Understanding Uptivity Error Messages

17.1

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- **Version** – 17.1
- **Last Revision** – March 2017
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Error Message Overview

Uptivity can be configured to notify you when issues require your attention. Issues are logged according to severity, and you can choose the level at which notifications are sent.

This guide is designed to help you understand these notifications and take appropriate action. Many issues can be resolved without a call to Uptivity Support, and following these guidelines should help you achieve the fastest resolution to any issues that arise. If you need to contact Support, you will be better able to provide critical information to your support engineer.

This guide provides general guidance, and is *not* meant to define the scope and severity of issues you may experience. Every Uptivity implementation is different. For example, if you have multiple screen recording servers, and one fails, the impact will be less than for a customer who has a single screen recording server.

For detailed information on configuring log levels and alerts, search online help for keyword *logging*. For additional information regarding issue scope and severity, refer to guidelines provided by Uptivity Support. To learn more about redundancy and resiliency in Uptivity, contact your account representative.

How Should I Use This Guide?

STEP ONE

Review the sample emails in the Anatomy of an Uptivity Alert section to become familiar with the way alerts are structured.

STEP TWO

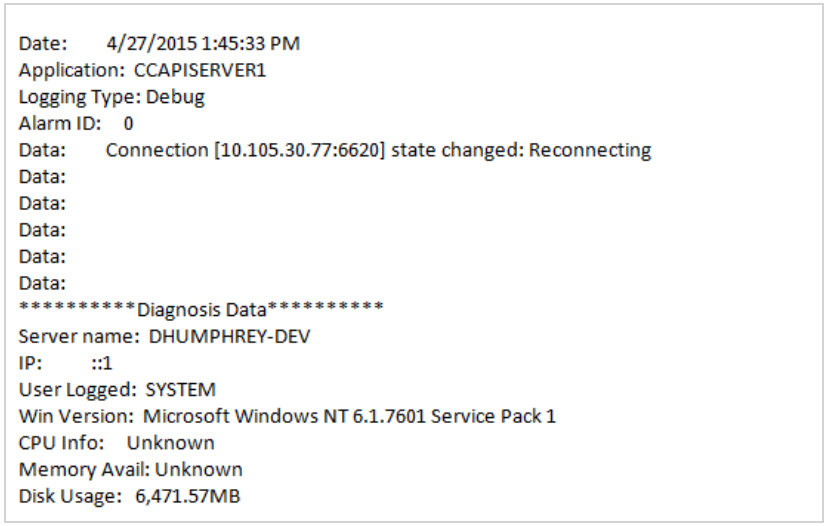
When you receive an email alert from your Uptivity system, determine which application sent the message. Then review the Services Overview to see how that service affects your system.

STEP THREE

Check the **Logging Type** in the email alert. Then look at the type in Logging Levels and take the appropriate action.

Anatomy of an Uptivity Alert

Email alerts sent by Uptivity pull information directly from the application logs and can be a bit challenging if you are not used to reading log data. Consider the following examples and explanations.



The preceding example contains the following information:

- **Date** – The date and time the log entry was created
- **Application** – The module or component within Uptivity that generated the log entry. In this case, the module was an **API Server** service named CCAPISERVER1. For more information, see Services Overview.
- **Logging Type** – The severity level of the event. In this case, the level was Debug. For more information, see Logging Levels.
- **Alarm ID** – This field is not currently used by Uptivity; you may safely disregard it
- **Data** – Description of the actual event. In this case, the state of the application changed to "Reconnecting."
- **Diagnosis Data** – This section provides details regarding the status of the server at the time the event occurred. For example, you can see the name of the logged-in user, disk usage, and so forth. This may or may not be useful, depending on the type of event.

```
Date:      4/27/2015 1:45:28 PM
Application:  CC_WebMediaServer
Logging Type: Debug
Alarm ID:    0
Data:      Job[Encryption Key Reload] completed next run time: 4/27/2015 2:00:28 PM
Data:
Data:
Data:
Data:
Data:
**********Diagnosis Data**********
Server name:  DHUMPHREY-DEV
IP:        ::1
User Logged:  SYSTEM
Win Version:  Microsoft Windows NT 6.1.7601 Service Pack 1
CPU Info:    Unknown
Memory Avail: Unknown
Disk Usage:   6,471.57MB
```

In the preceding example, a **Web Media Server** service named CC_WebMediaServer generated a Debug level log entry at 1:45 PM on April 27, 2015, when it reloaded an encryption key.

```
Date: 6/6/2015 6:45:28 AM
Application: CC_CTICore1r
Logging Type: License
Alarm ID: 0
Data: Avaya TSAPI> Could not monitor device 5736 due to license limit, invokeId: 156
Data:
Data:
Data:
Data:
Data:
**********Diagnosis Data**********
Server name: IGSCALLCOPY06
IP: fe80::4d2c:4e4d:841a:f0f6%11
User Logged: SYSTEM
Win Version: Microsoft Windows NT 6.1.7601 Service Pack 1
CPU Info: Unknown
Memory Avail: Unknown
Disk Usage: 44,895.75MB
```

In this final example, a **CTI Core** service named CC_CTICore1r generated a License level log entry at 6:45:28 AM on June 6, 2015. The module was unable to monitor device 5736 because there were no Avaya TSAPI licenses available. This error would only be seen in an Avaya TSAPI environment.

Logging Levels

Uptivity supports 12 different levels of logging.

This topic separates them into Primary and Secondary levels, and provides context and suggested actions for notifications at each level.

Primary Levels

These logging levels are the most likely to indicate a serious problem with your system that impacts recording, multiple users, or both. Best practice is to set email notifications these types of errors. For detailed information on configuring alerts, search online help for *email alerts*.

Critical

>>**Meaning** – Indicates a service or system has stopped functioning completely due to an error. For example, a critical error would be generated if a network outage caused your recording server to lose its connection to your PBX.

>>**Action** – Read the error message carefully; if the problem is environmental, you may be able to resolve it without calling Uptivity Support.

Emergency

>>**Meaning** – Indicates a service or system has stopped functioning completely due to a configuration or resource issue. For example, an emergency error would be generated if a service stopped functioning due to lack of available memory on the server.

>>**Action** – Read the error message carefully. In most cases, your organization has provided (and is responsible for) the server hardware and operating system. If the error indicates a hardware resource issue, Uptivity Support will not be able to resolve it for you (although we can make recommendations).

Error

>>**Meaning** – Indicates a system error has occurred and a single operation or transaction has failed as a result. These errors can be caused in a wide variety of ways.

>>**Action** – Read the error message carefully. An isolated message of this type is likely not system-impacting. However, repeated error messages for the same user may indicate a problem you should address with that user. Similarly, repeated messages for the same type of error should be investigated further and you may wish to contact Uptivity Support.

Security

>>**Meaning** – Indicates a security event, such as multiple password failures, has occurred. This error may also indicate an unauthorized person has tried to access the system.

>>**Action** – Read the error message carefully. When you see this notification in regard to a user, you may need to take action to unlock their account or change their password.

License

>>**Meaning** – Indicates there is a problem with the Uptivity license. The **Data** section of the notification provides more information regarding the nature of the error.

>>**Action** – The appropriate action varies depending on the nature of License error. The possible License errors are:

- **Expired** – This would not typically be seen in a production system. Your system will not record with an expired license. You should always call Uptivity Support if you receive this error.
- **Corrupted** – Indicates the license file cannot be read by the application. Your system will not record if the license is unreadable. You should always call Uptivity Support if you receive this error.
- **Invalid** – Indicates someone has tried to access a feature for which your system has no license. Read the error message carefully. If a specific user attempted to use a feature your system doesn't have, you may simply need to educate the user. However, you may also see this error if you attempt to add agents or devices and don't have enough licensed channels. In this case, you should call Uptivity Support or your Account Manager.
- **Avaya Licenses Exceeded** – *Avaya integrations only.* Many Avaya integrations require licensing on the ACD/PBX. For example, DMCC-SO integrations require both a basic DMCC license and an IP_STA license per recording channel. If you exceed your available Avaya licenses, your system may lose recordings even if you have sufficient Uptivity licenses. Managing Avaya licensing can be especially tricky if you have other applications that use the same pool of DMCC or station licenses. If you see this error, consult your Avaya administrator or vendor immediately.

Secondary Levels

These logging levels typically do not contain critical information. inContact recommends you do not set email notifications these types of errors. In most cases, these messages will be seen in conjunction with work you are already doing with Uptivity Support and your support engineer will help you take the appropriate actions.

Warning

>>**Meaning** – Provides information about events that could be related to further or future errors; typically used only in troubleshooting scenarios. Enable this event type only under the direction of Uptivity Support.

Info

>>**Meaning** – Provides general system information. A tremendous number of events are generated at this level, and log sizes can quickly become very large. Therefore, this event type should only be enabled as needed.

Notice

>>**Meaning** – Provides general notifications regarding system events. A tremendous number of events are generated at this level, and log sizes can quickly become very large. Therefore, this event type should only be enabled as needed.

Testing

>>**Meaning** – Provides enhanced debugging and development information for troubleshooting. This event type should only be enabled by or under the direction of Uptivity Support.

Debug

>>**Meaning** – Provides the highest volume of events and the most detailed output for all modules; typically used only in troubleshooting scenarios. Enable this event type only under the direction of Uptivity Support.

Archive

>>**Meaning** – Provides all events and messages related to archiving. For example, if a user requests a recording that has been archived to DVD, users subscribed to this alert receive an email telling them which disk to insert into the server. Error alerts for **Archiver** are not included in this subscription, but are in the Error and Critical alert types. This is an email-only subscription and may not be applicable to all organizations. It should be enabled only under the direction of Uptivity Installation or Support.

Disk

>>**Meaning** – Alerts subscribers when the amount of free space on a disk has dropped below the specified level. These notifications can be configured for any disk (local or mapped) to which **Archiver** has access. These alerts may not be applicable to all organizations. They should be enabled only under the direction of Uptivity Installation or Support.

Services Overview

Uptivity includes a number of different services that perform various functions within the application. The services used in your system can vary depending on:

- **Modules and features** – Desktop Analytics, NICE Uptivity Screen Recording, and so forth
- **System topology** – Some situations require multiple instances of services (such as multiple sites or different ACD/PBX environments)

The design document created by your Uptivity Sales Engineer will show you the services used in your system, and the servers on which they are located.

Most of these service settings are configured at the time of deployment by your inContact team. It is a best practice for administrators of Uptivity systems to have a basic understanding of which application services are present and how they work together to help Uptivity meet the needs of their organizations. This can also help you understand any error messages you see.

Uptivity Services

This section provides a high-level overview of Uptivity services in alphabetical order.

> **Note:**
>
> Whenever an error message is generated by Uptivity, the message includes the name of the specific application, service, or module involved. If your system has multiple instances of some services, the Uptivity installation team gives each instance of the service a different name so you can tell which instance generated a log entry or error message.

Analytics Server

>> **Description** – The **Analytics Server** service manages functions associated with NICE Uptivity Speech Analytics, including indexing, tagging, and classifying. an instance of **Analytics Server** on each server that performs analytics functions. The actual name of the service is CallCopy Analytics.

>> **Potential Impacts** – Analytics issues will not prevent calls from being recorded, nor prevent users from accessing Uptivity. However, issues with this service may prevent calls from being indexed, tagged, and classified correctly. Issues can also cause incorrect reporting of analytics results.

API Server

>>**Description** – The **API Server** service supports functionality such as live monitoring, call exporting, on-demand recording, and so forth. In some cases, **API Server** is also used in custom integrations between Uptivity and customer applications for such tasks as call control, management functions, event streaming, and addition of metadata to call records. All Uptivity systems have at least one **API Server**. The actual name of the service is API Server.

>>**Potential Impacts** – Unless your organization has a custom integration that uses API-driven call control, **API Server** errors do not typically result in recording loss. However, depending on how your system uses the API, issues may affect multiple users.

Archiver

>>**Description** – The **Archiver** service controls disk and network usage by Uptivity archive actions, preventing them from overwhelming local system resources or network bandwidth. For example, **Archiver** can be configured so that recordings are only purged during specific time periods. This helps prevent system overload or excessive I/O operations in connected environments during peak hours. All Uptivity systems have at least one **Archiver**, and multiple **Archivers** are supported. The actual name of the service is CCArchiver.

>>**Potential Impacts** – **Archiver** issues will not prevent calls from being recorded, nor prevent users from accessing Uptivity. However, issues could prevent recordings from being stored correctly or could even result in loss of recordings.

CometDaemon

>>**Description** – **CometDaemon** manages connections between Uptivity software modules and other services (such as **Service Manager**). There is one **CometDaemon** per server. The actual name of the service is CC Comet Daemon.

>>**Potential Impacts** – **CometDaemon** issues will not prevent calls from being recorded, nor prevent users from accessing Uptivity. However, issues with this service can prevent Uptivity administrators from being able to use the **Service Manager** to start, stop, or configure other services.

CTI Core

>>**Description** – **CTI Core** integrates with your PBX/ACD and makes recording decisions based on the schedules you define in Uptivity. At least one **CTI Core** is required for most integrations, but Uptivity supports multiple cores, both on an individual server and within a multi-server system. The actual name of the service is CallCopy CTICore.

>>**Potential Impacts** – **CTI Core** issues can prevent calls from being recorded, from being correctly tagged with agent information, or both.

Hub: inView

>>**Description** – In systems that include [[[Undefined variable uWFO.inViewLong]]], the **inView Hub** service extracts data at pre-configured intervals from the Uptivity database and makes it available for use with [[[Undefined variable uWFO.inViewLong]]]. There is typically one **inView Hub** per Uptivity system. The actual name of the service is CallCopy Data Hub. The name may include an instance number if your system uses both inView and WFM hubs (for example, CallCopy Data Hub 3).

>>**Potential Impacts** – **inView Hub** issues will not prevent calls from being recorded, nor prevent users from accessing Uptivity. However, issues with this service can cause metrics displayed by inView dashboards to be inaccurate, incomplete, or both.

Hub: WFM

>>**Description** – In systems that include [[[Undefined variable uWFO.v2Long]]], the **WFM Hub** service manages integration to various data sources. There are typically two **WFM Hub** services per Uptivity system, with one **WFM Hub** instance for real-time and another for historical data. The actual name of the service is CallCopy Data Hub, usually including an instance number (for example, CallCopy Data Hub 2).

>>**Potential Impacts** – **WFM Hub** issues will not prevent calls from being recorded, nor prevent users from accessing Uptivity. Issues with the real-time hub can impact features like the **Real-Time Roster**, while issues with the historical hub can impact user ability to create forecasts and schedules.

Live Info Broker

>>**Description** – The Uptivity **Live Info Broker** service manages live monitoring requests and traffic. There is one **Live Info Broker** per Uptivity system. The actual name of the service is cc_LiveInfoBroker.

>>**Potential Impacts** – **Live Info Broker** issues will not prevent calls from being recorded, but may prevent one or more users from being able to monitor agents in real-time.

Logger

>>**Description** – The Uptivity **Logger** service manages error logging and notifications. In multi- server Uptivity systems, the **Logger** service is installed on each server. The actual name of the service is CallCopy Logger.

>>**Potential Impacts** – Issues with **Logger** itself are not likely to be user-affecting. However, if **Logger** is not working correctly, other error conditions may not be logged.

On-Demand Server

>>**Description** – In deployments that use server-based On-Demand recording, the **On-Demand Server** service manages connections from Uptivity On-Demand clients. Your system may have one or more **On-Demand Server** instances. The actual name of the service is CallCopy On-Demand Server Module.

>>**Potential Impacts** – **On-Demand Server** issues may prevent calls from being recorded, tagged with user information, or both, depending on how the On-Demand feature is used in your organization.

Screen Cap Server

>>**Description** – NICE Uptivity Screen Recording is an optional, separately-licensed feature that allows you to record agent workstation activity and to view agent desktops in near-real time. The **Screen Recording Server** service manages connections from NICE Uptivity Screen Recording clients. A system may have one or more instances of the **Screen Recording Server** service if this feature is used. The actual name of the service is CC_ScreenCapServer.

>>**Potential Impacts** – **Screen Cap Server** issues may prevent agent workstation activity from being recorded, from being associated with the correct audio recordings, or both.

State Sourcing

>>**Description** – The **State Sourcing for API** service allows Uptivity to recover more cleanly from unexpected events by providing a snapshot of the system's current state to any API services in the system. The service listens to communications in **RabbitMQ** and stores system events in a database table for retrieval when needed. The actual name of the service is cc:StateSourcing. This service is only available in Uptivity17.1 or higher.

>>**Potential Impacts** – Issues with **State Sourcing** itself are not likely to be user-affecting. However, if **State Sourcing** is not working correctly, the system may not recover cleanly from an unexpected restart.

Survey

>>**Description** – In systems that use NICE Uptivity Survey, the **Survey** service manages functions associated with that feature. There is typically one instance of **Survey** per Uptivity system. The name of the service depends on whether you use NICE Uptivity Survey in SIP or TDM environment. The actual name of the SIP Survey service is CallCopy Survey IVR. The actual name of the TDM Survey service is CallCopy Survey Controller Service.

>>**Potential Impacts** – Survey issues will not prevent calls from being recorded, nor prevent users from accessing Uptivity. However, issues with this service may prevent users from creating surveys, analyzing survey results, or both. Issues can also prevent surveys from being delivered to users correctly.

Transcoder

>>**Description** – The Uptivity **Transcoder** service converts raw audio files recorded by the system into compressed, .wav formatted audio files that are optimized for storage and playback retrieval. It also processes blackouts for video recordings.All Uptivity systems have at least two **Transcoder** instances, one for audio and one for video. However, the total number of **Transcoder** instances depends on your system architecture. For example, if you have multiple audio recording servers, you may have one **Transcoder** on each. If you have multiple sites (Locations), there may be a dedicated server running **Transcoder** at each Location. The actual name of the service is cc_Transcoder.

>>**Potential Impacts** – **Transcoder** issues will not prevent calls from being recorded, nor prevent users from accessing Uptivity. However, issues with this service may prevent recordings from being processed correctly and can result in those recordings being corrupted, temporarily or permanently inaccessible, or both.

Web Media Server

>>**Description** – The Uptivity **Web Media Server** service provides audio and video streaming for playback and live monitoring using the Silverlight player. In a multi-Location environment, a separate **Web Media Server** service must be configured for each Location. The actual name of the service is cc_WebMediaServer.

>>**Potential Impacts** – **Web Media Server** issues will not prevent calls from being recorded, but may prevent one or more users from playing recordings or monitoring agents in real time.

WebSocket Server

>>**Description** – The **WebSocket Server** service supports HTML5 playback and live monitoring. **WebSocket Server** runs on any server that performs recording. Depending on your system architecture, you may have one or more instances of **WebSocket Server**. The actual name of the service is cc_WebSocketServer.

>>**Potential Impacts** – **WebSocket Server** issues will not prevent calls from being recorded, but may prevent one or more users from playing recordings or monitoring agents in real time using the **Recorded Interactions** list or the **HTML5 Player**.

Service Manager

The **Service Manager** can be used to centrally manage all Uptivity services regardless of the server on which they are located. For example, you can use the **Service Manager** to restart recording after adding new agents if your integration requires it.

The **Service Manager** is initially configured at the time your system is installed. Changes may be required later if services are added or moved to a different physical or virtual server. This level of change should only be completed by or under the supervision of Uptivity Support.