



# Troubleshooting

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## Troubleshooting Management Portal Problems

### Management Portal Problems

If you experience a problem with the Management Portal, the following table may help you solve the problem.

Problem	Description/Workaround
You cannot log in to the Management Portal.	Check to make sure that you entered the correct user name and password.
You cannot access a module from the Management Portal, or you cannot see some entry points or queues.	You do not have the correct privileges to access these modules, entry points, or queues. Contact your Webex Contact Center administrator.
The Management Portal does not display data for agents or calls, or shows that no agents are logged in.	Make sure that the privacy setting for Internet Explorer is set to Medium.
Occasionally the message <code>Please Refresh the Page</code> appears in the Real-Time Reports module.	Log out of the current Webex Contact Center session. Close any remaining Webex Contact Center windows and log in again.
When you resize the Agent view of a real-time agent report, tooltips for idle and wrap-up codes are sometimes displayed in the graph area instead of near the cursor.	Maximize the window to display the tooltip near the cursor.
Too many abandoned calls are being reported.	Escalate to Customer Support.
While you view a chart in a report or on a monitoring page, you see the following message <code>Communication Interruption on &lt;date&gt; at &lt;time&gt;</code> .	The system has been unable to refresh the data in the chart since the time indicated in the message, typically because of an intermittent network interruption or server issue. If the problem persists for several minutes, notify your system administrator.

Problem	Description/Workaround
The real-time reports are not refreshing on the Management Portal.	Escalate to Customer Support.
The real-time report statistics are not displayed.	Escalate to Customer Support.
In a real-time agent report, the wrap-up count and number of entered wrap-up codes do not match.	This discrepancy occurs when an agent logs out while still in the Wrap-up state without selecting a wrap-up code. Instruct agents to always go into the Idle state and then click the <b>Log Out</b> button to log out rather than closing the browser while logged in.
Changes to the names of existing idle and wrap-up codes do not appear immediately in agent reports. Instead, agent reports display the previous code names before they were edited or N/A for a new code.	Log out and then log in again to see the changes.
When exported to CSV format, data in the Agent View of a current snapshot agent report displays incorrectly.	The Time Value displays in two cells instead of one when exported to CSV format. This is because a comma separates the day from the date and time in the Login Time field.
When you export historical report data to Microsoft Excel that includes date and time in the hh:mm:ss format, Excel displays only the hours and minutes, and not the seconds.	By default, Excel displays the data in hh:mm format. However, you can double-click in the cell to see the data in hh:mm:ss format.
For a new team, data in the agent interval report displays in half-hour intervals from the time an agent on the team logs in after system restart.	This is transient for teams that log in for the first time. Normally, data displays in half-hour intervals from midnight.
In the Historical Reports module, occasionally the parameters for a customized default report are not saved after you log out and log in again.	After you save a custom report, wait 10-15 seconds before logging out.
You cannot make a monitoring request.	Ensure that you use the correct DN and prefix.
Monitoring session left open for an hour or longer displays a blank page or unexpected behavior	Close the module and re-open it.
Supervisor phone rings even when the monitoring request is for a different queue.	If a monitoring request is made for a team and if multiple queues use the same team for routing, any of the queue's calls for that team can be monitored.
A call ends, but the monitoring screen indicates that the call is still in progress.	Escalate to Customer Support
Signed in agents cannot see changes made to Skill profile.	The agent needs to sign in again to view the changes.

## Reporting Management Portal Issues to Customer Support

When you escalate a Management Portal issue to Cisco Webex Contact Center Customer Support, make sure to provide the following information:

- The login and user name of the person experiencing the problem.
- The time that the issue was first observed.
- If the problem occurred in the Monitoring module, the number that the supervisor was attempting to call and a call session ID, if available.

## Troubleshooting Desktop Problems

### Network Interruptions

If a network interruption occurs that lasts for less than two minutes, the Desktop display a `Reconnecting` message and then successfully reconnect.

If a network interruption lasts longer than two minutes, instruct agents to close the current Desktop window, and then sign in using the primary URL. If the sign in fails with the primary URL, instruct agents to use the backup application center sign in.

Escalate all network interruptions; report the time that the problem occurred and the number of agents affected.

If the network to the primary application center is down, Management Portal users cannot view any statistics.

### Desktop Application Problems

If you experience a problem with the Desktop application, the following table may help you solve the problem.

Problem	Description/Workaround
You are not able to sign in to the Desktop.	<ol style="list-style-type: none"> <li>1. Check to make sure that cookies are enabled in Internet Explorer.</li> <li>2. Ensure that you enter the correct user name and password in the sign-in screen.</li> </ol>
During sign in, the error message <code>Invalid phone number</code> appears after you click <b>Go</b> .	Check the format of the DN that you entered and make sure that the number is valid.
You accidentally closed the browser window while on a call.	If you close the browser window while on a call, you cannot sign in again until you complete the call. If you close the browser window while the call is on hold, the system automatically takes the call off hold.
When you refresh the Desktop window, you are signed out and the sign-in screen displays.	Sign in again. Avoid refreshing the window while signed in.

Problem	Description/Workaround
The status bar on the Desktop displays <i>Not Responding</i> and your phone does not ring.	<ol style="list-style-type: none"> <li>1. Check the volume setting on the phone and make sure that the ringer is set to high.</li> <li>2. Check the DN (dial number), including the dialing prefix, and make sure it is correct.</li> <li>3. After resolving the problem, click one of the buttons on the message to change your state to <i>Available</i> or <i>Idle</i>.</li> </ol>
After reconnecting to the system following a network interruption, you are suddenly signed out.	Sign in to the Desktop again. If you are unable to sign in, escalate to Customer Support.
Re-launching the Desktop while you are signed in may create problems	Do not open more than one Desktop application at a time on the desktop.
The Desktop becomes very slow.	This can happen when you leave the Desktop open for long periods of time. Close both the Desktop and the browser after you sign out of the system. If this does not help, end the process from the Windows Task Manager.
The Desktop occasionally signs out agents following a network interruption.	Sign in to the Desktop again.
The Desktop is not displayed.	Minimize the Desktop, and then restore it from the taskbar.
Launch pages and graphs do not display properly.	Make sure that in Internet Explorer, the <b>Show Pictures</b> option is selected in the <b>Advanced</b> tab of the <b>Internet Options</b> dialog box.
You are available but no calls are sent to you.	Make sure you are in the <i>Available</i> state and are signed in to the correct team.
You are talking to a customer, but the Desktop status bar displays <i>Reserved</i> .	Report the incident to Customer Support.
Your agent softphone is not ringing, but the Desktop status bar displays <i>Not Responding</i> .	Make sure that you entered the correct DN.
The Desktop status bar displays <i>Re-connecting</i> .	Check to see if the computer network cable has been disconnected or loosened. If you do not see a message indicating that there has been a network problem, escalate to Customer Support.
You answer a call, but the call disconnects after 30 seconds.	If <i>Not Responding</i> displays in the Desktop status bar, change to the <i>Available</i> state and wait for the next call.
The Internet Explorer browser freezes.	Open Windows Task Manager and end all browser processes.

Problem	Description/Workaround
Pop-up blockers appear.	From the <b>Internet Explorer Tools</b> menu, disable pop-up blockers.
The Desktop status bar displays a connected state while the phone is ringing.	Report the incident to Customer Support.
An outbound call fails.	Make sure you entered the correct DN and prefix.
During a blind transfer, call details do not display on the Desktop of the receiving agent while that agent is in the Reserved state.	The Reserved state is transient. Call details display when the second agent answers the call.

## Audio Problems

If you experience audio problems with the Desktop, the following table may help to resolve the problems.

Problem	Description/Workaround
Echo or low volume	Check the phone settings. If using a softphone, check the Microsoft Windows and softphone settings.
Jitter/Stutter audio -OR- High latency	Bad connectivity, probably due to a network problem. Check to make sure that your PC is not also running other software that uses audio. Escalate to Customer Support.
Cross talk	Escalate to Customer Support.
One-way audio	Make sure you are not on mute. If not, escalate to Customer Support.

## Reporting Agent Desktop Issues to Customer Support

When you escalate an Agent Desktop issue to Webex Contact Center Customer Support, make sure to provide the following information:

- Ask the agent to provide a screen capture of the Agent Desktop screen.
- Include the time that the issue was first observed.

