

## **Troubleshooting Proactive Outreach Manager**

Release 3.0.4 Issue 1 December 2016

#### Notice

While reasonable efforts have been made to ensure that the information in this document is complete and accurate at the time of printing, Avaya assumes no liability for any errors. Avaya reserves the right to make changes and corrections to the information in this document without the obligation to notify any person or organization of such changes.

#### **Documentation disclaimer**

"Documentation" means information published in varying mediums which may include product information, operating instructions and performance specifications that are generally made available to users of products. Documentation does not include marketing materials. Avaya shall not be responsible for any modifications, additions, or deletions to the original published version of Documentation unless such modifications, additions, or deletions were performed by or on the express behalf of Avaya. End User agrees to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation, to the extent made by End User.

#### Link disclaimer

Avaya is not responsible for the contents or reliability of any linked websites referenced within this site or Documentation provided by Avaya. Avaya is not responsible for the accuracy of any information, statement or content provided on these sites and does not necessarily endorse the products, services, or information described or offered within them. Avaya does not guarantee that these links will work all the time and has no control over the availability of the linked pages.

#### Warranty

Avaya provides a limited warranty on Avaya hardware and software. Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya's standard warranty language, as well as information regarding support for this product while under warranty is available to Avaya customers and other parties through the Avaya Support website: https://support.avaya.com/helpcenter/ getGenericDetails?detailId=C20091120112456651010 under the link

getGenericDetails?/detailid=C20091120112456651010 under the link "Warranty & Product Lifecycle" or such successor site as designated by Avaya. Please note that if You acquired the product(s) from an authorized Avaya Channel Partner outside of the United States and Canada, the warranty is provided to You by said Avaya Channel Partner and not by Avaya.

"Hosted Service" means an Avaya hosted service subscription that You acquire from either Avaya or an authorized Avaya Channel Partner (as applicable) and which is described further in Hosted SAS or other service description documentation regarding the applicable hosted service. If You purchase a Hosted Service subscription, the foregoing limited warranty may not apply but You may be entitled to support services in connection with the Hosted Service as described further in your service description documents for the applicable Hosted Service. Contact Avaya or Avaya Channel Partner (as applicable) for more information.

#### **Hosted Service**

THE FOLLOWING APPLIES ONLY IF YOU PURCHASE AN AVAYA HOSTED SERVICE SUBSCRIPTION FROM AVAYA OR AN AVAYA CHANNEL PARTNER (AS APPLICABLE), THE TERMS OF USE FOR HOSTED SERVICES ARE AVAILABLE ON THE AVAYA WEBSITE, HTTPS://SUPPORT.AVAYA.COM/LICENSEINFO UNDER THE LINK "Avaya Terms of Use for Hosted Services" OR SUCH SUCCESSOR SITE AS DESIGNATED BY AVAYA, AND ARE APPLICABLE TO ANYONE WHO ACCESSES OR USES THE HOSTED SERVICE. BY ACCESSING OR USING THE HOSTED SERVICE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE DOING SO (HEREINAFTER REFERRED TO INTERCHANGEABLY AS "YOU" AND "END USER"), AGREE TO THE TERMS OF USE. IF YOU ARE ACCEPTING THE TERMS OF USE ON BEHALF A COMPANY OR OTHER LEGAL ENTITY, YOU REPRESENT THAT YOU HAVE THE AUTHORITY TO BIND SUCH ENTITY TO THESE TERMS OF USE. IF YOU DO NOT HAVE SUCH AUTHORITY, OR

IF YOU DO NOT WISH TO ACCEPT THESE TERMS OF USE, YOU MUST NOT ACCESS OR USE THE HOSTED SERVICE OR AUTHORIZE ANYONE TO ACCESS OR USE THE HOSTED SERVICE.

#### License types

Designated System(s) License (DS). End User may install and use each copy or an Instance of the Software only on a number of Designated Processors up to the number indicated in the order. Avaya may require the Designated Processor(s) to be identified in the order by type, serial number, feature key, Instance, location or other specific designation, or to be provided by End User to Avaya through electronic means established by Avaya specifically for this purpose.

Concurrent User License (CU). End User may install and use the Software on multiple Designated Processors or one or more Servers, so long as only the licensed number of Units are accessing and using the Software at any given time. A "Unit" means the unit on which Avaya, at its sole discretion, bases the pricing of its licenses and can be, without limitation, an agent, port or user, an e-mail or voice mail account in the name of a person or corporate function (e.g., webmaster or helpdesk), or a directory entry in the administrative database utilized by the Software that permits one user to interface with the Software. Units may be linked to a specific, identified Server or an Instance of the Software.

#### Licenses

THE SOFTWARE LICENSE TERMS AVAILABLE ON THE AVAYA WEBSITE, HTTP PPORT AVAYA CC UNDER THE LINK "AVAYA SOFTWARE LICENSE TERMS (Avaya Products)" OR SUCH SUCCESSOR SITE AS DESIGNATED BY AVAYA, ARE APPLICABLE TO ANYONE WHO DOWNLOADS, USES AND/OR INSTALLS AVAYA SOFTWARE, PURCHASED FROM AVAYA INC., ANY AVAYA AFFILIATE, OR AN AVAYA CHANNEL PARTNER (AS APPLICABLE) UNDER A COMMERCIAL AGREEMENT WITH AVAYA OR AN AVAYA CHANNEL PARTNER. UNLESS OTHERWISE AGREED TO BY AVAYA IN WRITING, AVAYA DOES NOT EXTEND THIS LICENSE IF THE SOFTWARE WAS OBTAINED FROM ANYONE OTHER THAN AVAYA, AN AVAYA AFFILIATE OR AN AVAYA CHANNEL PARTNER; AVAYA RESERVES THE RIGHT TO TAKE LEGAL ACTION AGAINST YOU AND ANYONE ELSE USING OR SELLING THE SOFTWARE WITHOUT A LICENSE. BY INSTALLING, DOWNLOADING OR USING THE SOFTWARE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE INSTALLING, DOWNLOADING OR USING THE SOFTWARE (HEREINAFTER REFERRED TO INTERCHANGEABLY AS "YOU" AND "END USER"), AGREE TO THESE TERMS AND CONDITIONS AND CREATE A BINDING CONTRACT BETWEEN YOU AND AVAYA INC. OR THE APPLICABLE AVAYA AFFILIATE ("AVAYA").

Avaya grants You a license within the scope of the license types described below, with the exception of Heritage Nortel Software, for which the scope of the license is detailed below. Where the order documentation does not expressly identify a license type, the applicable license will be a Designated System License. The applicable number of licenses and units of capacity for which the license is granted will be one (1), unless a different number of licenses or units of capacity is specified in the documentation or other materials available to You. "Software" means computer programs in object code, provided by Avaya or an Avaya Channel Partner, whether as stand-alone products, pre-installed on hardware products, and any upgrades, updates, patches, bug fixes, or modified versions thereto. "Designated Processor" means a single stand-alone computing device. "Server" means a Designated Processor that hosts a software application to be accessed by multiple users. "Instance" means a single copy of the Software executing at a particular time: (i) on one physical machine; or (ii) on one deployed software virtual machine ("VM") or similar deployment.

#### Heritage Nortel Software

"Heritage Nortel Software" means the software that was acquired by Avaya as part of its purchase of the Nortel Enterprise Solutions Business in December 2009. The Heritage Nortel Software is the software contained within the list of Heritage Nortel Products located at <u>https://support.avaya.com/LicenseInfo</u> under the link "Heritage Nortel Products" or such successor site as designated by Avaya. For Heritage Nortel Software, Avaya grants Customer a license to use Heritage Nortel Software provided hereunder solely to the extent of the authorized activation or authorized usage level, solely for the purpose specified in the Documentation, and solely as embedded in, for execution on, or for communication with Avaya equipment. Charges for Heritage Nortel Software may be based on extent of activation or use authorized as specified in an order or invoice.

#### Copyright

Except where expressly stated otherwise, no use should be made of materials on this site, the Documentation, Software, Hosted Service, or hardware provided by Avaya. All content on this site, the documentation, Hosted Service, and the product provided by Avaya including the selection, arrangement and design of the content is owned either by Avaya or its licensors and is protected by copyright and other intellectual property laws including the sui generis rights relating to the protection of databases. You may not modify, copy, reproduce, republish, upload, post, transmit or distribute in any way any content, in whole or in part, including any code and software unless expressly authorized by Avaya. Unauthorized reproduction, transmission, dissemination, storage, and or use without the express written consent of Avaya can be a criminal, as well as a civil offense under the applicable law.

#### Virtualization

The following applies if the product is deployed on a virtual machine. Each product has its own ordering code and license types. Note that each Instance of a product must be separately licensed and ordered. For example, if the end user customer or Avaya Channel Partner would like to install two Instances of the same type of products, then two products of that type must be ordered.

#### **Third Party Components**

"Third Party Components" mean certain software programs or portions thereof included in the Software or Hosted Service may contain software (including open source software) distributed under third party agreements ("Third Party Components"), which contain terms regarding the rights to use certain portions of the Software ("Third Party Terms"). As required, information regarding distributed Linux OS source code (for those products that have distributed Linux OS source code) and identifying the copyright holders of the Third Party Components and the Third Party Terms that apply is available in the products, Documentation or on Avaya's website at: https:// support.avaya.com/Copyright or such successor site as designated by Avaya. The open source software license terms provided as Third Party Terms are consistent with the license rights granted in these Software License Terms, and may contain additional rights benefiting You, such as modification and distribution of the open source software. The Third Party Terms shall take precedence over these Software License Terms, solely with respect to the applicable Third Party Components to the extent that these Software License Terms impose greater restrictions on You than the applicable Third Party Terms.

The following applies only if the H.264 (AVC) codec is distributed with the product. THIS PRODUCT IS LICENSED UNDER THE AVC PATENT PORTFOLIO LICENSE FOR THE PERSONAL USE OF A CONSUMER OR OTHER USES IN WHICH IT DOES NOT RECEIVE REMUNERATION TO (i) ENCODE VIDEO IN COMPLIANCE WITH THE AVC STANDARD ("AVC VIDEO") AND/OR (ii) DECODE AVC VIDEO THAT WAS ENCODED BY A CONSUMER ENGAGED IN A PERSONAL ACTIVITY AND/OR WAS OBTAINED FROM A VIDEO PROVIDER LICENSED TO PROVIDE AVC VIDEO. NO LICENSE IS GRANTED OR SHALL BE IMPLIED FOR ANY OTHER USE. ADDITIONAL INFORMATION MAY BE OBTAINED FROM MPEG LA, L.L.C. SEE <u>HTTP://WWW.MPEGLA.COM</u>.

#### Service Provider

THE FOLLOWING APPLIES TO AVAYA CHANNEL PARTNER'S HOSTING OF AVAYA PRODUCTS OR SERVICES. THE PRODUCT OR HOSTED SERVICE MAY USE THIRD PARTY COMPONENTS SUBJECT TO THIRD PARTY TERMS AND REQUIRE A SERVICE PROVIDER TO BE INDEPENDENTLY LICENSED DIRECTLY FROM THE THIRD PARTY SUPPLIER. AN AVAYA CHANNEL PARTNER'S HOSTING OF AVAYA PRODUCTS MUST BE AUTHORIZED IN WRITING BY AVAYA AND IF THOSE HOSTED PRODUCTS USE OR EMBED CERTAIN THIRD PARTY SOFTWARE, INCLUDING BUT NOT LIMITED TO MICROSOFT SOFTWARE OR CODECS, THE AVAYA CHANNEL PARTNER IS REQUIRED TO INDEPENDENTLY OBTAIN ANY APPLICABLE LICENSE AGREEMENTS, AT THE AVAYA CHANNEL PARTNER'S EXPENSE, DIRECTLY FROM THE APPLICABLE THIRD PARTY SUPPLIER.

WITH RESPECT TO CODECS, IF THE AVAYA CHANNEL PARTNER IS HOSTING ANY PRODUCTS THAT USE OR EMBED THE G.729 CODEC, H.264 CODEC, OR H.265 CODEC, THE AVAYA CHANNEL PARTNER ACKNOWLEDGES AND AGREES THE AVAYA CHANNEL PARTNER IS RESPONSIBLE FOR ANY AND ALL RELATED FEES AND/OR ROYALTIES. THE G.729 CODEC IS LICENSED BY SIPRO LAB TELECOM INC. SEE WWW.SIPRO.COM/CONTACT.HTML. THE H.264 (AVC) CODEC IS LICENSED UNDER THE AVC PATENT PORTFOLIO LICENSE FOR THE PERSONAL USE OF A CONSUMER OR OTHER USES IN WHICH IT DOES NOT RECEIVE REMUNERATION TO: (I) ENCODE VIDEO IN COMPLIANCE WITH THE AVC STANDARD ("AVC VIDEO") AND/OR (II) DECODE AVC VIDEO THAT WAS ENCODED BY A CONSUMER ENGAGED IN A PERSONAL ACTIVITY AND/OR WAS OBTAINED FROM A VIDEO PROVIDER LICENSED TO PROVIDE AVC VIDEO. NO LICENSE IS GRANTED OR SHALL BE IMPLIED FOR ANY OTHER USE. ADDITIONAL INFORMATION FOR H.264 (AVC) AND H.265 (HEVC) CODECS MAY BE OBTAINED FROM MPEG LA, L.L.C. SEE HTTP:// WWW.MPEGLA.COM

### **Compliance with Laws**

You acknowledge and agree that it is Your responsibility for complying with any applicable laws and regulations, including, but not limited to laws and regulations related to call recording, data privacy, intellectual property, trade secret, fraud, and music performance rights, in the country or territory where the Avaya product is used.

#### **Preventing Toll Fraud**

"Toll Fraud" is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf). Be aware that there can be a risk of Toll Fraud associated with your system and that, if Toll Fraud occurs, it can result in substantial additional charges for your telecommunications services.

#### Avaya Toll Fraud intervention

If You suspect that You are being victimized by Toll Fraud and You need technical assistance or support, call Technical Service Center Toll Fraud Intervention Hotline at +1-800-643-2353 for the United States and Canada. For additional support telephone numbers, see the Avaya Support website: <u>https://support.avaya.com</u> or such successor site as designated by Avaya.

#### Security Vulnerabilities

Information about Avaya's security support policies can be found in the Security Policies and Support section of <u>https://</u>support.avaya.com/security.

Suspected Avaya product security vulnerabilities are handled per the Avaya Product Security Support Flow (<u>https://</u>support.avaya.com/css/P8/documents/100161515).

#### **Downloading Documentation**

For the most current versions of Documentation, see the Avaya Support website: <u>https://support.avaya.com</u>, or such successor site as designated by Avaya.

#### **Contact Avaya Support**

See the Avaya Support website: <u>https://support.avaya.com</u> for product or Hosted Service notices and articles, or to report a problem with your Avaya product or Hosted Service. For a list of support telephone numbers and contact addresses, go to the Avaya Support website: <u>https://support.avaya.com</u> (or such successor site as designated by Avaya), scroll to the bottom of the page, and select Contact Avaya Support.

#### Trademarks

The trademarks, logos and service marks ("Marks") displayed in this site, the Documentation, Hosted Service(s), and product(s) provided by Avaya are the registered or unregistered Marks of Avaya, its affiliates, its licensors, its suppliers, or other third parties. Users are not permitted to use such Marks without prior written consent from

Avaya or such third party which may own the Mark. Nothing contained in this site, the Documentation, Hosted Service(s) and product(s) should be construed as granting, by implication, estoppel, or otherwise, any license or right in and to the Marks without the express written permission of Avaya or the applicable third party.

Avaya is a registered trademark of Avaya Inc.

All non-Avaya trademarks are the property of their respective owners. Linux $^{\otimes}$  is the registered trademark of Linus Torvalds in the U.S. and other countries.

### Contents

Chapter 1: Introduction	10
Purpose	10
New in this release	10
Warranty	10
Chapter 2: Diagnostic Procedures	11
Troubleshooting categories	
Collecting information related to a problem	11
POM system status	
Checking POM status	12
Unable to generate a log or alarm report	13
Chapter 3: Troubleshooting install, upgrade, and uninstall issues	14
Proactive Outreach Manager is fully or partially installed	
Primary or auxiliary EPM not installed	
Server error	14
Unsupported version of Voice Portal or Avaya Aura <sup>®</sup> Experience Portal	15
User does not have sufficient privileges	15
Database Connection Attempt Failed	16
Failed to connect to the database	16
Name of database does not exist	16
Failed to configure an operational database	17
Proposed solution	18
Log in failed	18
Invalid port number	18
Enter Oracle, or Postgres, or MS SQL as dbtype	
Database user does not exist	19
IVR application error	19
Chapter 4: Troubleshooting campaign issues	21
Monitor does not show any dispositions and campaign state is Queued or Active for a long	
time	21
Resource temporarily unavailable	22
Monitor does not show any dispositions and campaign state is Active for long time and	
Attempt_In_Progress after every retry interval	22
Out Call Web Service returned fault: Transport error: 401 Error: Unauthorized	22
Finite campaigns are in unfinished state for long	
Unable to start 300 scheduled activities that are configured to start at the same time	23
Few campaigns do not dial for some time when 300 jobs having scheduled activities at the	
same time are started	
Chapter 5: Troubleshooting contact list issues	25

Data Import – state of the import is Queued or Running but status counters are not getting	
updated	
Uploaded file xxxxxx cannot be read	. 25
Java heap dump while importing contacts	. 26
Invalid File	. 26
Attribute names not present in system	. 26
Duplicate attribute names	. 27
Owner of this data source doesn't have the access to attributes	. 27
Error Occurred While Import : Auth cancel	. 27
Error : Invalid File. File does not start with 'ID' or Invalid file Encoding	. 28
Chapter 6: Troubleshooting campaign strategy editor issues	
Error: Answer_Human result must be handled for a call action with Application	
Error: Attribute 'application' must appear on element 'Custom'	
Error: The content of element 'attachment' is not complete. One of '{url}' is expected	
Error: Call Answered result must be handled for a call action with Application	
Error: One or more condition Nodes under Sender's Address tag does not have address	. 00
property specified	31
Error: Attribute 'value' must appear on element 'condition'	31
Error: The content of element 'ths:AvayaPIMContactStrategy' is not complete. One of	. 01
'{NotificationText, Handler}' is expected	31
Error: The E-Mail address value of From Address of Mail node is invalid	
Error: The E-Mail address value of From Address of Mail Hode is invalid	
Error: Attribute 'attribute' must appear on element 'exception'	
Error: A Handler must be present for the state initial	
Error: Given Max Value is not numeric	
Error:Given Min Value is not numeric.	
Error: The content of element 'Handler' is not complete. One of '{action}' is expected	
Error: Attribute 'attribute' must appear on element 'Sender's Address'	. 34
Error: The content of element 'Application' is not complete. One of '{AvayaNotify, AvayaAgent,	~ 4
Custom, url}' is expected	
Error: Attribute 'attribute' must appear on element 'restrict'	
Error: One or more call Nodes does not have Driver App selected	. 35
Error: The content of element 'exception' is not complete. One of '{Value, Min Value, Max	~-
Value}' is expected	
Error: Attribute 'Global_ID' must appear on element 'override'	
Error: Handler not found for the state A used in result node	
Error: There is no Notification Text for the Text ID 1 used in AvayaNotify node.	. 37
Error: The content of element 'restrict' is not complete. One of '{Value, minValue, maxValue}' is	
expected	. 37
Error: POM is not able to fetch skills from AACC	
Error: Attribute 'ID' must appear on element 'Notification Text'	. 38
Error: Notification Text node's default language value needs to be one of its Text Item node's	
language	. 38

	Error: The content of element 'address' is not complete. One of '{ContactAttribute}' is expected.	
	Error: Attribute 'VDN' must appear on element 'AvayaAgent'	39
	Error: Attribute 'Next State' must appear on element 'result'	39
	Error: Attribute 'value' must appear on element 'result'	40
	Error: The content of element 'Text Item' is not complete. One of '{text}' is expected	40
	Error: Duplicate result handler for Answer_Human in \$2 action	40
	Error: For the set Result Node value, Application Node is not applicable	41
	Error: POM is not able to fetch skills from AACC	41
	Connection Failed	41
Cha	pter 7: Troubleshooting database issues	43
	Connection to the database failed. Please configure the database before starting POM server	
	org.hibernate.exception.GenericJDBCException: Cannot open connection	
	org.hibernate.exception.ConstraintViolationException: could not insert	
	The page cannot be displayed	
	HTTP Status 500 server encountered an internal error() that prevented it from fulfilling this	
	request	48
	Data stream has been broken	48
	The page cannot be displayed	49
	The page not found	49
	Fatal Error occurred please contact your system administrator	50
	HTTP stats 404- /VP_POM/faces/error.xhtml The requested resource (path above) is not	
	available	51
	Exception occurred Module POMCM Method JobContactBO.java.updateActionState Exception	
	Type org.hibernate.exception.LockAcquisitionException: could not execute update query,	- 4
	please see POM log files for details	
	Fine tuning MSSQL parameters	
	Fine tuning Oracle parameters	
	TempDB configuration	
	pter 8: Troubleshooting POM server issues	
	Error Occurred	
	Error Message :"Another instance of this service is running! Please try again after some time	
	Fatal Error Occurred. Please contact your System Administrator	
	Error : Cannot delete the Completion Code associated with Campaigns!	
	Performance issues with POM server	
	Performance issues at the time of Agent login	
	Abnormal growth of MSSQL TempDB storage	
	High POM server and database CPU utilization	
	Tomcat performance issues	
	Scheduling maintenance	
	pter 9: Troubleshooting POM applications	
	Application defined in the campaign cannot be started	61

### Contents

HTTP Status 404 - / <name application="" of="">/ccxml/start.jsp if verified MPP OuMPP Outcall Web Service returned FAILED. MPP = MPP183</name>	
Method=AppIntfServiceSOAPImpl::launchCCXML() CCXML Interpreter failed to load uri:	61
The system is experiencing technical difficulties, please try again later.	. 62
The wav files uploaded through application CAV's (Configurable Application Variables) are not played	62
Contact called is not getting added to the DNC list while on call	63
Chapter 10: Troubleshooting VP_POMAgentAPIService and	
VP_POMCmpMgmtService Web services	64
Service Temporarily Unavailable OR HTTP Status 404	
400 Unauthorized Error	65
Faults for VP_POMAgentAPIService and VP_POMCmpMgmtService interfaces	65
Chapter 11: Troubleshooting POM Monitor issues	66
Failed to Initialize the POM Monitor. Possible reason is that the POM Monitor could not	
establish a connection to the server	66
Data Stream Has Been Broken	66
Campaign/DataImport/DNCImport remains in intermediate state like 'pausing', waiting to	
resume', 'stopping' etc	67
Campaign Status remains in Queue	67
Failed to Save Campaign Properties	
Discrepancy in the agent utilization and agent idle% values in POM monitor	
Cannot update runtime parameters on campaign detail screen	
Scrolling on POM Monitor slows down if more than 100 campaigns are running	69
POM Monitor might slow down or might not open when all Campaign Managers are down	70
during heavy load	
Chapter 12: Troubleshooting POM reports	
Monitor shows inconsistent data in tables and graphs in reports	
Chapter 13: Troubleshooting Telephony issues	
Call transferred to an external agent through a trunk on Communication Manager failed	72
Chapter 14: POM Agent Manager	73
Exception in PIM_AgtMgr.log when Auxiliary POM server is switched to Master Mode from	
Dormant Mode	
POM system maintenance	
POM server components failure	75
Chapter 15: POM log files	. 76
About POM log files	76
Chapter 16: Events and Alarms	78
POM events and associated alarms	78
Events and associated alarms	78
Administration Events	78
Campaign Director Events	. 80
Campaign Manager Events	
Web Services Events	128

	157
ActiveMQ Events	177
Report Events	179
Router Events	179
Rule Engine Events	187
Chapter 17: Contacting support services	189
Information needed for support services to initiate troubleshooting	
Generating report from the EPM Web interface	190
Chapter 18: Related resources	191
Related resources	191
Documentation	191
Training	193
Viewing Avaya Mentor videos	
Support	194

## **Chapter 1: Introduction**

## **Purpose**

This document describes how to troubleshoot Avaya Proactive Outreach Manager. It provides detailed information on troubleshooting tools and utilities, events and alarms, and procedures for contacting support. It provides troubleshooting procedures for overcoming common problems and identifies typical error messages and resolution techniques.

### Intended Audience

This document is intended for users and business partners who are responsible for Avaya Proactive Outreach Manager troubleshooting.

## New in this release

The latest release of POM is 3.0.4 The new settings in this release are:

- Added new alarms for Agent Manager.
- Added new alarms for the Campaign Manager.
- Added new alarms for the Campaign Director.
- Added a new alarm for TLS handshake failure with the recorder client.
- Added Rule Engine log files.

## Warranty

Avaya Inc. provides a 90-day limited warranty on Proactive Outreach Manager. Refer to your sales agreement or other applicable documentation to establish the terms of the limited warranty. In addition, Avaya's standard warranty language as well as details regarding support for Proactive Outreach Manager, while under warranty, is available on the support Web site at <a href="http://www.avaya.com/support">http://www.avaya.com/support</a>.

## **Chapter 2: Diagnostic Procedures**

## **Troubleshooting categories**

When the Proactive Outreach Manager (POM) system has problems, the problems are detected in one of the following ways:

### 😵 Note:

Before you fix or report the problems, verify if the problems are related to Avaya Aura<sup>®</sup> Experience Portal. If so, see Avaya Aura<sup>®</sup> Experience Portal to resolve the problems.

### **Customer-reported problems**

In this case, collect information from the customer. Determine the issues in the system and what caused them.

### System-generated alarms

POM events and alarms provide a way to troubleshoot problems with the POM system. Major and critical alarms combined with error, and fatal events identify the large issues. Minor alarms and the warning events can identify small issues before the issues get escalate into big ones.

### Call report analysis

Such analysis of standard reports many times reveals problems before the problems become serious. Avaya recommends that you use the system report capabilities to generate and analyze the standard reports.

## Collecting information related to a problem

If customers report problems receiving calls from POM, collect as much information as you can. You need to do the following tasks for collecting all available information and troubleshooting the problem:

#	Task	~
1	Obtain the following information. For example, did the system:	
	<ul> <li>Disconnect the call without playing anything</li> </ul>	
	System played an error message	
		<b>T</b> 11 C

Table continues...

#	Task	~
	End the call unexpectedly in the middle of the session	
	Produce garbled or unrecognizable output	
	<ul> <li>Fail to recognize the responses of the caller</li> </ul>	
	Suddenly stop responding to the caller	
2	Use the information and :	
	• Try to reproduce the system response by adding your own number in a sample campaign with same strategy.	
	<ul> <li>Collect additional information from your observations based on the system responses.</li> </ul>	
	If you can reproduce the system response and the problem, troubleshooting is usually much easier.	
3	Check the POM system to see if any components, specially the Campaign Manager and Campaign Director, have failed or are not functioning properly.	
4	Check the event and alarm logs. The default location is <code>\$POM_HOME/logs</code> . For more details on the event code and corrective actions, refer to <u>About POM log</u> <u>files</u> on page 76.	
5	Check the transcription of the call session to learn what exactly happened.	

If you could not troubleshoot the problem and need to contact customer support:

- Collect and pack the diagnostic logs on POM and then send the files across as a zip file, or place at a common location.
- Get the version numbers of the POM software.

## **POM system status**

POM generates events and alarms when problems occur. While some problems require investigation to identify the cause, POM rectifies some common problems easily. You can generate an Audit Log report and log report to view recent system configuration changes and the login activities.

## Checking POM status

### Procedure

1. Log in to Experience Portal Manager (EPM).

- Select POM Home -> Configurations -> POM Servers -> POM Manager to check the operational state of POM server.
  - If the any of the components like Campaign Manager, or Campaign Director, or Agent Manager, or Rule Engine, or ActiveMQ is not running, then check the alarm status for these respective components.
  - Ensure that the allocated ports for POM is a nonzero value. If the value is zero, select **Security > Licensing** and check the license for **Maximum Outbound Ports for POM**.
- 3. Examine the alarm report for the alarms generated by the system components of Campaign Manager and Campaign Director.

All alarms have associated events, which are identified in the alarm report.

- 4. Click the event in the **Event Code** column of the report to get details about a particular event.
- 5. If the POM server is not running, select and start the POM server manually.
- 6. Refresh the page and check the status of the POM server.
- 7. Examine the **Log Report** to determine if you can identify other related events that occurred around the same time.

## Unable to generate a log or alarm report

If you cannot generate a Log Report or an Alarm Report within the EPM Web interface, you can still view and examine the event and alarm logs for the EPM. The EPM log files contain the same information as that displayed in the Log Report and Alarm Report, but in a different format. For more information about the location of the log files, see Avaya Aura<sup>®</sup> Experience Portal help.

### 😵 Note:

Examine the POM log files directly only if you cannot use the EPM Web interface to generate a Log Report or Alarm Report. You can open the log files in any text editor from \$POM\_HOME/logs.

## Chapter 3: Troubleshooting install, upgrade, and uninstall issues

## Proactive Outreach Manager is fully or partially installed

If there is an error during installation and installation is aborted, POM is not fully installed.

### **Proposed solution**

### Procedure

Uninstall Proactive Outreach Manager.

## Primary or auxiliary EPM not installed

The installer fails to detect either a primary or auxiliary EPM, and quits.

## **Proposed solution**

### Procedure

Install a primary or auxiliary EPM on the server. For more information on installing the primary or auxiliary EPM, see *Avaya Aura*<sup>®</sup> *Experience Portal* documentation.

## Server error

Installation of Proactive Outreach Manager aborts as server restarts.

### Procedure

- 1. Go to the bin directory by typing cd <code>\$POM\_HOME/bin</code>.
- 2. Type ./uninstallPOM.sh.
- 3. If you do not find the bin directory, then go to the root directory by typing cd, followed by rm  $-rf \$  POM\_HOME.

## Unsupported version of Voice Portal or Avaya Aura<sup>®</sup> Experience Portal

If you try to install Proactive Outreach Manager on an unsupported Voice Portal or Avaya Aura<sup>®</sup> Experience Portal version, the installer quits.

## **Proposed solution**

### Procedure

Install or upgrade to the latest version of Avaya Aura<sup>®</sup> Experience Portal. For more details on installation or upgrade, see *Avaya Aura<sup>®</sup> Experience Portal* documentation for installation.

## User does not have sufficient privileges

The system displays this error message if the user name you provide while running ./ installDB.sh does not sufficient privileges.

### **Proposed solution**

### Procedure

Ensure the user has the Create Table, Alter Table privileges.

## **Database Connection Attempt Failed**

You are unable to connect to the POM database.

### **Proposed solution**

### Procedure

Verify the host name or the IP address of the database server.

## Failed to connect to the database

The system displays the following message:

FATAL: no pg\_hba.conf entry for host "IP address", user "admin", database "VoicePortal", SSL off

This message is valid only for Postgres database.

### **Proposed solution**

### Procedure

- 1. Enter the IP address of the POM server in the pg\_hba.conf, at the following location: /var/lib/pgsql/data/pg hba.conf.
- 2. Provide valid server IP address of the server connecting to the database, port, user name, and password. For example, you can specify values as 147.148.145.234, 5432, user, password respectively.

## Name of database does not exist

The database name is incorrect.

### **Proposed solution**

### Procedure

Verify the name of the database. You have to manually create the database before you try and establish a connection with the database.

## Failed to configure an operational database

If you upgrade to POM 3.0.4 without adding the operational database name, and you run a campaign, then the following exception is logged in the log files:

```
java.lang.NullPointerException
        at sun.jdbc.odbc.JdbcOdbcDriver.getProtocol(JdbcOdbcDriver.java:
524)
        at sun.jdbc.odbc.JdbcOdbcDriver.knownURL(JdbcOdbcDriver.java:493)
        at sun.jdbc.odbc.JdbcOdbcDriver.acceptsURL(JdbcOdbcDriver.java:
307)
        at java.sql.DriverManager.getDriver(DriverManager.java:262)
        at
com.mchange.v2.c3p0.DriverManagerDataSource.driver(DriverManagerDataSourc
e.java:223)
        at
com.mchange.v2.c3p0.DriverManagerDataSource.getConnection(DriverManagerDa
taSource.java:119)
        at
com.mchange.v2.c3p0.WrapperConnectionPoolDataSource.getPooledConnection(W
rapperConnectionPoolDataSource.java:143)
        at
com.mchange.v2.c3p0.WrapperConnectionPoolDataSource.getPooledConnection(W
rapperConnectionPoolDataSource.java:132)
        at
com.mchange.v2.c3p0.impl.C3P0PooledConnectionPoolManager.initializeAutoma
ticTestTable(C3P0PooledConnectionPoolManager.java:772)
        at
com.mchange.v2.c3p0.impl.C3P0PooledConnectionPoolManager.createPooledConn
ectionPool(C3P0PooledConnectionPoolManager.java:696)
        at
com.mchange.v2.c3p0.impl.C3P0PooledConnectionPoolManager.getPool(C3P0Pool
edConnectionPoolManager.java:257)
        at.
com.mchange.v2.c3p0.impl.C3P0PooledConnectionPoolManager.getPool(C3P0Pool
edConnectionPoolManager.java:271)
com.mchange.v2.c3p0.impl.AbstractPoolBackedDataSource.getConnection(Abstr
actPoolBackedDataSource.java:128)
        at
com.avaya.pim.jdbc.opdb.DBConnectionManager.getConnection(DBConnectionMan
ager.java:91)
        at.
com.avaya.pim.jdbc.opdb.PGDBHelper.getContactCountPerJob(PGDBHelper.java:
34)
com.avaya.pim.localstore.db.PimJobContactDAO.getContactCountPerJob(PimJob
ContactDAO.java:40)
        at
com.avaya.pim.core.CampaignFilter.runFilter(CampaignFilter.java:279)
        at com.avaya.pim.core.CampaignFilter.access
$000(CampaignFilter.java:37)
        at com.avaya.pim.core.CampaignFilter$1.run(CampaignFilter.java:
```

### Procedure

- 1. Run the command \$POM HOME/bin/pomOperationalDB.sh <\$POM HOME>.
- 2. Type a name of an operational database.

### 😵 Note:

The script tests the database connection and stores the operational database name in the POM system.

3. Restart VPMS and POM service.

### Important:

Campaigns created before the operational database is configured are not saved.

## Log in failed

You cannot login to the database.

### **Proposed solution**

### Procedure

Verify the password used for connecting to the database.

## Invalid port number

You are unable to connect to the POM database, as the port number is incorrect.

### Procedure

Verify the port number for the database connection. The default port number is 5432 for Postgres database and 1521 for Oracle database.

## Enter Oracle, or Postgres, or MS SQL as dbtype

You cannot connect to the database as database name is incorrect.

### **Proposed solution**

### Procedure

Verify you enter the correct name. The database type is case-sensitive and has to be entered as medial capital or camel case.

## Database user does not exist

You are unable to connect to the POM database as the user name is incorrect.

## **Proposed solution**

### Procedure

Verify the user name you specify before you try to connect to the POM database.

## **IVR** application error

If you have any IVR application on POM, which is complied with Avaya Aura<sup>®</sup> Orchestration Designer 6.0 or earlier version, there might be duplicate jar files in the <code>\$APPSERVER\_HOME/lib</code> folder.

### **Related links**

Proposed solution on page 20

### Procedure

- 1. Delete the previous version of the jar files if there are duplicate files.
- 2. Delete the VPAppLogClient\_\*.0.0.jar, scertcommon-0\*.00.10.02.jar, or any other duplicate jar files.
- 3. Recompile the IVR application using Avaya Aura® Orchestration Designer 7.0

### **Related links**

IVR application error on page 19

# Chapter 4: Troubleshooting campaign issues

## Monitor does not show any dispositions and campaign state is Queued or Active for a long time

The Campaign Monitor does not show any dispositions and the campaign state is queued or active for a long time. This can be due to some restrictions either in the campaign restrictions or in the local campaign strategy. You can see the errors in the Logviewer for POM Campaign Manager and POM Campaign Director modules.

## **Proposed solution**

### Procedure

- 1. Check if the POM service is up and running, by typing /sbin/service POM status. If any of the service is not running or partially running, please start or restart that service.
- 2. Check if the configured media servers required for the campaign (SMS, e-mail and voice) are functional.
- 3. Check the PIM\_CmpMgr.log and PIM\_CmpDir.log files at \$POM\_HOME/logs/ for errors and take action according to error message.
- 4. Check the license status and verify if the required number of licenses are configured.
- 5. Check the campaign restrictions or the local campaign strategy for any specific restrictions or conditions.

## **Proposed solution**

For voice campaigns:

### Procedure

 If you see 'Outcall web service returned error :Unauthorized' in the log viewer , provide the user name and password specified on the VPMS for outcall web service by selecting POM servers > Outbound settings > Voice server > Edit server.

- 2. Check if the Media Processing Platform (MPP) is functional and the SIP and H.323 connections are configured.
- 3. Configure the Avaya Aura<sup>®</sup> Orchestration Designer runtime configuration with the appropriate license server. For more information on runtime configurations, see Avaya Aura<sup>®</sup> Orchestration Designer help.

## **Resource temporarily unavailable**

The media resource is temporarily unavailable.

## **Proposed solution**

### Procedure

- 1. Check if the MPP is functional.
- 2. Check the license status and verify if you have configured the required number of licenses.

## Monitor does not show any dispositions and campaign state is Active for long time and Attempt\_In\_Progress after every retry interval

The Campaign Monitor does not show any dispositions and campaign state is Active for long time and the system updates the Attempt In Progress disposition after every retry interval.

### **Proposed solution**

### Procedure

Check if the MPP is up and running.

## Out Call Web Service returned fault: Transport error: 401 Error: Unauthorized

For voice campaigns, you need to provide the user name and password specified in the EPM Outcall Web service.

### Procedure

- 1. Provide the user name password specified on the EPM for outcall Web service by selecting **POM servers > Outbound settings > Voice server**.
- 2. For a running campaign to pick up the new outcall user name and password, you need to pause and then resume the running campaign.

## Finite campaigns are in unfinished state for long

If any finite campaigns are in the unfinished state for a long time, because one or more contacts are not processed, then you must manually stop such campaign jobs.

## **Proposed solution**

### Procedure

- 1. Ensure you have not applied any restriction such as Guard Time, Min Contact Time, and Max Contact Time in the campaign strategy.
- 2. Allocate dynamic licenses in the campaign strategy for the campaign job to detach agents or POM outbound ports from unfinished jobs. The benefit of dynamic licenses in such situation is that the job automatically releases the ports or agents from the job when dialing stops for that job. The job is in running state with the minimum ports or the agents assigned unless you stop the job manually.

## Unable to start 300 scheduled activities that are configured to start at the same time

If you start 300 activities that are configured to start at the same time, all threads get blocked and fail to process the scheduled activities. The scheduled activities are not run.

## **Proposed solution**

### Procedure

Do not start more than 10 jobs at a particular instance for every 10 seconds.

## Few campaigns do not dial for some time when 300 jobs having scheduled activities at the same time are started

If you start 300 jobs that have scheduled activities at same time, all socket threads become busy to process these jobs. So, few campaigns do not get dialed for first five minutes and the following exception is logged in the log files:

```
[SWT-2001-initial-0] ERROR - CallPacer.processMakeCallResponse:263 -
 _____
java.net.SocketTimeoutException: Read timed out
at java.net.SocketInputStream.socketRead0(Native Method)
at java.net.SocketInputStream.read(SocketInputStream.java:152)
at java.net.SocketInputStream.read(SocketInputStream.java:122)
at sun.nio.cs.StreamDecoder.readBytes(StreamDecoder.java:283)
at sun.nio.cs.StreamDecoder.implRead(StreamDecoder.java:325)
at sun.nio.cs.StreamDecoder.read(StreamDecoder.java:177)
at java.io.InputStreamReader.read(InputStreamReader.java:184)
at java.io.BufferedReader.fill(BufferedReader.java:154)
at java.io.BufferedReader.readLine(BufferedReader.java:317)
at java.io.BufferedReader.readLine(BufferedReader.java:382)
at com.avaya.pim.core.CallPacer.processMakeCallResponse(CallPacer.java:
236)
at com.avaya.pim.core.CallPacer.launchNewCall(CallPacer.java:96)
at com.avaya.pim.core.CallAction.readyToStartNewAttempt(CallAction.java:
383)
at com.avaya.pim.core.Action.execute(Action.java:1204)
at com.avaya.pim.core.StateHandler.processContact(StateHandler.java:95)
at com.avaya.pim.core.StateWorkerThread.run(StateWorkerThread.java:213)
```

## **Proposed solution**

### Procedure

Do not start more than 10 jobs at a particular instance for every 10 seconds.

# Chapter 5: Troubleshooting contact list issues

## Data Import – state of the import is Queued or Running but status counters are not getting updated

The system displays this error if the Campaign Director is not functional.

## **Proposed solution**

### Procedure

- 1. Ensure the POM server is running.
- 2. Ensure that an active campaign director is managing the zone to which the contact list belongs. The current CD value on the POM Zone Configuration page for the zone is not null and the current CD is active.

## Uploaded file xxxxxx cannot be read

The system displays this error message if the Upload From File is running and the Campaign Director failover occurs. You can upload any file up to 5000 KB in size.

## **Proposed solution**

### Procedure

1. Stop the data import.

The data source will not run.

2. Upload the file again.

## Java heap dump while importing contacts

If you are importing contacts using an Oracle driver or you have configured Oracle database in the data source, you might encounter a java heap dump error if you are importing a relatively large data record. The system displays the following error:

java.lang.OutOfMemoryError: Java heap space Dumping heap to java\_pid13265.hprof ... Heap dump file created [42562664 bytes in 0.593 secs] Exception in thread "ImportWorker 117" java.lang.OutOfMemoryError: Java heap space

### Solution

Reduce the import batch size and retry the import.

You must restart the Campaign Director service or POM server before you retry the import.

## **Invalid File**

The system displays this error when you are trying to import contact records from a file, and the import file does not start with an ID attribute, or the format of the file is invalid.

### **Proposed solution**

### Procedure

- 1. Check the file where you add all attributes.
- 2. Ensure that ID is the first attribute.
- 3. Ensure the file is in ASCII or UTF-8 format.

## Attribute names not present in system

The system displays this error message if the attributes you specify are not defined.

### **Proposed solution**

### Procedure

Add and define the custom attributes.

For more information on adding attributes, see Using Proactive Outreach Manager.

## **Duplicate attribute names**

The system displays this error if you define duplicate attributes.

## **Proposed solution**

### Procedure

Delete the duplicate attributes.

For more information about deleting attributes, see Using Proactive Outreach Manager.

## Owner of this data source doesn't have the access to attributes.

The system displays this error message if you do not have privileges to the attributes of a specific organization.

## **Proposed solution**

### Procedure

Request the POM Administrator to grant privileges for the attributes of the specific organization.

## **Error Occurred While Import : Auth cancel**

The system displays this error message if you enter an invalid user name or password while importing contact records.

### **Proposed solution**

### Procedure

Verify the user name and password you use to connect to the SFTP server.

## Error : Invalid File. File does not start with 'ID' or Invalid file Encoding

The system displays this error message if you import a file with UTF-8 format.

## **Proposed solution**

### Procedure

Convert the file format to UTF-8 w/o BOM, and then import the file.

# Chapter 6: Troubleshooting campaign strategy editor issues

## Error: Answer\_Human result must be handled for a call action with Application

The system displays this error message in either of the following two cases:

- If the Application node is missing under the result node for disposition Answer Human.
- There is no result node for Answer Human disposition under the call node, when the EnchancedCCA property of the call node is set to ON.

## **Proposed solution**

### Procedure

Add an Application node under the Result node for the Answer Human disposition.

## **Proposed solution**

### Procedure

- 1. Add a result node for Answer Human disposition under the call action node.
- 2. Set the EnhancedCCA property to ON.

## Error: Attribute 'application' must appear on element 'Custom'

The system displays this error message if you do not specify a value for the application property of any of the Custom nodes.

### Procedure

Specify a value for the application property of the Custom node.

## Error: The content of element 'attachment' is not complete. One of '{url}' is expected

The system displays this error message if you do not add a URL node under any of the Attachment node, where {url} expects a valid URL address.

## **Proposed solution**

### Procedure

Add a URL node under the Attachment node.

## Error:Call Answered result must be handled for a call action with Application.

When the Enhanced CCA is set to OFF, the system displays this error message if you do not specify a result node with Call Answered disposition.

## **Proposed solution**

### Procedure

Set the result node for Call Answered dispostion if the EnhancedCCA property is set to OFF.

## Error: One or more condition Nodes under Sender's Address tag does not have address property specified

## **Proposed solution**

### Procedure

Specify a value for the Address property of the Condition node, which is under the Sender's Address node.

## Error: Attribute 'value' must appear on element 'condition'

The system displays this error message if you do not specify a value for the value property of any of the Condition node.

## **Proposed solution**

### Procedure

Specify a value for the Value property under the Condition node.

## Error: The content of element 'tns:AvayaPIMContactStrategy' is not complete. One of '{NotificationText, Handler}' is expected.

The campaign strategy can be saved successfully without having a Notification Text, but the strategy needs at least one Handler with initial state.

## **Proposed solution**

### Procedure

Add either a NotificationText node, or a Handler node under the Campaign Strategy node.

The campaign strategy node is the parent node and needs to have at least one handler node under it.

## Error: The E-Mail address value of From Address of Mail node is invalid.

The system displays this error message if you do not specify a valid email address.

## **Proposed solution**

### Procedure

Specify a valid email address.

The email address should have the @ sign and should end with values such as .com, or .org, or .in.

## Error: The E-Mail address under Condition Node of Sender's Address is invalid.

The system displays this error message if you specify an invalid email address for the Address property under the Condition node.

### **Proposed solution**

### Procedure

Specify a valid email address for the Address property under the Condition node.

This Condition node is under the Sender's Address node, which is under the Mail action node.

## Error: Attribute 'attribute' must appear on element 'exception'.

The system displays this error message if you do not specify a value for the attribute property of any of the Exception node.

### **Proposed solution**

### Procedure

Specify a value for the attribute property of the Exception node.

## Error: A Handler must be present for the state initial.

The system displays this error if you do not specify the value as initial for at least one of the Handler nodes.

## **Proposed solution**

### Procedure

- 1. Add at least one Handler node.
- 2. For the State property, specify the value as initial.

## Error: Given Max Value is not numeric.

The system displays this error message if you specify a non-numeric value for the Max Value property.

### **Proposed solution**

### Procedure

Specify a numeric value for the Max Value property.

## Error: Given Min Value is not numeric.

The system displays this error message if you specify a non-numeric value for Min Value.

## **Proposed solution**

### Procedure

Specify a numeric value for Min Value property.

## Error: The content of element 'Handler' is not complete. One of '{action}' is expected.

The system displays this error message if there is no action node under any of one the Handler nodes.

## **Proposed solution**

### Procedure

Add an action node under the Handler node.

The action node can be either a call, sms, or e-mail depending on the type of action you chose.

## Error: Attribute 'attribute' must appear on element 'Sender's Address'.

The system displays this error message if you do not specify a value for the attribute property of any of the Sender's Address node.

## **Proposed solution**

### Procedure

Specify a value for the attribute property of the Sender's Address node.

# Error: The content of element 'Application' is not complete. One of '{AvayaNotify, AvayaAgent, Custom, url}' is expected.

The system displays this error if you do not add a node under the Application node.

## **Proposed solution**

### Procedure

Add a node under the Application node.

The valid values are either AvayaNotify, AvayaAgent, Custom, or URL.

## Error: Attribute 'attribute' must appear on element 'restrict'.

The system displays this error message if you do not specify a value for the attribute property for any of the Restrict node.

### **Proposed solution**

### Procedure

Specify a value for the attribute property of the Restrict node.

## Error: One or more call Nodes does not have Driver App selected.

The system will display this error message if you have not set the value for the DriverApp property in any of the call action node.

## **Proposed solution**

### Procedure

- 1. Add a call action node.
- 2. Set the value of the DriverApp property. For example, you can set the value as POMDriver.

## Error: The content of element 'exception' is not complete. One of '{Value, Min Value, Max Value}' is expected

Specify a value either for the Value property or provide value for Min Value or Max Value property, or for both Min and Max Value properties.

### Procedure

Specify a value for the Value, minValue, or maxValue properties of the Exception node.

You need to specify a value for the Value property, and either for minValue or maxValue property.

## Error: Attribute 'Global\_ID' must appear on element 'override'.

The system displays this error message if you do not specify a value for the Global\_ID property of any of the Override node.

## **Proposed solution**

### Procedure

Specify a value for the Gobal\_ID property of the Override node.

## Error: Handler not found for the state A used in result node.

The system displays this error message if you add a Handler node for the specified state.

## **Proposed solution**

### Procedure

Add a Handler node and specify the state for the Handler node.

You can specify the State as initial or any other custom state value. **Wait** and **Done** are predefined and cannot be used.

## Error: There is no Notification Text for the Text ID 1 used in AvayaNotify node.

The system displays this error message if a Text ID value is mentioned under the AvayaNotify node, but its corresponding Notification Text node is not present.

## **Proposed solution**

#### Procedure

Add a NotificationText node with the Text ID property.

## Error: The content of element 'restrict' is not complete. One of '{Value, minValue, maxValue}' is expected

The system displays this error message if you do not specify a value for the Value property, minValue, and maxValue properties of any of the Restrict node.

### **Proposed solution**

#### Procedure

You must specify a value either for the Value property, or one of the minValue or maxValue properties or for both Min Value and Max Value properties.

## Error: POM is not able to fetch skills from AACC

The system displays this message in the log file when you open a campaign strategy with AACC integration.

## **Proposed solution**

#### Procedure

Specify a value for the Text ID property of the AvayaNotify node.

## Error: Attribute 'ID' must appear on element 'Notification Text'.

The system displays this error message if you do not specify a value for the ID property under any of the Notification Text node.

## **Proposed solution**

#### Procedure

Specify a value for the value property of the ID, under the Notification Text node.

## Error: Notification Text node's default language value needs to be one of its Text Item node's language.

The system displays this error message if the language you specify in the Text Item property and the NotificationText node does not match.

## **Proposed solution**

#### Procedure

1. Add a Text Item node and specify the language you want to use to play the notifications.

You can add multiple Text Item nodes for each language you want to specify.

2. Select one of the values from the values you specified, as the default language to play the notifications.

POM uses this default language, if either the contact record does not have a language set, or a language exists in the contact record, but notification for the language is not configured in a campaign strategy.

## Error: The content of element 'address' is not complete. One of '{ContactAttribute}' is expected.

The system displays this error message if you have not specified a value for the ContactAttribute property, in any of the Address node.

#### Procedure

- 1. Add an Address node.
- 2. Specify a value for the ContactAttribute property.

## Error: Attribute 'VDN' must appear on element 'AvayaAgent'.

The system displays this error message if you do not specify a value for the VDN property of any of the AvayaAgent node.

## **Proposed solution**

#### Procedure

Specify a value for the VDN property of the AvayaAgent node.

## Error: Attribute 'Next State' must appear on element 'result'

The system displays this error message if you have not set a value for the Next State property in any of the Result node.

## **Proposed solution**

#### Procedure

- 1. Add a Result node.
- 2. Specify a value for the NextState property.

## Error: Attribute 'value' must appear on element 'result'.

The system displays this error message if you do not specify a value for the value property of any of the Result node. The values should be one of the completion codes.

### **Proposed solution**

#### Procedure

Specify a value for the value property under the Result node.

## Error: The content of element 'Text Item' is not complete. One of '{text}' is expected.

The system displays this error message if you do not specify a value for the Text property under the Text Item node.

### **Proposed solution**

#### Procedure

Specify a value for the Text property under the Text Item node.

## Error: Duplicate result handler for Answer\_Human in \$2 action

The system displays this error message if you define two result nodes with Answer Human call disposition. This is applicable for all the call dispositions. For example if you add two Result nodes for Call Busy disposition, then the system displays the same error message.

### **Proposed solution**

#### Procedure

- 1. Delete the duplicate Result node.
- 2. Alternatively, change the call disposition of one of the Result node where you have set the duplicate disposition.

## Error: For the set Result Node value, Application Node is not applicable

The system displays this error message if you add an Application node for one of the Result nodes, but the Application node is not applicable for the call disposition handled in the Result node.

## **Proposed solution**

#### Procedure

- 1. Delete the Application node under the Result node which has invalid call disposition.
- 2. Alternatively, change the call disposition to one of the following; Call Answered, Answer Human, Answer Machine, Fax Machine.

## Error: POM is not able to fetch skills from AACC.

The system displays this error message when you open a contact strategy with AACC integration.

## **Proposed solution**

#### Procedure

- 1. Check if the AACC webservice is up and running using the URL http[s]:// <AACCMachineIP>/WebServices/OpenInterfaces/soap.svc.
- 2. If AACC is using secure connection, then select the **AACC Secure Connection** checkbox on AACC configuration page.
- 3. Restart the POM service.

## **Connection Failed**

The system displays this error message if you log off from the main application window and try to save a strategy from the campaign strategy editor.

### Procedure

Close the editor window and log in again to continue working on contact strategies.

# Chapter 7: Troubleshooting database issues

## Connection to the database failed. Please configure the database before starting POM server.

#### **Problem description**

The system might display this error message while getting status of POM using the command / sbin/service POM status.

#### 😵 Note:

If the problem occurs on an auxiliary POM server, ensure that the database on the primary POM server is correctly configured. For more information, see the Configuring POM database section in the *Implementing POM guide*.

#### **Proposed solution**

- 1. Login to the primary POM server. Ensure the database server is running and is accessible from the POM server.
- 2. Stop the POM service by typing / sbin service POM stop.
- 3. Stop any running campaign.
- 4. Change postgresql password.
- 5. Restart postgresql service.
- 6. Reconfigure database on the active POM server or configure database on the primary POM server.
- 7. Login to the auxiliary POM server.
- 8. Start the POM service by typing /sbin/service POM start.
  - 😵 Note:

When the database connection fails, the scheduled imports and campaign schedules will not work for the time duration for which the database connection is not available.

#### Procedure

1. Login to the primary POM server. Ensure the database server is running and is accessible from the POM server.

Login primary system Stop campaign if having any campaign running Reconfigure DB on Active server or Configure Database on Primary system must be done after POM installed on Auxiliary. Login auxiliary system, start POM service

- 2. Stop the POM service by typing / sbin service POM stop.
- 3. Stop any running campaign.
- 4. Change postgresql password.
- 5. Restart postgresql service.
- 6. Reconfigure database on the active POM server or configure database on the primary POM server.
- 7. Login to the auxiliary POM server.
- 8. Start the POM service by typing /sbin/service POM start.

## org.hibernate.exception.GenericJDBCException: Cannot open connection

If any of the log file in the folder <code>\$POM\_HOME/logs</code> or file <code>\$CATALINA\_HOME/logs/</code> catalina.out has an exception like this :

```
org.hibernate.exception.GenericJDBCException: Cannot open connection
. . .
java.sql.SQLException: Connections could not be acquired from the
underlying
database! at com.mchange.v2.sql.SqlUtils.toSQLException(SqlUtils.java:
106) at
com.mchange.v2.c3p0.impl.C3P0PooledConnectionPool.checkoutPooledConnectio
n(C3P0Pool
edConnectionPool.java:529) at
com.mchange.v2.c3p0.impl.AbstractPoolBackedDataSource.getConnection(Abstr
actPoolBac
kedDataSource.java:128) at
org.hibernate.connection.C3P0ConnectionProvider.getConnection(C3P0Connect
ionProvide
r.java:56) at
org.hibernate.jdbc.ConnectionManager.openConnection(ConnectionManager.jav
a:423) ...
```

```
7 more Caused by:
com.mchange.v2.resourcepool.CannotAcquireResourceException: A
ResourcePool could not acquire a resource from its primary factory or
source. at
com.mchange.v2.resourcepool.BasicResourcePool.awaitAvailable(BasicResourc
ePool.java
:1319) at
com.mchange.v2.resourcepool.BasicResourcePool.prelimCheckoutResource(Basi
cResourceP
ool.java:557) at
com.mchange.v2.resourcepool.BasicResourcePool.checkoutResource(BasicResou
rcePool.ja
va:477) at
com.mchange.v2.c3p0.impl.C3P0PooledConnectionPool.checkoutPooledConnectio
n(C3P0Pool
edConnectionPool.java:525) ... 10 more
```

#### Procedure

- 1. Increase the maximum connections on the database server.
- 2. Ensure the database server is running and is accessible from the POM server.

## org.hibernate.exception.ConstraintViolationException: could not insert

You get the following exception in Campaign Director logs while running concurrent jobs:

org.hibernate.exception.ConstraintViolationException: could not insert:

```
[com.avaya.pim.jdbc.hibernate.PimJobContact]
at org.hibernate.exception.SQLStateConverter.convert
(SQLStateConverter.java:96)
at org.hibernate.exception.JDBCExceptionHelper.convert
(JDBCExceptionHelper.java:66)
at org.hibernate.persister.entity.AbstractEntityPersister.insert
(AbstractEntityPersister.java:2455)
at org.hibernate.persister.entity.AbstractEntityPersister.insert
(AbstractEntityPersister.java:2455)
at org.hibernate.persister.entity.AbstractEntityPersister.insert
(AbstractEntityPersister.java:2875)
at org.hibernate.action.EntityInsertAction.execute
(EntityInsertAction.java:79)
```

```
at org.hibernate.engine.ActionQueue.execute(ActionQueue.java:273)
at org.hibernate.engine.ActionQueue.executeActions(ActionQueue.java:265)
at org.hibernate.engine.ActionQueue.executeActions(ActionQueue.java:184)
at
org.hibernate.event.def.AbstractFlushingEventListener.performExecutions
(AbstractFlushingEventListener.java:321)
at org.hibernate.event.def.DefaultFlushEventListener.onFlush
(DefaultFlushEventListener.java:51)
at org.hibernate.impl.SessionImpl.flush(SessionImpl.java:1216)
at com.avaya.pim.workers.FilterWorker.processFilterJob
(FilterWorker.java:614)
at com.avaya.pim.workers.FilterWorker.run(FilterWorker.java:732)
Caused by: java.sql.BatchUpdateException: ORA-00001: unique constraint
(SYSTEM.SYS C0010520) violated
at oracle.jdbc.driver.OraclePreparedStatement.executeBatch
(OraclePreparedStatement.java:17952)
at oracle.jdbc.driver.OracleStatementWrapper.executeBatch
(OracleStatementWrapper.java:785)
at com.mchange.v2.c3p0.impl.NewProxyPreparedStatement.executeBatch
(NewProxyPreparedStatement.java:1723)
at org.hibernate.jdbc.BatchingBatcher.doExecuteBatch
(BatchingBatcher.java:70)
at org.hibernate.jdbc.BatchingBatcher.addToBatch
(BatchingBatcher.java:56)
at org.hibernate.persister.entity.AbstractEntityPersister.insert
(AbstractEntityPersister.java:2435)
 ... 10 more
_____
29 Apr 2016 11:38:59,508 [FilterWorker 6681] ERROR -
FilterWorker.processFilterJob:584 -
  _____
org.hibernate.QueryTimeoutException: could not insert:
[com.avaya.pim.jdbc.hibernate.PimJobContact]
at org.hibernate.exception.SQLStateConverter.convert
(SQLStateConverter.java:124)
at org.hibernate.exception.JDBCExceptionHelper.convert
```

```
(JDBCExceptionHelper.java:66)
 at org.hibernate.persister.entity.AbstractEntityPersister.insert
(AbstractEntityPersister.java:2455)
 at org.hibernate.persister.entity.AbstractEntityPersister.insert
(AbstractEntityPersister.java:2875)
at org.hibernate.action.EntityInsertAction.execute
(EntityInsertAction.java:79)
at org.hibernate.engine.ActionQueue.execute(ActionQueue.java:273)
 at org.hibernate.engine.ActionQueue.executeActions(ActionQueue.java:265)
 at org.hibernate.engine.ActionQueue.executeActions(ActionQueue.java:184)
 at
org.hibernate.event.def.AbstractFlushingEventListener.performExecutions
(AbstractFlushingEventListener.java:321)
at org.hibernate.event.def.DefaultFlushEventListener.onFlush
(DefaultFlushEventListener.java:51)
at org.hibernate.impl.SessionImpl.flush(SessionImpl.java:1216)
 at org.hibernate.impl.SessionImpl.managedFlush(SessionImpl.java:383)
at org.hibernate.transaction.JDBCTransaction.commit
(JDBCTransaction.java:133)
at com.avaya.pim.workers.FilterWorker.processFilterJob
(FilterWorker.java:543)
at com.avaya.pim.workers.FilterWorker.run(FilterWorker.java:732)
Caused by: java.sql.BatchUpdateException: ORA-01654: unable to extend
index
SYSTEM.SYS C0010520 by 1024 in tablespace SYSTEM
at oracle.jdbc.driver.OraclePreparedStatement.executeBatch
(OraclePreparedStatement.java:17952)
at oracle.jdbc.driver.OracleStatementWrapper.executeBatch
(OracleStatementWrapper.java:785)
at com.mchange.v2.c3p0.impl.NewProxyPreparedStatement.executeBatch
(NewProxyPreparedStatement.java:1723)
 at org.hibernate.jdbc.BatchingBatcher.doExecuteBatch
(BatchingBatcher.java:70)
at org.hibernate.jdbc.BatchingBatcher.addToBatch
(BatchingBatcher.java:56)
 at org.hibernate.persister.entity.AbstractEntityPersister.insert
```

```
(AbstractEntityPersister.java:2435)
... 12 more
```

#### Procedure

Increase the table space by adding additional data files to the database. For more information on increasing the table space, contact your database administrator.

## The page cannot be displayed.

The system displays this error message on the Manage Campaign page, if the database is down or not reachable.

## **Proposed solution**

#### Procedure

Ensure the database server is running and is reachable by the POM server.

## HTTP Status 500 server encountered an internal error() that prevented it from fulfilling this request.

The system displays this error message on the POM monitor if the database is down or not reachable.

### **Proposed solution**

#### Procedure

Ensure the database server is running and is reachable by the POM server.

## Data stream has been broken.

#### **Problem description**

The system might display this error if the POM Monitor is experiencing problems.

#### Procedure

1. Run the reindexPOMPGDB.sh script from the <code>\$POM\_HOME/bin</code> folder.

#### 😵 Note:

The reindexPOMPGDB.sh script is applicable only for Postgres database.

This script indexes all tables created by POM.

2. Run the script when queries to the database take long time, as a result of which you cannot open the POM Monitor, or the POM Monitor does not display the data quickly.

🕒 Tip:

Run the reindexPOMPGDB.sh script under the maintenance window.

The frequency of reindexing the tables is dependent on the volume of data used by the POM system. Based upon your requirements and amount of data, you can schedule to run the script using the cron tab to run on periodic basis during off peak hours. Running the script does not impact running campaigns.

## The page cannot be displayed.

The system displays this error message on the Data Import, SMS Settings, SMPP Connections, and SMS Manager page if the database server is out of service or is not reachable.

## **Proposed solution**

#### Procedure

Ensure the database server is running and is reachable by the POM server.

## The page not found.

The system displays this error message if the current POM database server stops functioning.

#### Before you begin

Ensure that the current POM database server and an alternate database is synchronized and the schema is identical, and the tables and sequences in the current POM database and the alternate database are synchronized.

Configure failover POM database.

#### 😵 Note:

This step is applicable only if you have configured an alternate failover database, which is always synchronized with the current POM database.

#### Procedure

1. Run the \$POM\_HOME/bin/installDB.sh and specify the details of the alternate database
server.

Do not select the option to create schema as it exists in the alternate database, but select the option to save the configuration details of alternate the POM database.

- 2. Save the configuration of the alternate database by pressing 3 for the option Save this configuration in the PIMHibernate.cfg.xml as shown on the console.
- 3. Restart the EPM and POM server, after saving the configuration details.
- 4. Confirm the POM server is using the alternate POM database by typing /sbin/service POM status.

## Fatal Error occurred please contact your system administrator

If any of the POM web page displays this error, it can indicate that the POM database is down or not reachable.

## **Proposed solution**

#### Procedure

Ensure the POM database is running and is accessible from the POM server.

## HTTP stats 404- /VP\_POM/faces/error.xhtml The requested resource (path above) is not available.

The system displays this error message if you try to access the Configurations or the Purge Schedules pages when the POM database is down or not reachable.

## **Proposed solution**

#### Procedure

Ensure the POM database is running and is reachable by the POM server.

## Exception occurred Module POMCM Method JobContactBO.java.updateActionState Exception Type org.hibernate.exception.LockAcquisitionException: could not execute update query, please see POM log files for details

#### **Problem description**

If you are using MS SQL Server 2012 database, and you see campaigns are stuck in load scenarios, you need to verify if the READ\_COMMITTED\_SNAPSHOT database parameter is set to ON.

## **Proposed solution**

#### Before you begin

Ensure you stop all POM servers, and stop vpms services.

#### Tip:

Ensure you have the READ\_COMMITTED\_SNAPSHOT set to ON immediately after you creating the database or after you run installDB.sh script by typing the following command:

#### Procedure

On the SQL prompt, type ALTER DATABASE <database\_name> SET READ COMMITTED SNAPSHOT ON

## Fine tuning MSSQL parameters

#### About this task

Perform the following steps to ensure optimum performance on MSSQL database:

#### Procedure

1. While creating a database for POM schema, if you are using the MSSQL database, set the READ\_COMMITTED\_SNAPSHOT database parameter ON.

If you do not set the parameter to On, you might experience that campaigns are getting stuck and you might see the following error message in the logs files:

```
Exception occurred Module POMCM Method
JobContactBO.java.updateActionState Exception Type
org.hibernate.exception.LockAcquisitionException: could not execute
update query, Please see POM log files for details
```

2. To verify that the READ\_COMMITTED\_SNAPSHOT parameter is ON on existing database, type the query SELECT is\_read\_committed\_snapshot\_on FROM sys.databases WHERE name= 'YourDatabase'.

The query will return one of the following:

- 1 = READ\_COMMITTED\_SNAPSHOT option is ON. Read operations under the readcommitted isolation level are based on snapshot scans and do not acquire locks.
- 0 = READ\_COMMITTED\_SNAPSHOT option is OFF (default). Read operations under the read-committed isolation level use share locks.
- 3. You can change the parameter by typing ALTER DATABASE<database\_name> SET\_READ\_COMMITTED\_SNAPSHOT\_ON;

😵 Note:

Before running this query make sure that you stop all the POM servers and also stop VPMS services. It is advised to run this SQL command immediately after creating the database or after running installDB.sh script.

4. If a database uses either the full, or bulk-logged recovery model, you must back up the transaction log regularly to protect your data and to prevent the transaction log from getting full. For more information on Recovery Model and transaction log management, refer Microsoft SQL server documentation or consult a qualified database administrator.

## **Fine tuning Oracle parameters**

#### About this task

Perform the following steps to ensure optimum performance on Oracle database:

#### Procedure

#### 1. Set the FILESYSTEMIO\_OPTIONS parameter to SETALL by typing:

SQL> SHOW PARAMETER FILESYSTEMIO OPTIONS NAME TYPE VALUE \_\_\_\_\_ \_\_\_\_ filesystemio options string none SQL> ALTER SYSTEM SET FILESYSTEMIO OPTIONS-SETALL SCOPE-SPFILE; System altered. SQL> SHUTDOWN IMMEDIATE Database closed. Database dismounted. ORACLE instance shut down. SOL> STARTUP ORACLE instance started. Total System Global Area 926941184 bytes Fixed Size1222672 bytesVariable Size239077360 bytesDatabase Buffers683671552 bytesBedo Buffers2969600 bytes 2969600 bytes Redo Buffers Database mounted. Database opened. SQL> SHOW PARAMETER FILESYSTEMIO OPTIONS VALUE NAME TYPE \_\_\_\_\_ \_\_\_\_ \_\_\_\_\_ filesystemio\_options string SETALL SQL>

2. Set the Initrans value for pim\_job\_contact to 5 by typing:

SQL> select \* from user\_tables where table\_name = 'PIM\_JOB\_CONTACT'

SQL> alter table pim job contact initrans 5

Check the pctfree values for pim\_contact, pim\_job\_contact, pim\_contact\_attempts table by typing:

SQL> select \* from user tables where table name = '<tablename>';

 Set the pctfree values in the pim\_contact as 20, pim\_job\_contact as 20, and pim\_contact\_attempts as 30 by typing:

SQL> alter table pim\_contact pctfree 20 ; SQL> alter table pim\_job\_contact pctfree 20; SQL> alter table pim\_contact attempts pctfree 30;

### **TempDB** configuration

Perform the following steps to configure tempDB:

- Set the tempDB to "auto grow".
- Ensure the disk has free space.
- Set the initial size of tempDB to one—third of DB size.

- If possible, put the tempDB on a separate disk.
- Set the recovery model of the tempDB to SIMPLE. This model reclaims the log space automatically.

# Chapter 8: Troubleshooting POM server issues

## **Error Occurred**

The system displays this error while importing contacts from the file if Campaign Director is not active.

## **Proposed solution**

#### Procedure

1. Check the status of the POM server by typing /sbin/service POM status.

You can see the individual status of Campaign Manager and Campaign Director. The state should be running for both.

- 2. Alternatively, you can check the status of the POM server by selecting **POM > POM Home > Configurations > POM Servers > POM Manager**.
- 3. Ensure that you create a POM schema and the database settings are correct.

## Error Message :"Another instance of this service is running! Please try again after some time

The system displays this error message when you try to start the POM service from the command line and if there are more than one instances of the POM service running.

## **Proposed solution**

#### Procedure

- 1. Delete the lock file /tmp/.lock\_pom\_ser if you are sure there are no other instances running and try again.
- 2. Remove the flag file /tmp/.lock\_pom\_ser.

## Fatal Error Occurred. Please contact your System Administrator

The system will display this error on all POM pages if the database is not reachable.

## **Proposed solution**

#### Procedure

- 1. Check the logs on the Tomcat server in the <code>\$CATALINA\_HOME/logs/catalina.out</code> file.
- 2. Make sure the POM database is running and is reachable.

## Error : Cannot delete the Completion Code associated with Campaigns!

The system displays this error message if you try to delete the completion codes associated with any campaigns.

### **Proposed solution**

#### Procedure

Delete the campaign or remove the association.

For more information on deleting campaigns, see Using Proactive Outreach Manager.

## Performance issues with POM server

#### **Problem description**

You might experience some performance issues with the POM server, or the POM monitor takes time to load. The system might show large amounts of disk space utilization for the POM Postgres database. The system might take time to load the POM pages.

#### Procedure

1. Run the following query and verify the output of the query.

```
SELECT
    table name,
   pg_size_pretty(table size) AS table size,
   pg_size_pretty(indexes_size) AS indexes size,
   ratio
FROM (
   SELECT
       table name,
       pg table size(table name) AS table size,
       pg indexes size(table name) AS indexes size,
        CASE WHEN pg table size(table name) = \overline{0} THEN 2
            ELSE (pg_indexes_size(table_name) / pg_table_size(table_name)) END as
ratio
   FROM (
       SELECT ('"' || table_schema || '"."' || table_name || '"') AS
schema_table name,
        table name as table name
       FROM information schema.tables where table name like 'pim %'
   ) AS all tables where pg indexes size(table name) > 1024*1024*100
   ORDER BY indexes size DESC
) AS pretty_sizes where ratio >=2 order by ratio desc
```

2. If the query returns the table size and index size, and you notice a considerable increase in the size of the database in some GBs of space, run reindexPOMPGDB.sh script from \$POM HOME/bin.

#### 😵 Note:

Run the reindexPOMPGDB.sh script under the maintenance window.

## Performance issues at the time of Agent login

#### **Problem description**

When you enable a secured connection with Application Enablement Services (AES), agent login might take some time.

#### **Related links**

Proposed solution on page 58

#### Procedure

If the DNS is not configured, then add the AES host name entry in /etc/hosts file on every POM server.

#### **Related links**

Performance issues at the time of Agent login on page 57

## Abnormal growth of MSSQL TempDB storage

During performance testing it was observed that MSSQL tempdb storage grows beyond 30 GB, or the CPU utilization might increase beyond 90%. This might impact the POM dialing and performance might slow down. To reset the size or ensure optimum performance, MSSQL server needs to be restarted.

#### **Proposed solution**

- 1. Pause all jobs that are in running state.
- 2. Logout all logged in agents. Ensure you wait till all agents are logged off.
- 3. Stop all POM components on all servers by typing service POM stop.
- 4. Stop application server by typing service appserver stop
- 5. Stop primary and auxiliary EPM servers by typing service vpms stop.
- 6. Restart the MSSQL server. Observe that the tempdb size reduces.
- 7. Start the VPMS service by typing service vpms start.
- 8. Start the application server by typing service appserver start
- 9. Start POM service by typing service POM start.
- 10. Login all agents and resume the jobs.

For more information on tuning parameters for MSSQL database, refer the Capacities and Scalability section in the *Proactive Outreach Manager Overview and Specification*.

## High POM server and database CPU utilization

#### Condition

During testing, it was observed that the POM server and database CPU utilization is constantly above 70%. This might impact the performance and system might become unstable.

#### Solution

- 1. Ensure you do not run more than 300 concurrent jobs with the single handler used in campaign strategy.
- 2. If multi-handler strategy is used in running campaign, then ensure the number of handlers used in campaign strategy are not more than 5-6. If handler count is more than 5-6 then, consider redesigning the campaign strategy.
- 3. Ensure that not more than 10 jobs start or stop simultaneously.

## **Tomcat performance issues**

If you observe that the Tomcat server is crashing or stopping frequently then verify the logs at \$CATALINA\_HOME/logs/catalina.out. If you observe this issue is because of java.lang.OutOfMemoryError, increase the permgen memory size of the tomcat server.

#### Solution

- 1. Edit the file /etc/profile.d/epm.sh.
- 2. Change the line -XX:PermSize=256m -XX:MaxPermSize=320m to -XX:PermSize=256m XX:MaxPermSize=512m.

## Scheduling maintenance

#### About this task

Perform the maintenance activities in any of the following scenarios:

- To ensure optimum performance.
- If you observe unusual tempDB growth or increased CPU usage.
- For PostgreSQL database, if you experience re-indexing issues.

#### Procedure

- 1. Pause all running jobs.
- 2. Take a backup of POM database.
- 3. Stop the POM server by typing service POM stop.
- 4. Stop the application server by typing service appserver stop.
- 5. Stop MPP by typing service mpp stop.
- 6. Stop MMS server by typing service mmsserver stop.
- 7. Stop VPMS by typing service vpms stop.
- 8. Stop the POM database server.

- 9. Start POM database server.
- 10. Start the POM server by typing service POM start.
- 11. Start the application server by typing service appserver start.
- 12. Start MPP by typing service mpp start.
- 13. Start MMS server by typing service mmsserver start.
- 14. Start VPMS by typing service vpms start.

# Chapter 9: Troubleshooting POM applications

## Application defined in the campaign cannot be started

The system displays this error message in the log viewer, if you have not specified the application name correctly. The campaign starts and the system updates the disposition as Application Error.

## **Proposed solution**

#### Procedure

- 1. Select System Configurations > Applications.
- 2. Specify the name of the application correctly as POMDriver, AvayaPOMNotifier, AvayaPOMAgent, or AvayaPOMAnnouncement.

The application names are case-sensitive.

## HTTP Status 404 - /<name of application>/ccxml/start.jsp --- if verified MPP OuMPP Outcall Web Service returned FAILED. MPP = MPP183

## Method=AppIntfServiceSOAPImpI::launchCCXML() CCXML Interpreter failed to load uri:

The system displays this error message in the log viewer, if you have specified an incorrect URL for the POMDriver application.

## **Proposed solution**

#### Procedure

1. Check the log viewer and ensure you specify a correct URL for the POMDriver application.

2. After making the changes, ensure you pause and resume campaigns, if campaigns are in active state.

## The system is experiencing technical difficulties, please try again later.

Customers hear above message instead of the TTS text that you define in your application.

### **Proposed solution**

#### Procedure

- Configure TTS speech server if you have not configured the server. Go to System Configurations > Speech Servers and add a TTS server. Mention the appropriate TTS licences, and check if the POM driver application, that is, PomDriverApp has the TTS associated with it.
- 2. Fetch Axis2 certificate on the application server if you have not already fetched the certificate Go to http://<APP\_SERVER\_IP>:7080/runtimeconfig/ and fetch the Axis2 certificate from the EPM https://<EPMS IP>/axis2.
- 3. Make sure you have a valid Avaya Aura® Orchestration Designer license.
- 4. If you are making a voice call to play out a notification text (TTS), make sure you do not have HTML tags in your text.

## The wav files uploaded through application CAV's (Configurable Application Variables) are not played.

The wav files uploaded through the application CAV's (Configurable Application Variables) are not played.

## **Proposed solution**

#### Procedure

The wav file format may not be correct. For more information on the file format, see *Avaya Aura*<sup>®</sup> *Experience Portal* section from the help.

## Contact called is not getting added to the DNC list while on call

The contact record information cannot be added to the DNC list while on call.

## **Proposed solution**

#### Procedure

Make sure you have specified the DNC Digit CAV (Configurable Application Variables) for your application.

## Chapter 10: Troubleshooting VP\_POMAgentAPIService and VP\_POMCmpMgmtService Web services

## Service Temporarily Unavailable OR HTTP Status 404

The Web service is not accessible. It could be due to one of the scenarios mentioned below.

- 1. Verify that Axis2 is running. Follow these steps to verify that Axis2 is running:
  - Open a new browser window.
  - Go to the URL: http://<EPM>/axis2, where <EPM> is the server name or IP address of the EPM server.
  - The system displays the Apache Axis welcome page.
- 2. Verify that the Web service is running. Follow these steps to verify that the Web service is running:
  - Open a new browser window.
  - Go to the URL: http://<EPM>/axis2/services/VP\_POMAgentAPIService/AddToDNClist? Address=12345&OrgName=null, where EPM is the server name or IP address of the EPM server.
  - The system displays a dialog box prompting for a user name and password in order to access the Web service.
  - Enter the user name and password for the Web service that was configured on the EPM system
  - The system updates the browser window with the results from the invoked request. The results are displayed in XML format.

### **Proposed solution**

#### Procedure

1. Restart Avaya Aura<sup>®</sup> Experience Portal and POM server.

2. In case the issue persists, refer the \$CATALINA\_HOME/logs/catalina.out and \$POM\_HOME/logs/PIM\_WebService.log files from the system to check the relevant Web service messages.

## **400 Unauthorized Error**

The system might display this error message if you have entered a wrong user name and or password while invoking the Web service.

## **Proposed solution**

#### Procedure

- 1. Verify any user name and or password configured to logon to EPM Web administration interface.
- 2. Set the exact credentials for invoking the Web service.

## Faults for VP\_POMAgentAPIService and VP\_POMCmpMgmtService interfaces

All Web service methods generate faults, if invalid data is passed while invoking the Web service.

## **Proposed solution**

#### Procedure

- 1. Check the fault code and the message to identify the root cause.
- 2. Correct the parameter values in case you find any invalid value.

# Chapter 11: Troubleshooting POM Monitor issues

## Failed to Initialize the POM Monitor. Possible reason is that the POM Monitor could not establish a connection to the server

The system displays this message in either of following cases:

- The VPMS or EPM is down or restarting.
- The dashboard Web service returns a fault message.
- The network connection goes down on client machine or server is not reachable.

## **Proposed solution**

#### Procedure

- 1. Check if the POM server IP is reachable from client machine.
- 2. Check if the EPM is running properly
- 3. Check the \$TOMECAT\_HOME/logs/catalina.out file for root cause of the problem.

## **Data Stream Has Been Broken**

This message gets displayed if connection to server is broken , or the EPM stops functioning. The POM monitor stops refreshing data until it is able to connect POM server.

## **Proposed solution**

#### Procedure

- 1. Check if the POM server IP is reachable from client machine.
- 2. Check if the EPM is running properly

3. Check the \$TOMECAT HOME/logs/catalina.out file for root cause of the problem.

## Campaign/DataImport/DNCImport remains in intermediate state like 'pausing', waiting to resume', 'stopping' etc

The system might display the error message if the Campaign Director is not running.

### **Proposed solution**

#### Procedure

- 1. Check if the Campaign Director service is running on the POM server.
- 2. If the Campaign Director service is not running, start the service.

## **Campaign Status remains in Queue**

The system might display the error message if the Campaign Director is not running, or the number of jobs on the POM server exceeds the configured value.

### **Proposed solution**

#### Procedure

- 1. Start the Campaign Director Service.
- 2. Check the number of jobs configured per POM server in POM configurations.

## **Failed to Save Campaign Properties**

The system displays the error when you try to change the campaign properties, for example, pace rate from Campaign Detail screen and the system displays the message as Failed to save 'xxx' properties.

#### Procedure

- 1. Check the POM ActiveMQ service on POM server. If the service is not running, start the POM ActiveMQ service.
- 2. Check the log file for detailed error message.

## Discrepancy in the agent utilization and agent idle% values in POM monitor

#### **Problem description**

The system calculates the Agent Utilization and Agent Idle Percent from two different sources, one source is the pacing algorithm and the other source is the POM database. Chances are there that the Agent Utilization and Agent Idle% might have a deviation of x% from 100%. This variation "x" depends on the number of active agents on the system. Ideally the deviation must be in range of (+/-) 0-5%. The system calculates the Agent Utilization when the state of an agent, attached to the job, changes, and the Idle Percent is incremented based on the current time. Hence, the system refreshes the values at the pace of POM Monitor refresh interval. However, cases are there when this deviation can go beyond this range and in such cases the supervisor must intervene manually.

Depending on the scenario, 2 proposed solutions are there.

## **Proposed solution**

#### Procedure

The campaign is running with 100 agents that are attached to the job and the last contact of the job is served by the agent for too long, say 20 minutes. In such a case, all 99 agents will be in Idle state waiting for the next call. The Agent Idle% will be percent incremented by 99\*20 minutes whereas the Agent Utilization will remain intact. In such cases, it is advisable for the supervisor to take some actions like decrementing the Maximum agents or priority of the job or use dynamic licensing.

## **Proposed solution**

#### Procedure

If there are issues in the nailing of the agents and many agents are attached to job but in unnailed and Idle state, in such a case, the Agent Utilization will remain intact while the Idle percentage will be incremented. The supervisor needs to check for such agents and must rectify the nailing issues. There are various ways to track such agents on POM Monitor. Such agents generally appear to stuck in Idle call state or the agents have a lesser call count compared to other agents. Additionally POM generates an alarm P\_POMAGT33 - "Agent - {0} nailing lost for the agents whose nailing is dropped. Nailing issues can occur due to various reasons such as invalid MPP state, or agents are not properly configured on Contact Center, or insufficient telephony resources. You must check for such issues and rectify the issues.

## Cannot update runtime parameters on campaign detail screen

#### **Problem description**

If the ActiveMQ service is not running properly, you might not be able to save the changes to the runtime parameters. The system updates following message in the <code>\$POM\_HOME/logs/PIM\_WebService.log file:</code>

Could not connect to broker URL: tcp://<POM-Server-IP>:<port>. Reason: java.net.ConnectException: Connection refused.

#### **Related links**

Proposed solution on page 69

## **Proposed solution**

#### Procedure

- 1. Login to the POM Server from command line as root/sroot user.
- 2. Browse to \$POM HOME/bin folder.
- 3. Run the script ./resetActMQ.sh.

#### **Related links**

Cannot update runtime parameters on campaign detail screen on page 69

## Scrolling on POM Monitor slows down if more than 100 campaigns are running

If more than 100 campaigns are running at a time, then the scroll bar on POM Monitor gets stuck for around 2 seconds. The issue appears to be a third party flex issue.

#### Procedure

No corrective action is required.

## POM Monitor might slow down or might not open when all Campaign Managers are down during heavy load

In case of load scenarios, when more than 50 jobs are running at a time, if all the Campaign Managers are down, then the POM Monitor might slow down, or might not open.

## **Proposed Solution**

#### Procedure

Ensure you start at least one Campaign Manager.

## **Chapter 12: Troubleshooting POM reports**

## Monitor shows inconsistent data in tables and graphs in reports

#### **Problem description**

You might see inconsistent data in the tables and graphs on the POM monitor for POM reports.

#### **Related links**

Proposed solution on page 71

## **Proposed solution**

#### Procedure

- 1. In the Internet Explorer browser, select **Tools > Internet Options**.
- 2. Under Browsing history, select Settings.
- 3. On the Temporary Internet Files and History Settings page, for the **Check for newer** versions of stored pages, select the **Every time I visit the web page**.
- 4. Click OK.

#### **Related links**

Monitor shows inconsistent data in tables and graphs in reports on page 71

# Chapter 13: Troubleshooting Telephony issues

## Call transferred to an external agent through a trunk on Communication Manager failed.

External agent is a PSTN entity that is dialed out of the Enterprise network. If the external agent is dialed out through a trunk on Communication Manager (CM) to the PSTN network, the CM fails to transfer the call and drops the external agent's ongoing call if "Disconnect Supervision" is disabled for the outgoing trunk.

## **Proposed solution**

In Avaya Aura<sup>®</sup> Communication Manager, the SIP trunk groups expect to receive the disconnect indication from the far-end. When they do not receive the disconnect indication, the SIP trunks may not disconnect and may not be idled even though the trunk is no longer in use. You can now administer the **Disconnect Supervision In and Out** fields for SIP trunk groups. Setting the **Disconnect Supervision In and Out** fields allows the Avaya Aura<sup>®</sup> Communication Manager to initiate the disconnect process whenever required.

Set the **Disconnect Supervision - In** field to "y" when you want:

- Trunk-to-trunk transfers that involve this trunk group. If you want trunk-to-trunk transfer in your system, you must also set the **Transfer** field on the Feature-Related System Parameters screen to "y".
- To make the far end server or switch responsible for releasing the trunk when the far end server sends a release signal.
- To enhance Network Call Redirection.

Set the **Disconnect Supervision - In** field to 'n' when:

- You do not want trunk-to-trunk transfers that involve this trunk group.
- The far end server does not provide a release signal.
- The hardware in your system cannot recognize a release signal.
- You prefer to use timers for disconnect supervision on incoming calls.

For more information on Disconnect Supervision, see *Proactive Outreach Manager Integration Guide*.

## **Chapter 14: POM Agent Manager**

# Exception in PIM\_AgtMgr.log when Auxiliary POM server is switched to Master Mode from Dormant Mode

When POM Agent Manager is switched to Master on auxiliary POM server, there is a harmless exception in the PIM\_AgtMgr.log. This can be ignored as there is no functional impact.

ERROR com.avaya.pim.pam.AMJMSSubscriber.onException(AMJMSSubscriber.java: 198) -\_\_\_\_\_ javax.jms.JMSException: java.io.EOFException at org.apache.activemq.util.JMSExceptionSupport.create(JMSExceptionSupport.j ava:49) at org.apache.activemq.ActiveMQConnection.onAsyncException(ActiveMQConnectio n.java:1831) at org.apache.activemq.ActiveMQConnection.onException(ActiveMQConnection.jav a:1848) at. org.apache.activemg.transport.TransportFilter.onException(TransportFilter .java:101) at org.apache.activemq.transport.ResponseCorrelator.onException(ResponseCorr elator.java:126) at org.apache.activemg.transport.TransportFilter.onException(TransportFilter .java:101) at. org.apache.activemg.transport.TransportFilter.onException(TransportFilter .java:101) at org.apache.activemq.transport.WireFormatNegotiator.onException(WireFormat Negotiator.java:160) org.apache.activemg.transport.InactivityMonitor.onException(InactivityMon itor.java:255) at. org.apache.activemq.transport.TransportSupport.onException(TransportSuppo rt.java:96) at

```
org.apache.activemq.transport.tcp.TcpTransport.run(TcpTransport.java:205)
        at java.lang.Thread.run(Thread.java:662)
Caused by: java.io.EOFException
        at java.io.DataInputStream.readInt(DataInputStream.java:375)
        at.
org.apache.activemq.openwire.OpenWireFormat.unmarshal(OpenWireFormat.java
:269)
        at
org.apache.activemq.transport.tcp.TcpTransport.readCommand(TcpTransport.j
ava:226)
        at
org.apache.activemg.transport.tcp.TcpTransport.doRun(TcpTransport.java:
218)
        at
org.apache.activemg.transport.tcp.TcpTransport.run(TcpTransport.java:201)
        ... 1 more
```

## **Proposed solution**

#### Procedure

No action required.

## **POM system maintenance**

#### **Problem description**

You might need to shut down any component on POM server during the normal system maintenance. The POM system might be connected to some external components such as Avaya Aura<sup>®</sup> System Manager or Avaya Aura<sup>®</sup> Call Center Elite. In such cases, to make the POM system functional, you must restart the components in the order specified in the proposed solution.

## **Proposed solution**

#### Procedure

- 1. Logoff all the agents. Ensure you wait until all agents are logged off.
- 2. Stop the POM service by typing service POM stop.
- 3. Start the POM service by typing service POM start.

## **POM server components failure**

A POM system might need a restart when any component such as the application server, MPP, or EPM becomes nonfunctional ungracefully such as in case of network outage, power outage, or database connectivity issues. All components are essential for nailing calls for agent-based campaigns. The POM system might be connected to some external components such as Avaya Aura<sup>®</sup> System Manager or Avaya Aura<sup>®</sup> Call Center Elite. In such cases, to make the POM system functional, you must restart the components in the order specified in the proposed solution.

#### **Proposed solution**

- 1. Logoff all agents. Ensure that you wait till all agents are logged off.
- 2. Stop the POM service by typing service POM stop.
- 3. Restart the MPP service. Ensure that there are no active nailing calls on MPP before you restart the MPP.
- 4. Restart the application server.
- 5. Start the POM service by typing service POM start.

## **Chapter 15: POM log files**

## **About POM log files**

POM has different types of log files which can give you information about the Campaign Manager, Campaign Director, Rule Engine, Web services, installing, and upgrading POM. These log files can help in troubleshooting and are located in *\$POM HOME/logs*.

Check the catalina.out at \$APPSERVER HOME/logs for the POM tomcat log files.

All system out files which are there in \$POM\_HOME/logs namely:

- CmpDirService.out
- CmpMgrService.out
- PAMService.out
- POMActMQService.out
- \$CATALINA\_HOME/logs/catalina.out
- RulEngService.out

can grow for any severe exceptions as every process logs the error events in these files. These files are rotated only when process is restarted. After rotation, their names are appended with the date and time at which the process is stopped.

You can remove or truncate these files if these files take up huge disk space. Before you delete or truncate the files, ensure you take a backup of the logs manually.

To remove the log files use following commands:

- #rm -f CmpDirService.out\_\*
- #rm -f CmpMgrService.out\_\*
- #rm -f PAMService.out \*
- #rm -f POMActMQService.out \*
- #rm -f RulEngService.out \*

To truncate the log files at runtime, use following commands:

- #> CmpDirService.out
- #> CmpMgrService.out
- #> PAMService.out

- #> POMActMQService.out
- #> RulEngService.out
- #> \$CATALINA\_HOME/logs/catalina.out

Log Name	Comments
avaya.service.pom.log	Records the information about the POM services.
PIM_CmpMgr.log	Records the information about the Campaign Manager.
CmpMgrService.out	Records the information about any exception or the runtime messages related to the Campaign Manager.
RulEngService.out	Records the information about any exception or the runtime messages related to the Rule Engine
PIM_CmpDir.log	Records the information about the Campaign Director.
CmpDirService.ou	Records the information about any exception or the runtime messages related to the Campaign Director.
PIM_Web.log	Records information about the user interface related classes.
PIM_WebService.log	Records information about the agent and campaign Web services.
InstallPOM.log	Records the detail information about the installation.
InstallSummary.log	Records the installation summary information.
upgradeDB.log	Records the information about the database upgrade logs and is generated only for POM upgrade.
installDB.log	Records the information about the database installation.
vpms.key.log	Records the information about the VPMS certificate.
PIM_AgtMgr.log	Records the information about the Agent Manager process and various modules of Agent Manager such as Router, License manager, Call Pacer, SDK server. Finest level logging also provides the information about each agent that logs in on the system.
PAMService.out	Records the console data and the diagnostic information about any exception or runtime
	messages related to the Agent Manager.
PIM_ActMQ.log	Records the information about any exception or the runtime messages related to the ActiveMQ.
PIM_RuleEngine.log	Records the information about the Rule Engine.

## **Chapter 16: Events and Alarms**

## **POM events and associated alarms**

## **Events and associated alarms**

Proactive Outreach Manager (POM) generates events and alarms when errors occur. Events and alarms are grouped by categories. Each event or the alarm category identifies the system component that generates the event or alarm. All events are displayed in log files, and the alarms are displayed in alarm reports. You can get access to the log and the alarm reports through the Voice Portal Management System (VPMS) or Experience Portal Manager (EPM).

#### Note:

An alarm message is a subset of an event message. You can find detailed information about the alarm, such as process name, system name, dates, and times, in the event message.

## **Administration Events**

## P\_POMAD001

Event code	P_POMAD001
Event text	Connection to the database failed.
Event level	Error event.
Trigger component	POM Administration
Problem description	

The connection to the POM database fails. Possible causes are:

- The database is not configured or configured incorrectly.
- The configured database is not reachable.

## **Proposed solution**

#### Procedure

- 1. Check the database configuration on your POM system. If database is not configured, configure the database using <code>\$POM HOME/bin/installDB.sh script</code>.
- 2. If database is already configured then, check the status of the database server.

## P\_POMAD003

Event code	P_POMAD003
Event text	Unable to receive heartbeat from POM Server
Event level	Information event. POM generates a major alarm Q_POMAD003 for this event.
Trigger component	POM Administration.

## Problem description

Unable to receive heartbeat from POM server.

## Proposed solution

#### Procedure

Make sure the POM server is connected to the network and is functional.

## P\_POMAD004

Event code	P_POMAD004
Event text	POM Poller has failed to update.
Event level	Error event. POM generates a minor alarm Q_POMAD004 for this event.
Trigger component	POM Administration.

#### **Problem description**

The POM poller fails to update the license information. Possible causes include

- The tomcat server is getting any SEVERE category errors or exceptions.
- The firewall is up and running on the EPM servers.
- The PIMHibernate.cfg.xml file is not pushed to auxiliary EPM server while adding the auxiliary POM server from Web.

## **Proposed solution**

#### Procedure

1. Ensure that you have configured the POM database, and the database server is reachable from the primary EPM.

- 2. Search the SEVERE category errors in *\$CATALINA\_HOME/logs/catalina.out* file and try to resolve them and restart EPM server.
- 3. Ensure firewall is configured correctly to enable the communication between primary and auxiliary EPM servers. If you are not using the firewall, than stop or disable the firewall service running on the server using the following commands:

```
/sbin/service iptables stop
/sbin/service ip6tables stop
/sbin/chkconfig iptables off
/sbin/chkconfig ip6tables off
```

4. If the PIMHibernate.cfg.xml file is not present in the \$POM\_HOME/config folder of auxiliary EPM, then remove and re-add the auxiliary POM server on primary POM server Web admin from POM > POM Home > Configurations > POM Servers Web page.

## P\_POMAD005

Event code P POMAD005

**Event text** Server Update: {0} has been {1}

**Event level** Information event. POM generates a minor alarm Q\_POMAD005 for this event.

Trigger component POM Administration.

#### **Problem description**

POM generates this event when you try to delete or update either a EPM server or an e-mail server. {0} provides information about the server name, and {1) provides information whether the server name is updated or deleted.

#### **Proposed solution**

#### Procedure

No corrective action is required.

## **Campaign Director Events**

Event code	P_POMCD002
Event text	Job will start later as current active job count exceeds maximum.
Event level	Information event.

Trigger component POM Campaign Director.

#### Problem description

The given job cannot start immediately as the maximum allowed active jobs count threshold is reached. The job will be queued till the count is reduced.

#### **Proposed solution**

#### Procedure

Either stop or pause currently executing jobs to reduce the count to below 20 if you want to execute the queued job.

#### P\_POMCD003

Event code	P_POMCD003
Event text	Nuisance call rate for a job has exceeded the configured value.
Event level	Information level. POM generates a major alarm Q_POMCD003 for this event.

Trigger component POM Campaign Director.

#### **Problem description**

The system displays this message when the number of nuisance calls exceeds the configured value (default is 3%) of total Answer Human calls for a job. For agent-less campaigns, if POM detects a live voice for the call and, if the first prompt is not played within configured compliance timer (default 2 seconds), then POM treats the call as a "silent" or "nuisance" call. For agent-based campaigns, if POM detects a live voice for the call and does not find an agent in configured compliance timer (default 2 seconds), then POM treats the call as a "silent" or "nuisance" call.

#### **Proposed solution**

#### Procedure

- 1. Stop or pause the campaign if no more call attempts are to be made, when nuisance rate exceeds the configured value.
- 2. Check the system for other alarms and errors to verify if there are other issues like excessive load or malfunctioning processes in the system which are leading to higher nuisance rate.

- Event code P\_POMCD005
- **Event text** Scheduler Manager Stopped.
- **Event level** Information level. POM generates a major alarm Q\_POMCD005 for this event.

Trigger component POM Campaign Director.

#### **Problem description**

The system displays this message when the Campaign Director stops.

#### **Proposed solution**

#### Procedure

Check if the Campaign Director is running.

## P\_POMCD007

Event code	P_POMCD007
Event text	Schedule Manager Could Not Be Started.
Event level	POM generates a major alarm Q_POMCD007 for this event.
Trigger component	POM Campaign Director.

#### **Problem description**

Campaign Director keeps trying to start the Schedule Manager.

## Proposed solution

## Procedure

Check if the database is valid and is functional.

## P\_POMCD019

Event code	P_POMCD019
Event text	Application defined in the campaign cannot be started.
Event level	Error event. POM generates a major alarm Q_POMCD019 for this event.
Trigger component	POM Campaign Director.

#### **Problem description**

The application defined for a specific campaign cannot start.

#### **Proposed solution**

#### Procedure

- 1. Ensure you configure the application in EPM and specify the correct URL. For more information about URL, see *Implementing Proactive Outreach Manager*.
- 2. If you are using a contact strategy where you have defined the URL, ensure you have specified the URL correctly.

Event code	P_POMCD023
Event text	No POM servers available for campaign execution.
Event level	Error event. POM generates a major alarm Q_POMCD023 for this event.
Trigger component	POM Campaign Director.

#### **Problem description**

There are no online POM servers to execute the given campaign.

#### **Proposed solution**

#### Procedure

- 1. Check if the POM servers are up and running.
- 2. Check the allocated licenses and ports. If the campaign needs more licenses or ports, the job is queued till the licenses and ports are free.

## P\_POMCD025

Event code	P_POMCD025
Event text	Import Manager Stopped.
Event level	Information event. POM generates a major alarm Q_POMCD025 for this event.

Trigger component POM Campaign Director.

#### **Problem description**

The Import Manager stops when the Campaign Director stops.

#### **Proposed solution**

#### Procedure

Check if the Campaign Director is running.

Event code	P_POMCD027
Event text	Campaign Director {0} started in Dormant Mode.
Event level	Information event.
Trigger component	POM Campaign Director.

#### **Problem description**

The Campaign Director starts in the Dormant mode. {0} provides the IP address of the POM server running the Campaign Director service.

#### **Proposed solution**

#### Procedure

No corrective action is required.

## P\_POMCD028

Event code	P_POMCD028
Event text	Campaign Director {0} stopped.
Event level	Information event.
Trigger component	POM Campaign Director.

#### **Problem description**

The Campaign Director stopped. {0} provides the IP address of the POM server running the Campaign Director service.

#### **Proposed solution**

#### Procedure

No corrective action is required.

## P\_POMCD031

Event code	P_POMCD031
Event text	Campaign Director {0} changed to Master Mode.
Event level	Information event.
Trigger component	POM Campaign Director.

#### **Problem description**

The Campaign Director status changes to Master Mode. {0} provides the IP address of the POM server running the Campaign Director service.

## **Proposed solution**

#### Procedure

No corrective action is required.

-	
Event code	P_POMCD035
Event text	Job Started.
Event level	Information event.
Trigger component	POM Campaign Director.
Problem description	
The import job starts.	
Proposed solution	
Procedure	
No corrective action is required.	
P_POMCD036	
Event code	P_POMCD036
Event text	Job stopped.
Event level	Information event.
Trigger component	POM Campaign Director.
Problem description	
The import job stops.	
Proposed solution	
Procedure	
No corrective action is required.	
P_POMCD037	
Event code	P_POMCD037
Event text	Job Paused.
Event level	Information event.

Trigger componentPOM Campaign Director.

## **Problem description**

The import job is paused.

No corrective action is required.

## P\_POMCD038

Event code	P_POMCD038
Event text	Job resumed.
Event level	Information event.
Trigger component	POM Campaign Director.
Problem description The import job resumes.	
Proposed solution Procedure	
No corrective action is required.	
P_POMCD039	
Event code	P_POMCD039
Event text	Job finished.
Event level	Information event.
Trigger component	POM Campaign Director.

#### **Problem description**

The import job is finished.

## Proposed solution

## Procedure

No corrective action is required.

## P\_POMCD043

This is an obsolete event.

## P\_POMCD044

This is an obsolete event.

Event code	P_POMCD045
Event text	Job Summary Started / finished with all relevant data.
Event level	Information event.
Trigger component	POM Campaign Director.

#### **Problem description**

The job summary has the relevant data.

### **Proposed solution**

#### Procedure

No corrective action is required.

## P\_POMCD046

Event code	P_POMCD046
Event text	Allocated Licenses for Job {Job ID } is {allocatedValue}.
Event level	Information event.
Trigger component	POM Campaign Director.

#### **Problem description**

The system displays the number of allocated licenses for a particular job ID. {0} provides the job ID and {allocatedValue} provides the number of licenses allocated for the given job ID.

#### **Proposed solution**

#### Procedure

No corrective action is required.

## P\_POMCD047

Event code	P_POMCD047
Event text	POM Port License allocated.
Event level	Information event.
Trigger component	POM Campaign Director.

#### **Problem description**

The POM port license is allocated for a given job or campaign.

No corrective action is required.

## P\_POMCD048

Event code	P_POMCD048
Event text	POM Port License released.
Event level	Information level.
Trigger component	POM Campaign Director.

#### **Problem description**

The system released the allocated POM port license for a given job or campaign.

## Proposed solution

### Procedure

No corrective action is required.

## P\_POMCD049

This is an obsolete event.

## P\_POMCD050

This is an obsolete event.

## P\_POMCD051

Event code	P_POMCD051
Event text	A recurring campaign was stopped.
Event level	Information event.
Trigger component	POM Campaign Director.
Problem description	
A recurring campaign is stopped.	
Proposed solution	
Procedure	

No corrective action is required.

Event code	P_POMCD052
Event text	A recurring campaign was paused.
Event level	Information event.
Trigger component	POM Campaign Director.
Problem description	
A recurring campaign is paused.	
Proposed solution	
Procedure	
No corrective action is required.	
P_POMCD055	
Event code	P_POMCD055
Event text	POM Server was stopped.
Event level	Information event.

Trigger componentPOM Campaign Director.

#### **Problem description**

The system displays this message if the POM server stops.

## Proposed solution

Procedure

No corrective action is required.

## P\_POMCD056

Event code	P_POMCD056
Event text	POM Server was started.
Event level	Information event.
Trigger component	POM Campaign Director.

#### **Problem description**

The system displays this message when the POM server starts.

No corrective action is required.

## P\_POMCD057

Event code	P_POMCD057
Event text	No attributes mapping found.
Event level	Error event.
Trigger component	POM Campaign Director.

#### **Problem description**

While importing contacts, the attributes are not mapped properly.

## Proposed solution

#### Procedure

Create appropriate mapping for all the attributes.

## P\_POMCD058

Event code	P_POMCD058
Event text	Import data source object is null.
Event level	Error event.
Trigger component	POM Campaign Director.

#### **Problem description**

The system displays this error message if the database is corrupt or the data source is deleted.

## Proposed solution

## Procedure

Restart the system.

Event code	P_POMCD059
Event text	Exception Occurred while Re-starting imports.
Event level	Error event.

#### Trigger component PO

POM Campaign Director.

#### Problem description

The import cannot resume after pause or stop.

## Proposed solution

## Procedure

Restart the import.

## P\_POMCD060

Event code	P_POMCD060
Event text	Exception Occurred while Starting imports.
Event level	Error event.
Trigger component	POM Campaign Director.
Problem description The import job cannot start. Proposed solution Procedure Restart the import job. P_POMCD061 This is an obsolete event. P_POMCD064	
Event code	P_POMCD064
Event text	Global Restriction not found for override.
Event level	Error event.
Trigger component	POM Campaign Director

#### **Problem description**

The system cannot find a campaign restriction specified for the Override node.

## **Proposed solution**

#### Procedure

1. Check the campaign strategy.

2. Identify the campaign restriction and specify the value for the Override node.

## P\_POMCD065

Event code	P_POMCD065
Event text	Started Campaign Job with id {0}.
Event level	Information event.
Trigger component	POM Campaign Director.
Problem description A campaign starts and returns the jo Proposed solution Procedure	b ID. {0} provides the job ID.
No corrective action is required.	
P_POMCD066	
Event code	P POMCD066
Event text	Finished Campaign Job with id {0}.
	—
Event text	Finished Campaign Job with id {0}.
Event text Event level Trigger component Problem description The campaign for the given job ID fin	<ul> <li>Finished Campaign Job with id {0}.</li> <li>Information event.</li> <li>POM Campaign Director.</li> </ul>
Event text Event level Trigger component Problem description	<ul> <li>Finished Campaign Job with id {0}.</li> <li>Information event.</li> <li>POM Campaign Director.</li> </ul>
Event text Event level Trigger component Problem description The campaign for the given job ID fin Proposed solution	<ul> <li>Finished Campaign Job with id {0}.</li> <li>Information event.</li> <li>POM Campaign Director.</li> </ul>

Event code	P_POMCD067
Event text	Error occurred while getting notification texts from Campaign Strategy.
Event level	Error event.
Trigger component	POM Campaign Director.

#### **Problem description**

The notification text specified for the node cannot be retrieved.

## Proposed solution

## Procedure

Check the campaign strategy.

## P\_POMCD068

Event code	P_POMCD068
Event text	Machine with MAC ID {0} lost master role.
Event level	Information event.
Trigger component	POM Campaign Director.

#### **Problem description**

The Campaign Director loses the Master role. {0} provides the IP address of the POM server running the Campaign Director service.

#### **Proposed solution**

#### Procedure

No corrective action is required.

## P\_POMCD069

This is an obsolete event.

## P\_POMCD070

Event code	P_POMCD070
Event text	No handlers found in the campaign strategy for job {0}.
Event level	Error event.
Trigger component	POM Campaign Director.

#### **Problem description**

No Handler node is specified or the Handler node is incorrectly specified in the contact strategy for the given job. {0} provides information about the campaign strategy for the given job ID.

#### **Proposed solution**

#### Procedure

Check the campaign strategy.

Event code	P_POMCD071
Event text	Error occurred while parsing campaign strategy for job {0}.
Event level	Error event.
Trigger component	POM Campaign Director.

#### **Problem description**

The campaign strategy for the given job is not created and saved properly. {0} provides information about the campaign strategy for the given job ID.

#### **Proposed solution**

#### Procedure

Check the campaign strategy.

## P\_POMCD072

Event code	P_POMCD072
Event text	Schedule is paused so will not create a job for it.
Event level	Information event.
Trigger component	POM Campaign Director.

#### **Problem description**

The schedule for the given campaign is paused. Hence the system does not create a job for the paused campaign.

#### **Proposed solution**

#### Procedure

No corrective action is required.

Event code	P_POMCD073
Event text	Job Type is null, Returning without executing any job.
Event level	Information event.
Trigger component	POM Campaign Director.

#### **Problem description**

System error. Need to reschedule the job to be executed at the given time.

## Proposed solution

## Procedure

Reschedule the job to run at a specific time.

## P\_POMCD074

Event code	P_POMCD074
Event text	Cannot get Mail Host From Database, So cannot send the mail.
Event level	Error event.
Trigger component	POM Campaign Director.

#### **Problem description**

The e-mail server specified is incorrect or there is a connection problem between the POM server and the e-mail server.

#### **Proposed solution**

#### Procedure

- 1. Check the campaign settings, and specify the correct e-mail server.
- 2. Check the connectivity between the POM server and the e-mail server.
- 3. Check if the e-mail server specified is configured as an e-mail server.

## P\_POMCD075

Event code	P_POMCD075
Event text	Cannot get Mailing list or email-id, So cannot send the mail.
Event level	Error event.
Trigger component	POM Campaign Director.

#### **Problem description**

The email address specified is incorrect, or the email address is not specified.

#### Proposed solution Procedure

Check the e-mail address for the contact and specify the correct e-mail address.

Event code	P_POMCD078
Event text	Notification text ID not found.
Event level	Information event.
Trigger component	POM Campaign Director.
Problem description	

The notification text is not specified.

## **Proposed solution**

#### Procedure

Check the campaign strategy and specify the notification text.

## P\_POMCD079

Event code	P_POMCD079
Event text	System attribute {0} is not valid.
Event level	Information event.
Trigger component	POM Campaign Director.

#### **Problem description**

The campaign strategy or the campaign restriction is using an invalid attribute. {0} provides information about the predefined attribute.

#### **Proposed solution**

#### Procedure

Check the attributes referenced by the campaign strategy or the campaign restriction.

## P\_POMCD080

Event code	P_POMCD080
Event text	Application not found for sms action.
Event level	Error event.
Trigger component	POM Campaign Director.

#### **Problem description**

An application is not specified in the SMS node.

Check the campaign strategy and specify an application for the SMS node.

## P\_POMCD081

Event code	P_POMCD081
Event text	Application not found for email action.
Event level	Error event.
Trigger component	POM Campaign Director.

#### **Problem description**

An application is not specified for the e-mail node.

## Proposed solution

#### Procedure

Check the campaign strategy and specify an application for the e-mail node.

## P\_POMCD082

Event code	P_POMCD082
Event text	No result processor found.
Event level	Error event.
Trigger component	POM Campaign Director.

#### **Problem description**

The result processor node is not specified.

#### **Proposed solution**

#### Procedure

Check the campaign strategy and specify the ResultProcessor node.

Event code	P_POMCD083
Event text	System state {0} can not be used for Handler.
Event level	Error event.

#### Trigger component POM Campaign Director.

#### Problem description

The state is incorrectly defined for the Handler node. {0} provides information about the system state.

#### **Proposed solution**

#### Procedure

Check the campaign strategy and specify the correct state for the Handler node.

## P\_POMCD085

Event code	P_POMCD085
Event text	Information about logged in user not found while creating a campaign.
Event level	Information event.
Trigger component	POM Campaign Director.
<b>–</b> • •	

## Description

While creating a campaign, the system cannot find information about the logged in user.

## P\_POMCD086

Event code	P_POMCD086
Event text	Contact list not found.
Event level	Error event.
Trigger component	POM Campaign Director.

#### **Problem description**

The contact group used with the import job is not found.

#### Proposed solution Procedure

You can either

• Create a new contact list to be used with the import data source.

OR

• Modify the import data source to use another existing contact list.

Event code	P_POMCD087
Event text	Information about import datasource not found, returning without import.
Event level	Error event.
Trigger component	POM Campaign Director.
Problem description	

The import fails as the data source is missing or invalid.

## **Proposed solution**

#### Procedure

Verify the data source and retry the import.

## P\_POMCD088

Event code	P_POMCD088
Event text	Information about the file to import not found.
Event level	Error event.
Trigger component	POM Campaign Director.

#### **Problem description**

The information about the file like the path of the file, user ID, password, name of the server is missing or invalid.

## **Proposed solution**

#### Procedure

Specify all the required information correctly.

## P\_POMCD089

Event code	P_POMCD089
Event text	Creation of job summary failed.
Event level	Error level.
Trigger component	POM Campaign Director.

#### Problem description

Unknown import type encountered.

No corrective action is required.

## P\_POMCD090

Event code	P_POMCD090
Event text	Custom Import Data source java class not found.
Event level	Error event.
Trigger component	POM Campaign Director.

#### **Problem description**

Unable to load the Custom Import Data Source Java Class.

## Proposed solution

## Procedure

Ensure the class file is present in the class path <code>\$POM\_HOME/lib/custom</code>.

## P\_POMCD092

Event code	P_POMCD092
Event text	Starting Import with id {0}.
Event level	Information event.
Trigger component	POM Campaign Director.

#### **Problem description**

The import job starts and returns a ID. {0} provides the import job ID.

#### **Proposed solution**

#### Procedure

No corrective action is required.

Event code	P_POMCD093
Event text	Completed Import with id {0}.
Event level	Information event.

#### **Trigger component**

POM Campaign Director.

#### Problem description

The import job for the given ID completes. {0} provides the import job ID.

## Proposed solution

#### Procedure

No corrective is required.

## P\_POMCD094

Event code	P_POMCD094
Event text	Import worker cannot find the starting state of the import.
Event level	Error event.
Trigger component	POM Campaign Director.

#### **Problem description**

Import worker is in an unknown state.

#### Proposed solution Procedure

Restart the POM server.

## P\_POMCD095

Event code P\_POMCD095

**Event text** While running import job id {0} record for contact id {1} failed. Potential cause for failure column count {2} did not match expected column count {3}.

**Event level** Error event.

Trigger component POM Campaign Director.

#### **Problem description**

While running the import job, the record for the given contact fails. The system displays this error if you have not specified the values for all the attributes mentioned in the file. For example, if you have mentioned attributes like ID, FirstName, and LastName, but while mentioning values, the value for LastName is missing.

Verify the file to be imported and check for correct values.

## P\_POMCD096

Event code	P_POMCD096
Event text	While running import job id {0} record for contact id {1} failed. Potential cause for failure column {2} contains invalid value .
Event level	Error event.

Trigger component POM Campaign Director.

#### **Problem description**

While running the import job, the record for the given contact fails. The system displays this error if you have specified invalid values for the attributes mentioned in the file. {0} provides the job ID, {1} provides the contact ID, and {2} provides the column which contains the invalid value.

#### **Proposed solution**

#### Procedure

Verify the file and specify valid values for the attributes.

## P\_POMCD097

Event code	Ρ	POMCD097
------------	---	----------

**Event text** While running Schedule id {0} job creation failed. Potential cause for failure schedule parameters not found.

**Event level** Information event.

Trigger component POM Campaign Director.

#### **Problem description**

System error. {0} provides the schedule ID.

#### **Proposed solution**

#### Procedure

Restart the POM server.

## P\_POMCD098

Event code P\_POMCD098

- **Event text** Job creation failed for campaign {0}. Potential cause for failure campaign not present in database.
- **Event level** Information event.

Trigger component POM Campaign Director.

#### **Problem description**

System error. {0} provides the campaign ID.

#### **Proposed solution**

#### Procedure

No corrective action is required.

## P\_POMCD100

Event code	P_POMCD100
Event text	Information about the data source not Found.
Event level	Error event.
Trigger component	POM Campaign Director.
Problem description	

#### Problem description

System error.

#### Proposed solution Procedure

Check other exceptions in the logs and take corrective action.

## P\_POMCD101

Event code P\_POMCD101

- **Event text** Another instance of the import {0} is already active, no new import job created for this import.
- **Event level** Information event.

Trigger component POM Campaign Director.

#### **Problem description**

A previous instance of the import is still running. So the new scheduled import cannot start.

Run the import again after the first instance is over.

## P\_POMCD102

Event code	P_POMCD102
Event text	While running import job id {0}, Invalid line skipped.
Event level	Error level.
Trigger component	POM Campaign Director.

#### **Problem description**

A line in the file to be imported starts with a comma (,). {0} provides the import job ID.

## Proposed solution

#### Procedure

Correct the file. The record must start with an ID attribute.

## P\_POMCD105

Event code	P_POMCD105
Event text	Attempts were stuck as In Progress and had to be marked as Attempt Timeout.
Event level	Information event. POM generates a major alarm Q_POMCD105 for this event.

Trigger component POM Campaign Director.

#### **Problem description**

The system displays the status as In Progress for an extended period and marks the attempts as Attempt Timeout.

#### **Proposed solution**

#### Procedure

Check if the MPP is running successfully. If there are problems in the MPP, you must fix the problems.

## P\_POMCD106

Event code P\_POMCD106

- **Event text** Released {0} stuck in preview attempts and marked them as attempt timeout.
- **Event level** Information event.

Trigger component POM Campaign Director.

#### Description

The system releases the call attempts which are stuck in preview, and marks them as attempt timeout after the Maximum preview time in Campaign settings on the Global Configurations page is reached.

## P\_POMCD107

Event code	P_POMCD107
Event text	Released {0} stuck as callback in queue attempts and marked them as attempt timeout.
Event level	Information event.
Trigger component	POM Campaign Director.

#### Description

The system releases the call attempts which are stuck as callback in queue attempt, and marks them as attempt timeout after the Maximum in queue time in Callback settings on the Global Configurations page is reached.

## P\_POMCD108

Event code	P_POMCD108
Event text	Released {0} stuck calls without completion code.
Event level	Information event.
Trigger component	POM Campaign Director.

#### Description

The system releases the call attempts which are stuck without any completion code after the Maximum call-in progress time on Global Configurations page is reached.

Event code	P_POMCD209
Event text	Contact with ID {0} Cannot be added to database, see following error.

**Event level** Information event.

Trigger component POM Campaign Director.

#### **Problem description**

The given contact cannot be added to the database. The system will display the cause of the failure in the error message. {0} provides contact ID.

#### **Proposed solution**

#### Procedure

Check the error message and take appropriate corrective action.

## P\_POMCD216

Event code P\_POMCD216

**Event text** We got an exception while executing our query: that probably means our SQL is invalid.

#### **Event level** Error event.

Trigger component POM Campaign Director.

#### **Problem description**

Invalid SQL query.

#### Proposed solution Procedure

Specify a valid SQL query.

#### P\_POMCD224

Event code	P_POMCD224
Event text	Invalid Finish Criteria associated with Campaign.
Event level	Information event. POM generates a major alarm Q_POMCD224 for this event.
Trigger component	POM Campaign Director.

Problem description

The finish criteria associated with the given campaign is invalid.

Check the finish criteria associated with the given campaign.

## P\_POMCD225

Event code	P_POMCD225
Event text	Purging of data source history started.
Event level	Information event.
Trigger component	POM Campaign Director.

#### **Problem description**

The purging of the data source history starts, as scheduled.

## Proposed solution

#### Procedure

No corrective action is required.

## P\_POMCD226

Event code	P_POMCD226
Event text	Purging of data source history completed.
Event level	Information event.
Trigger component	POM Campaign Director.

#### **Problem description**

The purging of the data source history is complete, as scheduled.

## Proposed solution

### Procedure

No corrective action is required.

Event code	P_POMCD227
Event text	Job for infinite campaign already exists, so will not create a new campaign job.
Event level	Information event.

Trigger component POM Campaign Director.

#### **Problem description**

A job for the given infinite campaign exists, hence the system does not create a new job.

## **Proposed solution**

#### Procedure

No corrective action is required.

## P\_POMCD228

Event code	P_POMCD228
Event text	Purging of campaign data started.
Event level	Information event.
Trigger component	POM Campaign Director.

#### **Problem description**

The purging of the campaign data starts, as scheduled.

## Proposed solution

## Procedure

No corrective action is required.

## P\_POMCD229

Event code	P_POMCD229
Event text	Purging of campaign data Completed.
Event level	Information event.
Trigger component	POM Campaign Director.

#### **Problem description**

The purging of the campaign data stops, as scheduled.

## Proposed solution

#### Procedure

No corrective action is required.

## P\_POMCD230

**Event code** 

Event text	Re-Starting Import with id {0}.

**Event level** Information event.

Trigger componentPOM Campaign Director.

### Problem description

The import job restarts and returns an ID. {0} provides the import job ID.

# Proposed solution

### Procedure

No corrective action is required.

## P\_POMCD231

Event code	P_POMCD231
Event text	Error occurred while running Import with id {0}, error : {1}.
Event level	Information event.
Trigger component	POM Campaign Director.

### **Problem description**

The import job fails. The system displays the error message. {0} provides the import job ID, and {1} provides the error message.

# **Proposed solution**

#### Procedure

Restart the import.

# P\_POMCD232

Event code P\_POMCD232

**Event text** Maximum re-try count reached for Import with id {0}. Import still in error state, so marking the Import complete.

**Event level** Information level.

Trigger component POM Campaign Director.

### **Problem description**

An import did not succeed even after all re-tries. The default retry value is set to 3. If the import does not succeed after 3 re-tries, POM marks the import job as complete.

No action required.

# P\_POMCD233

Event code	P_POMCD233
Event text	Completed emptying of Contact List with id <contact id="" list=""></contact>
Event level	Information event.
Trigger component	POM Campaign Director

#### **Problem description**

The system displays this message when emptying a contact list is complete. The system generates this message you empty a contact list or run a contact import with *Empty Contact List before import* option selected.

# **Proposed solution**

### Procedure

No corrective action is required.

# P\_POMCD234

ort for job id {0}
event.
aign Director

### **Problem description**

The export has started for job ID. {0} provides the job ID.

# Proposed solution

### Procedure

No corrective action is required.

# P\_POMCD235

Event code	P_POMCD235
Event text	Finished export for job id {0}

Trigger component POM Campaign Director

### **Problem description**

The export has finished for job ID. {0} provides the job ID.

### **Proposed solution**

### Procedure

No corrective action is required.

# P\_POMCD236

Event code	P_POMCD236
Event text	Datasource {0} deletion is already in progress, no new import job created for this import.
Event level	Information level.

Trigger component POM Campaign Director

### **Problem description**

The system displays the message POM is in process of deleting the datasource. In such cases, POM does not create a new job for the selected datasource.

#### **Related links**

Proposed solution on page 111

# Proposed solution

### Procedure

No action required. **Related links** <u>P POMCD236</u> on page 111

# P\_POMCD237

Event code	P_POMCD237
Event text	Completed emptying of DNC List with id {0}.
Event level	Information level.
Trigger component	POM Campaign Director

### **Problem description**

The system displays the message when POM finishes emptying the records within the selected DNC list.

#### **Related links**

Proposed solution on page 112

#### **Proposed solution**

### Procedure

No action required. Related links

P\_POMCD237 on page 111

# P\_POMCD238

Event code P\_POMCD238

**Event text** Job for campaign already exists, so will not create a new campaign job.

**Event level** Information level. POM generates a major alarm Q\_POMCD238 for this event.

Trigger component POM Campaign Director

#### **Problem description**

Previous instance of campaign job is already running so Campaign Director will not start a new job campaign until previous job finishes.

### **Proposed solution**

#### Procedure

No corrective action is required.

# P\_POMCD905

Event code	P_POMCD905
Event text	DNC List {0} not found
Event level	Information level
Trigger component	POM Campaign Director

#### **Problem description**

The system displays this message when POM cannot find the specified DNC list.

#### **Related links**

Proposed solution on page 113

No action required.

**Related links** 

P\_POMCD905 on page 112

# P\_POMCD906

Event code	P_POMCD906
Event text	Starting Exclude Job with id {0}.
Event level	Information event.
Trigger component	POM Campaign Director.

### **Problem description**

The exclude job starts and returns a ID. {0} provides the exclude job ID.

### Proposed solution Procedure

No corrective action is required.

# P\_POMCD907

Event code	P_POMCD907
Event text	Completed Exclude Job with id {0}.
Event level	Information event.
Trigger component	POM Campaign Director.

### **Problem description**

The exclude job for the given ID completes. {0} provides the exclude job ID.

### Proposed solution Procedure

No corrective action is required.

# P\_POMCD908

Event code	P_POMCD908
Event text	Re-Starting Exclude Job with id {0}.

Trigger component POM Campaign Director.

#### **Problem description**

The exclude job restarts and returns an ID. {0} provides the exclude job ID.

## **Proposed solution**

### Procedure

No corrective action is required.

# P\_POMCD909

Event code	P_POMCD909
Event text	Maximum re-try count reached for Exclude Job with id {0}. Exclude Job still in error state, so marking the Exclude Job complete.
Event level	Information level.

Trigger component POM Campaign Director

#### **Problem description**

An exclude job do not succeed even after all re-try attempts . The default retry value is set to 3. If the exclude job does not succeed after 3 re-try attempts, POM marks the exclude job as complete.

### **Proposed solution**

#### Procedure

No corrective action is required.

### P\_POMCD910

Event code	P_POMCD910
Event text	Exclude Job worker cannot find the starting state of the exclude.
Event level	Information event.
Trigger component	POM Campaign Director.

#### **Problem description**

Exclude job worker is in an unknown state.

### **Proposed solution**

### Procedure

Restart the POM server.

# P\_POMCD911

Event code	P_POMCD911
Event text	Error occurred while running Exclude Job with id {0}, error : {1}.
Event level	Information event.
Trigger component	POM Campaign Director.

### **Problem description**

The exclude job fails. The system displays the error message.  $\{0\}$  provides the exclude job ID, and  $\{1\}$  provides the error message.

# **Proposed solution**

### Procedure

Restart the exclude job.

# P\_POMCD912

Event code	P_POMCD912
Event text	Starting Exclude Reset Job with id {0}.
Event level	Information event.
Trigger component	POM Campaign Director.

### **Problem description**

The exclude reset job starts and returns a ID. {0} provides the exclude reset job ID.

# Proposed solution

### Procedure

No corrective action is required.

# P\_POMCD913

Event code	P_POMCD913
Event text	Completed Exclude Reset Job with id {0}.
Event level	Information event.
Trigger component	POM Campaign Director.

#### **Problem description**

The exclude reset job for the given ID completes. {0} provides the exclude reset job ID.

No corrective action is required.

# P\_POMCD914

Event code	P_POMCD914
Event text	Re-Starting Exclude Reset Job with id {0}.
Event level	Information event.
Trigger component	POM Campaign Director.

#### **Problem description**

The exclude reset job restarts and returns an ID. {0} provides the exclude reset job ID.

# Proposed solution

### Procedure

No corrective action is required.

# P\_POMCD915

Event code P POI
------------------

**Event text** Maximum re-try count reached for Exclude Reset Job with id {0}. Exclude Reset Job still in error state, so marking the Exclude Reset Job complete.

**Event level** Information level.

Trigger component POM Campaign Director

### **Problem description**

An exclude reset job do not succeed even after all re-try attempts. The default retry value is set to 3. If the exclude reset job does not succeed after 3 re-try attempts, POM marks the exclude reset job as complete.

#### **Proposed solution**

### Procedure

No corrective action is required.

# P\_POMCD916

Event code P POMCD916

**Event text** Exclude Reset Job worker cannot find the starting state of the exclude.

**Event level** Error event.

**Trigger component** POM Campaign Director.

#### **Problem description**

Exclude reset job worker is in an unknown state.

#### **Proposed solution**

#### Procedure

Restart the POM server.

### P\_POMCD917

Event code	P_POMCD917
Event text	Error occurred while running Exclude Reset Job with id {0}, error : {1}.
Event level	Information event.
Trigger component	POM Campaign Director.

#### **Problem description**

The exclude reset job fails. The system displays the error message. {0} provides the exclude reset job ID, and {1} provides the error message.

#### **Proposed solution**

#### Procedure

Restart the exclude reset job.

### P\_POMCD918

Event code	P_POMCD918
Event text	Nuisance call rate for a job has exceeded the configured value for the day.
Event level	Information level. POM generates a major alarm Q_POMCD918 for this event.
<b>—</b> .	

Trigger component POM Campaign Director

#### **Problem description**

The system displays this message when the number of nuisance calls exceeds the configured value (default is 3%) of total Answer Human calls for a job for the day. For agent-less campaigns, if POM detects a live voice for the call and, if the first prompt is not played within configured compliance timer (default 2 seconds), then POM treats the call as a silent or nuisance call. For agent-based campaigns, if POM detects a live voice for the call and does not find an agent in

configured compliance timer (default 2 seconds), then POM treats the call as a silent or nuisance call.

# **Proposed solution**

### Procedure

- 1. Stop or pause the campaign if no more call attempts are to be made when nuisance rate exceeds the configured value for the day.
- 2. Check the system for other alarms and errors to verify if there are other issues like excessive load or malfunctioning processes in the system which are leading to higher nuisance rate.

# P\_POMGN001

Event code	P_POMGN001
Event text	Exception occurred Module {0} Method {1} Exception Type {2}, Please see POM log files for details.
Event level	Information event. POM generates an alarm Q_POMGN001 or this event.
Trigger component	General POM system.

#### **Problem description**

For exceptions and errors of this type, refer the POM log files for details. {0} provides the module information, {1} provides method information, and {2} provides the exception type information.

### **Proposed solution**

#### Procedure

- 1. Check the POM log files from either the VPMS web interface or from \$POM HOME/logs.
- 2. Take corrective action based on the error message in the log files.

# **Campaign Manager Events**

# P\_POMCM002

Event code P\_POMCM002

**Event text** Out Call Web Service returned fault.

**Event level** Error event.

Trigger componentPOM Campaign Manager

#### **Problem description**

Out Call Web Service returned fault.

### **Proposed solution**

#### About this task

Please check the associated error message. If it is connectivity problem, then

#### Procedure

- 1. Check if the EPM associated with campaign is running.
- 2. Check connectivity of POM server with EPM.

If the associated error message is related to MPP resources, please check if there are enough free In-Service ports on MPP.

# P\_POMCM004

Event code	P_POMCM004
Event text	Campaign Manager killed.
Event level	Error event. POM generates a major alarm Q_POMCM004 for this event.
Trigger component	POM Campaign Manager.

#### **Problem description**

The Campaign Manager is killed.

# Proposed solution

### Procedure

Restart the POM server.

# P\_POMCM005

Event code P H	POMCM005
----------------	----------

**Event text** External Action or Result Processor class(es) used in Contact Strategy are not valid or not accessible.

Event level Error event.

Trigger component POM Campaign Manager.

#### **Problem description**

External Action or Result Processor class(es) used in campaign strategy are not valid or not accessible.

#### **Proposed solution**

#### Procedure

1. Check the class name provided for custom action or the result processor.

2. Ensure that the class is accessible from all POM servers.

# P\_POMCM006

Event code	P_POMCM006
Event text	External class (es) used in the Contact Strategy for campaign are not valid or not accessible.
Event level	Information event.
Trigger component	POM Campaign Manager.

### Description

The external classes used in the campaign strategy are invalid or not accessible.

# P\_POMCM009

Event code	P_POMCM009
Event text	Campaign Strategy XML is invalid.
Event level	Error event. POM generates a major alarm Q_POMCM009 for this event.
Trigger component	POM Campaign Manager.

### **Problem description**

The XML code for the campaign strategy is invalid.

## **Proposed solution**

### Procedure

Check and correct the campaign strategy.

# P\_POMCM010

Event code	P_POMCM010
Event text	VPMS or EPM is not associated with the Campaign.
Event level	Error event. POM generates a major alarm Q_POMCM010 for this event.
Trigger component	POM Campaign Manager.

### **Problem description**

The VPMS or EPM is not associated with the given campaign.

Edit the given campaign and associate the EPM for making outbound calls.

# P\_POMCM011

Event code	P_POMCM011
Event text	Blank failstate is not allowed. Sending contact to done state.
Event level	Information event. POM generates an Q_POMCM011 alarm for this event.
Trigger component	POM Campaign Manager.

### **Problem description**

The failstate is not defined in the campaign strategy.

# Proposed solution

### Procedure

Check and edit the campaign strategy.

# P\_POMCM012

Event code	P_POMCM012
Event text	Error getting POM Server with address {0}.
Event level	Error event. POM generates a major alarm Q_POMCM012 for this event.
Trigger component	POM Campaign Manager.

### **Problem description**

The given POM server is unavailable. {0} provides the IP address of the POM server.

# Proposed solution

# Procedure

Add the POM server to be able to use it.

# P\_POMCM013

Event code	P_POMCM013
Event text	Campaign Strategy for job {0} does not contain handler for initial state.
Event level	Error event. POM generates a major alarm Q_POMCM013 for this event.

Trigger component POM Campaign Manager.

#### Problem description

A Handler node not specified for the given campaign strategy. {0} provides information about the campaign strategy for the given job ID.

#### **Proposed solution**

#### Procedure

Check and fix the contact strategy.

## P\_POMCM014

Event code	P_POMCM014
Event text	File to be attached {0} does not exist, So cannot send the mail.
Event level	Error event.
Trigger component	POM Campaign Manager.

#### **Problem description**

The Attachment node does not have any file specified as an attachment. {0} provides information about the attached file.

#### **Proposed solution**

#### Procedure

Ensure that attachments are available for all the contacts.

# P\_POMCM015

Event code P POMCM015

**Event text** All attributes used in the campaign strategy for campaign {0} are not valid or does not belong to Campaign Creator's org .

Event level Error event.

Trigger component POM Campaign Manager.

#### **Problem description**

The attributes cannot be used if they do not belong to the same organization as that of the campaign. {0} provides information the campaign ID.

#### **Proposed solution**

#### Procedure

Edit the campaign strategy and remove such attributes.

# P\_POMCM016

Event code	P_POMCM016
Event text	No media servers allocated for {0} action.
Event level	Error event.
Trigger component	POM Campaign Manager.

### **Problem description**

The relevant media servers (SMS, e-mail, or voice) are not associated with the given campaign.

### **Proposed solution**

### Procedure

Associate relevant media server with the given campaign.

# P\_POMCD017

Event code	P_POMCM017
Event text	Connection to email server {0} is not available.
Event level	Error event.
Trigger component	POM Campaign Manager.

#### **Problem description**

The network connection between the POM server and e-mail server is not established. {0} provides the IP address of the e-mail server.

### **Proposed solution**

#### Procedure

Check the network connection between the POM server and the e-mail server.

# P\_POMCM018

Event code	P_POMCM018
Event text	Campaign Manager {0} started.
Event level	Information event.
Trigger component	POM Campaign Manager.

### **Problem description**

The Campaign Manager starts. {0} provides the IP address of the POM server running the Campaign Manager service.

#### **Proposed solution**

#### Procedure

No corrective action is required.

# P\_POMCM019

Event code	P_POMCM019
Event text	Campaign Manager {0} Stopped.
Event level	Information event.
Trigger component	POM Campaign Manager.

#### **Problem description**

The Campaign Manager stops. {0} provides the IP address of the POM server running the Campaign Manager service.

### **Proposed solution**

### Procedure

No corrective action is required.

# P\_POMCM020

Event code	P_POMCM020
Event text	Job Chunk has disappeared from DB.
Event level	Error event.
Trigger component	POM Administration

#### **Problem description**

Job chunk disappears from the database.

### Proposed solution Procedure

No corrective action is required.

# P\_POMCM022

Event code P\_POMCM022

**Event text** Unable to establish connection with Agent Manager.

**Event level** Error event. POM generates a major alarm Q\_POMCM022 for this event.

Trigger component POM Campaign Manager

#### **Problem description**

Unable to establish connection with Agent Manager.

### **Proposed solution**

### Procedure

Check the log files and reestablish the connection.

# P\_POMCM023

Event code	P_POMCM023
Event text	Successfully established connection with Agent Manager.
Event level	Information event
Trigger component	POM Campaign Manager

#### **Problem description**

Successfully established connection with Agent Manager.

# Proposed solution

### Procedure

No corrective action required.

### P\_POMCM024

Event code	P_POMCM024
Event text	Time taken to execute custom operation {0} exceeded configured maximum value.
Event level	Information event.
Trigger component	POM Campaign Manager

#### Description

The time taken to execute the custom restriction exceeded 60 seconds.

# P\_POMCM025

Event code	P_POMCM025
Event text	No POM licenses allocated to Zone {0}, Organization {1}
Event level	Error event. POM generates an major alarm Q_POMCM025 for this event.
Trigger component	POM Campaign Manager.

#### **Problem description**

The system generates this alarm when system finds that no license has been allocated to a particular organization under a particular zone.

#### **Proposed solution**

#### Procedure

Ensure you have allocated the correct number of licenses on **POM Home > Configurations > POM Zone Licenses** page.

# P\_POMCM026

Event code	P_POMCM026
Event text	Failed to connect to Campaign manager. Please rectify the problem & upload one contact again to notify job with id {0}.
Event level	Error event. POM generates an major alarm Q_POMCM026 for this event.
Trigger component	POM Campaign Manager.

#### **Problem description**

The system generates this alarm when the system finds that notification is failed to reach to the campaign manager for new/updated contacts.

### **Proposed solution**

#### Procedure

- 1. Ensure that Campaign Manager is functional.
- 2. Edit/save any one of the records and save it again .

### 😒 Note:

Notification is send to Campaign Manager again to ensure that the correct job is updated.

# P\_POMCM027

Event code P\_POMCM027

- **Event text** Message sent to CM which does not have this running job. Please upload one contact again to notify job with id {0}.
- **Event level** Error event. POM generates an major alarm Q\_POMCM027 for this event.

Trigger component POM Campaign Manager.

#### Problem description

The system generates this alarm when system finds that notification is sent to the Campaign Manager which is not managing notified job.

#### **Proposed solution**

#### Procedure

- 1. Ensure that Campaign Manager is functional.
- 2. Edit/save any one of the records and save it again .

#### Note:

Notification is send to Campaign Manager again to ensure that the correct job is updated.

# P\_POMCM028

Event code	P_POMCM028
Event text	Failed to update running jobs. Please rectify the problem & upload one contact again to notify job with id {0}.
Event level	Error event. POM generates an major alarm Q_POMCM028 for this event.
Trigger component	POM Campaign Manager.

#### **Problem description**

The system generates this alarm when the system fails to update the running job.

#### **Proposed solution**

#### Procedure

- 1. Ensure that Campaign Manager is functional.
- 2. Edit/save any one of the records and save it again .

#### 😵 Note:

Notification is send to Campaign Manager again to ensure that the correct job is updated.

# P\_POMCM029

Event code	P_POMCM029
Event text	Unable to establish connection with the Rule Server.
Event level	Information event.
Trigger component	POM Campaign Manager.

#### **Problem description**

Campaign Manager is not able to communicate with the rule server. As rules cannot be verified, jobs assigned to that campaign manager will not be allowed to make any outbound attempt.

#### **Proposed solution**

### Procedure

- 1. Verify if at least one Rule Server processes is running and is in Master mode.
- 2. Verify that the Campaign manager is able to communicate with the master Rule server.

# P\_POMCM031

Event code	P_POMCM031
Event text	Index creation failed for job {0}.
Event level	Information event.
Trigger component	POM Campaign Manager.

#### **Problem description**

System generates this alarm when the system finds that index creation for the job is failed. Job dialing speed decelerates.

### **Proposed solution**

### Procedure

No corrective action is required.

# **Web Services Events**

### P\_POMWS001

Event code	P_POMWS001
Event text	Job record for the given job id not found in the database.

**Event level** Error event.

Trigger component Web service.

#### **Problem description**

The job record for the given job ID is found in the database.

### **Proposed solution**

### Procedure

Ensure you have a record for the given job ID in the POM database.

### P\_POMWS002

Event code	P_POMWS002
Event text	Contact record for the given contact ID not found in the POM database.
Event level	Error event
Trigger component	Web service.

#### **Problem description**

The contact record for the given contact ID is not found in the POM database.

### **Proposed solution**

#### Procedure

Ensure you have a record for the given contact ID in the POM database.

# P\_POMWS003

Event code	P_POMWS003
Event text	Completion code name or code id not found in the POM database.
Event level	Error event.
Trigger component	Web service.

#### **Problem description**

The given completion code name or ID does not exist in the POM database.

#### Proposed solution Procedure

Ensure you have a record for the given completion code name or ID in the POM database.

# P\_POMWS004

Event code	P_POMWS004
Event text	Custom completion code is not associated with the given campaign.
Event level	Error event.
Trigger component	Web service.

### **Problem description**

The custom completion code is not associated with the given campaign.

# **Proposed solution**

### Procedure

Assign the custom completion code to the given campaign.

# P\_POMWS005

Event code	P_POMWS005
Event text	Attribute record not found. AttributeName is case-sensitive.
Event level	Error event
Trigger component	Web service

#### **Problem description**

The Web service method is unable to find provided attribute name for the contact information in the POM database.

### **Proposed solution**

#### Procedure

Correct the provided value of attribute name, it is case sensitive.

# P\_POMWS006

Event of	code	Р	POMWS006

- **Event text** The Web service method SaveContact is unable to save the contact information in the POM database.
- **Event level** Error event.

Trigger component Web service.

### **Problem description**

The Web service method SaveContact is unable to save the contact information in the POM database.

### **Proposed solution**

#### Procedure

Check the Web service logs for more details.

# P\_POMWS007

Event code	P_POMWS007
Event text	No contact record for the given job exists in the POM database.
Event level	Error level.
Trigger component	Web service.

### **Problem description**

There is no contact record for the given job in the POM database.

# Proposed solution

# Procedure

Ensure you enter at least one contact record for the given job ID in the POM database.

# P\_POMWS008

Event code	P POMWS0	08

**Event text** The given contact record for the given job ID is already existing in the POM database.

**Event level** Error event.

Trigger component Web service.

### **Problem description**

The given contact record for the given job ID exists in the POM database.

# **Proposed solution**

## Procedure

Wait till the POM system processes the contact for the given job ID.

# P\_POMWS009

Event code

P\_POMWS009

Event text	Address already there in the DNC list.
Event level	Error event.
Trigger component	Web service.

#### Problem description

The address you are trying to update in the DNC list exists.

# **Proposed solution**

#### Procedure

No corrective action is required.

### P\_POMWS010

Event code	P POMWS010

**Event text** The system tries to update a predefined completion code that does not existing in the POM database.

**Event level** Error event.

Trigger component Web service.

#### **Problem description**

The system tries to update a predefined completion code not existing in the POM database.

#### Proposed solution Procedure

Ensure the POM database has a record for the given predefined completion code.

# P\_POMWS011

Event code	P_POMWS011
Event text	Record for this Session ID not found.
Event level	Error event
Trigger component	Web service

#### **Problem description**

The Web service method is unable to find session ID for the call attempt.

Correct the provided value for the session ID attribute.

# P\_POMWS012

Event code	P_POMWS012
Event text	Attribute not found for the contact.
Event level	Error event.
Trigger component	Web service

#### **Problem description**

The Web service method is unable to find association between contact's existing attribute and the provided attribute name. This happens for custom type of attribute.

### **Proposed solution**

### Procedure

Associate the mentioned attribute name with the used contact list.

# P\_POMWS013

Event code	P_POMWS013
Event text	Given notification text for the campaign strategy not found.
Event level	Error event.
Trigger component	Web service.
Broblem description	

### Problem description

The notification text for the campaign strategy is missing.

#### **Proposed solution**

#### Procedure

Check the campaign strategy.

# P\_POMWS014

Event code	P_POMWS014
Event text	Contact list not found.
Event level	Error event.

#### **Trigger component**

Web service.

### **Problem description**

The contact list is missing.

### **Proposed solution**

#### Procedure

Ensure that the contact list exists, and you have at least one record for the given contact list in the POM database.

# P\_POMWS015

Event code	P_POMWS015
Event text	Error updating ring start time.
Event level	Error event.
Trigger component	Web service.

#### **Problem description**

The system fails to update the Ring\_Start\_Time for the given contact.

# Proposed solution

# Procedure

No corrective action is required.

# P\_POMWS016

Event code	P_POMWS016
Event text	Attempt record not found for pomSessionID.
Event level	Error event.
Trigger component	Web service.

### **Problem description**

The contact attempt record for the given contact is not found in the POM database.

#### Proposed solution Procedure

No corrective action is required.

# P\_POMWS017

Event code	P_POMWS017
Event text	Cannot remove address - not in the DNC list.
Event level	Error event.
Trigger component	Web service.

### **Problem description**

The address you are trying to remove from the DNC list does not exist.

# **Proposed solution**

### Procedure

No corrective action is required.

# P\_POMWS018

Event code	P_POMWS018
Event text	Address cannot be null.
Event level	Error event.
Trigger component	Web service.

### **Problem description**

The address in the DNC list cannot be null.

### Proposed solution Procedure

Specify a valid value for address in the DNC list.

# P\_POMWS019

Event code	P_POMWS019
Event text	Invalid address for DNC.
Event level	Error event.
Trigger component	Web service.

# **Problem description**

The address in the DNC list is invalid.

Specify a valid value for address in the DNC list.

# P\_POMWS020

Event code	P_POMWS020
Event text	Agent job summary record for the given job does not exist in the POM database.
Event level	Error event.
Trigger component	Web service.

#### **Problem description**

The agent summary information for the given job does not exist in the POM database.

### **Proposed solution**

### Procedure

Check if call pacing is enabled for the campaign.

# P\_POMWS022

Event code	P_POMWS022
Event text	Call pacing not enable for this campaign {0}.
Event level	Error event.
Trigger component	Web service.

#### **Problem description**

Call pacing is not enabled for the given campaign. {0} provides the campaign ID.

### **Proposed solution**

#### Procedure

Enable custom call pacing for the action or tasks used in associated campaign strategy.

# P\_POMWS023

Event code	P_POMWS023
Event text	If an invalid value is specified for count in the SetMaxAttemptsCount method of VP_POMCmpMgmtService Web service.

**Event level** Error event.

Trigger component Web service.

#### **Problem description**

The system displays this error message if an invalid value is specified for count in the SetMaxAttemptsCount method of VP\_POMCmpMgmtService Web service.

### **Proposed solution**

#### Procedure

Specify a valid integer value.

## P\_POMWS024

Event code	P_POMWS024
Event text	Not a valid attribute for this contact.
Event level	Error event.
Trigger component	Web service.

#### **Problem description**

Attribute is not associated for the given contact.

#### **Proposed solution**

#### Procedure

Associate the attribute to the given contact.

## P\_POMWS025

Event code	P_POMWS025
Event text	Attribute not associated with this contact. Associating now.
Event level	Error event.
Trigger component	Web service.

#### **Problem description**

No custom attribute associated for the given contact.

#### **Proposed solution**

#### Procedure

No corrective action is required.

# P\_POMWS026

Event code	P_POMWS026
Event text	Campaign record not found.
Event level	Error event.
Trigger component	Web service.
Problem description	
No campaign record found.	

# **Proposed solution**

### Procedure

Ensure you have at least one record for the given campaign in the POM database.

# P\_POMWS027

Event code	P_POMWS027
Event text	No running job found for campaign.
Event level	Error event.
Trigger component	Web service.

### **Problem description**

No running job found for the given campaign.

# Proposed solution

# Procedure

No corrective action is required.

# P\_POMWS028

Event code	P_POMWS028
Event text	Access Denied - Not a valid contact list for your organization.
Event level	Error event.
Trigger component	Web service.

# **Problem description**

Access Denied - Not a valid contact list for your organization.

No corrective action is required.

# P\_POMWS029

Event code	P_POMWS029
Event text	Access Denied - Not a valid attribute for your organization.
Event level	Error event.
Trigger component	Web service.
<b>.</b>	

### **Problem description**

Access Denied - Not a valid attribute for your organization.

# **Proposed solution**

### Procedure

No corrective action is required.

# P\_POMWS030

Event code	P_POMWS030
Event text	Access Denied - Not a valid campaign for your organization.
Event level	Error event.
Trigger component	Web service.

### **Problem description**

Access Denied - Not a valid campaign for your organization.

### **Proposed solution**

## Procedure

No corrective action is required.

# P\_POMWS031

Event code	P_POMWS031
Event text	Record for given POM Session ID not found.
Event level	Error event.

### Trigger component Web service.

### **Problem description**

Record for given POM Session ID not found.

### **Proposed solution**

### Procedure

No corrective action is required.

# P\_POMWS032

Event code	P_POMWS032
Event text	No custom completion codes defined for this campaign.
Event level	Error event.
Trigger component	Web service.

#### **Problem description**

No custom completion codes defined for the given campaign.

# Proposed solution

# Procedure

Associate custom completion codes with the given campaign.

# P\_POMWS033

Event code	P_POMWS033
Event text	Cannot delete contact. It is being used.
Event level	Error event.
Trigger component	Web service.

#### **Problem description**

The Web service method is unable delete contact because it is part of active campaign job on POM system.

### Proposed solution Procedure

No corrective action is required.

# P\_POMWS034

	Event code	P_POMWS034	
	Event text	Invalid job status for contact related action.	
	Event level	Error event.	
	Trigger component	Web service.	
	<b>Problem description</b> Cannot add contact. Invalid job status for Job ID.		
Proposed solution Procedure			
	No corrective action is required.		
Ρ_	POMWS035		
	Event code	P_POMWS035	
	Event text	Cannot add contact list to job. It already exists.	
	Event level	Error event.	
	Trigger component	Web service.	
<b>Problem description</b> The used contact list is already associated with the specified campaign job.			
	roposed solution Procedure		
	No corrective action is required.		
P_	POMWS036		
	Event code	P_POMWS036	
	Event text	Failed to update phone number.	
	Event level	Error event.	
	Trigger component	Web service.	

# Problem description

Updating the phone number failed because of invalid data set while invoking the Web service.

- 1. Check the description in the fault message or the PIM\_WebService.log file to identify the invalid attribute value.
- 2. Correct the invalid value.

# P\_POMWS037

Event code	P_POMWS037
Event text	Failed to get phone number.
Event level	Error event.
Trigger component	Web service.

### Problem description

Getting the phone number failed because of invalid data passed while invoking the Web service.

### Proposed solution Procedure

Ensure that contact record and the phone attribute is stored in the POM database.

# P\_POMWS038

Event code	P_POMWS038
Event text	Invalid value of attribute.
Event level	Error event.
Trigger component	Web service.

### **Problem description**

Provided value is invalid for type of attribute used while invoking the Web service.

### **Proposed solution**

### Procedure

- 1. Check the description in fault message or PIM\_WebService.log to identify the invalid attribute value.
- 2. Correct the invalid parameter value.

# P\_POMWS039

Event code

P\_POMWS039

Event text	Failed to schedule callback.
Event level	Error event.

Trigger component Web service.

### **Problem description**

Failed to schedule callback.

## **Proposed solution**

### Procedure

- 1. Check the description in the fault message or the PIM\_WebService.log file to identify the invalid value.
- 2. Correct the invalid parameter value.

# P\_POMWS040

Event code	P_POMWS040
Event text	DNC list not found.
Event level	Error event.
Trigger component	Web service.

### **Problem description**

Failed to find DNC list for the organization name provided while invoking the Web service.

### **Proposed solution**

### Procedure

Correct the value for organization name to identify the associated DNC list.

# P\_POMWS041

Event code	P_POMWS041
Event text	Failed to add DNC address.
Event level	Error event.
Trigger component	Web service.

### **Problem description**

Failed to add DNC address due to validation failure.

Ensure the POM database connection.

# P\_POMWS042

Event code	P_POMWS042
Event text	Failed to remove DNC address
Event level	Error event.
Trigger component	Web service.

### **Problem description**

Failed to remove DNC address.

# Proposed solution

# Procedure

The DNC address should present in POM database for used DNC list.

# P\_POMWS043

Event code	P_POMWS043
Event text	Failed to check DNC address existence.
Event level	Error event.
Trigger component	Web service.
Ducklass, des extrations	

#### **Problem description**

Failed to check DNC address existence.

# **Proposed solution**

### Procedure

No corrective action is required.

# P\_POMWS045

Event code	P_POMWS045
Event text	Failed to update attribute value
Event level	Error event.

#### Trigger component

Web service.

### Problem description

Failed to update attribute value due to invalid value or internal error.

### **Proposed solution**

#### Procedure

- 1. Check the fault message to identify exact issue.
- 2. Correct the parameter value according to type of the attribute.

# P\_POMWS046

Event code	P_POMWS046
Event text	Failed to get attribute value.
Event level	Error event.
Trigger component	Web service.

### **Problem description**

Failed to get attribute value.

#### Proposed solution Procedure

Ensure that contact record and the required attribute value is stored in POM database.

# P\_POMWS047

Event code	P_POMWS047
Event text	Failed to get job and action id values.
Event level	Error event.
Trigger component	Web service.

### **Problem description**

Could not retrieve job and action id pairs for the specified campaign.

### **Proposed solution**

#### Procedure

For selected campaign either check the running job id or associated campaign strategy, it should have actions with custom pacing enabled.

# P\_POMWS048

—		
Event code	P_POMWS048	
Event text	Active job task not found.	
Event level	Error event.	
Trigger component	Web service.	
Problem description Active job task not found.		
Proposed solution Procedure		
No corrective action is required.		
P_POMWS049		
Event code	P_POMWS049	
Event text	Custom call pacing disabled for task.	
Event level	Error event	
Trigger component	Web service.	
<b>Problem description</b> Custom call pacing disabled for task.		
Proposed solution Procedure		
Enable custom pacing for the tasks	s in associated campaign strategy.	
P_POMWS050		
Eventeede	D DOMWERED	

Event textFailed to set max call attempts count.Event levelError event.Trigger componentWeb service.	Event code	P_POMWS050
	Event text	Failed to set max call attempts count.
Trigger component Web service.	Event level	Error event.
	Trigger component	Web service.

# Problem description

Failed to set maximum call attempts count.

### **Proposed solution** Procedure

Check the fault message description or the PIM WebService.log file to understand root cause.

# P\_POMWS054

Event code	P_POMWS054
Event text	Failed to get campaign job list.
Event level	Error event.
Trigger component	Web service.
Problem description	

Failed to get campaign job list.

# **Proposed solution**

# Procedure

Check the PIM\_WebService.log file and the fault message to understand the root cause.

# P\_POMWS055

Event code	P_POMWS055
Event text	Job state is not active.
Event level	Error event.
Trigger component	Web service.
Problem description Job state is not active. Proposed solution Procedure No corrective action is required. P_POMWS056	
Event code	P_POMWS056
Event text	Job state is not paused.
Event level	Error event.

Trigger component	Web service.
Problem description	
Job state is not paused.	
Related links Proposed solution on page 148	
Proposed solution Procedure	
No corrective action is required. <b>Related links</b> <u>P_POMWS056</u> on page 147	
P_POMWS057	
Event code	P_POMWS057
Event text	Job state is not in paused or active state.
Event level	Error event.
Trigger component	Web service.
Problem description	

# Problem description

Job state is not in paused or active state.

# Proposed solution

# Procedure

No corrective action is required.

# P\_POMWS058

Event code	P_POMWS058
Event text	Failed to get campaign details.
Event level	Error event.
Trigger component	Web service.
Drahlam description	

### Problem description

Failed to get campaign details.

### Proposed solution Procedure

Ensure the POM database connection.

# P\_POMWS059

P_POMWS059
Failed to add schedule.
Information event.
Web service.

#### **Problem description**

Failed to add schedule.

### Proposed solution Procedure

Check the invoked Web service fault return code and fault message for details.

# P\_POMWS060

Event code	P_POMWS060
Event text	Access denied — Not a valid import for your organization.
Event level	Information event.
Trigger component	Web service.

### **Problem description**

Access denied. You cannot perform an import for the selected organization.

### **Proposed solution**

#### Procedure

Check the invoked Web service fault return code and fault message for details.

Event code	P_POMWS061
Event text	Failed to empty contact list.
Event level	Information event.

#### Trigger component

Web service.

### Problem description

Failed to empty the contact list.

### **Proposed solution**

#### Procedure

Check the invoked Web service fault return code and fault message for details.

# P\_POMWS062

Event code	P_POMWS062
Event text	Failed to get status for contact list.
Event level	Information event.
Trigger component	Web service.

### **Problem description**

Failed to get status for the selected contact list.

# Proposed solution

### Procedure

Check the invoked Web service fault return code and fault message for details.

# P\_POMWS063

Event code	P_POMWS063
Event text	Failed to get data import job details.
Event level	Information event.
Trigger component	Web service.

### **Problem description**

Failed to get data import details.

# Proposed solution

### Procedure

Check the invoked Web service fault return code and fault message for details.

# P\_POMWS064

Event code P\_POMWS064

**Event text** Cannot add contact. Zone from given contact list is not associated for campaign.

**Event level** Information event.

Trigger component Web service.

#### **Problem description**

You cannot add a contact as the zone for the given contact list is not associated with the selected campaign.

#### **Proposed solution**

#### Procedure

Check the invoked Web service fault return code and fault message for details.

# P\_POMWS065

Event code	P_POMWS065
Event text	Invalid value for contact priority.
Event level	Information event.
Trigger component	Web service.

#### **Problem description**

The priority set for the selected contact is invalid.

#### **Proposed solution**

#### Procedure

Check the invoked Web service fault return code and fault message for details.

# P\_POMWS066

Event code	P_POMWS066
Event text	Active session not found for agent.
Event level	Information event.
Trigger component	Web service.

#### Problem description

There is no active session for the selected agent.

### Proposed solution Procedure

Check the invoked Web service fault return code and fault message for details.

# P\_POMWS067

Event code	P_POMWS067
Event text	Not a custom completion code.
Event level	Information event.
Trigger component	Web service.

#### Problem description

The selected completion code is not a custom completion code.

# **Proposed solution**

### Procedure

Check the invoked Web service fault return code and fault message for details.

# P\_POMWS068

Event code	P_POMWS068
Event text	Failed to get contact list names.
Event level	Information event.
Trigger component	Web service.

### **Problem description**

The system fails to get the contact list names.

#### **Proposed solution**

#### Procedure

Check the invoked Web service fault return code and fault message for details.

Event code	P_POMWS069
Event text	Cannot remove contact list from campaign. Contact list is not associated with campaign.
Event level	Error event.

Trigger component Web service.

#### **Problem description**

The web service is unable to remove the contact list from the campaign because the contact list is not associated with the campaign.

#### **Related links**

Proposed solution on page 153

#### Proposed solution Procedure

No corrective action is required.

#### **Related links**

P POMWS069 on page 152

# P\_POMWS070

Event code P\_POMWS070

**Event text** Cannot remove contact list from campaign. Found campaign job without contact list.

**Event level** Error event.

Trigger component Web service.

#### **Problem description**

The Web service method is unable to remove the contact list from the campaign because the campaign job did not have the contact list.

#### **Related links**

Proposed solution on page 153

### **Proposed solution**

#### Procedure

No corrective action is required. **Related links** P POMWS070 on page 153

Event code	P_POMWS071
Event text	Failed to remove contact list from campaign.
Event level	Error event.

### Trigger component

Web service.

### **Problem description**

The web service was unable to remove the contact list from the campaign.

#### **Related links**

Proposed solution on page 154

# **Proposed solution**

### Procedure

No corrective action is required. **Related links** <u>P POMWS071</u> on page 153

# P\_POMWS072

Event code	P_POMWS072
Event text	Failed to add contact list to campaign.
Event level	Error event.
Trigger component	Web service.

### **Problem description**

The web service was unable to add a contact list to the campaign.

#### **Related links**

Proposed solution on page 154

### Proposed solution

### Procedure

No corrective action is required.

#### **Related links**

P\_POMWS072 on page 154

Event code	P_POMWS073
Event text	Failed to delete contact.
Event level	Info event
Trigger component	Web service

### **Problem description**

The request to delete a contact from the contact list failed.

#### **Proposed solution**

Check web service logs to understand the cause.

### P\_POMWS074

Condition	
Event code	P_POMWS074
Event text	Failed to exclude contact.
Event level	Info event
Trigger component	Web service

### **Problem description**

The request to mark the contacts or contact list as Uncallable failed.

### Solution

Check the web service logs to understand the cause.

# P\_POMWS075

Condition	
Event code	P_POMWS075
Event text	Failed to clear contact exclusion.
Event level	Info event
Trigger component	Web service

### **Problem description**

The request to mark the contacts or contact list as Callable failed.

### Solution

Check the web service logs to understand the cause.

Condition	
Event code	P_POMWS076
Event text	Contact list operation is in progress for {0}

Event level	Info event
-------------	------------

Trigger component Web service

### **Problem description**

An import or exclude job is associated with the selected contact list.

#### Solution

Do not mark a contact list as callable or uncallable in parallel with import of existing exclude job.

# P\_POMWS077

Condition	
Event code	P_POMWS077
Event text	Zero available contacts for contact list.
Event level	Info event
Trigger component	Web service

#### **Problem description**

All the contacts in the provided contact list are already in callable state.

#### Solution

Do not make repeated requests for MarkContactListUnCallable web service if the non-excluded contact count is zero.

# P\_POMWS078

Condition

Condition	
Event code	P_POMWS078
Event text	Zero excluded contacts for contact list.
Event level	Info event
Trigger component	Web service

#### **Problem description**

There are no contacts in the excluded state in the provided contact list.

#### Solution

Do not make repeated requests for MarkContactListCallable web service if the excluded contact count is zero.

# Agent Events

# P POMAGT01

Event code	P_POMAGT01
Event text	Failure in Agent Manager —{0}
Event level	Major event.
Trigger component	POM Agent Manager.

### Problem description

The system displays the message when there is a general problem in Agent Manager. The system populates the reason in {0} in the argument dynamically.

### **Proposed solution**

#### Procedure

No corrective action is required.

# P\_POMAGT02

Event code	P_POMAGT02
Event text	Agent SDK {0} connection lost. Socket connection from Agent SDK to PAM has been broken.
Event evel	Information level

Trigger component Agent Manager

### **Problem description**

The system raises this alarm when the socket connection between the SDK component used in desktop and Agent Manager breaks.

### **Proposed solution**

#### Procedure

No action required.

Event code	P_POMAGT03
Event text	Outbound Agent — {0} found without job association.

Event level	Major event.
-------------	--------------

**Trigger component** POM Agent Manager.

#### **Problem description**

When the system detaches the agent from the job, the job was not found for the agent.

### **Proposed solution**

### Procedure

No corrective action is required.

### P\_POMAGT04

Event code	P_POMAGT04
Event text	GetAgentStatusResponse received from Agent SDK for agent {0} is in wrong state.
Event level	Major event.

Trigger component POM Agent Manager.

#### **Problem description**

The agent state on the desktop does not match the agent state on the POM server. As a result, POM server logs off the agent.

### **Proposed solution**

#### Procedure

No corrective action is required.

### P\_POMAGT05

Event code	P_POMAGT05
Event text	POM SDK Client - {0} socket is not connected
Event level	Information level
Trigger component	Agent Manager

#### **Problem description**

When the SDK socket connection is disconnected when the connection is not yet properly established, this alarm is raised. It generally comes due to inappropriate implementation of the desktop.

# Proposed solution Procedure

No action required.

# P\_POMAGT06

Event code	P_POMAGT06
Event text	Command received from SDK for unknown agent — {0} API — {1}.
Event level	Major event.
Trigger component	POM Agent Manager.

### **Problem description**

The SDK or desktop sends a command for an unknown agent or an unregistered agent.

# Proposed solution

# Procedure

No corrective action is required.

# P\_POMAGT07

Event code	P_POMAGT07
Event text	GetAgentStatusResponse received for agent — {0} but agent is already in active state.
Event level	Minor event.

Trigger component POM Agent Manager.

### **Problem description**

The server requests the agent status when the agent remains in the same state for one hour.

### **Proposed solution**

#### Procedure

The supervisor must verify if the agent is active or is stuck on any customer call.

Event code	P_POMAGT08
Event text	Error in processing commands from SDK in SDKEventReceiver.
Event level	Minor event.

Trigger component POM Agent Manager.

### **Problem description**

The SDK socket server is unable to process the command sent by the SDK.

#### **Proposed solution**

#### Procedure

No corrective action is required.

# P\_POMAGT10

Event code	P_POMAGT10
Event text	Started Nuisance application for PIM Session ID — {0}, but not able to update the AgentJobSummary as CPCMSocketCommunicator JobSummary Map is null.
Event level	Major event.

Trigger component POM Agent Manager.

#### **Problem description**

A nuisance call occurred for the given session ID, but the pacer was unable to process the nuisance call as the job summary is null.

#### **Proposed solution**

#### Procedure

No corrective action is required.

# P\_POMAGT11

This is an obsolete event.

# P\_POMAGT12

Event code	P_POMAGT12
Event text	CCMA SSO Token failed to authenticate.
Event level	Critical alarm is generated.
Trigger component	POM Administration.

#### **Problem description**

POM generates this alarm when the it is unable to authenticate the CCMA web service client of the AACC server. POM uses CCMA web service of AACC to fetch the skill information. It requires AACC IP Address to get this information along with the username and password for authentication.

If either this data provided by the user is incorrect or there is any configuration issue on AACC, POM raises this alarm.

# **Proposed solution**

#### Procedure

- 1. Ensure the data provided under the AACC configuration space in AACC Configuration page is correct.
- 2. Ensure you restart POM server after providing relevant data.
- 3. Check whether the various methods in the attached client are working with the credentials you provide.

# P\_POMAGT14

Event code	P_POMAGT14
Event text	Agent — {0} has forcefully Logged In.
Event level	Major event.
Trigger component	POM Administration.
<b>_</b>	

### **Problem description**

An agent logged in forcefully.

### **Proposed solution**

#### Procedure

The supervisor must verify that a genuine agent logged in.

# P\_POMAGT16

Event code	P_POMAGT16
Event text	Agent - {0} walked away while handling customer call.
Event level	Information event
Trigger component	Agent Manager

### **Problem description**

This alarm is generated when agent becomes a walk-away agent. For more information about walkaway agents, see *Developer's Guide for Proactive Outreach Manager*.

### **Proposed solution**

#### Procedure

No action required.

Event code	P_POMAGT18
Event text	Failed to connect to CMS.
Event level	Error event. No alarm is generated.
Trigger component	POM Agent Manager.

#### **Problem description**

POM generates this event when the RT socket connection to POM with CMS breaks.

### **Proposed solution**

### Procedure

- 1. Ensure Call Management System (CMS) details, that is the IP address and port number, are configured on POM in Call Center Elite configuration.
- 2. Ensure that the POM IP address and port number are configured on CMS.
- 3. The CMS details configured on POM in Call Center Elite configuration should match the port number configured on CMS.
- 4. If configuration is error free, then verify that the CMS session is running.

# P\_POMAGT19

Event code	P_POMAGT19
Event text	Invalid agent thrashing interval.
Event level	Major event.
Trigger component	POM Agent Manager.

#### **Problem description**

The system displays the message if you do not define the agent thrashing interval on the CC Elite configuration page, or if the agent thrashing interval is less than 60 seconds.

#### **Proposed solution**

#### Procedure

Ensure you define the agent thrashing value. The default value is 60 seconds.

# P\_POMAGT20

This is an obsolete event.

Event code	P_POMAGT22
Event text	Customer Record ID — $\{0\}$ not found for job ID: $\{1\}$ for updating agent notes.
Event level	Minor event.
Trigger component	POM Agent Manager.

#### **Problem description**

An agent is unable to refresh or save the agent notes for a selected contact. This can happen if the selected contact is the last contact of the job.

#### **Proposed solution**

#### Procedure

No corrective action is required.

# P\_POMAGT23

Event code P\_POMAGT23

**Event text** Not able to initialize AACC server - {0} CCMA client in AACCConnector class.

**Event level** Major alarm is generated.

Trigger component POM Administration.

#### **Problem description**

POM generates this alarm when the it is unable to initialize the CCMA web service client of the AACC server. POM uses CCMA web service of AACC to fetch the skill information. It requires AACC IP Address to get this information along with the username and password for authentication. If either this data provided by the user is incorrect or there is any configuration issue on AACC, POM raises this alarm.

#### **Proposed solution**

#### Procedure

- 1. Ensure the data provided under the AACC configuration space in AACC Configuration page is correct.
- 2. Ensure you restart POM server after providing relevant data.
- 3. Check whether the various methods in the attached client are working with the credentials you provide.

Event code	P_POMAGT24
Event text	Error in PAM Contact Strategy Parser for job ID — $\{0\}$ while initializing HA agent — $\{1\}$
Event level	Major event.

Trigger component POM Agent Manager.

#### **Problem description**

There is an error in parsing a campaign strategy for an HA agent. The POM server is unable to parse the campaign strategy for the job to which the agent is attached.

#### **Proposed solution**

#### Procedure

- 1. The supervisor must verify if the agent can perform all the necessary actions. If the agent is stuck, the supervisor must provide assistance.
- 2. The supervisor must log off the selected agent from POM Monitor.

# P\_POMAGT25

Event code	P_POMAGT25
Event text	Attribute — $\{0\}$ not found for Customer Record ID — $\{1\}$ .
Event level	Minor event.
Trigger component	POM Agent Manager.

### **Problem description**

The system cannot find a contact attribute for a customer record processed by the agent.

# Proposed solution

### Procedure

No corrective action is required.

Event code	P_POMAGT26
Event text	Agent — {0} not able to Log In.
Event level	Minor event.
Trigger component	POM Agent Manager.

### Problem description

Agent is unable to login.

### Proposed solution Procedure

No corrective action is required.

# P\_POMAGT27

Event code	P_POMAGT27
Event text	Multiple sessions of this agent — [{0}].
Event level	Major event.
Trigger component	POM Agent Manager.

### **Problem description**

The system displays the error message if the same agent is trying to login to different zones.

# **Proposed solution**

### Procedure

The agent must login to only a single zone at a given time. Agents are unique across zones.

# P\_POMAGT28

Event code	P POMAGT28

**Event text** Agent Session not found for agent — [{0}], so cannot delete it from the pim\_agent\_job table to move agent to history table.

**Event level** Major event.

Trigger component POM Agent Manager.

Information event.

### **Proposed solution**

#### Procedure

No corrective action is required.

# P\_POMAGT29

Event code	P POMAGT29

**Event text** More than one active sessions found for agent —[{0}], deleting all of them for error correction.

**Event level** Major event.

Trigger component POM Agent Manager.

Agent Manager is clearing the agent sessions for agent from database.

# Proposed solution

# Procedure

No corrective action is required.

### P\_POMAGT30

Event code	P_POMAGT30
Event text	Unable to establish connection between Agent Manager and Active MQ.
Event level	Information event.
Trigger component	POM Administration.

#### **Problem description**

Unable to establish connection between Agent Manager and Active MQ.

#### **Proposed solution**

#### Procedure

- 1. Check the ActiveMQ logs for connection error.
- 2. Restart the ActiveMQ and Agent Manager service, and reestablish the connection.

# P\_POMAGT31

Event code	P_POMAGT31
Event text	The Service Level achieved is below the Desired Service Level.
Event level	Error event. Major alarm is generated by default. You can change the alarm severity from the <b>System Configuration &gt; Alarm Codes</b> menu in EPM.

Trigger component POM Administration.

#### **Problem description**

The system displays this message when the service level achieved is less than configured value. You will see this message only if available agents handles the minimum 100 calls with Human Answer result.

### **Proposed solution**

#### Procedure

- 1. Desired service level can be less than achieved service level if there is more variation in the nuisance rate. Either pause or stop the campaign if this is violation of any norms or rule.
- 2. Check the system for other alarms and errors to verify if there are other issues like excessive load or malfunctioning processes, lack of resources in the system.
- 3. Make sure that you have at least 25 agents attached to the campaign.

# P\_POMAGT32

Event code P\_POMAGT32

**Event text** SMS Web service running on Avaya AES - {0} server failed to get agent skills.

**Event level** Critical alarm is generated.

Trigger component POM Administration.

#### **Problem description**

POM generates this alarm when the it is unable to get skill information from the Application Enablement Server(AES). POM uses SMS web service of AES to fetch the skill information from CCElite. It requires AES and CCElite IP Addresses to get this information along with the CCElite SAT username and password. If either this data provided by the user is incorrect or there is any configuration issue on AES, POM raises this alarm.

### **Proposed solution**

#### Procedure

- 1. Ensure the data you provide under the CTI configuration in CCElite Configuration page is correct.
- 2. Ensure you restart POM after providing relevant information.
- 3. Check the AES capability to provide the skill information using this data by using the Web service client *http://<AES IP address>/sms/sms\_test.php*.

#### **Next steps**

Perform the following steps to ascertain AES is running properly:

- 1. Enter the CM Login ID as username @CCElite IP.
- 2. Enter the password as the password of the above user.
- 3. Enter the SMS Host as the IP address of your AES service.
- 4. Enter the model as HuntGroup.
- 5. Enter the operation as list.
- 6. Enter the objectname as Group\_Number.
- 7. Enter the Qualifier as 1.

#### 8. Click Submit Request.

You will see the following screen after you click **Submit Request**.

AVAYA		String Based - Web Service Request Fo
15 Resources		
del Documentation	ection Information	
del Doc (No-Frames) S WSDL CM	Login ID	init@148.147.168. login@<[IPv6]:port hostname:port>
Pas	sword	•••••
SM	S Host	http://148.147.168.41
so	AP Request Timeout (Seconds)	30
Requ	uest Parameters	Session Recording
Mod	del HuntGroup	Record SMS Request
Ope	eration list	Record Result Data
Obj	ectname Group_Number	Cat Record Class Record
Qua	alifier 1	Get Record Clear Record
Last Request Session ID Response	ds .	:
	bmit Reguest Release	
	Request Response	
	sion ID 53a41d3e59becdf96dc7edc	o7df99059a Duplicate Session
	ponse up_Type[0]=ucd- mia Total_Administered_8	p_Name[0]=PredectiveHuntGroup Group_Extension[0]=2201 Gro Members[0]=0 ACD[0]=y Measured[0]=both Queue[0]=y Vector[ e_Path[0]= LWC_Reception[0]=none Message_Center[0]=none A

Event code	P_POMAGT33
Event text	{0} nailing lost
Event level	Information level
Trigger component	Agent Manager

### **Problem description**

The system displays the message to inform the administrator about the agent's nailing being lost.

### Proposed solution Procedure

No action required.

# P\_POMAGT34

Event code	P_POMAGT34
Event text	Router sent error response. Command — {0}, Agent — {1}, Return code — {2}, Return Msg — {3}
Event level	Minor event.
Trigger component	POM Agent Manager.

Information event.

### Proposed solution Procedure

No corrective action is required.

Event code	P_POMAGT35
Event text	One or more CTI configuration parameters are empty, {0}.
Event level	Minor event.
Trigger component	POM Agent Manager.
Information event.	
Proposed solution Procedure	
No corrective action is req	uired.
P_POMAGT36	
Event code	P_POMAGT36

Event text	Connection dropped by CMS.
Event level	Major event.

#### **Trigger component**

POM Agent Manager.

### Problem description

The connection with Call Management System (CMS) is lost.

### **Proposed solution**

#### Procedure

- 1. Check if the Call Management System (CMS) is functional.
- 2. Determine if there are any network issues due to which the connection with the CMS is lost.

# P\_POMAGT37

Event code	P_POMAGT37
Event text	Agent Manager {0} started in running mode.
Event level	Major event.
Trigger component	POM Agent Manager.

### **Problem description**

{0} – Hostname or IP Address of Agent Manager.

POM server started.

### **Proposed solution**

#### Procedure

No corrective action is required.

# P\_POMAGT38

Event code	P_POMAGT38
Event text	Agent Manager {0} stopped.
Event level	Information event. No alarm is generated.
Trigger component	POM Administration.

#### **Problem description**

{0} – Hostname or IP Address of Agent Manager.

Agent Manager is stopped.

### Proposed solution Procedure

No corrective action is required.

Event code	P_POMAGT39
Event text	No voice servers found for this job: {0}
Event level	Minor event.
Trigger component	POM Agent Manager.

### **Problem description**

The job does not have any associated voice servers.

### **Proposed solution**

### Procedure

- 1. Stop the job.
- 2. Check if the campaign has any voice servers associated.
- 3. If the campaign does not have any associated voice servers, associate at least one voice server with the campaign.

# P\_POMAGT40

This is an obsolete event.

Event code	P_POMAGT41
Event text	Agent Manager {0} changed to running mode.
Event level	Minor event.
Trigger component	POM Agent Manager.
Information event.	
Proposed solution Procedure	
No corrective action is required	
P_POMAGT43	
Event code	P_POMAGT43
Event text	Failed to start AACC Multicast Reader.
Event level	Major event.

#### **Trigger component**

POM Agent Manager.

### **Problem description**

Unable to start the AACC Multicast reader.

### **Proposed solution**

#### Procedure

Check that you have configured the AACC multicast IP properly on AACC configuration page.

# P\_POMAGT44

Event code	P_POMAGT44
Event text	Agent Manager is not assigning agents to the jobs as Router is not ready.
Event level	Major event.
Trigger component	POM Agent Manager.

#### **Problem description**

The connection between the router component of the Agent Manager and the application server is not established. POM server requires the connection to be established for functioning of customer calls. The POM server waits till the connection is established.

#### **Proposed solution**

#### Procedure

Restart the POM application server first and then the agent manager if the message appears even after 5 minutes.

# P\_POMAGT45

Event code	P_POMAGT45
Event text	Notification received for an unknown agent- $\{0\}$ API — $\{1\}$ .
Event level	Major event.
Trigger component	POM Agent Manager.
Information event.	
Proposed solution	
Procedure	

No corrective action is required.

Event code	P_POMAGT46
Event text	CMS configuration invalid/missing.
Event level	Major event.
Trigger component	POM Agent Manager.

#### **Problem description**

The port number to connect to the Call Management System (CMS) in CMS configuration section on the CC Elite configuration page is invalid.

#### **Proposed solution**

#### Procedure

Check the port number specified to connect to Call Management System (CMS) is configured properly on the CC Elite configuration page.

### P\_POMAGT47

Event code	P_POMAGT47
Event text	Agent {0}, Starving for job.
Event level	Minor
Trigger component	Agent Manager

#### **Problem description**

For the configurable period defined in the **Maximum job waiting duration(min)** field in the Global Configuration page, if any Ready agent or Idle agent does not get any job to work, the system displays the message. It is a special alarm to notify administrator that the agents are sitting idle in the call center. The throttle period is set to 0 so that the system can notify administrator about all the agents that are sitting idle.

#### **Proposed solution**

#### Procedure

Check why the agents are not attached to any job. The reasons for not attaching the agents to a job:

- a. Jobs are not running.
- b. Jobs are not matching with the skills of logged in agents.
- c. Licenses are not sufficient to allow agents to get attached to running jobs.
- d. The maximum agents defined in the campaign strategy is lesser than the number of the agents logged in.

Event code	P_POMAGT48
Error text	Skill data for job <jobname> and skill <skillname> not received for more than 10 minutes.</skillname></jobname>
Event level	Information level
Trigger component	Agent Manager

#### **Problem description**

The system displays this message, if the system does not receive data from either CC Elite or AACC, the pacer is not updated about the inbound skill monitoring.

#### **Proposed solution**

#### Procedure

- 1. Check the connection between POM and CC Elite or AACC.
- 2. Ensure the connection is established.

# P\_POMAGT49

Event code	P_POMAGT49
Event text	Unable to move agent — $\{0\}$ to the job ID — $\{1\}$ through POM Monitor.
Event level	Minor event.
Trigger component	POM Agent Manager.

#### **Problem description**

The system generates the error if the supervisor moves an agent to a particular job and the agent is in any transition state. Transition state can be any pending activities such as a pending callback, pending consult, or Pending\_Job\_attach.

### **Proposed solution**

#### Procedure

- 1. Verify if the agent you want to move is not in any transition state.
- 2. If the agent is not in any transition state, then move the agent to the selected job.

Event code	P_POMAGT50
Event text	Unable to release agent — $\{0\}$ from outbound through POM Monitor

**Event level** Minor event.

Trigger component POM Agent Manager.

#### **Problem description**

The system generates the error if the supervisor moves an agent to inbound and the agent is in any transition state. Transition state can be any pending activities such as a pending callback, pending consult, or Pending\_Job\_attach.

#### **Proposed solution**

#### Procedure

- 1. Verify if the agent you want to move is not in any transition state.
- 2. If the agent is not in any transition state, then move the agent to the selected job.

# P\_POMAGT51

Event code	P POMAGT51

**Event text** Failed to update blender about changes made for skill monitoring as ActiveMQ may be down

Event level Minor event.

Trigger component POM Agent Manager.

#### **Problem description**

Failed to update blender about the changes made to the skill information on the CC Elite page as the ActiveMQ service (pomactmq) might not be functioning.

#### **Proposed solution**

#### Procedure

- 1. Ensure that the ActiveMQ service (pomactmq) is running.
- 2. If the service is running, make changes to the skill information.

Event code	P_POMAGT52
Event text	Waiting for router of zone {0} to get initialized.
Event level	Minor event.
Trigger component	POM Agent Manager.
Information event.	

### Proposed solution Procedure

Restart the POM application server first and then the agent manager if the message appears even after 5 minutes.

# P\_POMAGT54

Event code	P_POMAGT54
Event text	Agent Manager {0} is taking ownership of failed server {1}.
Event level	Information event.
Trigger component	Agent Manager.

### **Problem description**

The system raises this alarm when the dormant Agent Manager takes over the responsibility of the failed Agent Manager.

# Proposed solution

### Procedure

No corrective action is required.

# P\_POMAGT55

Event code	P_POMAGT55
Event text	Agent Manager {0} is down.
Event level	Major event.
Trigger component	Agent Manager.

### **Problem description**

The system raises this alarm when the Agent Manager is failed.

# Proposed solution

# Procedure

No corrective action is required.

Event code	P_POMAGT56
Event text	Failed to establish secured connection with recorder.

**Event level** Information event. POM generates a major alarm Q\_POMAGT56 for this event.

Trigger component POM Agent Manager.

#### **Problem description**

The secured connection between POM and the recording client has failed. The connection failure between POM and recorder application might occur due to any of the below reasons:

- Handshake failure between POM and recording client due to invalid certificate.
- Handshake failure between POM and recording client due to invalid POM server credentials.

#### **Proposed solution**

#### Procedure

- 1. Export the POM server certificate from **Configurations > POM Servers**.
- 2. Add the exported certificate to the recorder client's trust store.
- 3. Use this certificate to reestablish the secured connection between the POM server and the recorder.

# ActiveMQ Events

# P\_POMAMQ01

Event code	P_POMAMQ01
Event text	Active MQ Manager {0} started in Dormant Mode.
Event level	Information event.
Trigger component	POM Administration.
Problem description	

Active MQ Manager {0} started in Dormant Mode.

# **Proposed solution**

#### Procedure

No corrective action is required.

# P\_POMAMQ02

Event code	P_POMAMQ02
Event text	Active MQ Manager {0} changed to Master Mode.

Event level	Information event.
-------------	--------------------

**Trigger component** POM Administration.

### **Problem description**

Active MQ Manager {0} changed to Master Mode.

# **Proposed solution**

### Procedure

No corrective action is required.

### P\_POMAMQ03

Event code	P_POMAMQ03
Event Text	Active MQ Manager {0} stopped.
Event Level	Information event.
Trigger component	POM Administration.
Problem description	

#### Problem description

Active MQ Manager {0} stopped.

### **Proposed solution**

### Procedure

No corrective action is required.

# P\_POMAMQ04

Event code	P_POMAMQ04
Event text	Machine with IP Address {0} lost master role.
Event level	Information event.
Trigger component	POM Administration.
Problem description	

# Machine with IP Address {0} lost master role.

### Proposed solution Procedure

No corrective action is required.

# P\_POMAMQ05

**Event text** Unable to establish connection with Active MQ service.

**Event level** Error event. POM generates a major alarm Q\_POMAMQ05 for this event.

**Trigger component** POM Administration.

#### **Problem description**

Unable to establish connection with Active MQ service.

### **Proposed solution**

### Procedure

- 1. Check the ActiveMQ logs.
- 2. Restart the ActiveMQ service.

# **Report Events**

# P\_POMRPT01

This is an obsolete event.

# **Router Events**

# P\_POMRTR01

Event code	P_POMRTR01
Event text	Failed to initialize Router {0}
Event level	Information event.
Trigger component	POM Router.
Description	
This event is reserved for future use.	

# P\_POMRTR02

Event code

P POMRTR02

Event text	Failed to connect to NailerProxy	
Event level	Information level.	
Trigger component	POM Router	

#### Problem description

The router component within agent manager cannot connect with nailer proxy on the application server.

#### **Proposed solution**

#### Procedure

- 1. Ensure that the application server, MPP, and EPM are functional.
- 2. Ensure you configure the Nailer and Driver application. For more information about configuring applications, see *Implementing Proactive Outreach Manager*.

### P\_POMRTR03

Event code	P_POMRTR03
Event text	Failed to connect to DriverProxy
Event level	Information level.
Trigger component	POM Router

#### **Problem description**

The router component within agent manager cannot connect with driver proxy on the application server.

### **Proposed solution**

#### Procedure

- 1. Ensure that the application server, MPP, and EPM are functional.
- 2. Ensure you configure the Nailer and Driver application. For more information about configuring applications, see *Implementing Proactive Outreach Manager*.

### P\_POMRTR04

Event code	P_POMRTR04
Event text	Server started
Event level	Information event.
Trigger component	POM Router.

## Description

The router component started.

# P\_POMRTR05

Event code	P_POMRTR05
Event text	Exception in Router loop — {0}
Event level	Information event.
Trigger component	POM Router.

#### Description

{0} exception occurred in the main Router thread.

# P\_POMRTR06

Event code	P_POMRTR06
Event text	Exception in Router — Error {0}
Event level	Information event.
Trigger component	POM Router.

### Description

{0} exception occurred in the main Router thread.

# P\_POMRTR07

Event code	P_POMRTR07
Event text	Closing socket server
Event level	Information event.
Trigger component	POM Router.
<b>Description</b> The router component is stopping.	
P_POMRTR08	
Event code	P_POMRTR08
Event text	Socket server closed.

Event level	Information event.
Trigger component	POM Router.
Description	
The router component stopped.	
P_POMRTR09	
Event code	P_POMRTR09
Event text	Failed to close socket server — $\{0\}$
Event level	Information event.
Trigger component	POM Router.

#### Description

Some exception occurred while stopping the Router component {exception string}.

# P\_POMRTR10

Event code	P_POMRTR10
Event text	Invalid command received from Agent Manager.
Event level	Information event.
Trigger component	POM Router.

#### Description

The Router component received an invalid command from the Agent Manager.

# P\_POMRTR11

Event code	P_POMRTR11
Event text	Failed to nail agent {0}
Event level	Information level.
Trigger component	POM Router

#### **Problem description**

The system will replace {0} with the specific event message at runtime depending on the component due to which the event might occur.

### Proposed solution Procedure

Depending on the event message that the system displays, take the necessary corrective action.

# P\_POMRTR12

Event code	P_POMRTR12
Event text	Failed to re-nail agent {0}
Event level	Information level.
Trigger component	POM Router

#### **Problem description**

The system will replace {0} with the specific event message at runtime depending on the component due to which the event might occur.

#### **Proposed solution**

#### Procedure

Depending on the event message that the system displays, take the necessary corrective action.

# P\_POMRTR13

Event code	P_POMRTR13
Event text	Agent {0} cannot go ready {1}
Event level	Information event.
Trigger component	POM Router.

#### Description

Failed to add agent {agent ID} to ready agent list {Failure reason}.

# P\_POMRTR14

Event code	P_POMRTR14
Event text	Invalid POM Destination Type
Event level	Information event.
Trigger component	POM Router.

#### Description

Router component received an invalid type of consult from the Agent Manager.

# P\_POMRTR15

Event code	P_POMRTR15
Event text	Nuisance call. {0}
Event level	Information level.
Trigger component	POM Router

#### **Problem description**

The system marks the voice call as nuisance if agent is not available, or MPP error while connecting the customer call with agent. The system plays the nuisance application.

#### **Proposed solution**

#### Procedure

Ensure that the MPP is functional.

# P\_POMRTR16

Event code	P_POMRTR16
Event text	Failed to read from socket
Event level	Information level.
Trigger component	POM Router

#### **Problem description**

The voice call connection between the Agent Manager and the application server breaks.

# Proposed solution

#### Procedure

Restart the application server.

# P\_POMRTR17

Event code	P_POMRTR17
Event text	Failed to get nailed agents from Nailer.
Event level	Information event.
Trigger component	POM Router.

### Description

The Router component failed to get the nailed agents information from the application server during failover.

# P\_POMRTR18

Event code	P_POMRTR18
Event text	Failed to retrieve SIP info for agent {0}
Event level	Information event.
Trigger component	POM Router.

#### Description

The Router component failed to retrieve the SIP information for agent {agent ID} from the application server during failover.

# P\_POMRTR19

Event code	P_POMRTR19
Event text	Failed to queue the call {0}
Event level	Information event.
Trigger component	POM Router.

#### Description

The Router component failed to add the call {POM session ID} to the call queue.

# P\_POMRTR20

Event code	P_POMRTR20
Event text	Failed to play nuisance app {0}
Event level	Information event.
Trigger component	POM Router.

#### Description

The Router component failed to start the nuisance application for the nuisance call {Failure reason}.

#### **Proposed solution**

#### Procedure

Ensure that the nuisance application URL is correct.

# P\_POMRTR21

Event code	P_POMRTR21
Event text	Failed to remove call from the queue {0}
Event level	Information event.
Trigger component	POM Router.

#### Description

The Router component failed to remove the call {POM session ID} from the call queue.

# P\_POMRTR22

Event code	P_POMRTR22
Event text	Failed to queue the preview call{0}
Event level	Information event.
Trigger component	POM Router.

### Description

The Router component failed to add the preview call {POM session ID} to the call queue.

# P\_POMRTR23

Event code	P_POMRTR23
Event text	Failed to update completion code. {0} Exception - {1}
Event level	Information level.
Trigger component	POM Router

#### **Problem description**

The system will replace  $\{0\}$  with the completion code with the reason due to which the event occurs  $\{1\}$  at runtime.

#### **Proposed solution**

#### Procedure

Depending on the reason and exception the system replaces for {1} at runtime, take the necessary corrective action.

# P\_POMRTR24

Event code	P_POMRTR24
Event text	Failed to launch OCWS. {0}
Event level	Information level.
Trigger component	POM Router

#### **Problem description**

The system replaces {0} with the relevant message and the reason for failure at runtime .

# **Proposed solution**

#### Procedure

Depending on the reason for failure, take necessary corrective action.

# P\_POMRTR25

Event code	P_POMRTR25
Event text	Failed to get SSL context
Event level	Information event.
Trigger component	POM Router.
Description	

Description

The Router component failed to read the SSL certificate.

# **Rule Engine Events**

# P\_POMRE001

Event Code	P_POMRE001
Event Text	Rule Engine started in dormant mode.
Event Level	Error event.
Trigger Component	Rule Engine
Problem Description	

Rule Engine started in dormant mode.

### **Propose Solution**

- 1. Restart the Rule Engine service from the command prompt using command service ruleng start.
- 2. If Rule Engine service failed to start, then check the logs for details.

# P\_POMRE002

Condition	
Event Code	P_POMRE002
Event Text	Rule Engine < <i>IP Address</i> > stopped.
Event Level	Information Event.
Trigger Component	Rule Engine.
Problem Description	
Rule Engine < <i>IP Address</i> > stopped.	
Proposed Solution	
No corrective action is required.	
P_POMRE003	
Condition	

Event Code	P_POMRE003
Event Text	Rule Engine changed to master mode.
Event Level	Information Event.
Trigger Component	Rule Engine.

#### **Problem description**

Rule Engine changed to master mode.

#### **Proposed Solution**

No corrective action is required.

# **Chapter 17: Contacting support services**

# Information needed for support services to initiate troubleshooting

If you are facing a problem which does not fall into one or more of the different troubleshooting sections, or to escalate the problem to support services, you must provide some information. Ensure you collect and provide complete information. For example:

- Installed POM version.
- Installed Avaya Aura<sup>®</sup> Experience Portal version.
- Remote access details.
- Date of installation.
- System is upgraded recently or not. If so, from and to what version.
- Any other relevant history.
- Text to Speech Server (TTS) type. For example, Loquendo, Nuance.
- · Details of the availability or standalone configuration.
- Database configuration details. For example, if the database is Oracle, or Postgres on local or external system.

🕒 Tip:

In production environment, do not install POM database schema on local PostgreSQL.

- Details of the local or external TOMCAT application server.
- Web License Manager (Web LM) details such as local or external
- Any warning and the error messages seen in the log files.

You can also check:

- If the issue is a known issue listed on the product support site.
- Notice (PSN). PSN's are posted on the Avaya support site at <a href="http://support.avaya.com">http://support.avaya.com</a>. You must check under the appropriate release in the POM category.

# Generating report from the EPM Web interface

#### About this task

To help resolve the issue, you can generate a report from the EPM Web interface.

#### Procedure

- 1. Log in to the EPM Web interface using an account with the Administration user role.
- 2. Collect the alarm report from the Alarm Manager menu:
  - a. In the left pane, select System Maintenance > Alarm Manager.
  - b. Enter the appropriate time around when the failure occurred in the **Date** and **Time** field.
  - c. Click **OK** to generate the alarm report.
  - d. Export the report.
- 3. Collect the logs from the Log Viewer menu:
  - a. In the left pane, select System Maintenance > Log Viewer.
  - b. Enter the appropriate time around when the failure occurred in the **Date** and **Time** field.
  - c. Click **OK** to generate the alarm report.
  - d. Export the report.
- 4. Collect the reports from the Reports menu:
  - a. In the left pane, select **Reports > Standard Reports**.
  - b. Click the Call Detail Report.
  - c. Enter the appropriate time around when the failure occurred in the **Date** and **Time** field.
  - d. Click **OK** to generate the alarm report.
  - e. Export the report.
  - f. Repeat the procedure for the Session Detail Report.
- 5. Collect the avaya.vpms.log.\* file from /opt/Avaya/VoicePortal/VPMS/ logs.
- 6. Collect the catalina.\* files from the \$CATALINA\_HOME/logs folder.
- 7. Collect all POM logs using command <code>\$POM\_HOME/bin/getpomlogs.sh</code> --logs and wait for system to collect all POM logs and pack for sending to the support team for investigation.
- 8. If you are facing issues while making calls, you must provide the MPP logs. On each MPP server type the following command to get the MPP logs:getmpplogs.sh --logs -- transcriptions --debugfiles. The system displays the path and the file name of the stored logs.

# **Chapter 18: Related resources**

# **Related resources**

# **Documentation**

For information on feature administration, interactions, considerations, and security, see the following POM documents available on the Avaya Support site at <u>http://www.avaya.com/support</u>:

Title	Description	Audience	Document location
Implementing Proactive Outreach Manager	Provides information about installing and configuring Proactive Outreach Manager.	Implementation engineers	The latest PDF is available on the Avaya Support site at <u>Implementing</u> <u>Proactive Outreach</u> <u>Manager</u> .
Upgrading Proactive Outreach Manager	Provides information about upgrading Proactive Outreach Manager.	Implementation engineers	The latest PDF is available on the Avaya Support site at <u>Upgrading</u> <u>Proactive Outreach</u> <u>Manager</u> .
Using Proactive Outreach Manager	Provides general information about field descriptions and procedures for using Proactive Outreach Manager.	Users	The latest PDF is available on the Avaya Support site at <u>Using Proactive</u> <u>Outreach Manager</u> .
Avaya Aura <sup>®</sup> Contact Center — Proactive Outreach Manager Integration	Provides conceptual and procedural information about the integration between Avaya Aura <sup>®</sup> Contact Center (AACC) and Proactive Outreach Manager (POM). Describes the tasks required for AACC and POM integration.	Users	The latest PDF is available on the Avaya Support site at <u>Avaya Aura®</u> <u>Contact Center —</u> <u>Proactive Outreach</u> <u>Manager</u> <u>integration</u>

Table continues...

Title	Description	Audience	Document location
Proactive Outreach Manager High Availability	Provides information about for implementing high available POM system in a single data center, and also explains POM behavior in case of failure and high availability.	Users System administrators Implementation engineers	The latest PDF is available on the Avaya Support site at <u>Proactive</u> <u>Outreach Manager</u> <u>High Availability</u> .
Using Proactive Outreach Manager Reports	Provides information about reports in Proactive Outreach Manager.	Users System administrators	The latest PDF is available on the Avaya Support site at <u>Using Proactive</u> <u>Outreach Manager</u> <u>Reports</u> .

You must install Avaya Aura<sup>®</sup> Experience Portal before you install POM. You will find references to Avaya Aura<sup>®</sup> Experience Portal documentation at various places in the POM documentation.

#### **Related links**

Finding documents on the Avaya Support website on page 192

# Finding documents on the Avaya Support website

#### About this task

Use this procedure to find product documentation on the Avaya Support website.

#### Procedure

- 1. Use a browser to navigate to the Avaya Support website at http://support.avaya.com/.
- 2. At the top of the screen, enter your username and password and click Login.
- 3. Put your cursor over **Support by Product**.
- 4. Click Documents.
- 5. In the **Enter your Product Here** search box, type the product name and then select the product from the drop-down list.
- 6. If there is more than one release, select the appropriate release number from the **Choose Release** drop-down list.
- 7. Use the **Content Type** filter on the left to select the type of document you are looking for, or click **Select All** to see a list of all available documents.

For example, if you are looking for user guides, select **User Guides** in the **Content Type** filter. Only documents in the selected category will appear in the list of documents.

8. Click Enter.

#### **Related links**

Documentation on page 191

# Training

The following courses are available on the Avaya Learning website at <u>www.avaya-learning.com</u>. After logging in to the website, enter the course code or the course title in the **Search** field and click **Go** to search for the course.

To earn the 3309 ACSS — Avaya Aura<sup>®</sup> Experience Portal with Avaya Proactive Outreach Manager Implementation and Maintenance certificate, take these courses and exam:

#### Note:

Earning the certification is not mandatory. You can take the courses to gain knowledge about the product and need not take the exam.

Course code	Course title		
Virtual campus path:			
Implementation, Mainter	nance, Troubleshooting and Administration course:		
5C00040E	Knowledge Access: ACSS — Avaya Aura <sup>®</sup> Experience Portal with Avaya Proactive Outreach Manager		
The following administration take the following:	ation course content is included in the 5C00040E. For administration only courses		
5C00020E	Knowledge Access: Avaya Aura <sup>®</sup> Experience Portal Administration		
5C00050E	Knowledge Access: Avaya Proactive Outreach Manager Administration and Configuration		
Traditional Training Path	n: Implementation, Maintenance and Troubleshooting courses and exam:		
Avaya Aura <sup>®</sup> Experience Portal with Avaya Proactive Outreach Manager- Choose 5C00092I/V OR take the 4C00100I/V and 5C00090I/V courses:			
5C00092I	Avaya Aura <sup>®</sup> Experience Portal, Avaya Aura <sup>®</sup> Orchestration Designer, Avaya Proactive Outreach Manager Installation, Maintenance and Troubleshooting Essentials		
5C00092V	Avaya Aura <sup>®</sup> Experience Portal, Avaya Aura <sup>®</sup> Orchestration Designer, Avaya Proactive Outreach Manager Installation, Maintenance and Troubleshooting Essentials		
4C00100I	Avaya Aura <sup>®</sup> Experience Portal Implementation		
4C00100V	Avaya Aura <sup>®</sup> Experience Portal Implementation		
Implementation, Maintenance and Troubleshooting courses and exam:			
5C00090I	Avaya Aura <sup>®</sup> Experience Portal, Avaya Aura <sup>®</sup> Orchestration Designer, Avaya Proactive Outreach Manager Maintenance and Troubleshooting		
5C00090V	Avaya Aura <sup>®</sup> Experience Portal, Avaya Aura <sup>®</sup> Orchestration Designer, Avaya Proactive Outreach Manager Maintenance and Troubleshooting		
Administration courses:			
4C00101W	Avaya Aura <sup>®</sup> Experience Portal Administration		

Table continues...

Course title			
Avaya Proactive Outreach Manager (POM) Administration and Configuration			
To earn the 3309 ACSS —Avaya Aura <sup>®</sup> Experience Portal with Avaya Proactive Outreach Manager Implementation and Maintenance credential, take these courses and exam:			
Note:			
Earning the certification is not mandatory. You can take the courses to gain knowledge about the product and need not take the exam.			
Avaya Aura® Experience Portal with POM Implementation and Maintenance Exam			

# Viewing Avaya Mentor videos

Avaya Mentor videos provide technical content on how to install, configure, and troubleshoot Avaya products.

#### About this task

Videos are available on the Avaya Support website, listed under the video document type, and on the Avaya-run channel on YouTube.

#### Procedure

- To find videos on the Avaya Support website, go to <u>http://support.avaya.com</u> and perform one of the following actions:
  - In Search, type Avaya Mentor Videos to see a list of the available videos.
  - In **Search**, type the product name. On the Search Results page, select **Video** in the **Content Type** column on the left.
- To find the Avaya Mentor videos on YouTube, go to <u>www.youtube.com/AvayaMentor</u> and perform one of the following actions:
  - Enter a key word or key words in the **Search Channel** to search for a specific product or topic.
  - Scroll down Playlists, and click the name of a topic to see the available list of videos posted on the website.

#### 😵 Note:

Videos are not available for all products.

# Support

Go to the Avaya Support website at <u>http://support.avaya.com</u> for the most up-to-date documentation, product notices, and knowledge articles. You can also search for release notes, downloads, and resolutions to issues. Use the online service request system to create a service

request. Chat with live agents to get answers to questions, or request an agent to connect you to a support team if an issue requires additional expertise.

# Index

# Α

Abnormal growth	58
, concerning growth	00
auxiliary EPM	<u>14</u>

# С

communication manager	
CPU, DB, POM	

# D

database connection attempt failed	6
	<u> </u>

# Е

events and associated alarms	
execute concurrent jobs	
table space	
external transfer	
disconnect supervision	

# F

For the set Result Node value, Application Node is not
applicable <u>41</u>

# G

Generating report from the VPMS or EPM Web interface . 190

# I

Information needed for support services to initiate	
troubleshooting	<u>89</u>
IVR application error	19

#### Ρ

	P POMCD049
P_POMAGT01 <u>157</u>	P POMCD050
P_POMAGT02 <u>157</u>	P POMCD051
P POMAGT03	P POMCD052
P POMAGT04	P POMCD055
P POMAGT06	
P POMAGT07	P POMCD057
P POMAGT08	P POMCD058
P POMAGT10	P POMCD059
P POMAGT11	P POMCD060
P POMAGT12	P POMCD061
P POMAGT14	P POMCD064
-	

	P POMAGT19	162
	P POMAGT20	162
58	P POMAGT22	
<u>30</u> 14	-	
<u>14</u>	P_POMAGT23	
	P_POMAGT24	
	P_POMAGT25	
	P_POMAGT26	164
72	P POMAGT27	165
	P POMAGT28	
<u>53</u>	P POMAGT29	
<u>58</u>	-	
	P_POMAGT32	
	P_POMAGT34	
	P_POMAGT35	
16	P_POMAGT36	
10	P POMAGT39	171
	P POMAGT40	171
	P POMAGT41	
	P POMAGT43	
78	P POMAGT44	
<u>r v</u>		
48	P_POMAGT45	
<u>40</u>	P_POMAGT46	
	P_POMAGT48	
<u>72</u>	P_POMAGT49	174
	P_POMAGT50	174
	P POMAGT52	175
	P POMCD023	.83
	P POMCD025	
41	P POMCD027	
	P POMCD028	
	P POMCD031	
	=	
	P_POMCD035	
. 190	P_POMCD036	
	P_POMCD037	
	P_POMCD038	
	P_POMCD039	. <u>86</u>
	P POMCD043	. 86
	P_POMCD044	.86
. <u>189</u>	P_POMCD045	
<u>19</u>	P POMCD046	
	P POMCD047	
	P POMCD048	
157	P_POMCD049	
<u>157</u>	P_POMCD050	. 88
<u>157</u>	P_POMCD051	
<u>157</u>	P_POMCD052	
<u>158</u>	P_POMCD055	. <u>89</u>
<u>159</u>	P_POMCD056	. <u>89</u>
. 159	P_POMCD057	. 90
159	P POMCD058	
160	P POMCD059	
160	P POMCD060	
	P_POMCD000	
<u>161</u>	P POMCD064	
101	Г_ГОІИОD004	. <u>91</u>

P POKCD066         92         P POKCD066         91           P POKCD066         92         P POKCD010         114           P POKCD068         93         P POKCD011         115           P POKCD070         93         P POKCD014         116           P POKCD070         94         P POKCD014         116           P POKCD072         94         P POKCD016         116           P POKCD073         94         P POKCD016         117           P POKCD074         95         P POKCD016         117           P POKCD075         96         P POKCM02         118           P POKCD076         96         P POKCM02         120           P POKCD076         96         P POKCM02         121           P POKCD078         97         P POKCM02         121           P POKCD078         97         P POKCM02         121           P POKCD080         97         P POKCM03         121           P POKCD082         97         P POKCM013         121           P POKCD085         98         P POKCM014         122           P POKCD085         98         P POKCM015         122           P POKCD089         99         P POKCM016		02		114
P POMCD067         92         P POMCD0911         115           P POMCD070         93         P POMCD013         115           P POMCD070         93         P POMCD014         116           P POMCD071         94         P POMCD016         116           P POMCD072         94         P POMCD016         116           P POMCD073         94         P POMCD016         117           P POMCD074         95         P POMCD016         117           P POMCD075         95         P POMCD016         119           P POMCD078         95         P POMCM009         120           P POMCD079         95         P POMCM010         120           P POMCD088         97         P POMCM010         121           P POMCD085         97         P POMCM010         121           P POMCD086         98         P POMCM011         121           P POMCD086         98         P POMCM014         122           P POMCD088         99         P POMCM016         123           P POMCD088         99         P POMCM016         123           P POMCD088         99         P POMCM018         123           P POMCD088         99         P	-			
P_POMCD068         93         P_POMCD011         115           P_POMCD070         93         P_POMCD01515         116           P_POMCD071         94         P_POMCD0166         116           P_POMCD072         94         P_POMCD0166         116           P_POMCD073         94         P_POMCD0166         117           P_POMCD074         95         P_POMCD0166         118           P_POMCD075         96         P_POMCD0166         118           P_POMCD076         96         P_POMCD0060         120           P_POMCD078         96         P_POMCM009         120           P_POMCD080         97         P_POMCM010         121           P_POMCD081         97         P_POMCM011         121           P_POMCD082         97         P_POMCM013         121           P_POMCD085         98         P_POMCM13         121           P_POMCD085         98         P_POMCM013         121           P_POMCD086         98         P_POMCM013         121           P_POMCD087         99         P_POMCM015         122           P_POMCD088         99         P_POMCM015         123           P_POMCD089         99				
P_POMCD09         93         P_POMCD013         115           P_POMCD070         93         P_POMCD016         116           P_POMCD072         94         P_POMCD016         116           P_POMCD073         94         P_POMCD016         116           P_POMCD073         94         P_POMCD016         116           P_POMCD073         94         P_POMCD016         117           P_POMCD075         95         P_POMCD02         118           P_POMCD079         96         P_POMCM06         120           P_POMCD081         97         P_POMCM06         120           P_POMCD081         97         P_POMCM06         120           P_POMCD083         97         P_POMCM010         121           P_POMCD083         97         P_POMCM014         122           P_POMCD086         98         P_POMCM014         122           P_POMCD086         98         P_POMCM014         123           P_POMCD088         99         P_POMCM016         123           P_POMCD089         99         P_POMCM016         123           P_POMCD080         100         P_POMCM018         123           P_POMCD080         101         P_POMC	-		-	
P_POMCD070         93         P_POMCD014         116           P_POMCD071         94         P_POMCD015         116           P_POMCD073         94         P_POMCD016         117           P_POMCD074         95         P_POMCD017         117           P_POMCD075         95         P_POMCD02         118           P_POMCD078         96         P_POMCM002         119           P_POMCD078         96         P_POMCM009         120           P_POMCD080         97         P_POMCM010         121           P_POMCD082         97         P_POMCM011         121           P_POMCD085         98         P_POMCM013         121           P_POMCD085         98         P_POMCM013         121           P_POMCD085         98         P_POMCM013         121           P_POMCD087         99         P_POMCM015         122           P_POMCD088         99         P_POMCM015         122           P_POMCD089         99         P_POMCM016         123           P_POMCD089         99         P_POMCM015         123           P_POMCD089         100         P_POMCM025         126           P_POMCD092         100         P_			-	
P_PONCD071         94         P_PONCD016         116           P_PONCD072         94         P_PONCD016         117           P_PONCD073         94         P_PONCD016         117           P_PONCD074         95         P_PONCD018         117           P_PONCD075         95         P_PONCM002         118           P_PONCD079         96         P_PONCM006         120           P_PONCD081         97         P_PONCM006         120           P_PONCD081         97         P_PONCM006         120           P_PONCD081         97         P_PONCM009         120           P_PONCD081         97         P_PONCM011         121           P_PONCD083         97         P_PONCM013         121           P_PONCD083         98         P_PONCM014         122           P_PONCD086         98         P_PONCM015         122           P_PONCD088         99         P_PONCM016         123           P_PONCD089         99         P_PONCM017         123           P_PONCD090         100         P_PONCM018         124           P_PONCD090         100         P_PONCM018         124           P_PONCD090         100				
P         POMCD072         94         P         POMCD016         116           P         POMCD073         94         P         POMCD017         117           P         POMCD073         95         P         POMCD017         117           P         POMCD078         95         P         POMCM002         118           P         POMCD078         96         P         POMCM006         120           P         POMCD060         96         P         POMCM009         120           P         POMCD082         97         P         POMCM011         121           P         POMCD082         97         P         POMCM012         121           P         POMCD085         98         P         POMCM013         121           P         POMCD086         98         P         POMCM015         122           P         POMCD088         99         POMCM016         123           P         POMCD080         100         P         POMCM016         123           P         POMCD080         100         P         POMCM017         123           P         POMCD080         100         P         POMCM				
P_PONCD073         94         P_PONCD917         117           P_PONCD074         95         P_PONCD078         117           P_PONCD078         96         P_PONCM002         118           P_PONCD079         96         P_PONCM006         120           P_PONCD081         97         P_PONCM009         120           P_PONCD081         97         P_PONCM010         120           P_PONCD083         97         P_PONCM011         121           P_PONCD083         97         P_PONCM012         121           P_PONCD086         98         P_PONCM013         121           P_PONCD086         98         P_PONCM014         122           P_PONCD086         98         P_PONCM015         122           P_PONCD086         99         P_PONCM016         123           P_PONCD088         99         P_PONCM016         123           P_PONCD089         100         P_PONCM018         123           P_PONCD090         100         P_PONCM019         124           P_PONCD093         100         P_PONCM025         126           P_PONCD094         101         P_PONCM026         126           P_PONCD095         102 <t< td=""><td>-</td><td></td><td></td><td></td></t<>	-			
P_POMCD074         95         P_POMCD078         117           P_POMCD075         95         P_POMCM002         118           P_POMCD078         96         P_POMCM004         119           P_POMCD079         96         P_POMCM009         120           P_POMCD080         96         P_POMCM009         120           P_POMCD082         97         P_POMCM011         121           P_POMCD083         97         P_POMCM011         121           P_POMCD085         98         P_POMCM013         121           P_POMCD085         98         P_POMCM014         122           P_POMCD085         98         P_POMCM016         123           P_POMCD086         99         P_POMCM016         123           P_POMCD089         99         P_POMCM017         123           P_POMCD093         100         P_POMCM018         123           P_POMCD093         100         P_POMCM026         126           P_POMCD093         100         P_POMCM026         126           P_POMCD095         101         P_POMCM026         126           P_POMCD095         101         P_POMCM026         126           P_POMCD096         102         <	-			
P-DOMCD075         95         P-DOMCM02         118           P-POMCD078         96         P-POMCM06         120           P-POMCD080         96         P-POMCM09         120           P-POMCD081         97         P-POMCM01         120           P-POMCD082         97         P-POMCM01         121           P-DOMCD083         97         P-POMCM013         121           P-DOMCD086         98         P-POMCM014         122           P-DOMCD086         98         P-POMCM013         121           P-DOMCD086         99         P-POMCM015         122           P-DOMCD088         99         P-POMCM016         123           P-POMCD089         99         P-POMCM018         123           P-DOMCD090         100         P-POMCM018         124           P-DOMCD092         100         P-POMCM024         126           P-DOMCD093         100         P-POMCM028         126           P-DOMCD094         101         P-POMCM028         126           P-DOMCD095         102         P-POMCM028         127           P-DOMCD096         102         P-POMCM028         128           P-POMCD097         102         P	_		-	
P         POMCD078         96         P         POMCM006         120           P         POMCD080         96         P         POMCM006         120           P         POMCD081         97         P         POMCM010         120           P         POMCD082         97         P         POMCM011         121           P         POMCD085         98         P         POMCM012         121           P         POMCD086         98         P         POMCM014         122           P         POMCD086         98         P         POMCM015         122           P         POMCD086         99         P         POMCM015         122           P         POMCD088         99         P         POMCM016         123           P         POMCD089         100         P         POMCM017         123           P         POMCD093         100         P         POMCM018         123           P         POMCD095         101         P         POMCM026         126           P         POMCM028         126         P         POMCM028         127           P         POMCD096         102         P </td <td></td> <td></td> <td></td> <td></td>				
P_POMCD079         96         P_POMCM06         120           P_POMCD080         97         P_POMCM09         120           P_POMCD081         97         P_POMCM01         121           P_POMCD083         97         P_POMCM013         121           P_POMCD083         97         P_POMCM014         122           P_POMCD086         98         P_POMCM015         122           P_POMCD086         99         P_POMCM016         123           P_POMCD088         99         P_POMCM016         123           P_POMCD088         99         P_POMCM016         123           P_POMCD089         100         P_POMCM018         123           P_POMCD090         100         P_POMCM018         124           P_POMCD092         100         P_POMCM024         125           P_POMCD093         101         P_POMCM026         126           P_POMCD094         101         P_POMCM026         126           P_POMCD096         102         P_POMCM028         127           P_POMCD098         102         P_POMCM028         127           P_POMCD100         103         P_POMCM029         128           P_POMCD101         103         <	-			
P POMCD080         96         P POMCM009         120           P POMCD081         97         P POMCM01         121           P POMCD083         97         P POMCM012         121           P POMCD083         97         P POMCM012         121           P POMCD085         98         P POMCM014         122           P POMCD086         98         P POMCM014         122           P POMCD087         99         P POMCM016         123           P POMCD089         99         P POMCM016         123           P POMCD089         99         P POMCM018         123           P POMCD090         100         P POMCM018         123           P POMCD093         100         P POMCM014         122           P POMCD093         100         P POMCM014         123           P POMCD094         101         P POMCM024         126           P POMCD095         101         P POMCM025         126           P POMCD096         102         P POMCM027         126           P POMCD097         102         P POMCM023         128           P POMCD098         102         P POMCM031         128           P POMCD096         104				
P POMCD081         97         P POMCM010         120           P POMCD082         97         P POMCM011         121           P POMCD083         97         P POMCM012         121           P POMCD086         98         P POMCM013         121           P POMCD087         99         P POMCM015         122           P POMCD088         99         P POMCM015         123           P POMCD089         99         P POMCM018         123           P POMCD090         100         P POMCM018         123           P POMCD092         100         P POMCM024         125           P POMCD093         100         P POMCM024         126           P POMCD094         101         P POMCM025         126           P POMCD095         101         P POMCM026         126           P POMCD096         102         P POMCM027         128           P POMCD097         102         P POMCM029         128           P POMCD100         103         P POMCM029         128           P POMCD101         103         P POMCM029         128           P POMCD102         104         P POMR101         179           P POMCD106         104			-	
P_POMCD082         97         P_POMCM011         121           P_POMCD083         97         P_POMCM012         121           P_POMCD088         98         P_POMCM013         121           P_POMCD086         98         P_POMCM014         122           P_POMCD087         99         P_POMCM016         123           P_POMCD089         99         P_POMCM016         123           P_POMCD089         99         P_POMCM018         123           P_POMCD090         100         P_POMCM018         123           P_POMCD093         100         P_POMCM018         124           P_POMCD093         100         P_POMCM025         126           P_POMCD096         101         P_POMCM025         126           P_POMCD096         102         P_POMCM028         127           P_POMCD098         102         P_POMCM028         128           P_POMCD100         103         P_POMCM031         128           P_POMCD11         179         POMCM031         128           P_POMCD106         104         P_POMCM031         128           P_POMCD107         105         P_POMRTR01         179           P_POMCD108         105			_	
P_POMCD083         97         P_POMCM12         121           P_POMCD085         98         P_POMCM013         121           P_POMCD086         98         P_POMCM014         122           P_POMCD087         99         P_POMCM016         123           P_POMCD088         99         P_POMCM016         123           P_POMCD089         99         P_POMCM018         123           P_POMCD090         100         P_POMCM019         124           P_POMCD092         100         P_POMCM025         126           P_POMCD093         100         P_POMCM025         126           P_POMCD096         101         P_POMCM025         126           P_POMCD096         102         P_POMCM027         126           P_POMCD097         102         P_POMCM028         127           P_POMCD098         102         P_POMCM028         127           P_POMCD099         102         P_OMCM028         127           P_POMCD090         103         P_POMCM028         127           P_POMCD091         103         P_POMCM028         127           P_POMCD092         104         P_POMCM028         127           P_POMCD093         102				
P-DOMCD085         98         P-DOMCM013         121           P-POMCD086         98         P-POMCM014         122           P-DOMCD087         99         P-DOMCM015         122           P-DOMCD088         99         P-POMCM016         123           P-DOMCD089         99         P-DOMCM017         123           P-DOMCD090         100         P-POMCM018         123           P-DOMCD092         100         P-DOMCM024         125           P-DOMCD093         100         P-DOMCM024         125           P-DOMCD094         101         P-DOMCM025         126           P-DOMCD095         101         P-DOMCM026         126           P-DOMCD096         102         P-DOMCM027         126           P-DOMCD096         102         P-DOMCM029         128           P-DOMCD100         103         P-DOMCM029         128           P-DOMCD101         103         P-DOMCM029         128           P-DOMCD102         104         P-DOMRN01         118           P-DOMCD103         105         P-DOMRN01         118           P-DOMCD104         105         P-DOMRN01         1179           P-DOMCD105         P-DOMRTR04 <td></td> <td></td> <td></td> <td></td>				
P_POMCD086         98         P_POMCM014         122           P_POMCD087         99         P_POMCM015         122           P_POMCD088         99         P_POMCM016         123           P_POMCD090         100         P_POMCM018         123           P_POMCD092         100         P_POMCM019         124           P_POMCD093         100         P_POMCM025         126           P_POMCD094         101         P_POMCM025         126           P_POMCD096         102         P_POMCM026         126           P_POMCD097         102         P_POMCM028         127           P_POMCD098         102         P_POMCM028         127           P_POMCD096         102         P_POMCM028         127           P_POMCD100         103         P_POMCM031         128           P_POMCD101         103         P_POMCM031         128           P_POMCD102         104         P_POMRM01         179           P_OMCD103         129         POMRTR01         179           P_POMCD104         105         P_POMRTR01         179           P_POMCD105         106         P_OMRTR05         181           P_POMCD206         105				
P-POMCD087         99         P-POMCM015         122           P-POMCD088         99         P-POMCM016         123           P-POMCD090         100         P-POMCM017         123           P-POMCD092         100         P-POMCM018         123           P-POMCD092         100         P-POMCM019         124           P-POMCD093         100         P-POMCM024         125           P-POMCD095         101         P-POMCM026         126           P-POMCD096         102         P-POMCM026         126           P-POMCD096         102         P-POMCM026         127           P-POMCD097         102         P-POMCM028         127           P-POMCD098         102         P-POMCM028         127           P-POMCD100         103         P-POMCM029         128           P-POMCD101         103         P-POMCM029         128           P-POMCD102         104         P-POMRTR01         179           P-POMCD103         104         P-POMRTR01         179           P-POMCD104         105         P-POMRTR05         181           P-POMCD105         106         P-POMRTR05         181           P-POMCD264         106				
P-POMCD088         99         P-POMCM016         123           P-POMCD090         100         P-POMCM018         123           P-POMCD092         100         P-POMCM018         123           P-POMCD093         100         P-POMCM018         123           P-POMCD093         100         P-POMCM024         125           P-POMCD094         101         P-POMCM025         126           P-POMCD096         102         P-POMCM027         126           P-POMCD097         102         P-POMCM028         127           P-POMCD098         102         P-POMCM028         127           P-POMCD097         102         P-POMCM028         128           P-POMCD100         103         P-POMCM031         128           P-POMCD101         103         P-POMCM031         128           P-POMCD102         104         P-POMRTR01         179           P-OMCD103         105         P-POMRTR01         179           P-OMCD104         105         P-POMRTR02         181           P-POMCD108         105         P-POMRTR02         181           P-POMCD224         106         P-POMRTR03         181           P-POMCD225         107				
P_POMCD089       99       P_POMCM017       123         P_POMCD090       100       P_POMCM018       123         P_POMCD092       100       P_POMCM019       124         P_POMCD093       100       P_POMCM024       125         P_POMCD094       101       P_POMCM025       126         P_POMCD095       101       P_POMCM026       126         P_POMCD096       102       P_POMCM028       127         P_POMCD097       102       P_POMCM028       128         P_POMCD098       102       P_POMCM029       128         P_POMCD100       103       P_POMCM031       128         P_POMCD101       103       P_POMRPT01       179         P_OMCD102       104       P_POMRPT01       179         P_OMCD102       104       P_POMRTR02       179         P_OMCD108       105       P_OMRTR04       180         P_POMCD108       105       P_OMRTR04       180         P_POMCD26       107       P_OMRTR06       181         P_POMCD27       107       P_OMRTR06       181         P_POMCD28       106       P_OMRTR07       181         P_OMCD28       107       P_OMRTR06       <				
P_POMCD090       100       P_POMCM018       123         P_POMCD092       100       P_POMCM019       124         P_POMCD093       100       P_POMCM024       125         P_POMCD094       101       P_POMCM025       126         P_POMCD095       101       P_POMCM026       126         P_POMCD096       102       P_POMCM028       127         P_POMCD096       102       P_POMCM029       128         P_POMCD097       102       P_POMCM029       128         P_POMCD100       103       P_POMCM031       128         P_POMCD101       103       P_POMCN031       128         P_POMCD102       104       P_POMRN011       118         P_POMCD102       104       P_POMRN011       179         P_POMCD106       104       P_POMRTR01       179         P_POMCD209       105       P_POMRTR04       180         P_POMCD209       105       P_POMRTR04       181         P_POMCD224       106       P_OMRTR06       181         P_POMCD225       107       P_POMRTR06       181         P_POMCD226       107       P_OMRTR08       182         P_POMCD228       108       P_POMRTR10				
P_POMCD092       100       P_POMCM019       124         P_POMCD093       100       P_POMCM024       125         P_POMCD095       101       P_POMCM025       126         P_POMCD096       102       P_POMCM026       126         P_POMCD096       102       P_POMCM028       127         P_POMCD097       102       P_POMCM028       127         P_POMCD098       102       P_POMCM028       128         P_POMCD100       103       P_POMCM031       128         P_POMCD101       103       P_POMCN001       118         P_POMCD102       104       P_POMRN011       179         P_POMCD106       104       P_POMRTR01       179         P_POMCD107       105       P_POMRTR02       179         P_POMCD108       105       P_POMRTR02       179         P_POMCD108       105       P_POMRTR02       179         P_POMCD29       105       P_POMRTR02       181         P_POMCD26       107       P_OMRTR06       181         P_POMCD226       107       P_POMRTR08       181         P_POMCD226       107       P_POMRTR08       182         P_POMCD226       108       P_POMRTR11<				
P_POMCD093       100       P_POMCM024       125         P_POMCD094       101       P_POMCM025       126         P_POMCD095       101       P_POMCM026       126         P_POMCD096       102       P_POMCM027       126         P_POMCD097       102       P_POMCM029       127         P_POMCD098       102       P_POMCM029       128         P_POMCD090       103       P_POMCM029       128         P_POMCD100       103       P_POMCM031       128         P_POMCD101       103       P_POMRPT01       179         P_POMCD102       104       P_POMRTR01       179         P_POMCD106       104       P_POMRTR02       179         P_POMCD108       105       P_POMRTR02       179         P_POMCD209       105       P_POMRTR04       180         P_POMCD224       106       P_POMRTR05       181         P_POMCD225       107       P_POMRTR08       181         P_POMCD226       107       P_POMRTR08       182         P_POMCD228       108       P_POMRTR11       182         P_POMCD231       109       P_POMRTR13       183         P_POMCD233       108       P_POMRTR				
P_POMCD094       101       P_POMCM025       126         P_POMCD095       101       P_POMCM026       126         P_POMCD096       102       P_POMCM027       126         P_POMCD097       102       P_POMCM028       127         P_POMCD098       102       P_POMCM034       128         P_POMCD100       103       P_POMCM031       128         P_POMCD101       103       P_POMRT01       179         P_POMCD102       104       P_POMRTR01       179         P_POMCD106       104       P_POMRTR01       179         P_POMCD108       105       P_POMRTR02       179         P_POMCD209       105       P_POMRTR04       180         P_POMCD209       105       P_POMRTR05       181         P_POMCD226       107       P_POMRTR06       181         P_POMCD228       106       P_POMRTR08       182         P_POMCD228       107       P_POMRTR01       182         P_POMCD228       108       P_POMRTR11       182         P_POMCD230       108       P_POMRTR11       182         P_POMCD231       109       P_POMRTR14       183         P_POMCD233       109       P_POMRTR1	P_POMCD092	<u>100</u>	P_POMCM019	<u>124</u>
P_POMCD095       101       P_POMCM026       126         P_POMCD096       102       P_POMCM027       126         P_POMCD097       102       P_POMCM028       127         P_POMCD098       102       P_POMCM029       128         P_POMCD100       103       P_POMCM029       128         P_POMCD101       103       P_POMCM031       128         P_POMCD102       104       P_POMRT01       1179         P_POMCD106       104       P_POMRTR01       179         P_POMCD107       105       P_POMRTR02       179         P_POMCD108       106       P_POMRTR04       180         P_POMCD246       106       P_POMRTR05       181         P_POMCD225       107       P_POMRTR06       181         P_POMCD226       107       P_POMRTR09       182         P_POMCD228       108       P_POMRTR11       182         P_POMCD231       109       P_POMRTR13       183         P_POMCD232       109       P_OMRTR14       183         P_POMCD234       109       P_POMRTR14       184         P_POMCD234       109       P_OMRTR14       184         P_POMCD235       110       P_POMRTR18	P_POMCD093	<u>100</u>	P_POMCM024	
P_POMCD096       102       P_POMCM027       126         P_POMCD097       102       P_POMCM028       127         P_POMCD100       103       P_POMCM029       128         P_POMCD101       103       P_POMCM031       128         P_POMCD102       104       P_POMRTR01       179         P_POMCD106       104       P_POMRTR01       179         P_POMCD108       105       P_POMRTR02       179         P_POMCD108       105       P_POMRTR02       181         P_POMCD209       105       P_POMRTR05       181         P_POMCD216       106       P_POMRTR06       181         P_POMCD224       106       P_POMRTR06       181         P_POMCD225       107       P_POMRTR08       181         P_POMCD226       107       P_POMRTR08       182         P_POMCD228       108       P_POMRTR10       182         P_POMCD230       108       P_POMRTR11       182         P_POMCD231       109       P_OMRTR14       183         P_POMCD232       109       P_OMRTR14       183         P_POMCD233       110       P_POMRTR15       184         P_POMCD235       110       P_OMRTR19<	P_POMCD094		P_POMCM025	
P_POMCD097       102       P_POMCM028       127         P_POMCD098       102       P_POMCM029       128         P_POMCD100       103       P_POMCM031       128         P_POMCD101       103       P_POMGN01       128         P_POMCD102       104       P_POMRT01       179         P_POMCD106       104       P_POMRTR01       179         P_POMCD107       105       P_POMRTR02       179         P_POMCD209       105       P_POMRTR04       180         P_POMCD209       105       P_POMRTR05       181         P_POMCD216       106       P_POMRTR05       181         P_POMCD224       106       P_POMRTR07       181         P_POMCD225       107       P_POMRTR08       181         P_POMCD226       107       P_POMRTR08       182         P_POMCD228       108       P_POMRTR10       182         P_POMCD230       108       P_POMRTR11       182         P_POMCD231       109       P_POMRTR13       183         P_POMCD232       109       P_OMRTR14       183         P_POMCD234       110       P_POMRTR15       184         P_POMCD235       109       P_OMRTR14 </td <td>P POMCD095</td> <td><u>101</u></td> <td>P POMCM026</td> <td></td>	P POMCD095	<u>101</u>	P POMCM026	
P_POMCD098       102       P_POMCM029       128         P_POMCD100       103       P_POMCM031       128         P_POMCD101       103       P_POMGN001       118         P_POMCD102       104       P_POMRPT01       179         P_POMCD106       104       P_POMRTR01       179         P_POMCD106       104       P_POMRTR01       179         P_POMCD107       105       P_POMRTR02       179         P_POMCD209       105       P_POMRTR04       180         P_POMCD216       106       P_POMRTR05       181         P_POMCD224       106       P_POMRTR06       181         P_POMCD225       107       P_POMRTR08       181         P_POMCD226       107       P_POMRTR08       181         P_POMCD226       107       P_POMRTR10       182         P_POMCD228       108       P_POMRTR11       182         P_POMCD230       108       P_POMRTR11       182         P_POMCD231       109       P_OMRTR14       183         P_POMCD232       109       P_OMRTR14       184         P_POMCD234       110       P_POMRTR13       184         P_POMCD235       110       P_POMRTR14	P POMCD096		P POMCM027	
P_POMCD098       102       P_POMCM029       128         P_POMCD100       103       P_POMCM031       128         P_POMCD101       103       P_POMGN001       118         P_POMCD102       104       P_POMRPT01       179         P_POMCD106       104       P_POMRTR01       179         P_POMCD106       104       P_POMRTR01       179         P_POMCD107       105       P_POMRTR02       179         P_POMCD209       105       P_POMRTR04       180         P_POMCD216       106       P_POMRTR05       181         P_POMCD224       106       P_POMRTR06       181         P_POMCD225       107       P_POMRTR08       181         P_POMCD226       107       P_POMRTR08       181         P_POMCD226       107       P_POMRTR10       182         P_POMCD228       108       P_POMRTR11       182         P_POMCD230       108       P_POMRTR11       182         P_POMCD231       109       P_OMRTR14       183         P_POMCD232       109       P_OMRTR14       184         P_POMCD234       110       P_POMRTR13       184         P_POMCD235       110       P_POMRTR14	P POMCD097		P POMCM028	
P_POMCD100       103       P_POMCM031       128         P_POMCD101       103       P_POMGN001       118         P_POMCD102       104       P_POMRTR01       179         P_POMCD106       104       P_POMRTR01       179         P_POMCD107       105       P_POMRTR02       179         P_POMCD209       105       P_POMRTR04       180         P_POMCD216       106       P_POMRTR05       181         P_POMCD224       106       P_POMRTR06       181         P_POMCD225       107       P_POMRTR08       181         P_POMCD226       107       P_POMRTR08       182         P_POMCD227       107       P_POMRTR09       182         P_POMCD228       108       P_POMRTR11       182         P_POMCD230       108       P_POMRTR12       183         P_POMCD231       109       P_POMRTR13       183         P_POMCD233       109       P_POMRTR14       183         P_POMCD234       100       P_POMRTR13       184         P_POMCD235       110       P_POMRTR13       184         P_POMCD235       110       P_POMRTR14       185         P_POMCD235       110       P_POMRTR			P POMCM029	
P_POMCD102       104       P_POMRPT01       179         P_POMCD106       104       P_POMRTR01       179         P_POMCD107       105       P_POMRTR02       179         P_POMCD108       105       P_POMRTR04       180         P_POMCD209       105       P_POMRTR05       181         P_POMCD216       106       P_POMRTR06       181         P_POMCD225       107       P_POMRTR08       182         P_POMCD226       107       P_POMRTR08       182         P_POMCD226       107       P_POMRTR08       182         P_POMCD227       107       P_POMRTR09       182         P_POMCD228       108       P_POMRTR10       182         P_POMCD230       108       P_POMRTR12       183         P_POMCD231       109       P_POMRTR13       183         P_POMCD231       109       P_POMRTR14       183         P_POMCD232       109       P_POMRTR15       184         P_POMCD234       110       P_POMRTR12       184         P_POMCD234       110       P_POMRTR12       185         P_POMCD235       110       P_POMRTR12       186         P_POMCD236       111       P_POMRTR	P POMCD100			
P_POMCD102       104       P_POMRPT01       179         P_POMCD106       104       P_POMRTR01       179         P_POMCD107       105       P_POMRTR02       179         P_POMCD108       105       P_POMRTR04       180         P_POMCD209       105       P_POMRTR05       181         P_POMCD216       106       P_POMRTR06       181         P_POMCD225       107       P_POMRTR08       182         P_POMCD226       107       P_POMRTR08       182         P_POMCD226       107       P_POMRTR08       182         P_POMCD227       107       P_POMRTR09       182         P_POMCD228       108       P_POMRTR10       182         P_POMCD230       108       P_POMRTR12       183         P_POMCD231       109       P_POMRTR13       183         P_POMCD231       109       P_POMRTR14       183         P_POMCD232       109       P_POMRTR15       184         P_POMCD234       110       P_POMRTR12       184         P_POMCD234       110       P_POMRTR12       185         P_POMCD235       110       P_POMRTR12       186         P_POMCD236       111       P_POMRTR	P POMCD101			
P_POMCD106       104       P_POMRTR01       179         P_POMCD107       105       P_POMRTR02       179         P_POMCD108       105       P_POMRTR04       180         P_POMCD209       105       P_POMRTR05       181         P_POMCD216       106       P_POMRTR05       181         P_POMCD224       106       P_POMRTR07       181         P_POMCD225       107       P_POMRTR08       181         P_POMCD226       107       P_POMRTR08       182         P_POMCD226       107       P_POMRTR09       182         P_POMCD228       108       P_POMRTR10       182         P_POMCD230       108       P_POMRTR11       183         P_POMCD231       109       P_POMRTR13       183         P_POMCD231       109       P_POMRTR14       183         P_POMCD232       109       P_POMRTR15       184         P_POMCD234       109       P_POMRTR17       184         P_POMCD235       109       P_POMRTR16       185         P_POMCD234       109       P_POMRTR18       185         P_POMCD235       110       P_POMRTR18       185         P_POMCD236       111       P_POMRTR	P POMCD102			
P_POMCD107       105       P_POMRTR02       179         P_POMCD108       105       P_POMRTR04       180         P_POMCD209       105       P_POMRTR05       181         P_POMCD216       106       P_POMRTR06       181         P_POMCD224       106       P_POMRTR07       181         P_POMCD225       107       P_POMRTR08       181         P_POMCD226       107       P_POMRTR09       182         P_POMCD228       107       P_POMRTR10       182         P_POMCD228       107       P_POMRTR10       182         P_POMCD226       107       P_POMRTR10       182         P_POMCD228       108       P_POMRTR11       182         P_POMCD229       108       P_POMRTR11       183         P_POMCD230       108       P_POMRTR12       183         P_POMCD231       109       P_POMRTR15       184         P_POMCD232       109       P_POMRTR15       184         P_POMCD234       110       P_POMRTR16       185         P_POMCD235       110       P_POMRTR18       185         P_POMCD236       111       P_POMRTR21       186         P_POMCD237       111       P_POMRTR				
P_POMCD108       105       P_POMRTR04       180         P_POMCD209       105       P_POMRTR05       181         P_POMCD216       106       P_POMRTR06       181         P_POMCD224       106       P_POMRTR07       181         P_POMCD225       107       P_POMRTR08       182         P_POMCD226       107       P_POMRTR09       182         P_POMCD227       107       P_POMRTR10       182         P_POMCD228       108       P_POMRTR11       182         P_POMCD230       108       P_POMRTR13       183         P_POMCD231       109       P_POMRTR14       183         P_POMCD232       109       P_POMRTR15       184         P_POMCD233       110       P_POMRTR15       184         P_POMCD234       110       P_POMRTR18       185         P_POMCD235       110       P_POMRTR18       185         P_POMCD236       111       P_POMRTR22       186         P_POMCD238       111       P_POMRTR23       186         P_POMCD905       112       P_POMRTR23       186         P_POMCD906       113       P_POMRTR25       187				
P_POMCD209       105       P_POMRTR05       181         P_POMCD216       106       P_POMRTR06       181         P_POMCD224       106       P_POMRTR07       181         P_POMCD225       107       P_POMRTR08       182         P_POMCD226       107       P_POMRTR09       182         P_POMCD227       107       P_POMRTR10       182         P_POMCD228       108       P_POMRTR11       182         P_POMCD229       108       P_POMRTR12       183         P_POMCD230       108       P_POMRTR13       183         P_POMCD231       109       P_POMRTR14       183         P_POMCD232       109       P_POMRTR15       184         P_POMCD233       110       P_POMRTR17       184         P_POMCD234       110       P_POMRTR18       185         P_POMCD234       110       P_POMRTR18       185         P_POMCD235       110       P_POMRTR21       186         P_POMCD236       111       P_POMRTR21       186         P_POMCD236       111       P_POMRTR22       186         P_POMCD905       112       P_POMRTR23       186         P_POMCD906       113       P_POMRTR				
P_POMCD216       106       P_POMRTR06       181         P_POMCD224       106       P_POMRTR07       181         P_POMCD225       107       P_POMRTR08       181         P_POMCD226       107       P_POMRTR09       182         P_POMCD227       107       P_POMRTR10       182         P_POMCD228       108       P_POMRTR10       182         P_POMCD290       108       P_POMRTR11       183         P_POMCD230       108       P_POMRTR13       183         P_POMCD231       109       P_POMRTR14       183         P_POMCD232       109       P_POMRTR15       184         P_POMCD233       110       P_POMRTR17       184         P_POMCD234       110       P_POMRTR18       185         P_POMCD235       110       P_POMRTR19       185         P_POMCD236       111       P_POMRTR20       186         P_POMCD238       112       P_POMRTR21       186         P_POMCD238       112       P_POMRTR23       186         P_POMCD905       112       P_POMRTR23       186         P_POMCD906       113       P_POMRTR25       187				
P_POMCD224       106       P_POMRTR07       181         P_POMCD225       107       P_POMRTR08       181         P_POMCD226       107       P_POMRTR09       182         P_POMCD227       107       P_POMRTR10       182         P_POMCD228       108       P_POMRTR11       182         P_POMCD229       108       P_POMRTR12       183         P_POMCD230       108       P_POMRTR13       183         P_POMCD231       109       P_POMRTR14       183         P_POMCD233       109       P_POMRTR15       184         P_POMCD234       110       P_POMRTR18       185         P_POMCD235       110       P_POMRTR19       185         P_POMCD236       111       P_POMRTR20       186         P_POMCD238       111       P_POMRTR20       186         P_POMCD236       111       P_POMRTR20       186         P_POMCD238       112       P_POMRTR21       186         P_POMCD238       112       P_POMRTR23       186         P_POMCD905       112       P_POMRTR23       186         P_POMCD906       113       P_POMRTR25       187				
P_POMCD225       107       P_POMRTR08       181         P_POMCD226       107       P_POMRTR09       182         P_POMCD227       107       P_POMRTR10       182         P_POMCD228       108       P_POMRTR11       182         P_POMCD229       108       P_POMRTR12       183         P_POMCD230       108       P_POMRTR13       183         P_POMCD231       109       P_POMRTR14       183         P_POMCD232       109       P_POMRTR15       184         P_POMCD233       110       P_POMRTR17       184         P_POMCD234       110       P_POMRTR18       185         P_POMCD235       110       P_POMRTR19       185         P_POMCD236       111       P_POMRTR20       185         P_POMCD237       111       P_POMRTR21       186         P_POMCD238       112       P_POMRTR21       186         P_POMCD238       112       P_POMRTR23       186         P_POMCD905       112       P_POMRTR23       186         P_POMCD906       113       P_POMRTR24       187				
P_POMCD226       107       P_POMRTR09       182         P_POMCD227       107       P_POMRTR10       182         P_POMCD228       108       P_POMRTR11       182         P_POMCD229       108       P_POMRTR12       183         P_POMCD230       108       P_POMRTR13       183         P_POMCD231       109       P_POMRTR14       183         P_POMCD232       109       P_POMRTR15       184         P_POMCD233       110       P_POMRTR17       184         P_OMCD234       110       P_POMRTR18       185         P_OMCD235       110       P_POMRTR19       185         P_OMCD236       111       P_POMRTR20       185         P_OMCD237       111       P_POMRTR21       186         P_POMCD238       112       P_POMRTR21       186         P_POMCD905       112       P_POMRTR23       186         P_POMCD906       113       P_POMRTR24       187         P_POMCD907       113       P_POMRTR25       187				
P_POMCD227       107       P_POMRTR10       182         P_POMCD228       108       P_POMRTR11       182         P_POMCD229       108       P_POMRTR12       183         P_POMCD230       108       P_POMRTR13       183         P_POMCD231       109       P_POMRTR14       183         P_POMCD232       109       P_POMRTR15       184         P_POMCD233       110       P_POMRTR17       184         P_POMCD234       110       P_POMRTR18       185         P_POMCD235       110       P_POMRTR18       185         P_POMCD236       111       P_POMRTR20       185         P_POMCD237       111       P_POMRTR21       186         P_POMCD238       112       P_POMRTR21       186         P_POMCD238       112       P_POMRTR23       186         P_POMCD905       112       P_POMRTR23       186         P_POMCD906       113       P_POMRTR24       187         P_POMCD907       113       P_POMRTR25       187			_	
P_POMCD228       108       P_POMRTR11       182         P_POMCD229       108       P_POMRTR12       183         P_POMCD230       108       P_POMRTR13       183         P_POMCD231       109       P_POMRTR14       183         P_POMCD232       109       P_POMRTR15       184         P_POMCD233       110       P_POMRTR17       184         P_POMCD234       110       P_POMRTR18       185         P_POMCD235       110       P_POMRTR18       185         P_POMCD236       111       P_POMRTR20       185         P_POMCD237       111       P_POMRTR21       186         P_POMCD238       112       P_POMRTR21       186         P_POMCD238       112       P_POMRTR23       186         P_POMCD905       112       P_POMRTR23       186         P_POMCD906       113       P_POMRTR24       187         P_POMCD907       113       P_POMRTR25       187	-		-	
P_POMCD229       108       P_POMRTR12       183         P_POMCD230       108       P_POMRTR13       183         P_POMCD231       109       P_POMRTR14       183         P_POMCD232       109       P_POMRTR15       184         P_POMCD233       110       P_POMRTR17       184         P_POMCD234       110       P_POMRTR18       185         P_POMCD235       110       P_POMRTR18       185         P_POMCD236       111       P_POMRTR20       185         P_POMCD237       111       P_POMRTR21       186         P_POMCD238       112       P_POMRTR21       186         P_POMCD905       112       P_POMRTR23       186         P_POMCD906       113       P_POMRTR24       187         P_POMCD907       113       P_POMRTR25       187	—		-	
P_POMCD230       108       P_POMRTR13       183         P_POMCD231       109       P_POMRTR14       183         P_POMCD232       109       P_POMRTR15       184         P_POMCD233       110       P_POMRTR17       184         P_POMCD234       110       P_POMRTR18       185         P_POMCD235       110       P_POMRTR19       185         P_POMCD236       111       P_POMRTR20       185         P_POMCD237       111       P_POMRTR21       186         P_POMCD238       112       P_POMRTR21       186         P_POMCD905       112       P_POMRTR23       186         P_POMCD906       113       P_POMRTR24       187         P_POMCD907       113       P_POMRTR25       187			-	
P_POMCD231       109       P_POMRTR14       183         P_POMCD232       109       P_POMRTR15       184         P_POMCD233       110       P_POMRTR17       184         P_POMCD234       110       P_POMRTR18       185         P_POMCD235       110       P_POMRTR19       185         P_POMCD236       111       P_POMRTR20       185         P_POMCD237       111       P_POMRTR21       186         P_POMCD238       112       P_POMRTR22       186         P_POMCD905       112       P_POMRTR23       186         P_POMCD906       113       P_POMRTR24       187         P_POMCD907       113       P_POMRTR25       187			—	
P_POMCD232       109       P_POMRTR15       184         P_POMCD233       110       P_POMRTR17       184         P_POMCD234       110       P_POMRTR17       184         P_POMCD234       110       P_POMRTR18       185         P_POMCD235       110       P_POMRTR19       185         P_POMCD236       111       P_POMRTR20       185         P_POMCD237       111       P_POMRTR21       186         P_POMCD238       112       P_POMRTR22       186         P_POMCD905       112       P_POMRTR23       186         P_POMCD906       113       P_POMRTR24       187         P_POMCD907       113       P_POMRTR25       187	-		-	
P_POMCD233       110       P_POMRTR17       184         P_POMCD234       110       P_POMRTR18       185         P_POMCD235       110       P_POMRTR19       185         P_POMCD236       111       P_POMRTR20       185         P_POMCD237       111       P_POMRTR21       186         P_POMCD238       112       P_POMRTR22       186         P_POMCD905       112       P_POMRTR23       186         P_POMCD906       113       P_POMRTR24       187         P_POMCD907       113       P_POMRTR25       187			-	
P_POMCD234       110       P_POMRTR18       185         P_POMCD235       110       P_POMRTR19       185         P_POMCD236       111       P_POMRTR20       185         P_POMCD237       111       P_POMRTR21       186         P_POMCD238       112       P_POMRTR22       186         P_POMCD905       112       P_POMRTR23       186         P_POMCD906       113       P_POMRTR24       187         P_POMCD907       113       P_POMRTR25       187	_		-	
P_POMCD235       110       P_POMRTR19       185         P_POMCD236       111       P_POMRTR20       185         P_POMCD237       111       P_POMRTR21       186         P_POMCD238       112       P_POMRTR22       186         P_POMCD905       112       P_POMRTR23       186         P_POMCD906       113       P_POMRTR24       187         P_POMCD907       113       P_POMRTR25       187	-		-	
P_POMCD236       111       P_POMRTR20       185         P_POMCD237       111       P_POMRTR21       186         P_POMCD238       112       P_POMRTR22       186         P_POMCD905       112       P_POMRTR23       186         P_POMCD906       113       P_POMRTR24       187         P_POMCD907       113       P_POMRTR25       187	—			
P_POMCD237       111       P_POMRTR21       186         P_POMCD238       112       P_POMRTR22       186         P_POMCD905       112       P_POMRTR23       186         P_POMCD906       113       P_POMRTR24       187         P_POMCD907       113       P_POMRTR25       187			-	
P_POMCD238       112       P_POMRTR22       186         P_POMCD905       112       P_POMRTR23       186         P_POMCD906       113       P_POMRTR24       187         P_POMCD907       113       P_POMRTR25       187			-	
P_POMCD905       112       P_POMRTR23       186         P_POMCD906       113       P_POMRTR24       187         P_POMCD907       113       P_POMRTR25       187	-		_	
P_POMCD906				
P_POMCD907	_		-	
	_		-	
Р_РОМСЛЭОХ			-	
	P_POINCD908		P_POIMWS001	

P_POMWS002
P_POMWS003 <u>129</u>
P_POMWS004 <u>130</u>
P_POMWS006 <u>130</u>
P_POMWS007 <u>131</u>
P_POMWS008
P_POMWS009
P_POMWS010 <u>132</u>
P_POMWS013 <u>133</u>
P_POMWS014
P_POMWS016 <u>134</u>
P_POMWS017
P_POMWS018 <u>135</u>
P_POMWS019
P_POMWS020
P_POMWS022
P_POMWS023 <u>136</u>
P_POMWS024 <u>137</u>
P_POMWS025 <u>137</u>
P_POMWS059
P_POMWS060
P_POMWS061
P_POMWS062
P_POMWS063
P_POMWS064
P_POMWS065 <u>151</u>
P_POMWS066
P_POMWS067 <u>152</u>
P POMWS068
P POMWS073
P POMWS074
P POMWS075
P POMWS076
P POMWS077
P POMWS078
POM log files
POM maintenance for agent manager
POM maintenance for agent manager agent manager maintenance
POM Monitor
POM status
POM system status
Primary EPM
product information

# R

recommendations53
-------------------

# S

Save failed -Error:Duplicate result handler for	
Answer_Human in \$2 action	<u> 10</u>
server error	14
support	<u>}4</u>

# Т

tomcat performance	59
training	
Troubleshooting	<u>10</u>
troubleshooting categories	<u>11</u>
Troubleshooting in 3.0.4	<u>10</u>

# U

Unsupported version of Experience Portal1	5
User does not have sufficient privileges1	5

# V

videos	4
--------	---

#### W

anty <u>10</u>
----------------