

# Configure FTP Server on PCCE

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## Introduction

This document describes how to configure File Transfer Protocol (FTP) on a Media Server in Package Contact Center Enterprise (PCCE).

Contributed by Ramiro Amaya, and Anuj Bhatia, Cisco TAC Engineer and Vikas Bhat, Cisco Engineering

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Package Contact Center Enterprise
- Cisco Customer Voice Portal (CVP)

### Components Used

The information used in the document is based on PCCE 12.5(1) version.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any step.

## Background Information

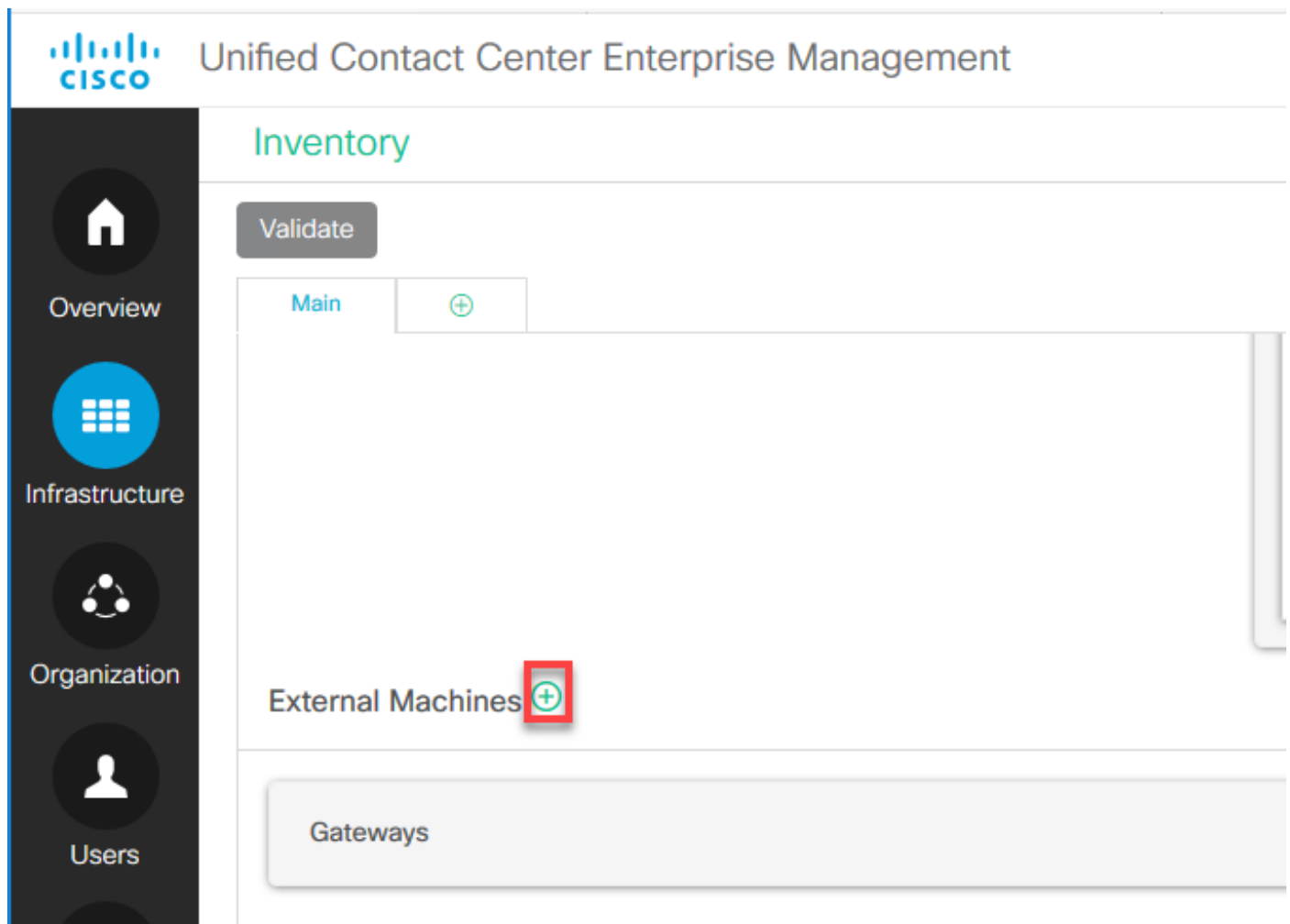
The CVP Agent Greeting feature provides the ability to agents to record their own greetings. This agent greetings recorded are uploaded to the Media Server through an FTP server configured in the Media Server itself.

In PCCE 12.5, Media Server configuration can now be done through the Single Pane of Glass (SPOG) or the PCCE Admin Workstation (AW). This brings the option to configure the FTP Server via the Media Server. The configuration is orchestrated to all CVP servers across all sites.

## Configure

### PCCE 2K

Step 1. Add the Media Server. Navigate to the Inventory card, select the External Machine + icon.



Step 2. In the Type field select Media Server.

## Add Machine



Type Media Server

Hostname/IP Address\*

**FTP Details**

FTP Enabled

Anonymous Access

Username\*

Password\*

Port

Cancel

Save

Step 3. Add the Hostname/IP Address of the Media Server. Select the FTP Enabled checkbox and provide the username and password.

## Add Machine



Type	Media Server
Hostname/IP Address*	cvpa.pccercdn.cisco.com
<b>FTP Details</b>	
FTP Enabled	<input checked="" type="checkbox"/>
Anonymous Access	<input type="checkbox"/>
Username*	Administrator
Password*	●●●●●●●●
Port	21

Cancel

Save

Step 4. Click Save.

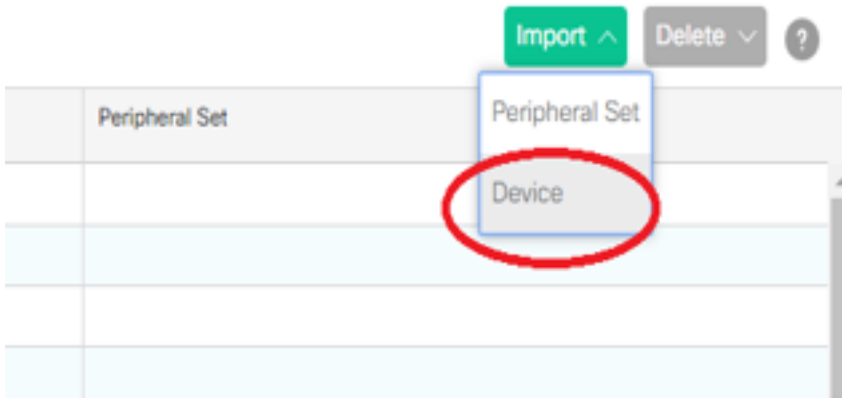
If the Media Server to be added is located in one of the CVP servers, you do not need to follow the previous procedure, instead, edit the CVP server already added in the PCCE initialization process, select the FTP Enabled checkbox and update the FTP credentials.

Username*	Administrator
Password*	●●●●●●●●
<b>Media Server FTP Details</b>	
FTP Enabled	<input checked="" type="checkbox"/>
Anonymous Access	<input type="checkbox"/>
Username*	Administrator
Password*	●●●●●●●●●●●●●●●●
Port	21

Cancel Save

### PCCE 4K /12K

Step 1. Add the Media Server. Navigate to the Inventory card, select on Import and then Device.



Step 2. Download the Comma-Separated Values (CSV) template and fill the template with the Media Server details.

	A	B	C	D	E	F	G
name	machineType	publicAddress	connectionInfo	privateAddress	peripheralSetName	side	
MEDIA-SERVER	EXTERNAL_MEDIA_SERVER	10.10.20.151	ftpEnabled=true&ftpUserName=user&ftpPassword=ftpPass123		PS1		

Step 3. Upload the template.

Step 4. The FTP server details have to be entered through SPOG, so that it can also be orchestrated along with Media Server details.

This can be done through **edit** of the machine page.

## Edit Media Server



Hostname/IP Address*	10.201.198.7
Address*	10.201.198.7
<b>FTP Details</b>	
FTP Enabled	<input checked="" type="checkbox"/>
Anonymous Access	<input type="checkbox"/>
Username*	<input type="text" value="Administrator"/>
Password*	<input type="password" value="••••••••"/>
Port	<input type="text" value="21"/>

Cancel

Save

## Verify

The verification procedure is actually part of the configuration process.

## Troubleshoot

The Tomcat logs `c:\icm\tomcat\logs\CCBU.<timestamp>` are needed to troubleshoot the scenarios related to the Media Server and FTP server addition.

### FTP Credentials Incorrect

```

000002348: 10.10.10.21: Dec 02 2019 03:08:06.973 -0500: %CCBU_http-nio-127.0.0.1-8080-exec-3-6-REQUEST_START:
%[ip.orig=127.0.0.1][method_name=PUT][parameter_name={ async=[true]
}][port.orig=49920][protocol=HTTP/1.1][resource_name=/machineinventory/9728][usr=boston@berlin.icm]: Request start
0000013175: 10.10.10.21: Dec 02 2019 03:08:06.979 -0500: %CCBU_http-nio-127.0.0.1-8080-exec-3-6-REST_API_INFO: User
name: BERLIN\boston, service: machineinventory, role: Administrator, deployment type: CCEPACM1, access: FULL
000002349: 10.10.10.21: Dec 02 2019 03:08:06.999 -0500: %CCBU_http-nio-127.0.0.1-8080-exec-3-6-REQUEST_END:
%[PARAM_TIME_ELAPSED=23]: Request complete
0000013177: 10.10.10.21: Dec 02 2019 03:08:08.007 -0500: %CCBU_http-nio-127.0.0.1-8080-exec-5-3-REST_API_EXCEPTION:
%[exception=com.cisco.ccbu.api.jaxb.error.ApiException: The user credentials provided for the FTP Server are
incorrect.][message_string=uncaught exception thrown by the api]: The REST API has caught an exception
0000013178: 10.10.10.21: Dec 02 2019 03:08:08.008 -0500: %CCBU_http-nio-127.0.0.1-8080-exec-5-3-EXCEPTION_INFO:
%[build_date=Dec 02, 2019 6:26 AM][build_type=re][exception=com.cisco.ccbu.api.jaxb.error.ApiException: The user credentials
provided for the FTP Server are incorrect.
    at com.cisco.ccbu.cce.unifiedconfig.api.WebConfigService.throwIfNecessary(WebConfigService.java:1904)
    at com.cisco.ccbu.cce.unifiedconfig.api.WebConfigService.throwIfNecessary(WebConfigService.java:1872)
    at com.cisco.ccbu.cce.unifiedconfig.api.WebConfigService.throwIfNecessary(WebConfigService.java:1862)
    at com.cisco.ccbu.cce.unifiedconfig.api.WebConfigService.validateUpdate(WebConfigService.java:1837)

```

## FTP Port not Correct

```

}][port.orig=54448][protocol=HTTP/1.1][resource_name=/machineinventory/5055][usr=boston@BERLIN.ICM]: Request start
0002595933: 10.10.10.21: Jan 06 2020 05:04:49.599 -0500: %CCBU_http-nio-127.0.0.1-8080-exec-9-6-REST_API_INFO: User name: BERLIN\boston,
service: machineinventory, role: Administrator, deployment type: CCEPACM1, access: FULL
0000038996: 10.10.10.21: Jan 06 2020 05:04:50.662 -0500: %CCBU_http-nio-127.0.0.1-8080-exec-9-6-REQUEST_END: %[PARAM_TIME_ELAPSED=140]:
Request complete
0002595934: 10.10.10.21: Jan 06 2020 05:04:51.688 -0500: %CCBU_578142-MACHINEHOST-UPDATE-5055-3-REST_API_EXCEPTION:
%[exception=java.net.ConnectException: Connection refused: connect][message_string=There was a problem when testing the FTP credentials for CVP
Media Server.]: The REST API has caught an exception
0002595935: 10.10.10.21: Jan 06 2020 05:04:51.690 -0500: %CCBU_578142-MACHINEHOST-UPDATE-5055-3-EXCEPTION_INFO: %[build_date=Dec 20,
2019 11:19 PM][build_type=re][exception=java.net.ConnectException: Connection refused: connect
    at java.net.DualStackPlainSocketImpl.waitForConnect(Native Method)

```

## CVP Web Service Management (WSM) Down

```

000004500: 10.10.10.21: Dec 02 2019 03:59:41.584 -0500: %CCBU_http-nio-127.0.0.1-8080-exec-9-6-REQUEST_START:
%[ip.orig=127.0.0.1][method_name=PUT][parameter_name={ async=[true]
}][port.orig=56818][protocol=HTTP/1.1][resource_name=/machineinventory/9728][usr=boston@berlin.icm]: Request start
0000029867: 10.10.10.21: Dec 02 2019 03:59:41.589 -0500: %CCBU_http-nio-127.0.0.1-8080-exec-9-6-REST_API_INFO: User name: BERLIN\boston, service:
machineinventory, role: Administrator, deployment type: CCEPACM1, access: FULL
000004501: 10.10.10.21: Dec 02 2019 03:59:41.605 -0500: %CCBU_http-nio-127.0.0.1-8080-exec-9-6-REQUEST_END: %[PARAM_TIME_ELAPSED=18]:
Request complete
0000029868: 10.10.10.21: Dec 02 2019 03:59:41.690 -0500: %CCBU_6880-MACHINEHOST-UPDATE-9728-6-REST_API_INFO: Prepare Orchestration response
is SUCCESS
0000029869: 10.10.10.21: Dec 02 2019 03:59:41.690 -0500: %CCBU_6880-MACHINEHOST-UPDATE-9728-6-
REST_API_INFO: CceTransaction.createTransaction; principal=GenericPrincipal[boston@berlin.icm(Administrator,)] userName=boston userDomain=BERLIN
0000029870: 10.10.10.21: Dec 02 2019 03:59:41.718 -0500: %CCBU_6880-MACHINEHOST-UPDATE-9728-6-REST_API_INFO: Validating cvp connection
java.net.ConnectException: Connection refused: connect][message_string=Failed to make request. Exception is caught for rest call:
GET https://10.10.10.8111/cvp-dp/rest/DiagnosticPortal/ListAppServers]: The REST API has caught an exception
0000029873: 10.10.10.21: Dec 02 2019 03:59:42.724 -0500: %CCBU_6880-MACHINEHOST-UPDATE-9728-3-EXCEPTION_INFO: %[build_date=Dec 02, 2019
6:26 AM][build_type=re][exception=com.sun.jersey.api.client.ClientHandlerException: java.net.ConnectException: Connection refused: connect
    at com.sun.jersey.client.urlconnection.URLConnectionClientHandler.handle(URLConnectionClientHandler.java:151)
    at com.sun.jersey.api.client.Client.handle(Client.java:648)
    at com.sun.jersey.api.client.filter.HTTPBasicAuthFilter.handle(HTTPBasicAuthFilter.java:81)

```

## Related Information

[PCCE Administration guide](#)



