Back: Troubleshooting Tips for other releases of Unified Contact Center Express

Add tip: Create Contact Center Troubleshooting Tips

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The following tips were added by Cisco Documentation:

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Outbound IVR

- Enable Traces for Outbound IVR
- Collect Traces for SIP (Castellano IOS) Gateway
- Calls not getting transferred to Route Point / All the calls are getting abandoned
- Customer abandoned call is not marked as customer abandoned although it got disconnected within the abandoned call wait time limit
- Real-Time Report shows a mismatch in the number of attempted, Voice and customer abandoned calls
- Fax calls are being marked as customer abandoned
- Retry is not happening for abandoned, failed calls
- Customer disconnected a call without picking it up. This call was marked as no answer instead of busy
- SIT Tone is marked as failed call in RTR instead of Invalid number
- A Busy call on a mobile phone is not marked as busy, instead it is detected as an invalid number
- Answering machine/Voice Mail is not detected, it is marked as voice.
- All voice , fax, answering machine and busy calls are marked as no answer calls in RTR.

Linux to Linux Upgrade

- If switch version fails on Unified CCX, reboot the server

Cisco Unified CCX Administration

General

- Loss of Style/format in UCCX administration when using IE8
- Appadmin authentication page opens as a blank page

Telephony Data Synchronization

- Turning on traces for Data Synchronization
- Data Resync result page still shows â??red crossâ? even though all inconsistencies are corrected
- Data Resync Result Page Displays Mismatch Detected Message for Attributes Even Though Inconsistencies are Corrected
- Device Association Status for Call Control Groups/Triggers Shows User Does Not Exist in Data Resync Results
- Data Check shows mismatch for "Route Partition" also, when CTI Line(s) deleted in Cisco Unified CM
- User Data Resync doesn't show results properly if User name has _1 or _2
- In HAoWAN setup, no relevant message displayed after data check or resync, if ports not created for any of the nodes for a Call Control Group

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
- Uninstallation of HRC is failing on Windows 7
- Login/Connection issues of Historical Reports Client over a non-Cisco VPN
- HRC Scheduler does not generate reports

Cisco Unified CCX CET

- DialingList config object not available in CET

Cisco Unified CCX RTMT

- I cannot log into RTMT

Cisco Unified CCX Licensing

- Removing temporary, demo or invalid license files

Cisco Unified CCX Scripting

- Timing issue with Dequeue All step