

Preliminary Checklist

Preliminary Checklist	<p>◇ Verify if the RSM version used is compatible with UCCE/CUCM/IVR/CVP.</p> <p>http://www.cisco.com/en/US/docs/voice_ip_comm/cust_contact/contact_center/ipcc_enterprise8_0_1/compatibility_matrices/guide/ipcccompat.pdf</p> <p>◇ Make sure that customer is well within BOM limits.</p> <p>http://www.cisco.com/en/US/products/sw/custcosw/ps1001/products_user_guide_list.html</p> <p>◇ Call flow and exact sequence of steps for reproduction of issue.</p>
Critical logs/data needed from RSM	<ol style="list-style-type: none"> 1. VLEngine Logs under vlenigne\logs 2. PhoneSim Logs under phonesim\logs 3. VLEngine - CTI OS Trace Logs under vlenigne\logs\ctiosLogs 4. VLEngine - JTAPI Trace Logs 5. To verify that RSM can see Agents, Skills, Skill Groups, Supervisor Login, and Active Agent Cells, enter the following URL in your web browser: <a href="http://<RSM_Server_IP_Address>:8080/vlenigne/testEngineServlet.jsp">http://<RSM_Server_IP_Address>:8080/vlenigne/testEngineServlet.jsp Get the Screenshot for the result page. <ol style="list-style-type: none"> 1. On the RSM machine, In regedit, browse to following location. "HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc. Select and highlight "Remote Silent Monitoring" In the same window, click on the 'File' in the window menu bar, Click on "Export Registry File."
Trace level	<p>◇ To Increase VLEngine Log Level, Go to Registry and search for below term</p> <p>◇ VLEngine_LogLevel</p> <p>◇ Valid Values (lowest to highest verbosity): FATAL, WARN, INFO, DEBUG,TRACE, ALL</p> <p>◇ Default Value: INFO</p> <p>◇ To Increase PhoneSim Log Level, Go to Registry and search for below term</p> <p>◇ PhoneSim_LogLevel</p> <p>◇ Valid Values (lowest to highest verbosity): FATAL, WARN, INFO, DEBUG,TRACE, ALL</p> <p>◇ Default Value: INFO</p>