

Back: [Troubleshooting Tips for other releases of Unified Contact Center Express](#)

Add tip: [Create Contact Center Troubleshooting Tips](#) (Use this category:[Category:Unified CCX, Release 9.0](#))

Print PDF: [Print Troubleshooting Tips for Unified CCX 9.0](#)

The following tips were added by Cisco Documentation:

Contents

- [1 Backup and Restore](#)
- [2 Linux-to-Linux Upgrade](#)
- [3 Unified Sign-On](#)
- [4 Refresh Upgrade](#)
- [5 Web-Based Chat](#)
 - ◆ [5.1 Chat Configuration in Appadmin](#)
 - ◆ [5.2 Chat Serviceability](#)
 - ◆ [5.3 Chat Agent Desktop](#)
 - ◆ [5.4 Chat Supervisor Desktop](#)
- [6 Cisco Unified Intelligence Center Reporting](#)
 - ◆ [6.1 Cisco Unified Intelligence Center Configuration in Appadmin](#)
 - ◆ [6.2 Cisco Unified Intelligence Center Web UI Issues](#)
 - ◆ [6.3 User Sync/Login](#)
 - ◆ [6.4 Report Execution Issues](#)
 - ◆ [6.5 Cisco Unified Intelligence Center Serviceability](#)
 - ◆ [6.6 Cisco Unified Intelligence Center Database Replication](#)

Backup and Restore

- [Backup Fails in One of the Components with Result Code 109](#)
- [Restore Fails in One of the Components with Result Code 109](#)

Linux-to-Linux Upgrade

- [L2 Upgrade Errors Out Saying Upgrade Is Not Allowed](#)
- [If Switch Version Fails on Unified CCX, Reboot the Server](#)

Unified Sign-On

- [Unable to Log In to Unified CCX Administration Using the Unified CM End User](#)
- [Unable to Assign Capability to Unified CCX User from Unified CCX Administration](#)
- [Unable to Log In to Unified CCX Administration with Application User Credentials](#)
- [Unable to Browse to Cisco Unified Serviceability from Cisco Unified CCX Administration](#)
- [Reset Application User Credentials](#)

Refresh Upgrade

- [Unable to Upgrade to 9.0\(1\) from 8.x](#)
- [Unable to Install Refresh Upgrade COP Patch File on 8.x](#)
- [Unable to Determine if Refresh Upgrade is Successful](#)
- [Switch Version Fails on Pub Even After the Upgrade is Successful](#)
- [Logs to Collect if Refresh Upgrade Fails](#)

Web-Based Chat

Chat Configuration in Appadmin

- [Chat Subsystem is in Not Configured State](#)
- [Unified CCX AppAdmin SocialMiner Configuration Page Shows a Mismatch for Feed/Campaign/Notification](#)
- [AppAdmin Authentication Page Opens as a Blank Page](#)

Chat Serviceability

- [Chat Subsystem is in Not Configured State](#)
- [Chat Subsystem is in Partial Service](#)
- [Agent Not Receiving Contacts](#)
- [Contact Injection Fails: How to Validate if SocialMiner is Fully Operational](#)

Chat Agent Desktop

- [Chat Agent/Supervisor URL Gives 404 Error](#)
- [Chat Agent/Supervisor URL Gives Security Warning](#)
- [Getting Certificate Error While Logging In to Chat Agent Desktop](#)
- [Chat Agent Login Fails](#)
- [Chat Agent Not Able to Change State](#)
- [Chat Agent Not Able to Receive Injected Contact](#)
- [Chat Window Fails to Open in Chat Agent Desktop](#)
- [Chat Window Opens with Certificate Error](#)
- [Fails to End Chat in the Chat Window](#)
- [Agent Redirected to Login Page when in Ready/Not Ready State](#)
- [Agent Moved to Logout State While Chat In Progress](#)
- [Customer Website not Able to Inject Contact](#)
- [Customer Form Submission Takes an Unreasonably Long Time or Request Times Out](#)

Chat Supervisor Desktop

- [Chat Supervisor Desktop Login Issues](#)
- [Chat Supervisor Desktop Report Issues](#)
- [Getting Certificate Error While Trying to Log In to Chat Supervisor Desktop](#)

Cisco Unified Intelligence Center Reporting

Cisco Unified Intelligence Center Configuration in Appadmin

- [Unable to Switch to Cisco Unified Intelligence Center Reporting](#)
- [Unable to Add Reporting Capability to a User](#)
- [Unable to Set SMTP Configuration for Cisco Unified Intelligence Center](#)

Cisco Unified Intelligence Center Web UI Issues

- [Unable to Access Cisco Unified Intelligence Center Page](#)
- [Cisco Unified Intelligence Center Is Not Redirected to the Proper Node](#)
- [Exception Stack Trace Appears while Accessing Cisco Unified Intelligence Center](#)
- [Error on the Cisco Unified Intelligence Center Login Page](#)

User Sync/Login

- [Unable to Log In to Cisco Unified Intelligence Center](#)
- [Logged-In User Does Not Have Any Roles in Cisco Unified Intelligence Center](#)

Report Execution Issues

- [Report Execution Fails with Database Error](#)
- [Report Run Time Is Longer Than the Actual Run Time](#)
- [Report Execution Fails](#)
- [Unable to Get Scheduled Email Reports](#)
- [Scheduled Report Execution Fails](#)

Cisco Unified Intelligence Center Serviceability

- [How to Collect Cisco Unified Intelligence Center Logs](#)
- [How to Collect Cisco Unified Intelligence Center Upgrade/Switch-Version Logs](#)
- [Log and Trace Configuration Fails for Cisco Unified Intelligence Center](#)

Cisco Unified Intelligence Center Database Replication

- [Replication Status for Cisco Unified Intelligence Center Says Not Connected](#)
- [Mismatch in Data in Cisco Unified Intelligence Center Tables over the Cluster](#)
- [Report Execution Fails](#)