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)

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The following tips were added by Cisco Documentation:

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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 Unifed 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