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Installation

- Hardware not supported
- Unable to access NTP server
- Hardware not supported Error seen on 7835H2 and/or 7845H2
- Software installation/upgrade page under OS Admin, stuck in running state after COP installation

Backup and Restore

Windows to Linux Upgrade

- Desktop Agent Config backup operation failed using PUT
- Backup operation failed while backing up Config/Database/Recordings using PUT
- Pre-Upgrade Tool backup operation is not supported
- CVD communication failed during backup using PUT
- Could not find the Engine/DB master node during backup using PUT
- Database size is not supported during backup using PUT
- CCX Node is not reachable during backup using PUT
- Not all the recording files are backed up during backup using PUT
- Power failure during restore operation of Windows to Linux upgrade
- Failure during restore operation of Windows to Linux upgrade
- FTP/SFTP path not accessible during data restore
- Restore operation fails due to mismatch in deployment type
- Restore operation fails due to mismatch in license package
- Invalid backup TAR file used during restore on Unified CCX 8.0(1)
- Not enough space to stage backup file on Unified CCX 8.0(1) during restore
- Component activation failed during restore on Unified CCX 8.0(1)
- Activating the node as Publisher failed during restore on Unified CCX 8.0(1)
- Database manager is not IN SERVICE during restore on Unified CCX 8.0(1)
- Restore operation fails during migration of configuration data on Unified CCX 8.0(1)
- Restore operation fails during migration of DB data on Unified CCX 8.0(1)
- Node 2 CTI ports removal failed during restore
- Recordings not getting played after upgrade
- Deletion of Node 2 JTAPI user from CUCM fails during restore
- The VRU connection port for ICM Subsystem fails to migrate during restore of IP-IVR system

- [Problem occurred during backing up of restore logs](#)
- [PUT backup fails during Desktop Agent Config backup operation](#)

Linux to Linux Upgrade

- [Link to Platform Upgrade FAQ](#)
- [No valid upgrade options found while running upgrade on node2](#)
- [If switch version fails on Unified CCX, reboot the server](#)

Cisco Unified Communications Manager Telephony Subsystem

First few things to check

- Is the subsystem in full service? If not refer to section for [#Telephony Subsystem Out Of Service or Partial Service Issues](#) below
- Also cross check JTAPI Client and Data sync. Refer to [JTAPI Client and data resynchronization](#)

Tracing

- [Turning on SS TEL](#)
- [Turning on Unified CCX Telephony Client traces](#)
- [Turning on UCM CCM and CTI SDI and SDL traces](#)

Telephony Subsystem Out Of Service or Partial Service Issues

- [Trigger partition change causes JTAPI subsystem to go to Partial Service](#)
- [Telephony Subsystem in Partial Service - calculateGroupReadiness indicates groups NOT READY](#)
- [Standard CTI Enabled role for JTAPI user](#)
- [UCM Telephony SS Out Of Service - Unable to create provider](#)
- [UCM Telephony SS Out Of Service - DB ACCESS ERROR](#)
- [UCM Telephony SS Out Of Service/Partial Service - Unable to Register CTI Port/Route Point](#)
- [Trigger Configuration Error](#)
- [Missing AddrInService events](#)
- [UCM Telephony SS in partial service after fall back to Node1](#)
- [UCM Telephony SS in partial service on a node](#)
- [JTAPI Client and data resynchronization](#)
- [JTAPI provider goes out of service](#)
- [Issues in JTAPI Port Recovery](#)

Callflow guides

- [Guide to reading MIVR logs for Telephony Issues - IVR Call Flow](#)
- [Guide to reading MIVR logs for Telephony Issues - ICD Call Flow](#)

Identifying Issues in Call Flow

- [Possible Issues in an ICD call flow](#)
- Call is rejected as soon as it is received by Unified CCX
 - ◆ [REMOTE TIMEOUT - No idle channels](#)

- Call is not offered on the CTI Port
 - ◆ TRIGGER_FAIL
 - ◆ TRIGGER_MAX_SESSION
 - ◆ Configuration issues
- Call is rejected after it is offered on the CTI Port
 - ◆ SETUP_TIMEOUT
 - ◆ SETUP_FAIL
- Issues invoking Application Task
 - ◆ Null or Default Application Task
 - ◆ ApplicationMaxSessionsException
 - ◆ Invalid Script
- Media Setup Failure
- Codec Mismatch between Caller and CTI Port
- Call fails with CallCtlConnFailed event
- JTAPI Exception during redirect, accept, answer, transfer request
- Consult call fails with RESOURCE_BUSY
- Consult Call is not answered at agent extension
 - ◆ RESOURCE_NOT_ACKNOWLEDGING
 - ◆ RESOURCE_FORWARDING
- Could not meet post conditions of call.transfer
- Transfer does not receive CiscoTransferEndEv
- Multiple transfer failures
- Transfer success is false

Other tips

- Call aborted due to WFMaxExecutedStepsExceededException
- Common Cause Codes and Meta Codes in JTAPI
- Troubleshooting JTAPI CCN Exceptions
- Codec support issues
- Commonly used regular expressions
- How to escalate an issue to IPCBU JTAPI team
- <http://developer.cisco.com/web/jtapi/docs>

Cisco Unified CCX Media subsystem

Tracing

- Turning on Unified CCX Media Traces
- Turning on IPVMS Traces

General Media Issue

- Media subsystem is stuck in initializing state

Cisco Unified Communications Manager Automated Attendant

Cisco Unified Communications Manager Express

- Enabling CME Tracing
- 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 IPIVR/ICM

First few things to check

- Is the ICM subsystem in full service in the IVR box? If not refer to section for #ICM Subsystem Out Of Service or Partial Service Issues/Communication issues between IVR and PG below.
- Verify whether the license uploaded on the system is for IVR.
- Logs to be enabled for IVR issues
- After the above mentioned logs are enabled, search the MIVR logs for any Exceptions- "exception" or errors. The following exceptions seen in MIVR logs can be ignored as they are benign in nature:

```
435718: Mar 10 08:14:17.430 GMT %MIVR-LIB_EVENT-3-DISPATCH_FAILURE:A failure
occurred while dispatching an event:
listener=com.cisco.wf.subsystems.ged125.ICMChannel$CallListenerAdapter@118cef5,
Exception=
java.lang.IllegalStateException: already cleared
435719: Mar 10 08:14:17.430 GMT
%MIVR-LIB_EVENT-3-EXCEPTION:java.lang.IllegalStateException: already cleared
```

Based on the exceptions, Isolate the issues into the following -

JTAPI issues

Many a times, calls fail in IVR/ICM due to telephony/JTAPI issues. Refer to the Cisco Unified Communications Manager Telephony Subsystem section and check whether the calls are failing at JTAPI level due to which ICM subsystem is unable to process calls in IPIVR.

ICM Subsystem Out Of Service or Partial Service Issues/Communication issues between IVR and PG

- ICM subsystem is in OUT OF SERVICE state from IVR side and also the VRU PIM stays in IDLE state rather than ACTIVE state in the ICM peripheral gateway

- Calls to IVR are failing and ICM subsystem is OUT OF SERVICE

Call Flow Issues

- Calls are failing in IVR and user hears busy tone for these calls
- IVR sends wrong values to ICM for the call variables
- Call transfer fails if the agent transfers the call from one IVR to a different IVR
- Intermittent Translation Route to VRU failure
- Call reserves an agent although caller hanged in IPIVR
- IVR gets freezed when the calls are more than the actual ports and requires an engine restart for recovery

Set up Issues

- Calls are failing in IVR intermittently ? Some calls go through successfully and some fail intermittently and it may seem like the TCP connection is broken from the VRU PIM side at the time of the failed calls.
- Calls are failing with ApplicationMaxSessionsException because there are not enough sessions created for an ICM application in IPIVR
- What versions of IP IVR are supported for UCCE 8.0

Other Tips

- CAD services visible in CLI 'utils service list' command
- Many services in Deactivated state. Refer to CAD services visible in CLI 'utils service list' command

Cisco Unified CCX Administration

- Error in IE (Class doesn't support Automation)
- User Authentication error during CUCM configuration
- HTTP 403 or security protocols error
- Add to cluster repeats in a loop
- Object error during component activation
- Components in deactivated state
- UCCX Data containing "less than " or "greater than" characters fails to save
- Error associating script with application

Cisco Unified CCX Editor

- Script porting issues
- W1 upgrade issues
- Editor hanging issues

- [Issues with loading custom code](#)
- [Issues with installing on windows vista and windows 7](#)

Cisco Unified CCX Engine

- [Application subsystem is in partial service](#)
- [Changes to applications do not register](#)
- [Application subsystem in partial service and application running for an unexpectedly long time](#)
- [An error message plays when calling a CTI route point](#)
- [Cisco Unified CCX Engine is running but calls are not answered](#)
- [How to debug OutOfMemoryError](#)
- [How to analyze heap dumps](#)
- [How to debug the root cause for high CPU usage](#)

Cisco Unified CCX ICD

Required Tracing

- [Log Levels for issues related to Routing and Queuing](#)

RmCm is OOS OR in Partial Service

- [RmCm subsystem is out of service](#)
- [RmCm subsystem stuck in INITIALIZING state](#)

RmCm Configurations issues

- [Agents do not appear in the Resources area in the Cisco Unified CCX Configuration web page](#)
- [Some resource selection criteria are missing](#)

Agent Issues

- [Unable to login Unified CCX Agent](#)
- [Agent cannot go Ready after logging in](#)
- [Agent does not go to Work state after handling a call](#)
- [Agent alternates between Reserved and Ready state](#)
- [Agent in Reserved state but the consult transfer fails repeatedly](#)
- [Agent alternates between Reserved and Ready state](#)
- [Agent in Reserved state but the consult transfer fails repeatedly](#)
- [Agent toggles between Reserved and Ready state](#)
- [Agent toggles between Reserved and Ready state-Script queues and dequeueAll's the call to multiple CSQ's](#)
- [Agent stuck in Reserved state](#)
- [Agent stuck in Reserved state-"Not posting the ContactPresentedEvent" seen in logs](#)
- [Agent stuck in Reserved state-SessionTransferredMsg shows Initial and Final Contact Type:IAO CONSULT CONTACT](#)
- [Agent State transformations in Select Join and Join Across Line scenarios](#)
- [Issues related to Agents Using Shared Lines](#)

Call Issues

- Calls are not routed to agents
- Calls are sometimes not delivered accordingly to Skill Competence when Resource Selection Criteria is Most Skilled
- Same call is presented to two agents
- Agent and customer start hearing UCCX recordings played over their conversation
- CSD shows oldest in queue as 1(00:00:00)

Scripting Issue

- Call redirected from one RP to the other multiple times with Redirect Step

Unsupported scenarios

- IncompatibleSessionException seen in MIVR logs

Call Flow Guides

- Guide to read MIVR logs for a simple ICD call

Cisco Unified CCX Real-Time Reporting

- RTR in SelectJoin, DirectTransfer, JoinAcrossLines, DirectTransferAcrossLines Scenarios

Cisco Unified CCX Historical Reporting

- Pre-Requisites
- Required Log levels
- Historical records not getting written to database
- Discrepancies of JAL Scenarios
- Called Number Summary Report (CNSR) has more calls than the Traffic Analysis Report (TAR)

Cisco Unified CCX Historical Reporting Client [HRC]

- Required Log levels For HRC
- Required Log levels For HRC Scheduler
- Error when launching HRC on Windows 7
- HRC login fails with a communication error message
- A Database Connection Error 5051 error appears in HRC 8.0 or 8.5
- Unable to export Scheduled Report to mapped drive.
- 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
- Agent names overwritten on charts
- "Access Denied" error while printing from HRC
- Error: "Could not start print job" while Printing from HRC
- Login/Connection issues of Historical Reports Client over a non-Cisco VPN
- HRC Scheduler does not generate reports

Automatic Speech Recognition

Tracing

- Turning on Unified CCX Automatic Speech Recognition Traces

General ASR Issues

- How To Bring MRCP ASR Provider To InService State
- Nuance 9.0 not working with Unified CCX
- How to integrate MRCP ASR-TTS with Unified CCX
- Assure ASR-TTS ports/resources are freed up after the application finishes
- UnsupportedGrammarException with Cisco Media i.e Default Dialog group
- Built in Grammar minlength and maxlength with Default or Cisco Media Group for DTMF inputs
- How to allow both DTMF and Speech Recognition together
- The Names are not recognized
- MRCP ASR Subsystem Status is out of service
- MRCP ASR Providers, MRCP Servers, or Groups Changes like additions, or deletions to do not take effect

Outbound

- **Trace Levels**
 - ◆ Log Level usage in Outbound Subsystem
 - ◆ Log Levels required to troubleshoot outbound issues
- **General Outbound Issues**
 - ◆ Outbound contacts not being dialed after failover
 - ◆ Outbound calls fail with no callback number
 - ◆ Outbound agent Stuck in Reserved state
 - ◆ Outbound General Configuration data is changed
 - ◆ Outbound Subsystem is Out Of Service
- **Issues Related To Outbound Call Flow**
 - ◆ Outbound agents are ready for long time with available contacts
- **CAD/CDA related issues**
 - ◆ Outbound Buttons are disabled on CAD
 - ◆ CDA doesn't show checkbox for Outbound Dialer Mode

Text-To-Speech

Tracing

- Turning on Unified CCX Text To Speech traces

General TTS Issues

- Setting TTS Provider as Default TTS Provider
- Control prosody rate in PlayPrompt TTS block
- TTS Provider shows Last Status when Added Again
- MRCP TTS subsystem shows out of service status

- MRCP TTS Providers, MRCP Servers, locales, or genders changes like additions, or deletions to do not take effect

Serviceability

- **Real-Time Monitoring Tool (RTMT)**
 - ◆ Troubleshooting RTMT Installation Errors
 - ◆ Not able to install different RTMT clients on the same box
 - ◆ Unable to Log in to Cisco Unified Real-Time Monitoring Tool
 - ◆ Unable to Collect data for the second node from RTMT when the Primary Node is down
 - ◆ Troubleshooting DiskSpace and Partition related alerts
 - ◆ Collecting logs for troubleshooting RTMT Alerts
 - ◆ Configuring RTMT Trace Settings
- **SNMP**
 - ◆ Log Collection for SNMP Voice SubAgent issues
 - ◆ Unable to receive Unified CCX SNMP Traps
 - ◆ SNMP operations on the Voice MIB not fetching any output
 - ◆ Troubleshooting Alarms/Alerts to be sent as SNMP Traps
- **Log Profile**
 - ◆ Debugging issues
 - ◆ Known issues

Serviceability (Analysis Manager)

- I don't see the Analysis Manager Drawer or Menu items
- RTMT does not come up or behaves strangely
- I cannot log into RTMT
- My Test Connectivity for Unified CCX Node is Failing
- The Call Records Repository connectivity test is failing
- Where can I access RTMT and Analysis Manager logs

VXML

Tracing

- Turning on Unified CCX VXML traces

General VXML Issues

- How to use JavaScript greater than, less than and ampersand symbols in vxml var expr declaration
- Voice Browser Not able to fetch files with dynamic file extensions
- Not able to fetch grammar and prompt files through CRTP
- VXML tag not working properly with VoiceBrowser

High Availability and Failover

- RCA for Engine failover

VoIP Monitor

- hear nothing while playing back desktop recorded sessions

Cisco Unified CCX CLI

- UCCX CLI log collection
- Analyzing UCCX CLI logs
- Cannot login to CLI
- Enabling root account from CLI
- Checking UCCX version using CLI
- Checking if the current node is a VOS publisher
- Checking configured UCCX license using CLI
- Checking & updating JTAPI Client using CLI
- Updating the UCM IP address in UCCX from CLI
- Checking trace level settings from UCCX CLI
- Setting trace level settings from UCCX CLI
- Running DB query from UCCX CLI

Cisco Unified CCX Security

- CSA
- IPTables (firewall)
- Engine

Cisco Unified CCX IP Address/Hostname change

- IP Hostname change Log Collection
- Analyzing CCX IP/Hostname change log
- Identify Cluster Issues after IP/Hostname change

Cisco Unified CCX Wallboard Configuration

- Troubleshooting and Log Collection

Cisco Unified CCX CET

- DB config objects not showing in CET
- CET tool exits with CetTool.bat not found error
- Enabling remote user account through CLI
- Troubleshooting and Log collection

Cisco Unified CCX Licensing

- Invalid License MAC address error at time of License Upload
- Need License MAC before system install to reduce time delay
- New Licenses required (License Rehosting)
- Using Demo licenses

Troubleshooting_Tips_for_Unified_CCX_8.0

- Warning: System running on grace period message on admin login
- Error: Grace period expired on admin login
- Warning: Some features are going to expire in x days message on admin login
- Error: License expired error on admin login
- Removing temporary, demo or invalid license files