

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 pguser 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