

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

## Contents

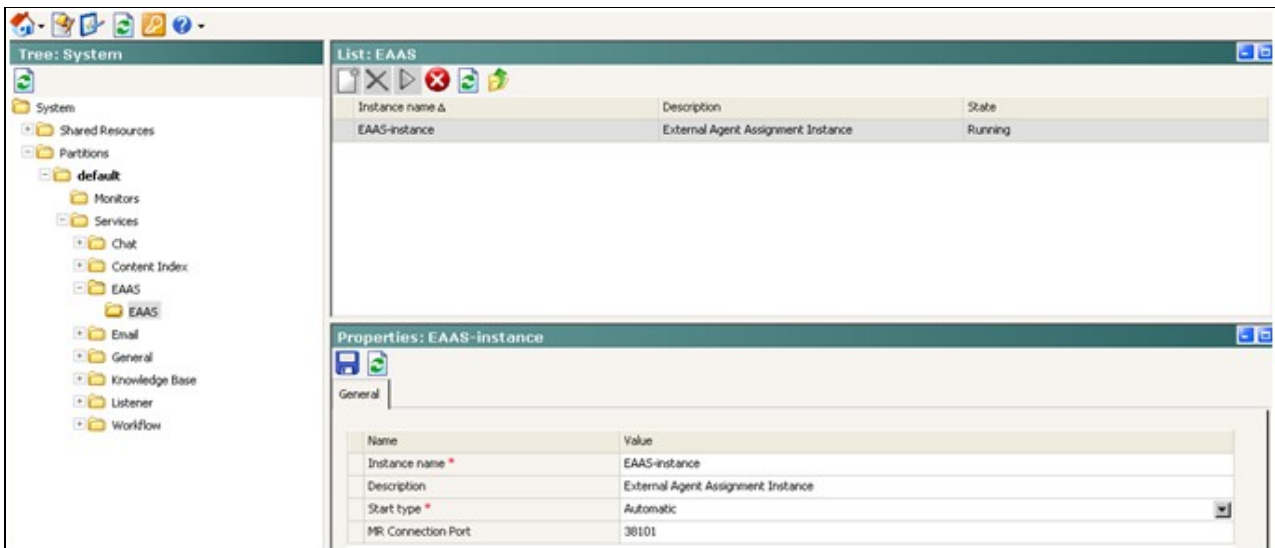
- [1 http://eimWeb/system/web/view/platform/debug/ICMIntegratedConnections.jsp](http://eimWeb/system/web/view/platform/debug/ICMIntegratedConnections.jsp)
- [2 http://eimWeb/system/web/view/platform/debug/listprocessids.jsp](http://eimWeb/system/web/view/platform/debug/listprocessids.jsp)
- [3 http://eimWeb/system/web/view/platform/debug/listrmiobjects.jsp](http://eimWeb/system/web/view/platform/debug/listrmiobjects.jsp)
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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

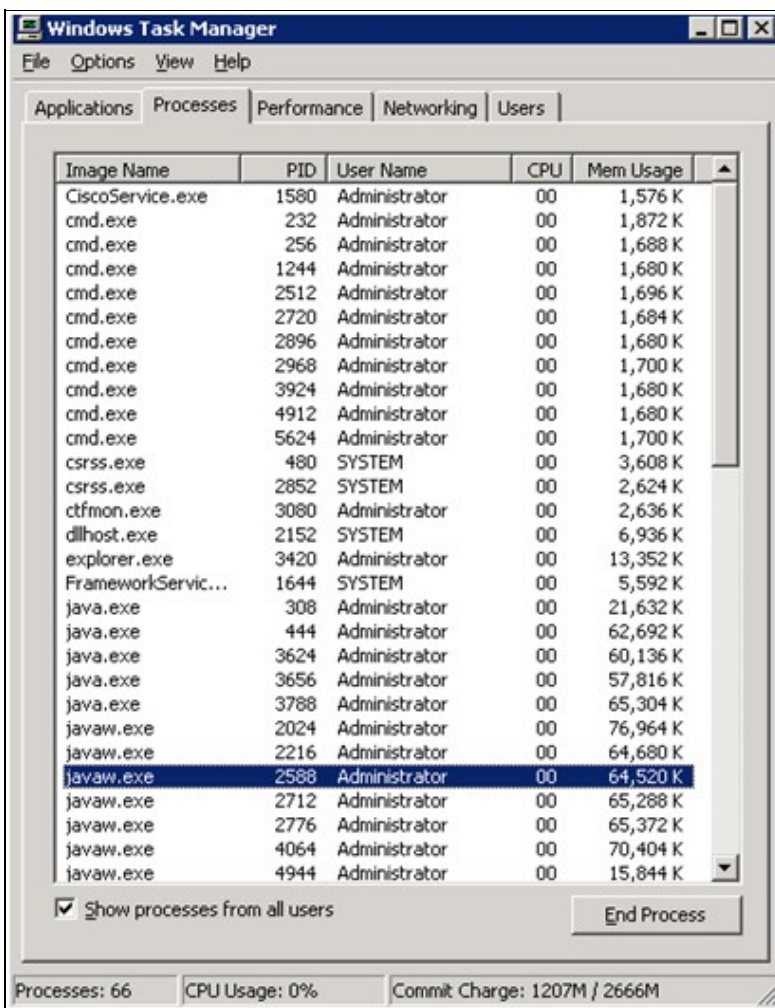
- This differs from the System console (partition 0) which shows process/instance status. In this case, the EAAS process and instance are both running, but the link to UCCE is down.



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

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

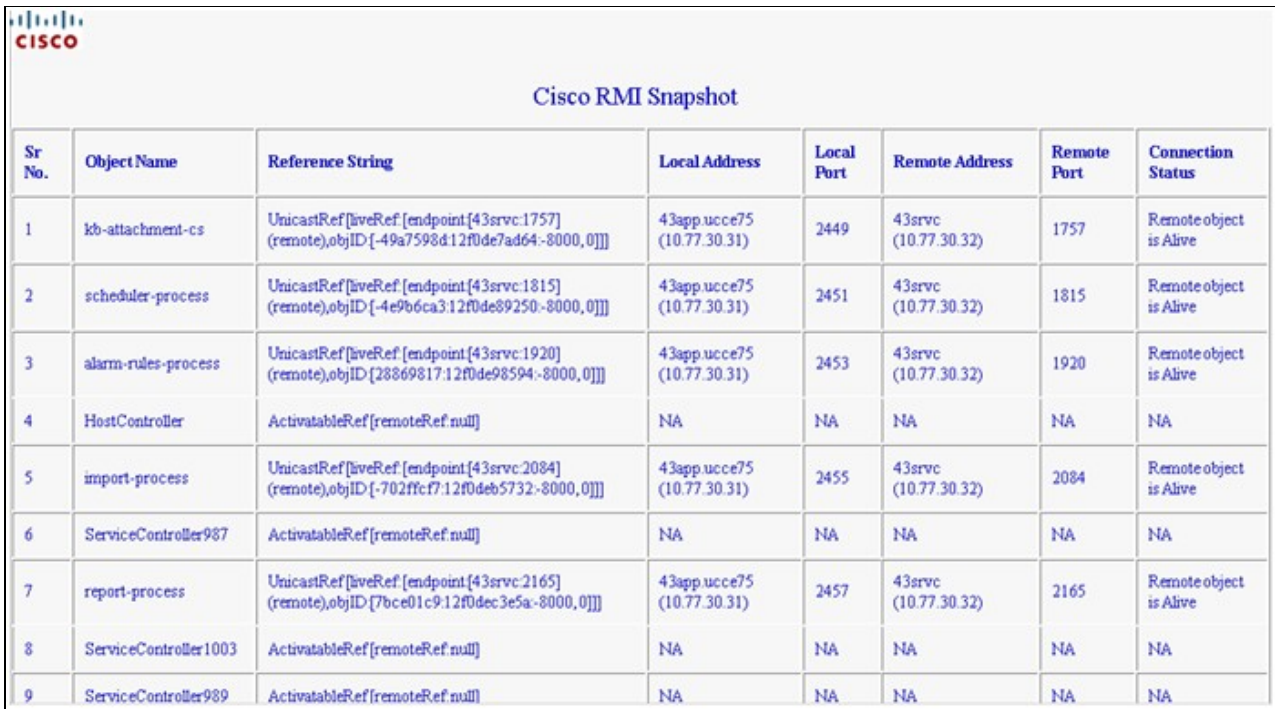
eGain DSM Process Information	
Process Name	Process Id
scheduler-process	4944
dx-process	2588
import-process	5156
Listener-process	2024
alarm-rules-process	4400
HostController	444
DSMController	3788
kb-attachment-cs	5680
rx-process	2216
EAAS-process	4064
ss-article-rating-process	5532
DSMRegistryServer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

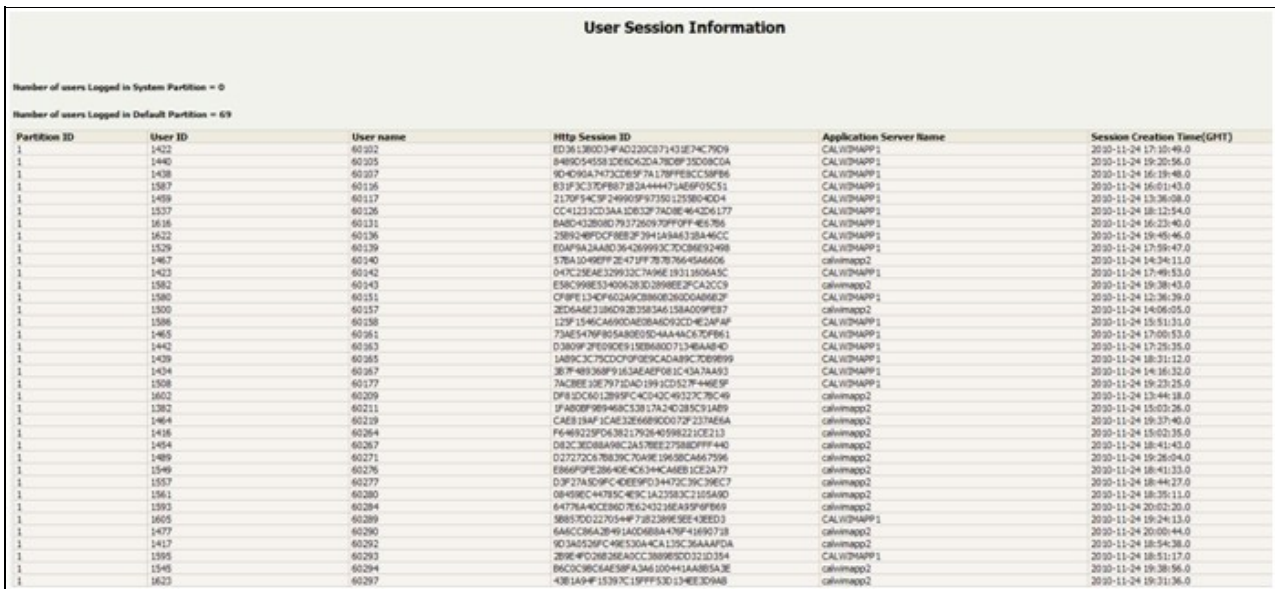


**Cisco RMI Snapshot**

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	ED36138034FAD220C07143E74C79D9	CALWTHAPP1	2020-11-24 17:10:49.0
1	1440	60205	848905455832E6AC620A78D6F35D08C0A	CALWTHAPP1	2020-11-24 19:20:56.0
1	1438	60207	904D96A74732D85F7A178FF8BC58F86	CALWTHAPP1	2020-11-24 16:19:48.0
1	1587	60196	834F3C378F88732444471A68F905C1	CALWTHAPP1	2020-11-24 16:01:43.0
1	1459	60117	2170F54C9F249905F373501258040D4	CALWTHAPP1	2020-11-24 13:36:08.0
1	1537	60126	CC41233CD3AA1D832F7AD0E46426177	CALWTHAPP1	2020-11-24 18:12:54.0
1	1618	60131	B48D432808D7937260979FF9FF4E6786	CALWTHAPP1	2020-11-24 16:23:40.0
1	1622	60136	28B028FC9F8E8F39143A44328A44CC	CALWTHAPP1	2020-11-24 19:48:46.0
1	1529	60139	ED4F9A2A8AD364269993C30C8692498	CALWTHAPP1	2020-11-24 17:59:47.0
1	1467	60140	578A1046E9F2E471FF7678764656A606	calwmap2	2020-11-24 14:24:11.0
1	1423	60142	047C25EAE329933C7A96E19313806A3C	CALWTHAPP1	2020-11-24 17:49:53.0
1	1582	60143	E58C998E34056283D2898E2FCAC2C39	calwmap2	2020-11-24 19:38:43.0
1	1580	60151	CF4FE154F6424A0C808836A00A8683F	CALWTHAPP1	2020-11-24 12:36:39.0
1	1500	60157	2ED6A6E3186C92835846158A009E87	calwmap2	2020-11-24 14:06:05.0
1	1586	60158	129F1546CA690A8E8BA092CD4E2AF4F	CALWTHAPP1	2020-11-24 15:51:31.0
1	1485	60161	734E5479F955A80E95D44A44C87D9B61	CALWTHAPP1	2020-11-24 17:00:53.0
1	1442	60163	03809F2F090E91308A80D31348A44D	CALWTHAPP1	2020-11-24 17:25:35.0
1	1439	60165	1A89C3C79CDDCF0E93CA0A89C7089899	CALWTHAPP1	2020-11-24 18:31:12.0
1	1434	60167	387F489368F9163AEAF081C43A7AA93	CALWTHAPP1	2020-11-24 14:16:32.0
1	1508	60177	7AC8EE39E797DAD19932D527F446E5F	CALWTHAPP1	2020-11-24 19:23:25.0
1	1602	60209	DFA12C6012899FC4D4C4E9122C78C49	calwmap2	2020-11-24 13:44:18.0
1	1382	60211	FFA80F969468C53817A24C085C91A89	calwmap2	2020-11-24 15:02:26.0
1	1464	60219	CAE818AF1CAE32E66890072F237AE5A	calwmap2	2020-11-24 19:37:40.0
1	1416	60264	F6469223D6382179264059822CE213	calwmap2	2020-11-24 15:02:35.0
1	1454	60267	D82C3C08B89C1A57EE27580EFFF443	calwmap2	2020-11-24 18:41:43.0
1	1489	60271	D27272C878B39C7048E1986C46A7596	calwmap2	2020-11-24 19:26:04.0
1	1549	60276	E866F0E28640E4C6344CA8EB1CE2A77	calwmap2	2020-11-24 18:41:33.0
1	1557	60277	D3F27A3D9FC4DE89D34472C39C396C7	calwmap2	2020-11-24 18:44:27.0
1	1561	60280	08498C44795C4E9C1A23583C2105A90	calwmap2	2020-11-24 18:35:11.0
1	1593	60284	04776A40C2860785C212E8A89F8F869	calwmap2	2020-11-24 20:02:20.0
1	1605	60289	588570C2270544F7282389E3EE43ED3	CALWTHAPP1	2020-11-24 19:24:13.0
1	1477	60290	6A6C28A2B491A0D688A49F41690728	calwmap2	2020-11-24 20:00:44.0
1	1417	60292	903A0526FC4E530A4CA139C36AAAFDA	calwmap2	2020-11-24 18:54:38.0
1	1595	60293	28E4F0C8E28E43CC288800C322334	CALWTHAPP1	2020-11-24 18:51:17.0
1	1545	60294	86C0C9C6AE58F43A6100441A885A3E	calwmap2	2020-11-24 19:38:56.0
1	1623	60297	43E1A94F15397C19FF53D13EE3D9A8	calwmap2	2020-11-24 19:31:36.0

<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								
<a href="#">License Information</a>   <a href="#">CRM Services</a>   <a href="#">Misc Application Server</a>   <a href="#">Messaging Server</a>   <a href="#">DataBase Server</a>   <a href="#">DataBase Query</a>								
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