

Troubleshoot Webex Contact Center Agent Desktop

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Introduction

This document describes how to troubleshoot Webex Contact Center (WxCC) related issues and how to gather relevant information for TAC.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- WxCC
- Contact Center and Voice Over Internet Protocol (VoIP)
- HTTP/Websocket connections

 **Note:** This document is targeted towards customers and partners who uses Webex Contact Center.

Components Used

This document is not restricted to specific software and hardware versions.

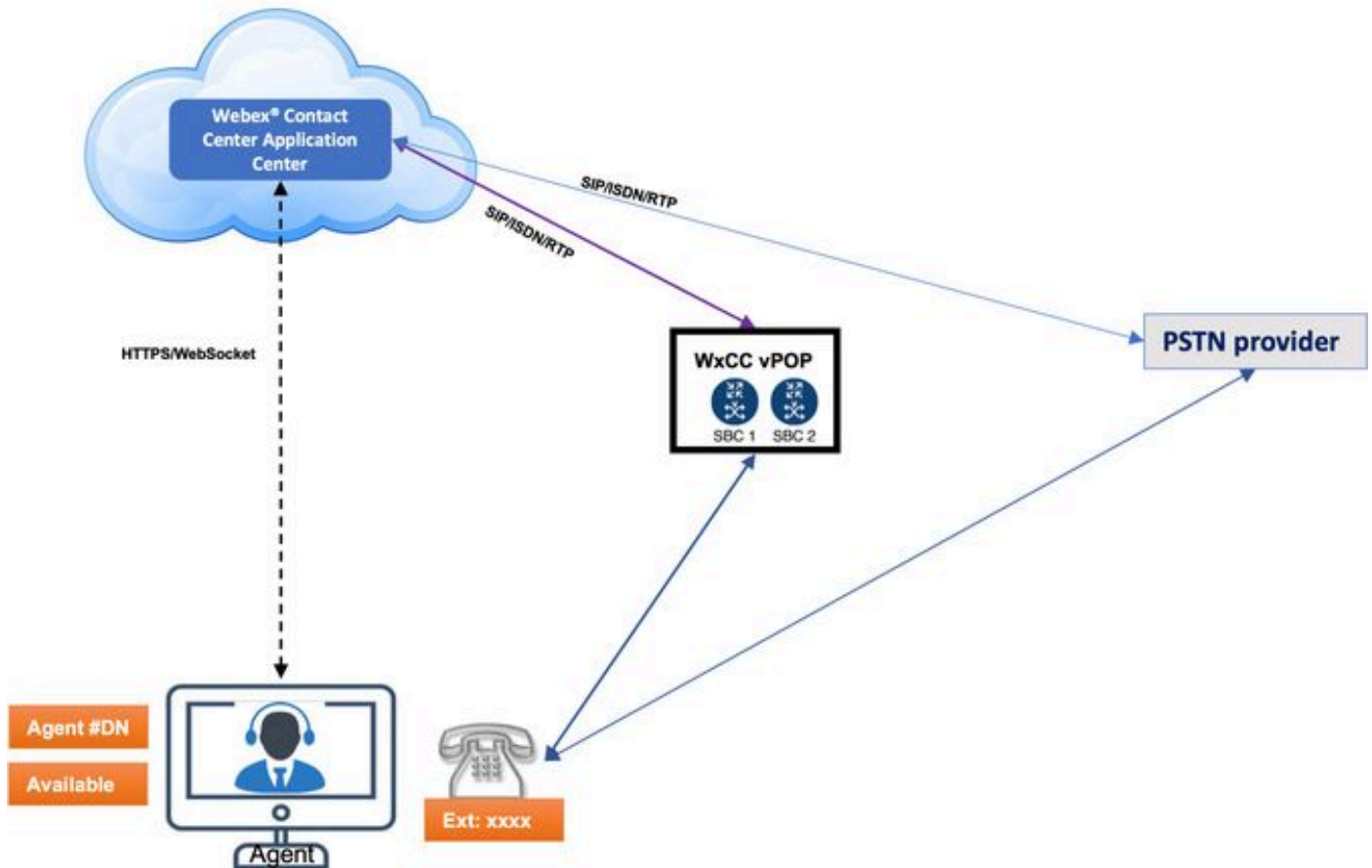
- WxCC Agent desktop application

- WxCC Portal
- WxCC Reporting Analytics

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.

Webex Contact Center Agent Desktop

Image 1.0: High Level connection image



Agent Desktop Requirements

The Agent Desktop requires the mentioned setup to ensure that all features work as expected before you attempt to sign in for the first time.

System Requirements

The minimum system requirements are:

- Memory — 2 GB overall application RAM, without the operating system allocation.
- Operating System — The supported operating systems (OS) are:
 - Windows 10 and later
 - macOS 10.12, 10.13, 10.14 and later

- Chrome OS 70 (64-bit) and later

Browser Requirements

The table lists the supported browsers.

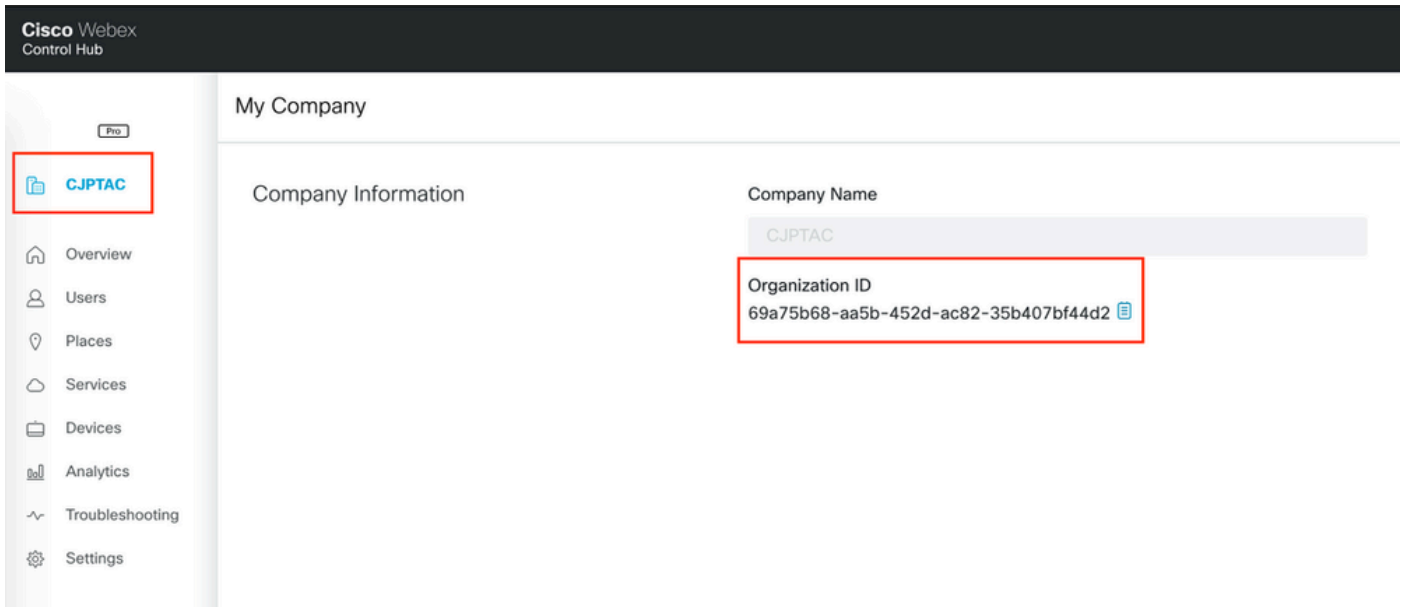
Operating System	Browser Version
Windows 10	<ul style="list-style-type: none"> • Google Chrome V76.0.3809 and later • Firefox Extended Support Release (ESR) V68 and later • Edge Chromium (MS Edge V79 and later)
macOS	<ul style="list-style-type: none"> • Google Chrome V76.0.3809 and later • Firefox Extended Support Release (ESR) V68 and later • Edge Chromium (MS Edge V79 and later)
Chrome OS	<ul style="list-style-type: none"> • Chromium V73 and later • Google Chrome V76.0.3809 and later

For more information please refer: [Cisco Webex Contact Center Agent Desktop User Guide](#)



Collect Generic Information for all Webex Contact Center Issues

- Problem Description - Gather complete information about the exact issue. Include information such as how many users are affected, the exact timestamp, is it a new deployment? and so on.
- Environment - On virtual desktop? Work from home? Connected via VPN?
- Configuration Changes - Any recent changes on WxCC or network?
- Business Impact - Define the exact business impact. Associate it to a number if possible. For example, this issue impacts 20 agents, 9 out of 10 calls to the call center fails, and so on.
- Customer Org ID: - This is found on the bottom of control hub page, as shown in the image.

Customer Org ID:



Common Issues, Troubleshoot Steps, and Data Collection for TAC

Type of Issue	Description	Troubleshoot Steps	Details to Analyze
<p>Agent Desktop Looses Connectivity</p> <p>Image 1.1: Connection Failure. Trying to recover</p>  <p>Image 1.2: Network Error</p> 	<ul style="list-style-type: none"> Agent Applet is the web user interface (UI) for the agents to perform day-to-day operations on Voice, Email, Chat so on Agent desktop connection stays active based on keepAlives between Agent desktop and WxCC and vice-versa Every 4 seconds Agent desktop sends keepAlive to WxCC and receive the ack from WxCC In case if keepalives are missed, After 16 secs websocket is disconnected & connection recovery is triggered. [Image 1.1] is shown on Agent desktop. WxCC makes this agent IDLE and is no more considered for call routing by WxCC 	<ul style="list-style-type: none"> Image 1.1 : Connection Failure: If you see this intermittently and agent desktop recovers automatically and connects back - the problem could be very local to machine on which agent desktop is launched or the network path (agent desktop <> WxCC Application center) [Image 1.0] Check the immediate network connection stability : Laptop/PC <> Wifi router connection Run continuous ping to your router IP address eg: < ping 192.168.1.1 -t > Windows eg: < ping 192.168.1.1 > 	<ul style="list-style-type: none"> How many agents experience this issue? Are agents randomly logged out or unable to log in? Is it happening to more than one Agent Are these failures specific to agents at a particular site/network/ISP/Geo-location? Are there any known network issues at the location/site? Any recent changes to network/VPN/Firewall/proxy at customer network? Isolate the problem if it occurs only on a particular type of browser and version? If you monitor a particular agent problem collect the ping information which proves that the immediate connection Agent Desktop <> Router & Router <> ISP(internet) stayed online during the connection failure If the agent desktop access is via VPN check with the network team if the Agent

- If connection recovery is not successful within the recovery timer (configured on CH, default is 120secs) then WxCC logs out the Agent completely. At this time [Image 1.2] Is displayed on Agent desktop

- Image 1.1: Connection Failure: Agent desktop declares its a Connection failure when 3 heart-beats are missed
- In Technical terms for connection failure to occur the connection between Agent desktop and WxCC can be down for a total of 16secs
- Image 1.2: Network Error: If agent desktop browser session loses connectivity for more than 120 seconds(configurable in Control hub ORG settings), they are logged out of WxCC and requires agent desktop to refresh or re-log in

MacOS

[Image: Good network connection]

```

6A bytes from 192.168.0.1: icmp_seq=31 ttl=64 time=7.882 ms
6A bytes from 192.168.0.1: icmp_seq=32 ttl=64 time=8.979 ms
6A bytes from 192.168.0.1: icmp_seq=33 ttl=64 time=18.144 ms
6A bytes from 192.168.0.1: icmp_seq=34 ttl=64 time=13.783 ms
6A bytes from 192.168.0.1: icmp_seq=35 ttl=64 time=9.164 ms
6A bytes from 192.168.0.1: icmp_seq=36 ttl=64 time=6.794 ms
6A bytes from 192.168.0.1: icmp_seq=37 ttl=64 time=6.824 ms
6A bytes from 192.168.0.1: icmp_seq=38 ttl=64 time=18.168 ms
6A bytes from 192.168.0.1: icmp_seq=39 ttl=64 time=11.587 ms
6A bytes from 192.168.0.1: icmp_seq=40 ttl=64 time=6.588 ms
6A bytes from 192.168.0.1: icmp_seq=41 ttl=64 time=9.928 ms
6A bytes from 192.168.0.1: icmp_seq=42 ttl=64 time=11.577 ms
6A bytes from 192.168.0.1: icmp_seq=43 ttl=64 time=8.282 ms
6A bytes from 192.168.0.1: icmp_seq=44 ttl=64 time=8.972 ms
6A bytes from 192.168.0.1: icmp_seq=45 ttl=64 time=41.277 ms
6A bytes from 192.168.0.1: icmp_seq=46 ttl=64 time=14.444 ms
6A bytes from 192.168.0.1: icmp_seq=47 ttl=64 time=9.378 ms
6A bytes from 192.168.0.1: icmp_seq=48 ttl=64 time=17.444 ms

```

[Image: Bad network connection]

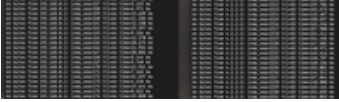
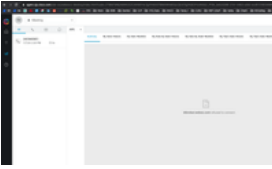
```

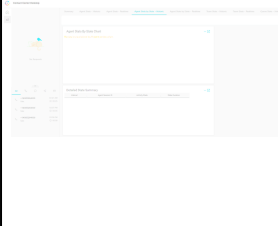
Request timeout for icmp_seq 297
ping: sendto: No route to host
Request timeout for icmp_seq 298
Request timeout for icmp_seq 299
6A bytes from 192.168.0.1: icmp_seq=300 ttl=64 time=6.196 ms
6A bytes from 192.168.0.1: icmp_seq=301 ttl=64 time=6.814 ms
6A bytes from 192.168.0.1: icmp_seq=302 ttl=64 time=9.388 ms
6A bytes from 192.168.0.1: icmp_seq=303 ttl=64 time=18.978 ms
6A bytes from 192.168.0.1: icmp_seq=304 ttl=64 time=13.743 ms
6A bytes from 192.168.0.1: icmp_seq=305 ttl=64 time=9.844 ms
6A bytes from 192.168.0.1: icmp_seq=306 ttl=64 time=14.881 ms
6A bytes from 192.168.0.1: icmp_seq=307 ttl=64 time=16.725 ms
6A bytes from 192.168.0.1: icmp_seq=308 ttl=64 time=9.778 ms
6A bytes from 192.168.0.1: icmp_seq=309 ttl=64 time=2.268 ms
6A bytes from 192.168.0.1: icmp_seq=310 ttl=64 time=3.129 ms
Request timeout for icmp_seq 311
6A bytes from 192.168.0.1: icmp_seq=312 ttl=64 time=38.183 ms
6A bytes from 192.168.0.1: icmp_seq=313 ttl=64 time=82.324 ms
Request timeout for icmp_seq 314
Request timeout for icmp_seq 315
Request timeout for icmp_seq 316
6A bytes from 192.168.0.1: icmp_seq=317 ttl=64 time=147.464 ms
6A bytes from 192.168.0.1: icmp_seq=318 ttl=64 time=409.336 ms
6A bytes from 192.168.0.1: icmp_seq=319 ttl=64 time=147.464 ms

```

- Monitor the ping and when Image 1.1: immediately check the ping window, if you see drops [Image: Bad network connection] then the network connection between laptop and your wifi router is not stable
- If there were no drops seen [Image: Good network connection] between Laptop/PC <> Wifi router then the problem can be on the path of router <> ISP or ISP <> WxCC
- To further identify and isolate the problem run and monitor the ping to router IP and as

- desktop access to internet is slip tunnel or not. (Split tunnel is recommended for agent desktop URL)
- If there is no split tunnel or if agent is working from office that means the agent desktop traffic is going via customer network, have the network team make sure that there are no firewall rules which are blocking the traffic to agent desktop URL(port 443)
- If the access is via proxy servers make sure the agent desktop URL's enabled and no additional rules are included
- [More detailed network requirement document is under construction and will be available soon - keep checking this document]

		<p>well as any internet resource (for example, google DNS) For example, ping 4 2 2 2 or ping 8.8.8.8</p> <p>[Image: Wifi network v/s Internet]</p>  <ul style="list-style-type: none"> • If there are drops in either of the ping windows, or in the path of network then agent desktop is likely to loose connectivity to WxCC • If image 1.1: occurs followed by image 1.2: that means agent desktop encountered network disconnect for 120 secs and more 	
<p>Agent Desktop Agent Personal Statistics (APS) does not Load Data/Accurate Data</p> <p>Image 1: APS does not load (idbroker.webex.com refused to connect).</p>  <p>Image 2: APS does not load, "The data is</p>	<ul style="list-style-type: none"> • APS reports are loaded from Analyzer. • Agent desktop loads APS on an iframe hence the session towards analyzer is separate from agent desktop session. <p>Image 2: APS does not load, "The data is unavailable or insufficient to render".</p> <ul style="list-style-type: none"> • If the APS does not load data and shows "The data is unavailable or 	<p>Image 2: APS does not load (idbroker.webex.com refused to connect)</p> <ul style="list-style-type: none"> • The browser must be configured to allow third-party cookies when is run in incognito mode. • This has been necessitated by recent changes in Chrome (from version 83) which by default block third-party cookies in incognito mode. • Intuitive Privacy and Security 	<ul style="list-style-type: none"> • Is there an issue with agent personal statistics on the agent applet? • Is the agent applet frozen? • Is there any problem to update agent state changes?

<p>unavailable or insufficient to render."</p> 	<p>insufficient to render", this is probably because User Profile with Access rights set to specific Sites or EPs or Queues and run the dashboard - there is a workaround for this problem and the next session defines the defect to track the same Cisco bug ID CSCuv02215</p>	<p>Controls in Chrome</p> <ul style="list-style-type: none"> • Chrome security settings • The Google Chrome Enterprise release notes for version 83. • If the issue happens when the agent desktop is IDLE for a long time (more than 6 hours) this requires a re-log in to fix the problem. 	
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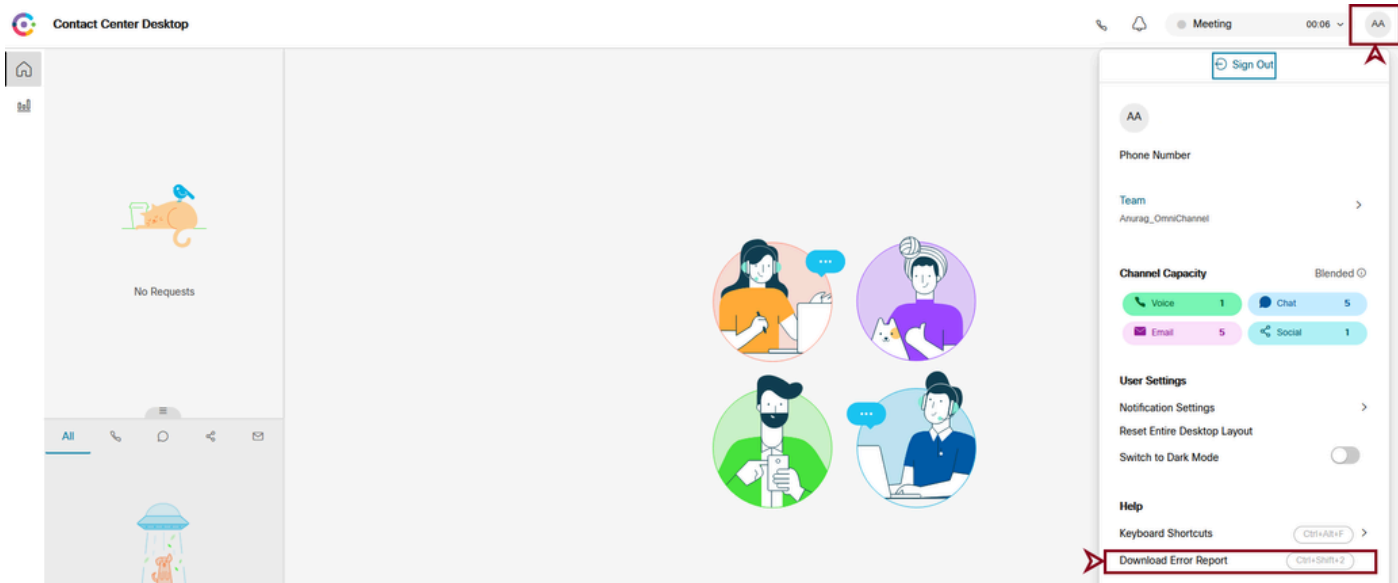
Capture Browser Logs

Browser logs are a great source of information to help understand browser behavior. There are times when Technical Assistance Center (TAC) asks you to provide browser logs to understand the communication and data exchange between the agent desktop and the server. Browser logs constitute Console logs and Network logs.

Download Error Report

The desktop application caches logs upto 1MB in browser cache automatically and it retains the latest logs unless the browser cache is cleared. To download the error report you can choose one of the these options.

- Load the desktop page on browser and press **Ctrl+Shift+2**. Click **Save File** and Download a local copy.
- Load the desktop page on browser, click the user profile circle on the top right corner of the screen, click **Download Error Report**.



Enable Timestamps on Your Browser

Before you collect browsers logs (or console logs) from Chrome or Firefox, enable timestamps on your

browser. This helps synchronize client and server timings.

Enable timestamps and preserve logs upon navigation

Chrome

Step 1. From the menu bar, choose **View > Developer > Developer Tools**.

Step 2. Click the **Customize and control Dev Tools** button (3 vertical dots).

Step 3. Click **Settings**.

Step 4. Under **Preferences**, check these **check boxes**:

- Log XML HTTPRequests
- Show timestamps
- Preserve log upon navigation

Firefox

Step 1. From the menu bar, choose **Tools > Web Developer > Toggle Tools**.

Step 2. Click **Customize Developer Tools and Get Help**.

Step 3. Click **Settings** (the cog button).

Step 4. Check the **Enable timestamps** check box.

Collect Console Logs

The console gives you information about a page while that page is open. Ultimately, the messages you see in the console either come from the web developers who built the page, or the browser itself. When someone logs a message to the console, they can indicate the importance, or severity level, of the message.

Chrome or Firefox

Step 1. Open the **Developer Tools** (right-click anywhere on the browser and choose **inspect**).

Step 2. Perform the steps of the scenario to capture.

Step 3. Navigate to the **Console** Tab.

Step 4. Right-click and choose **Save as** (notepad text file).

- Right-click and choose **Select All**. Right-click and choose **Copy**.
- Paste that into a text file.

Step 5. Attach the text files to your support ticket.

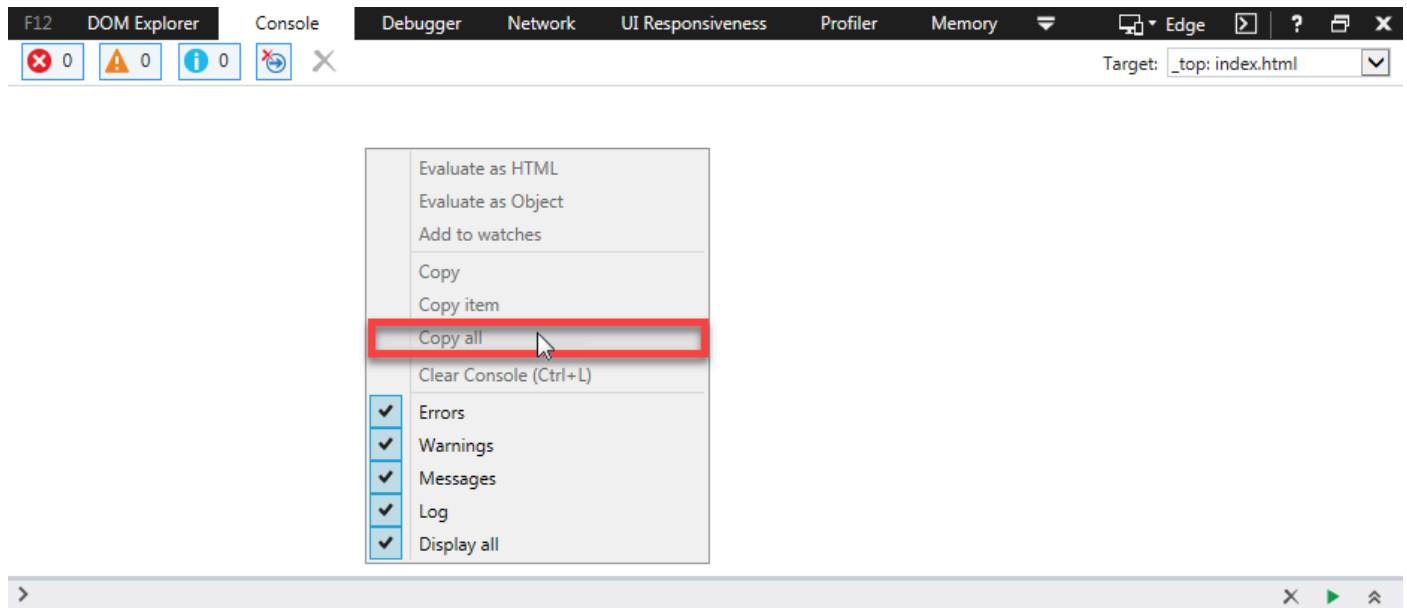
Internet Explorer (IE)

Step 1. Press the F12 key to open the **Developer Tools Window**.

Step 2. In the Console tab, enter the `AgentSDK.EnableIE11DebugLogging(true)` command to enable extra logging.

Step 3. Perform the steps of the scenario to capture.

step 4. From the **Console** tab, right-click and choose **Copy All** as shown in the image.



Step 5. Enter the `AgentSDK.EnableIE11DebugLogging(false)` command to disable extra logging.

Collect Hyper Text Transfer Protocol Archive Format (HAR) Logs

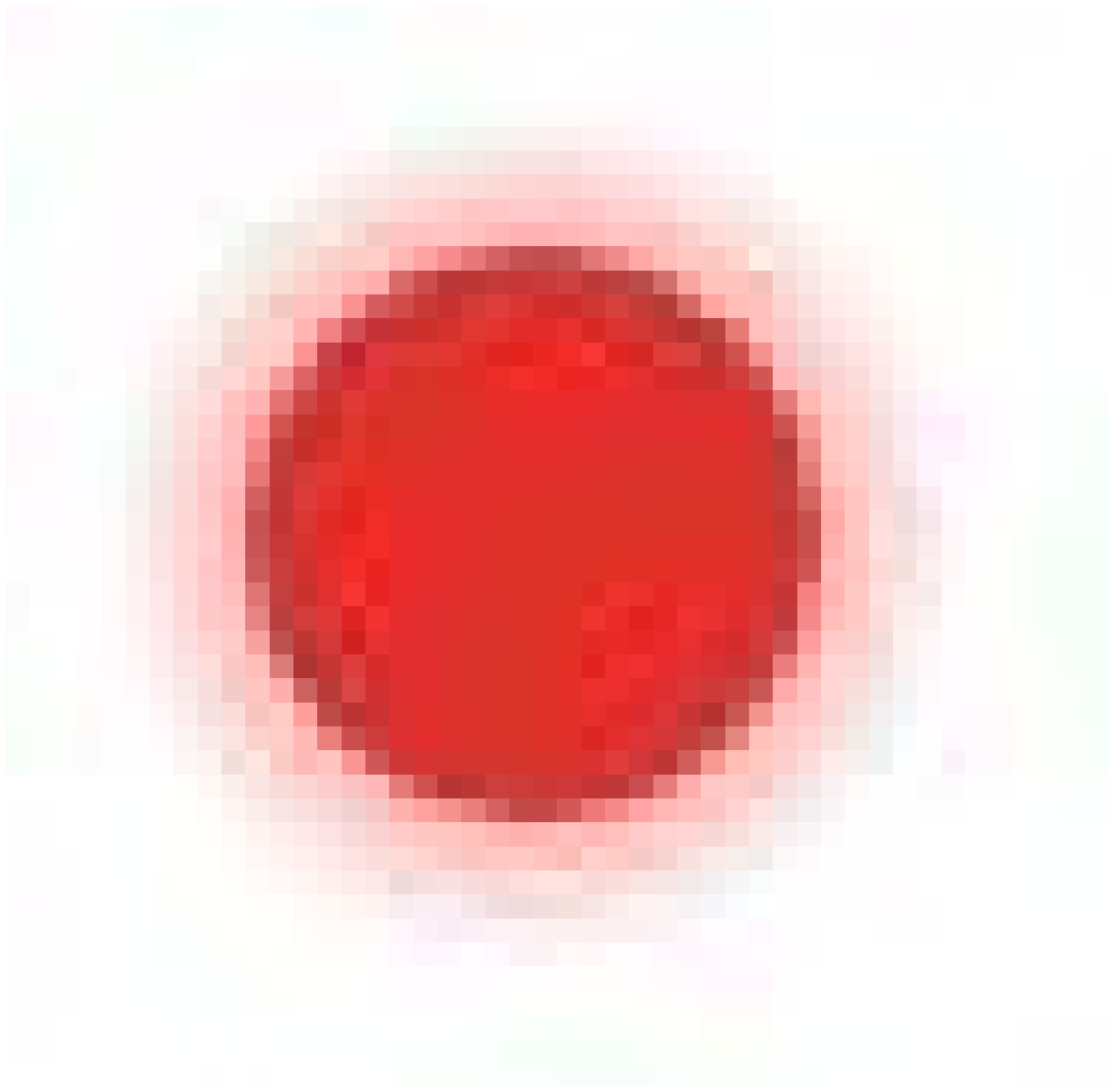
The HTTP Archive format, or HAR, is a JSON-format archive for logging of a web browser's interaction with a site.

Chrome or Firefox

Step 1. Open Google Chrome and navigate to the page where the issue occurs.

step 2. Open the **Developer Tools** (right-click anywhere on the browser and choose **inspect**).

Step 3. Look for a round Record button (



) in the upper-left corner of the Network tab; red indicates record in is progress and grey indicates it is disabled.

Step 4. Check the **Preserve log** check box.

Step 5. Click the Clear button (



) to clear out any previous logs from the Network tab.

Step 6. Perform the steps of the scenario to capture.

Step 7. Right-click anywhere on the grid of network requests, choose **Save as HAR with Content** or **Save all as HAR**, and save the file to your computer.

Microsoft Edge or Microsoft Internet Explorer

Step 1. Browse to the URL where you wish to start the capture.

Step 2. Navigate to **Developer Tools** (use F12 as a shortcut) and click the **Network** tab.

Step 3. Perform the steps of the scenario to capture.

Step 4. Click **Export as HAR**.

Step 5. Click **Save As...** to save the HAR file (or Extensible Markup Language (XML) if you use an older version of Internet Explorer).