	6
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	6
232	2025-02-26 12:27:34	257080 10.151.184.141	98.82.240.79	TLSv1.2	102	Application Data	6
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	6
251	2025-02-26 12:27:35	137240 98.82.240.79	10.151.184.141	TLSv1.2	98	Application Data	6
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	6

Keepalive message from Agent Desktop to Notifs (backend)

Keepalive message from Notifs (backend) to the Agent Desktop

Stap 7. Leg logbestanden op netwerkapparaten vast.

U zou ook de logboeken op uw netwerkapparaten, zoals routers, firewalls, of L3 switches moeten vangen, om problemen op te lossen waarom keepalives niet behoorlijk stromen.

Over deze vertaling

Cisco heeft dit document vertaald via een combinatie van machine- en menselijke technologie om onze gebruikers wereldwijd ondersteuningscontent te bieden in hun eigen taal. Houd er rekening mee dat zelfs de beste machinevertaling niet net zo nauwkeurig is als die van een professionele vertaler. Cisco Systems, Inc. is niet aansprakelijk voor de nauwkeurigheid van deze vertalingen en raadt aan altijd het oorspronkelijke Engelstalige document (link) te raadplegen.