

# Troubleshoot PCCE - How to Restore FQDN of Finesse and CUIC in Inventory Page

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## Introduction

This document describes how to restore the Fully Qualify Domain Name (FQDN) of Finesse and Cisco Unified Intelligent Center (CUIC) in the inventory page on Package Contact Center Enterprise (PCCE)

## Prerequisites

## Requirements

Cisco recommends that you have knowledge of these topics:

- PCCE
- Finesse
- CUIC

## Components Used

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

- PCCE 12.0.(1)
- CUIC 12.0.(1)
- Finesse 12.0.(1)

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

In PCCE 12.0 Single Pane Of Glass (SPOG), the Inventory page normally reports Finesse and other PCCE components with the FQDN, as show in the image.

The screenshot shows the 'Inventory' page in the Cisco Unified Contact Center Enterprise Management interface. The page has a search bar at the top and a list of host names. A red arrow points to the entry 'finessep .Cisco.com'.

Host Name
aw12sidea .Cisco.com
aw12sideb .Cisco.com
culcpri .Cisco.com
culcsec .Cisco.com
finessep .Cisco.com
finessec .Cisco.com
livedatap .Cisco.com
livedatasec .Cisco.com
pg12a .Cisco.com
pg12b .Cisco.com
router12a .Cisco.com
router12b .Cisco.com

## Problem

PCCE SPOG on certain scenarios, on the Host Name Inventory page, reports entries as hostname instead of the FQDN.

## Solution

To ensure that in the inventory page on the hostname, the PCCE components are listed with the FQDN, you need to follow these required steps:

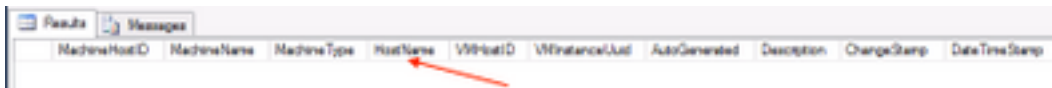
1. It is important to find out what was entered as server hostname during initial configuration phase. If FQDN was entered as hostname in machine host table (`t_Machine_Host`) in AW database (AWDB), you see the FQDN in the MachineName column. However, if hostfile entry in the servers (Finesse for example) is just the hostname and not FQDN, then, SPOG eventually reports the HostName.

2. When a server is added in the PCCE webconfig and details for Host Name field are added as either hostname/IP/FQDN, the provided Host Name value then is used to fetch the FQDN.

- Either the added server's hostfile first and update the `t_Machine_Host` table's HostName field accordingly in AWDB.
- If no entry is found, Domain Name server (DNS) is queried to fetch the FQDN. This in turn is used to update `t_Machine_Host` table's HostName field in AWDB.
- If DNS query fails due to any issue related to DNS record resolution (forward or reverse lookups for the server entry are failing), whatever is configured in the Web Config Host Name is used to update the `t_Machine_Host` table's HostName field in AWDB.

- Whatever is listed for server's entry in t\_Machine\_Host table's HostName field in AWDB is what is listed finally in the PCCE SPOG's inventory.

3. t\_Machine\_Host table's schema looks as shown in the image.



MachineHostID	MachineName	MachineType	HostName	VHostID	VHostName	AutoGenerated	Description	ChangeStamp	DateTimeStamp
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4. For the scope of this documentation, consider an example where server's hostfile does not have entry with FQDN. In such scenario, check on the host file in all the servers. Ensure that Finesse, CUIC, and other PCCE components are added with the FQDN. This includes the AW servers from where the request is sent.

5. Next take a DB backup.

6. In order to update the t\_Machine\_Host::

- Re-deploy the PCCE. Switch to a deployment which will completely delete the machine tables and switch back to PCCE and provide the detail again.
- Or use SQL update command to directly update the machine host table t\_Machine\_Host for affected servers (Finesse,etc). If this step is selected; ensure that all Database nodes (logger/Aws) for both sides should get in sync once this update is made.

**Note:** Update of machine host table manually is advisable only for lab setup.