

Product	Problem Summary	Error Code or Summary	Condition	Possible Cause	
Unified CVP Call Server	Customer getting error message while adding CVP server, which was removed earlier.	Error Message : "Unified CVP Call Server with the given IP Address and/or hostname already exists, please choose a different IP Address and/or hostname"	CVP build to build upgrade	Build to build upgrade suppose to clear all the existing configuration. This issue will come up if configurations are not deleted properly.	1. Co 2. 3. cm qu 4. C:
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.	Cr se co
Unified CCDM	If two administration workstations (AW) names are same, user cannot add the AW in Unified CCDM ICE tool.	ICE tool throws ERROR name already exists.	Not able to complete the UCCE instance configuration.	Same name for both the primary and secondary AWs.	Ec fo
Unified CCDM	CCDM web portal login URL is broken	?	?	User should be able to login with windows credentials	Er SC
Unified CCDM	The test connection button throws warning message	Could not find a part of the path " C:\"	?	Missing folders in the installation directory	Co fr Pe Fi
Unified CCDM	CCDM web portal login URL is broken	Cluster system not ready	?	Connection Updater is configured with wrong server name	In se
Unified CCDM	Different customer instance having same AW machine name	Name already exists	?	?	Cl ad gi
Unified CCDM	CCDM Webserver is unable to connect to CCDMDATABASE SERVER and UCCE	Connection Monitor Failed to load cluster model from [localhost/Portal]. Error: A network-related or instance-specific error occurred while establishing a connection to SQL Server. The server was not found or was not accessible. Verify that the instance name is correct and that SQL Server is configured to allow remote connections. (provider: Named Pipes Provider, error: 40 - Could not open a connection to SQL Server).	-	During webserver installation, the Database server name is not provided or moved with default (local) option	Ne
Unified CCDM	Provisining service is	-	-	Deployment type is	Sh

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	not coming up			not set in UCCE	
Unified CCDM	Prerequisite checks for SQL components during CCDM database server installation	Prerequisite check fails for sql server component	Could not proceed with the installation	1. All required SQL instances features would not have installed 2. SQL service pack would not have installed	1. in D: SC CI M M 2.
Unified CCDM	Effective From/To date/time is not accepted as given by the user	-	-	The effective To and effective from date not provided in UTC format	W an loc
Unified CCDM	Agents in Pending Active State	-	-	The corresponding person would have moved to ERROR state. The root cause for those persons moved to error would be DB out of sync between the AW and logger. Any resource moves to error state means CCDM fails to provision it successfully on the remote AW.	Ec pu ag
Unified CCDM	Fail to create two-way trust between SP domain and Customer domain	-	-	Static NAT route is not available either in customer or service provider location	If tra rec dc
Unified CCDM	CCDM portal is not launching after web server installation	-	-	While installation of CCDM web server user would have given SQLServer Name as local host instead of the CCDM database server host name.	1. co M 2. th 3.
Unified CCDM	Unable to delete folder in CCDM portal	-	-	Trying to delete tenant folder/Folders having sub folders	Fi in a t
Unified CCDM	Unable to add SQL Login for Unified CCDM Web Server in Unified CCDM Database Server	Unable to add the login as domain is not accessible	Unable to add the SQL login	There would be any trust established between the two domains	Cr

Unified CCDM	ConAPI connection doesn't come up	Unable to establish connection	Unable to provision	Could be because of any one of the reasons 1. Mismatch in the RMI port configured 2. Mismatch in application key 3. SQL logins in UCCE doesn't have enough privileges 4. Distributor services is not restarted in UCCE server	1. UC 2. CC 3. be 4.
Unified CCDM	Newly added UCCE resources are showing under Unallocated folder in CCDM	-	Cant find the resources in the tenant folder	Equipment mapping has not done correctly	Ge ma fo
Unified CCDM	Web portal doesn't come up for few minutes if web services are restarted	Blank screen comes when portal is launched	User is not able to do any thing in the web portal	After every restart, CCDM web server will load the DB to local cache. This will take few minutes depending on how big is your DB.	US
Unified CCDM	Unable to reach the UCCE servers when CCDM and UCCE servers are in different domains	-	Unable to reach the UCCE server by machine name	Missing entries in the etc host file	Ac
Unified CCDM	Replication is not working in CCDM	Failed to replicate	Replication doesn't work	1. Replication folder wouldn't have created in the CCDM side B Data server 2. CCDM side A server SQL login would not have proper permissions in the Side B server	1. ch cr 2. H
Unified CCDM	Unable to login using the default administrator login when SSO is enabled.	Invalid login	Unable to login to web portal	All the login which are not in domain username format will be disabled when SSO is enabled	1. us 2.
Cisco UCDM			-		

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	Unable to perform any push operation from UCDM	AXL:getSipTrunk: SOAP connection error with [10.86.129.23] using [administrator]		CUCM is not reachable or not Up.	
Unified CCE	Router fails to send VRU label	No network VRU is configured for dialed number CVPRC.xxxx	-	-	
Unified CCE	Outbound records dialed from SIP dialer, are continuously failing		-	-	
Unified CCE	Mobile agent login failed with an error message.	RESOURCE_NOT_AVAILABLE appears in JTAPI Gateway Log	-	-	
Unified CCE	Dialer is not able to connect to CTI Server		-	-	
Unified CCE	Dialer will not connect to Campaign Manager		-	-	
Unified CCE	Agent greeting Record application fails.		-	-	
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.	
Unified CVP	Agent greeting failed.	Bad media fetch error from media server.	?	Checked the media files in the ag_gr directory. The files are in a-law format and hence there is codec mismatch.	
Unified CVP	Refer transfer calls getting failed.	?	?	Configuration for "Refer transfer" service needs to be added in IOS gateway.	
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.	?	?	
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CVP Reporting server	Tables missing in Informix database (CVP 9.0)	261: Cannot create file for table (cvp_dbadmin.call). 130: ISAM error: no such DBspace Error in line 92		The install process is not waiting for the cvp_data dbspace to be created before trying to create the tables in it.	
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.	Co ds
Unified Communications Manager	Unable to create provider?Connection refused	Unable to create provider?Connection refused	NA	NA	Ve Ur
Unified Communications Manager	Changes that are made on the publisher server do not get reflected on phones that are registered with the subscriber server.	NA	NA	NA	ru sta db "u Th the rep se "u
CUIC	Unable to login to CUIC	Cannot open database "<.>" requested by the login. The login failed	NA	NA	CI - c - P - c - u
CUIC	DB Replication - Replication is fine, but data is not seen across the cluster	NA	NA	NA	Ru 1. 2. If in 1. 2. 3.
CUIC	DRF - Failed to take a successful backup	NA	NA	NA	CI - C - C - A CI - C
CUIC		NA	NA	NA	

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	Test Connection fails for the data source				Pe * * * * * * M * * * * * re * no * ch
Gateway	Unable to silent monitor(SPAN) mobile agent. Gateway being spanned and the cucm is configured to use gateway mtp.	Error message 'Silent Monitor Session Failed' is seen on the supervisor desktop. 'No voice is detected' message observed in the silent monitor logs.	MTP in use due to mismatch in codec.	Mobile agent uses G729 codec and rest of the components uses G711 codec.CUCM uses default mtp instead of gateway mtp.	co ds co
Gateway	TTS calls fails.	?	MRCPv2	1 ASR TTS license issue. 2 Gateway configuration.	1 2 3 A co 4 m
Gateway	Refer Transfer calls fails.	?	Cannot make refer transfer call.	Gateway configuration.	1 su 2 m
Cisco Finesse	The administration sign-in page does not load after a fresh installation.	An error occurred that prevented administration sign-in page from loading.	-	-	CI co se
Cisco Finesse	When you save the host or IP address of the secondary Finesse server using the Finesse Administration Console, you see an error indicating that the operation failed.	You may see the following error message: "An error occurred. Contact your administrator."	-	-	Be ma pr the the - I co - I sta - I

					the - I if err in
Cisco Finesse	All client requests receive the following response: "503 Service Unavailable".	503 Service Unavailable	-	-	M ru se C ar A se M th C co fa
Cisco Finesse	The agent cannot sign in to the desktop	Finesse is out of service. Please try again or contact the administrator.	-	-	T If sig de If sta If inc A If Fi m
Cisco Finesse	After a fresh installation of Finesse, agents cannot sign in to the desktop.	Invalid username or password. Please try again.	-	-	U C T co re do V V C co - C A T A C E ar V us V (f C

					ru au th co & Ci se co
Cisco Finesse	Replication is not functioning correctly on one or more Finesse nodes. Database tables are not replicated.	-	-	-	Ru th db fo re va up " se or re ru na to R? th cl all se
Cisco RSM	VLEngine service is not starting up.	Error related to jvm in the logs ?INFO jvm 5 java.lang.Exception:Empty or invalid? .	?	The error is related to RSM Application user created for JTAPI purposes using special characters (Eg. @) other than simple alphanumeric characters.	Us us
Cisco RSM	JTAPI Version.	PhoneSim or VLEngine service not coming up.	JTAPI version installed is other than 32 bit.	Other version of JTAPI other than 32 bit.	Or R?
Cisco RSM	RSM Gateway Cache .	No RSM prompts played when supervisor Dials in for monitoring.	Supervisor unable to hear the prompt.	Gateway Cache is full.	CI
Cisco RSM	<a href="http://<serverIP>/en-us">http://<serverIP>/en-us directory inaccessible	The Web Server is configured to not list the contents of this directory	-	1. Directory Browsing disabled 2. Directory permissions	IP on pa VI
Cisco RSM	RSM SimPhone Start Line Number range error	Please enter 4 to 6 digit number in Start Line Number Range Filed	-	-	Si di

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RSM	Unable to login the supervisor into RSM	-	-	Invalid login	Cr
RSM	Supervisor call get disconnected after 3mins	-	-	-	In N
Unified WIM and EIM	<a href="http://<webserver>/Default.aspx">http://<webserver>/Default.aspx returns the message as	Cisco Interaction Manager Error: Your request could not be served successfully,as there was an error connecting to application server from web server	-	Cisco Interaction Manager Error: Your request could not be served successfully,as there was an error connecting to application server from web server	1. se the 2. Se 3. 4. a. wa b. wa ta c. wa 5. 6.
Unified WIM and EIM	Newly created skillgroup in UCCE does not reflect in EIM/WIM	-	-	-	Er .T
Unified WIM and EIM	CMB service is not coming up	Startup failure due to Error: com.cisco.ics.blender.acd.CtiException: ACD properties do not include a "ctistartegy=" or "callclasstable="property Media Blender is down	-	This may be because of some missing file in CMB properties of Services Server.	Co to
Unified WIM and EIM	Cannot connect to configured CMB. Listener Instance cannot be started	Can not connect to CMB. Listener Instance cannot be started	-	CMB may not be properly configured or can't establish connection with Services Server.	1. 2. 3.
Unified WIM and EIM	Customer is not able to initiate the Chat in Business hours	to be created	-	"Agent Availability" Field is set to "Required" in Chat Entry point.	Se Er
Unified WIM and EIM	CIM Integration Wizard - Unable to launch the integration wizard.	-	-	License files are not copied in to CIM server	Co CI
Unified WIM and EIM	CIM Integration Wizard - Unable to launch the integration wizard.	-	-	Cisco Service is not running	St
Unified WIM and EIM	CIM Integration Wizard	-	MRD?s created in AW	MRD?s are not created under	Cr CI

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			are not listed in integration wizard.	CIM_EIM, CIM_WIM, CIM_BC Media classes	
Unified WIM and EIM	CIM Console	-	Unable to open CIM pa/sa console	Cisco Service is not running	St
Unified WIM and EIM	CIM Console	-	Unable to open CIM pa/sa console	An issue with Java processes	St di th
Unified WIM and EIM	CIM Console	-	Unable to open CIM pa/sa console	Java parameters are not properly configured in the Desktop	G fo
Unified WIM and EIM	CIM Console	-	Unable to login an agent due to ?ICM login failed? error	Listener service is not running	CI
Unified WIM and EIM	CIM Console	-	Unable to login an agent due to ?ICM login failed? error	Communication issue between the agent browser and CIM server	Re
Unified WIM and EIM	CIM Console	-	Unable to login an agent due to ?Invalid login name or password? error	AW is not up	CI
Unified WIM and EIM	CIM Console	-	Unable to login an agent due to ?Invalid login name or password? error	Agent name or password is incorrect	CI
Unified WIM and EIM	CIM Console	-	Unable to login an agent due to ?Invalid login name or password? error	Agent is not available in CIM	CI ha
Unified WIM and EIM	E-Mails	-	Emails are not being assigned to agents	retriever process is not running	M
Unified WIM and EIM	E-Mails	-	Emails are not being assigned	Alias is not added in CIM	CI SA

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			to agents		
Unified WIM and EIM	E-Mails	-	Emails are not being assigned to agents	Alias is not mapped in the inbound workflow	CI we
Unified WIM and EIM	E-Mails	-	Emails are not being assigned to agents	Mails may not be fetched by CIM from exchange server	Lo fer re:
Unified WIM and EIM	E-Mails	-	Emails are not being assigned to agents	Script in AW is not scheduled correctly.	CI sc
Unified WIM and EIM	E-Mails	-	Email replies that agent sent are not reaching customer	Dispatcher service is not running	CI co
Unified WIM and EIM	E-Mails	-	Email replies that agent sent are not reaching customer	Antivirus is blocking the SMTP port	CI SM
Unified WIM and EIM	E-Mails	-	Email replies that agent sent are not reaching customer	ECC variable user.cim.activity.id is not configured in AW	Co
Unified WIM and EIM	CHAT	-	Chat activities are not assigned to agents	Configuration issue in CIM	CI
Unified WIM and EIM	CHAT	-	Customer sees the service unavailable template in chat form	Chat Entry point or queue is not active	M
Unified WIM and EIM	CHAT	-	Customer sees the service unavailable template in chat form	Customer?s browser type and version is not supported	CI
Unified WIM and EIM	CALLBACK	-	Callback session is not established between Agent and Customer	Agent Targeting Rule has not been configured properly for Agent Extention.	Co
Unified WIM and EIM	CALLBACK	-	Callback session is not established between	CMB is not properly configured properly	CI tal

			Agent and Customer		
Unified WIM and EIM	CALLBACK	-	Callback session is not established between Agent and Customer	Listener service is not running	St
Unified WIM and EIM	CALLBACK	-	Callback session is not established between Agent and Customer	The agent is not available in to Cisco Agent Desktop (CAD)/CTIOS Desktop	Lo
Unified WIM and EIM	CALLBACK	-	Callback session is not established between Agent and Customer	Check the permitted phone number length in CMB CTI properties tab	Co nu
Unified WIM and EIM	CALLBACK	-	Listener is not running/ is struck in starting state	CMB is not running	St
Unified WIM and EIM	CALLBACK	-	Listener is not running/ is struck in starting state	CMB parameters are incorrect	CI
Unified WIM and EIM	CALLBACK	-	MR PIM is not becoming active	MR PIM port is not configured correctly	Gr co
GT Automation Tool	NIC mismatch error occurs when the wrong number of network adapters are configured in the VM before you convert it to a golden template. VM deployment will not be successful if the number of NICs in the template and its corresponding customization file do not match.	NIC Mapping mismatch	-	Correct number of network adapters not selected	CI ad
GT Automation Tool	Unable to create the VM from the tool	Please correct the errors related to missing or invalid data provided in the Input file and re-run the script.	-	1. OS of the system used to deploy the GT may have language pack other than English 2. The files	1. Er .2 be

				entered in the GT tool may contain incorrect/invalid information	
GT Automation Tool	Computer did not get added to the domain		<ol style="list-style-type: none"> 1. Domain user does not have sufficient privilege to add the computer to the specified domain. 2. Computer cannot reach the specified domain. 3. Domain Name provided does not exist. 4. Domain user name provided is incorrect. 5. Domain password provided is incorrect. 		<ol style="list-style-type: none"> 1. pr 2. co 3. co
GT Automation Tool	Windows is not activated.		<ol style="list-style-type: none"> 1. The product key provided is not valid. 2. The computer cannot connect to the Internet for activating. 3. Computer is not able to connect to Microsoft product key activation server due to firewall issues. 		<ol style="list-style-type: none"> 1. /ip 2. - c 3. ke 4. to 5. M va
GT Automation Tool	Computer did not get added to the work group		Workgroup Name provided does not exist.		<ol style="list-style-type: none"> M pr Er co If co

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ASR CUBE	Calls fails and agents not able handle the calls.	?	Abnormal Disconnect of call.	CUBE configuration.	Er m all 5, 12
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