

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