| Product | Problem Summary | Error Code or Summary | Condition | Possible Cause | Recommended Action |
|---|---|---|---|---|---|
| Domain Migration | Change Domain in Instance management should migrate all Unified CCE components to new domain. | Stop shutdown when AWDB services are started, after domain migration. | ? | ? | After the domain migration, make sure the domain in AWDB and the instance names in all the unified CCE components are updated with the new domain. |
| Unified Communications Manager | Gateway being spanned and the Unified Communications Manager is configured to use gateway Media Termination Point (MTP). | Error message Silent Monitor Session Failed is seen on the supervisor desktop. Error message No voice is detected is seen in the silent monitor logs. | MTP in use due to mismatch in codec. | Mobile Agent uses G.729 codec and rest of the components uses G.711 codec. Unified Communications Manager uses default MTP instead of gateway MTP. | Configure the following in gateway: dspfarm profile 2 MTP codec pass-through. |
| Unified CCE Data Server | Stop shutdown when Logger services are started. | Node Manager thread receives Shutdown Message. | Cannot connect to SQL Server. | SQL server is not associated with the Built-In administrator account of current domain. | Log in to the SQL Server Management studio. Create a new Login for Built-In Administrator under Security - Logins - New Login. |
| Unified CCDM | User is not able to log in to Unified CCDM web portal. | No access to portal DB in database server. | No access to web portal. | No SQL logins created for the webserver in data server DB. | Create SQL logins for each web server in each database server in the two tier deployment model with duplexed configuration. |
| Unified CCDM | If two administration workstations (AW) names are same, user cannot add the AW in Unified CCDM | ICE tool throws ERROR name already exists. | Not able to complete the UCCE instance configuration. | Same name for both the primary and secondary AWs. | Edit the CCDM servers host files and use different names for AWs. |

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| | ICE tool. | | | | |
| UCCE Data server | Incorrect Call records during Load longevity test. | ? | ? | Data purges due to insufficient logger DB size. | Ensure that logger database SIZE is as per Specification given in Installing and Configuring Cisco HCS for CC document. During Logger installation ensure to set the retention period to 40 days for the following: Application_Event Event Network_Event Route_Call_Detail Route_Call_Variable Termination_Call_Detail Termination_Call_Variable |
| Gateway | TTS calls fails. | ? | MRCPv2 | 1 ASR TTS license issue.<br>2 Gateway configuration. | 1 Ensure your ASR TTS server has got sufficient licenses.<br>2 Check the logs at ASR TTS server at license manager.<br>3 Ensure your gateway configuration is aligned with the ASR TTS configured in Unified CVP.<br>4 Check the logs in IOS gateway with debug ccsip message. |
| Gateway | Refer Transfer calls fails. | ? | Cannot make refer transfer call. | Gateway configuration. | 1 Ensure you have added no supplementary-service sip refer under Voice Service VOIP.<br>2 Check the logs in IOS gateway with debug ccsip message. |
| ASR CUBE | Calls fails and agents not able handle the calls. | ? | Abnormal Disconnect of call. | CUBE configuration. | Ensure you have not added media-inactivity-criteria all, timer receive-rtcp 5, timer receive-rtp 1200 under gateway. |