

Troubleshooting CCE multimedia

Summary

While the architecture of CCE is not overly complex, the complete picture involves several components from Avaya Communication Manager through Application Enablement Server to Avaya Contact Center Express and customer provided email and web servers. Any configuration issues in these devices could potentially stop CCE from delivering multimedia work items to an agent. After completing a CCE implementation, an error in any of these components requires a methodical approach to the diagnosis and simple analysis of CCE log files.

While the methodical approach entails working from left to right through the diagram above, identifying a workitem such as an email and following it through the delivery process, a shortcut can be taken by using the CCE Control panel to get an overall view of the current state. For example instead of tracing the Email Mediastore log file to determine if an email has been downloaded to the mediastore, the CCE Control Panel may be used see that the email is listed in the email mediastore queue.

The layout of this troubleshooting guide is shown above. The suggested approach is to review the current state of operation by working through the CCE Control Panel guide. Then if necessary then select the appropriate media channel requiring analysis before working through the Media Director and CCE Desktop guides in that order.

(More guides for different media channels will be added over time)

Interpreting log files

- When interpreting log files it is important that both sides of applications "conversation" is looked at to confirm a message sent by one application was correctly received by the other.
- It is also important to look at timing which is easy when all applications are on the same PC. Where the applications are on different PC's try and get clocks synchronized as close as possible.
- Where a problem is intermittent it may be required that you need to capture log files before they are overwritten. CCE logs purposefully have a maximum size of 10Mb as appending data to a larger file could have an adverse effect on the performance of the application doing the logging. In addition to the standard logging levels (1, 2, 4, and 8), continuous logging is also possible by using logging level 128 + the information level required. For example logging level 129 (128 + 1) will create continuous "information level" log files with each file named using date and time.

Note: Remember to disable this functionality once the problem is resolved or all hard drive space may be consumed by log files.

- Most CCE applications are multi threaded, with different threads handling different jobs including communication with other devices. In most cases the thread is identified in the log with square brackets e.g. [713] and this helps you associate messages in the log for specific processes which is important where several processes are happening at the same time as all process message are logged in chronological order and not grouped by process or function.
- The logs generally identify processes by including the text Entry point and Exit point. E.g. in the following trace the StartAsyncControlSession starts at the entry point, logs the results of various functions within this process and then indicates the process has completed at the exit point. This is important, if a process is entered but never exits then there is most likely a problem.

[Wed May 31 08:17:53.678],Info,CATWebChatExtApp::StartAsyncControlSession - Entry point

[Wed May 31 08:17:53.678],Info,CATWebChatExtApp::StartAsyncControlSession - Remote Address = 127.0.0.1, Remote Host = 127.0.0.1

[Wed May 31 08:17:53.678],Info,CATWebChatExtApp::StartAsyncControlSession - Control hostname matched OK

[Wed May 31 08:17:53.678],Info,CATWebChatExtApp::StartAsyncControlSession - Control IP address matched OK

[Wed May 31 08:17:53.678],Info,CATWebChatExtApp::StartAsyncControlSession - Connection ID = 9838536 (EA8CFC81A1354456B12284FF3E30BC87). Path data: C:\Program Files\Avaya\Contact Center Express\Server\Media Gateway\Web Chat For IIS\

[Wed May 31 08:17:53.678],Info,CATWebChatExtApp::StartAsyncControlSession - Sent conformation message to control session.

[Wed May 31 08:17:53.688],Info,CATWebChatExtApp::StartAsyncControlSession - Exit point \

- Log files may contain what looks like duplicate data and this is because a message for instance may be passed from one process to another e.g. A message may be received at an IP socket, a process will log the event, retrieve the data and log it and pass the data to another process for action. The second process will log that it has received the data and again possibly write the data out so you can confirm the message received was the one passed by the first process. The second process may then parse the message and the individual portions of the message will be logged for you to confirm the message has been correctly interpreted.
- Not every message in a log file is an error requiring attention. Over the many years CCE has been developed, specific issues have required certain trace messages to be logged. We continue to log these messages as they may help with the diagnosis of any future problem.

The troubleshooting guides below will take you step by step through all components, highlighting diagnostic tools that are available and known common errors. These steps should be used in the first instance to diagnose a problem and if at the end of this you are still unable to get CCE Multimedia working, then the problem will need to be escalated. **Applies To**

Contact Center Express 3.0.3

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<http://support.avayacce.com/TroubleshooterGuide14149.aspx>

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