

All of the below JSPs are available out-of-the-box, but are not officially supported and should be used for troubleshooting purposes only.

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<http://eimWeb/system/web/view/platform/debug/ICMIntegratedConnections.jsp>

- Shows the link status of UCCE connections

| Process Name | Instance Name | Connection State |
|------------------|-------------------|------------------|
| EAAS-process | EAAS-instance | Link Down |
| Listener-process | Listener-instance | Link Down |
| Listener-process | UCCE_PG | Link UP |

- This differs from the System console (partition 0) which shows process/instance status. In this case, the EAAS process and instance are both running, but the link to UCCE is down.

The screenshot shows a system console interface. On the left is a tree view with 'System' expanded to show 'EAAS' and 'EAAS' sub-items. The main area is split into two panes. The top pane, titled 'List: EAAS', contains a table with the following data:

| Instance name & | Description | State |
|-----------------|------------------------------------|---------|
| EAAS-instance | External Agent Assignment Instance | Running |

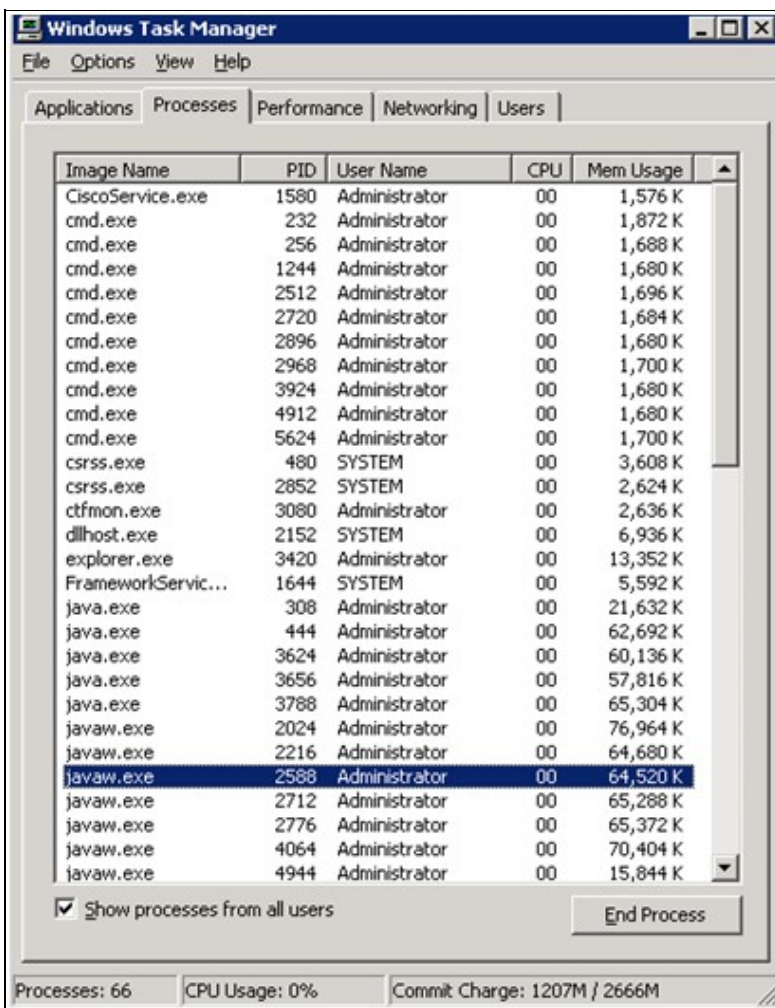
The bottom pane, titled 'Properties: EAAS-instance', shows a 'General' tab with a table of properties:

| Name | Value |
|--------------------|------------------------------------|
| Instance name * | EAAS-instance |
| Description | External Agent Assignment Instance |
| Start type * | Automatic |
| MR Connection Port | 30101 |

<http://eimWeb/system/web/view/platform/debug/listprocessids.jsp>

- Matches CIM processes up with java.exe or javaw.exe in Windows Task Manager

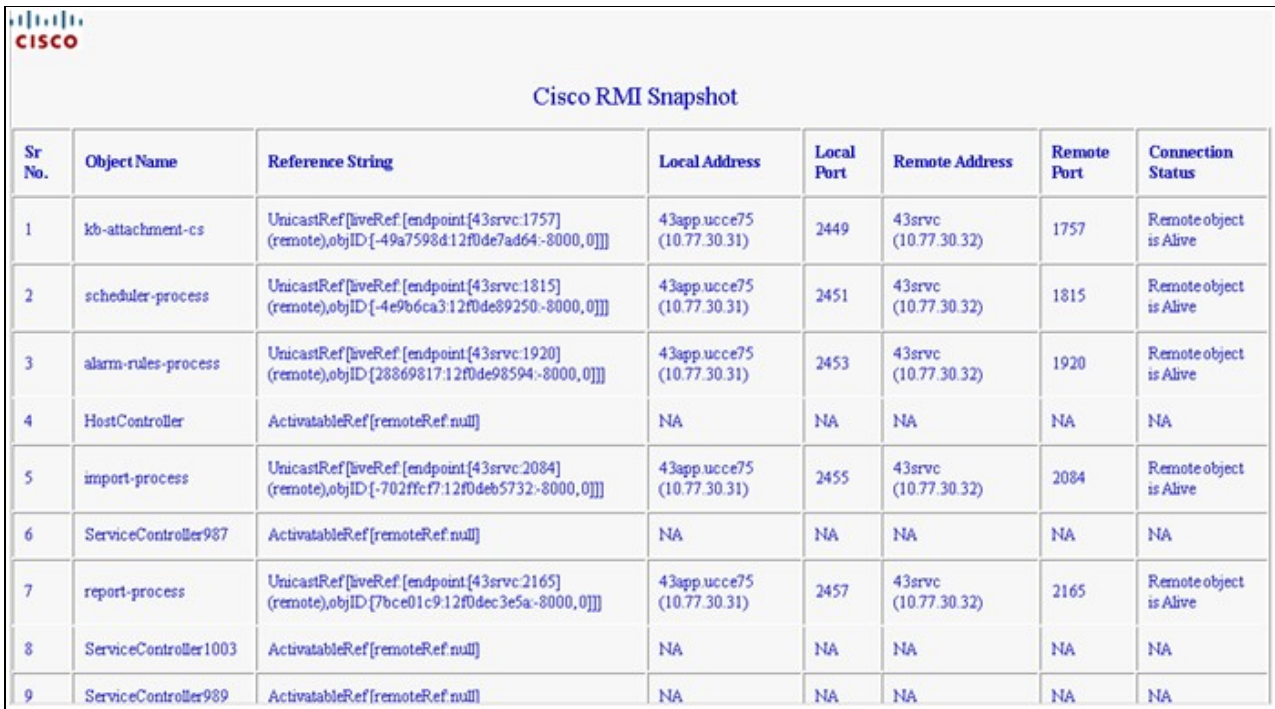
| eGain DSM Process Information | |
|-------------------------------|------------|
| Process Name | Process Id |
| scheduler-process | 4944 |
| dx-process | 2588 |
| import-process | 5156 |
| Listener-process | 2024 |
| alarm-rules-process | 4400 |
| HostController | 444 |
| DSMController | 3788 |
| kb-attachment-cs | 5680 |
| rx-process | 2216 |
| EAAS-process | 4064 |
| ss-article-rating-process | 5532 |
| DSMRegistryServer | 308 |
| ss | 2776 |



<http://eimWeb/system/web/view/platform/debug/listrmiobjects.jsp>

- Status of Remote Method Invocation (RMI) connections between components

<http://eimWeb/system/web/view/platform/debug/listprocessids.jsp>

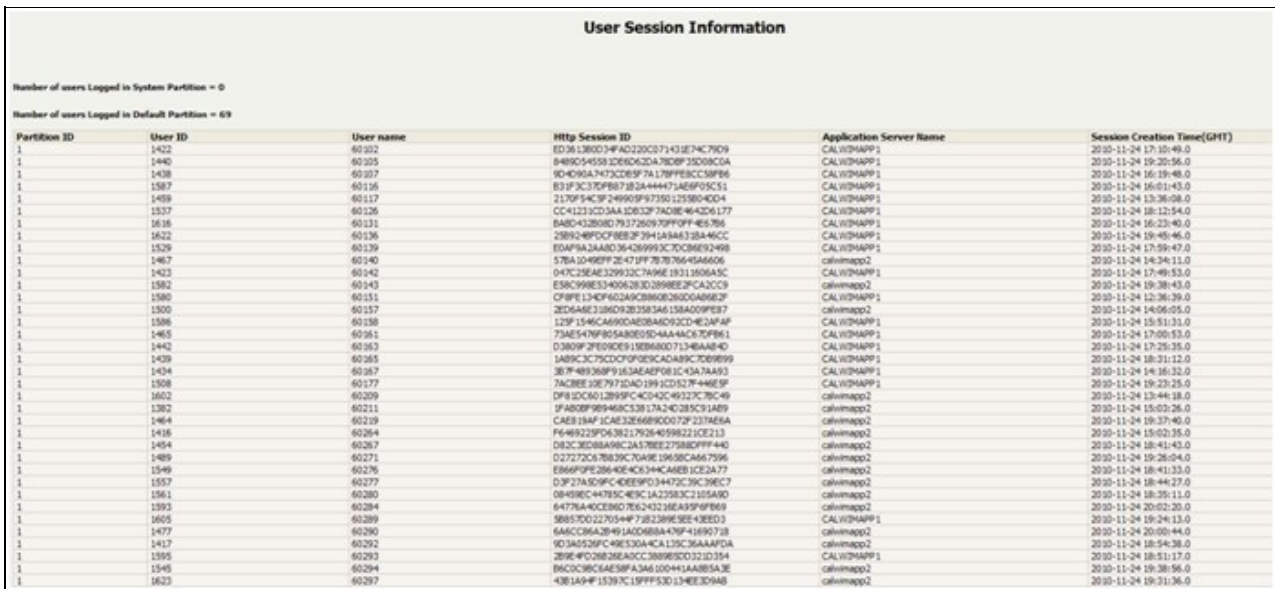


Cisco RMI Snapshot

| Sr No. | Object Name | Reference String | Local Address | Local Port | Remote Address | Remote Port | Connection Status |
|--------|-----------------------|---|----------------------------|------------|----------------------|-------------|------------------------|
| 1 | kb-attachment-cs | UnicastRef[liveRef [endpoint[43srcv:1757] (remote),objID [-49a7598d12f0de7ad64-8000, 0]]] | 43app.ucce75 (10.77.30.31) | 2449 | 43srcv (10.77.30.32) | 1757 | Remote object is Alive |
| 2 | scheduler-process | UnicastRef[liveRef [endpoint[43srcv:1815] (remote),objID [-4e9b6ca312f0de89250-8000, 0]]] | 43app.ucce75 (10.77.30.31) | 2451 | 43srcv (10.77.30.32) | 1815 | Remote object is Alive |
| 3 | alarm-rules-process | UnicastRef[liveRef [endpoint[43srcv:1920] (remote),objID [2886981712f0de98594-8000, 0]]] | 43app.ucce75 (10.77.30.31) | 2453 | 43srcv (10.77.30.32) | 1920 | Remote object is Alive |
| 4 | HostController | ActivatableRef[remoteRef.null] | NA | NA | NA | NA | NA |
| 5 | import-process | UnicastRef[liveRef [endpoint[43srcv:2084] (remote),objID [-702ffc7:12f0deb5732-8000, 0]]] | 43app.ucce75 (10.77.30.31) | 2455 | 43srcv (10.77.30.32) | 2084 | Remote object is Alive |
| 6 | ServiceController987 | ActivatableRef[remoteRef.null] | NA | NA | NA | NA | NA |
| 7 | report-process | UnicastRef[liveRef [endpoint[43srcv:2165] (remote),objID [7bce01c9:12f0dec3e5a-8000, 0]]] | 43app.ucce75 (10.77.30.31) | 2457 | 43srcv (10.77.30.32) | 2165 | Remote object is Alive |
| 8 | ServiceController1003 | ActivatableRef[remoteRef.null] | NA | NA | NA | NA | NA |
| 9 | ServiceController989 | ActivatableRef[remoteRef.null] | NA | NA | NA | NA | NA |

<http://eimWeb/system/web/view/platform/debug/listsessions.jsp>

- Session info for all agents logged into a partition, including attached Application Server



User Session Information

Number of users Logged in System Partition = 0
Number of users Logged in Default Partition = 69

| Partition ID | User ID | User name | Http Session ID | Application Server Name | Session Creation Time(GMT) |
|--------------|---------|-----------|----------------------------------|-------------------------|----------------------------|
| 1 | 1422 | 60202 | ED36138034FAD220C7143E74C79D9 | CALW/MAPP1 | 2020-11-24 17:10:49.0 |
| 1 | 1440 | 60205 | 848905455832E6AC62A78D6F3D08C0A | CALW/MAPP1 | 2020-11-24 19:20:56.0 |
| 1 | 1438 | 60207 | 904D96A74732D85F7A178FF8BC58F86 | CALW/MAPP1 | 2020-11-24 16:19:48.0 |
| 1 | 1587 | 60196 | 834F3C378F88732444473469F95C51 | CALW/MAPP1 | 2020-11-24 16:01:43.0 |
| 1 | 1459 | 60117 | 2170F54C9F249905F37350125804D04 | CALW/MAPP1 | 2020-11-24 13:36:08.0 |
| 1 | 1537 | 60126 | CC41233D3AA1D832F7AD0E46426177 | CALW/MAPP1 | 2020-11-24 18:12:54.0 |
| 1 | 1618 | 60131 | B48D432808D7937260979FF9FF4E6786 | CALW/MAPP1 | 2020-11-24 16:23:40.0 |
| 1 | 1622 | 60136 | 28B248FC9F8E8F39143A44328A44CC | CALW/MAPP1 | 2020-11-24 19:48:46.0 |
| 1 | 1529 | 60139 | ED4F9A2A8AD364D9993C3CC8692498 | CALW/MAPP1 | 2020-11-24 17:59:47.0 |
| 1 | 1467 | 60140 | 576A1046E9F2E471FF767676456A606 | calwmap2 | 2020-11-24 14:24:11.0 |
| 1 | 1423 | 60142 | 047C25EAE329933C7A96E19313806A3C | CALW/MAPP1 | 2020-11-24 17:49:53.0 |
| 1 | 1582 | 60143 | E58C398E334056283D2898E2FCAC2C39 | calwmap2 | 2020-11-24 19:38:43.0 |
| 1 | 1580 | 60151 | CF4FE154F6424A0CB08683600A0669F | CALW/MAPP1 | 2020-11-24 12:36:39.0 |
| 1 | 1500 | 60157 | 2ED6A6E3186C928358346158A009E87 | calwmap2 | 2020-11-24 14:06:05.0 |
| 1 | 1586 | 60158 | 129F1546CA690A8E8BA092CD4E2AF4F | CALW/MAPP1 | 2020-11-24 15:51:31.0 |
| 1 | 1465 | 60161 | 734E5479F955A8E03D44A44C87D9B61 | CALW/MAPP1 | 2020-11-24 17:00:53.0 |
| 1 | 1442 | 60163 | 03809F2F090E91308A80D31348A44D | CALW/MAPP1 | 2020-11-24 17:25:35.0 |
| 1 | 1439 | 60165 | 1A89C3C79CDDCF0E93CA0A89C7069899 | CALW/MAPP1 | 2020-11-24 18:31:12.0 |
| 1 | 1434 | 60167 | 387F489368F9163AEAF081C43A7AA93 | CALW/MAPP1 | 2020-11-24 14:16:32.0 |
| 1 | 1508 | 60177 | 7AC8EE39E797DAD19932D527F446E5F | CALW/MAPP1 | 2020-11-24 19:23:25.0 |
| 1 | 1602 | 60209 | DFA12C6012899FC4D4C4922C78C49 | calwmap2 | 2020-11-24 13:44:18.0 |
| 1 | 1382 | 60211 | FFA80F969468C53817A24C085C91A89 | calwmap2 | 2020-11-24 15:02:26.0 |
| 1 | 1464 | 60219 | CAE818AF1CAE32E66900072F237AE5A | calwmap2 | 2020-11-24 19:37:40.0 |
| 1 | 1416 | 60264 | F6469223D6382179264059822CE213 | calwmap2 | 2020-11-24 15:02:35.0 |
| 1 | 1454 | 60267 | D82C3C08B89C1A37EE27580EFFF443 | calwmap2 | 2020-11-24 18:41:43.0 |
| 1 | 1489 | 60271 | D27272C678B39C7048E1986C4667596 | calwmap2 | 2020-11-24 19:26:04.0 |
| 1 | 1549 | 60276 | E866F0FE28640E4C6344CA8EB1CE2A77 | calwmap2 | 2020-11-24 18:41:33.0 |
| 1 | 1557 | 60277 | D3F27A3D9FC4DE89D34472C39C396C7 | calwmap2 | 2020-11-24 18:44:27.0 |
| 1 | 1561 | 60280 | 08498EC44795C4E9C1A22583C2105A90 | calwmap2 | 2020-11-24 18:20:11.0 |
| 1 | 1593 | 60284 | 04776A4D02860785212E8A89F8F869 | calwmap2 | 2020-11-24 20:02:20.0 |
| 1 | 1605 | 60289 | 58857002270544F7282389E3EE43ED3 | CALW/MAPP1 | 2020-11-24 19:24:13.0 |
| 1 | 1477 | 60290 | 6A6CC86A28491A0D688A49F41690738 | calwmap2 | 2020-11-24 20:00:44.0 |
| 1 | 1417 | 60292 | 903A0526FC4E6530A4CA139C36AAAFDA | calwmap2 | 2020-11-24 18:54:38.0 |
| 1 | 1545 | 60293 | 28E4F0C8E28EADCC288980D322334 | CALW/MAPP1 | 2020-11-24 18:51:17.0 |
| 1 | 1545 | 60294 | 86C0C96CAE58FA3A6100441A885A3E | calwmap2 | 2020-11-24 19:38:56.0 |
| 1 | 1623 | 60297 | 43E1A94F15397C19FF53D13EE3D9A8 | calwmap2 | 2020-11-24 19:31:06.0 |

<http://eimWeb/system/web/view/platform/debug/du/getconfigdetails.jsp>

The main Diagnostic Page provides information on:

- License Information
- DSM Services
- Misc. Application Server
- Messaging Server
- Database Server
- Database Query

<http://eimWeb/system/web/view/platform/debug/listrmiobjects.jsp>

Debug_JSPs

Once the diagnostic is run the page is stored in html format on the File Server in the following directory:

- C:\CIM\eservice\web\view\platform\debug\du\

| eGain Diagnostic Utility | | | | | | | | |
|--|---------------------------|--------------|------------|-----------|------|-----------------|--------------------|--|
| License Information CRM Services Misc Application Server Messaging Server DataBase Server DataBase Query | | | | | | | | |
| Type | Value | | | | | | | |
| Utility Executed on | 03-31-2011 22:06:28 GMT | | | | | | | |
| Product Name | Cisco Interaction Manager | | | | | | | |
| Product Version | 4.3.2.5 | | | | | | | |
| Build No | 722 | | | | | | | |
| Installation Date | 2011-03-09 21:38:33 | | | | | | | |
| Deployment Type | Distributed Server | | | | | | | |
| No of Application Servers | 1 | | | | | | | |
| File Server | 43app | | | | | | | |
| Services Server | 43arvc | | | | | | | |
| Application Server 1 | 43app | | | | | | | |
| Messaging Server 1 | 43filemsg | | | | | | | |
| DataBase Server | 43db | | | | | | | |
| License Information | | | | | | | | |
| Product | Module | Partition ID | Policy | Total | Used | Expiration Date | Grace Period(Days) | |
| CIH Platform - Advanced | Department | 1 | concurrent | unlimited | 0 | 12/31/9999 | 0 | |
| Unified EM | | 1 | concurrent | 10 | 0 | 12/31/9999 | 0 | |
| Unified VM | | 1 | concurrent | 10 | 0 | 12/31/9999 | 0 | |
| CIH Platform - Advanced | | 1 | concurrent | 20 | 0 | 12/31/9999 | 0 | |
| CIH Platform - Advanced | Data Adapter | 1 | concurrent | 20 | 0 | 12/31/9999 | 0 | |
| CIH Platform - Advanced | Advanced Workflow | 1 | concurrent | 20 | 0 | 12/31/9999 | 0 | |


<http://eimApp:9001/system/web/view/platform/common/login/root.jsp?partitionid=1>

- Allows you to bypass the Web Server and log in to the agent console directly through the app server.
- This is a good troubleshooting step for isolating 'Page cannot be displayed' errors.

<http://<Application Server>:9001/status/>

- JBoss Tomcat Status for Application Server
- Allows monitoring of JBoss thread count
- Also applies to Messaging Server: <http://<File Server>:9001/status/>

<http://eimWeb/system/web/view/platform/debug/du/getconfigdetails.jsp>



JVM

Free memory: 941.92 MB Total memory: 1012.62 MB Max memory: 1012.62 MB

ajp-eimApp.eim.lab%2F14.104.48.16-15007

Max threads: 256 Current thread count: 0 Current thread busy: 0
 Max processing time: 0 ms Processing time: 0.0 s Request count: 0 Error count: 0 Bytes received: 0.00 MB Bytes sent: 0.00 MB

Stage Time B Sent B Recv Client VHost Request

P: Parse and prepare request S: Service F: Finishing R: Ready K: Keepalive

ajp-eimApp.eim.lab%2F14.104.48.16-15006

Max threads: 256 Current thread count: 0 Current thread busy: 0
 Max processing time: 0 ms Processing time: 0.0 s Request count: 0 Error count: 0 Bytes received: 0.00 MB Bytes sent: 0.00 MB

Stage Time B Sent B Recv Client VHost Request

P: Parse and prepare request S: Service F: Finishing R: Ready K: Keepalive

http-eimApp.eim.lab%2F14.104.48.16-9001

Max threads: 256 Current thread count: 2 Current thread busy: 1
 Max processing time: 438 ms Processing time: 0.484 s Request count: 9 Error count: 2 Bytes received: 0.00 MB Bytes sent: 0.03 MB

| Stage | Time | B Sent | B Recv | Client | VHost | Request |
|-------|------|--------|--------|--------------|--------|----------------------|
| R | ? | ? | ? | ? | ? | ? |
| S | 0 ms | 0 KB | 0 KB | 14.104.48.16 | eimapp | GET /status HTTP/1.1 |

P: Parse and prepare request S: Service F: Finishing R: Ready K: Keepalive