

Custom Search:

Loading

Back: [Troubleshooting Unified Expert Advisor](#)

Additional Troubleshooting Information: [Additional troubleshooting information for Unified Expert Advisor 7.6.1](#)

Add tip: [Create Contact Center Troubleshooting Tips](#)

Print PDF: [Print Unified Expert Advisor 7.x Troubleshooting Tips](#)

The following tips were added by Cisco Documentation:

Contents

- [1 Call Tracing](#)
- [2 General](#)
- [3 ICM Gateway Process](#)
- [4 PG](#)
- [5 Reporting](#)
- [6 Unified ICM Gateway](#)

Call Tracing

- [Call Tracing: Skill group real-time data](#)
- [Call Tracing: Tracking a call that does not reach Unified Expert Advisor](#)
- [Call Tracing: Tracking the call in Unified CM](#)
- [Call Tracing: Tracking the call in Unified ICM](#)
- [Call Tracing: Using calltrace.sh to Parse the Logs](#)
- [Call Tracing: What components did the call reach?](#)

General

- [General: Agents logged in/available in Unified Expert Advisor, don't show up in Unified ICM \(1\)](#)
- [General: Agents logged in/available in Unified Expert Advisor, don't show up in Unified ICM \(2\)](#)
- [General: Expert logs into Cisco Unified Presence, but never receives a welcome message](#)
- [General: Experts phone never rings](#)
- [General: Logs indicate playing music, caller hears dead air](#)
- [General: NullPointerException appears in the install.log file](#)
- [General: Operations Console screens don't return to previous screen when cancelled](#)
- [General: Unified Expert Advisor runtime stays in partial service on startup](#)
- [General: Unified Expert Advisor web page timeout does not default to login page](#)
- [General: Unified Presence SIP proxy using high amount of CPU](#)
- [General: Unified Expert Advisor DB Replication Errors](#)

ICM Gateway Process

- ICM Gateway Process: Agent not shown in Agent Explorer
- ICM Gateway Process: Call failure
- ICM Gateway Process: ECC or peripheral variables not displayed to Unified Personal Communicator
- ICM Gateway Process: Stuck on starting
- ICM Gateway Process: goes OOS

PG

- PG: Agent State Mismatch
- PG: Agents are not getting configured
- PG: Agents configured but no historical agent data in Unified ICM
- PG: Autoconfig errors
- PG: PIM Connects but Auto-configuration Incomplete or Other Errors
- PG: PIM not activating
- PG: PIM not connecting ? Stuck ACTIVATING
- PG: TCD Disposition 27 with long duration

Reporting

- Reporting: Reports Returning Partial or No Data

Unified ICM Gateway

- Unified ICM Gateway: EMSMON - Monitoring the PIM
- Unified ICM Gateway: Interactions with Unified Expert Advisor
- Unified ICM Gateway: PROCMON