

Contents

- 1 Key logs for troubleshooting Integrated Login issues
- 2 Access Logs: Agent PC requests from Application Server Login JSP page on default partition.
- 3 Access Logs: Agent PC requests user_login on default partition.
- 4 Application Server checks agent authentication for login.
- 5 Listener sends MEDIA_LOGIN_REQ to CTI Server for each MRDId.
- 6 CTI Server sends MEDIA_LOGIN_REQ to OPC which returns a MEDIA_LOGIN_RESP.
- 7 Listener receives MEDIA_LOGIN_RESP from CTI Server.
- 8 Agent state changes and logout follow the same pattern.
- 9 Successful Login and Logout

Key logs for troubleshooting Integrated Login issues

| | | | | | | |
|-------------|------|-------------------------|------|---------------|------|-----------------|
| Access Logs | <--> | Application Server logs | <--> | Listener Logs | <--> | CTI Server Logs |
|-------------|------|-------------------------|------|---------------|------|-----------------|

Access Logs: Agent PC requests from Application Server Login JSP page on default partition.

```
10.77.30.8 - - [13/Jun/2011:02:33:52 +0000] "GET /system/web/view/platform/common/login/root.jsp?pa
10.77.30.8 - - [13/Jun/2011:02:33:53 +0000] "GET /system/web/view/platform/common/login/top.jsp?pa
10.77.30.8 - - [13/Jun/2011:02:33:53 +0000] "GET /system/web/view/platform/common/login/login.jsp?
10.77.30.8 - - [13/Jun/2011:02:33:53 +0000] "GET /system/web/view/platform/common/login/singleton.
```

Access Logs: Agent PC requests user_login on default partition.

```
10.77.30.8 - - [13/Jun/2011:02:34:04 +0000] "GET /system/web/view/platform/common/loguserevent.jsp
```

Application Server checks agent authentication for login.

```
2011-06-12 22:34:03.489 GMT-0400 <@> INFO <@> [36061:ajp-eimApp.eim.lab%2F14.104.48.16-15006-4] <@>
2011-06-12 22:34:03.489 GMT-0400 <@> INFO <@> [36061:ajp-eimApp.eim.lab%2F14.104.48.16-15006-4] <@>
2011-06-12 22:34:03.489 GMT-0400 <@> INFO <@> [36061:ajp-eimApp.eim.lab%2F14.104.48.16-15006-4] <@>
2011-06-12 22:34:03.489 GMT-0400 <@> INFO <@> [36061:ajp-eimApp.eim.lab%2F14.104.48.16-15006-4] <@>
2011-06-12 22:34:03.489 GMT-0400 <@> INFO <@> [36061:ajp-eimApp.eim.lab%2F14.104.48.16-15006-4] <@>
2011-06-12 22:34:03.554 GMT-0400 <@> INFO <@> [36061:ajp-eimApp.eim.lab%2F14.104.48.16-15006-4] <@>
2011-06-12 22:34:03.554 GMT-0400 <@> INFO <@> [36061:ajp-eimApp.eim.lab%2F14.104.48.16-15006-4] <@>
```

Listener sends MEDIA_LOGIN_REQ to CTI Server for each MRDId.

```
2011-06-12 22:34:03.654 GMT-0400 <@> INFO <@> [1611:pool-5-thread-6] <@> ProcessId:3976 <@> PID:1
2011-06-12 22:34:03.654 GMT-0400 <@> INFO <@> [1611:pool-5-thread-6] <@> ProcessId:3976 <@> PID:1
2011-06-12 22:34:03.654 GMT-0400 <@> INFO <@> [1611:pool-5-thread-6] <@> ProcessId:3976 <@> PID:1
```

CTI Server sends MEDIA_LOGIN_REQ to OPC which returns a MEDIA_LOGIN_RESP.

```
22:34:03:783 cglA-ctisvr SESSION 2: MsgType:MEDIA_LOGIN_REQ (InvokeID:0xf83d MRDID:5001 ICMAgentID
22:34:03:783 cglA-ctisvr SESSION 2: MaxTaskLimit:1 AgentInfo:"1002" )
```

Flow_for_Login,_Logout

```
22:34:03:783 cglA-ctisvr SESSION 2: MsgType:MEDIA_LOGIN_RESP (InvokeID:0xf83d ARMStatus:E_ARM_STAT
22:34:03:783 cglA-ctisvr SESSION 2: MsgType:MEDIA_LOGIN_REQ (InvokeID:0xf83e MRDID:5002 ICMAgentID
22:34:03:783 cglA-ctisvr SESSION 2: MaxTaskLimit:1 AgentInfo:"1002" )
22:34:03:783 cglA-ctisvr SESSION 2: MsgType:MEDIA_LOGIN_RESP (InvokeID:0xf83e ARMStatus:E_ARM_STAT
22:34:03:783 cglA-ctisvr SESSION 2: MsgType:MEDIA_LOGIN_REQ (InvokeID:0xf83f MRDID:5003 ICMAgentID
22:34:03:783 cglA-ctisvr SESSION 2: MaxTaskLimit:1 AgentInfo:"1002" )
22:34:03:799 cglA-ctisvr SESSION 2: MsgType:MEDIA_LOGIN_RESP (InvokeID:0xf83f ARMStatus:E_ARM_STAT
```

Listener receives MEDIA_LOGIN_RESP from CTI Server.

```
2011-06-12 22:34:03.685 GMT-0400 <@> INFO <@> [119:pool-6-thread-3] <@> ProcessId:3976 <@> PID:1 <@>
icmAgentID=5005
MrdId=5003
STATE=
  icmAgentId -> 5005
  mrdId -> 5003
  mAgentMode -> 0
  mAvailableTime -> 0
  mInterruptingInvokeId -> 0
  mInterruptingMrdId -> 0
  mIsInterrupted -> com.cisco.ipcc.listener.arm.datatype.Bool@9147c1
  mIsNotReady -> com.cisco.ipcc.listener.arm.datatype.Bool@1fddeef7
  mLoginTime -> 1307932443654
  mRoutTime -> 0
  mAvailableTime -> 0
  mNotReadyTime -> 1307932443654
  mLogonDuration -> 0
  mRoutableDuration -> 0
  mAvailableDuration -> 0
  mNotReadyDuration -> 0
  mMaxTaskLimit -> 1
  skillGrpId -> 0 <@>
2011-06-12 22:34:03.701 GMT-0400 <@> INFO <@> [481:pool-6-thread-6] <@> ProcessId:3976 <@> PID:1 <@>
icmAgentID=5005
MrdId=5002
STATE=
  icmAgentId -> 5005
  mrdId -> 5002
  mAgentMode -> 0
  mAvailableTime -> 0
  mInterruptingInvokeId -> 0
  mInterruptingMrdId -> 0
  mIsInterrupted -> com.cisco.ipcc.listener.arm.datatype.Bool@b0c981
  mIsNotReady -> com.cisco.ipcc.listener.arm.datatype.Bool@7d45f2
  mLoginTime -> 1307932443670
  mRoutTime -> 0
  mAvailableTime -> 0
  mNotReadyTime -> 1307932443670
  mLogonDuration -> 0
  mRoutableDuration -> 0
  mAvailableDuration -> 0
  mNotReadyDuration -> 0
  mMaxTaskLimit -> 1
  skillGrpId -> 0 <@>
2011-06-12 22:34:03.701 GMT-0400 <@> INFO <@> [124:pool-6-thread-4] <@> ProcessId:3976 <@> PID:1 <@>
icmAgentID=5005
MrdId=5001
STATE=
  icmAgentId -> 5005
  mrdId -> 5001
  mAgentMode -> 0
```

CTI Server sends MEDIA_LOGIN_REQ to OPC which returns aMEDIA_LOGIN_RESP.

Flow_for_Login,_Logout

```
mAvailableTime -> 0
mInterruptingInvokeId -> 0
mInterruptingMrdId -> 0
mIsInterrupted -> com.cisco.ipcc.listener.arm.datatype.Bool@13f2975
mIsNotReady -> com.cisco.ipcc.listener.arm.datatype.Bool@1bacc3f
mLoginTime -> 1307932443670
mRoutTime -> 0
mAvailableTime -> 0
mNotReadyTime -> 1307932443670
mLogonDuration -> 0
mRoutableDuration -> 0
mAvailableDuration -> 0
mNotReadyDuration -> 0
mMaxTaskLimit -> 1
skillGrpId -> 0 <@>
```

Agent state changes and logout follow the same pattern.

- MAKE_AGENT_ROUTABLE_IND
- MAKE_AGENT_READY_IND
- MAKE_AGENT_NOT_ROUTABLE_REQ / MAKE_AGENT_NOT_ROUTABLE_RESP
- MAKE_AGENT_NOT_READY_REQ / MAKE_AGENT_NOT_READY_RESP
- MEDIA_LOGOUT_IND

Successful Login and Logout

Note that Access Log timestamps (GMT) are not the same as other component logs. This explains why the login/logout are seen long before the other messages in the below ladder diagram.

Flow_for_Login,_Logout

