Cisco Unified Web and E-Mail Interaction Manager Troubleshooting Guide

For Unified Contact Center Express

Release 4.2(5)
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Welcome to Cisco® Interaction Manager™, multichannel interaction software used by businesses all over the world to build and sustain customer relationships. A unified suite of the industry's best applications for web and email interaction management, it is the backbone of many innovative contact center and customer service helpdesk organizations.

Cisco Interaction Manager includes a common platform and one or both of the following applications:

▸ Cisco Unified Web Interaction Manager (Unified WIM)

▸ Cisco Unified E-Mail Interaction Manager (Unified EIM)

About this guide

Cisco Unified Web and E-Mail Interaction Manager Troubleshooting Guide describes recommended actions for the most common issues related to Cisco Interaction Manager.

This guide is for installations that are integrated with Cisco Unified Contact Center Express (Unified CCX) (.

Document conventions

This guide uses the following typographical conventions.

Convention	Indicates
Italic	Emphasis. Or the title of a published document.
Bold	Labels of items on the user interface, such as buttons, boxes, and lists. Or text that must be typed by the user.
`Monospace`	The name of a file or folder, a database table column or value, or a command.
Variable	User-specific text; varies from one user or installation to another.

Document conventions

Other learning resources

Various learning tools are available within the product, as well as on the product CD and our web site. You can also request formal end-user or technical training.

Online help

The product includes topic-based as well as context-sensitive help.

Use	To view
❓ **Help** button	Topics in *Cisco Unified Web and E-Mail Interaction Manager Help;* the Help button appears in the console toolbar on every screen.
F1 keypad button	Context-sensitive information about the item selected on the screen.

Online help options

Documentation

▸ The latest versions of all Cisco documentation can be found online at http://www.cisco.com

▸ All Unified EIM documentation can be found online at
http://www.cisco.com/en/US/products/ps7236/tsd_products_support_series_home.html

▸ All Unified WIM documentation can be found online at
http://www.cisco.com/en/US/products/ps7233/tsd_products_support_series_home.html

▸ In particular, Release Notes for these products can be found at
http://www.cisco.com/en/US/products/ps7236/prod_release_notes_list.html

▸ For general access to Cisco Voice and Unified Communications documentation, go to
http://www.cisco.com/en/US/products/sw/voicesw/tsd_products_support_category_home.html

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Troubleshooting tools

This chapter describes common tools available for troubleshooting such as loggers. Configuration procedures, if any, for these tools.

List of loggers and appenders

This section provides a list of the default appenders available in the system. For each appender, we list the loggers used by it and the name of the log file in which it records information.

#	Component	Appender name	Log file name	Logger name
1.	System monitoring and health check	dal_connpool	eg_log_dal_connpool.log	egain.dal.connpool
2.	System monitoring and health check	dal_query_timeout	eg_log_dal_query_timeout.log	egain.dal.querytimeout
3.	Distributed Services Manager (DSM)	*Services_Server_Name_*DSMController	eg_log_*Services_Server_Name_*DSMController.log	com.egain
4.	Distributed Services Manager (DSM)	*Services_Server_Name_*dsm-registry	eg_log_*Services_Server_Name_*dsm-registry.log	com.egain
5.	Distributed Services Manager (DSM)	*Services_Server_Name_*HostController	eg_log_*Services_Server_Name_*HostController.log	com.egain
6.	Distributed Services Manager (DSM)	*Services_Server_Name_*license-manager	eg_log_*Services_Server_Name_*license-manager.log	com.egain
7.	Distributed Services Manager (DSM)	*Services_Server_Name_*platform-rsm	eg_log_*Services_Server_Name_*platform-rsm.log	com.egain
8.	Distributed Services Manager (DSM)	*Services_Server_Name_*ServerMonitoring	eg_log_*Services_Server_Name_*ServerMonitoring.log	com.egain
9.	Distributed Services Manager (DSM)	*Services_Server_Name_*ServiceController	eg_log_*Services_Server_Name_*ServiceController.log	com.egain
10.	Application server	*Application_Server_Name_*Application Server	eg_log_*Application_Server_Name_*Application Server.log	com.egain
11.	Agent Assignment service process	*Services_Server_Name_*agent-assignment-process	eg_log_*Services_Server_Name_*agent-assignment-process.log	com.egain
12.	Alarm service process	*Services_Server_Name_*alarm-rules-process	eg_log_*Services_Server_Name_*alarm-rules-process.log	com.egain
13.	Archive service process	*Services_Server_Name_*archive_process	eg_log_*Services_Server_Name_*archive_process.log	com.egain
14.	Activity Pushback service process	*Services_Server_Name_*auto-pushback-process	eg_log_*Services_Server_Name_*auto-pushback-process.log	com.egain
15.	Dispatcher service process	*Services_Server_Name_*dx-process	eg_log_*Services_Server_Name_*dx-process.log	com.egain
16.	KB Import service process	*Services_Server_Name_*import-process	eg_log_*Services_Server_Name_*import-process.log	com.egain

#	Component	Appender name	Log file name	Logger name
17.	Article Rating service process	*Services_Server_Name_* kb-article-rating-process	eg_log_*Services_Server_Name_* kb-article-rating-process.log	com.egain
18.	Attachment service process	*Services_Server_Name_* kb-attachment-cs	eg_log_*Services_Server_Name_* kb-attachment-cs.log	com.egain
19.	Report service process	*Services_Server_Name_* report-process	eg_log_*Services_Server_Name_* report-process.log	com.egain
20.	Workflow Cache service process	*Services_Server_Name_* rules-cache-process	eg_log_*Services_Server_Name_* rules-cache-process.log	com.egain
21.	Workflow Engine service process	*Services_Server_Name_* rules-process	eg_log_*Services_Server_Name_* rules-process.log	com.egain
22.	Retriever service process	*Services_Server_Name_* rx-process	eg_log_*Services_Server_Name_* rx-process.log	com.egain
23.	Scheduler service process	*Services_Server_Name_* scheduler-process	eg_log_*Services_Server_Name_* scheduler-process.log	com.egain
24.	Not in use	knowledge_export	eg_log_knowledge_export.log	com.egain.knowledge.export
25.	Not in use	knowledge_import	eg_log_knowledge_import.log	com.egain.knowledge.central.importtask
26.	Not in use	*Services_Server_Name_* ss-article-rating-process	eg_log_*Services_Server_Name_* ss-article-rating-process.log	com.egain

Configuring the size of log files

If needed, you can change the size of log files generated in the system. You can set a different size for each log file. By default the size of files is set to 5 MB. It is recommended that you do not set the value higher than 10 MB.

To configure the size of log files:

1. Open the *Cisco_Home*`\config\egpl_log4j.xml` file in a text editor.

2. Locate the log file for which you want to change the log size. For the log file, locate the `MaxFileSize` property and set the size of the log file. The default value is set to 5 MB. You should not set the value higher than 10 MB.

Configuring cleanup of logs folder

As you keep using the product, the **logs** folder on the file server keeps accumulating log files. To manage the size of your installation folder, it is important to get rid of the old log files periodically.

By default the system keeps creating log files of 5 MB each, and once a log file reaches the maximum size (that is 5 MB), the current file is backed-up as "`File_Name.log.` *<number starting from 1>*" (for example,

eg_log_V22W2_Application Server.log.1, eg_log_V22W2_Application Server.log.2, etc) and a new log file is created. If you want that the backed-up files should be automatically deleted after they have reached a certain number, you can set a property in the `egpl_general.properties` file. After the number of back-up copies of a log file reaches the specified number, the system starts deleting the oldest versions from the logs folder.

> **Important:** **It is recommended that you do set the value more than 50.**

Also, note that when the application is restarted, a folder with date and timestamp (for example, logs_09152008_927) is created in the **logs** folder and all the existing log files are moved to that folder and new log files are created in the **logs** folder. The files from the backup folders are never deleted automatically. You must plan to clean-up these folders manually.

To configure the cleanup of logs folder:

1. On the file server, browse to *Cisco_Home*`\config.`

2. Open the `egpl_general.properties` file in a text editor.

3. In the file, locate `logger.max.backup.index`. The current value of the property is set to `-1`, which means that the log files are never deleted from the *Cisco_Home*`\logs` folder. If you want to delete the old files, specify a number for the value. It is recommended that you should set the value more than 50.

After the number of versions of a log file reaches the specified number, the system starts deleting the oldest backed-up copy of the log file from the **logs** folder.

Debugging tools

UI debugging tools

There are two UI debugging tools available. They are:

▸ Microsoft Script Debugger

▸ Cisco Interaction Manager Debugger

Microsoft Script Debugger

Microsoft Script Debugger allows you to debug client side and server side scripts.

Script debugging is turned off by default in Internet Explorer. Enable this tool when you see script errors while using the application. Once the tool is on, every time you see a script error, you are given an option to debug the problem. If you select the option, the tool points you to the exact line in code, which is causing the problem.

To enable script debugging in Internet Explorer:

1. Close all open Internet Explorer browsers.

2. Reopen Internet Explorer.

3. Go to **Tools** (menu) > **Internet Options**.

4. In the Internet Options window, on the Advanced tab, go to the Browsing section. Make the following changes:

    a. Clear the **Disable script debugging (Internet Explorer)** option.

    b. Clear the **Disable script debugging (Other)** option.

    c. Select the **Display notification about every script error** option.

5. Close Internet Explorer.

6. Reopen Internet Explorer and launch the application.

Cisco Interaction Manager Debugger

The Cisco Interaction Manager Debugger helps you debug issues like application hang problems. Use this tool with Microsoft Script Debugger.

To troubleshoot with the Cisco Interaction Manager Debugger:

1. Launch the application and log in to the console that has the issue.

2. Press CTRL + SHIFT + W to launch the Debugger.

3. In the debugger window, configure the following options.

    a. Select the debug command. If you choose the **Select=>** option, then from the dropdown list, select a command for debugging. If you select the **Type=>** option, then provide the name of the object and operation you want to debug. The most useful debug commands are:

        - Trace On
        - Set Default Cursor
        - Launch Global Debugger

    b. In the **Timer log** field, select the option to hide or display the timer log.

4. Click the **Run** button to start debugging.

Sun Java Console

Sun Java Console provides useful information about issues related to the messaging applet, such as users don't receive internal messages or internal notifications, or agents or customers don't receive chat messages.

To enable Sun Java Console:

1. Go to **Start > Control Panel.**

2. Double-click Java.

3. In the Java Control Panel window, go to the Advanced tab, and make the following changes.

    a. In the Java console section, select **Hide console.**

    a. In the Miscellaneous section, select **Place Java icon in system tray**.

Setup and general

- ▶ Installation

- ▶ Starting application

- ▶ Logging in

- ▶ Localization

- ▶ Performance and miscellaneous items

Installation

Database creation failed error during installation

Symptom

While installing Cisco Interaction Manager, the following error message is displayed:

DB creation failed.

Possible cause

The database server has less than five GB free space.

Solution

▸ Make sure that the database server has at least five GB free space.

Error during installation

Symptom

While installing Cisco Interaction Manager on the same server where the file server was installed in some previous Cisco Interaction Manager installation, the following error message is displayed:

An unknown error occurred.

Case 1

Possible cause

When Cisco Interaction Manager is uninstalled, the *Cisco_Home*\Storage folder on the file server is not uninstalled. When a user attempts to install Cisco Interaction Manager on the same file server, the installation fails.

Solution

1. On the file server, browse to *Cisco_Home*.
2. If required, take a backup of the *Cisco_Home*\Storage folder.
3. Delete the *Cisco_Home* folder.

Case 2

Possible cause

There can be other problems, which need further analysis.

Recommended action

▸ Open the *Cisco_Home*\eService\installation\egpl_install_err.log log file in a text pad. Search for "error". The error message describes the problem that occurred during installation. If you need help with analyzing the logs, contact Cisco TAC.

Starting application

Unable to start application

Symptom

Unable to start Cisco Interaction Manager.

Case 1

Possible cause

Application server is not able to communicate with the Licence Manager, Remote Session Manager, and the database.

Recommended actions

Option 1

1. Check the *Cisco_Home*\logs\eg_log_*Services_Server_Name*_ServerMonitoring.log log file for the following messages.

   ```
   Platform Session Manager:ready=false

   eGain Local App Server Started:ready=false

   Database Server:ready=false
   ```

2. Check the *Cisco_Home*\logs\eg_log_*Services_Server_Name*_ServerMonitoring.log log file for the following messages.

   ```
   Info[Wait4Any2Start.waitUntilReady]:(Platform Session Manager)
   ready=false,m_maxTries=-1,iterCount=2
   Info[Wait4Any2Start.waitUntilReady]:(eGain Local App Server Started)
   ready=false,m_maxTries=-1,iterCount=0
   ```

```
Info[Wait4Any2Start.waitUntilReady]:(Database Server) ready=false,m_maxTries=-
1,iterCount=0
```

3. If the log files contain the messages described in Step 1 and Step 2, then wait for five minutes for the application to start. If it does not start after five minutes, then restart the application.

Option 2

▸ Check the network connection between all the servers in the deployment. If there is a network problem, contact your IT administrator and resolve it.

Option 3

▸ From the command prompt, run the following command:

```
netstat -an -p tcp
```

It shows a list of servers, the ports used by the server (in the format: `server name: port number`), and the status of the port. If the application is not running, then the connection status of the ports used by the application should not be Established, Listening, or Time_wait. If the ports are being used, then restart the server to free the ports. The default ports used by the application are: 80, 403, 9001, 9002, 139, 445, 12345, 12346, 9999, 1443, 1024 - 65535.

Option 4

▸ Run the following command to verify that the ports used by the application are open:

`telnet` *Server_Name Port_Number*

Where *Server_Name* is the name of the server and *Port_Number* is the port used to access the server.

▸ If you get a "Connect failed" error, it indicates that the server is not accessible on that port. Contact your system administrator to get the ports opened.

Case 2

Possible cause

WebLogic Server domains for secondary application servers are not configured properly.

Recommended action

1. Check the log file for the following WebLogic Server exceptions:

```
java.rmi.ConnectException: The connection manager to ConnectionManager for:
'weblogic.rjvm.RJVMImpl@74ccf82 - id:
'8218534549432914157S:10.4.0.173:[9001,9001,9002,9002,9001,9002,-
1]:mydomain:myserver' connect time: 'Thu Jul 06 00:05:48 GMT 2006'' has already
been shut down
```

```
####<22-Jul-06 21:29:23 BST> <Warning> <RJVM> <EMS00812> <myserver>
<ExecuteThread: '38' for queue: 'default'> <kernel identity> <> <000519>
<Unable to connect to a remote server on address 10.4.0.172 and port 9001 with
protocol t3. The Exception is java.net.ConnectException: Connection refused:
connect>
```

```
####<23-Jun-06 22:30:09 BST> <Warning> <WebLogicServer> <EMS00813> <myserver>
<CoreHealthMonitor> <kernel identity> <> <000337> <ExecuteThread: '16' for
queue: 'default' has been busy for "763" seconds working on the request "Http
Request: /partition1/web/controller/platform/common/login/login.jsp", which is
more than the configured time (StuckThreadMaxTime) of "600" seconds.>
```

If you need help with analyzing the logs, contact Cisco TAC.

2. Verify that a unique WebLogic Server domain has been created for each application server. A maximum of five secondary application servers are supported in a deployment.

Case 3

Possible cause

The License Manager is not starting.

Recommended action

1. Check the *Cisco_Home*\logs\eg_log_*Services_Server_Name*_license-manager.log log file for the following exceptions.

   18N_EGPL_LICENSE-FAIL_TO_LOAD_LICENSE_FILES -- Check if licenses files are in place.

   I18N_EGPL_LICENSE-LICENSE_UNITS_EXCEEDED - License files changed over the period. Contact administrator.

   I18N_EGPL_LICENSE-ACTION_LICENSE_MAPPING_CORRUPT - Contact administrator.

   I18N_EGPL_LICENSE-LICENSE_EXPIRED - Licenses expired. Contact administrator.

   I18N_EGPL_LICENSE-LICENSES_NOT_ISSUED_FOR_PARTITION -- Missing license files for a particular partition.

2. If exceptions are found, then send the *Cisco_Home*\logs\eg_log_*Services_Server_Name*_license-manager.log log file to Cisco TAC and restart the application.

Case 4

Possible cause

No license files are available on the Unified CCX server.

Recommended action

1. On the Unified CCX server, from the Unified CCX AppAdmin window, upload the Cisco Interaction Manager licenses. If the licence files are not available, then contact Cisco TAC.

2. Restart the Unified CCX servers (both primary and secondary) and then start Cisco Interaction Manager.

Case 5

Possible cause

The socket connection between Cisco Interaction Manager and Unified CCX is broken due to network timeout issues.

Recommended action

‣ Check the network connection. If there is a problem, contact your IT administrator.

Case 6

Possible cause

The primary or secondary Unified CCX server is not running.

Recommended action

‣ Check if the Unified CCX servers are running. If they are not running, then first start the Unified CCX servers (both primary and secondary) and then restart Cisco Interaction Manager.

Logging in

File or directory not found

Symptom

The following error is displayed:

HTTP Error 404 - File or directory not found.

Possible cause

The 404 error occurs when the requested file does not exist on the server.

Recommended action

Check the IIS log files on the web server to find the location of the missing file and add it.

1. Go to **Start > All Programs > Administration Tools > Internet Information Services (IIS) Manager.**

2. In the Internet Information Services (IIS) Manager window, browse to **Web Sites > Default Web Site.**

3. Right-click **Default Web Site** and click **Properties.**

4. In the Default Web Site Properties window, go to the Web Site tab.

5. On the Web Site tab, in the Connections section, in the **Enable logging** field, click the **Properties** button.

6. In the Logging Properties window, locate and note the following values for the log file.

   ○ **Log file directory**

   ○ **Log file name**

7. Next, browse to the log file and open it in a text pad.

8. In the log file, search for "404". From the log message, note down the path of the missing file.

9. Go to the location of the file and check if the file is missing. If the file is missing, you need to add it. You can get the files from the backup of the web server.

Not authorized to view page

Symptom

The following error is displayed:

HTTP 403 (Forbidden): You are not authorized to view this page.

Case 1

Possible cause

The error usually occurs due to issues with Internet Information Services (IIS). The `iisproxy.dll` and `iisproxy.ini` files could be missing.

Recommended action

1. On the primary application server, browse to *BEA_Home* **> weblogic81 > server > bin.**

2. Locate the following two files.

   ○ **iisproxy.dll**

   ○ **iisproxy.ini**

3. If the two files exist, then you need to check the properties of the **iisproxy.ini** file. Open the **iisproxy.ini** file in a text pad. In the file, locate `WeblogicHost` and check if the value of the WebLogic host is correct.

4. If the two files are missing, then add them. You can get the files from a backup of the primary application server.

Case 2

Possible cause

The error usually occurs due to issues with Internet Information Services (IIS). The mapping for the extensions, `.controller`, `.egain`, and `.jsp` might be missing.

Recommended action

1. Go to **Start > Settings > Control Panel > Administrative Tools > Internet Information Services.**

2. In the Internet Information Services (IIS) Manager window, browse to **Web Sites > Default Web Site.**

3. Right-click **Default Web Site** and click **Properties.**

4. In the Default Web Site Properties window, go to the Home Directory tab.

5. On the Home Directory tab, in the Application Settings section, click the **Configurations** button.

6. In the Application Configuration window, on the Mappings tab, in the Application extensions section, locate the following extensions.
   - `.controller`
   - `.egain`
   - `.jsp`

7. If the extension mappings are missing, then add them. On the Mappings tab, in the Application extensions section, click the **Add** button.

8. In the Add/Edit Application Extension Mapping window that opens, provide the following details and click **OK**.
   - **Executable:** Provide the path to the file containing the WebLogic plugin for IIS. For example, *Drive_Name*`\Inetpub\wwwroot\egain\iisproxy.dll.`
   - **Extension:** Provide the extension as `.egain.`
   - **Verbs:** Select the **Limit to** option and provide the get, head, post, and trace verbs.
   - Select the **Script engine** option.
   - Clear the **Verify that files exists** option.

9. In the Mappings tab, click the **Add** button again. Then, repeat Step 8 to add the `.controller` extension. Make sure that in the **Extension** field you specify the `.controller` extension. Likewise, add the extension mapping for `.jsp.`

Case 3

Possible cause

If the web server and file server are configured on two separate machines, there may be a problem with access permissions of the virtual directories on the web server.

Recommended action

1. Go to **Start > Settings > Control Panel > Administrative Tools > Internet Information Services.**

2. In the **Internet Information Services (IIS) Manager** window, browse to **Web Sites > Default Web Site.**

3. Browse to the virtual directory of the partition where you are getting the 403 error.

4. Right-click the virtual directory and click **Properties.**

5. In the properties window, on the Virtual Directory tab, make sure the **Read** permission is selected. And, in the Application settings section, make sure that the execute permissions are set as **Scripts and Executables.**

Runtime errors occur at login

Symptom

A runtime error occurs at the time of login.

Possible cause

The `license.js` file is empty.

Recommended action

1. On the file server, browse to *Cisco_Home*`\web\view\platform\common.`

2. In the `common` folder, locate the `license.js` file. Open the file in a text pad. If the file is empty, restart the application and check again if the file is empty. If the file is still empty, then contact Cisco TAC.

Session expired error after login

Symptom

After logging in to the application, the user sees a message "Your session is no longer active. Please log in again."

Case 1

Possible cause

Another user logged in to the application with the same user name and password.

Recommended action

▸ Try to log in to the application again.

Case 2

Possible cause

Remote Session Manager has crashed.

Recommended action

1. Open the log file *Cisco_Home*\logs\wl_console_*Application_Server_Name*.log in a text pad.

2. In the file, search for "Command null\bin\platform\startrsm.bat". If you find the exception in the log file, then send the following two log files to Cisco TAC. The exception stack traces in the log files provide the file name and line number of the module where the exception occurred. Using this information, the conditions that caused the exception to occur can be identified.

   ❏ *Cisco_Home*\logs\wl_console_*Application_Server_Name*.log

   ❏ eg_log_*Application_Server_Name*_Application Server.log

3. Restart the application.

Licenses unavailable error during login

Symptom

When a user tries to log in to the application, a message shows "No application licenses are currently available for you to log in to the system. Try again later or contact your system administrator."

Possible cause

License Manager has crashed.

Recommended action

1. Open the log file *Cisco_Home*\logs\wl_console_*Application_Server_Name*.log in a text pad.

2. In the file, search for "Command null\bin\platform\startlm.bat". If you find the exception in the log file, then send the following two log files to Cisco TAC. The exception stack traces in the log files provide the file name and line number of the module where the exception occurred. Using this information, the conditions that caused the exception to occur can be identified.

   ❏ *Cisco_Home*\logs\wl_console_*Application_Server_Name*.log

   ❏ *Cisco_Home*\logs\eg_log_*Services_Server_Name*_license-manager.log

   ❏ *Cisco_Home*\logs\eg_log_*Application_Server_Name*_Application Server.log

3. Restart the application.

Login takes a long time

Symptom

User login takes a long time.

Possible cause

When a user logs in to the application, two requests are sent to the web server. First request is sent by the messaging applet and the other is sent by the user connection. Because the messaging applet uses a persistent connection to the web server, the user connection has to wait until the messaging applet is downloaded, causing slowness at the time of user login.

Recommended action

1. Open Internet Explorer.

2. Go to **View** (menu) **> Java Console.**

3. In the Java Console window, if you see the following error message, it indicates that the messaging applet is not configured properly.

```
IOException Loading Archive: http://Server_Name
/default/lib/int/platform/egpl_messaging_applet.jar

java.io.FileNotFoundException:

Server_Name:80//default/lib/int/platform/egpl_messaging_applet.jar

    at com/ms/net/wininet/http/HttpInputStream.connect

    at com/ms/net/wininet/http/HttpInputStream.<init>

    at com/ms/net/wininet/http/HttpURLConnection.createInputStream

    at com/ms/net/wininet/WininetURLConnection.getInputStream

    at com/ms/vm/loader/JarArchiveSet.loadNextJar

    at com/ms/vm/loader/JarArchiveSet.getResourceBits

    at com/ms/vm/loader/JarArchiveSet.getClassData

    at com/ms/vm/loader/ResourceLoader.getClassData

    at com/ms/vm/loader/URLClassLoader.findClass

    at com/ms/vm/loader/URLClassLoader.loadClass

    at com/ms/vm/loader/URLClassLoader.loadClass

    at com/ms/applet/AppletPanel.securedClassLoad

    at com/ms/applet/AppletPanel.processSentEvent

    at com/ms/applet/AppletPanel.processSentEvent

    at com/ms/applet/AppletPanel.run
```

```
at java/lang/Thread.run

IOException Loading Archive: http://Server_Name
/default/lib/int/platform/egpl_common.jar

java.io.FileNotFoundException:

Server_Name:80//default/lib/int/platform/egpl_common.jar

at com/ms/net/wininet/http/HttpInputStream.connect

at com/ms/net/wininet/http/HttpInputStream.<init>

at com/ms/net/wininet/http/HttpURLConnection.createInputStream

at com/ms/net/wininet/WininetURLConnection.getInputStream

at com/ms/vm/loader/JarArchiveSet.loadNextJar

at com/ms/vm/loader/JarArchiveSet.getResourceBits

at com/ms/vm/loader/JarArchiveSet.getClassData

at com/ms/vm/loader/ResourceLoader.getClassData

at com/ms/vm/loader/URLClassLoader.findClass

at com/ms/vm/loader/URLClassLoader.loadClass

at com/ms/vm/loader/URLClassLoader.loadClass

at com/ms/applet/AppletPanel.securedClassLoad

at com/ms/applet/AppletPanel.processSentEvent

at com/ms/applet/AppletPanel.processSentEvent

at com/ms/applet/AppletPanel.run

at java/lang/Thread.run

java.lang.ClassNotFoundException:
com.egain.platform.client.widget.messaging.EventClientApplet

at com/ms/vm/loader/URLClassLoader.loadClass

at com/ms/vm/loader/URLClassLoader.loadClass

at com/ms/applet/AppletPanel.securedClassLoad

at com/ms/applet/AppletPanel.processSentEvent

at com/ms/applet/AppletPanel.processSentEvent

at com/ms/applet/AppletPanel.run

at java/lang/Thread.run
```

4. If the messaging applet has configuration problems, then do the following:

    a. From your IT administrator, get a new IP address for the primary web server.

    b. On the master and active databases, run the following query:

        ```
        UPDATE EGPL_PREF_GLOBALSETTINGS

        SET SETTING_ACT_VAL = 'New_IP_Address', SETTING_DEF_VAL= 'New_IP_Address'
        ```

```
          WHERE SETTING_NAME = 'Common.messaging.applethost'
```

If you are using SSL to access the application, then for detailed steps for configuring the messaging applet, see the "SSL for secure connection" chapter in the *Cisco Unified Web and E-Mail Interaction Manager Installation Guide*.

5. Restart the application.

Localization

Some text is not localized

Symptom

While accessing the application in a language other than English, some text in the user interface (UI) appears in English.

Cause

Some of the text may not have been translated.

Solution

‣ Contact Cisco TAC to log a case for getting the text translated.

Runtime error occurs while accessing some consoles

Symptom

While accessing the application in a language other than English, a run time error occurs in some consoles.

Cause

In the *Cisco_Home*\l10n folder, in the properties files, the property keys for some of the strings may be incorrect or mis-spelled.

Solution

‣ Contact Cisco TAC to log a case for getting the property keys fixed.

Some text flows out of its area

Symptom

While accessing the application in a language other than English, some text in the user interface (UI) flows out of its area.

Cause

Some of the areas in the UI do not resize automatically according to the length of the text.

Solution

▸ Contact Cisco TAC to log a case for getting the issue fixed.

Performance and miscellaneous items

Application is slow to respond

Symptom

Application is very slow or does not respond.

Case 1

Possible cause

High CPU utilization on the database server. This happens when the database grows large in size, the hardware is not sufficient, and during this time one of the following jobs or service is running.

▸ Reports summary jobs

▸ Maintenance jobs (reindexing of database)

▸ Auto pushback service

Recommended action

▸ Run SQL Profiler Trace to find out the queries which are taking a long time to run.

▸ Run custom performance trace templates to find out the reason for deadlocks and locks.

▸ Analyze the logs in the *Cisco_Home*\logs\eg_log_dal_query_timeout.log file. Look for queries that may be taking more than 10 seconds to execute completely.

- For the SQL Enterprise Manager, verify the mode of authentication.

- On the database sever, run `sp_configure` to check the value of network packet size. It should be set to 4096. If it is not, run the following command:

  ```
  exec sp_configure network packet size (B)', 4096
  ```

- The `fill factor (%)` should be set to 80. It makes sure that 20% of free space is left in the data pages of the indexes to reduce page splitting in SQL Server, which adds additional I/O on the SQL Server. If it is not, run the following command:

  ```
  exec sp_configure 'fill factor (%)', 80
  ```

- The `max degree of parallelism` should be set to the number of physical processors. For example, a Windows 2003 server with four physical processors should have the `max degree of parallelism` set to four. If a server has two physical processors, set the `max degree of parallelism` to 2. If it is not, run the following command:

  ```
  exec sp_configure 'max degree of parallelism', Number_Of_Physical_Processors
  ```

Case 2

Possible cause

Locks or deadlocks in the database.

Recommended action

- Follow the steps recommended for Case 1.

Case 3

Possible cause

High CPU and memory utilization on the application server. This happens when many users are running searches in parallel.

Recommended action

1. Generate thread dumps and send them to Cisco TAC for further analysis. For details on taking thread dumps, see the following article on the BEA Support web site.

   http://support.bea.com/application_content/product_portlets/support_patterns/wls/UnexpectedHighCPU UsageWithWLSPattern.html

2. After taking the thread dumps, restart the application.

Case 4

Possible cause

On the application server, the number of concurrent web requests (user requests from the user interface) to WebLogic are more than the number of threads allocated to process web requests.

Recommended action

1. Open *Cisco_Home*\config\weblogic\config_hostname.xml.

2. Locate the following line:

   <ExecuteQueue Name="default" ThreadCount="50" ThreadsIncrease="1"/>

   To ensure that an adequate number of threads have been allocated to the **default** pool, set the number of worker threads for WebLogic to at least 60% of the number of concurrent users. For example, if you have 100 concurrent users, set ThreadCount to 60; and if you have 150 users, set ThreadCount to 90.

3. Restart the application.

Unable to start or stop services

Symptom

From the System Console, user is not able to start or stop the services.

Case 1

Possible cause

The port number for the services server is not correct.

Recommended action

1. Open the *Cisco_Home*\bin\platform\setenv_*Services_Server_Name*.bat file in a text pad. Locate and note the value for RMI_Registry_Port.

2. Open the *Cisco_Home*\config\egpl_dsm.xml file in a text pad and verify the value of RMI server name and port number. It should match the value of RMI_Registry_Port found in Step 1. If the values don't match, update the value in egpl_dsm.xml and restart the application.

3. Check the value of the RMI registry port in the master database.

   a. Run the following query on the master database.

      Select * from egpl_dsm_host

   b. From the query results, check the value of Host controller, RMI Registry Server, and Port. It should match the value of RMI_Registry_Port found in Step 1.

   c. If the values don't match, run the following query on the master database.

```
                update egpl_dsm_host

                set port = RMI_Registry_Port where host_ID = Host_Controller_Host_ID or host_ID =
                RMI_Registry_Server_Host_ID
```

4.   Restart the application.

Case 2

Possible cause

RMI or RMID registry has crashed.

Recommended action

▷   Run the List RMI objects utility.

   a.   Run the utility *Cisco_Home*\web\view\platform\debug\listrmiobjects.jsp.

   b.   From the results window, check the values in the **Connection Status** column. At least for one object
        the column should have the value **Remote object or Alive**. If it is not so, restart the application.

▷   Run the dsmshell.bat utility.

   a.   Run the utility *Cisco_Home*\bin\platform\dsmshell.bat.

   b.   For **Enter Command,** provide the value **printregistry**.

   c.   For **Enter ID**, provide the value *RMI_Port_Number.*

5.   It provides a list of all the remote objects, their state, and connection status. If the connection status for any
     of the objects is "Remote object is dead", then restart the application.

Case 3

Possible cause

Services server has crashed.

Recommended action

▷   Follow the steps recommended for Case 2.

Users are not able to send or receive internal messages

Symptom

Users are not able to send or receive internal messages, chat messages, and internal notifications.

Possible cause

An issue with the messaging configuration.

Recommended action

1. Open the *Cisco_Home*\`config\egpl_evs_handler.xml` file in a text pad.

2. Search for "host name" and check the value for it. It should be the name of the primary application server. If the information is not correct, update it.

3. Restart the application.

Changes made to the settings don't take effect

Symptom

When the partition level, department level, or user level settings are edited from the Administration Console, the changes don't take effect.

Possible cause

The Distributed Cache Manager is not able to communicate with the primary application server and the secondary application servers (if the deployment has secondary application servers).

Recommended action

1. On the primary application server, browse to the
   Cisco_Home\`config\egpl_cachedefaultconfig.properties` file.

2. Open the file in a text pad.

3. Search for `discoveryaddress` and check the values for it. It should have information about the primary application server and secondary application servers, if there are any. The information of the servers should be in the format *Server_Name* : *Port_Number*. If the information is not correct, update it.

4. Restart the application.

Unable to search email content

Symptom

When a user searches email content, the following error message is displayed:

> Enable fulltext catalogues

Possible cause

Full text catalogue search is not running.

Recommended action

Option 1

On the database server, check if the Microsoft Search service is running.

1. Go to **Start > Programs > Administrative Tools > Services.**

2. Ensure that the Microsoft Search service is running.

Option 2

▸ On the database server, run the following command on all the active databases.

```
run EXEC sp_fulltext_database 'enable'
```

Retriever service

▸ Retrieving emails

▸ Parsing emails

Retrieving emails

Emails are not being retrieved

Symptom

Emails are not being retrieved.

Case 1

Possible cause

The retriever service process and instance is not running.

Recommended action

From the System Console check if the retriever processes and instances are running.

Case 2

Possible cause

The retriever service hangs because of out of memory issues, database deadlocks, or because of no response from the Mail Server.

Recommended action

▸ Retriever instances may have hung. Check the following log file for java exceptions and time out messages. Retriever instance may have crashed due to some out of memory errors. Search the following log file for "Instance failed". There may be alias related errors such as login failures, alias being inactive or disabled, etc. Search the following log file for "Retriever". If you need help with analyzing the logs, contact Cisco TAC.

    ❏ *Cisco_Home*\logs\eg_log_*Services_Server_Name*_rx-process.log

From the System Console start the retriever service process and instance.

Case 3

Possible cause

The alias is not configured properly or there is some problem with the alias.

Recommended action

▸ Check the validity of the alias details. Telnet to POP3 server using the following command (110 is the port number of the POP3 server) and input alias credentials at login prompt.

   `telnet` *Server_Name* `110`

▸ From the System Console, configure and run monitors for the retriever instances. (See System Console User's Guide for steps to create a monitor). From the monitor, check the following attributes.

  ❍ Check if the value of the Last Run Time attribute is much less than the Start Time attribute. If it is so, it indicates that the instance is hung due to some problematic email or the retriever has connection problems.

  ❍ For the aliases configured for the retriever, check the state of the alias. If you notice that the state of the alias is one of the following, then fix the problem.

   ● Active: The alias is set as active and is working fine.

   ● Inactive: The alias is set as inactive from the Administration Console.

   ● Login failed: Authentication failures while connecting to the mailbox.

   ● Disabled: If there are consecutive authentication failures while connecting to the mailbox, the alias is disabled.

   ● Connection failed: Not able to connect to the mail server.

Some emails are not retrieved

Symptom

While retrieving emails, Retriever skips some emails.

Possible cause

If the partition level setting "Action for large emails" is configured to skip large emails and send a notification, the retriever skips such emails and sends a notification to the address configured in the partition level setting "To: address for notifications from services".

Recommended action

▸ Check the value of the following partition level settings and configure them according to your needs.

  ❍ Maximum email size for retriever (bytes)

  ❍ Action for large email

Attachments are missing

Symptom

Attachments are missing from the incoming emails. Either the attachments don't show with the email, or they show as blocked attachments.

Possible cause

The particular file extensions are blocked for a department and the department level settings are configured to delete the attachments or quarantine them.

Recommended action

‣ In the Administration Console, in the Tree pane, browse to *Department_Name* > **Email** > **Blocked File Extensions**. Check the list of blocked file extensions.

‣ Check the department level setting "Action on blocked attachments". If the value of the setting is **Delete**, then all the blocked attachments are deleted. If the value of the setting is **Quarantine,** then the attachments get saved at a different location and can be restored or deleted. In the Tree pane, browse to *Department_Name* > **Email** > **Blocked File Extensions**. From the List pane toolbar, click the **Blocked attachments** button, to see a list of activity IDs and files names of the blocked attachments. If required, restore the blocked attachments or delete them.

Parsing emails

Retriever is not able to parse emails

Symptom

Retriever is not able to parse emails. Emails are getting inserted in the *Cisco_Home*\storage*Partition_ID*\mail\Exception Emails\RxExcepEmails.txt file.

Possible cause

‣ If the messages are not according to RFC 822 message standards. For example, **Content type** field is missing from the message header.

‣ Message ID is missing.

‣ There is no start boundary.

‣ The mail header character set value is not recognized by Java Mail. For example, it contains characters like "iso-8859-1" where as the correct format is "iso 8859-1".

Recommended action

Contact Cisco TAC.

Retriever is not able to insert emails in the database

Symptom

Retriever is not able to insert emails in database. Emails are getting inserted in the *Cisco_Home*\storage*Partition_ID*\mail\Exception Emails\RxExcepEmails.txt file.

Possible cause

Insertion fails due to duplicate message ID.

Recommended action

‣ Compare the timestamp and server names in the delivery path (in the initial few lines of the header) with that of the mail in the database. If they are exactly the same, it indicates that there is some problem with deleting emails from the server. It can happens when there is a network failure while closing the mailbox folder. If they are different, it is a problem at the mail server level, and can be ignored. Contact Cisco TAC.

Emails in rich text format are displayed in plain text

Symptom

Emails in rich text format are displayed in plain text.

Possible cause

Microsoft Exchange Server properties are not configured properly.

Recommended action

‣ On the Microsoft Exchange Server, check the setting for converting rich text to HTML.

Dispatcher service

▸ Setup and performance

▸ Dispatching emails

Setup and performance

Dispatcher service hangs or crashes

Symptom

The Dispatcher service crashes or hangs.

Case 1

Possible cause 1

The service hangs because of out of memory issues.

Recommended action

‣ From the System Console, restart the Dispatcher service processes and instances.

Case 2

Possible cause 2

The Dispatcher service hangs due to database deadlocks, or after waiting indefinitely for a response from the Mail Server.

Recommended action

‣ From the System Console, restart the Dispatcher service processes and instances.

Unable to connect to the SMTP or ESMTP server

Symptom

Dispatcher service is not able to connect to the SMTP or ESMTP server.

Case 1

Possible cause

The SMTP or ESMTP server is down.

Recommended action

▸ Start the SMTP or ESMTP server.

Case 2

Possible cause 2

The connections to the SMTP or ESMTP server have exceed the maximum number of connections allowed for that server.

Recommended action

▸ At the SMTP or ESMTP server, check the maximum number of connections allowed for the server.

Case 3

Possible cause 3

Connection times out, while connecting to the SMTP or ESMTP server.

Recommended action

▸ In the *Cisco_Home*\config\dispatcher\egpl_dispatcherconfig.properties file, increase the value of the DX.SocketTimeout setting. The default value is 300 seconds.

Dispatching emails

Emails are not getting dispatched

Symptom

Emails are not getting dispatched.

Case 1

Possible cause

Services server IP address is not added to ACL for allowing SMTP relay. The eg_log_*Services_Server_Name*_dx-process.log log file contains following messages.

❍ 550 5.0.0 Please call the helpdesk for access to this mail relay.

❍ 550 5.7.1 Unable to relay for …

Recommended action

‣ Contact your IT administrator.

Case 2

Possible cause

Emails are refused by the SMTP server because they are considered as spam emails, or if they have attachments, which are restricted at the server. The `eg_log_`*Services_Server_Name*`_dx-process.log` file contains message "554 Message refused".

Recommended action

‣ Contact your IT administrator.

Case 3

Possible cause

Email contains attachment perceived as malicious by the SMTP server. The `eg_log_`*Services_Server_Name*`_dx-process.log` log file contains message "550-Potentially executable content. If you meant to send this file then please package it up as a zip file and resend it".

Recommended action

‣ Run the following query on the Active DB to delete the attachment, so that email gets delivered without the attachment.

   `update egpl_casemgmt_activity set num_attachments=0 where activity_ID =` *Activity_ID*

Case 4

Possible cause

Server rejecting mails higher than allowed size (The allowed size is controlled by the Max body size for dispatcher partition setting). The `eg_log_`*Services_Server_Name*`_dx-process.log` log file contains message "552 Message size exceeds maximum permitted."

Recommended action

‣ Mails keep getting retried - so increase size limit or delete large attachment.

   `Connect at port 25; EHLO, 250-SIZE XXX, MAIL FROM:` *Email_Address* `SIZE=XXX`

Case 5

Possible cause

The server expects ESMTP protocol while alias is configured for SMTP. The
`eg_log_`*Services_Server_Name*`_dx-process.log` log file contains message "550 Unauthenticated relaying not allowed(#5.7.1)".

Recommended action

▸ Check the alias configuration.

Workflows

- ▸ Setup and performance
- ▸ Routing activities
- ▸ Alarm workflows

Setup and performance

Changes made to workflows are not reflected in activity processing

Symptom

Changes made to workflows are not reflected in activity processing.

Possible cause

The `.ser` files in the *Cisco_Home*`\config\routing\cache` directory are not updated.

Recommended action

▸ Check the modified date of the following serialized (`.ser`) files in the *Cisco_Home*`\config\routing\cache` folder to make sure they were updated when you made changes to workflows. If the files were not updated, restart the Workflow Cache and Workflow Engine processes and instances.

- ❍ `AttributeCache^1.ser`
- ❍ `AttributeObjectCache^1.ser`
- ❍ `RuleCache^1.ser`
- ❍ `KBCache^1.ser`
- ❍ `QueueCache^1.ser`

Routing activities

Unable to process activities

Symptom

Workflow is not able to process activities. Activities are in 3100, 3200, 3300, 3400 sub-status.

Case 1

Possible cause

Workflow Engine service process and instance is not running.

Recommended action

1. Find the Windows process ID for the Workflow Engine process from one of the following files:
   - ❍ rules_process_log: Open the *Cisco_Home*\logs\eg_log_*Services_Server_Name*_rules-process.log file in a text pad, and search for "*Workflow_Engine_Service_Process_Name*<@>". Note down the number next to the searched text. This is the windows process ID of the workflow engine process.
   - ❍ egpl_process_ids.properties: Open the *Cisco_Home*\config\egpl_process_ids.properties in a text pad, and search for "*Workflow_Engine_Service_Process_Name*". Note down the windows process ID for the service process.

2. Using the Windows process ID obtained in step 1, from the Windows Task Manager check if the process is running.

3. Restart the Workflow Engine service process and instance.

Case 2

Possible cause

The .ser files are missing from *Cisco_Home*\config\routing\cache.

Recommended action

▸ Restart the Workflow Engine and Workflow Cache service processes and instances.

Case 3

Possible cause

There are activities that are part of an expired batch.

Recommended action

1. To find the batch of expired activities, run the following query on the active database.

   `SELECT min_id, max_id, working_status from egpl_routing_wat`

   In the results, if the `working_status` column shows values other than zero, it indicates that the corresponding batch of activities has expired.

2. To find the service instance ID associated with the expired batch, run the following query on the master database.

   `SELECT * from egpl_dsm_instance where instance_name =`
   `'`*Workflow_Engine_Service_Instance_Name*`'`

3. To update the status of the batch to "not expired", run the following query on the active database.

   `UPDATE egpl_routing_wat SET working_status = 0 where instance_id =`
   Workflow_Engine_Service_Instance_ID `and min_id =` *Min_ID* `and max_id =` *Max_ID*

   Where:

   Workflow_Engine_Service_Instance_ID = obtained in Step 2

Min_ID and *Max_ID* = obtained in

4. To avoid the problem for future batches, increase the value of the partition setting "Batch Expiry Duration".

Case 4

Possible cause

The work allocation thread is not running.

Recommended action

1. In the *Cisco_Home*\logs\eg_log_*Services_Server_Name*_rules-process.log log file, search for "Work Allocation running". If the thread is not running, restart the Workflow Engine service process and instance.

2. Check the EGPL_ROUTING_VARIABLE table and ensure that the last_processed_ID is one lesser than the value of ID (egpl_routing_work ID and not activity_ID).

Case 5

Possible cause

The workflow engine thread is not running.

Recommended action

1. Browse to *Cisco_Home*\logs folder.

2. Locate the eg_log_*Services_Server_Name*_rules-process.log log file. If the file does not exists, it indicates that the workflow engine thread was not able to start at the time of the application startup.

3. If the eg_log_*Services_Server_Name*_rules-process.log log file exists, then open the log file in a text pad and check if the workflow engine thread stopped at some later time. The exception stack traces in the log files provide the file name and line number of the module where the exception occurred. Using this, identify the possible conditions that caused the exception to occur. If you need help with debugging the exception stack traces, contact Cisco TAC.

4. From the System Console, restart the Workflow Engine service process and instance.

Case 6

Possible cause

There was a problem when DSM tried to restart the Workflow Engine process and instance.

Recommended action

1. Search the following log files for "remote" and "exception". The exceptions indicate that the RMI server was not able to start, because of which the Workflow Engine service process and instance could not start. The exception stack traces in the log files provide the file name and line number of the module where the exception occurred. Using this, identify the possible conditions that caused the exception to occur. If you need help with debugging the exception stack traces, contact Cisco TAC.

    ❍ `eg_log_`*ervices_Server_Name*`_DSMController.log`

    ❍ `eg_log_`*ervices_Server_Name*`_ServiceController.log`

    ❍ `eg_log_`*Services_Server_Name*`_platform-rsm.log`

2. From the System Console, restart the Workflow Engine service process and instance.

Case 7

Possible cause

There are out of memory errors in the *Cisco_Home*`\logs\eg_log_`*Services_Server_Name*`_rules-process.log` file.

Recommended action

1. Open the *Cisco_Home*`\config\egpl_dsm.xml` file in a text pad.

2. Search for `</JVMParams>` and after it, add the following:

    `<JVMParams>`

        `<default>-Xmx128m</default>`

        `<`*Workflow_Engine_Process_Name*`>-256m</`*Workflow_Engine_Process_Name*`>`

    `</JVMParams>`

    Where *Workflow_Engine_Process_Name* is the name of the workflow engine process for which you want to increase the JVM size.

3. Restart the application.

Activities are getting routed to the exception queue

Symptom

Activities are getting routed to the Exception queue.

Possible cause

Activities are in 3900 state, and the Workflow Engine service process and instance was restarted by the DSM, because the batch processing exceeded the restart time interval.

Recommended action

‣ On the active database, run the following query on the `egpl_notes` table to find out the workflow which is routing activities to the exception queue, and the reason for it.

```
SELECT note_data FROM egpl_notes
```

‣ Check the error messages in the *Cisco_Home*`\logs\eg_log_`*Services_Server_Name*`_rules-process.log` file.

　○ Look at the `SEVERE` logs containing the activity ID of the activity routed to the exception queue.

　○ Also, check the Work Allocation `INFO` level logs for messages like "Range of activities in current work…" and "Deleting range…".

‣ Launch the application. Log in as an agent and go to the Agent Console. Search for the activities getting routed to the Exception queue. From the search results, view the audit trail details of the activities. It displays the path taken by the activity and the reason why it got routed to the Exception queue.

‣ If the Workflow Engine service is taking a long time to process activities, then run a SQL profiler trace or other performance tools, to investigate the reason for slowness of the system. Possible reasons could be database needs re-indexing or archive needs to be run.

Workflows skip some activities

Symptom

While processing the activities, some activities are skipped by the workflows. On the active database, run the following query. If it fetches any results, it indicates that there is some problem with the workflows.

```
select count(*) from egpl_casemgmt_activity

where activity_status = 4000 and

activity_sub_status = 4100

and activity_mode = 100

and isnull(queue_id, 0)=0

and isnull(assigned_to,0)=0
```

Case 1

Possible cause

Workflows have not been activated.

Recommended action

‣ From the Administration Console, check if the workflows are in active state.

Case 2

Possible cause

The `.ser` files in the *Cisco_Home*`\config\routing\cache` directory are not updated.

Recommended action

‣ Restart the Workflow Engine and Workflow Cache service processes and instances.

Activities do not get assigned to agents

Symptom

Activities do not get assigned to agents.

Case 1

Possible cause

Activities are to be assigned to a sticky agent and the agent is not available to receive the email, has reached the maximum load for emails, or is from a different department.

Recommended action

‣ Check if the activity should have been routed to the sticky agent. If yes, check the following conditions:

   ○ If the activities are assigned to agents only when they are available, check if the agent is available for receiving emails. Also, check if the agent has already reached the maximum load for receiving emails.

   ○ Check if the agent belongs to the same department to which the activity belongs.

Case 2

Possible cause

The email push routing methods, load balancing and round robin, are not working properly.

Recommended action

‣ Check why load balancing and round robin are not working properly.

   ○ Check if the agents are logged in to the application.

❑ If the activities are assigned to agents only when they are available, check if the agents is available for receiving emails. Also, check if the agent has already reached the maximum load for receiving emails.

❑ There should be no row for the `user_ID` and `activity_ID` combination in the `EGPL_ROUTING_USER_ACT` table. An entry is made in this table if an activity is auto pushed back or transferred from an agent without selecting the "Allow these activities to be assigned to me by system" option.

Some activities are skipped during assignment to users

Symptom

While assigning activity to user, some of the activities are skipped by the workflows.

Possible cause

There is an expired batch in the `egpl_routing_assign_wat` table, and the skipped activities are part of the expired batch.

Recommended action

1. Run the following query on the active database to find the list of expired batches.

    ```
    select * from egpl_routing_assign_wat where aborted=1
    ```

2. Run the following query on the active database to get a list of activities that belong to the expired batches.

    ```
    select * from EGPL_ROUTING_ASSIGN_WORK
    where ID between Min_Seq_ID and Max_Seq_ID
    ```

    ❑ If there is an expired batch, it gets picked up for processing only after 4 hours.

Alarm workflows

Alarm workflows are not executed

Symptom

Alarm workflows are not getting executed.

Case 1

Possible cause

Alarm workflow service instance and process are not running.

Recommended action

▸ From the System Console, check if the Alarm workflow service instance and process are running.

Case 2

Possible cause

Alarm workflow schedule has not been met.

Recommended action

1. From the System Console, set the trace level for the alarm workflow logs to "`DEBUG`"

2. In the *Cisco_Home*`\logs\eg_log_`*Services_Server_Name*`_rules-process.log` file, search for `Executing Workflow:`*Workflow_Name*

   If you don't find the message, it indicates that the alarm workflow schedule has not been met.

Case 3

Possible cause

Conditions configured in the alarm workflows have not been met.

Recommended action

▸ From the Administration Console, check the alarm workflows and see if the conditions configured in the alarm node have been met.

Notifications do not reach the recipients

Symptom

Notifications configured for alarm workflows do not reach the recipients.

Case 1

Possible cause

Messaging is not working.

Recommended action

Option 1

1. In the active database, run the following query on the `egpl_message` table.

    `SELECT subject, body FROM egpl_message`

    If the query returns any results, it indicates that there is a problem with messaging.

2. You need to check the host name in the `egpl_event.xml` file. Do the following:

    a. Obtain the host name (with the exact case) of the primary application server.

    b. Open the *Cisco_Home*`\config\egpl_event.xml` in a text pad.

    c. In the file check the primary application server name in the following two lines (first two lines in the file):

    ```
    <jmsserver name="default" url="t3://Primary_Application_Server_Name:9001"
    contextFactoryName="weblogic.jndi.WLInitialContextFactory"
    topicConnectionFactoryName="TopicConnectionFactory"
    queueConnectionFactoryName="QueueConnectionFactory"> </jmsserver>
    ```

    ```
    <jmsserver name="alternate" url="t3://Primary_Application_Server_Name:9001"
    contextFactoryName="weblogic.jndi.WLInitialContextFactory"
    topicConnectionFactoryName="TopicConnectionFactory"
    queueConnectionFactoryName="QueueConnectionFactory"> </jmsserver>
    ```

    The host name (and the case) used in the file should match the host name obtained in Step a. If they don't match, update the values in the file.

    d. Restart the application.

Option 2

▸ Open the *Cisco_Home*`\logs\eg_log_`*Application_Server_Name*`_Application Server.log` in a text pad. Search for "exception". The exception stack traces in the log files provide the file name and line number of the module where the exception occurred. Using this, identify the possible conditions that caused the exception to occur. If you need help with debugging the exception stack traces, contact Cisco TAC.

Case 2

Possible cause

Alarm workflow schedule has not been met.

Recommended action

1. From the System Console, set the trace level for the alarm workflow logs to "`DEBUG`".

2. In the *Cisco_Home*\`logs\eg_log_`*Services_Server_Name*`_rules-process.log` file, search for
   `Executing Workflow:`*Workflow_Name*

   If you don't find the message, it indicates that the alarm workflow schedule has not been met.

Case 3

Possible cause

Conditions configured in the alarm workflows have not been met.

Recommended action

▸ From the Administration Console, check the alarm workflows and see if the conditions configured in the
  alarm node have been met.

6

Chat

- ▸ Performance and setup

- ▸ Assigning chats

- ▸ Chat sessions

- ▸ Chat transcripts

This chapter describes recommended actions for the most common issues related to chat and its sub activities (blended collaboration, callback, and delayed callback).

Performance and setup

Chats take a long time to appear in agent inboxes

Symptom

A chat takes about 60 seconds to appear in the agent's inbox.

Possible cause

There is some messaging problem on the Customer Console.

Recommended action

▸ Check the Java Console messages for the Customer Console.

▸ Check the chat session logs in the following log files:

   ❑ *Cisco_Home*\logs\eg_log_*Application_Server_Name*_Application Server.log

   ❑ *Cisco_Home*\logs\eg_log_*Services_Server_Name*_agent-assignment-process.log

Assigning chats

Chats are not getting assigned to agents

Symptom

The chat queue is configured to push chats to agents, but the chats are not getting assigned to agents. The activities don't appear in the agent's inbox.

Case 1

Possible cause

The agent is not available for receiving chats.

Recommended action

From the Agent Console, check the availability setting of the agent.

Case 2

Possible cause

The queue is not configured to push chats to agents.

Recommended action

▸ In the queue, check the value in the **Chat push routing method** field. The value should be **Load balanced**.

Case 3

Possible cause

There is some problem with messaging.

Recommended action

▸ Log out and log in again. Check if the activity appears on re-login. If it appears, check the Java Console for activity push message. Also, check if messaging among users is working.

Case 4

Possible cause

There is some problem with the Agent Assignment service.

Recommended action

▸ Restart the Agent Assignment service.

▸ Send the following log files to Cisco TAC.

  ❍ *Cisco_Home*\logs\eg_log_*Application_Server_Name*_Application Server.log

  ❍ *Cisco_Home*\logs\eg_log_*Services_Server_Name*_agent-assignment-process.log

Case 5

Possible cause

The queue configured for routing chat activities in Cisco Interaction Manager is not mapped to the correct MRD.

Recommended action

1. Launch the application. Log in as an administrator and go to the Administration Console.

2. Browse to **Administration > Department >** *Department_Name* **> Workflow > Queues.**

3. In the List pane select the queue configured for callback activities and in the Properties pane on the General tab, check the value configured in the **Media Routing Domain** field. The value should be set to a chat MRD.

Agents cannot pull next chat

Symptom

When the agent clicks the **Pull Next** button, the button stops blinking but the activity is not assigned to the agent.

Case 1

Possible cause

There is some problem with messaging.

Recommended action

▸ Log out and log in again. Check if the activity appears on re-login. If it appears, check the Java Console for activity push message. Also, check if messaging among users is working.

Case 2

Possible cause

There is some problem with the Agent Assignment service.

Recommended action

▸ Restart the Agent Assignment service.

▸ Send the following log files to Cisco TAC.

  ❍ *Cisco_Home*\logs\eg_log_*Application_Server_Name_*Application Server.log

  ❍ *Cisco_Home*\logs\eg_log_*Services_Server_Name_*agent-assignment-process.log

Pull Next button does not blink or does not stop blinking

Symptom

When a new chat comes in a queue, in the Agent Console, the **Pull Next** button does not blink. Or, the **Pull Next** button does not stop blinking, after the agent clicks on it.

Possible cause

There is some messaging problem. Either the Agent Assignment service did not generate the message or the generated message did not reach the Agent Console.

Recommended action

▸ For the Agent Console, check the Java Console messages for "start blink" or "stop blink".

Chat sessions

Customer sees the service unavailable template

Symptom

When a customer tries to initiate a chat, the customer sees the service unavailable template.

Case 1

Possible cause

The entry point or queue is not active.

Recommended action

▸ From the Administration Console, check that the entry point and queue is active.

Case 2

Possible cause

▸ Agents are not available for receiving chats.

Recommended action

▸ If agent availability is required for creating chats, then from the Agent Console check if the agent is available for receiving chats.

Customer sees a blank Customer Console

Symptom

Customer sees a blank Customer Console.

Possible cause

Customer's browser type and version is not supported.

Recommended action

Check the customer's browser type and version.

Error while logging in

Symptom

When a customer clicks the **Login** button on the login page, an error message appears.

Case 1

Possible cause

The entry point is not configured properly.

Recommended action

▸ From the Administration Console, check the primary key fields configured in the login template. Customer name and activity data attributes should not be configured as primary key.

▸ From the Administration Console, check the regular expression provided for data validation in the login template. Follow "Perl5" syntax for the regular expression.

Case 2

Possible cause

The last message sent by the customer may contain data that can compromise application security.

Recommended action

▸ Check the last chat message sent by the customer. The message may contain data that can compromise application security.

Error during chat session

Symptom

An error message appears during the chat session.

Possible cause

The last message sent by the customer may contain data that can compromise application security.

Recommended action

▸ Check the last chat message sent by the customer. The message may contain data that can compromise application security.

Agent does not receive customer messages

Symptom

Agent does not receive the messages sent by the customer during the chat session

Possible cause

Messaging is not working.

Recommended action

▸ Check the Java Console for chat messages and for customer's connection status. Check if messaging among users is working.

▸ Check the chat session logs in the following log files:

- ❏ *Cisco_Home*\logs\eg_log_*Application_Server_Name*_Application Server.log
- ❏ *Cisco_Home*\logs\eg_log_*Services_Server_Name*_agent-assignment-process.log

Customer does not receive the pages pushed by an agent

Symptom

Customer does not receive the pages pushed by an agent.

Case 1

Possible cause

There is some problem with messaging.

Recommended action

▸ Check the Java Console for page push message.

Case 2

Possible cause

There are some network problems.

Recommended action

▸ For the Customer Console, check the Java Console for network connection problems.

Case 3

Possible cause

The pages pushed by the agent are not supported.

Recommended action

▸ Only HTML pages with frames and PDFs (at the top-level only) can be pushed from the agent to the customer.

Chat transcripts

Transcripts are not sent to customers

Symptom

At the end of the chat session, chat transcript is not sent to customers.

Case 1

Possible cause

Entry points are not configured to send transcript to customers.

Recommended action

▸ From the Administration Console, check if the entry point is configured to send transcripts to customers.

Case 2

Possible cause

The Dispatcher, Workflow Engine, or Workflow Cache service is not running.

Recommended action

▸ From the System Console, check if the Dispatcher, Workflow Engine, and Workflow Cache service is not running.

▸ Check the `eg_log_`*Services_Server_Name*`_dx-process.log` log file. If you need help with analyzing the logs, contact Cisco TAC.

Case 3

Possible cause

The partition level setting "Default SMTP Server" is not configured correctly.

Recommended action

▸ Check if the partition level setting "Default SMTP Server" is configured correctly.

Reports

- ▶ Setup and performance
- ▶ Scheduling and running reports
- ▶ Report results

Setup and performance

Report service stops or crashes

Symptom

While running reports, the user sees a "Report service not running" error.

Possible cause

The report service was stopped or it crashed.

Recommended action

▸ In the system partition, from the System Console, start the Report service.

Unable to run reports

Symptom

On running a report, the 'Generating…' screen is displayed indefinitely.

Possible cause

An out of memory error occurs because of which the Report service fails.

Recommended action

1. In the following log files, search for "OutOfMemory". If the problem exists, you need to increase the JVM size for the Report service process.

   ❍ *Cisco_Home*\logs\eg_log_*Services_Server_Name*_report-process.log

   ❍ *Cisco_Home*\logs\eg_log_*Application_Server_Name*_Application Server.log

2. Open the *Cisco_Home*\config\egpl_dsm.xml in a text pad.

3. Search for </JVMParams> and after it, add the following:

   <JVMParams>

       <default>-Xmx128m</default>

       <*Report_Process_Name*>-256m</*Report_Process_Name*>

   </JVMParams>

   Where *Report_Process_Name* is the name of the report process for which you want to increase the JVM size.

4. Restart the application.

Scheduling and running reports

Scheduled reports are not generated

Symptom

The scheduled reports do not get generated.

Case 1

Possible cause

The schedule for the report is not configured properly.

Recommended action

▸ From the Reports Console, check if the schedule of the report is configured properly.

Case 2

Possible cause

The Scheduler service is not running.

Recommended action

▸ From the System Console, check if the Scheduler service process and instance is running.

On running a report, no results show

Symptom

When a user runs a report, the report result shows "No data found" text.

Case 1

Possible cause

There is no data to display for the timeframe selected for running the report.

Recommended action

Check the criteria selected for running the report and see if there is any data that matches the selected criteria.

Case 2

Possible cause

Summary jobs are not active or the summary jobs fail to execute.

Recommended action

1. In the active database, run a query on the `egplr_scheduled_task_status` table, and check the status of each summary job script.

2. From the SQL Enterprise Manager, verify the schedule of the summary jobs.

3. Analyze the reports data from the `egpl_event_history_casemgmt` table and summary tables for each report.

An error occurs while showing report results

Symptom

When a user runs a report, the report result window shows a message "An error occurred…".

Possible cause

Some problem occurs while getting the data from the database or while displaying the results in the report result window.

Recommended action

▸ Contact Cisco TAC.

Report results

Reports data does not match

Symptom

When a report is run for the same timeframe at two different times, the reports data does not match.

Possible cause

Missing or incorrect data in reports event tables.

Recommended action

▸ Contact Cisco TAC.

Archive

- ▸ Running archive jobs

- ▸ Processing archive jobs

Running archive jobs

Scheduled archive jobs are not run

Symptom

The archive jobs do not run on schedule.

Case 1

Possible cause

The Archive service is not running.

Recommended action

▶ From the System Console, check if the Archive service process and instance is running.

Case 2

Possible cause

There is a failed job in some department in the partition.

Recommended action

▶ Check for failed jobs in all departments in a partition. From the Administration Console, restart all failed jobs.

Case 3

Possible cause

There is a stopped job in the department.

Recommended action

▶ Check for stopped jobs in the department where the archive jobs are not running. From the Administration Console, restart all stopped jobs.

Processing archive jobs

All archive jobs fail

Symptom

All archive jobs in a partition start failing.

Possible cause

After adding some custom attributes from the Tools Console, the archive jobs need a restart.

When a custom attribute is added to any partition, the active database changes, but the archive database is not update with the latest attribute information. To update the archive database, the Archive service process and instance needs to be restarted. If you don't do that, the archive jobs will keep failing.

Recommended action

1. From the System Console, restart the archive service process and instance.

2. From the Administration Console, restart all failed jobs.

Unified CCX integration

▸ Setup and performance

▸ Resynchronization

Setup and performance

Incorrect password error during login

Symptom

When a user tries to log in to the application, a message shows "The password is incorrect. Please retype your password. Letters in the password must be typed using the correct case."

Case 1

Possible cause

The password is incorrect.

Recommended action

▸ Check the user name and password to see if they are correct.

Case 2

Possible cause

Due to network timeout issues, the socket connection between Cisco Interaction Manager and Unified CCX breaks.

Recommended action

▸ Check the network connection and if there is a problem, contact your IT administrator.

Case 3

Possible cause

Primary or secondary Unified CCX server is not running.

Recommended action

▸ Check if the Unified CCX servers are running. If they are not running, then first start the Unified CCX servers (both primary and secondary) and then restart Cisco Interaction Manager.

Case 4

Possible cause

The primary Unified CCX server is not running, and Cisco Interaction Manager fails to connect to the secondary Unified CCX server.

Recommended action

▸ Check the following log files for java exceptions. If you need help with analyzing the logs, contact Cisco TAC.

   ❍ *Cisco_Home*\logs\eg_log_*Application_Server_Name*_Application Server.log

   ❍ *Cisco_Home*\logs\wl_console_*Application_Server_Name*.log

▸ Start the primary or secondary Unified CCX server to ensure that at least one server is available. Restart Cisco Interaction Manager.

Auto-configuration of agents, teams, and CSQs fails

Symptom

When a partition administrator logs in to the application and goes in to the Administration Console, they see a message "Auto-configuration failed. Please perform manual synchronization to maintain data consistency." When the administrator goes to the Users, Queues, or User groups node, he does not see any data imported from Unified CCX or he sees java runtime exceptions.

Case 1

Possible cause

Auto-configuration failed because the Unified CCX server was not running.

Recommended action

▸ Check the following log files for java exceptions. If you need help with analyzing the logs, contact Cisco TAC.

   ❍ *Cisco_Home*\logs\eg_log_*Application_Server_Name*_Application Server.log

   ❍ *Cisco_Home*\logs\wl_console_*Application_Server_Name*.log

▸ Start the primary or secondary Unified CCX server to ensure that at least one server is available. Restart Cisco Interaction Manager.

Case 2

Possible cause

There were network connection issues during the auto-configuration process. Because of network time out issues, the socket connection between Cisco Interaction Manager and Unified CCX breaks.

Recommended action

▸ From the Administration Console, click the **ReSync** button to do a manual resynchronization.

▸ Check the network connection and if there is a problem, contact your IT administrator.

Runtime errors

Symptom

If there are users already logged in to the application, they see a lot of runtime errors. If any user, other than the partition administrator, tries to log in to the application he sees the "The password is incorrect. Please retype your password. Letters in the password must be typed using the correct case." message.

Case 1

Possible cause

The Unified CCX server is not running.

Recommended action

▸ Check the following log files for java exceptions. If you need help with analyzing the logs, contact Cisco TAC.

  ❍ *Cisco_Home*\logs\eg_log_*Application_Server_Name*_Application Server.log

  ❍ *Cisco_Home*\logs\wl_console_*Application_Server_Name*.log

▸ Start the primary or secondary Unified CCX server to ensure that at least one server is available. Restart Cisco Interaction Manager.

Case 2

Possible cause

Because of network time out issues, the socket connection between Cisco Interaction Manager and Unified CCX breaks.

Recommended action

▸ Check the network connection and if there is a problem, contact your IT administrator.

Resynchronization

Manual resynchronization of agents, teams, and CSQs fails

Symptom

From the Administration Console, when the partition administrator clicks the **ReSync** button to do a manual resynchronization, he sees the "The performed operation failed. Please contact your system administrator." message.

Case 1

Possible cause

Manual resynchronization failed because the Unified CCX server was not running.

Recommended action

▸ Check the following log files for java exceptions. If you need help with analyzing the logs, contact Cisco TAC.

  ❑ *Cisco_Home*\logs\eg_log_*Application_Server_Name*_Application Server.log

  ❑ *Cisco_Home*\logs\wl_console_*Application_Server_Name*.log

▸ Start the primary or secondary Unified CCX server to ensure that at least one server is available. Restart Cisco Interaction Manager.

Case 2

Possible cause

There were network connection issues during the resynchronization process. Because of network time out issues, the socket connection between Cisco Interaction Manager and Unified CCX breaks.

Recommended action

▸ Check the network connection and if there is a problem, contact your IT administrator.