

Finesse代理狀態更改延遲故障排除

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Finesse Agent Desktop

Rohit HarshTAC

- Cisco Unified Contact Center Enterprise(UCCE)
- Cisco Finesse

- Finesse 11.5
- UCCE 11.5

/ — > — >

Finesse

- FinesseWeb
- Finesse

Finesse

CTI

```
0051203603: 10.106.81.82: Apr 14 2017 14:01:17.196 -0700: %CCBU_CTIMessageEventExecutor-0-6-
DECODED_MESSAGE_FROM_CTI_SERVER: %[cti_message=CTIAgentStateEvent [skillGroupState=7 (BUSY_OTHER),
stateDuration=0, skillGroupNumber=29808, skillGroupPriority=0, agentState=8 (RESERVED), eventReasonCode=0,
numFitSkillGroups=0, CTIClientSignature=Finesse, agentID=1234, agentExtension=1234, agentInstrument=1234,
agentID_Long=null, duration=null, nextAgentState=null, fitSkillGroupNumberList=[], fitSkillGroupIDList=[], fitSkillGroupPriorityList=[],
fitSkillGroupStateList=[], MRDId=1, agentMode=1]CTIMessageBean [invokeID=null, cti_sequence_id=865941, msgID=30,
timeTracker={"id":"AgentStateEvent","CTI_MSG_RECEIVED":1492203677196,"CTI_MSG_DISPATCH":1492203677196},
msgName=AgentStateEvent, deploymentType=CCE]][cti_response_time=0][dispatch_phase=DnD-CHECKPOINT-3B]: Decoded
Message to Finesse from backend cti server
```

14Finesse

```
001345281: 10.106.81.82: Apr 14 2017 14:01:31.936 -0700: %CCBU_CoreImpl-worker187-6-
XMPP_PUBLISH_ASYNCHRONOUS: %[NodId=/finesse/api/User/1234][Payload=<Update> <data> <user>
<dialogs>/finesse/api/User/1234/Dialogs</dialogs> <extension>1234</extension> <firstName>Test</firstName>
<lastName>Test</lastName> <loginId>1234</loginId> <loginName>Test</loginName> <mediaType>1</mediaType>
<pendingState></pendingState> <roles> <role>Agent</role> </roles> <settings>
<wrapUpOnIncoming>OPTIONAL</wrapUpOnIncoming> </settings> <state>RESERVED</state>
```

```
<stateChangeTime>2017-04-14T21:01:31.935Z</stateChangeTime>
```

```
<teamId>5056</teamId>
```

```
<teamName>Test</teamName>
```

```
<uri>/finesse/api/User/1234</uri>
```

```
</user>
```

```
</data>
```

```
<event>PUT</event>
```

```
<requestId>ad6996dc-db0b-4f45-8e3a-0e975519f4db</requestId>
```

```
<source>/finesse/api/User/1234</source>
```

```
</Update>]: Publishing XMPP Message Asynchronously
```

114Finesse

```
2017-04-14T14:00:22.128 -07:00: 3ADF8F: finesse.cisco.com: Apr 14 2017 14:00:22.137 -0700: Header : _changeStateCallback():
User changed state to NOT_READY with a reason code of: Break 2017-04-14T14:00:22.129 -07:00: 3ADF8F: finesse.cisco.com:
Apr 14 2017 14:00:22.138 -0700: Header : Agent selected or went NOT_READY -- Linda flag cleared. 2017-04-14T14:00:22.130 -
07:00: 3ADF8F: finesse.cisco.com: Apr 14 2017 14:00:22.139 -0700: Header : [ClientServices] User: requestId='ad6996dc-db0b-
4f45-8e3a-0e975519f4db', Making REST request: method=PUT, url='https://finesse.cisco.com:/finesse/api/User/1234' 2017-04-
14T14:00:22.159 -07:00: 3ADF8F: finesse.cisco.com: Apr 14 2017 14:00:22.168 -0700: Header : [ClientServices] User:
requestId='ad6996dc-db0b-4f45-8e3a-0e975519f4db', Returned with status=202, content='null' 2017-04-14T14:00:27.129 -07:00:
3ADF8F: finesse.cisco.com: Apr 14 2017 14:00:27.138 -0700: Header : _showOperationError(): Failed to lookup error message in
resource bundle(errorBundle=null, error=TypeError: response is undefined). 2017-04-14T14:00:27.130 -07:00: 3ADF8F:
finesse.cisco.com: Apr 14 2017 14:00:27.139 -0700: Header : _showOperationError(): Failed to get error message from
response(error=TypeError: response is undefined). 2017-04-14T14:00:27.130 -07:00: 3ADF8F: finesse.cisco.com: Apr 14 2017
14:00:27.139 -0700: Header : _showOperationError(): Displayed generic error message.
```

2017-04-14T14:00:39.093 -07:00: 3ADF8F: finesse.cisco.com: Apr 14 2017 14:00:39.102 -0700: Header : _changeStateCallback(): User changed state to NOT_READY with a reason code of: Training 2017-04-14T14:00:39.093 -07:00: 3ADF8F: finesse.cisco.com: Apr 14 2017 14:00:39.102 -0700: Header : Agent selected or went NOT_READY -- Linda flag cleared. 2017-04-14T14:00:39.095 -07:00: 3ADF8F: finesse.cisco.com: Apr 14 2017 14:00:39.104 -0700: Header : [ClientServices] User: requestId='eb6659c6-06f2-4f02-a244-95839c450b48', Making REST request: method=PUT, url='https://finesse.cisco.com:/finesse/api/User/1234' 2017-04-14T14:00:39.109 -07:00: 3ADF8F: finesse.cisco.com: Apr 14 2017 14:00:39.118 -0700: Header : [ClientServices] User: requestId='eb6659c6-06f2-4f02-a244-95839c450b48', Returned with status=202, content='null' 2017-04-14T14:00:39.120 -07:00: 3ADF8F: finesse.cisco.com: Apr 14 2017 14:00:39.128 -0700: Header : Client: 2017-04-14T21:00:39.115Z, Server: 2017-04-14T21:00:39.123Z, Drift: 8ms, Network Latency (round trip): 8ms 2017-04-14T14:00:44.093 -07:00: 3ADF8F: finesse.cisco.com: Apr 14 2017 14:00:44.101 -0700: Header : _showOperationError(): Failed to lookup error message in resource bundle(errorBundle=null, error=TypeError: response is undefined). 2017-04-14T14:00:44.094 -07:00: 3ADF8F: finesse.cisco.com: Apr 14 2017 14:00:44.102 -0700: Header : _showOperationError(): Failed to get error message from response(error=TypeError: response is undefined). 2017-04-14T14:00:44.094 -07:00: 3ADF8F: finesse.cisco.com: Apr 14 2017 14:00:44.102 -0700: Header : _showOperationError(): Displayed generic error message.

Web

FinesseNot Ready

0051191445: 10.106.81.82: Apr 14 2017 14:00:22.148 -0700: %CCBU_http-apr-8445-exec-13-6-REQUEST_START: %[method_name=PUT][parameter_name={ }][resource_name=/User/1234][usr=1234]: Request start 0051191446: 10.106.81.82: Apr 14 2017 14:00:22.149 -0700: %CCBU_http-apr-8445-exec-13-6-API_REQUEST: %[REQUEST_URL=User/1234][agent_id=1234][requestId=ad6996dc-db0b-4f45-8e3a-0e975519f4db][request_method=user.PUT][request_parameters= state:NOT_READY]: Request from client to webservice api 0051191447: 10.106.81.82: Apr 14 2017 14:00:22.149 -0700: %CCBU_http-apr-8445-exec-13-7-API.REQUEST: {Thrd=http-apr-8445-exec-13} Received handleRequest for [requestedObjectId=1234], [requestId=ad6996dc-db0b-4f45-8e3a-0e975519f4db] 0051191449: 10.106.81.82: Apr 14 2017 14:00:22.150 -0700: %CCBU_http-apr-8445-exec-13-7-DISPATCHER: {Thrd=http-apr-8445-exec-13} queueing command SetAgentState for sequencer: [1234] 0051191450: 10.106.81.82: Apr 14 2017 14:00:22.150 -0700: %CCBU_http-apr-8445-exec-13-7-FinesseApiResponseFilter: {Thrd=http-apr-8445-exec-13} FinesseApiResponseFilter : Added header Access-Control-Allow-Origin: null to the response of the REST API request=https://finesse.cisco.com/finesse/api/User/1234

:

0051195056: 10.106.81.82: Apr 14 2017 14:00:39.110 -0700: %CCBU_http-apr-8445-exec-19-6-REQUEST_START: %[method_name=PUT][parameter_name={ }][resource_name=/User/1234][usr=1234]: Request start 0051195060: 10.106.81.82: Apr 14 2017 14:00:39.113 -0700: %CCBU_http-apr-8445-exec-19-7-DISPATCHER: {Thrd=http-apr-8445-exec-19} queueing command SetAgentState for sequencer: [1234] 0051195061: 10.106.81.82: Apr 14 2017 14:00:39.113 -0700: %CCBU_http-apr-8445-exec-19-7-FinesseApiResponseFilter: {Thrd=http-apr-8445-exec-19} FinesseApiResponseFilter : Added header Access-Control-Allow-Origin: null to the response of the REST API request=https://finesse.cisco.com/finesse/api/User/1234 0051195060: 10.106.81.82: Apr 14 2017 14:00:39.113 -0700: %CCBU_http-apr-8445-exec-19-7-DISPATCHER: {Thrd=http-apr-8445-exec-19} queueing command SetAgentState for sequencer: [1234] 0051195061: 10.106.81.82: Apr 14 2017 14:00:39.113 -0700: %CCBU_http-apr-8445-exec-19-7-FinesseApiResponseFilter: {Thrd=http-apr-8445-exec-19} FinesseApiResponseFilter : Added header Access-Control-Allow-Origin: null to the response of the REST API request=https://finesse.cisco.com/finesse/api/User/1234

12Finesse

0051220500: 10.106.81.82: Apr 14 2017 14:01:24.585 -0700: %CCBU_CoreImpl-worker118-6-MESSAGE_TO_CTI_SERVER: %[cti_message=Invoke id :26553 , agentstate : 2, workmode : 0, reason code: 4, forceflag :1, agentcapacity: 0, agenttext: 1234, agentid: 1234, supervisorid: null, ssoFlag=false][cti_message_name=SetAgentStateReq]: Message going to the backend cti server 0051223431: 10.128.224.141: Apr 14 2017 14:01:24.766 -0700: %CCBU_CoreImpl-worker118-7-DISPATCHER: {Thrd=CoreImpl-worker118} completed command SetAgentState for sequencer: [1234] 0051227244: 10.106.81.82: Apr 14 2017 14:01:27.078 -0700: %CCBU_CoreImpl-worker130-6-MESSAGE_TO_CTI_SERVER: %[cti_message=Invoke id :26563 , agentstate : 2, workmode : 0, reason code: 4, forceflag :1, agentcapacity: 0, agenttext: 1234, agentid: 1234, supervisorid: null, ssoFlag=false][cti_message_name=SetAgentStateReq]: Message going to the backend cti server 0051229958: 10.128.224.141: Apr 14 2017 14:01:27.274 -0700: %CCBU_CoreImpl-worker130-7-DISPATCHER: {Thrd=CoreImpl-worker130} completed command SetAgentState for sequencer: [1234]

WebServiceSystemEventId=10(SYS_INSTRUMENT_OUT_OF_SERVICE — SystemEventArgs PeripheralIDSystemEventTextAgentInstrument)

0051220500: 10.106.81.82: Apr 14 2017 14:01:24.585 -0700: %CCBU_CoreImpl-worker118-6-MESSAGE_TO_CTI_SERVER: %[cti_message=Invoke id :26553 , agentstate : 2, workmode : 0, reason code: 4, forceflag :1, agentcapacity: 0, agenttext: 1234, agentid: 1234, supervisorid: null, ssoFlag=false][cti_message_name=SetAgentStateReq]: Message going to the backend cti server

0051223431: 10.128.224.141: Apr 14 2017 14:01:24.766 -0700: %CCBU_CoreImpl-worker118-7-DISPATCHER: {Thrd=CoreImpl-worker118} completed command SetAgentState for sequencer: [1234] 0051227244: 10.106.81.82: Apr 14 2017 14:01:27.078 -0700: %CCBU_CoreImpl-worker130-6-MESSAGE_TO_CTI_SERVER: %[cti_message=Invoke id :26563 , agentstate : 2, workmode : 0, reason code: 4, forceflag :1, agentcapacity: 0, agenttext: 1234, agentid: 1234, supervisorid: null, ssoFlag=false][cti_message_name=SetAgentStateReq]: Message going to the backend cti server 0051229958: 10.128.224.141: Apr 14 2017 14:01:27.274 -0700: %CCBU_CoreImpl-worker130-7-DISPATCHER: {Thrd=CoreImpl-worker130} completed command SetAgentState for sequencer: [1234]

Finesse

FinesseCLEAR_CONNECTION(CF_REQUEST_TIMEOUT_REJECTION) FinesseSystemEvent

Finesse

Finesse WebICM CTI

0051049979: 10.106.81.82: Apr 14 2017 13:56:20.806 -0700: %CCBU_CoreImpl-worker146-6-MESSAGE_TO_CTI_SERVER: %[cti_message=Invoke id :26488 , callId: 54473438, extension: 8888, peripheralId: 5000, connectionDeviceIdType : 0, connectionDeviceId: 8888][cti_message_name=ClearConnectionReq]: Message going to the backend cti server 0051061608: 10.106.81.82: Apr 14 2017 13:57:21.758 -0700: %CCBU_CTIMessageEventExecutor-0-6-DECODED_MESSAGE_FROM_CTI_SERVER: %[cti_message=CTIControlFailureConf [failureCode=78, peripheralErrorCode=0, text=null]CTIMessageBean [invokeID=26488, cti_sequence_id=863946, msgID=35, timeTracker={"id":"ControlFailureConf","CTI_MSG_NOTIFIED":1492203441758,"CTI_MSG_RECEIVED":1492203441758}, msgName=ControlFailureConf, deploymentType=CCE]][cti_response_time=0][dispatch_phase=DnD-CHECKPOINT-3A]: Decoded Message to Finesse from backend cti server

PG CTI

13:56:20:784 cg1A-ctisvr Trace: *** ClearConnectionRequest DefaultCallInstrument - callID:54473438.+9999(d) ... inst:"8888"
13:56:20:784 cg1A-ctisvr Trace: CSTAClearConnection: InvokeID=0x2114a2fb Call(CID=54473438,Dev=8888,Type=Static)
13:56:20:784 cg1A-ctisvr Trace: PRIVATE_DATA: CompoundRequestType=Unknown CSTA Event Type SubjectDevice=8888

JTAPI

13:56:20:846 PG1A-jgw1 Trace: MsgClearConnection: CID: 54473438 ConnDevID: 8888/0 CompReqType: -1 InvID: 8285054.
13:56:35:862 PG1A-jgw1 Trace: Call to connection[54473438,8888].disconnect() encountered exception.
com.cisco.jtapi.PlatformExceptionImpl: Could not meet post conditions of disconnect().

ICM

14:08:05:647 PG1A-opc Trace: CSTA_CONNECTION_CLEARED (PID=5000):
DroppedConn=(CID=54473438,Dev=8888,Type=Static) ReleasingDev=(DEV)8888 localConnInfo(-1)=CS_NONE cause=-1
14:08:05:647 PG1A-opc Trace: CSTAConnectionClearedEvent_PD:: CorrData=102785
UniqueID=00000000003F32DE0309F16000000000 14:08:05:647 PG1A-opc Trace: Call:SetCallState (PID=5000) -
CallID=54473438 CallObj=(0x6c33110) NewState=NONE OldState=CONNECTED. 14:08:05:647 PG1A-opc Trace:
Cleared(PID=5000): CallObj=(0x6c33110) SrcConn(CID=54473438,Dev=+13003001858,DevType=Dynamic)
DestConn(CID=54473438,Dev=8888,DevType=Static) 14:08:05:647 PG1A-opc Trace: AgentStateUpdate (OPC Time=04/14
21:08:05) - Updating 2 Agent Records on Peripheral 5000 14:08:05:647 PG1A-opc Trace: - PID=5000 AGSTID=7295
Periph#=8888 Ext=8888 SG#=29808 Dur=0 State=AS_NOT_READY CurrentLine=0 Reason=8 NetworkTID=0 NumLines=0
AgentObj=0x52f50f8 14:08:05:647 PG1A-opc Trace: SetAgentState: ASTID=7295 Periph#=8888 MRDomainID=1 SGSTID=5000
SG#=29808(0x7470) OldState=AS_BUSY_OTHER NewState=AS_NOT_READY Duration=0 CurLine=0 ReasonCode=8
AgentObj=0x52f50f8 14:08:05:647 PG1A-opc Trace: - PID=5000 AGSTID=7295 Periph#=8888 Ext=8888 SG#=3957053 Dur=0
State=AS_NOT_READY CurrentLine=0 Reason=8 NetworkTID=0 NumLines=0 AgentObj=0x52f50f8

FinesseCTIClearConnectionReqCTI(PG)(OPC)PG(PIM)/PG JTAPI(JGW)CUCMCTICUCMFinesse
SystemEventsFinesse

Finesse 11.5(1)ES4

ICMCSCve12017(pg.cucm)

[Finesse](#)CSCve1977