

Cisco Unified Intelligence Center Is Not Redirected to the Proper Node

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| Problem Summary | Cisco Unified Intelligence Center is not redirected to the subscriber node even though it is running on it. |
| Error Message | |
| Possible Cause | <p>In a two node HA setup, reporting users can connect to any node to run the reports. Auto-redirection is a feature that redirects the user to the most appropriate node that provides correct data while minimizing load on the system. The redirection logic is based on the following heuristics.</p> <ul style="list-style-type: none"> • User is redirected to Engine non-master node where CDS/HDS replication is enabled and Cisco Unified Intelligence Center is running. • If no such node is found, the user is redirected to database master node if Cisco Unified Intelligence Center is running on it. • If not, there is no redirection and the user connects to the current node. |
| Recommended Action | <ul style="list-style-type: none"> • Verify MADM logs to validate whether Cisco Unified Intelligence Center has requested Unified CCX to find the appropriate node for URL redirection and also debug which node was picked up for redirection. <p><i>MADM-UCCX_WEBSERVICES-7-UNK:CUICServiceURL::getCUICServiceData CUIC Service Node:</i></p> <p><i>MADM-UCCX_WEBSERVICES-7-UNK:CUICServiceURL::getCUICServiceData CUIC Service Node isLocal</i></p> |
| Release | Release 9.0(1) |
| Associated CDETS # | None |