

Add tip: [Create Contact Center Troubleshooting Tips](#)

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General Troubleshooting Tips

- Use the latest versions of the Packaged CCE utilities, available [here](#).
- Apply any necessary Engineering Specials, available [here](#).
- Install VMware Tools on all VMs. Before you upgrade, run the UpgradeVMware Settings Utility to make sure you have the latest VMware Tools update. These procedures are documented in the *Cisco Packaged Contact Center Enterprise Installation and Upgrade Guide*, available [here](#).
- Refer to the Cisco Packaged Contact Center Enterprise documentation, available [here](#).

Cisco Unified Intelligence Center Reports

- [Packaged CCE information not appearing in Cisco Unified Intelligence Center reports](#)

Context Service

- [Registration Fails](#)
- [Deregistration Fails](#)
- [Recover from Bad Context Service SDK Download](#)
- [SocialMiner Cannot Be Reached](#)

Deployment Type Validation

- [Ports](#)
- [Deployment Type Validation Fails on UCS C240 M3S](#)
- [Deployment Type Validation Fails when Data Center Name Contains Spaces](#)

Golden Templates

- [Golden Template: Export Process Fails on UCS B-Series Server](#)
- [Golden Template: Error When Running Golden Template Tool on 32-bit Windows OS](#)
- [Golden Template: Error when Data Center Name Contains Spaces](#)
- [Golden Template: Export Aborts](#)
- [Golden Template: Export Process Fails](#)
- [Golden Template: Import Process Fails](#)
- [Golden Template: Out of Memory Error](#)
- [Golden Template: Using 9.0.x Golden Templates in Release 10.0](#)
- [Golden Template: Windows Product Key](#)
- [Golden Templates: Recover from Pressing Ctrl-Alt-Delete](#)
- [Golden Templates: Using 9.x GTs on ESXi 5.1](#)

Initialization

- [Initialization Process Log Files](#)
- [Database Creation Fails - Already Exists](#)
- [Database Creation Fails - Timeout](#)
- [Unified CVP Prerequisites Fail](#)
- [SQL User Creation Fails](#)
- [Logger Creation Fails](#)
- [Initialization Process Does Not Complete](#)
- [Validation of Private Addresses on Call Servers and Data Servers Fails](#)
- [Validation that Web Setup Was Not Run on Call Servers and Data Servers Fails](#)
- [Creation of puser on Unified Communications Manager Fails](#)
- [JTAPI Client Installation Fails](#)
- [Initialization Process Fails to Complete](#)
- [Validation of Private Addresses on Roggers and PGs Fails](#)
- [Validation that Web Setup Was Not Run on AW-HDS-DDS, Rogger, and PG Fails](#)
- [JTAPI Client Installation on the PG Fails](#)

Internet Explorer

- [Unified CCE Admin does not Display Properly in IE9](#)

Live Data

- [Gadgets: Live Data updates suddenly stops displaying in the client \(Gadget or Live Data report viewer\)](#)
- [Gadgets: XMPP Messaging infrastructure error while running a Gadget or Live Data reports](#)
- [Gadgets: Live Data Not Working and Streaming Data Source Uses Hostname](#)
- [Router Live Data Connection Status Rule Error](#)
- [Live Data Does Not Work and Streaming Data Source Uses Hostname](#)

Migration to Rogger Deployment

- [Diagnostic Framework Error](#)
- [Cannot Change Hard Disk Size of Virtual Machine](#)

Outbound API

- [Troubleshooting Import API Validation Errors](#)
- [Campaign Does Not Appear in List](#)
- [Import Rule Exists With Specified Value](#)
- [Skill Group Can Only Be Assigned to One Campaign](#)
- [Cannot Update Campaign](#)
- [A Call Is Made to a Number on the DNC List](#)
- [Do Not Call API Does Not Validate Filepath](#)
- [Number Removed From DNC List Does Not Get Called](#)
- [DNC File Not Renamed or Deleted After API Is Called](#)

Single Sign-On

- [Each Agent Peripheral Gateway Must Have Associated Application Path](#)
- [Global SSO Status Must Be the Same as Component SSO Status](#)
- [Machine Must Be Associated with a Valid Cisco Identity Service](#)
- [Management Task Errors](#)
- [Test SSO Fails](#)

System Inventory Status Rule Errors and Warnings

- [Virtual Machine Datastore Status Rule Error](#)
- [Data Server Operational Status Rule Error for Logger Replication Process](#)
- [Router Live Data Connection Status Rule Error](#)
- [Machine Address Must Be Resolvable to an FQDN](#)

Task Routing

- [SocialMiner Status Rule Errors](#)
- [Invalid Script Selector - MRD -1 and Call Disposition Code 49](#)

Unified CCE Administration Sign In

- [Domain Drop-Down List Does Not Populate on Sign In Screen](#)
- [Administrator Sign In Authentication Error](#)
- [Service Temporary Unavailable message displayed instead of the Login page](#)

Upgrade VMWare Settings Utility

- [Upgrade VMWare Settings Utility Fails](#)