

Troubleshoot Cisco Finesse Desktop Persistent Logging Problem

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Introduction

This document describes how to troubleshoot the Cisco Finesse Persistent Logging problem

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

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

Components Used

The information in this document is based on these software versions:

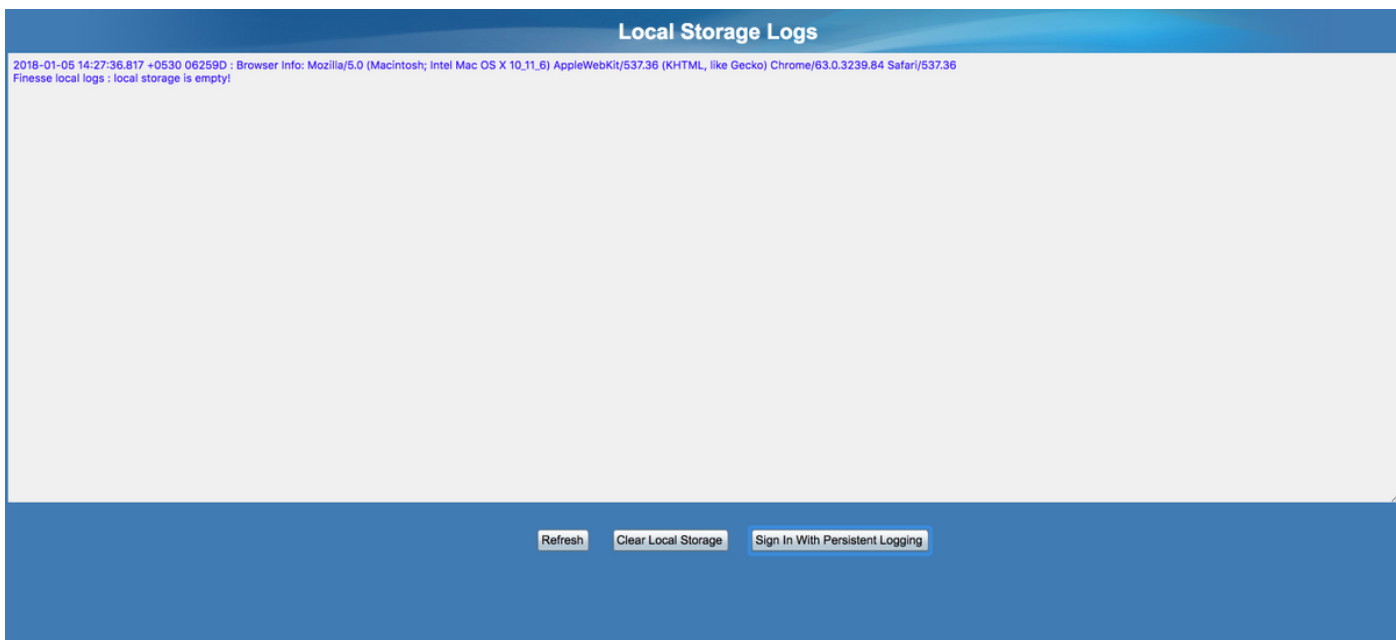
- Cisco Finesse 11.5
- Unified Contact Center Enterprise (UCCE) 11.5

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 command.

Background Information

There are several options to collect Cisco Finesse client logs. One of these options is Persistent Logging. This is the procedure to set Persistent Logging.

Step 1. Open the Local Storage Logs serviceability tool: <https://<FQDN>/desktop/locallog>



Step 2. Click on the button **Sign in with Persistent Logging**. A login screen is open with an additional query string parameter `lls` (local log Storage)

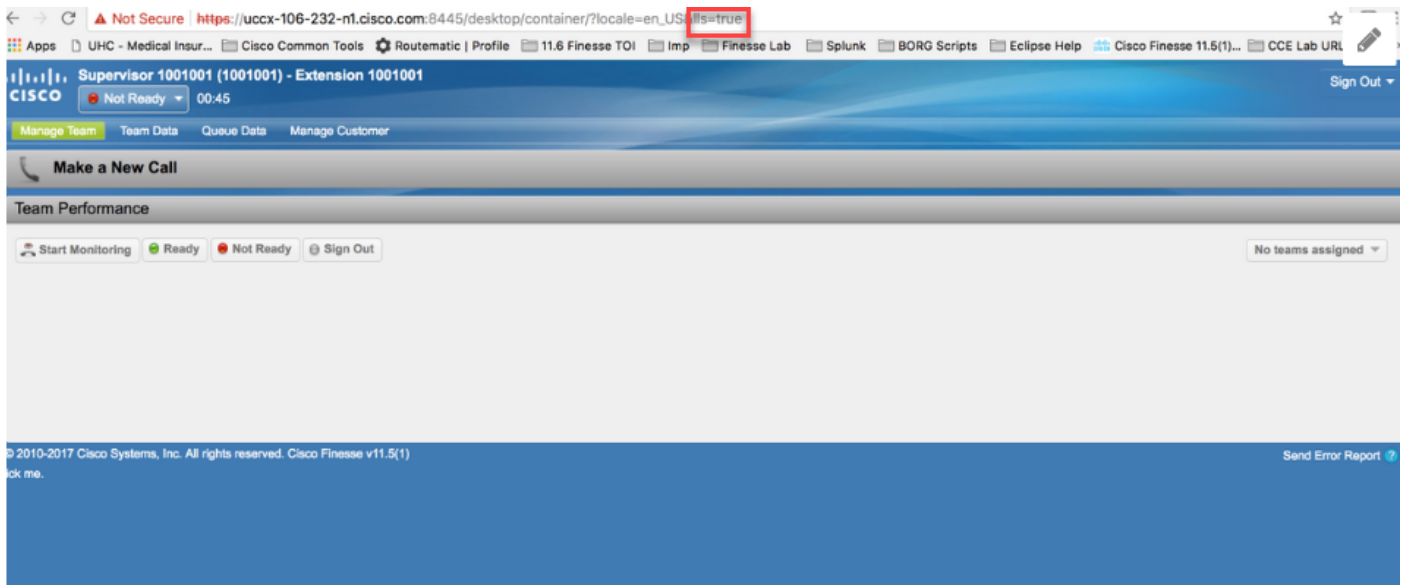
When the agent signs in, the client logs are collected in local storage. You can view the logs in the same page as where you set Persistent Logging: <https://<FQDN>/desktop/locallog>. However, an issue was found, that even after Persistent Logging is configured, the logs do not show in the local log page <https://<FQDN>/desktop/locallog>. This problem is described with more detail in the caveat [CSCvf93030](#) Persistent logging fails to capture logs - Finesse 11.5(1) ES-2 onward.

Problem

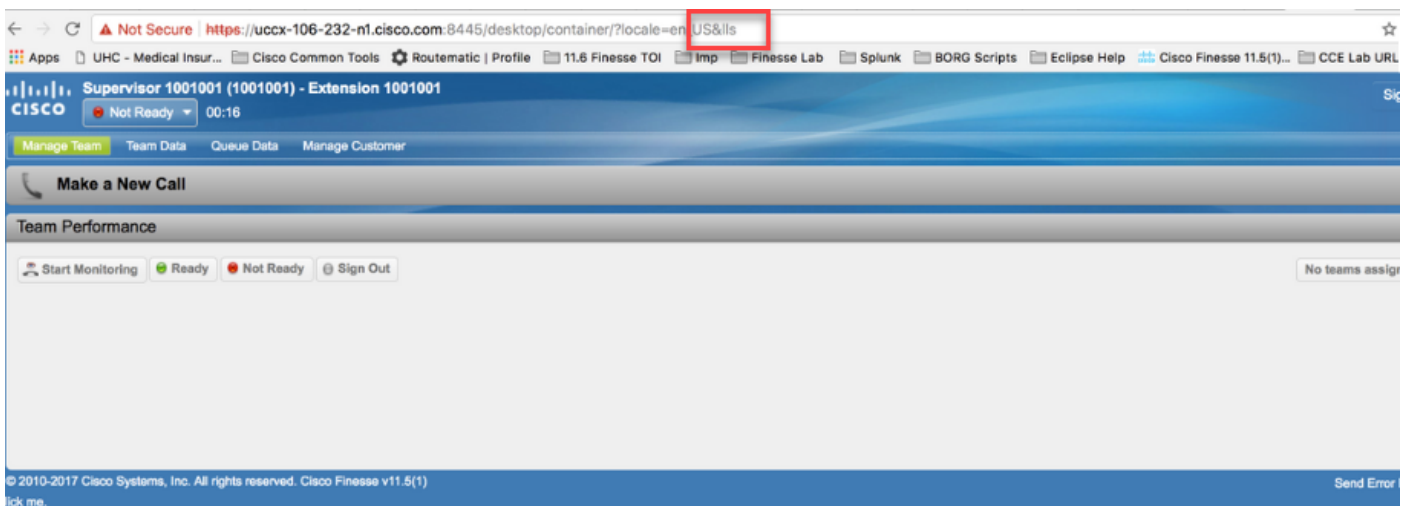
Based on the query string passed (`lls`), the local storage flag `enableLocalLog` is set to true. and local logs are collected. But currently the `request.getQueryString()` method returns an empty string instead of the query string itself, this is due to the missing key-value pair for `lls`.

Solution - Workaround

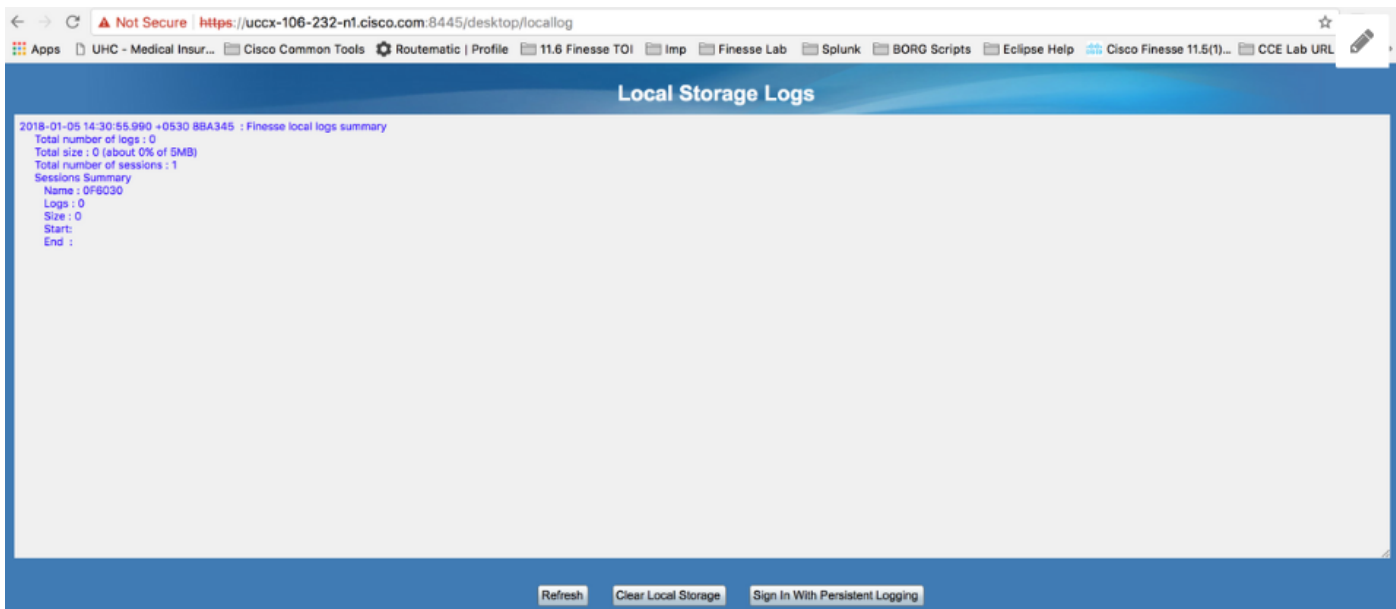
Once Persistent Logging is set and the agent signs in, you should see the value `true` added to the parameter `lls`.



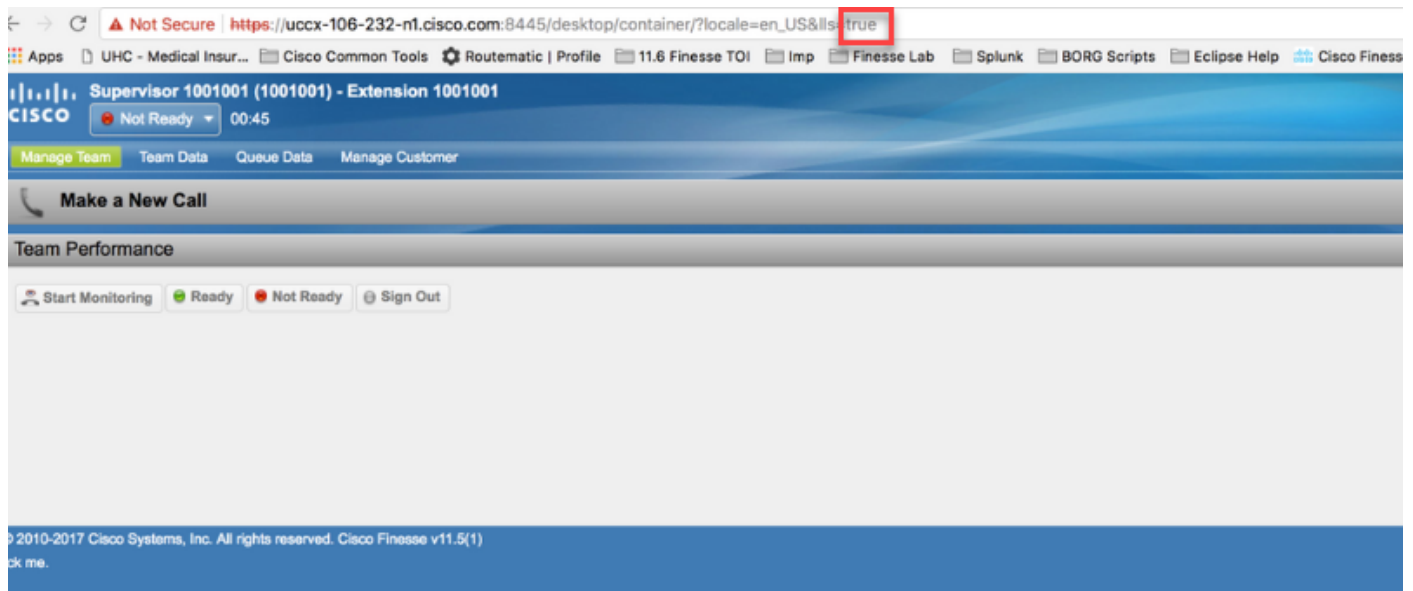
When the problem happens, on the the agent deskop, you see that the value of the IIS parameter is null: http://<FinesseServerIP>/desktop/container/?locale=en_US&iis



And the local logs do not get updated.



As a workaround, assign the value true to the parameter lls in the url of the agent desktop https://<FinesseServerIP>/desktop/container/?locale=en_US&lls=true



You see now the information in the local storage <https://<FQDN>/desktop/locallog>.

← → ↻ 🔒 Not Secure | https://uccx-106-232-n1.cisco.com:8445/desktop/locallog ☆

Apps UHC - Medical Insur... Cisco Common Tools Routematic | Profile 11.6 Finesse TOI Imp Finesse Lab Splunk BORG Scripts Eclipse Help Cisco Finesse 11.5(1)... CCE Lab UR

Local Storage Logs

```
2018-01-05T14:35:25.035 +05:30: E81484: uccx-106-232-n1.cisco.com: --- -- Container :
2018-01-05T14:35:25.040 +05:30: E81484: uccx-106-232-n1.cisco.com: --- -- Container : Finesse logger initialized -----
2018-01-05T14:35:25.040 +05:30: E81484: uccx-106-232-n1.cisco.com: --- -- Container : Started on: Fri Jan 05 2018 14:35:25 GMT+0530 (IST) -----
2018-01-05T14:35:25.041 +05:30: E81484: uccx-106-232-n1.cisco.com: --- -- Container : Browser: Mozilla/5.0 (Macintosh; Intel Mac OS X 10_11_6) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/63.0.3239.84 Safari/537.36
2018-01-05T14:35:25.041 +05:30: E81484: uccx-106-232-n1.cisco.com: --- -- Container : Client IP: 10.232.0.214 -----
2018-01-05T14:35:25.041 +05:30: E81484: uccx-106-232-n1.cisco.com: --- -- Container :
2018-01-05T14:35:25.042 +05:30: E81484: uccx-106-232-n1.cisco.com: --- -- Container : [WorkflowEngine] WorkflowEngine is starting
2018-01-05T14:35:25.043 +05:30: E81484: uccx-106-232-n1.cisco.com: --- -- Container : [WorkflowEngine] Entering 'Stopped' state, from: 'none'
2018-01-05T14:35:25.062 +05:30: E81484: uccx-106-232-n1.cisco.com: --- -- Container : Certifier.certify(): Certification requested for uccx-106-232-n2.cisco.com:8445
2018-01-05T14:35:25.063 +05:30: E81484: uccx-106-232-n1.cisco.com: --- -- Container : Certifier.certify(): Certification requested for UCCX-106-232-n2.cisco.com:8445
2018-01-05T14:35:25.063 +05:30: E81484: uccx-106-232-n1.cisco.com: --- -- Container : Certifier.certify(): Certification requested for UCCX-106-232-n2.cisco.com:7443
2018-01-05T14:35:25.063 +05:30: E81484: uccx-106-232-n1.cisco.com: --- -- Container : Certifier.certify(): Certification requested for UCCX-106-232-n2.cisco.com:7443
2018-01-05T14:35:25.065 +05:30: E81484: uccx-106-232-n1.cisco.com: --- -- Container : Certifier.fetch(): Fetching container1: UCCX-106-232-n1.cisco.com:8445/desktop/js/container/CertifierContainerOne.js
2018-01-05T14:35:25.066 +05:30: E81484: uccx-106-232-n1.cisco.com: --- -- Container : Certifier.fetch(): Fetching tunnel1: UCCX-106-232-n1.cisco.com:7443/tunnel1/CertifierTunnelOne.js
2018-01-05T14:35:25.067 +05:30: E81484: uccx-106-232-n1.cisco.com: --- -- Container : Certifier.bypass(): Bypassing tunnel3: uccx-106-232-n1.cisco.com:7443
2018-01-05T14:35:25.073 +05:30: E81484: uccx-106-232-n1.cisco.com: --- -- Container : Certifier.onScriptLoad(): Invoking onScriptLoad for id=container1
2018-01-05T14:35:25.074 +05:30: E81484: uccx-106-232-n1.cisco.com: --- -- Container : Certifier.onScriptLoad(): Invoking onScriptLoad for id=tunnel1
2018-01-05T14:35:25.078 +05:30: E81484: uccx-106-232-n1.cisco.com: --- -- Container : Certifier.fetch(): Fetching container2: UCCX-106-232-n2.cisco.com:8445/desktop/js/container/CertifierContainerTwo.js
2018-01-05T14:35:25.086 +05:30: E81484: uccx-106-232-n1.cisco.com: --- -- Container : Certifier.bypass(): Bypassing tunnel2: UCCX-106-232-n2.cisco.com:7443
2018-01-05T14:35:25.088 +05:30: E81484: uccx-106-232-n1.cisco.com: --- -- Container : Certifier.onScriptLoad(): Invoking onScriptLoad for id=container2
2018-01-05T14:35:25.094 +05:30: E81484: uccx-106-232-n1.cisco.com: --- -- Container : [ClientServices] SystemInfo: requestId='undefined', Making REST request: method=GET, url='https://uccx-106-232-n1.cisco.com:8445/finesse/api/SystemInfo?nocache=1515143125094'
2018-01-05T14:35:25.095 +05:30: E81484: uccx-106-232-n1.cisco.com: --- -- Container : FailoverMonitor.startListening(): Listening for triggers
2018-01-05T14:35:25.096 +05:30: E81484: uccx-106-232-n1.cisco.com: --- -- Container : FailoverMonitor.startListening(): Listening for changes in SystemInfo
2018-01-05T14:35:25.096 +05:30: E81484: uccx-106-232-n1.cisco.com: --- -- Container : FailoverMonitor.startListening(): Listening for changes in finesse user presence
2018-01-05T14:35:25.096 +05:30: E81484: uccx-106-232-n1.cisco.com: --- -- Container : FailoverMonitor.startListening(): Listening for changes in the BOSH connection
2018-01-05T14:35:25.102 +05:30: E81484: uccx-106-232-n1.cisco.com: --- -- Container : [ClientServices] SystemInfo: requestId='undefined', Returned with status=200, content='<SystemInfo>
<currentTimestamp>2018-01-05T09:05:25.058Z</currentTimestamp>
<deploymentType>UCCX</deploymentType>
```

Refresh Clear Local Storage Sign In With Persistent Logging

Copy the contents into a text file and save it in order to share it with a Cisco representative.