Troubleshoot Configuration Issues Seen on the CCE Administration Portal.

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Introduction

This document describes how to troubleshoot configuration change issues seen on the CCE Administration portal.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Unified Contact Center Enterprise (UCCE)
- Package Contact Center Enterprise (PCCE)

Components Used

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

- Unified Contact Center Enterprise (UCCE) Release 12.6(1)
- Package Contact Center Enterprise (PCCE) Release 12.6(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 the Package Contact Center Enterprise (PCCE) solution version 12.x all components of the solution are controlled by CCE Administration portal, which is hosted in the principal Admin Workstation (AW) server.

Problem

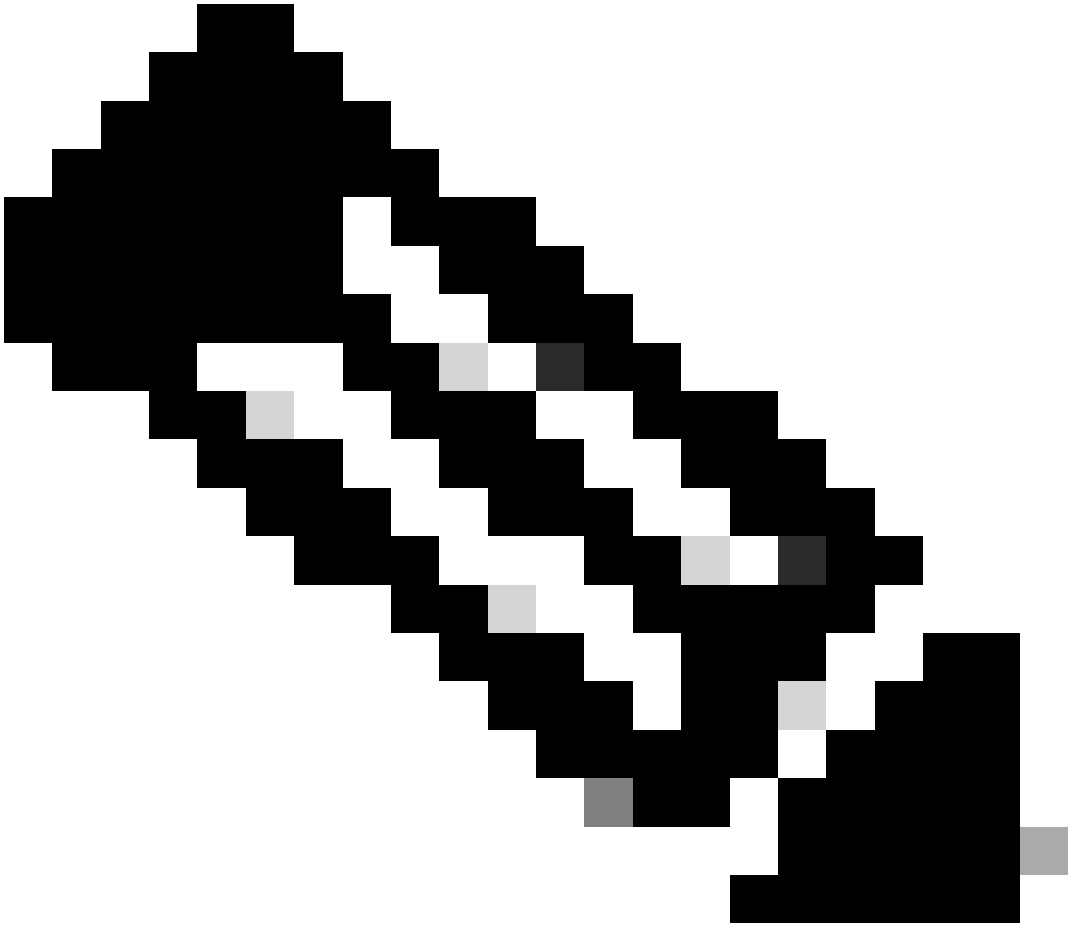
Agent reskill through side B CCE Administration portal fails and throws error message:**Error occurred. . Unexpected database error. Try again later or contact your system administrator**.

AW Tomcat log print error message:**errorMsg: Cannot find Peripheral for this Agent**:

```
CCBU log exception:[exception=com.cisco.ccbu.api.jaxb.error.ApiException: Error adding agent primary re
errorCaption:  errorCode: 42115 errorMsg: Cannot find Peripheral for this Agent errorMsgDetail:  errorP
fieldNum: 0 fieldType: 0 loggerErrorCode: 0 tableName: Agent ]]:
There was an uncaught and unrecognized exception thrown by the REST API
```

Solution

This issue is commonly seen in UCCE/PCCE deployment with single Administration site and have Administration & Data Servers paired over Wide Area Network (WAN).In this set up there is a designated primary Administration & Data Server and one or more secondary Administration & Data Server. If there is WAN connectivity issues between the Administration & Data Servers then we can see delay update real time or configuration data on secondary side.This leads to data corruption on secondary Administration & Data Server inturn throws error for any configuration change attempt from secondary Administration & Data Server.



Note: As per the UCCE or PCCE solution design, each site has at least one and usually two Administration & Data Servers that serve as real-time data Administration & Data Server for the site. The primary Administration & Data Server maintains an active connection to the real-time server through which it receives real-time data. If the site has two Administration & Data Servers, Administration Clients are configured to automatically switch to a secondary Administration & Data Server if the primary Administration & Data Server becomes non-functional for any reason. The secondary Administration & Data Server also maintains connections to the real-time server; however, these connections remain idle until needed.

Procedure

Perform this procedure in a maintenance window on the Administration & Data Server which has issue.

Step 1 Log in to Administration & Data Server.
Step 2 Open the **Web Setup** tool by double-click desktop shortcut icon **Unified CCE Web Setup**.
Step 3 From the **Administration & Data Server List** page, select the hyperlinked name of the server you want to edit (or select the check box in front of the server name), and click **Edit**.

Step 4 Click **Next** on the **Deployment** page.
Step 5 Click **Next** on the **Role** page.
Step 6 In **Administration & Data Server Connectivity** page record the **Primary Administration & Data Server** and **Common Site Name for Primary / Secondary Administration & Data Server** saved values as you need this information later in the procedure.
Step 7 Change **Primary Administration & Data Server** value same as **Secondary Administration & Data Server.**
Step 8 Change **Common Site Name for Primary / Secondary Administration & Data Server** value to a temporary one and Click **Next**.
Step 9 Click **Next** on the **Database and Options** page
Step 10 Click **Next** on **Central Controller Connectivity** page.
Step 11 On the **Summary** page, click **Finish** to save any edits.
Step 12 Open the **Service Control** by double-click desktop shortcut icon **Unified CCE Service Control**.
Step 13 Click on **Cycle** to restart the **Distributor** service.
Step 14 Open the **Administration Tools** folder by double-click desktop shortcut icon **Unified CCE Administration Tools**.
Step 15 Run **Initialize Local Database** utility in the **Administration Tools folder**.The **Initialize Local Database** main window appears.
Step 16 Select **Start** to transfer the data. As data is copied, the screen displays the number of rows processed for each table.
Step 17 After the transfer is complete, select **Close** to exit.
Step 18 Reskill agent on CCE Administration page and verify change succeeds.
Step 19 Log in back to **Web Setup** tool and navigate to **Administration & Data Server Connectivity** page.
Step 20 Revert the **Primary Administration & Data Server** value to the one recorded in Step 6.
Step 21 Repeat Step 20 for **Common Site Name for Primary / Secondary Administration & Data Server** value and Click **Next**.
Step 22 Repeat Steps 9 to 13.

Related Information

- **Solution Design Guide for Cisco Unified Contact Center Enterprise, Release 12.6(1)**
- **Cisco Unified Contact Center Enterprise Installation and Upgrade Guide, Release 12.6(1)**
- **Cisco Technical Support & Downloads**