

TROUBLESHOOTING GUIDE

Rainbow CCCAgent



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1. DOCUMENT HISTORY

Edition	Date	Changes / Comments / Details
01	28/06/2018	Initial troubleshooting guide
02	14/09/2018	Connectivity and extensions monitoring issues with their mitigatin plan has been added.

2. INSTALLATION ISSUES

2.1 Unable to install Rainbow CCCAgent

- i) Verify that system should meet the minimum requirement set as specified in hardware and software specification guide.
- ii) Verify that the installation should take place under local system administrative account
- iii) Verify that following pre-requisites are installed on the machine:
 - a) Microsoft .Net Framework 4.5
 - b) Visual C++ Redistributable for Visual Studio 2015 (x64)

2.2 CCCAgent fails to save system settings and traces configuration

- i) Verify that the user account under which configuration utility is running should have write access to the 'Configuration' folder in the installation directory.
- ii) Verify that the 'Configuration' folder in the installation directory is not marked as 'Read only'.
- iii) Verify that "Config.json" should exist in 'Configuration' folder in the installation directory.

2.3 CCCAgent fails to load system settings and traces configuration

- i) Verify that the user account under which configuration utility is running should have read access to the 'configuration' folder in the installation directory.
- ii) Verify that "Config.json" should exist in 'Configuration' folder in the installation directory.

2.4 CCCAgent service fails to create logs

- i) Verify that user account under which CCCAgent windows services and configuration utility is running should have write access to the selected/configured location for traces.
- ii) Verify that at-least of one of the following options is selected:
 - a) General
 - b) Telephony
 - c) Communication
 - d) Error

2.5 Unable to start CCCAgent service from configuration utility

- i) Verify that the user account under which configuration utility is running should have rights to start following windows services:
 - a) Rainbow CCCAgent BIS
 - b) Rainbow CCCAgent BIS Health Server
 - c) Rainbow CCCAgent TS
 - d) Rainbow CCCAgent TS Health Server

2.6 Unable to stop CCCAgent service from configuration utility

- i) Verify that the user account under which configuration utility is running should have rights to stop following windows services:
 - a) Rainbow CCCAgent BIS
 - b) Rainbow CCCAgent BIS Health Server

3. CONNECTIVITY ISSUES

3.1 CCCAgent service fails to start properly

- i) Verify that XMPP and PCG URIs are entered correctly and are same as provided by ALE technical team.
- ii) Verify that PBX ID and password are entered correctly and are same as provided by ALE technical team.
- iii) Verify that 'Config' and 'CTI' channel strings are entered correctly and are same as provided by ALE technical team.

3.2 CCCAgent service fails to connect to telephony interface

- i) Verify that "Rainbow CCCAgent TS" service is running.
- ii) Verify that firewall should be tuned off or exception should be added for port "8001" for TCP/IP communication.
- iii) Verify that PABX is accessible over network from the CCCAgent machine
- iv) Verify that loopback IP is provisioned/allowed on the machine where CCCAgent services are running

3.3 CCCAgent service fails to load phonebook and user entries

- i) Verify that "Config.json" exists in 'Configuration' folder in the installation directory.

3.3.1 Cisco Unified Communications Manager

- i) Verify that PBX IP and CUCM user details are configured in CCCAgent administration. This configuration is required before starting the services.
- ii) Verify that CUCM user details (username and password) provided in CCCAgent administration are valid. This can be checked by logging into 'CUCM Administration' section using the user details as provided in CCCAgent administration interface.
- iii) Verify that AXL service is running in Cisco Unified Communication Manager. The AXL service status can be checked by logging into 'CUCM Unified Serviceability' section. If the service status is shown as 'Stopped' or 'Deactivated', navigate to 'Service Activation' section and start the service.

- iv) Verify that CUCM user has sufficient rights to access users and phone book entries. This can be verified by navigating to user configuration section in CUCM Administration section and check rights and permissions for the CUCM user

3.3.2 AVAYA IP Office

- i) Verify that TSP is installed on the machine. This can be checked from 'Phone & Modem' section in 'Control Panel'. The 'Advanced' tab in 'Phone and Modem' screen should display AVAYA IP office TAPI connector.
- ii) Verify that user details provided in TSP settings are correct. This can be verified by confirming user details from IP Office administration interface.

3.4 CCCAgent service fails to maintain a connection with Telephony interface

In the CCCAgent administration interface; under 'Connection' group on the 'Statistics tab', if the 'Disconnected' status is shown for Telephony interface, please check following:

- i) Verify that machine network link is up
- ii) Verify that PABX is accessible over network from the CCCAgent machine
- iii) Verify that "Rainbow CCCAgent TS" service is running.

3.5 CCCAgent service fails to maintain a connection with XMPP or PCG interface

In the CCCAgent administration interface; under 'Connection' group on the 'Statistics tab', if the 'Disconnected' status is shown for XMPP or PCG, please check following:

- i) Verify that machine network link is up
- ii) Verify that WAN/internet is available on the CCCAgent machine
- iii) Verify that time stamp for 'Last heartbeat at' should be less than 2 minutes in comparison to machine time

4. EXTENSIONS SPECIFIC ISSUES

4.1 CCCAgent service fails to monitor one or more extensions

4.1.1 Cisco Unified Communications Manager

- i) Verify that TSP is installed on the machine. This can be checked from 'Phone & Modem' section in 'Control Panel'. The 'Advanced' tab in 'Phone and Modem' screen should display CISCO TAPI connector.
- ii) Verify that PBX IP and user details provided in TSP configuration are correct
- iii) Verify that PBX is accessible over network from the CCCAgent machine
- iv) Verify that CUCM user has sufficient CTI rights to monitor extensions. This can be verified by navigating to user configuration section in 'CUCM Administration' section and check rights and permissions for the 'CUCM user'

- v) Verify that the extensions configured in Rainbow interface should also be defined in CUCM. This can be verified by navigating to 'Devices' section in 'CUCM Administration' interface.
- vi) Verify that the extensions configured in Rainbow interface should also be associated to the CUCM user provided in CCCAgent administration and TSP interface. This can be verified by navigating to user configuration section in 'CUCM Administration' section and check 'Devices Association' for the CUCM user.
- vii) Verify that 'Allow Control of Device from CTI' option is checked under 'Device Configuration' in CUCM Administration.

4.1.2 AVAYA IP office

- i) Verify that TSP is installed on the machine. This can be checked from 'Phone & Modem' section in 'Control Panel'. The 'Advanced' tab in 'Phone and Modem' screen should display AVAYA IP Office TAPI connector.
- ii) Verify that PBX IP and user details provided in TSP configuration are correct.
- iii) Verify that PBX is accessible over network from the CCCAgent machine
- iv) Verify that TSP user has sufficient CTI rights to monitor extensions. This can be verified from 'IP Office Administration' interface.
- v) Verify that the extensions configured in Rainbow interface should also be defined in IP office. This can be verified by navigating to 'Extensions' section in 'IP Office Administration' interface.

4.2 CCCAgent service fails to receive telephony events for an extension

- i) Verify that extension has been monitored successfully. This can be checked from 'Monitored Extensions' list on CCCAgent administration interface
- ii) Verify that CTI enablement services are provisioned on the extension through PBX administration interface

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