

# How to Configure and Troubleshoot UCCE/UCCX Devices for PCA

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## Introduction

This document describes how to configure and troubleshoot Unified Contact Center Enterprise (UCCE) and Unified Contact Center Express (UCCX) devices for Prime Collaboration Assurance (PCA)

## Prerequisites

### Requirements

- PCA globaladmin log in
- PCA Contact Center licenses to support all of the logged in agents
- Contact Center Domain User Log in and UCCE Diagnostic Portico access
- UCCE Windows Simple Name Management Protocol (SNMP) Read Only (RO) community string

### Components Used

The information in this document does not pertain to any specific PCA or Contact Center Versions

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, make sure that you understand the potential impact of any command.

# Background information

**Note:** If a UCCE 11.6 is managed with a PCA 11.6 then you will need to upgrade to PCA 12.1 for the Hypertext Transfer Protocol (HTTP) to pass. UCCE 11.6 utilizes TLS version 1.2 that PCA 11.6 does not support.

## PCA UCCE Configuration

Step 1. First, ensure your UCCE's are in a Managed state.

Navigate to **Inventory > Inventory Management > Manage Credentials > Create a profile** for your UCCE devices, as shown in the image.

Discover Devices

Manage Credentials → Device Discovery

<input checked="" type="radio"/>	UCCE115	CONTACT CENTER EXPRESS	10.201.224.49 1...
<input type="radio"/>	Vcenter	VCENTER	10.88.7.14

\*Profile Name: UCCE115

Device Type: CONTACT CENTER EXPRESS (Optional)

\*IP Version: v4

\*Apply this credential to the given IP address: 10.201.224.49|10.201.224.50

**General SNMP Options**

SNMP Timeout: 10 seconds

SNMP Retries: 2

\*SNMP Version: 2c

**SNMP V2**

\*SNMP Read Community String: .....

\*Re-enter SNMP Read Community String: .....

SNMP Write Community String: .....

Re-enter SNMP Write Community String: .....

Save Next

**Note:** You must enter the HTTP credentials in the format: hcsdc2\administrator, when you add UCCE in the PCA user interface. Where hcsdc2 is the windows domain and administrator is the account you log in

## UCCE HTTP Diagnostic Portico and SNMP Setup

## HTTP Diagnostic Portico Setup

Step 1. In order for the HTTP credentials to pass in PCA, ensure the Domain\Administrator User can access the diagnostic portico.

**https://<UCCE\_IP>:7890/icm-dp/rest/DiagnosticPortal/GetProductVersion**

If the Domain Administrator does not have access to the link with the same credentials, then PCA is not be able to retrieve the needed information and the HTTP credentials fails.

Step 2. Open Internet explorer from your Windows Server.

Step 3. Input into the browser: **https://<UCCE\_IP>:7890/icm-dp/rest/DiagnosticPortal/GetProductVersion**.

Step 4. When prompted to log in, use the same credentials you used to log in to your windows server as Domain\Administrator and that administrator's password.



Step 5. Once logged in you receive a version description of your UCCE, this indicates HTTP pass in PCA.

```
<?xml version="1.0" encoding="UTF-8"?>
- <dp:GetProductVersionReply xmlns:dp="http://www.cisco.com/vtg/diagnosticportal" ReturnCode="0">
  <dp:Schema Version="1.0"/>
  <dp:ProductVersion VersionString="11.6(1) BuildNumber=03242 ES=0 PatchInstallerVer=3694" Maintenance="1" Minor="6" Major="11" Name="ICM"/>
</dp:GetProductVersionReply>
```

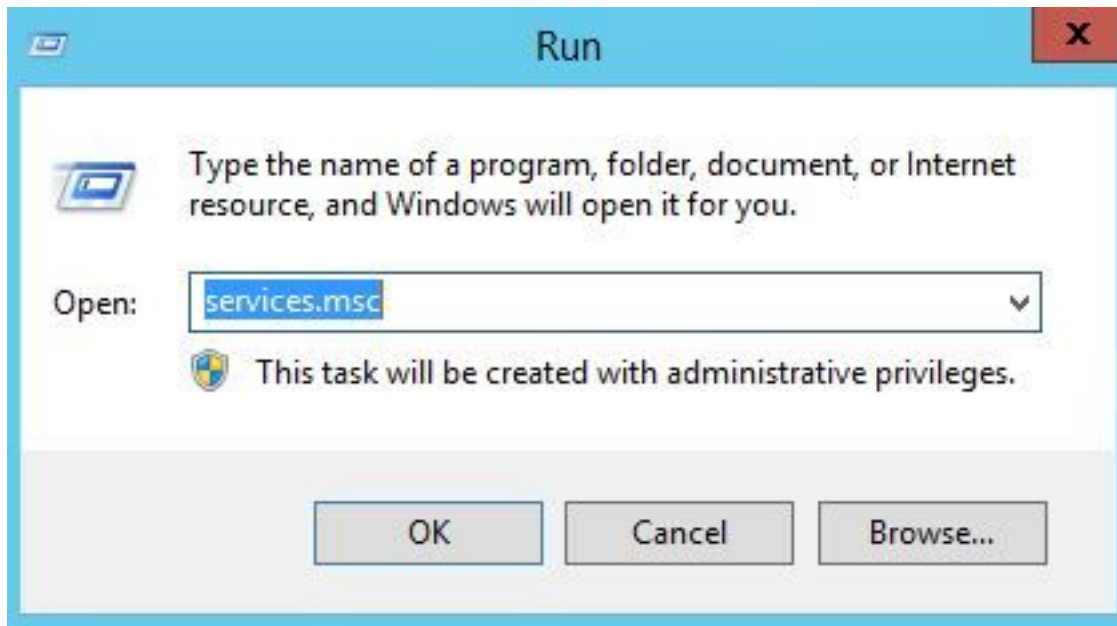
## SNMP Setup

Enable the SNMP Service

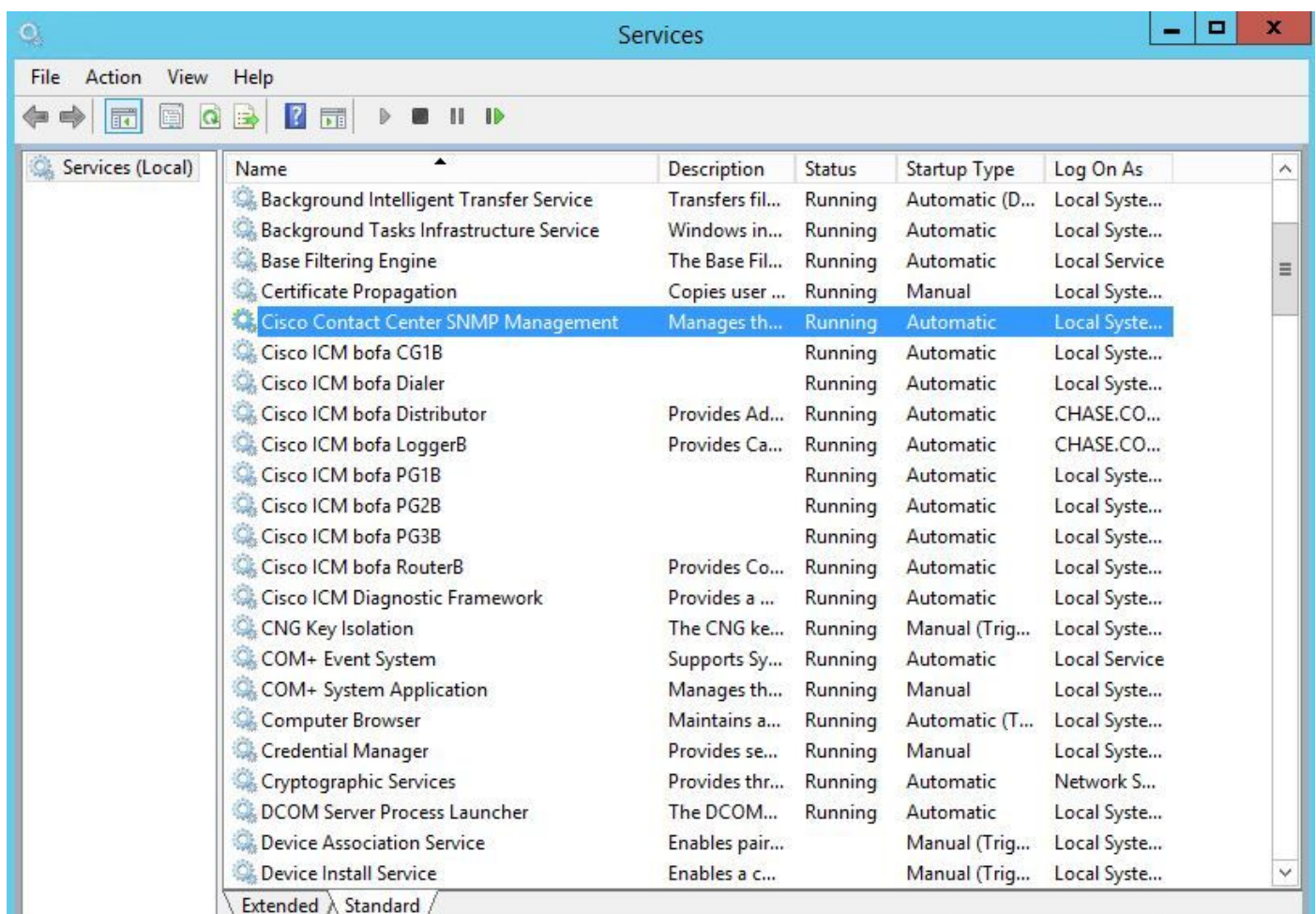
Step 1. Click on the windows icon to bring you to the start Menu.

Step 2. Click on the search bar and input run and hit enter.

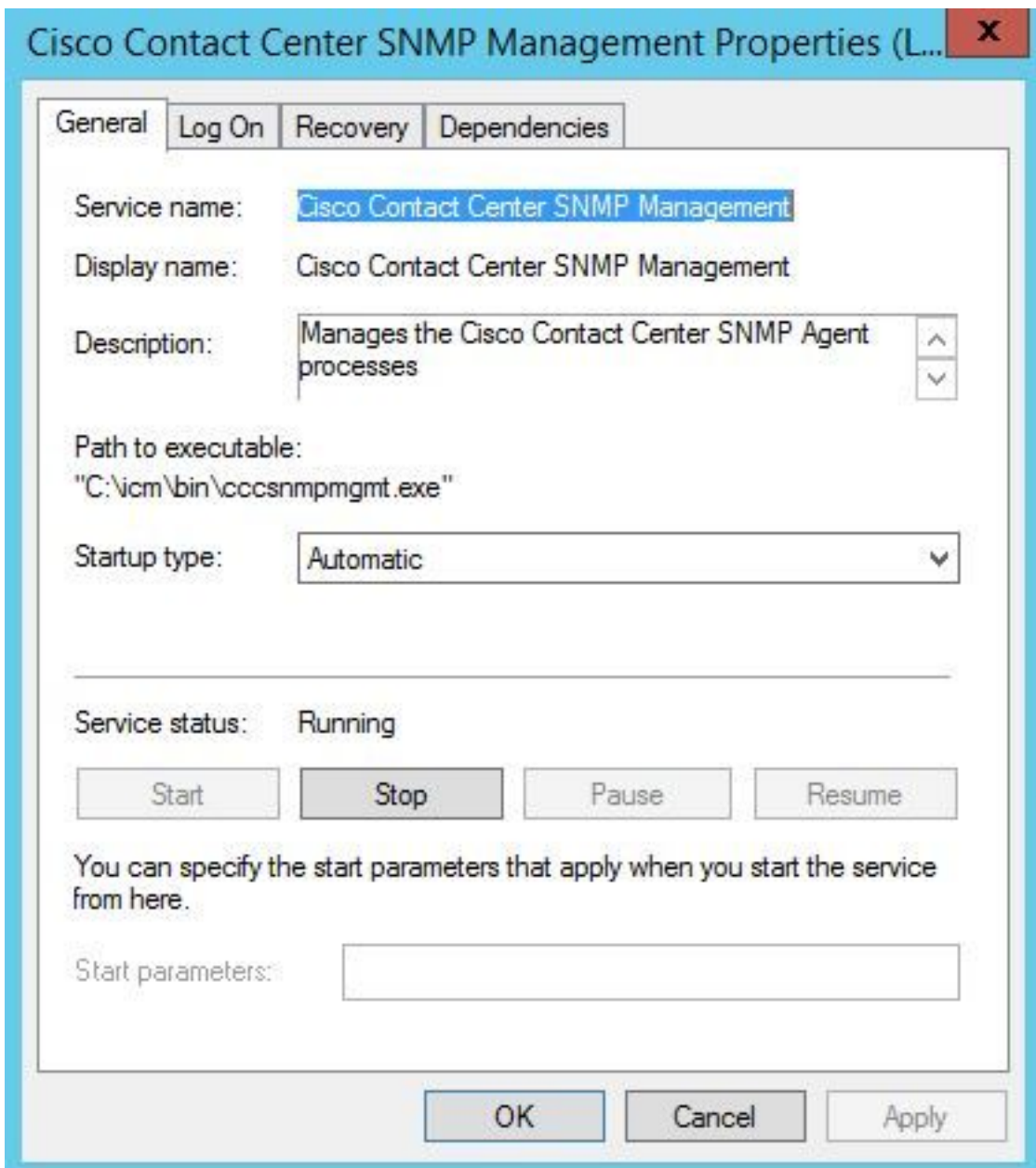
Step 3. Once the prompt appears input in **services.msc**.



Step 4. The services menu comes up. Select Cisco Contact Center SNMP Agent and ensure is in **Running** state.



Step 5. If it is not in **Running** state, right click the service, then click on properties.



Step 6. Ensure the **Startup type** is **Automatic** then click on start for the service.

Step 7. Select **Apply** in order to save the settings.

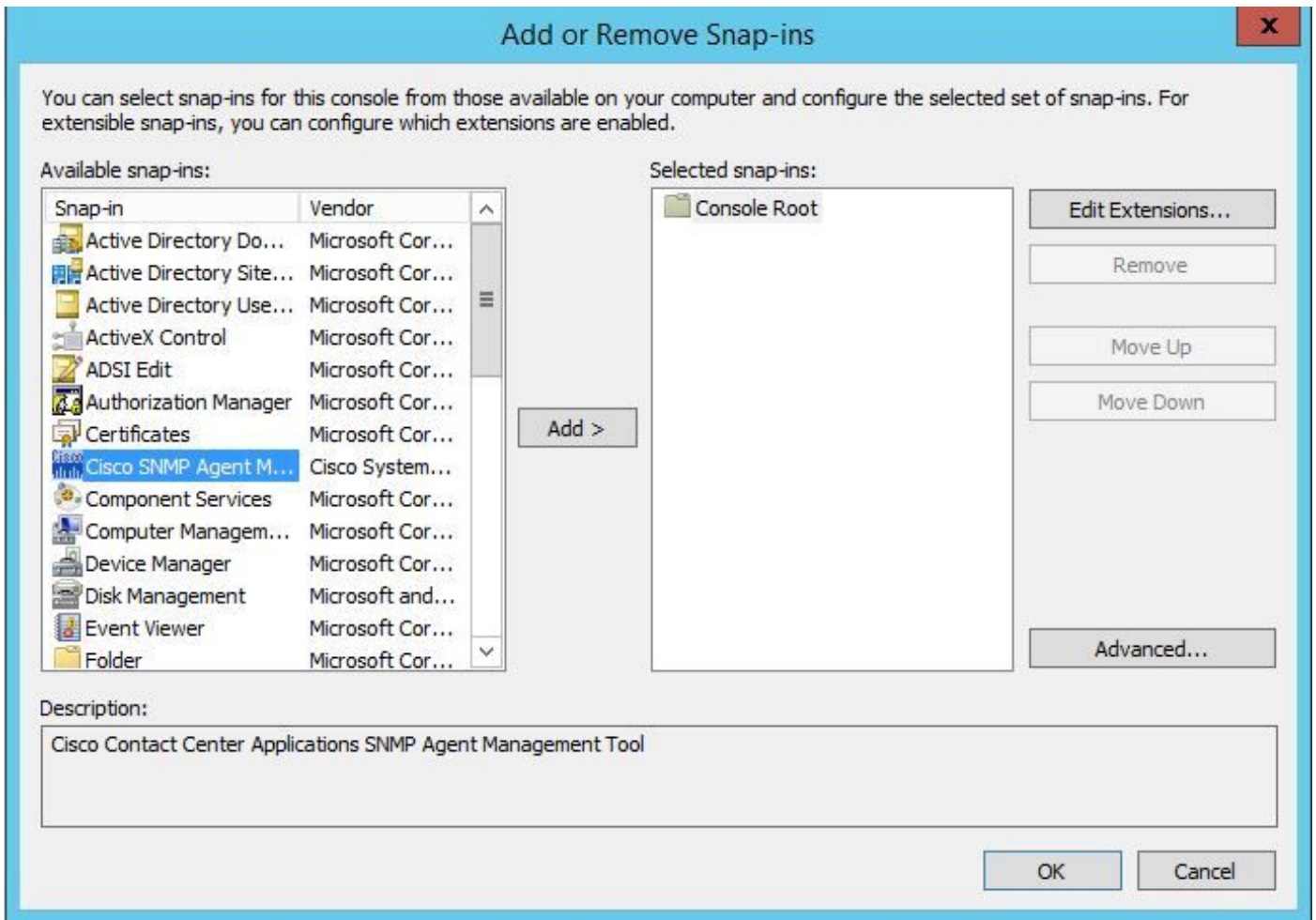
## **Enable the SNMP Snap-in agent and create the community string**

Step 1. Click on the windows icon to transfer you to the start Menu.

Step 2. Click on the search bar and type in run and click enter.

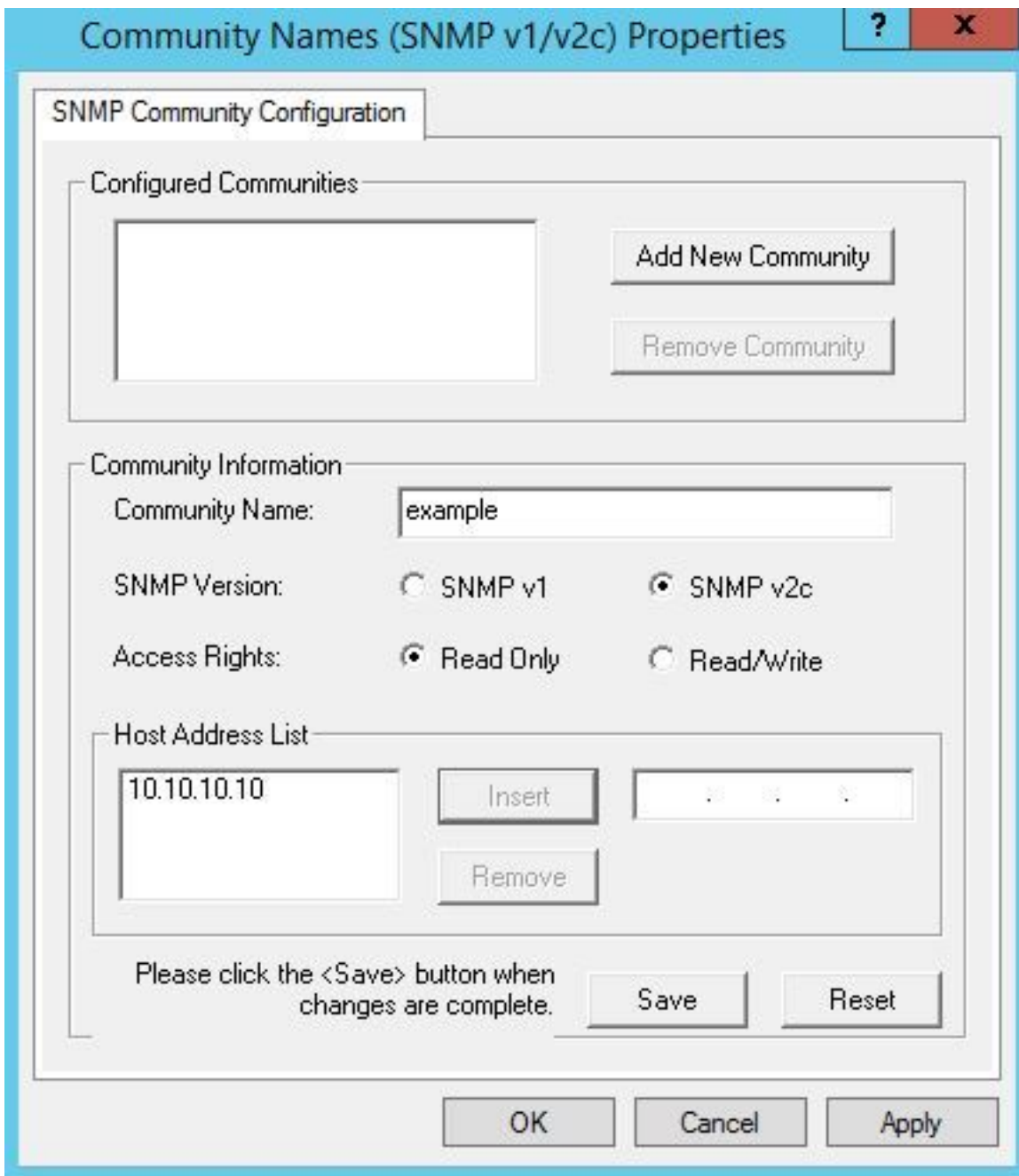
Step 3. Once the prompt appears type in **mmc /32**.

Step 4. Select **File> Add/Remove Snap-In**, as shown in the image.



Step 5. Select the **Cisco SNMP Agent Management Tool** and click on the **Add >** button in the middle, then select ok.

Step 6. Once step 5 is completed click on the **CommunityNames** Button for SNMP V1/V2c, right click and click on configure.



Step 7. Add in your community name, select your SNMP Version and then enter in your PCA server and click insert.

Step 8. After you click save and apply, close out of the mmc. It asks to save it on the console, click yes and now your UCCE is ready to be discovered in PCA.

### **If the Diagnostic's Portico does not display after you enter your credentials**

Step 1. Click on the windows icon to transfer you to the start Menu.

Step 2. Click on the search bar and type in run and hit enter.

Step 3. Once the prompt appears type in **services.msc**.

Step 4. Stop the Apache service.

Step 5. Delete the folders **cceadmin**, **unifiedconfig**, **setup** from **c:\icm\tomcat\webapps**.

Step 6. Start the Apache service again after you wait 2 minutes, and the deleted folders must regenerate.

Step 7. Now, log into the Diagnostic's Portico.

## UCCX Configuration

Step 1. Ensure your UCCE's are in a Managed state.

Navigate to **Inventory > Inventory Management > Manage Credentials > Create a profile** for your UCCX devices.

Discover Devices ✕

Manage Credentials

→

Device Discovery

	Profile Name	Device Type	IP Address
<input checked="" type="radio"/>	UCCE115	CONTACT CENTER EXPRESS	10.201.224.49 1...
<input type="radio"/>	Vcenter	VCENTER	10.88.7.14

**\*Profile Name**  \* Indicates required field

**Device Type**  (Optional)

**\*IP Version**

**\*Apply this credential to the given IP address**  ⓘ

**General SNMP Options**

SNMP Timeout:  seconds

SNMP Retries:

\*SNMP Version:

**SNMP V2**

\*SNMP Read Community String:

\*Re-enter SNMP Read Community String:

SNMP Write Community String:

Re-enter SNMP Write Community String:

## HTTP Setup

Step 1. Your Administrator Web User Interface (UI) should have been setup when you installed the windows server and is used for the HTTP credential set when entered into PCA.

Step 2. If you have lost or forgot your UI password, please log in to the Command Line Interface (CLI) of your UCCX.

Step 3. Next, enter: **utils reset\_application\_ui\_administrator\_name** and **utils reset\_application\_ui\_administrator\_password** to reset the account.



Step 4. Now, you must be able to login to the UI.

## SNMP Setup

Step 1. Log in to the UI and use your HTTP credentials.

Step 2. In the top right click on the Navigation drop down then select **Cisco Unified Serviceability**.

Step 3. Select SNMP and then select your desired SNMP version.

Step 4. Click on server and select your UCCX then click find and then Add New.

Step 5. Enter in your community string name and ip address. After you insert in the ip, select ReadOnly for the Access Privileges, then click save.

**- Community String Information**

Community String Name\*

---

**- Host IP Addresses Information**

Accept SNMP Packets from any host

Accept SNMP Packets only from these hosts


Host IP Address

Host IP Addresses

---

**- Access Privileges**

Access Privileges\*

 Notify access privilege is required in order to configure Notification Destinations.

Step 6. Now, you must be able to complete a successful discovery of your UCCE/UCCX.

## Troubleshoot

If discovery for HTTP and SNMP fails you are able to review the logs

Step 1. Navigate to **System Administration>Log Management**.

Step 2. Set 14 Discovery, Inventory to debug.

Step 3. Recreate the issue and collect the logs.

Step 4. Open up the zip file and navigate to the locations for useful logs.

/opt/emms/emsam/log/Inventory/

AccessLevelDiscovery.log

Discovery.log

Inventory.log

Inventory.stdout.log

Inventory.stderr.log

InventoryDiscovery.log

snmp.log

/opt/emms/emsam/log/Poller/

ContactCenterPollingHandler.log

Poller.stderr.log

Poller.stdout.log

poll.log

ContactCenterRestPollingHandler.log

**Note:** If UCCE performance counters are not displayed correct in PCA, use this link in order to ensure that you are able to access the Diagnostic Portico and retrieve them:

**[https://PCA\\_IP:7890/icm-dp/rest/DiagnosticPortal/GetPerformanceInformation](https://PCA_IP:7890/icm-dp/rest/DiagnosticPortal/GetPerformanceInformation).**