

解決Agent Desktop斷開連線問題

目錄

[簡介](#)

[必要條件](#)

[需求](#)

[採用元件](#)

[問題描述](#)

[疑難排解](#)

簡介

本文檔介紹在診斷Agent Desktop斷開連線問題時如何捕獲代理PC上的網路日誌。

必要條件

需求

思科建議您瞭解以下主題：

- Webex客服中心入口網站 — <https://admin.webex.com/>
- Webex客服中心座席案頭 — [客服中心案頭\(cisco.com\)](#)
- WxCC 2.0
- 網路基礎知識

採用元件

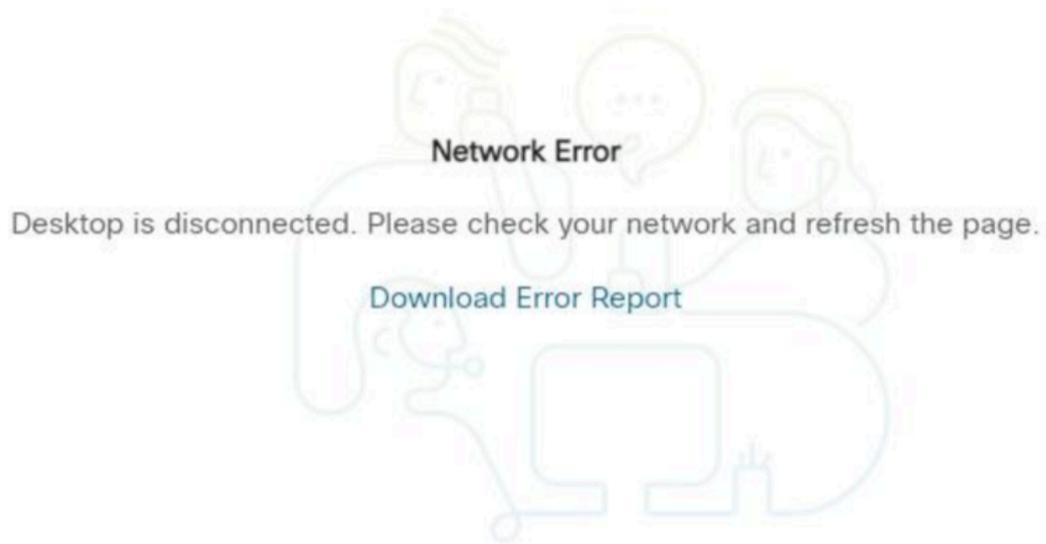
本檔案中的資訊是根據以下軟體版本：

- WxCC 2.0

本文中的資訊是根據特定實驗室環境內的裝置所建立。文中使用到的所有裝置皆從已清除（預設）的組態來啟動。如果您的網路運作中，請確保您瞭解任何指令可能造成的影響。

問題描述

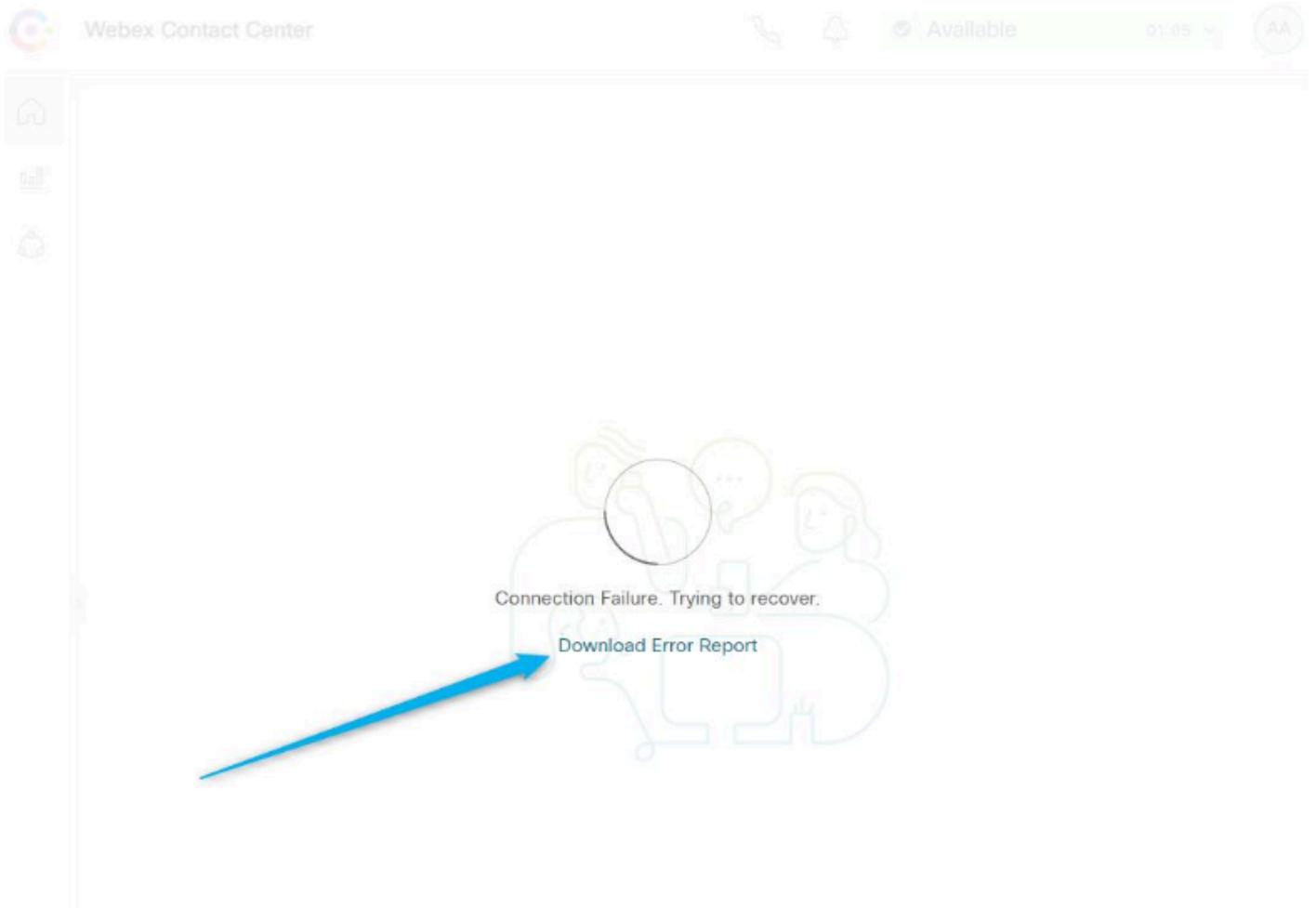
代理商抱怨他們看到其Agent Desktop丟失了網際網路連線。



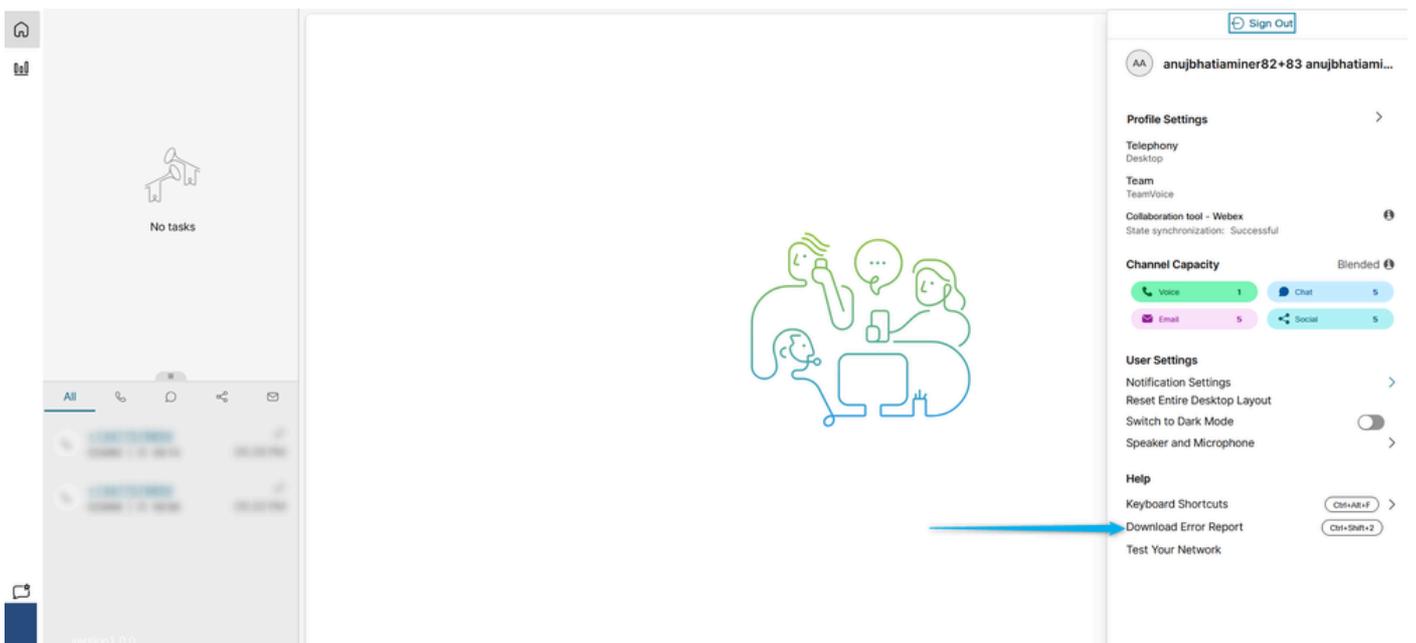
疑難排解

步驟1.收集錯誤報告。

您可以在Agent Desktop重新連線或失去連線時執行此操作。



也可以在Agent Desktop重新建立連線後收集錯誤報告。



步驟2.瞭解Agent Desktop如何傳送和接收keepalive。

從Agent Desktop Application每4秒向後端傳送keepalive消息。同時，存在從Notifs（後端）到

- Agent Desktop已停止接收來自通知的消息，或者來自通知的消息出現延遲或順序有誤。這指出了網路問題，下一步需要與客戶的IT部門合作，幫助監控網路瀏覽器日誌，並從代理的PC和網路裝置收集資料包捕獲。

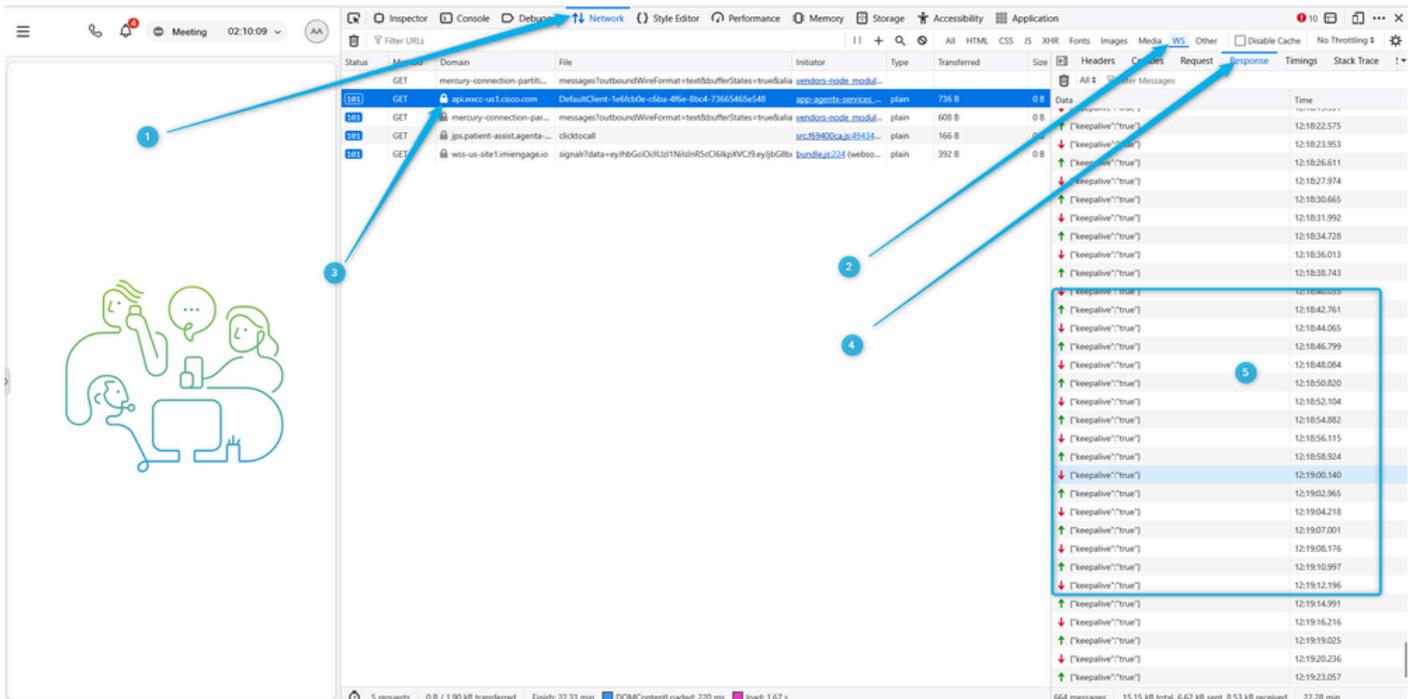
```

2025-02-24 10:33:58:944 agentx-services Trace ["Keepalive from notifs,{"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 notifs,{"keepalive":"true"}]
2025-02-24 10:34:03:733 AgentX Trace [{"PrometheusLogMiner} pushlogs api success"]
2025-02-24 10:34:04:973 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 notifs,{"keepalive":"true"}]
2025-02-24 10:34:08:976 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 10:34:13:003 agentx-error [{"Util"},"Advanced Reader is rendered"]
2025-02-24 10:34:15:030 AgentX Trace [{"App"},"Agent Profile Block is rendered"]
2025-02-24 10:34:15:045 AgentX Trace [{"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 10:34:24:577 agentx-services Trace ["Keepalive from Desktop every 4 sec | { keepalive: 'true' } :: WS status: 1 :: Desktop is online: true"]
2025-02-24 10:34:27:971 agentx-services Trace [{"Keepalive.worker.js"}] 2025-02-24 10:34:27:971 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, \n | Notif state: { isSocketClosed: true, \n shouldReconnect: true
2025-02-24 10:34:28:896 agentx-services Trace [{"event=socketConnectionRetry | Trying to reconnect to notif 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-ef51-4dba-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 notif sent",{"isTrusted":
2025-02-24 10:34:30:531 agentx-services Trace [{"Welcome message from Notifs WebSocket"},{"data":{"agentId":"baa5258c-1d8c-4a31-9771-1985bd4e2d9b","subscriptionId":"DefaultClient-bf3a9ddf-ef51-4dba-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 notif 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 notifs,{"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"}]

```

步驟4. 查看瀏覽器日誌，查詢WebSocket live消息。

檢查Agent Desktop空間，按一下Network (網路)，按WS過濾，然後使用Response (響應) 頁籤下的domain api.wxcc-(dc). cisco.com查詢消息，您可以檢視keepalive消息流。



步驟5. 收集可能與WebSocket連線相關的IP地址。

開啟終端機，使用nslookup command查詢相關IP地址to api.wxcc-(dc). cisco.com域。

```
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
```

步驟6. 捕獲並檢視網路日誌。

使用Wireshark或您熟悉的任何其他網路工具捕獲網路日誌。

按照步驟5中收集的IP地址過濾日誌，然後過濾您的PC和任意IP地址之間的消息。這些消息是Agent Desktop和通知之間的keepalive，反之亦然。

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

步驟7. 捕獲網路裝置上的日誌。

您還需要捕獲網路裝置（例如路由器、防火牆或L3交換機）上的日誌，以排除keepalive無法正常傳輸的原因。

關於此翻譯

思科已使用電腦和人工技術翻譯本文件，讓全世界的使用者能夠以自己的語言理解支援內容。請注意，即使是最佳機器翻譯，也不如專業譯者翻譯的內容準確。Cisco Systems, Inc. 對這些翻譯的準確度概不負責，並建議一律查看原始英文文件（提供連結）。