

Solucionar problemas de desconexão do Agent Desktop

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Introdução

Este documento descreve como capturar logs de rede no PC do agente enquanto soluciona problemas de desconexão do Agent Desktop.

Pré-requisitos

Requisitos

A Cisco recomenda que você tenha conhecimento destes tópicos:

- Portal da central de atendimento Webex - <https://admin.webex.com/>
- Webex Contact Center Agent Desktop - [Contact Center Desktop \(cisco.com\)](#)
- WxCC 2.0
- Conceitos básicos de rede

Componentes Utilizados

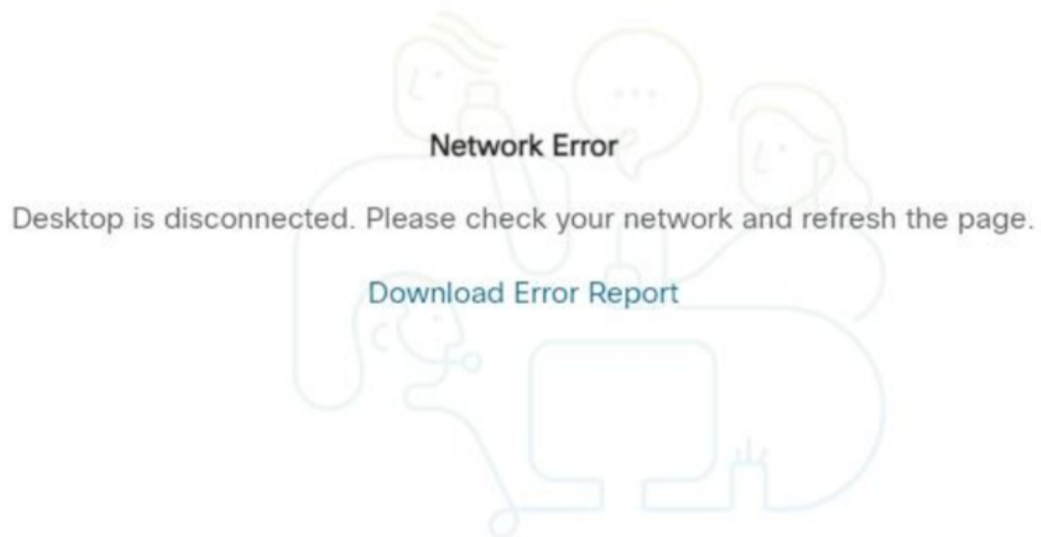
As informações neste documento são baseadas nestas versões de software:

- WxCC 2.0

As informações neste documento foram criadas a partir de dispositivos em um ambiente de laboratório específico. Todos os dispositivos utilizados neste documento foram iniciados com uma configuração (padrão) inicial. Se a rede estiver ativa, certifique-se de que você entenda o impacto potencial de qualquer comando.

Descrição do problema

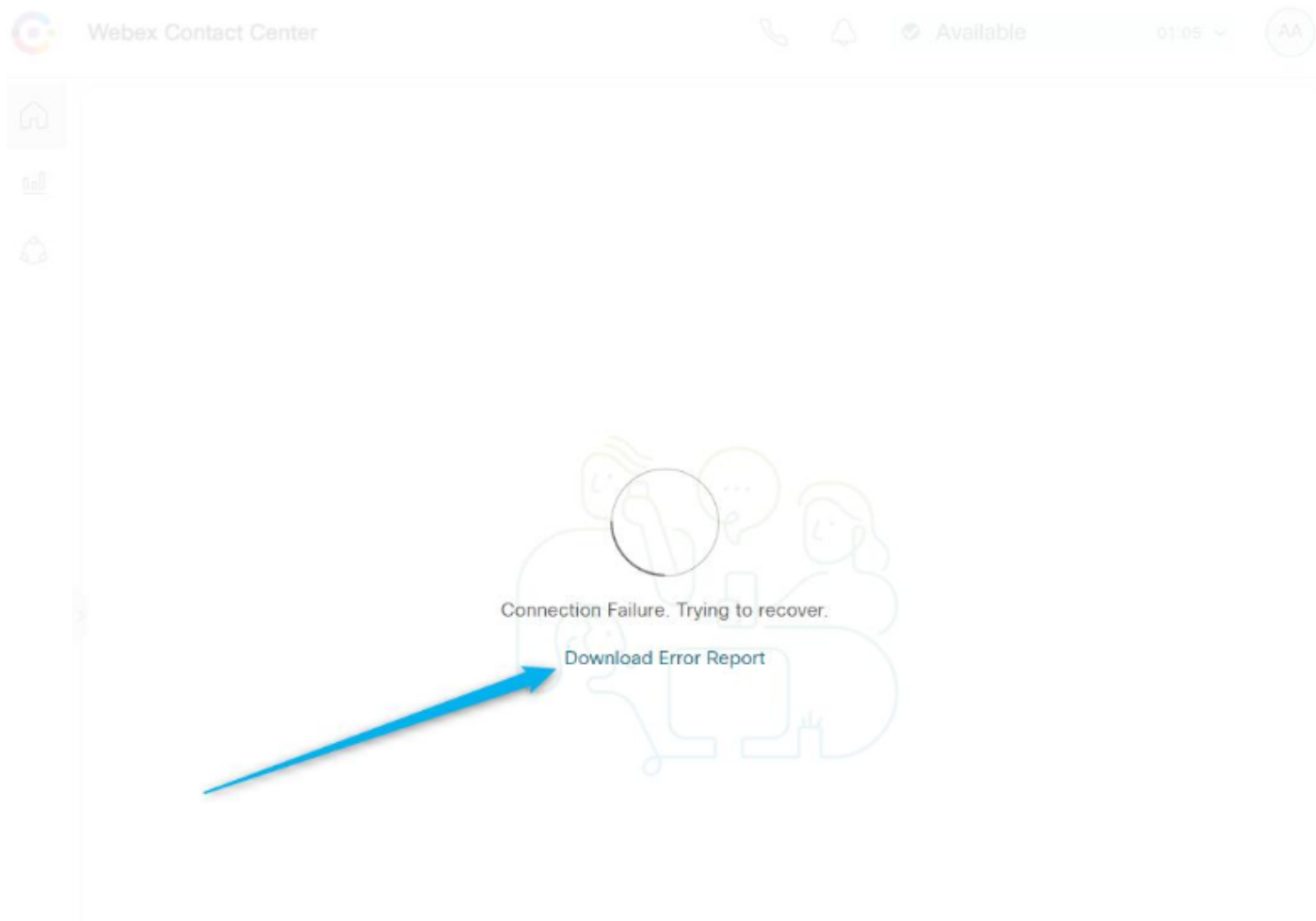
Os agentes reclamam que veem seu Agent Desktop perdendo a conexão com a Internet.



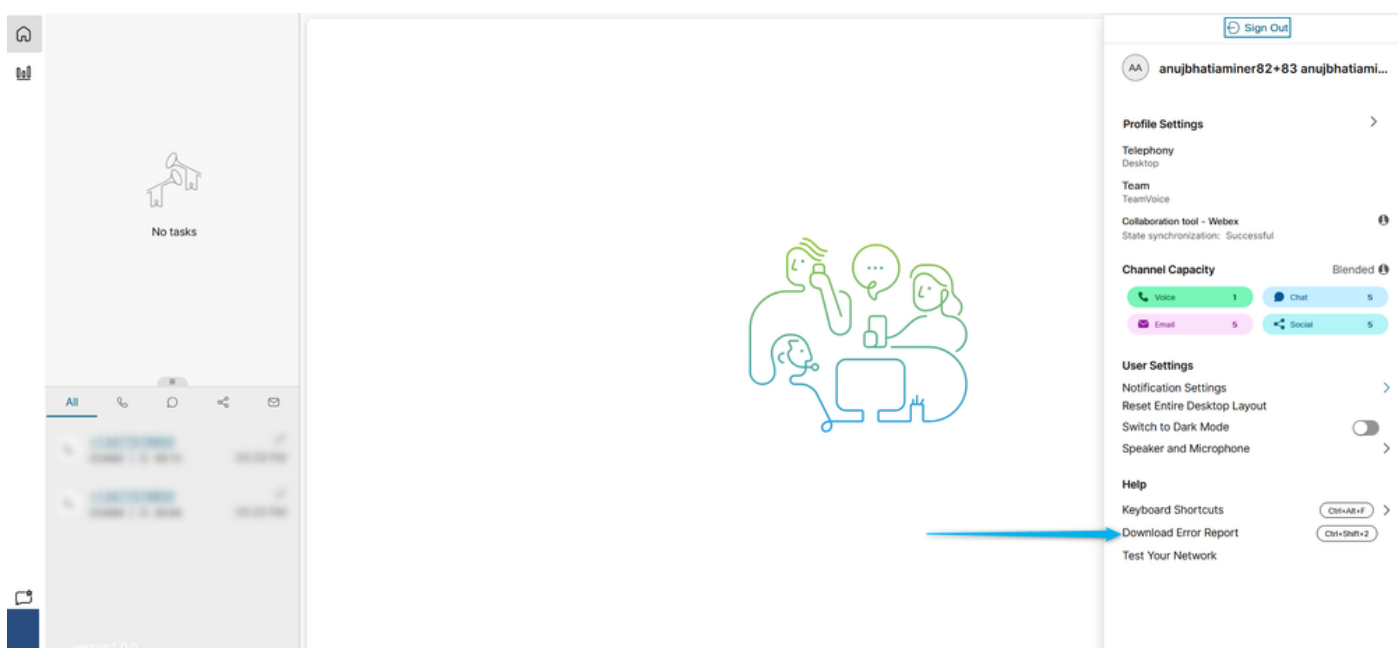
Solução de problemas

Etapa 1. Coletar relatório de erros.

Você pode fazer isso enquanto o Agent Desktop está reconectado ou a conexão foi perdida.



Você também pode coletar o Relatório de Erros após o Agent Desktop restabelecer a conexão.



Etapa 2. Entender como as manutenções de atividades são enviadas e recebidas pelo Agent Desktop.

Há mensagens de keepalive do aplicativo Agent Desktop para o back-end a cada 4 segundos. Paralelamente, há mensagens de keepalive dos Notifs (back-end) para o 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 10:38:18:494 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"]

Se não houver mensagens concluídas por 16 segundos do Agent Desktop ou das notificações, o sistema iniciará o processo de recuperação.

Em seguida, o aplicativo tenta restabelecer a conexão durante o tempo especificado nas configurações de Tempo limite de recuperação de conexão perdida da área de trabalho.

webex Control Hub

Desktop

Voice Features

Enable Force Default DN

Enable End Call

Enable End Consult

RONA Timeouts

Telephony * 18 Seconds

Chat * 32 Seconds

Email * 32 Seconds

Social * 32 Seconds

System Settings

Lost Connection Recovery Timeout * 120 Seconds

Etapa 3. Entender as indicações do problema que você pode detectar a partir dos logs do Agent Desktop.

- O Agent Desktop parou de enviar mensagens de keepalive a Notifs (back-end). Para solucionar problemas, você precisa começar verificando as configurações do navegador, do PC e do locatário do Webex para garantir que esse comportamento não seja o esperado. Consulte este artigo para impedir que seu navegador ou PC pare de enviar mensagens de keepalive de acordo com as configurações:
<https://www.cisco.com/c/en/us/support/docs/contact-center/webex-contact-center/220319-configure-environment-to-prevent-agent-d.html>

Se o problema ainda estiver ocorrendo depois que você configurar seu ambiente para evitar a desconexão, ainda poderá ser um problema de rede e o departamento de TI precisa estar envolvido na solução de problemas de rede.

```

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 11:52:51:085 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 11:53:21:399 agentx-services Trace ["Keepalive.worker.js"] 2025-02-21:11:53:22.315 agentx-services, event=Websocket terminateWorker | keepalive Worker stopped"
2025-02-21 11:53:21:521 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 11:53:27:344 agentx-services Trace ["Keepalive from Desktop every 4 sec | ( keepalive: 'true' ) :: WS status: 3 :: Desktop is online: true"]
2025-02-21 11:53:27:345 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 11:53:28:287 AgentX Trace ["[Util]", "Advanced Header is rendered"]

```

- O Agent Desktop parou de receber mensagens das notificações ou as mensagens das notificações estão chegando atrasadas ou com problemas. Isso aponta para problemas de rede e, como a próxima etapa, o departamento de TI do cliente precisa estar envolvido para ajudar a monitorar os logs do navegador da rede e coletar capturas de pacotes do PC e dos dispositivos de rede do agente.

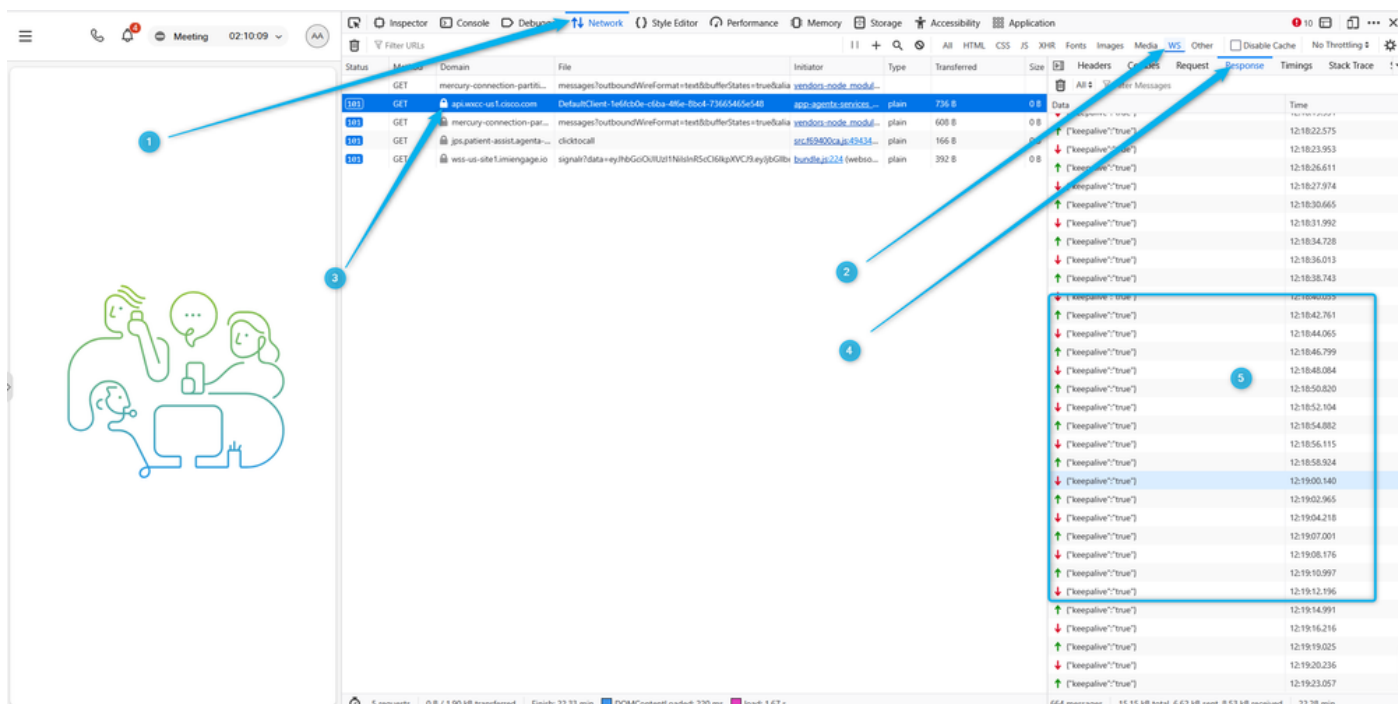
```

2025-02-24 10:34:58:944 agentx-services Trace ["Keepalive from notifia",("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 notifia",("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 notifia",("keepalive":"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 10:34:12:567 agentx-services Trace ["Keepalive from Desktop every 4 sec | ( keepalive: 'true' ) :: WS status: 1 :: Desktop is online: true"]
2025-02-24 10:34:13:000 AgentX Trace ["[Util]", "Advanced Header 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"] 2025-02-24:10:34:27.793 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-ef51-4d8a-9aeb-93458a2e922c | Noti
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":"baa5258c-1d5c-4a31-9771-1955bde4e2d9b","subscriptionId":"DefaultClient-bf3a9ddf-ef51-4d8a-9aeb-93458a2e922
2025-02-24 10:34:30:540 agentx-services Trace ["Keepalive.worker.js"] 2025-02-24:10:34:30.494 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 notifia",("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"]

```

Etapa 4. Revise os logs do navegador para encontrar as mensagens ao vivo do WebSocket.

Inspecione o espaço do Agent Desktop, clique em Network, filtre por WS e localize as mensagens com o domínio api.wxcc-(dc).cisco.com na guia Response, você pode ver o fluxo de mensagens do keepalive.



Etapa 5. Colete endereços IP que possam estar relacionados à conexão WebSocket.

Abra um terminal e use o comando nslookup para localizar endereços IP relacionados no domínio 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
```

Etapa 6. Capturar e revisar logs de rede.

Capture logs de rede usando o Wireshark ou qualquer outra ferramenta de rede com a qual você se sinta confortável.

Filtre os logs pelos endereços IP coletados na Etapa 5 e filtre as mensagens entre seu PC e qualquer um desses endereços IP. Essas mensagens são manutenções de atividades entre o Agent Desktop e as notificações e 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

Etapa 7. Capturar logs em dispositivos de rede.

Você também precisaria capturar os registros em seus dispositivos de rede, como roteadores, firewalls ou switches L3, para solucionar o motivo pelo qual as manutenções de atividade não estão fluindo corretamente.

Sobre esta tradução

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