Back: Troubleshooting Cisco Finesse

View/Add tips for Release 8.5: Category:Cisco Finesse, Release 8.5

Contents

- 1 Problem Solving Process
  - 1.1 Guidelines to Assist in Isolating Problems
  - 1.2 Troubleshooting Checklist
  - 1.3 Network Topology
- 2 Obtaining Log Files

Problem Solving Process

The following steps provide some guidelines to assist in isolating a particular issue.

1. Analyze the problem and create a clear problem statement. Define symptoms and potential causes.
2. Gather the facts that you need to help isolate possible causes.
3. Consider the *Guidelines to Assist in Isolating Problems* (below) based on the facts that you gathered.
4. Create an action plan. Begin with the most likely problem and devise a plan in which you manipulate only one variable at a time.
5. Implement the action plan, performing each step while testing to see whether the symptom disappears.
6. Analyze the results to determine whether the problem has been resolved. If it has, the process is complete.
7. If the problem has not been resolved, create an action plan based on the next most probable cause on your list, or contact the Cisco Technical Assistance Center (TAC), or your Cisco Partner.

Note: Only change one variable at a time. If that does not resolve the issue, undo that change and move on to the next step of your plan.

Guidelines to Assist in Isolating Problems

◊ Was anything recently added, removed, or modified?
◊ Is it a reproducible event?
◊ Does it occur at a particular time of day, or day of week?
◊ Have there been any changes made to the domain, network, or security policies?

Troubleshooting Checklist

Complete this checklist to assist in isolating the issue, or to provide information to your support partner or Cisco Technical Support.

1. What is the version of Cisco Finesse that is currently running? Include any patch or upgrade information.
2. Is this a new installation or an upgrade?
3. If this is an upgrade, what version was previously installed?

4. When did the problem occur?
5. What are the observed symptoms, and the conditions under which these symptoms occur?
6. Was anything changed or updated in hardware, software, or network components prior to the first occurrence of the observed symptoms?
7. Describe the related call flow. Some examples include: Public Switched Telephone Network(PSTN) originated or IP Phone originated.
8. Is the problem reproducible?
9. What is the call transfer method used?
10. Are you able to capture a screen shot of the error or failure? If Yes, save it to a file and attach to a case.

Network Topology

Complete this checklist to assist in isolating the issue, or to provide information to Cisco Technical Support.

1. Has auto-negotiate been disabled on all PCs, routers, and switch ports?
   Note: Duplex/speed mismatch between a device and its corresponding port on the switch is the single most common problem for network latency.
2. Is a network topology diagram available?
3. Which type of IP Gateway is being used in this Cisco Finesse solution?
4. On which server are the recorded media files located, and what is the path to those files?
5. Collect and provide versions of IOS, applications, and Engineering Special (ES)/patch levels in the environment.

Obtaining Log Files

Log files are obtained through the Real Time Monitoring Tool (RTMT) Plugin. You obtain the plugin from the operations console.