Back: Troubleshooting Unified Contact Center Express

See also: Additional troubleshooting information for Unified CCX 7.0

Add tip: Create Contact Center Troubleshooting Tips

The following tips were added by Cisco Documentation:

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Installation

- One node on a Cisco Unified CCX 7.0(1) two-node cluster crashes beyond repair

Backup, Restore, and Update

- Backup, Restore, and Upgrade cannot be started from a client desktop
- During Backup, Restore, or Upgrade, an exception is seen in user interface
- Backup failed for a One or Two-Node system
- CRS 4.5 profile name is missing
- Page Not Found message is displayed during Restore or Upgrade
- Restore fails due to a file not being found
- Restore failed for a one-node system
- Restore failed on a two-node system that had run before the Restore

- Restore failed on a two-node system that was re-imaged
- Some RmCm configuration is missing after upgrade
- During the backup process, the backup window is accidentally closed
- Restore error in HA deployment when tape drive moved
- Restore error in HA deployment when backup and restore is performed on different nodes
- Failure when Updating Outbound Subsystem Configuration

Cisco Unified Communications Manager Enterprise Telephony subsystem

- High call rejection rate under heavy load
- Callers hear a fast busy while calling the JTAPI triggers
- CTIERR_TIMEOUT=0x8ccc0001 on Call Redirect

Cisco Unified Communications Manager Automated Attendant

- Dial by name does not find the specified server
- Automated Attendant prompt is not played

Cisco Unified Communications Manager Express

- Agent cannot log in on shared line
- Agent cannot log in on restricted line
- When agent drops from conference, all parties on conference are dropped
- Cisco Unified CME triggers with 2811/CME router are not working
- Pressing hash character truncates the prompt and the prompts that follow are not played
- Unified CCX stops working after Unified CME is rebuilt after crash
- A functional routing point stopped working or the Cisco Unified CME Telephony subsystem is in partial service
- Creation of Outbound trigger DN on UCCX fails

Cisco Unified CCX

Cisco Unified IP IVR

- Cisco Unified IP IVR drops callers when transferring to an extension
- Prompts play in language
- Some prompts do not play
- Some prompts in a script play in the language specified and other prompts play in English
- A prompt plays phrases in the wrong order

Cisco Unified CCX Administration

- The Cisco Unified CCX Administration Authentication web page is not available
- Uploading a license file can result in a warning message
- User cannot log in to the Cisco Unified CCX web page

- Refreshing subflow script does not update parent scripts
- Cisco Unified CM users display in random order
- Cisco Unified CCX Supervisor web page cannot be viewed from Cisco Unified CCX Server
- Management pages display error message when selected
- Zip file does not auto unzip on Document Management page
- Invalid files message displays while uploading a zip file of prompts
- A Component Manager goes into partial service when uploading a zip file
- Error in Cisco Unified CCX Administration when trying to upload a large prompt.wav file
- The page from where Memory and Thread Dump can be collected is blank

Cisco Unified CCX Admin Utility

- The cluster is not in synchronization
- Cisco Unified CCX Admin Utility exits or does not come up after login
- The Cisco Unified CCX Admin Utility fails due to data corruption
- The Cisco Unified CCX Admin Utility will not run on a non bootstrap node
- The Cisco Unified CCX Admin Utility will not run since the Node Manager hung

Cisco Unified CCX Database

- Cannot configure Application or System parameters from their pages in Cisco Unified CCX Administration
- HR client login error
- Cannot activate DB components on HA node
- Cisco Unified CCX Databases are not purged as expected
- Historical Database db_cra is full
- E-mail notification of database purging activities is not sent
- Syslog or SNMP trap notification of database purging activities is not sent
- SQL Agent fails to start
- Database table fields used by wallboard store data in milliseconds
- Lock exception while trying to purge data
- Unable to view HR reports in a system with Locale different than English
- Historical Reports Gives VB List Box Error on Detailed Call Reports

Cisco Unified CCX Editor

- Change a string variable to an integer
- Accept step error during active debug
- Error occurs with Reactive Debugging Tool
- Agent automatically put into Ready state
- Agent has invalid state transition from Reserved to Available to Talking

Cisco Unified CCX Engine

- Voice Browser step throws an exception
- Cisco Unified CCX Engine does not start and an RMI port in use error appears
- Attempting to start the Cisco Unified CCX Node Manager service causes an error 1067
- Attempting to start the Cisco Unified CCX Node Manager service causes an error 1069
- Application subsystem is in partial service
- Cisco Unified CCX Engine is running but calls are not answered

- Changing the time in Cisco Unified CCX machines results in agents getting logged off
- An error message plays when calling a CTI route point
- Changes to applications do not register
- Call drops during transfer over gateway
- H.323 client DTMF digits not detected
- Redirected call is disconnected
- The Cisco Unified CCX server runs out of disk space
- Cisco Unified CCX Server runs at 100% capacity or is slow
- Database Subsystem goes into partial service
- JTAPI subsystem is in partial service
- CAD or CSD window shows partial service for recording and statistics
- Unable to connect to JTAPI provider
- The Simple Recognition step takes the unsuccessful branch
- Calling party and Cisco Unified CCX do not have common codec
- Prompts with incorrect codec being played out
- Prompt Exception in Cisco Unified CCX Engine log file
- Cisco Unified CCX Engine does not start
- Application subsystem in partial service and application running for an unexpectedly long time
- Cisco Unified CCX Server and Active Directory integration results in some services being unregistered
- Database Subsystem fails to connect to MS SQL server
- Running into java.lang.OutOfMemoryError: Unable to create new native thread

Cisco Unified CCX ICD

- RmCm subsystem is out of service
- RmCm subsystem remains INITIALIZING
- RmCm remains in Initializing state
- Agents, Supervisors, or Teams are out of synch
- Agent or CSQ does not appear in CDA
- Agents do not appear in the Resources area in the Cisco Unified CCX Configuration web page
- You cannot select the order of agents
- Agent cannot go Ready after logging in

- Agent does not go to Work state after handling a call
- A media step causes a Could not create PlayPromptDialog Object exception
- Unable to make any Cisco Unified CCX configuration changes
- Some resource selection criteria are missing
- Unable to record an agent
- Sometimes the supervisor can monitor and record an agent and sometimes he cannot
- Calls to Cisco Unified CCX route points are disconnected
- Calls are not routed to agents
- Agents do not show in a CSQ
- Caller gets dropped when an attempt is made to recall a Cisco Unified CCX agent extension after the agent previously parked the call
- Updating a NIC driver disables silent monitoring and recording
- Agent alternates between Reserved and Ready state
- Agent in Reserved state but the consult transfer fails repeatedly
- Call fails if agent doesn?t pick the call in the first two rings

Cisco Unified CCX Real-Time Reporting

- Attempting to run a real-time report causes an error
- After installing JRE, the user receives a message from real-time reporting saying to install JRE
- Contact entry is stuck in real-time reporting

Cisco Unified CCX Historical Reporting

- Exported PDF report does not print in landscape orientation
- User login missing in Windows XP after installing HR client
- Client and Server security policies do not match
- Charts do not appear on report
- Charts do not appear properly in MS Excel format
- Column headings are misplaced in MS Excel(Data Only) format
- Columns of data missing in report in MS Excel format
- Records truncated in report in MS Excel format
- Agent names overwritten on charts
- Unable to export Scheduled Report to mapped drive.
- RTF Report containing charts has tabular report headings
- Scheduler icon does not appear on Terminal Services client
- Reports do not execute at scheduled times
- Search dialog box and Preview tab appear in English on Windows system with locale set to German
- Dialog box does not appear as expected when report is exported
- Error when choosing an option from the Historical Reporting web page
- Truncated report description in Historical Reports client
- Scheduled Historical Reports do not run
- The SQL Command Failed dialog box appears when you try to generate a historical report
- Some information appears in English on a German system
- The Historical Reports client computer cannot connect to the Cisco Unified CCX server
- A Database Connection Error 5051 error appears
- Export file name does not appear in Export dialog box
- Cannot point to local applications from the Database Server Configuration page
- Attempt to log in to the Cisco Unified CCX Server from the Historical Reporting client fails and an error message is returned
- Only three report templates are available for Cisco Unified CCX Standard
- Discrepancy in number of ACD calls shown on custom reports
- Priority Summary Activity Report chart prints only partly in color
- Scheduled Historical Reports do not run and message appears in CiscoSch.log file
- Historical Reporting Client window shows nothing in the user drop-down menu
- Historical Reporting Client stops working; attempt to log in again results in error messages
- Scheduler DOS exception error received when running a custom report
- Columns displaced in Excel spreadsheet when exporting a report
- Scheduler icon does not appear in Windows status bar
- Error message appears indicating connection with database is broken
- Scheduler fails to start after HRC installation
- Java security manager delays socket creation resulting in AXL TIMEOUT
- Discrepancy between agent state detail and agent detail
- Some of the historical reports take too long to generate
- Login/Connection issues of Historical Reports Client over a non-Cisco VPN

Automatic Speech Recognition

- Names are not recognized
- Recognition never times out
- Alternate pronunciations and nicknames are not recognized
- Reduced call completion rate under heavy load while using an MRCP ASR Group
- MRCP ASR subsystem is out of service
- Changes, additions, or deletions to MRCP ASR Providers, MRCP Servers, or Groups do not take effect
- Calling a route point with an MRCP ASR Dialog Group results in default treatment

Outbound

- Agent does skip or skip-close but does not stay reserved
- Agent is not getting callbacks
- Agent is ready but does not get an Outbound call for up to two minutes
- Errors placing Outbound calls
- Not all contacts get imported
- On the Campaigns Configuration web page, the available CSQs list is empty even though there are CSQs configured under the RmCm subsystem
- Outbound buttons do not show up on CAD
- Outbound buttons show up but are disabled on CAD
- Outbound calls are not getting dialed
- Outbound call volume is low
- Outbound System Service is not in service
- RTR Outbound reports do not show all possible reclassification

Text-to-Speech

- Provider becomes IN_SERVICE immediately
- TTS Prompt does not play
- TTS prompt is not recognizable
- MRCP TTS subsystem is out of service
- Long TTS prompts consume significant memory on Cisco Unified CCX Server
- Non-UTF-8 characters needed for some languages
- A .wav file prompt playback is garbled when played by a TTS server
- Changes, additions, or deletions to MRCP TTS Providers, MRCP Servers, locales, or genders do not take effect

Serviceability

- SNMP-based network management tools cannot monitor Cisco Unified CCX components
- File Manager in partial service
- SNMP traps do not arrive at the trap receiver
- Syslog messages not received by receiver
- The Alarm Service does not start
- Serviceability does not uninstall completely
- Updating Data with the Serviceability Tool on One Node does not Update Other Nodes
- Virus Scan software slows Call Completion Rate

Cisco Unified CCX Internationalization

- Results not as expected for first name and last name in Chinese, Japanese, and Korean
- Language specified is not accepted or played

VXML

- Voice Browser Step troubleshooting steps
- Timeout attribute for non-input does not work
- Menu Choice DTMF does not work

High Availability and Bootstrap

- Transaction Manager cannot start
- Have an exception on startup with a message like "unable to recover transaction" or an error message related to reading or modifying the "Tx.per" file

High Availability and Failover

- Conflicts in Datastore Control Center history
- Cannot make configuration changes in HA cluster
- Cannot make configuration changes in RmCm Subsystem
- Service constantly shows Invalid
- Cisco Unified CCX server keeps rebooting due to Cisco Unified CCX Node Manager failure
- Cluster is in partial service
- Server is in partial service
- Cisco Unified CCX does not accept a call or function properly
- Service Master/Slave status is not shown on Cisco Unified CCX Administration Control Center
- Cluster time synch fails
- Cisco Unified CCX Servers respond slowly in a High Availability environment
- Multiple failovers with high CPU usage
- Second node removal or rebuild

VoIP Monitor

- VoIP monitor does not work correctly
- Cisco Unified CCX fails to start
- VoIP Monitor tab of the CDA gives an error
- VoIP Monitor does not list some phone devices

CDP

- CDP Protocol Driver missing in Device Manager