

排除被延迟的精良代理程序状态更改故障

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Introduction

troubleshoot

Rohit Cisco TAC

Prerequisites

Requirements

Cisco

- Cisco Unified Contact Center Enterprise (UCCE)
- Cisco

Components Used

- 11.5
- UCCE 11.5

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.

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Troubleshoot

- WebServices

-

CTI

0051203603: 10.106.81.82: Apr 14 2017 14:01:17.196 -0700: %CCBU_CTIMessageEventExecutor-0-6-DECODED_MESSAGE_FROM_CTI_SERVER: %[cti_message=CTIAgentStateEvent [skillGroupState=7 (BUSY_OTHER), stateDuration=0, skillGroupNumber=29808, skillGroupPriority=0, agentState=8 (RESERVED), eventReasonCode=0, numFltSkillGroups=0, CTIClientSignature=Finesse, agentID=1234, agentExtension=1234, agentInstrument=1234, agentID_Long=null, duration=null, nextAgentState=null, fltSkillGroupNumberList=[], fltSkillGroupIDList=[], fltSkillGroupPriorityList=[], fltSkillGroupStateList=[], MRDId=1, agentMode=1]CTIMessageBean [invokerID=null, cti_sequence_id=865941, msgID=30, timeTracker={"id":"AgentStateEvent","CTI_MSG_RECEIVED":1492203677196,"CTI_MSG_DISPATCH":1492203677196}, msgName=AgentStateEvent, deploymentType=CCE]][cti_response_time=0][dispatch_phase=DnD-CHECKPOINT-3B]: Decoded Message to Finesse from backend cti server

14

001345281: 10.106.81.82: Apr 14 2017 14:01:31.936 -0700: %CCBU_CoreImpl-worker187-6-XMPP_PUBLISH_ASYNCHRONOUS: %[NodId=/finesse/api/User/1234][Payload=<Update> <data> <user> <dialogs>/finesse/api/User/1234/Dialogs</dialogs> <extension>1234</extension> <firstName>Test</firstName> <lastName>Test</lastName> <loginId>1234</loginId> <loginName>Test</loginName> <mediaType>1</mediaType> <pendingState></pendingState> <roles> <role>Agent</role> </roles> <settings> <wrapUpOnIncoming>OPTIONAL</wrapUpOnIncoming> </settings> <state>RESERVED</state>

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<source>/finesse/api/User/1234</source>

</Update>]: Publishing XMPP Message Asynchronously

114

001345281: 10.106.81.82: Apr 14 2017 14:01:31.936 -0700: %CCBU_CoreImpl-worker187-6-XMPP_PUBLISH_ASYNCHRONOUS: %[NodId=/finesse/api/User/1234][Payload=<Update> <data> <user> <dialogs>/finesse/api/User/1234/Dialogs</dialogs> <extension>1234</extension> <firstName>Test</firstName> <lastName>Test</lastName> <loginId>1234</loginId> <loginName>Test</loginName> <mediaType>1</mediaType> <pendingState></pendingState> <roles> <role>Agent</role> </roles> <settings> <wrapUpOnIncoming>OPTIONAL</wrapUpOnIncoming> </settings> <state>RESERVED</state>

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WebServices

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12

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</Update>]: Publishing XMPP Message Asynchronously

WebServicesSystemEventId=10(SYS_INSTRUMENT_OUT_OF_SERVICE -SystemEventArg1
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001345281: 10.106.81.82: Apr 14 2017 14:01:31.936 -0700: %CCBU_CoreImpl-worker187-6-

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<source>/finesse/api/User/1234</source>

</Update>]: Publishing XMPP Message Asynchronously

CLEAR_CONNECTION(CF_REQUEST_TIMEOUT_REJECTION)SystemEvent

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001345281: 10.106.81.82: Apr 14 2017 14:01:31.936 -0700: %CCBU_CoreImpl-worker187-6-

XMPP_PUBLISH_ASYNCHRONOUS: %<NodId=/finesse/api/User/1234><Payload=<Update> <data> <user>

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PG CTI

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JTAPI

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</Update>]: Publishing XMPP Message Asynchronously
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'ClearConnectionReq'CTI CTIPeriheral(PG)(OPC)CUCMPG(PIM)/PG JTAPI(JGW) CTI)CUCM (Systemevents

11.5(1) ES4

ICM(pg.cucm) [CSCve12017](#)

[CSCve11977](#)