排除Cisco精良桌面不变记录问题故障

Contents

Introduction

本文描述如何排除Cisco精良不变记录问题故障

Prerequisites

Requirements

Cisco 建议您了解以下主题：

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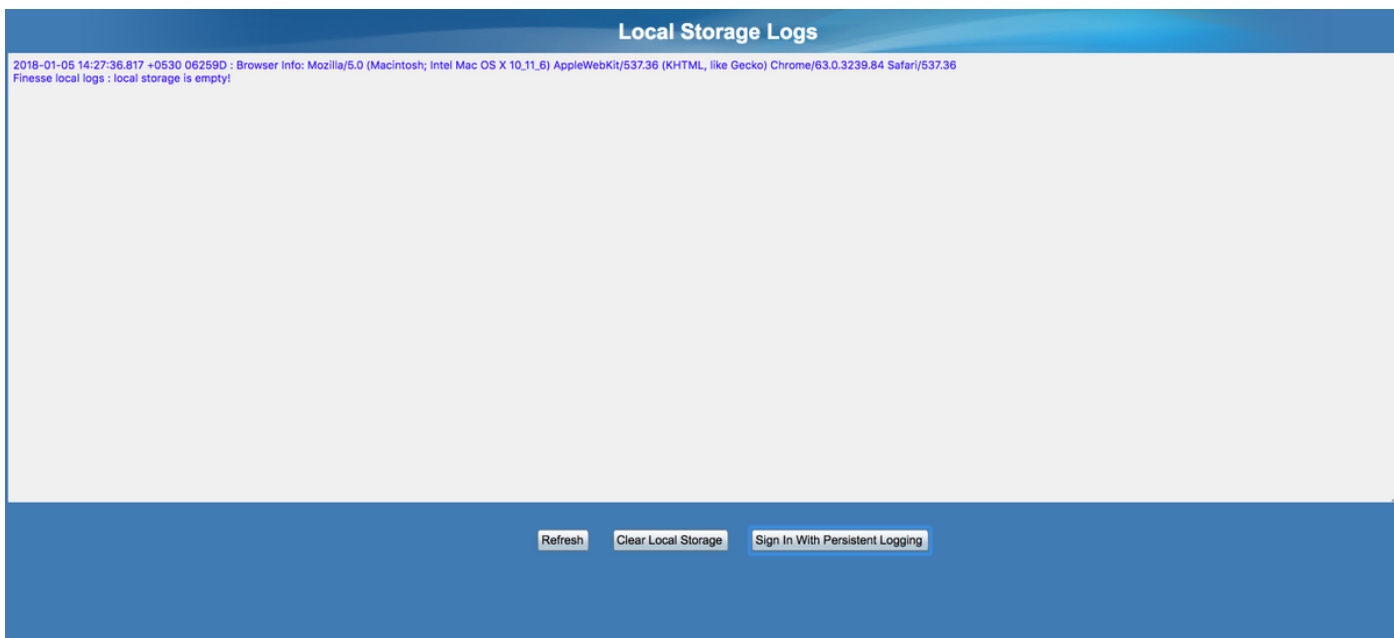- Cisco精良

Components Used

本文档中的信息基于以下软件版本：

- Cisco精良11.5
- 统一的联系中心企业(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.如果您的网络实际，请保证您了解所有命令的潜在影响。

Backgound信息

有收集Cisco精良客户端日志的几个选项。这些选项之一是不变记录。 这是设置Perssistent记录的程序。

步骤1.打开局部存储器日志维护性工具： https:// <FQDN>/desktop/locallog

Local Storage Logs

2018-01-05 14:27:36.817 +0530 06259D : Browser Info: 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
Finesse local logs : local storage is empty!

Refresh   Clear Local Storage   Sign In With Persistent Logging
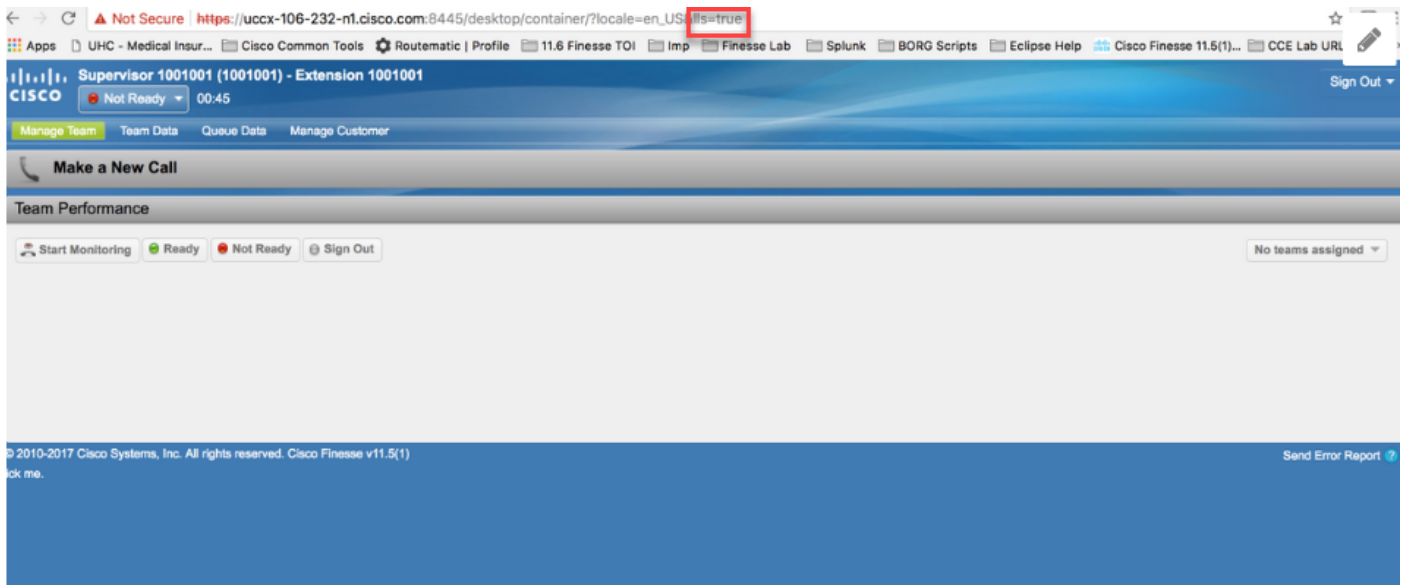
步骤2.点击按钮**签到与不变记录。**登录画面是开放的与一次另外的查询字符串参数lls (本地日志存贮)

当代理程序签到时，客户端日志在局部存储器收集。您能查看登录页和一样您设置不变记录的地方：https:// <FQDN>/desktop/locallog。 然而，找到问题，在配置以后Persisten记录，日志在本地日志页https:// <FQDN>/desktop/locallog**不**显示。此问题用更多详细资料描述在警告[CSCvf93030](#) 不变记录不能向前获取日志-精良11.5(1) ES-2。
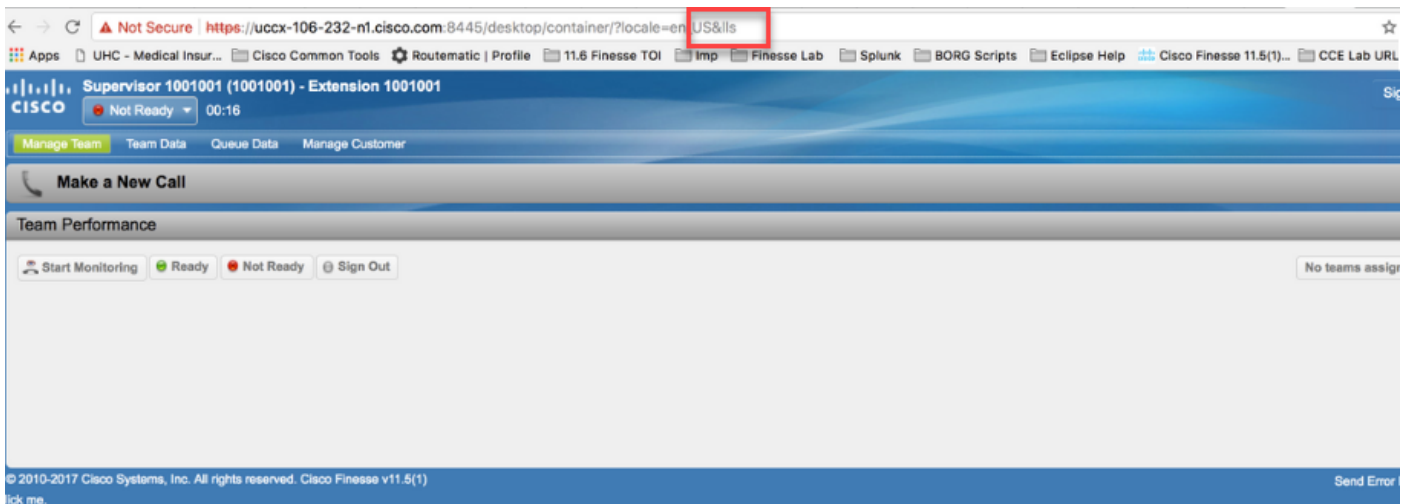
问题

基于通过的查询字符串(lls)，局部存储器标志位**enableLocalLog**设置对真。并且本地日志收集。但是request.getQueryString ()方法当前返回一个空字符串而不是查询字符串，这归结于lls的缺少KEY值对。
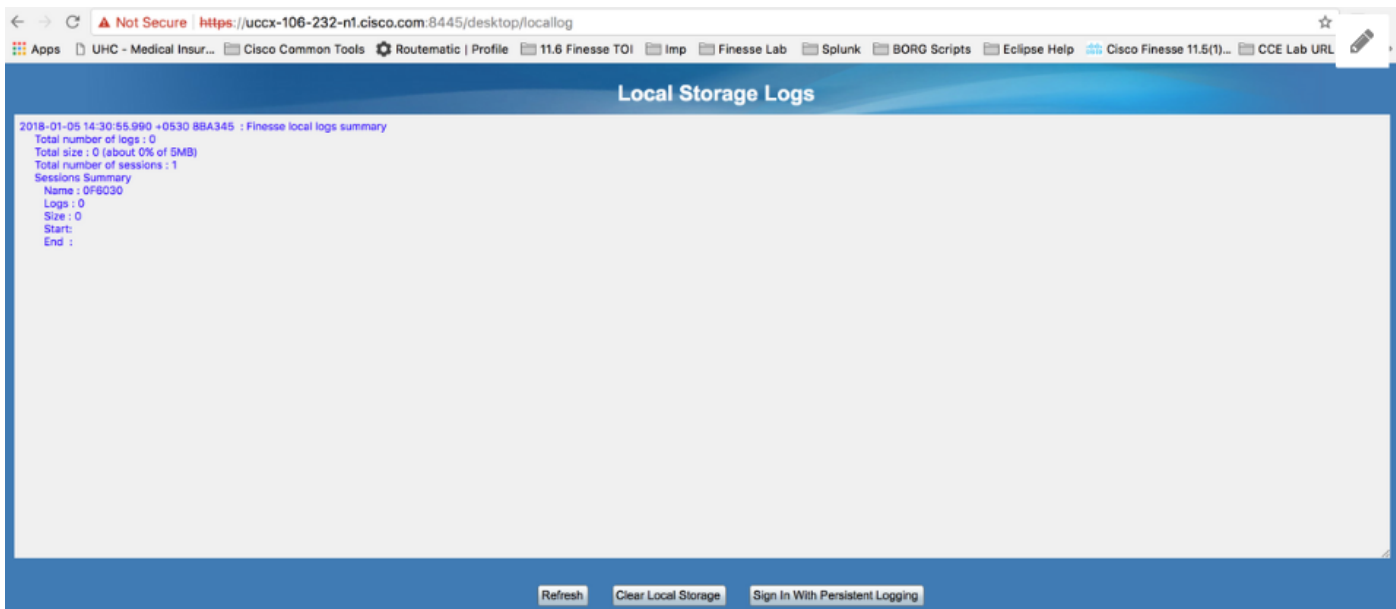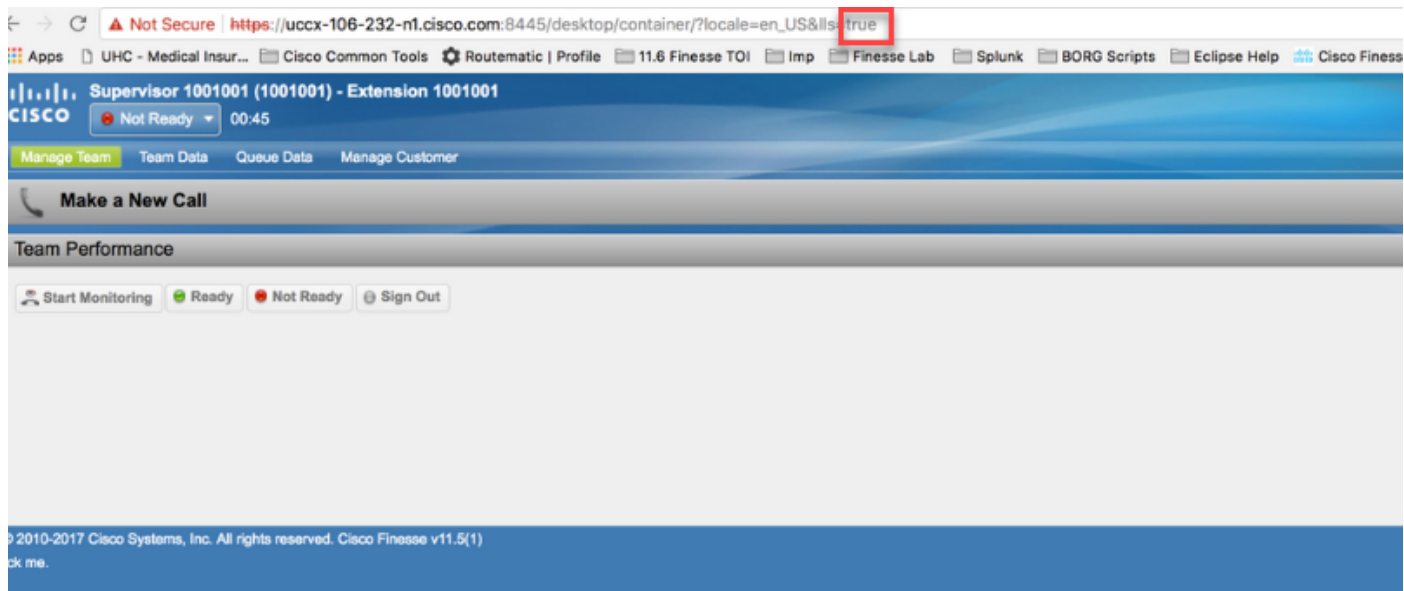
解决方案-解决方法

一旦不变记录集合，并且代理程序签到，您应该看到值**真**被添加到参数**lls。**

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 URL

CISCO Supervisor 1001001 (1001001) - Extension 1001001   Not Ready ▾ 00:45   Sign Out ▾

Manage Team   Team Data   Queue Data   Manage Customer

Make a New Call

Team Performance

Start Monitoring   Ready   Not Ready   Sign Out   No teams assigned ▾

© 2010-2017 Cisco Systems, Inc. All rights reserved. Cisco Finesse v11.5(1)   Send Error Report
ick me.

当问题在代理程序deskop时发生，您看到IIS参数的值空： http://
<FinesseServerIP>/desktop/container/？locale=en_US&lls

A Not Secure | https://uccx-106-232-n1.cisco.com:8445/desktop/container/?locale=en_US&lls

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 URL

CISCO Supervisor 1001001 (1001001) - Extension 1001001   Not Ready ▾ 00:16   Si

Manage Team   Team Data   Queue Data   Manage Customer

Make a New Call

Team Performance

Start Monitoring   Ready   Not Ready   Sign Out   No teams assig

© 2010-2017 Cisco Systems, Inc. All rights reserved. Cisco Finesse v11.5(1)   Send Error
ick me.

并且本地日志没获得更新。

作为解决方法，赋予真的值到在代理桌面https:// <FinesseServerIP>/desktop/container/的URL的参数lis ？locale=en_US&lls=true

您当前看到在局部存储器https:// <FQDN>/desktop/locallog的信息。

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-n1.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-106-233-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-n1.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-106-233-n2.cisco.com:7443
2018-01-05T14:35:25.064 +05:30: E81484: uccx-106-232-n1.cisco.com: --- -- ---- --:--:--,--- -----: Container : Certifier.certify(): Certification requested for uccx-106-232-n1.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/tunnel/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-106-233-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-106-233-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

复制内容到文本文件并且保存它为了与思科代表共享它。