

## ***Acronyms:***

**Unified EIM / Unified WIM** - Cisco Interaction Manager

**IIS** - Internet Information Server

**FS** - File System

**WLS** - WebLogic Server

**LM** - License Manager

**RSM** - Remote Session Manager

**RX** - Retriever Service

**DX** - Dispatcher Service

**WF** - Workflow Service

**DSM** - Distributed Service Manager

**POP3** - Post Office Protocol

**SMTP** - Simple Mail Transfer Protocol

**ESMTP** - Extended SMTP

**DAL** - Data Access Layer

## **Agenda**

- ◇ Initial Start up issues
- ◇ Web Server issues
- ◇ Application Server issues
- ◇ Services Server issues
- ◇ Database Server issues
- ◇ Reports issues
- ◇ Retriever, Workflow, and Dispatcher issues
- ◇ UI Debugging
- ◇ General Issues