

# Troubleshooting Avaya Proactive Outreach Manager

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# **Chapter 1: Introduction**

# Introduction

# **Purpose**

This document describes the methods to troubleshoot Avaya Proactive Outreach Manager. It provides detailed information on troubleshooting tools, utilities, events, and alarms. It also provides troubleshooting procedures for overcoming common issues and provides resolution techniques.

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

# **Change History**

Issue	Date	Summary of changes
2.0	April, 2021	The following content is added:
		<ul> <li>Instructions to take a backup of POM log files on an external server.</li> </ul>
		<ul> <li>Instructions to troubleshoot EventSDK Kafka Server, so that the server receives heartbeat events.</li> </ul>

Table continues...

Issue	Date	Summary of changes
1.0	December, 2020	The following content is added:
		Instructions to set a log level on Kafka Client
		Instructions to change NTP settings to troubleshoot POM servers
		Description of Alarm Q_POMAGT62
		Description of Alarm Q_POMCM040
		Comparison of CCA Start and Compliance timer
		Configuring the throttling of an event
		Description of an alarm that occurs due to slow dialing
		<ul> <li>Instructions to sync organizations, users, and zones across data centers</li> </ul>
		Instructions to troubleshoot FIPS
		Instructions to troubleshoot Cache Service

# Warranty

Avaya Inc. provides a one-year limited warranty on hardware and 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 Web site at <a href="https://sales.avaya.com">https://sales.avaya.com</a>.

# **Chapter 2: Diagnostic Procedures**

# **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 Experience Portal. If yes, read the Avaya Experience Portal documentation to resolve the problems.

#### **Customer-reported problems**

In this case, collect information from the customer. Determine the issues and the causes in the system.

#### 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 cause the major issues. Minor alarms and the warning events can identify minor issues before the issues get escalate into major 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 while receiving calls from POM, collect as much information as you can.

Do the following tasks to collect all available information to troubleshoot the problem:

#	Task	~
1	Obtain the following information from the customer.	
	For example, did the system:	
	Disconnect the call without playing anything	
	Display an error message	
	End the call unexpectedly in the middle of the session	
	Produce a garbled or an unrecognizable output	
	Fail to recognize the responses of the caller	
	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 easier.	
3	Check the POM system to see if any components have failed or are not functioning properly.	
	For example, the campaign manager and campaign director.	
4	Read the event and alarm logs. The default location is <code>\$POM_HOME/logs</code> . For more details on the event code and corrective actions, see <u>About POM log</u> <u>files</u> on page 126.	
5	Read the transcript of the call session to learn what exactly happened.	

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

- Set the logging level to **FINEST**. To set the logging level of all POM servers, do the following:
  - Go to Configurations > POM Servers
  - Click POM Settings.
  - Set the logging level under Categories and Trace levels, and then select FINEST.

To set the logging level of an individual POM server, click the individual server name, and then set the logging level.

• Collect and pack the diagnostic logs on POM, and then send the files as a zip file, or place the files at a common location.

Use the following command for collecting POM logs:

#### \$POM\_HOME/bin/getpomlogs.sh --logs [OPTIONS]

The following are the options of the getpomlogs script:

- getpomlogs --logs : Archives all the POM logs.

- getpomlogs --logs -a : Archives all the POM logs including Appserver (-a).
- getpomlogs --logs -c : Archives all the POM logs including MPP-CXI (-c).
- getpomlogs --logs -a -c : Archives all the POM logs including Appserver (-a) and CXI (-c) logs.
- getpomlogs --help : Fetches help for getpomlogs utility.
- POM archives logs based on any one of the following options that you select:
  - Date
  - Process
  - Date and process
- Get the version numbers of the POM software.

You can select any one or all of the following types of process logs:

- Single
- Multiple
- Date time range
- Process

# **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**.
- Navigate to Home > System Maintenance > Alarm Manager > Alarm Report. 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. Navigate to Home > System Maintenance > Log Viewer > Log Report. 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.
- Navigate to Home > System Maintenance > Log Viewer > Log Report. 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 are unable to generate a Log Report or an Alarm Report on the EPM web interface, you can view and examine the event and alarm logs for the EPM. The EPM log files contain the same information that is 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 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 Pluggable Data Connector

# PDC does not immediately play a notification

#### Cause

PDC makes a webservice call to POM for fetching the value of an attribute.

For every webservice request, POM executes an SQL query on the POM database to fetch the details about the attribute.

Due to multiple webservice calls, the system consumes time to execute multiple, repetitive queries on the POM database.

#### Solution

Use the Get contact info node in PDC.

#### Important:

Use the node judiciously because the node provides information for most of the contact attributes in a single webservice call.

# **Chapter 4: Troubleshooting slow dialing**

# **Overcoming slow dialing**

#### Cause

After POM dials calls, if the agent utilization is less than 50%, agents do not receive calls for 30 to 40 seconds.

#### Solution

1. Open an SSH session to the EPM server.

You can use an application such as PuTTY.

- 2. Go to /opt/Tomcat/tomcat/lib/config/voiceportal.properties and reset the values of the following parameters:
  - a. Set mppCcxmlJsiRuntimes to 4 or more than 4.
  - b. Set mppVxmlJsiRuntimes to 4.
  - c. Save the file.
- 3. Open an SSH session to the MPP server.

You can use an application such as PuTTY.

- 4. Go to /opt/Avaya/ExperiencePortal/MPP/config/mppconfig.xml and reset the values of the following parameters:
  - a. Set ccxml.jsi.runtimesize to 33554432.
  - b. Set ccxml.jsi.contextsize to 262144.
  - c. Save the file.
- 5. Open an SSH session to the POM primary server.

You can use an application such as PuTTY.

- 6. Log on to the POM database server.
- 7. Go to /opt/Avaya/avpom/POManager/config/PIMHibernate.cfg.xml and reset the following properties:

😵 Note:

Do the following settings only if the agents are more than 1000.

- a. <property name="hibernate.c3p0.max\_size\_PIMCM">200</property>
- b. <property name="hibernate.c3p0.max\_size\_PIMADMIN">150</property>

- c. <property name="hibernate.c3p0.max\_size\_PIMAGT\_Active">200</property>
- d. <property name="hibernate.c3p0.max\_size\_PIMCD\_Active">200</property>
- e. Save the file.
- 8. Go to /opt/Avaya/avpom/POManager/bin.
- 9. To increase the Agent Memory to 3 GB, run the following command:
  - ./updateAgentManagerMemory.sh
- 10. Go to /opt/Avaya/avpom/POManager/bin.
- 11. To increase the Campaign Manager Memory to 3 GB, run the following command: ./updateCampaignManagerMemory.sh
- 12. Go to /etc/profile.d/POM.sh.
- 13. In the POM database, in the pim\_config table, reset the values of the following parameters:
  - a. Set AgentWorkerThreads to 200.
  - b. Set MaxCMWorkers to 200.
  - c. Save the file.
- 14. In the POM.sh file, reset CD memory to 3 GB.
- 15. On the POM server, restart the POM service for the changes to take effect.

# Chapter 5: Troubleshooting POM server applications on Websphere

# POM Nailer and POM Driver applications do not initalize on the POM server

#### Condition

After deploying POM Nailer and POM Driver applications on IBM WebSphere, the applications do not initialize on the POM server.

The applications display the following error message in the PAMService.out log file:

Waiting for router of zone Default to get initialized Find\_MPP\_with\_Resource returned an error. No resources available

#### Cause

You did not do one or both of the following:

- Select the correct configuration during deploying POM Nailer and or POM Driver application on IBM WebSphere.
- Install the certificates correctly in the trust store of EPM, POM, and WebSphere.

#### Solution

1. On IBM WebSphere, redeploy POM Nailer and POM Driver application with the correct configuration.

For more information, see Avaya Proactive Outreach Manager Integration guide.

2. In the trust store of EPM, POM, and WebSphere, place all required certificates in the list of existing certificates.

For more information, see Avaya Proactive Outreach Manager Integration guide.

# Chapter 6: Troubleshooting install and uninstall

# **Troubleshooting install and uninstall**

# **Proactive Outreach Manager is partially installed**

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

#### **Proposed solution**

Uninstall and reinstall Proactive Outreach Manager.

# Primary or auxiliary EPM is not installed

The installer fails to detect 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 Experience Portal* documentation.

# **Server Error**

Installation of Proactive Outreach Manager aborts after the server restarts.

#### **Proposed solution**

#### 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 Experience Portal**

If you try to install Proactive Outreach Manager on an unsupported Voice Portal or Avaya Experience Portal version, the installer displays the following message and quits:

```
Installed EP version is not supported for installing POM
03.01.00.00.00.017
Current EP version: 7.1.0.0.1107. Minimum supported EP version is:
7.2.0.0.0844
Prereq check for POM failed!
```

When the prerequisite check fails, you can see the details in /tmp/InstallSummary.log.

#### **Proposed solution**

#### Procedure

Install or upgrade to the latest version of Avaya Experience Portal. For more details on installation or upgrade, see *Avaya Experience Portal* documentation.

# Database User does not have sufficient privileges

The system displays an error message, if the database user name you provide does not have sufficient privileges while running ./installDB.sh script.

#### **Proposed solution**

#### Procedure

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

# **Database Connection Attempt Failed**

Unable to connect to the POM database during installation.

#### **Proposed solution**

#### Procedure

Verify the following:

- The host name or the IP address of the database server using the /etc/hosts or ipconfig command.
- Database login credentials.

• Port number.

#### 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 the 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.

Use the InstallDB.sh script to test the database connection.

# Failed to configure an operational database

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

com.mchange.v2.c3p0.DriverManagerDataSource.driver(DriverManagerDataSour ce.java:223) at. com.mchange.v2.c3p0.DriverManagerDataSource.getConnection(DriverManagerD ataSource.java:119) at com.mchange.v2.c3p0.WrapperConnectionPoolDataSource.getPooledConnection( WrapperConnectionPoolDataSource.java:143) at com.mchange.v2.c3p0.WrapperConnectionPoolDataSource.getPooledConnection( WrapperConnectionPoolDataSource.java:132) com.mchange.v2.c3p0.impl.C3P0PooledConnectionPoolManager.initializeAutom aticTestTable(C3P0PooledConnectionPoolManager.java:772) at com.mchange.v2.c3p0.impl.C3P0PooledConnectionPoolManager.createPooledCon nectionPool(C3P0PooledConnectionPoolManager.java:696) at. com.mchange.v2.c3p0.impl.C3P0PooledConnectionPoolManager.getPool(C3P0Poo ledConnectionPoolManager.java:257) com.mchange.v2.c3p0.impl.C3P0PooledConnectionPoolManager.getPool(C3P0Poo ledConnectionPoolManager.java:271) at com.mchange.v2.c3p0.impl.AbstractPoolBackedDataSource.getConnection(Abst ractPoolBackedDataSource.java:128) at com.avaya.pim.jdbc.opdb.DBConnectionManager.getConnection(DBConnectionMa nager.java:91) com.avaya.pim.jdbc.opdb.PGDBHelper.getContactCountPerJob(PGDBHelper.java :34) at com.avaya.pim.localstore.db.PimJobContactDAO.getContactCountPerJob(PimJo bContactDAO.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:247) at java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.jav a:1145) at java.util.concurrent.ThreadPoolExecutor \$Worker.run(ThreadPoolExecutor.java:615) at java.lang.Thread.run(Thread.java:745)

### **Proposed solution**

#### 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 using the following commands:

service vpms restart

service POM restart

#### 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.

#### **Proposed solution**

#### Procedure

Verify the port number for the database connection. The default port number is 5432 for Postgres database, 1433 for MSSQL 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 an IVR application on POM, which is complied with Avaya Orchestration Designer 7.1 or earlier version, then it fails to get launched. Also, there might be duplicate runtime support jar files in the Application server - tomcat (<code>\$APPSERVER\_HOME/lib</code>) or websphere (<code>\$WAS\_HOME/lib/ext/</code>). You can verify the error in the <code>\$VP\_HOME/VPMS/logs/</code> avaya.<text/email/sms> log, or in the Application server logs - tomcat (<code>\$APPSERVER\_HOME/log/</code>), or websphere (<code>\$WAS\_HOME/profiles/profile/logs/server1/</code>).

#### **Related links**

Proposed solution on page 27

### **Proposed solution**

#### 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 Orchestration Designer 7.2.

#### **Related links**

IVR application error on page 27

# After POM Upgrade, campaigns on POM Monitor job displays -1 for unattempted contact when that job is allocated to the Auxiliary POM server

#### Condition

On POM Monitor, after upgrading campaigns for unattempted contacts, POM displays job as "-1". POM allocates that job to the Auxiliary POM server.

#### Cause

Campaign Manager cache is not updated with latest hibernate connection.

Troubleshooting install and uninstall

### Solution

For a multiple POM server environment, restart the Campaign Manager Service on all Auxiliary servers.

# **Chapter 7: Troubleshooting Campaigns**

# **Troubleshooting Campaigns**

# Campaigns start and stop immediately without dialing

#### Cause

Attribute Based Dialing(ABD) is configured for the campaign. The same attribute is a sort condition in the filter template in the campaign.

#### Solution

Inside the campaign, remove the attribute that is configured as ABD from the sort condition of all the filter templates used in that campaign.

# Calls are stuck in in-progress state

#### Condition

After campaigns start, calls are stuck in the in-progress state

#### Cause

If you migrate the system, reconfigure MPP.

#### Solution

- 1. Stop all the campaigns.
- 2. Log in to POM.
- 3. In the **MPP Servers** area, select the MPP that is currently on the system, and then click **Delete**.
- 4. To add a new MPP, click Add.
- 5. Log on to the POM server with the credentials of a root user.

You can open an SSH session to the POM server by using an application such as PuTTY.

- 6. Go to \$VP\_HOME/Support/VP-Tools
- 7. To set up MPP, run the following command:

bash setup\_vpms.php <Primary\_EPM\_IP>

where,

**Primary\_EPM\_IP** is the IP of the primary EPM server.

8. Restart the POM system for the changes to take effect.

# Agent ID is missing for agent-handled calls in campaign detail report and response parameters are missing for selection request in external selection

#### Solution

- 1. Add the following result notes under the Result processor node in the campaign strategy:
  - Result (Disconnected By System-NuisanceApp)
  - Result (Disconnected by User-NuisanceApp)
- 2. In the Next Stage After (sec) field, type 60.

# Campaign is stuck in a pausing or stopping state

#### Condition

If a user clicks on the **Pause** or **Stop** button, then before pausing or stopping a campaign, POM waits till all agents dispose their current calls.

#### Cause

In certain race conditions, POM is not able to register that agents have finished their calls in the POM database. Hence, the state of the current job cannot be changed.

#### Solution

- 1. Log on to the POM server by using the command prompt and root or sroot user credentials.
- 2. Navigate to the \$POM\_HOME/bin folder.
- 3. Run the script ./ReleaseStuckCampaign.sh <jobid>.

jobid is the ID of the job that is stuck in the pausing or stopping state.

This clears the stuck contact attempts, so that the campaign stops or pauses.

POM is unable to change the state of the call to disposed in the POM database.

# Monitor does not show any dispositions

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.
- Go to System Management > MPP Manager and check if the configured media servers required for the campaign (SMS, e-mail, and voice) are in running state and has MPP mode as online.
- 3. Go to **Configurations** > **POM Zone Configuration** and check which Campaign Director is active for a zone.
- 4. Check the PIM\_CmpMgr.log and PIM\_CmpDir.log files at \$POM\_HOME/logs/ for errors and take action according to error message.
- 5. Check the license status and verify if the required number of licenses are configured.
- 6. 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 Servers > Edit Voice Server.
- 2. Check if the Media Processing Platform (MPP) is functional and the SIP and H.323 connections are configured.
- 3. Configure the Avaya Orchestration Designer runtime configuration with the appropriate license server. For more information on runtime configurations, see Avaya Orchestration Designer help.

# **Resource temporarily unavailable**

The media resource is temporarily unavailable.

#### **Proposed solution**

#### Procedure

- 1. In the navigation pane, click **System Management** > **MPP Manager** and check if the MPP server is in running state and is in the online mode.
- 2. Click **Home** > **Security** > **Licensing** and 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

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

- 1. In the navigation pane, click **System Management > MPP Manager**.
- 2. On the MPP Manager page, verify if the MPP mode is online and is in the running state. Also, check how many inbound and outbound calls are currently active.
- 3. Verify whether all the steps for exchanging certificates for the application server are performed correctly.
- 4. Ensure that the application defined in POM strategy is valid. If not, the MPP server cannot initiate the CCXML session.

# 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.

#### **Proposed solution**

#### Procedure

- 1. Provide the user name password specified on the EPM for outcall Web service by selecting Configurations > 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 time

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 jobs

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 system does not run these scheduled activities.

#### **Proposed solution**

#### Procedure

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

### Campaigns do not dial for sometime

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.

# Contact remains with the agent when the outbound call is disposed

#### Description

When an outbound call is disposed by the agent using a completion code the contact stays with the agent.

#### Solution

In Strategy, set the value of On Media Server Failure to no\_retry.

# **Higher Nuisance rate**

#### Condition

Higher Nuisance rate when the configured Nuisance application takes more than two seconds to play the first prompt.

#### Cause

The causes must be investigated in the environment or custom OD application, particularly time taken by the MPP to play the Nuisance application after LaunchCCXML webservice is invoked by POM. One of the causes can be that the OD Application is complex, involving prompt and collect nodes, and call transfers, which can cause delay in playing the first prompt.

#### Solution

Using "Flush Prompts" in OD Application can avoid delay in playing the first prompt. The flush prompt forces each of the queued prompts in MPP VXML browser by OD node to be played before the next OD node is fetched from the application server.

# **Chapter 8: Troubleshooting Contact Lists**

# **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. Go to Configurations > POM Servers.
- 2. Click POM Manager.

Ensure the POM server is running.

3. 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.

If you have used the file data source for uploading, then ensure the file is on the same system where the Campaign Director is running. In case of failover, ensure the same file exists in POM where Campaign Director is master, else the existing data source will not run.

2. Upload the file again.

# Error occurs after running an import with ID xx

The system displays the following error message if the Upload From File is running and the Campaign Director failover occurs:

Error occurs while running Import with id xx, error : /xx/xx.csv (No such file or directory)

#### **Proposed Solution**

1. Stop the data import.

If you use the File data source for uploading, ensure that the file is on the same system where the Campaign Director is running. In case of failover, ensure that the same file exists in POM where Campaign Director is master, else the existing data source does 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.

Manually verify whether the first field in the header line of the file is ID. If not, provide the ID.

# Error while importing contacts to a contact list having active campaigns associated

### Condition

Importing contacts to a contact list fails with an error if it has an active campaign associated with it. The following log is generated:

```
21 Feb 2017 16:28:11,586 [ImportWorker 1489] FINE -
PhoneRejectBO.getAllGlobalPhoneRejects: 313 - list size3
21 Feb 2017 16:28:11,586 [ImportWorker 1489] FINE -
ImportDsJob.processImportJob:1426 - Import Status is : queued
21 Feb 2017 16:28:11,586 [ImportWorker 1489] FINE -
ImportDsJob.processImportJob:1428 - directorId : 1
21 Feb 2017 16:28:11,629 [ImportWorker 1489] FINEST -
ImportDataSourceJobBO.getTotalRecordsProcessedInJob:523 - Inside
getTotalRecordsProcessedInJob
21 Feb 2017 16:28:11,630 [ImportWorker 1489] FINEST -
ImportDataSourceJobBO.getTotalRecordsProcessedInJob:553 - value : 0
21 Feb 2017 16:28:11,630 [ImportWorker 1489] FINE -
ImportDsJob.RunQueuedImportJob:1060 - startFrom : 0
21 Feb 2017 16:28:11,630 [ImportWorker 1489] FINEST -
ContactStoreBO.isContactStoreHasActiveCampaigns:1361 - Inside
isContactStoreHasActiveCampaigns
21 Feb 2017 16:28:11,758 [ImportWorker_1489] FINEST -
ImportDataSourceJobBO.SetImportJobStateInDb:376 - Inside
SetImportJobStateInDb
21 Feb 2017 16:28:11,758 [ImportWorker 1489] FINEST -
ImportDataSourceJobBO.SetImportJobStateInDb:377 - Changing to state :
error
21 Feb 2017 16:28:11,758 [ImportWorker 1489] FINE -
ImportDataSourceJobBO.SetImportJobStateInDb:378 - Importjob id is :1489
```

### Cause

The contact list has active campaign associated with it.

## Solution

Import contacts to a contact list with active campaign only after the campaign execution is complete.

# Contact import fails when query length is more than 3990 characters

### Condition

Contact import fails and throws the following exception:

value too large for column "SYSTEM"."PIM\_IMPORT\_DS\_JOB\_DTL"."USER\_LINE"
(actual: 3992, maximum: 3990)

The system generates the following exception in the campaign director logs:

```
org.hibernate.QueryTimeoutException: Could not execute JDBC batch update
 at
org.hibernate.exception.SQLStateConverter.convert(SQLStateConverter.java
:124)
 at
org.hibernate.exception.JDBCExceptionHelper.convert(JDBCExceptionHelper.
java:66)
 at
org.hibernate.jdbc.AbstractBatcher.executeBatch(AbstractBatcher.java:275
)
 at
org.hibernate.engine.ActionQueue.executeActions(ActionQueue.java:268)
 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(DefaultFlushEv
entListener.java:51)
 at org.hibernate.impl.SessionImpl.flush(SessionImpl.java:1216)
 at
com.avaya.pim.dataimport.ImportDsJob.AddContactListToDataBase(ImportDsJo
b.java:606)
 at
com.avaya.pim.dataimport.ImportDsJob.fetchContactInBatches(ImportDsJob.j
ava:905)
 at
com.avaya.pim.dataimport.ImportDsJob.RunQueuedImportJob(ImportDsJob.java
:1148)
 at
com.avaya.pim.dataimport.ImportDsJob.processImportJob(ImportDsJob.java:1
439)
 at com.avaya.pim.dataimport.ImportManager
$ImportWorker.run(ImportManager.java:107)
```

```
Caused by: java.sql.BatchUpdateException: ORA-12899: value too large for column "SYSTEM"."PIM_IMPORT_DS_JOB_DTL"."USER_LINE" (actual: 3992, maximum: 3990)
```

#### Cause

The query length exceeded 3990 characters.

#### Solution

Ensure that the query length does not exceed more than 3990 characters. This limit is applicable for all databases.

# Chapter 9: Troubleshooting Campaign Strategy Editor

# 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.

## **Proposed solution**

#### 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.

# 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 disposition 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.

# 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.

## **Proposed solution**

### 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: Attribute Text ID must appear on element AvayaNotify

The system displays this message in the log file when you do not specify a value for the Text ID property in a campaign strategy.

## **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.

# **Proposed solution**

### 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.

## **Proposed solution**

#### Procedure

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

# POM does not route call to agent VDN

#### Condition

POM does not route call to agent VDN.

#### Cause

The **Destination** value for VDN is updated to launch CCXML request only if you enable the **Enhanced CCA** parameter in the campaign strategy. When **Destination** value for VDN is updated, for results of call classifications such as live voice, answer machine and so on, the VDN is used and the call is routed to agent VDN.

If you do not enable the **Enhanced CCA** parameter in campaign strategy, then the **Destination** value for VDN is not sent to MPP and the call is not routed to agent VDN.

#### Solution

Enable the Enhanced CCA parameter in the campaign strategy.

# Browser becomes unresponsive while editing the campaign strategy

### Condition

While editing the campaign strategy the browser becomes unresponsive.

#### Solution

You must close the current browser session and launch a new browser session to edit the campaign strategy.

# Preview time is set to 1 second, but POM does not dial the call after 1 second

### Condition

In a campaign strategy, the value of Preview time is set to 1 second, but POM does not start dialing calls after 1 second.

After POM starts running a campaign, POM consumes 2 or 3 seconds to start dialing calls.

#### Cause

For timed previews, POM sends one or more notifications to Widgets.

After Widgets receives notifications, Widgets communicates with Workspaces for creating or updating interaction cards.

This process requires an additional 1 to 2 seconds.

#### Solution

While defining parameters in a campaign strategy, set the value of the Preview Time parameter to a value greater than 1 second.

- 1. Log in to POM.
- 2. In the navigation pane, click **POM Home**.
- 3. In the content pane, click **Campaigns > Campaign Strategies**.
- 4. On the **Campaign Strategies** page, click the campaign for which you want to reset parameters.

POM displays the Campaign Strategy Editor page.

- 5. In the Campaign Strategy area, click Call.
- 6. In the **Property** column, go to the **PACING PARAMETERS** area.
- 7. In the **Preview Time (Sec)** field, type a value greater than 1.
- 8. Click Edit Description.

# **Chapter 10: Troubleshooting database**

# **Troubleshooting database**

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

#### **Problem description**

The system can display this error message while getting the status of POM by 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**

- Login to the primary POM server. Ensure the database server is running and is accessible from the POM server. For more information, see the Configuring POM database section in the *Implementing POM* guide.
- 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.

# 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.checkoutPooledConnecti
on (C3P0Pool
edConnectionPool.java:529) at
com.mchange.v2.c3p0.impl.AbstractPoolBackedDataSource.getConnection(Abst
ractPoolBac
kedDataSource.java:128) at
org.hibernate.connection.C3P0ConnectionProvider.getConnection(C3P0Connec
tionProvide
r.java:56) at
org.hibernate.jdbc.ConnectionManager.openConnection(ConnectionManager.ja
va: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(BasicResour
cePool.java
:1319) at
com.mchange.v2.resourcepool.BasicResourcePool.prelimCheckoutResource(Bas
icResourceP
ool.java:557) at
com.mchange.v2.resourcepool.BasicResourcePool.checkoutResource(BasicReso
urcePool.ja
va:477) at
com.mchange.v2.c3p0.impl.C3P0PooledConnectionPool.checkoutPooledConnecti
on (C3P0Pool
edConnectionPool.java:525) ... 10 more
```

# **Proposed solution**

## Procedure

1. Increase the maximum connections on the database server by changing the max\_size property in \$POM\_HOME/conf/PIMHibernate.cfg.xml:

```
<property name="hibernate.c3p0.max_size">100</property></property>
```

2. Restart the vpms service after changing the maximum connections using the following command:

#### service vpms restart

3. 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: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
```

# **Proposed solution**

### 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 Campaign Manager 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 breaks

### **Problem description**

The system displays the following error if the POM Monitor experiences problems:

Data stream has been broken--failed to Initialize the Dashboard

# **Proposed solution**

### Procedure

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

## 😵 Note:

The reindexPOMPGDB.sh script is applicable only for Postgres database. For Oracle and MS SQL Server database, see respective help or contact database administrator to re index 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 is not displayed

The system displays the following 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:

The page cannot be displayed

## **Proposed solution**

#### Procedure

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

# The page is not found

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

# **Proposed solution**

#### 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.

# Chinese User Interface is displayed in English

## Condition

In Internet Explorer 11, Chinese User Interface is displayed in English

## Cause

Language pack is incorrectly installed.

## Solution

Do one of the following:

- Re-install the language pack.
- Use Mozilla Firefox web browser.

# 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 unavailable 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.
- 5. Perform the following steps to configure tempDB:
  - a. Set the tempDB to auto grow.
  - b. Ensure the disk has free space.
  - c. Set the initial size of tempDB to one third of the database size.
  - d. Put the tempDB on a separate disk.
  - e. Set the recovery model of the tempDB to SIMPLE. This model reclaims the log space.
- 6. Schedule a maintenance job on the database to rebuild indexes on the pim\_job\_contact\_restrict table to run every hour.

Perform a periodic database maintenance to avoid database performance issues due to fragmentation of the table index.

- 7. For de-fragmenting indexes, do the following on the database index:
  - a. Get the list of fragmented indexes on each table.
  - b. If the percentage fragmentation is more than thirty, rebuild the index.
  - c. If the percentage fragmentation is more than ten and less than thirty, ensure that the database administrator reorganizes the index.

For a better performance of the database, ensure that the percent index fragmentation is less than ten.

Perform this activity in a maintenance timeframe.

# **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.
SQL> STARTUP
ORACLE instance started.
Total System Global Area 926941184 bytes
Fixed Size1222672 bytesVariable Size239077360 bytesDatabase Buffers683671552 bytesRedo Buffers2969600 bytes
Database mounted.
Database opened.
SOL> SHOW PARAMETER FILESYSTEMIO OPTIONS
                            TYPE VALUE
NAME
 _____
                                         _____
filesystemio options string SETALL
SQL>
```

2. Check the pctfree values for pim\_contact and pim\_contact\_attempts table by typing:

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

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

```
SQL> alter table pim_contact pctfree 20 ;
SQL> alter table pim_contact attempts pctfree 30;
```

# POM services are unable to connect to the database

#### Condition

If POM database is changed to a new database, after adding the auxiliary POM server, POM services gives a connection error as follows: Unable to connect to the database.

## Cause

The auxiliary POM server has <code>PIMHibernate.cfg.xml</code> file with a previous POM database IP address.

It does not push the new configuration file.

### Solution

On the auxiliary POM server, delete the PIMHibernate.cfg.xml file.

# Synchronization of Organizations, Users, and Zones on Avaya Experience Portal fails across data centers

### Condition

The records of organizations, users, & zones that you create on Avaya Experience Portal must simultaneously be in the local Voice Portal database of both the active and standby data centers.

After you start POM services, POM copies the records from local Voice Portal database to the POM database.

### Cause

The records on Avaya Experience Portal of the active data center are missing or not in sync with their records on Avaya Experience Portal of all the standby data centers.

### Solution

Log in to the local database of Primary Experience Portal of both data centers and sync the organizations, zones, and users.

Verify the entries for organizations, users and zones in both POM database and local Voice Portal database.

To log in to the local Voice Portal database, do the following:

1. On both data centers, log in to the Primary EP with the credentials of a root user.

You can open an SSH session to the local database by using an application such as PuTTY.

2. To log in to the local Voice Portal database as a postgres user, run the following command:

sudo -i -u postgres

3. To open the postgres prompt, run the following command:

psql

4. To connect to the Voice Portal database, run the following command:

\c VoicePortal

The system displays the following message:

```
You are now connected to database "VoicePortal" as user "postgres"'.
```

5. To list out the resources of the local Voice Portal database, run the following command:

```
select * from sdresource;
```

The system lists the entries related to the following resources:

- Organizations
- Users
- zones
- 6. Compare the listed entries with the entries in the corresponding table in the POM database.

```
For example, pim zone, pim organization, pim user.
```

To sync the zones on both data centers, do the following:

- 1. Log in to MSSQL database by using your MSSQL login credentials.
- 2. Go to **POM database > tables**.
- 3. Right click on 'pim\_zone' table, and then select the first 1000 rows from the top of the menu.
- 4. Ensure that there is only one entry for 'Default' zone and Active state.

The entry is: (is deleted = 0).

If there is more than one entry for 'Default' zone, ensure that the Default entry that has zone id= -1 is in Active state.

- 5. Verify that the following tables have entries that refer to **Active** Default zone:
  - pim\_vpms
  - pim zone organization
  - pim\_zone\_license\_detail
  - pim\_zone\_org\_license\_detail

The Active Default zone has a zone id = -1

6. On the local Voice Portal database of the Primary Experience Portal, in the 'sdresource' table, see the value of resource\_id column of Default zone.

The table is in the output of the local Voice Portal database.

7. On the POM database, in the **pim\_zone** table, see the value of the 'vp\_zone\_id' column of the Default zone.

The zone has a zone id = -1

If the values are not identical, set the value of the '**vp\_zone\_id**' attribute identical to the value of **resource\_ID**.

To delete duplicate entries of Default zone from **pim\_zone** table except the entry having zone id=-1, do the following:

- 1. In the MSSQL database, from the 'pim\_zone\_director' table, delete the entry of Default zone that does not have a zone id = -1.
- 2. In the MSSQL database, from the 'pim\_am\_server\_zone' table, delete the entry of Default zone that does not have a zone id = -1.
- 3. In the MSSQL database, from the **pim\_zone table**, delete all the Default zone entries that do not have the entry zone id = -1.

You must do this if there is more than one entry for 'Default' zone.

To sync organizations, do the following:

- 1. Log in to the MSSQL database by using your MSSQL login credentials.
- 2. Go to **POM > tables**.
- 3. Right click on '**pim\_organization**' table, and then select the first 1000 rows from the top of the menu.
- 4. Ensure that there is only one entry for 'Default' organization and Active state.

The entry is: (is deleted = 0).

- 5. If there is more than one entry for '**Default**' zone, ensure that Default entry having the **organization\_id= -1** is in **Active** state.
- If there is more than one entry for Default organization, in both the pim\_zone\_organization and pim\_zone\_org\_license\_detail tables, ensure that the Active Default organization has organization\_id = -1.

If not, set the value to -1.

- 7. In the MSSQL database, for Default organization with organization\_id= -1, verify that the value of 'vp\_org\_id' column is identical to the resource\_id value of Default organization in the 'sdresource' table of local Voice Portal database on the Active Data Center.
- In the local Voice Portal database of the Primary EP on active Data Center, if the 'resource\_id' of the Default organization from 'sdresource' table is not identical to 'vp\_org\_id' from the pim\_organization table, do the following:

In the POM database, in the **pim\_organization** table, set the value of '**vp\_org\_id**' to the value that is present for '**resource\_id**' in '**sdresource\_table**' in local Voice Portal database of Primary EP of Active Data center.

To delete duplicate Default organization entries from pim\_organization table except **organization\_id=-1**, do the following:

In the POM database, if there is more than one entry for '**Default**' organization, delete all Default organization entries except the entry that has **organization\_id = -1**.

To sync the users, do the following:

- 1. Verify that the users present in 'pim\_user' table in POM database and the users present in the 'sdresource' table in local Voice Portal database of primary EP on Active Data Center are identical.
- 2. If the users are not identical, create the missing users.

The 'sdresource' table is in the local Voice Portal database on the Active Data Center.

The 'pim\_user' table is in the POM database on the Standby Data center.

# **Chapter 11: Troubleshooting FIPS**

# java.security.KeyStoreException

## Condition

#### On the POM server:

- In \$CATALINA HOME/logs location, in the catalina.out file
- In \$POM HOME/logs location, in any .log or .out file

the following java.security.KeyStoreException exceptions occur:

```
org.apache.catalina.LifecycleException: Protocol handler initialization failed
                at
org.apache.catalina.connector.Connector.initInternal(Connector.java:1077)
               at org.apache.catalina.util.LifecycleBase.init(LifecycleBase.java:136)
Caused by: java.lang.IllegalArgumentException: FIPS mode: KeyStore must be from
provider BCFIPS
org.apache.tomcat.util.net.AbstractJsseEndpoint.createSSLContext(AbstractJsseEndpoint.ja
va:100)
                at
org.apache.tomcat.util.net.AbstractJsseEndpoint.initialiseSsl(AbstractJsseEndpoint.java:
72)
                at org.apache.tomcat.util.net.NioEndpoint.bind (NioEndpoint.java:246)
                at
org.apache.tomcat.util.net.AbstractEndpoint.init(AbstractEndpoint.java:1118)
                .....
Caused by: java.security.KeyStoreException: FIPS mode: KeyStore must be from provider
BCFIPS
                at sun.security.ssl.KeyManagerFactoryImpl
$SunX509.engineInit(KeyManagerFactoryImpl.java:67)
                at javax.net.ssl.KeyManagerFactory.init(KeyManagerFactory.java:256)
                at
org.apache.tomcat.util.net.SSLUtilBase.getKeyManagers(SSLUtilBase.java:362)
               at
org.apache.tomcat.util.net.SSLUtilBase.createSSLContext(SSLUtilBase.java:245)
               at.
org.apache.tomcat.util.net.AbstractJsseEndpoint.createSSLContext(AbstractJsseEndpoint.ja
va:98)
                ... 20 more
```

### Cause

On the POM server, the underlying POM keystores and POM truststores are not in a BCFKS format.

### Solution

Convert the underlying POM keystores and POM truststores into a BCFKS format, which is compliant with FIPS.

# java.io.FileNotFoundException

### Condition

On the POM server:

- In \$CATALINA HOME/logs location, in the catalina.out file
- In \$POM HOME/logs location, in any .log or .out file

the following java.io.FileNotFoundException exceptions occur:

```
java.io.FileNotFoundException: /opt/Avaya/avpom/POManager/config/pomKeyStore.bks (No
such file or directory)
java.io.FileNotFoundException: /opt/Avaya/avpom/POManager/config/pomTrustStore.bks (No
such file or directory)
```

#### Cause

On the POM server, you did not:

- Enable FIPS.
- Run the \$POM HOME/bin/POM FIPS setup.sh script.

#### Solution

On the POM server:

- Enable FIPS.
- Successfully run the **\$POM\_HOME/bin/POM\_FIPS\_setup.sh** script.

# java.security.KeyManagementException

#### Condition

#### On the POM server:

- In <code>\$CATALINA\_HOME/logs</code> location, in the catalina.out file
- In \$POM\_HOME/logs location, in any .log or .out file

the following java.security.KeyManagementException exceptions occur:

### Cause

On the POM server, you did not properly enable FIPS in any component.

#### Solution

On the POM server, properly enable FIPS in all components.

To verify whether FIPS is enabled, do the following:

• On the POM server, at the <code>\$POM\_HOME/logs</code> location, in any .out file, see the following line:

getFIPSMode: Process is in FIPS Mode = true

• On the POM server, at the \$CATALINA\_HOME/logs location, in the catalina.out file, see the following line:

getFIPSMode: Process is in FIPS Mode = true

# **Chapter 12: Troubleshooting POM Servers**

# **Troubleshooting POM Servers**

# Internal Server error or Service Temporarily Unavailable error on POM Homepage

#### Condition

On loading the POM home page, POM displays Internal Server Error or Service Temporarily Unavailable error.

#### Cause

The browser sends a request to the Apache Tomcat server to open the POM Home page. However, the request times out before the server sends a response to the browser.

#### Solution

Do the following:

1. Log on to the POM server with the credentials of a root user.

You can open an SSH session to the POM server by using an application such as PuTTY.

2. Go to the following location:

/etc/httpd/conf/

- 3. Open the httpd.conf file.
- 4. In the file, set the value of the **TimeOut** parameter greater than the current value.

#### Important:

In the file, if the parameter **TimeOut** is not present, add it at the end.

For example, to set the **TimeOut** parameter to 600 seconds, write:

TimeOut 600

- 5. On the POM server, go to \$POM\_HOME/config/
- 6. In the PIMHibernate.cfg.xml file, set the value of **PIMADMIN** > = 300.

For example,

<property name="hibernate.c3p0.max\_size\_PIMADMIN">300</property></property>

7. For the changes to take effect, restart the httpd and the VPMS service.

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

#### Condition

Although POM services and VPMS service are running, the POM server fails to connect to the POM database.

Campaign Director sends a kill signal to Campaign Manager.

As a result, Campaign Manager shuts down and Campaign Manager Services stop running on particular POM servers.

#### Cause

The POM server on which Campaign Manager Services run has a time drift with other POM servers to which the server is connected.

If the time drift exceeds 5 minutes, the POM server instructs the other POM servers to stop running their Campaign Manager.

#### Solution

- Ensure the following:
- There is no time drift across any POM servers.
- The NTP source (server) is common for all components of POM in a multi POM setup.
- The NTP source server is stable.
- In the NTP configuration, configure 2 or 3 NTP source server IPs.

You can find the NTP configuration on the following path:

/etc/ntp.conf

• The order of the IPs of the NTP server is the same in the NTP configuration of all the POM servers.

Due to this, the time matches across all servers.

- In POM setups having an external appserver, the appserver is in sync with the same NTP source server.
- There is no time drift between the external appservers and the POM servers.
- The time of the MPP servers is in sync with the time of the POM servers.
- There is no time drift between the MPP servers and the POM servers.
- For example,
- In the file, there are 3 clock syncs.

# **Error while importing contacts**

The system displays the following error while importing contacts if the Campaign Director is not active:

Error Occurred

# **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.

- 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.

# 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 Exceptions stack in the logs on the Tomcat server in the <code>\$CATALINA\_HOME/logs/catalina.out</code> file.
- 2. Take appropriate action based on the exceptions.
- 3. Make sure the POM database is running and is reachable.

# 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.

# **Proposed solution**

#### 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 75

# **Proposed solution**

#### 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 75

# 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.

For more information on CPU and memory requirements, see the "Lab set up" section in *Proactive Outreach Manager Overview and Specification*.

# External tomcat application server issues

# Condition

On the external tomcat application server, if it is not using the openJDK, then the agent does not get nailed. Following exception is thrown in the application server logs:

```
java.lang.IllegalArgumentException: Cannot support
TLS ECDHE RSA WITH AES 256 CBC SHA384 with currently installed providers
at sun.security.ssl.CipherSuiteList.<init>(CipherSuiteList.java:81)
at sun.security.ssl.SSLSocketImpl.setEnabledCipherSuites(SSLSocketImpl.java:2461)
at
com.avaya.pim.nailer.socketfactory.SimpleSSLSocketFactory.overrideProtocol(SimpleSSLSock
etFactory.java:160)
at.
com.avava.pim.nailer.socketfactory.SimpleSSLSocketFactory.createSocket(SimpleSSLSocketFa
ctory.java:136)
at org.apache.commons.httpclient.HttpConnection.open(HttpConnection.java:704)
at.
org.apache.commons.httpclient.HttpMethodDirector.executeWithRetry(HttpMethodDirector.jav
a:382)
at.
org.apache.commons.httpclient.HttpMethodDirector.executeMethod(HttpMethodDirector.java:1
68)
at org.apache.commons.httpclient.HttpClient.executeMethod(HttpClient.java:393)
at org.apache.commons.httpclient.HttpClient.executeMethod(HttpClient.java:324)
at com.avaya.pim.nailer.proxy.Util.SendData(Util.java:495)
at com.avaya.pim.nailer.proxy.ReceiverWorker.AttachJob(ReceiverWorker.java:1953)
at com.avaya.pim.nailer.proxy.ReceiverWorker.run(ReceiverWorker.java:158)
at java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1142)
at java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:617)
at java.lang.Thread.run(Thread.java:748)
java.lang.IllegalArgumentException: Cannot support
TLS ECDHE RSA WITH AES 256 CBC SHA384 with currently installed providers
at sun.security.ssl.CipherSuiteList.<init>(CipherSuiteList.java:81)
at sun.security.ssl.SSLSocketImpl.setEnabledCipherSuites(SSLSocketImpl.java:2461)
at.
```

com.avaya.pim.nailer.socketfactory.SimpleSSLSocketFactory.overrideProtocol(SimpleSSLSock etFactory.java:160) at. com.avaya.pim.nailer.socketfactory.SimpleSSLSocketFactory.createSocket(SimpleSSLSocketFa ctory.java:136) at org.apache.commons.httpclient.HttpConnection.open(HttpConnection.java:704) at org.apache.commons.httpclient.HttpMethodDirector.executeWithRetry(HttpMethodDirector.jav a:382) at. org.apache.commons.httpclient.HttpMethodDirector.executeMethod(HttpMethodDirector.java:1 68) at org.apache.commons.httpclient.HttpClient.executeMethod(HttpClient.java:393) at org.apache.commons.httpclient.HttpClient.executeMethod(HttpClient.java:324) at com.avaya.pim.nailer.proxy.Util.SendData(Util.java:495) at com.avaya.pim.nailer.proxy.ReceiverWorker.AttachJob(ReceiverWorker.java:1953) at com.avaya.pim.nailer.proxy.ReceiverWorker.run(ReceiverWorker.java:158) at java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1142) java.util.concurrent.ThreadPoolExecutor\$Worker.run(ThreadPoolExecutor.java:617) at java.lang.Thread.run(Thread.java:748)

### Cause

POM uses a set of cipher suits that may not be supported by the Java implementation installed on the application server.

#### Solution

Do one of the following:

- Remove the unsupported ciphers from the connector in the server.xml of tomcat.
- If you wish to use the default ciphers of the installed JAVA implementation, then remove the ciphers attribute from the connector element of *\$APPSERVER HOME/conf/server.xml*.
- Install the supported cipher for your JAVA implementation. For more information, see the "Appendix A: Cipher requirements of JAVA implementation" section of *Proactive Outreach Manager Integration*.

# **Tomcat performance issues**

If you observe that the Tomcat server is crashing or stopping frequently then verify the Exceptions stack in logs at *SCATALINA\_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.
- 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 VPMS by typing service vpms start.
- 11. Start MPP by typing service mpp start.
- 12. Start the application server by typing service appserver start.
- 13. Start the POM server by typing service POM start.
- 14. Start MMS server by typing service mmsserver start.

# POM and pomkafka service does not restart properly on RHEL version 6.7 or earlier versions

# Condition

After pomkafka service is stopped on the command line, Kafka and Zookeeper processes keep running in the background.

# Cause

On RHEL version 6.7 or earlier versions, both Kafka and Zookeeper processes fail to stop because the output of the ps command truncates.

Due to this the following occurs:

- pomkafka service stops working on the command line, but the Kafka and Zookeeper processes keep running in the background.
- pomkafka service does not restart because the earlier Kafka and Zookeeper processes are already running in the background.

```
[root@pom system logs]# service POM restart
Stopping POM at Wed Jul 11 18:01:17 IST 2018
Stopping individual components:
Stopping PAM...
Stopping Agent Manager: ... [ OK ]
... successful
Stopping Campaign Manager...
Stopping Campaign Manager: . [ OK ]
... successful
Stopping Campaign Director...
Stopping Campaign Director: ..... [ OK ]
... successful
Stopping POM ActiveMQ...
Stopping POM ActiveMQ: . [ OK ]
... successful
Stopping Rule Engine...
Stopping Rule Engine: [ OK ]
... successful
Stopping kafka server...
... successful
POM Shutdown Status: [ OK ]
Starting POM at Wed Jul 11 18:03:54 IST 2018
Starting individual components:
Starting and checking kafka Wed Jul 11 18:03:54 IST 2018...
... failed. Kafka server is not ready at Wed Jul 11 18:04:32 IST 2018
Kafka server may not be ready
Starting and checking POM ActiveMQ at Wed Jul 11 18:04:32 IST 2018...
Starting POM ActiveMQ: . [ OK ]
... successful. POM ActiveMQ is ready at Wed Jul 11 18:04:43 IST 2018
Starting and checking PAM at Wed Jul 11 18:04:43 IST 2018...
Starting Agent Manager: . [ OK ]
... successful. PAM is ready at Wed Jul 11 18:05:09 IST 2018
Starting and checking Campaign Manager at Wed Jul 11 18:05:09 IST
2018...
Starting Campaign Manager: . [ OK ]
... successful. Campaign Manager is ready at Wed Jul 11 18:05:27 IST
2018
Starting and checking Campaign Director at Wed Jul 11 18:05:27 IST
2018...
Starting Campaign Director: . [ OK ]
... successful. Campaign Director is ready at Wed Jul 11 18:05:43 IST
2018
Starting and checking Rule Engine at Wed Jul 11 18:05:43 IST 2018...
Starting Rule Engine: . [ OK ]
... successful. Rule Engine is ready at Wed Jul 11 18:06:00 IST 2018
POM Start Status: [FAILED]
```

# Solution

- 1. Stop the POM or  ${\tt pomkafka}$  service.
- 2. Do not restart the POM or pomkafka service.
- 3. Run the following commands by using an administrator privilege:
  - a. kill -9 \$(ps aux | grep java | grep "kafkaServer-gc" | grep -v
    grep | awk '{print \$2}')

This command stops the Kafka process.

b. kill -9 \$(ps aux | grep java | grep "zookeeper-gc" | grep -v
grep | awk '{print \$2}')

This command stops the Zookeeper process.

4. Restart the POM or pomkafka service.

# Configuring the storage of Kafka logs

# Description

The log files that are generated by the running Kafka server consume the disk space of the POM server.

# Solution

Edit the log4j properties file to control the generation of Kafka logs.

- 1. Log on to the POM server.
- 2. Go to /opt/Avaya/avpom/POManager/kafka\_2.12-2.2.0/config.
- 3. Open the log4j file and reset the properties of the file as follows:
  - a. In the log4j file, for each Appender, update the *type* to RollingFileAppender as follows:

log4j.appender.<Appender>=org.apache.log4j.RollingFileAppender

For example, log4j.appender.kafkaAppender=org.apache.log4j.RollingFileAppender

b. Edit the following line:

log4j.appender.<Appender>MaxFileSize =100MB

For example, log4j.appender.kafkaAppender.MaxFileSize=100MB

c. Edit the following line:

log4j.appender.<Appender>.MaxBackupIndex =5

For example, log4j.appender.kafkaAppender.MaxBackupIndex=5

4. Save the file.

This enables the POM server to store maximum 5 Kafka log files. Each file consumes a disk space of 100 MB only.

5. To see the stored Kafka logs, go to /opt/Avaya/avpom/POManager/ kafka\_2.12-2.2.0/logs.

# Logs are not generated for a particular POM server in a multiple POM set up

# Solution

The following are the two approaches:

- 1. Configure the logging levels for a server in a multiple POM server set up.
  - a. In the navigation pane, select **POM > POM Home**.
  - b. Select Configurations > POM Servers.
  - c. Click the server for which you want to set the logging levels.
  - d. In the **Categories and Trace Levels** area, select Custom, and then set logging levels for each process.
- 2. Use default POM logging levels for a particular server in a multiple POM server set up.
  - a. In the navigation pane, select **POM > POM Home**.
  - b. Select Configurations > POM Servers.
  - c. Click the server for which you want to set the logging levels.
  - d. In the Categories and Trace Levels area, select Use POM Settings.

The server now uses the default POM settings which are available under **Global Configurations**.

#### 😵 Note:

The **Global Configurations** settings that you change reflect across all servers that use default POM logging levels.

# POM Agent transfer issue with Avaya response

#### Description

POM agent conference calls are successful, but when the agent drops from the conference, both the outbound call that POM made and the transfer call initiated by the agent are dropped instead of being merged and remaining on the call together.

#### Cause

The routing configuration in the Avaya Session Manager (ASM) does not route the external number being dialed by the agent through the Avaya Communication Manager (ACM), but sends it directly to the Session Border Controller (SBC). When the Merge instruction is sent from the agent Desktop it is passed to the ACM, but the Merge fails because the ACM does not have any information about the call leg that was routed directly to the SBC for the external call. Therefore the transfer fails to be performed.

# Solution

The routing configuration needs to be changed in the ASM. When the number is sent from POM, ASM needs to route that to the CM. When CM sends the number, it then needs to send it on to the SBC. This causes the CM to have that call simultaneously, so when the refer comes in on the other call, it is able to handle the call as it replaces header and merges the call and removes POM from the equation and links the two other callers.

# Setting a log level on Kafka Client

# About this task

Use this procedure to set a log level on Kafka Client so that the Kafka Client starts writing a log of the selected level in the DashBoard Supervisor.log file on the POM server.

The Kafka Client is of POM Supervisor Dashboard.

#### Procedure

- 1. Log on to the POM server by using an SSH client application, such as PuTTY.
- 2. Go to the \${PIM\_HOME}/config/ location.
- 3. Open the POMLOG4J.properties file.
- 4. In the log4j.logger.org.apache.kafka parameter, replace *ERROR* with one of the following levels:
  - OFF
  - FATAL
  - ERROR
  - WARN
  - INFO
  - DEBUG
  - TRACE
  - ALL

For example, to collect the log files of the INFO level, replace ERROR by INFO.

- 5. Save the file.
- 6. To view the log file, do the following:
  - a. Go to the \${PIM\_HOME}/logs/location.
  - b. Open the DashBoard\_Supervisor.log file.

# Chapter 13: Troubleshooting EventSDK Kafka Server

# POM Manager page displays Kafka service status as STOPPED

# Condition

The POM Manager page displays the status of the Kafka server service as STOPPED.

However, after you use the command /sbin/service pomkafka status to check the Kafka server service, the POM Manager page displays the status as RUNNING.

#### Cause

This occurs because the POM Activemq service does not update the status of the Kafka server service on the POM server.

#### Solution

- 1. Open a command prompt terminal to the POM server.
- 2. In the terminal, run the following command to restart the POM Activemq service:

/sbin/service pomactmq restart

# Kafka Server does not start on all POM servers

#### Condition

On the POM server, after you run the <code>\$POM\_HOME/bin/enableKafkaHA.sh</code> script to start the Kafka servers, the servers do not start.

#### Cause

On all the POM servers, in the <code>\$KAFKA\_HOME/config</code> location, the configuration files of the Kafka server are not in synchronization with each other.

# Solution

On all the POM servers, in the  $KAFKA_HOME/config$  location, ensure that you synchronize all files with each other.

- 1. Open a command prompt terminal to the POM server.
- 2. In the terminal, browse to \$POM\_HOME/data/KafkaConfigBck.

This location contains a backup of the configuration files of the Kafka server.

3. In the terminal, run the following command:

#### scp

The command copies all files from the <code>\$POM\_HOME/data/KafkaConfigBck</code> location, which is on the primary POM server, to the <code>\$KAFKA\_HOME/config</code> location, which is on the auxiliary POM server.

This restores a synchronized backup of the configuration files on all POM servers.

- 4. Restart the VPMS service on all POM servers.
- 5. Restart the pomkafka service on all POM servers.
- 6. Open a command prompt terminal to the primary Kafka server.
- 7. Rerun the enableKafkaHA.sh script.

# POM fails to reassign Kafka partitions after running a script to enable Kafka

# Condition

On the primary POM server, after you run the **\$POM\_HOME/bin/enableKafkaHA.sh** script script, POM fails to reassign Kafka partitions.

POM displays an error-exception message as follows:

```
2019-12-09 10:33:55.451 FINE com.avaya.pim.util.EnableKafkaHA Executing
command : /opt/Avaya/avpom/POManager/kafka_2.12-2.2.0/bin/kafka-
reassign-partitions.sh --zookeeper localhost:2181 --reassignment-json-
file /opt/Avaya/avpom/POManager/data/KafkaHAJsonForPOMTopics.json --
execute 2019-12-09 10:33:57.098 FINE com.avaya.pim.util.EnableKafkaHA
status : Partitions reassignment failed due to Partition reassignment
contains duplicate topic partitions:
Default_POM_ENRICHED_ATTEMPT_RESULT-0,Default_POM_AGENT_STATISTICS-0,Def
ault_POM_AGENT-0,Default_POM_ATTEMPT-0,Default_POM_JOB_STATISTICS-0,Defa
ult_POM_JOB-0 kafka.common.AdminCommandFailedException: Partition
reassignment contains duplicate topic partitions:
Default_POM_ENRICHED_ATTEMPT_RESULT-0,Default_POM_AGENT_STATISTICS-0,Defa
ult_POM_GENT-0,Default_POM_ATTEMPT_0,Default_POM_AGENT_STATISTICS-0,Defa
ult_POM_AGENT-0,Default_POM_ATTEMPT-0,Default_POM_AGENT_STATISTICS-0,Defa
ult_POM_AGENT-0,Default_POM_ATTEMPT-0,Default_POM_JOB_STATISTICS-0,Defa
ult_POM_JOB-0 at kafka.admin.ReassignPartitionsCommand
$.parseAndValidate(ReassignPartitionsCommand.scala:326) at
```

```
kafka.admin.ReassignPartitionsCommand
$.executeAssignment(ReassignPartitionsCommand.scala:209) at
kafka.admin.ReassignPartitionsCommand
$.executeAssignment(ReassignPartitionsCommand.scala:205) at
kafka.admin.ReassignPartitionsCommand
$.main(ReassignPartitionsCommand.scala:65) at
kafka.admin.ReassignPartitionsCommand.main(ReassignPartitionsCommand.sca
la)
```

#### Cause

The KafkaHAJsonForPOMTopics.json file has duplicate entries for topic partitions.

#### Solution

- 1. Open a command prompt terminal to the primary POM server.
- 2. In the terminal, open the KafkaHAJsonForPOMTopics.json file.
- 3. In the file, delete duplicate entries for topic partitions.
- 4. In the KafkaHAJsonForPOMTopics.json file, verify whether the following line is present:

```
{"version":1,"partitions":
[{"topic":"Default_POM_JOB","partition":0,"replicas":[2,0,3]},
{"topic":"Default_POM_JOB_STATISTICS","partition":0,"replicas":
[2,0,3]}, {"topic":"Default_POM_AGENT","partition":0,"replicas":
[2,0,3]},
{"topic":"Default_POM_AGENT_STATISTICS","partition":0,"replicas":
[2,0,3]},
{"topic":"Default_POM_ENRICHED_ATTEMPT_RESULT","partition":0,"replicas":
[2,0,3]},
{"topic":"Default_POM_ATTEMPT","partition":0,"replicas":[2,0,3]}]
```

If the line is not present, add it in the file and save the file.

# POM fails to reassign Kafka partitions after running a script to enable Kafka

#### Condition

On the primary POM server, run the <code>\$POM\_HOME/bin/enableKafkaHA.sh</code> script, and then run the following command to verify whether POM reassigns Kafka partitions:

```
$KAFKA_HOME/bin/kafka-reassign-partitions.sh --zookeeper localhost:2181
--reassignment-json-file $KAFKA_HOME/data/KafkaHAJsonForPOMTopics.json
--verify
```

The POM server displays the following error message:

```
2019-12-09 10:34:08.380 FINE com.avaya.pim.util.EnableKafkaHA Verifying reassign partitions Json.. 2019-12-09 10:34:18.381 FINE
```

com.avaya.pim.util.EnableKafkaHA Executing command : /opt/Avaya/avpom/ POManager/kafka\_2.12-2.2.0/bin/kafka-reassign-partitions.sh --zookeeper localhost:2181 --reassignment-json-file /opt/Avaya/avpom/POManager/data/ KafkaHAJsonForPOMTopics.json --verify 2019-12-09 10:34:19.945 FINE com.avaya.pim.util.EnableKafkaHA status : Status of partition reassignment: Reassignment of partition Default\_POM\_ENRICHED\_ATTEMPT\_RESULT-0 failed Reassignment of partition Default\_POM\_AGENT\_STATISTICS-0 failed Reassignment of partition Default\_POM\_AGENT-0 failed Reassignment of partition Default\_POM\_AGENT-0 failed Reassignment of partition Default\_POM\_ATTEMPT-0 failed Reassignment of partition Default\_POM\_JOB\_STATISTICS-0 failed Reassignment of partition

The message denotes that POM fails to run the script to reassign Kafka partitions.

#### Cause

This occurs because POM does not fetch the controller log file from the Kafka server.

#### Solution

- 1. Open a command prompt terminal to the primary POM server.
- 2. In the terminal, run the following command to identify the system that has the POM controller node or broker:

\$KAFKA HOME/bin/zookeeper-shell.sh localhost get /controller

- 3. In the terminal, log in to POM controller node.
- 4. Go to \$KAFKA HOME/logs.

This location stores the log files of the controller node.

5. To understand the root cause of failure, read the log files.

# Connection error in the zookeeperserver.out file

#### Condition

On the POM server, the log file at \$POM HOME/logs/ displays the following error message:

java.net.ConnectException: Connection refused

```
[2019-12-12 20:37:18,551] WARN Cannot open channel to 2 at election
address / XXX.XXX.114.112:3888
(org.apache.zookeeper.server.quorum.QuorumCnxManager)
java.net.ConnectException: Connection refused (Connection refused) at
java.net.PlainSocketImpl.socketConnect(Native Method) at
java.net.AbstractPlainSocketImpl.doConnect(AbstractPlainSocketImpl.java:
350) at
java.net.AbstractPlainSocketImpl.connectToAddress(AbstractPlainSocketImpl
1.java:206) at
java.net.AbstractPlainSocketImpl.connect(AbstractPlainSocketImpl.java:18
```

8) at java.net.SocksSocketImpl.connect(SocksSocketImpl.java:392) at java.net.Socket.connect(Socket.java:589) at org.apache.zookeeper.server.quorum.QuorumCnxManager.connectOne(QuorumCnx Manager.java:558) at org.apache.zookeeper.server.quorum.QuorumCnxManager.toSend(QuorumCnxMana ger.java:534) at org.apache.zookeeper.server.quorum.FastLeaderElection \$Messenger\$WorkerSender.process(FastLeaderElection.java:454) at org.apache.zookeeper.server.quorum.FastLeaderElection\$Messenger \$WorkerSender.run(FastLeaderElection.java:435) at java.lang.Thread.run(Thread.java:748) [2019-12-12 20:37:18,551] INFO Resolved hostname: XXX.XXX.114.112 to address: / XXX.XXX.114.112 (org.apache.zookeeper.server.quorum.QuorumPeer)

# Cause

This occurs due to the missing hostname of the POM server in the list of stored hostnames in the hosts file on each POM server.

#### Solution

1. On each POM server, go to the following path.

#### /etc/hosts

In this location, the system stores the hostname of all connected POM servers in the Kafka cluster.

2. In this location, add and save the hostname of the missing POM server.

# Error message in the kafkaserver.out file

# Condition

On the <code>\$POM\_HOME/logs/</code> path, in the <code>kafkaserver.out</code> file, POM repeatedly displays the following error message:

Exception SSL handshake failed

```
[2019-12-12 20:56:45,221] INFO [SocketServer brokerId=0] Failed
authentication with /XXX.XXX.114.112 (SSL handshake failed)
(org.apache.kafka.common.network.Selector) [2019-12-12 20:56:45,334]
INFO [SocketServer brokerId=0] Failed authentication with /
XXX.XXX.114.112 (SSL handshake failed)
(org.apache.kafka.common.network.Selector) [2019-12-12 20:56:45,447]
INFO [SocketServer brokerId=0] Failed authentication with /XXX.XXX
114.112 (SSL handshake failed)
(org.apache.kafka.common.network.Selector) [2019-12-12 20:56:45,560]
INFO [SocketServer brokerId=0] Failed authentication with /
XXX.XXX.114.112 (SSL handshake failed)
(org.apache.kafka.common.network.Selector) [2019-12-12 20:56:45,560]
INFO [SocketServer brokerId=0] Failed authentication with /
XXX.XXX.114.112 (SSL handshake failed)
(org.apache.kafka.common.network.Selector)
```

# Cause

This occurs after the exchange of certificates between the POM servers is incorrect.

# Solution

- 1. Log on to the POM server.
- 2. On the server, verify the exchange of the POM certificates.

For more information, see *Exchanging and configuring certificates* in *Avaya Proactive Outreach Manager Integration*.

# **CLI commands to troubleshoot POM Event SDK servers**

Function	Command
Listing the available topics	\$KAFKA_HOME/bin/kafka-topics.sh zookeeper localhost:2181list
Creating a new topic	<pre>\$KAFKA_HOME/bin/kafka-topics.sh createzookeeper localhost:2181 replication-factor <replication- factor="">partitions <partition-count>topic <topic-name></topic-name></partition-count></replication-></pre>
	For example,
	<pre>\$KAFKA_HOME/bin/kafka-topics.sh createzookeeper localhost:2181 replication-factor 3partitions 3 topic kafka-demo</pre>
Listing the topic details	<pre>\$KAFKA_HOME/bin/kafka-topics.sh describezookeeper localhost:2181 topic <topic-name></topic-name></pre>
	For example,
	<pre>\$KAFKA_HOME/bin/kafka-topics.sh describezookeeper localhost:2181 topic kafka-demo</pre>

Table continues...

Function	Command
Deleting a topic	<pre>\$KAFKA_HOME/bin/kafka-topics.sh deletezookeeper localhost:2181 topic <topic-name></topic-name></pre>
	For example,
	<pre>\$KAFKA_HOME/bin/kafka-topics.sh deletezookeeper localhost:2181 topic kafka-demo</pre>
	<pre>\$KAFKA_HOME/bin/kafka-topics.sh deletezookeeper localhost:2181 topic</pre>
Reassigning partitions by using the JSON file	<pre>\$KAFKA_HOME/bin/kafka-reassign- partitions.shzookeeper localhost:2181reassignment-json- file <json file="">execute</json></pre>
	<pre>\$KAFKA_HOME/bin/kafka-reassign- partitions.shzookeeper localhost:2181reassignment-json- file \$POM_HOME/data/ KafkaHAJsonForPOMTopics.jsonexecute</pre>
Changing the replication factor	<pre>\$KAFKA_HOME/bin/kafka-reassign- partitions.shzookeeper localhost:2181reassignment-json- file <json file="">execute</json></pre>
	<pre>\$KAFKA_HOME/bin/kafka-reassign- partitions.shzookeeper localhost:2181reassignment-json- file \$POM_HOME/data/ KafkaHAJsonForPOMTopics.jsonexecute</pre>
Verifying the status of the execution of the reassigning command	<pre>\$KAFKA_HOME/bin/kafka-reassign- partitions.shzookeeper localhost:2181reassignment-json- file <json file="">verify</json></pre>
	<pre>\$KAFKA_HOME/bin/kafka-reassign- partitions.shzookeeper localhost:2181reassignment-json- file \$POM_HOME/data/ KafkaHAJsonForPOMTopics.jsonverify</pre>

Table continues...

Function	Command
Checking the state of the zookeeper service	Use the following format:
Important:	(standalone   leader   follower)
Before using this command, ensure that you install the netcat utility on the POM server.	For example,
	echo stat   IP address   grep Mode
The netcat utility is a computer networking utility for reading from and writing to network connections by using TCP or UDP.	
Fetching the broker list connected to the zookeeper service	<pre>\$KAFKA_HOME/bin/zookeeper-shell.sh localhost:2181 ls /brokers/ids</pre>
Fetching the IP of the controller broker in the Kafka cluster	<pre>\$KAFKA_HOME/bin/zookeeper-shell.sh localhost get /controller</pre>

# After restarting Kafka servers, Kafka Consumer or POM Dashboard Service is unable to read events.

# Condition

While restarting all Kafka servers, the server that stopped last fails to start.

### Cause

Kafka consumer has the information of the last Kafka server. The last server is in the cluster of working Kafka servers.

Kafka consumer attempts to connect to the last Kafka server in the cluster if the last Kafka server stops working and other servers in the cluster restart.

Since the last server that is known to the Kafka consumer is not working, the Kafka consumer is unable to receive events.

As a result, the Kafka consumer is unable to receive Kafka events.

# Solution

Restart the Kafka consumer.

For POM, manually restart the POM Dashboard service.

If problem still persists, restart POM services on all servers.

# One of the Kafka servers does not start after restarting all Kafka servers simultaneously

# Condition

After simultaneously restarting all POM Kafka servers, one Kafka server does not start due to:

- Unavailability of the zookeeper quorum.
- Occurrence of a race condition.

### Cause

In high availability mode, when a Kafka server restarts, the server attempts to connect with the zookeeper quorum. If the quorum is not formed or inactive, the server cannot connect to the quorum. Therefore, the server does not start.

To form the zookeeper quorum, (n/2)+1 nodes must run on POM, where n is number of zookeeper nodes in the cluster of Kafka servers on POM.

### Solution

Manually restart that Kafka server that had stopped.

# Failed to create Kafka topics with Exception Replication factor: xx larger than available brokers: xx

# Condition

After creating a new Organization in POM, POM does not display:

• Events of the organization

XX larger than available brokers: XX.

· Data of the organization

In the PIM\_WebService.log or catalina.out files, the corresponding exceptions are as follows:

```
WARNING Exception
Occurred:org.apache.kafka.common.errors.InvalidReplicationFactorException: Replication
factor: XX larger than available brokers: XX.
java.util.concurrent.ExecutionException:
org.apache.kafka.common.errors.InvalidReplicationFactorException: Replication factor:
```

```
at
```

```
org.apache.kafka.common.internals.KafkaFutureImpl.wrapAndThrow(KafkaFutureImpl.java:45)
```

```
at org.apache.kafka.common.internals.KafkaFutureImpl.access$000(KafkaFutureImpl.java:32)
```

at org.apache.kafka.common.internals.KafkaFutureImpl
\$SingleWaiter.await(KafkaFutureImpl.java:89)

at org.apache.kafka.common.internals.KafkaFutureImpl.get(KafkaFutureImpl.java:260)

# Cause

The number of brokers in the Kafka cluster is less than the replication factor.

Therefore, the Kafka cluster cannot create Kafka topics.

# Solution

Ensure that all Kafka servers in the high availability cluster are active.

After the servers are active, restart the VPMS service on the primary POM server.

# The event client or Kafka consumer fails to receive enriched attempt events

# Cause

This occurs due to one of the following reasons:

- On the EventSDK server, the dashboard service is not running.
- While processing data, POM detects an uncaught Java exception.

# Solution

- 1. Open a command prompt terminal to the POM server.
- 2. In the terminal, to restart the dashboard service on the EventSDK server, run the following command:

systemctl restart pomdashboard

# Heartbeat events are not received by Event SDK client

# Condition

The POM server and the POM Kafka service run, but the POM server does not generate heartbeat events and send the events to the Kafka server.

As a result, the Kafka server cannot send heartbeat events to event consumer.

# Cause

This occurs due to one or both of the following reasons:

- The kafkamonitor service stops running on the POM server.
- · Issues in the network to which the servers are connected.

# Solution

After the connectivity of the network restores, on the POM server, verify whether the kafkamonitor service is running. If the service has stopped, restart the service by doing the following:

1. Open an SSH session to the POM server.

You can use an application such as PuTTY.

2. In the SSH session, to restart the kafkamonitor service, run the following command:

systemctl restart kafkamonitor

# Chapter 14: Troubleshooting POM Applications

# **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.

# Log viewer displays an error message

The system displays the following error message if you specify an incorrect URL for the POMDriver application:

```
HTTP Status 404 - name of application ccxml start.jsp --- if verified MPP OuMPP Outcall Web Service returned FAILED. MPP = MPP183 Method=AppIntfServiceSOAPImpl launchCCXML() CCXML Interpreter failed to load uri
```

# **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 licenses, 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 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.

# Wav files are not played

The wav files uploaded by using the 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 Experience Portal* section from the help.

# Contact called does not add to the DNC list

The contact record information cannot be added to the DNC list during an active call.

# **Proposed solution**

# Procedure

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

# POM\_NailerDriver.log file displays a message "POM is not available" for more than one minute

# Condition

Driver/Nailer proxies are unable to send commands to AgentManager for more than one minute.

# Cause

The socket connection between the driver and the router breaks.

# Solution

- 1. Restart the AgentManager.
- 2. Ensure that the agents are logged in again.

# Important:

Do not restart the Appserver. If you restart the Appserver, restart the AgentManager process on all POM servers after the application server starts.

# Chapter 15: Troubleshooting POM Web Services

# 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 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.

# **Browser refresh issues**

# Condition

In POM Workspaces environments, refreshing browser may take more than ten seconds and the refresh may not work appropriately resulting in agent getting logged out of the system.

# Solution

Increase the *AgentLogoutDelayTime* as per the requirements for your environment. To update the *AgentLogoutDelayTime* in database, update the *config\_value* column with an appropriate value for the *AgentLogoutDelayTime* row, in the pim\_config table. After updating the value, restart the Agent SDK Service.

# A Warning:

Increasing the value of the *AgentLogoutDelayTime* parameter can result in nuisance call as the agent is logged-in on the server .

# Troubleshooting Agent Skill Refresh API

# Condition

In the PIM RestService.log file, you see the following error:

```
"ServiceUtil.isFeatureAuthorized:70 - isFeatureAuthorized for feature
refreshAgentSkills result false"
"RestServiceUtil.verifyAuthorization:2425 - authorization response false user
LoggedInUser.ATTR="
```

While invoking an API, the system displays the following response:

```
"displayMessage": null,
"errorCode": "1924",
"errorMessage": "pomuser01 user is not authorized for this operation.",
"detailedCode": 0
```

### Cause

The system identifies that the current user does not have the Refresh Skills permission to invoke the API.

### Solution

Grant the Refresh Skills permission to users, such as POM Administrator, Administrator, Org Administrator, POM Supervisor, and POM Org Supervisor.

# **Troubleshooting Agent Skill Refresh API**

# Condition

While invoking the Agent Skill Refresh API, the system displays the following response:

PIM AgtMgr.log file displays the following:

```
"FINEST - AM.addAgentsToSkillRefreshWorker:4411 - Queue capacity exceeded!!"
```

#### Cause

Refresh skills are granted for more than 1000 agents.

The system sends multiple simultaneous requests for which number of agents add up to more than 1000.

#### Solution

No corrective action is required.

# Chapter 16: Troubleshooting browser issues

# Internet Explorer version 11 stops working after using agent script

# Condition

Some characters are not seen while typing the agent script on the Internet Explorer version 11 web browser. Internet Explorer version 11 stops responding after using the left arrow key on the first line while typing the agent script.

# Cause

Internet Explorer version 11 web browser is not compatible with the agent script.

# Solution

Use the Mozilla Firefox web browser while using the agent script.

# Internet Explorer browser does not display pages of POM

# Condition

Version 11 of the browser does not load the pages of POM, which are in Angular JavaScript.

#### Cause

You did not clear the **Display intranet sites in Compatibility View** check box in the settings of the browser.

# Solution

- 1. Open the Internet Explorer browser.
- 2. On the Tools tab, select Compatibility View Settings.
- 3. In the **Compatibility View Settings** dialog box, clear the **Display intranet sites in Compatibility View** check box.
- 4. Click Close.

# Internet Explorer browser sends the same response from Cache memory for identical requests

# Condition

The browser does not send a response from the POM server.

### Cause

While processing identical requests, the browser verifies whether the response of the earlier request is in the Cache memory. If the browser finds the response, the browser does not send the next request to the POM server.

Since the POM server does not receive the next request for processing, the POM server cannot generate a response.

### Solution

- 1. Open the Internet Explorer browser.
- 2. Press F12.
- 3. On the Network tab, click the Always refresh from server button.

# **Chapter 17: Troubleshooting POM Monitor**

# **Troubleshooting POM Monitor**

# POM Monitor fails to refresh after every 2 seconds.

### Condition

After an interval of 2 seconds, the POM Monitor does not display the latest data from the POM database.

#### Cause

The duration in the POM Monitor refresh interval parameter is insufficient for POM to collect and display the required data.

The duration varies due to the number of:

- Agents working on the system.
- Campaigns running on the system.

#### Solution

In the POM Monitor refresh interval parameter, set a higher time interval.

- 1. Log on to the Avaya Experience Portal.
- 2. In the navigation pane, click **POM > POM Home**.
- In the content pane, click Configurations > Global Configurations.
   POM displays the Global Configurations page.
- 4. In the **POM Monitor refresh interval** field, set a value greater than the current value. For example, if the value is 2, edit the value to 10.
- 5. Click Save.

# POM monitor stops working if you start POM by using the Mozilla Firefox browser version 58.0.1.

After starting the POM monitor and navigating to web pages, Mozilla Firefox version 58.0.1 stops working.

# Cause

The Mozilla Firefox browser version is incompatible with POM 3.1.1.

# Solution

You must use Mozilla Firefox 60.0.1 or higher versions.

For more information on compatible browser versions, see Compatibility matrix.

# 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.

# **Proposed solution**

# Procedure

- 1. Check the POM ActiveMQ service on POM server. If the service is not running, start the POM ActiveMQ service.
- 2. Check the PIM\_Web.log file for detailed error message and take the appropriate corrective action.

# 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, the proposed solutions are as follows:

# **Proposed solution 1**

### 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 2**

### 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.

# **Proposed solution**

# Procedure

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

# 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.

# **Proposed solution**

#### 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.

# POM monitor displays the Filtered contacts as 0

# **Problem description**

When user starts a campaign job without having operational database link in PIMHibernate configuration file, then the number of filtered contacts are displayed as 0 under **Active Campaigns** on POM monitor. Also, PIM\_CmpMgr.log displays the following exception:

tatement.java:1515) at com.microsoft.sqlserver.jdbc.SQLServerStatement.doExecuteStatement(SQLSe rverStatement.java:792) at com.microsoft.sqlserver.jdbc.SQLServerStatement \$StmtExecCmd.doExecute(SQLServerStatement.java:689) at. com.microsoft.sqlserver.jdbc.TDSCommand.execute(IOBuffer.java:5696) at com.microsoft.sqlserver.jdbc.SQLServerConnection.executeCommand(SQLServe rConnection.java:1715) at. com.microsoft.sqlserver.jdbc.SQLServerStatement.executeCommand(SQLServer Statement.java:180) at com.microsoft.sqlserver.jdbc.SQLServerStatement.executeStatement(SQLServ erStatement.java:155) at. com.microsoft.sqlserver.jdbc.SQLServerStatement.executeQuery(SQLServerSt atement.java:616) at. com.mchange.v2.c3p0.impl.NewProxyStatement.executeQuery(NewProxyStatemen t.java:35) at com.avaya.pim.jdbc.opdb.MSSQLDBHelper.getContactCountPerJob(MSSQLDBHelpe r.java:44) at. com.avaya.pim.localstore.db.PimJobContactDAO.getContactCountPerJob(PimJo bContactDAO.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:247) at. java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.jav a:1145) at java.util.concurrent.ThreadPoolExecutor \$Worker.run(ThreadPoolExecutor.java:615) at java.lang.Thread.run(Thread.java:745)

# **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 the vpms service.
- 4. Execute the script to configure the operational database from \$POM\_HOME/bin/
  pomOperationalDB.sh <\$POM\_HOME>.

This script asks for operational database name that is required to configure the operational database url in <code>\$POM\_HOME/config/PIMHibernate.cfg.xml</code>.



Ensure that the POM database and the operational database are present on the same database server, and both use the same login or connection credentials.

5. Start the vpms and POM services.

# POM monitor displays the filtered contacts -1

#### **Problem description**

If you have not created an operational database or if you are not able to connect to an operational database, the POM monitor displays the filtered contacts -1 under **Active Campaigns**.

#### **Proposed solution**

- 1. Check the database connection.
- 2. If the operational database is not created, stop all POM services.
- 3. Create an operational database.
- 4. Start POM services.

# Certificate error due to subject alternative name mismatch

POM Monitor shows a certificate error because of a mismatch in subject alternative names.

#### Condition

```
_____
javax.net.ssl.SSLHandshakeException: java.security.cert.CertificateException: No
subject alternative names present
at sun.security.ssl.Alerts.getSSLException(Alerts.java:192)
at sun.security.ssl.SSLSocketImpl.fatal(SSLSocketImpl.java:1904)
at sun.security.ssl.Handshaker.fatalSE(Handshaker.java:279)
at sun.security.ssl.Handshaker.fatalSE(Handshaker.java:273)
at sun.security.ssl.ClientHandshaker.serverCertificate(ClientHandshaker.java:1446)
at sun.security.ssl.ClientHandshaker.processMessage(ClientHandshaker.java:209)
at sun.security.ssl.Handshaker.processLoop(Handshaker.java:901)
at sun.security.ssl.Handshaker.process record(Handshaker.java:837)
at sun.security.ssl.SSLSocketImpl.readRecord(SSLSocketImpl.java:1023)
at sun.security.ssl.SSLSocketImpl.performInitialHandshake(SSLSocketImpl.java:1332)
at sun.security.ssl.SSLSocketImpl.startHandshake(SSLSocketImpl.java:1359)
at sun.security.ssl.SSLSocketImpl.startHandshake(SSLSocketImpl.java:1343)
at sun.net.www.protocol.https.HttpsClient.afterConnect(HttpsClient.java:563)
at
sun.net.www.protocol.https.AbstractDelegateHttpsURLConnection.connect(AbstractDelegateHt
tpsURLConnection.java:185)
at
sun.net.www.protocol.https.HttpsURLConnectionImpl.connect(HttpsURLConnectionImpl.java:15
3)
at com.avaya.pim.rest.CMRestConnector.makeRestRequest(CMRestConnector.java:189)
at com.avaya.pim.rest.CMRestConnector.getJobStat(CMRestConnector.java:149)
at com.avaya.pim.jdbc.bo.JobBO$JobStatisticsTask.getJobStatisticsFromCM(JobBO.java:2257)
at com.avaya.pim.jdbc.bo.JobBO$1.call(JobBO.java:2305)
at com.avaya.pim.jdbc.bo.JobBO$1.call(JobBO.java:2301)
at java.util.concurrent.FutureTask.run(FutureTask.java:262)
at java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1145)
```

```
at java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:615)
at java.lang.Thread.run(Thread.java:745)
Caused by: java.security.cert.CertificateException: No subject alternative names present
          _____
                                                     ____
javax.net.ssl.SSLHandshakeException: java.security.cert.CertificateException: No
subject alternative names present
at sun.security.ssl.Alerts.getSSLException(Alerts.java:192)
at sun.security.ssl.SSLSocketImpl.fatal(SSLSocketImpl.java:1904)
at sun.security.ssl.Handshaker.fatalSE(Handshaker.java:279)
at sun.security.ssl.Handshaker.fatalSE(Handshaker.java:273)
at sun.security.ssl.ClientHandshaker.serverCertificate(ClientHandshaker.java:1446)
at sun.security.ssl.ClientHandshaker.processMessage(ClientHandshaker.java:209)
at sun.security.ssl.Handshaker.processLoop(Handshaker.java:901)
at sun.security.ssl.Handshaker.process_record(Handshaker.java:837)
at sun.security.ssl.SSLSocketImpl.readRecord(SSLSocketImpl.java:1023)
at sun.security.ssl.SSLSocketImpl.performInitialHandshake(SSLSocketImpl.java:1332)
at sun.security.ssl.SSLSocketImpl.startHandshake(SSLSocketImpl.java:1359)
at sun.security.ssl.SSLSocketImpl.startHandshake(SSLSocketImpl.java:1343)
at sun.net.www.protocol.https.HttpsClient.afterConnect(HttpsClient.java:563)
at.
sun.net.www.protocol.https.AbstractDelegateHttpsURLConnection.connect(AbstractDelegateHt
tpsURLConnection.java:185)
at.
sun.net.www.protocol.https.HttpsURLConnectionImpl.connect(HttpsURLConnectionImpl.java:15
3)
at com.avaya.pim.rest.CMRestConnector.makeRestRequest(CMRestConnector.java:189)
at com.avaya.pim.rest.CMRestConnector.getJobStat(CMRestConnector.java:149)
at com.avaya.pim.jdbc.bo.JobBO$JobStatisticsTask.getJobStatisticsFromCM(JobBO.java:2257)
at com.avaya.pim.jdbc.bo.JobBO$1.call(JobBO.java:2305)
at com.avaya.pim.jdbc.bo.JobBO$1.call(JobBO.java:2301)
at java.util.concurrent.FutureTask.run(FutureTask.java:262)
at java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1145)
at java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:615)
at java.lang.Thread.run(Thread.java:745)
Caused by: java.security.cert.CertificateException: No subject alternative names present
_____
```

### Cause

Mismatch in subject alternative names.

### Solution

- 1. In the navigation pane, click **POM > POM Home**.
- 2. Click Configurations > POM Servers.
- 3. On the POM Servers page, click the POM server that you want to edit.
- 4. From the POM certificate, copy the hostname of the POM server.
- 5. On the POM Servers page, in the **Host Address** field, paste the hostname that you copied.
- 6. Click Save.
- 7. Run the following commands to restart the POM server and vpms services:
  - service POM restart
  - service vpms restart
- 8. Run the following command:

tail -F PIM WebService.log

- 9. Start a test campaign.
- 10. In the navigation pane, click **POM > POM Monitor**.
- 11. On the Active Campaigns page, view details of the test campaign.
- 12. Compare the details with the logs in the PIM\_WebService.log file.

## POM monitor is not accessible on Aux IP

### Condition

A blank POM monitor page is displayed or continuously prompts for credentials while accessing the AUX POM Monitor using aux IP https://<AUX\_IP>/VP\_POM\_Monitor/faces/login.xhtml.

### Cause

Avaya Experience Portal does not support Single Sign On (SSO).

### Solution

- 1. Use the Axis2 page while accessing Aux POM monitor like: https://<AUX\_IP>/ axis2/.
- 2. Click Continue to this website(not recommended) .
- 3. Click Services.

POM monitor displays the list of services.

4. Click any one of the service.

The Login pop up is displayed.

- 5. Type the user credentials and click **OK**.
- 6. Use https://<AUX\_IP>/VP\_POM\_Monitor/faces/login.xhtml to access the AUX
  POM Monitor .
- 7. Enter the valid user credentials and click Submit.

The AUX POM Monitor page is displayed.

## **Chapter 18: 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.

### **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.

## POM Reports are not listed on Avaya Experience Portal

### Condition

POM reports are not listed on Avaya Experience Portal or there is a delay in listing POM reports on Avaya Experience Portal.

### Cause

No database connection is available in the database pool.

### Solution

- 1. Logout from Avaya Experience Portal.
- 2. Verify that the database connections are available.
- 3. Login to Avaya Experience Portal and verify that the POM reports are displayed on Avaya Experience Portal.

## POM reports do not display non-English fonts

### Condition

The Using POM reports display English fonts but do not display non-English fonts.

### Cause

You did not compile the TTF font formatting file on your POM system.

### Solution

1. Log on to the POM server as a root user.

You can open an SSH session to the POM server by using an application such as PuTTY.

2. Go to the following path:

cd /opt/Avaya/avpom/POManager/bin/

3. Run the following script:

./setNonEnglishFontForPOMReports.sh/usr/share/fonts/ja/TrueType/ xxxxx

where,

**xxxxx** is the .ttf file in your POM system.

The file contains non-English fonts.

For example, font\_file.ttf

## **Chapter 19: Troubleshooting Telephony**

## **Troubleshooting Telephony**

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

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*.

# The agent cannot hear the media stream of the customer after retrying the call to nail the agent

### Condition

The agent cannot hear the media stream of the customer after retrying the call to nail the agent.

### Cause

The call to nail the agent initially fails with a 480 response. Avaya Aura<sup>®</sup> Session Manager attempts to retry the call using an alternate protocol "SIP" instead of "SIPS". The second attempt to call the agent is successful. In retrying the call, Session Manager cleans up the media resources from the first call and creates new ones for the second. The original media resources are already joined to the nail-up conference and Session Manager does not rejoin the newly created media resources to the conference for the retried call. The agent then cannot hear the media stream of the customer because they are not connected to the conference.

### Solution

A workaround for this problem is to eliminate the retry. The easiest way to achieve this is to change the value that the POM driver passes in the "use\_protocol" hint in the CCXML <createcall/> tag. Pass "sips" instead of passing "sips,sip" as it does currently.

Before performing the following steps:

- Ensure that you have installed the MPP patch supporting 'use\_protocols' hints in the <createcall> API, or EP or MPP 7.1 or 7.2 which natively support these hints.
- Check whether the VOIP connection is configured with TLS and SRTP enabled.
- 1. Stop POM service.
- 2. In the POM database, in the pim\_config table, modify the entry having config\_name = "SIP\_PROTOCOLS" with config\_value to "sips":

```
update pim_config set config_value='sips' where
config name='SIP PROTOCOLS'
```

The default config\_value is "sips,sip".

- 3. Start POM service.
- 4. Launch the POM campaigns and trace the SIP flows to confirm.

## The nail-up call drops off due to higher loads

### Condition

The nail-up call drops off and the agents are logged out.

### Cause

Higher loads are causing the nail-up call to drop off. This results in agents getting logged off.

### Solution

Repeat the following steps for all MPPs.

- 1. Shut down MPP by running the command **service mpp** stop on MPP.
- 2. Go to /opt/Avaya/ExperiencePortal/MPP/config/.
- 3. In the mppconfig.xml file, add the following lines:

```
<parameter name="ccxml.jsi.runtimesize">33554432</parameter>
<parameter name="ccxml.jsi.contextsize">262144</parameter>
```

#### For example:

```
<parameter name="sessmgr.session.makecall.timeout">5000</parameter>
   <parameter name="sessmgr.session.asrttsready.timeout">5000</parameter>
   <parameter name="ccxml.jsi.runtimesize">33554432</parameter>
   <parameter name="ccxml.jsi.contextsize">262144</parameter>
   <parameter name="ResponseTimer">4</parameter></parameter></parameter</pre>
```

4. Start MPP by running the command **service mpp start**.

# Chapter 20: Troubleshooting directory structure

## **Troubleshooting directory structure**

### File import fails due to user error

### Condition

While creating new directories, file import fails due to user error.

### Solution

While creating new directories, when advance list management service is started or restarted, ensure that the VPMS service is running. If the file import fails due to the user error, the administrator must resolve the issue and copy the file to an import location as per the organization.

## Calling list upload and NFS synchronization issues are observed in the NFS mount points on Multi-POM setups

### Condition

Contact list upload fails in splitter if there are large raw files. In some cases, the records get uploaded from the raw file to the list partially.

### Solution

Consider, <code>\$POM\_HOME/archive</code> as one of the mandatory directory structures for NFS mount in Multi-POM setups.

Following are the sub-directories under \$POM\_HOME archive, which requires to be in synchronization with the NFS server.

• \$POM HOME/archive/<org-id>/contactlistimport

This path is used to store archive files for direct list import for a particular organization.

• \$POM\_HOME/archive/<org-id>/dncimport

This path is used to store archive files for DNC list import for a particular organization.

• \$POM HOME/archive/<org-id>/splitter

This path is used to store archive files if the list import is through splitter for a particular organization.

The \$POM\_HOME variable default absolute path is: /opt/Avaya/avpom/POManager

Suppose you have mounted <code>\$POM\_HOME/archive</code> path on all POM Servers to a common NFS Server mount point path.

In the above scenario, the following attributes are considered:

POM Server (NFS client) IP be: X.X.X.160

Path mounted (NFS client): /opt/Avaya/avpom/POManager/archive

NFS Server IP be: X.X.X.254

Mount point path on NFS Server: /home/nfsouser/mpom/splitter\_files

On the POM Server in, /etc/fstab file, X.X.X.254:/home/nfsouser/mpom/ splitter\_files /opt/Avaya/avpom/POManager/archive nfs defaults 0 0 is the entry for the mount point:

```
# /etc/fstab
# Created by anaconda on Mon Sep 16 12:57:33 2019
# Accessible filesystems, by reference, are maintained under '/dev/disk'
# See man pages fstab(5), findfs(8), mount(8) and/or blkid(8) for more info
UUID=a69d6cda-a3cd-4cae-b526-4b097a1d1547 / ext4 defaults 1 1
UUID=4aeb7973-0ea2-4c02-89b5-4991fc04e6e9 /root2 ext4
rw,nosuid,noexec,auto,nouser,async,noatime,nodev 1 2
UUID=966d2301-f308-4c85-b312-54196c4b7d54 /var ext4
rw,nosuid,noexec,auto,nouser,async,noatime,nodev 1 2
UUID=2ce2ee60-9fc0-4a64-9ba8-8c9bc734af45 swap swap defaults 0 0
tmpfs /dev/shm tmpfs defaults, nosuid, noexec, nodev 0 0
devpts /dev/pts devpts gid=5,mode=620 0 0
sysfs /sys sysfs defaults 0 0
proc /proc proc defaults 0 0
/dev/cdrom /mnt/cdrom iso9660 noauto,owner,ro,nosuid,nodev 0 2
X.X.X.254:/home/nfsouser/mpom/splitter files /opt/Avaya/avpom/POManager/archive nfs
defaults 0 0
```

The **/etc/fstab** file configuration is for the mounts to be intact across reboots, ensure that the mount point entries are configured in this file. Else, the mount points are lost if the POM Server reboots.

If you run the **'mount'** command on POM Server, it should show the currently mounted filesystems.

For example :-

[root@POM ~]# mount /dev/sda1 on / type ext4 (rw) proc on /proc type proc (rw) sysfs on /sys type sysfs (rw) devpts on /dev/pts type devpts (rw,gid=5,mode=620) tmpfs on /dev/shm type tmpfs (rw,noexec,nosuid,nodev) /dev/sda2 on /root2 type ext4 (rw,noexec,nosuid,nodev,noatime) /dev/sda5 on /var type ext4 (rw,noexec,nosuid,nodev,noatime) none on /proc/sys/fs/binfmt\_misc type binfmt\_misc (rw) sunrpc on /var/lib/nfs/rpc\_pipefs type rpc\_pipefs (rw)

## X.X.X.254:/home/nfsouser/mpom/splitter\_files on /opt/Avaya/avpom/POManager/archive type nfs (rw,vers=4,addr=X.X.X.254,clientaddr=X.X.160)

If you see the mount point in /etc/fstab but if you dont see it in the output of mount command, then you can do either of the following:

#### Mount -a :

This command checks the /etc/fstab and mounts all the configured file systems to their mount points.

#### Mount -t nfs X.X.X.254:/home/nfsouser/mpom/splitter\_files /opt/Avaya/avpom/ POManager/archive

This command is used to mount the specific filesystem to the NFS Server mount point, as per our example, replace the IPs and path as per the system.

#### **NFS** synchronization issues

There could also be NFS synchronization issues, sub-folders and files on NFS client (POM) path may not reflect on the NFS server path or conversely.

In such cases you need to do the following steps:

 Check the Linux log /var/log/messages for any NFS related errors on both client and Server systems. By default, only info level logs for NFS process are visible in /var/log/ messages. This info level log capture comes from the default log configuration available in /etc/rsyslog.conf file.

There are other command line tools like **rpcdebug** that can be used to enable and disable debugging for various nfs related modules.

Higher level debug logs for specific modules may be necessary to debug NFS sync issues. The system administrator can only enable the debug level logging for NFS.

Following are the steps that needs to be performed when issues related to NFS mount or synchronizations are observed in Multi-POM setups.

2. Remount the NFS filesystem on POM Server. As per our example, following is the remount command :

```
mount -o remount 10.21.111.254:/home/nfsouser/mpom/
splitter files /opt/Avaya/avpom/POManager/archive -t nfs
```

3. Restart NFS process on both client and server systems. This can be used to resolve the NFS synchronization issues.

For the Linux system, the below command is used for the NFS process to restart:

#### # service nfs restart

You then need to check if the client and server folders are in synchronization, you also need to validated this with any new files created on client if it is getting reflected on the NFS Server and conversely.

## Chapter 21: Troubleshooting POM Dashboard service

## Authentication failure

### Condition

User unable to log in to the dashboard.

POM displays the error: User is not authenticated.

### Cause

User is not present in Experience Portal.

### Solution

Add the user in Experience Portal.

## Authorization failure

### Condition

User authorization failure.

POM displays the error: Sorry, User does not have sufficient permissions.

### Cause

User does not have access rights to view POM Monitor in EP Roles.

### Solution

Check if user has the permission of POM Monitor in the Experience Portal Roles.

## Syncing failure

### Condition

User is present in Experience Portal but is not synced with POM Database.

POM displays the error: Sorry, User does not exists in the Database.

### Cause

User is present in Experience Portal but is not synced with POM Database.

### Solution

Check if User exists in the POM Database.

## **General failure**

### Condition

VPMS Service is not functional.

**POM displays the error**: ClientResponse has erroneous status code: 503 Service Unavailable.

### Cause

Verify VPMS Service is functional or not.

### Solution

Check if VPMS Service is up and running.

## WebSocket failure

### Condition

POM Dashboard Service is not functional or data stream is broken due to web socket disconnect.

**POM displays the error**: Datastream is broken since WebSocket is disconnected, new updated data won't be available until the data stream is restored.

### Cause

POM Dashboard Service is not functional or data stream is broken due to web socket disconnect.

### Solution

- 1. Check if POM Dashboard Service is running.
- 2. Start the service if not running.
- 3. Check if client system is disconnected from network.
- 4. Contact the network administrator to get the connectivity restored.

## **POM Kafka failure**

### Condition

Data Stream is broken since Kafka Server is down.

**POM displays the error**: Data stream is broken since Kafka server is down, new updated data wont be available until data stream is restored

### Cause

POM Kafka Failure.

### Solution

- 1. Verify POM Kafka Service is up and running.
- 2. Start the service if not running.

## **POM Agent Manager failure**

### Condition

POM Agent Manager failure.

### Cause

POM Agent Manager failure

### Solution

- 1. Check if POM Agent Manager Service is up and running.
- 2. Start the service if not running.

## **Pacing Parameter failure**

### Condition

Pacing Parameter failure.

### Cause

Pacing Parameter failure.

### Solution

- 1. Check if POM Agent Manager Service is running.
- 2. Start the service if not running.

## Log file location

If any issue is detected on the POM dashboard field data, collect the details on the issue by viewing the following log files:

### Supervisor Dashboard

- \$POM\_HOME/logs/DashBoard\_Supervisor.log
- \$POM\_HOME/logs/POMDashboardService.out

### **Agent Manager**

- \$POM\_HOME/logs/PIM\_AgtMgr.log
- \$POM\_HOME/logs/PAMService.out

### **Campaign Director**

- \$POM\_HOME/logs/PIM\_CmpDir.log
- \$POM\_HOME/logs/CmpDirService.out

### Kafka Service

• \$POM\_HOME/logs/kafkaserver.out

### **Browser Console logs of Supervisor**

• Press F12 in the browser and save the browser console logs

## **Chapter 22: POM Agent Manager**

## **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. java:49) at org.apache.activemq.ActiveMQConnection.onAsyncException(ActiveMQConnecti on.java:1831) at org.apache.activemq.ActiveMQConnection.onException(ActiveMQConnection.ja va:1848) at org.apache.activemg.transport.TransportFilter.onException(TransportFilte r.java:101) at org.apache.activemq.transport.ResponseCorrelator.onException(ResponseCor relator.java:126) at org.apache.activemg.transport.TransportFilter.onException(TransportFilte r.java:101) at org.apache.activemg.transport.TransportFilter.onException(TransportFilte r.java:101) at org.apache.activemq.transport.WireFormatNegotiator.onException (WireForma tNegotiator.java:160) at. org.apache.activemg.transport.InactivityMonitor.onException(InactivityMo

```
nitor.java:255)
        at
org.apache.activemg.transport.TransportSupport.onException(TransportSupp
ort.java:96)
org.apache.activemg.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.activemg.openwire.OpenWireFormat.unmarshal(OpenWireFormat.jav
a:269)
        at
org.apache.activemg.transport.tcp.TcpTransport.readCommand(TcpTransport.
java:226)
        at
org.apache.activemq.transport.tcp.TcpTransport.doRun(TcpTransport.java:2
18)
        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 non functional 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 by typing service appserver restart.
- 5. Start the POM service by typing service POM start.

# Dialing stops due to deadlock on the database sessions in the agent manager

### Condition

Dialing stops due to deadlock on the database sessions in the agent manager.

### Solution

1. Set the thread value in the pim\_config table as follows:

MaxAgentWorkerThreads = Number of agents/5

2. Change the database connection of the agent manager setting in *<property* name="hibernate.c3p0.max\_size\_PIMAGT\_Active">100</property> to 200, in PIMHibernate.cfg file located in the pom config folder.

## **Chapter 23: POM Log Files**

## **POM log files**

### **About POM log files**

POM has 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 \$CATALINA\_HOME/logs and \$APPSERVER\_HOME/logs for the POM tomcat log files.

The POM\_NailerDriver.log file is located at \$APPSERVER\_HOME/logs or at remote location in case of remote application server.

The following system out files are there in \$POM\_HOME/logs:

- CmpDirService.out
- CmpMgrService.out
- PAMService.out
- POMActMQService.out
- RulEngService.out
- zookeeperserver.out
- kafkaserver.out

The size of these files can increase 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 by using the following command:

\$POM\_HOME/bin/getpomlogs.sh --logs

To remove the log files use the following commands:

• #rm -f CmpDirService.out\_\*

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

### To truncate the log files at runtime, use the 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.out	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 information about each agent who logs in to the system.

Log Name	Comments
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.
DashBoard_Supervisor.log	Records the information about the Supervisor Dashboard.
POMDashboardService.out	Records the information about any exception or the runtime messages related to the Supervisor Dashboard.
PIM_AgtMgr.log	Records the information about the Agent Manager.
PAMService.out	Records the information about any exception or the runtime messages related to the POM Services.
kafkaserver.out	Records the information about any exception or the runtime messages related to the POM Kafka Service.
PIM_AgtSDKApi.log	Records the calls made by POM through an API to the Agent Manager.
PIM_AgtSDKService.log	Records the information about the agent SDK service after Workspaces for Elite Client connects to Agent Manager.
PIM_AgtMgr.log	Records the errors that occur when POM connects to Workspaces.

### **Related links**

Examples to access log files on page 128

### Examples to access log files

### Campaign Manager logs

Campaign Manager logs are tagged with contact ID, so you can easily apply grep command to search the logs. The following examples illustrate how to use grep commands to search the Campaign manager logs:

1. grep "\[c:<System\_Contact\_ID>" \$POM\_HOME/logs/PIM\_CmpMgr.log

For example,

grep "\[c:204320" PIM\_CmpMgr.log

The above command prints the contact flow of system contact ID "204320" across all jobs.

### For example,

grep "\[c:204320" \$POM\_HOME/logs/PIM\_CmpMgr.log | grep "\-214\-" .

The above command prints the entire contact flow for contact ID "204320" with job ID "214".

### **POM Log Parser Utility**

You can use the following utility to capture logs of specific system contact ID across various POM components. This utility scans the log files of various POM components and create the output file under \$POM HOME/logs/CONTACT\_< CONTACT\_ID >\_ JOB\_<JOB\_ID>.log.

\$POM\_HOME/bin/parseContactDataFromLogs.sh <-c CONTACT\_ID> <-j JOB\_ID>

where <code>CONTACT\_ID</code> is the system contact ID and <code>JOB\_ID</code> is the job ID of that contact. For example,

\$POM HOME/bin/parseContactDataFromLogs.sh -c 204320 -j 214

The above command generates the output file : \$POM\_HOME/logs/CONTACT\_ 204320\_JOB\_214.log.

### **Driver and Nailer application logs**

The Driver and Nailer applications are tagged with [PIMDriver] and [PIMNailer] prefixes. You can search the MPP logs at location /opt/Avaya/ExperiencePortal/MPP/logs/process/ CXI/ to find the sequence related to CCA (call classification). For example,

```
grep " \[PIMDriver\]" CCXML-SessionSlot-001.log
grep "contents.*\[PIMDriver\]" CCXML-SessionSlot-001.log
```

The above command prints logs specific to the Driver application.

For Nailer specific logs, use the command as shown below:

```
grep " \[PIMNailer\]" CCXML-SessionSlot-001.log
grep "contents.*\[PIMNailer\]" CCXML-SessionSlot-001.log
```

You can check the Campaign Details report to find the MPP session ID of a contact attempt. This MPP session ID is useful in grep command for filtering Driver and Nailer application specific messages. For example, "pomdev1-2017228053220-20" is the MPP session ID found in reports using the following command:

grep "pomdev1-2017228053220-20.\*\[PIMDriver\]" CCXML-SessionSlot-020.log

### Logging level

POM supports the following logging levels:

- FINE
- FINER
- FINEST
- SUPERFINEST
- INFO

Do not enable the logging level "SUPERFINEST" unless explicitly asked by the R & D team.

Run the following script from <code>\$POM\_HOME/bin/changeLogLevel.sh</code> to change the logging level. The script accepts two parameters: Component Tracer Name and Logging level.

\$POM\_HOME/bin/changeLogLevel.sh <COMPONENT TRACER NAME> <LOGGING LEVEL>

#### For example,

\$POM\_HOME/bin/changeLogLevel.sh AGTMGR\_TRACER FINEST

The possible values for component tracer are:

- WEB\_TRACER
- CMPMGR\_TRACER
- AGTMGR\_TRACER
- RULEENGINE\_TRACER
- CMPDIR\_TRACER

### **Related links**

About POM log files on page 126

## Taking a backup of the POM log files on an external server

### About this task

Use this procedure to take a backup of the existing log files of POM on a server that is connected to the POM server.

### Before you begin

Log on to the POM server.

### Procedure

1. From the POM server, select an external server that is connected to the POM server.

For example, LOG\_BACKUP Server

- 2. On the external server, create a directory by running the following commands:
  - a. mkdir /tmp/pomlogs\_backup
  - b. chmod 777 /tmp/pomlogs\_backup
- 3. Run the following command:

echo "/tmp/pomlogs\_backup/ <POM\_SERVER\_IP>(rw,sync)" >> /etc/
exports

The command adds the following entry in the /etc/exports file:

/tmp/pomlogs\_backup/<POM\_SERVER\_IP>(rw,sync)

4. On the external server, run the following command to start the NFS server.

### service nfs start

5. On the POM server, create a directory by using the following command:

mkdir /mnt/pomlogs\_backup

6. Run the following command to mount the remote directory on the local directory:

mount -t nfs LOG\_BACKUP\_SERVER\_IP:/tmp/pomlogs\_backup /mnt/ pomlogs\_backup 7. On the POM server, go to the following path:

cd /opt/Avaya/avpom/POManager/bin

8. Run the following command:

### ./collectmultiplelog.sh

This command enables POM to collect log files from the POM server.

- 9. Open a new terminal on the POM server.
- 10. Run the following command to enable POM to zip the collected log files:

### ./mvZippedLogsToBackup.sh

11. To see the stored backup files on the external server, go to the following path:

/tmp/pomlogs backup on LOG BACKUP Server

# The Connection refused exceptions in POM REST logs while refreshing POM health check page

### About this task

This exception occurs when the customer is using geo-configuration and trying to access the POM service health manager page.

POM service health check function is tries to access the current status of the POM services from both geo sites (active/dormant)

### Procedure

No action required.

This exception occurs when the POM health check function is trying to access the current status of the POMservices from the dormant geo site.

```
The below exception can be ignored in POM REST logs while refreshing health check page.
27 May 2020 13:07:13,602 [ajp-nio-127.0.0.1-3009-exec-11] FINEST -
RestClient.makeRestRequest:798 - invoking rest request to url=https://xyz.com:8091/v3/
health
27 May 2020 13:07:13,604 [ajp-nio-127.0.0.1-3009-exec-11] ERROR -
RestClient.makeRestRequest:885 -
java.net.ConnectException: Connection refused (Connection refused)
at java.net.PlainSocketImpl.socketConnect(Native Method)
at java.net.AbstractPlainSocketImpl.doConnect(AbstractPlainSocketImpl.java:350)
at java.net.AbstractPlainSocketImpl.connectToAddress(AbstractPlainSocketImpl.java:206)
at java.net.AbstractPlainSocketImpl.connect(AbstractPlainSocketImpl.java:188)
27 May 2020 13:07:13,605 [ajp-nio-127.0.0.1-3009-exec-11] FINEST -
RestClient.getPOMALMServiceStatus:3064 - Exiting getPOMALMServiceStatus 27 May 2020 13:07:13,605 [ajp-nio-127.0.0.1-3009-exec-11] FINEST -
RestClient.getPOMAgentSDKServiceStatus:2999 - Entering getPOMAgentSDKServiceStatus
27 May 2020 13:07:13,605 [ajp-nio-127.0.0.1-3009-exec-11] FINER -
RestClient.getPOMAgentSDKServiceStatus:3003 - Sending request to pom agentsdk service
```

```
for status for IPAddress.ATTR=xyz.com on Port=6443
27 May 2020 13:07:13,605 [ajp-nio-127.0.0.1-3009-exec-11] FINEST -
RestClient.makeRestRequest:788 - Entering makeRestRequest
27 May 2020 13:07:13,605 [ajp-nio-127.0.0.1-3009-exec-11] FINEST -
RestClient.makeRestRequest:798 - invoking rest request to url=https://xyz.com:6443/
health
27 May 2020 13:07:13,606 [ajp-nio-127.0.0.1-3009-exec-11] ERROR -
RestClient.makeRestRequest:885 -
java.net.ConnectException: Connection refused (Connection refused)
at java.net.PlainSocketImpl.socketConnect(Native Method)
at java.net.AbstractPlainSocketImpl.doConnect(AbstractPlainSocketImpl.java:350)
at java.net.AbstractPlainSocketImpl.connectToAddress(AbstractPlainSocketImpl.java:206)
at java.net.AbstractPlainSocketImpl.connect(AbstractPlainSocketImpl.java:188)
at java.net.SocksSocketImpl.connect(SocksSocketImpl.java:392)
at java.net.Socket.connect(Socket.java:589)
at java.net.Socket.connect(Socket.java:538)
at sun.net.NetworkClient.doConnect(NetworkClient.java:180)
at sun.net.www.http.HttpClient.openServer(HttpClient.java:463)
at sun.net.www.http.HttpClient.openServer(HttpClient.java:558)
at sun.net.www.protocol.https.HttpsClient.<init>(HttpsClient.java:264)
at sun.net.www.protocol.https.HttpsClient.New(HttpsClient.java:367)
at.
sun.net.www.protocol.https.AbstractDelegateHttpsURLConnection.getNewHttpClient(AbstractD
elegateHttpsURLConnection.java:191)
at
sun.net.www.protocol.http.HttpURLConnection.plainConnect0(HttpURLConnection.java:1156)
at sun.net.www.protocol.http.HttpURLConnection.plainConnect(HttpURLConnection.java:1050)
at
sun.net.www.protocol.https.AbstractDelegateHttpsURLConnection.connect(AbstractDelegateHt
tpsURLConnection.java:177)
at
sun.net.www.protocol.https.HttpsURLConnectionImpl.connect(HttpsURLConnectionImpl.java:16
2)
at com.avaya.pim.rest.RestClient.makeRestRequest(RestClient.java:840)
at com.avaya.pim.rest.RestClient.getPOMAgentSDKServiceStatus(RestClient.java:3007)
at
com.avaya.rest.util.PimManagerServiceUtil.getServicestatus(PimManagerServiceUtil.java:27
3)
at
com.avaya.rest.v3.PomManagerServiceV3.getPomServiceStatus(PomManagerServiceV3.java:117)
at sun.reflect.GeneratedMethodAccessor9078.invoke(Unknown Source)
at sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:43)
```

## **POM Campaign Director Logging improvements**

### **Overview**

In this release, the logging mechanism of the Campaign Director service is enhanced by optimizing the Tracer library. The enhancement is the changed format of the Campaign Director debug log (PIM\_CmpDir.log) file.

POM stores its created log files in the Tracer library on the POM server.

The other services in POM log data function as per the previous logging mechanism and POM does not change the format of the related log files.

## Update to the Log4J Library

The Log4j library that is used to manage the POM log files is upgraded to version 1.2.17.

The upgrade is the filters for logging the categories of the created log files.

All POM services now use the new library for storing the created log files.

## **About log level**

An INFO level is introduced in the POM Campaign director log file.

The level:

- Logs audit or informative statements for the system administrator.
- Is the default level for all components.

POM log levels are as follows:

```
FATAL(50000) > ERROR(40000) > WARN(30000) > INFO(20000) > FINE(10000) >
FINER(9900) > FINEST(9800)
```

For each level, the type of logs is according to the following specifications:

Log level	Comments
ERROR	The platform encountered an error, but is expected to recover.
	Error events of considerable importance prevent normal execution of a program, but still allow the application to continue running.
	For example, a temporary failure to lookup a database.
	For example, All critical exceptions such as:
	ERR-RST 05 Nov 2019 05:34:50.634 [JobStatisticsEventHandlerDataPullerTh read RestClient.makeRestRequest:860] - Failed to get response. Response Code=500

Log level	Comments
WARN	Potentially harmful situations for end users or system managers. The situations indicate potential problems.
	For example, the platform detected an unusual condition.
	For example, an excessive number of clients registered with the server.
	Any ignorable Exception
	<ul> <li>WRN 05 Nov 2019 05:35:00.009         <pre>[PMonitorScheduleTimer          AbstractDBHelper.getTotalDoneCount:17         12] - SQL exception :         org.postgresql.util.PSQLException:         ERROR: relation "pim_12" does not         exist</pre></li></ul>
	• WRN 05 Nov 2019 05:34:58.393 [PimServerMonitor  ServerMonitorThread.processJobsForNui sanceAlarm:235] - Failed to fetch job nuisance info.
INFO	This is the default logging level.
	Messages that provide information about the progress of the application to end users and system administrators.
	This level of logging is used for one-time events, such as initialization.
	For example,
	<ul> <li>IFO 05 Nov 2019 05:04:00.134     [CampaignDirector      CampaignDirector.main:718] - Campaign     Director Server     IPAddress=10.133.84.49</li> </ul>
	<ul> <li>IFO 05 Nov 2019 02:18:27.926         <pre>[ImportWorker_9]</pre>     ImportDsJob.processImportJob] -     ImportDsJob.processImportJob:2252 -         Starting Import with jobId=9 </li> </ul>
	• IFO 05 Nov 2019 02:01:47.763 [ImportWorker_8  ImportDsJob.createHistory2445] - ImportDsJob.createHistory:2445 - Completed Import with jobId=9

Log level	Comments
FINE	Only top level methods log at this level.
FINE	This level provides generic information to developers who do not have a specialized interest in the specific subsystem.
	Includes failures and issues indicating potential performance problems.
	For example, doRequest() and doResponse() in a servlet are the main entry points.
	Thus, if deemed needed, they can log at this level.
	For the service or component, the top level methods handle the application registration and cancellation callbacks from the container.
	For example,
	<ul> <li>FNE 05 Nov 2019 05:35:08.619     [EventPublisherTask      JobStatisticsEventPublisherManager.Ev     entPublisherTask.run:133] -     EventPublisherTask started</li> </ul>
	<ul> <li>FNE 05 Nov 2019 04:01:13.809         <pre>[Log4jPropertiesPoller          Log4jPropertiesPoller.cancelTimer:72]         <pre>- Stopping POM Monitor Polling timer         thread</pre>     </pre></li> </ul>
FINER	All public functions of classes log at this level.
FINER	These messages provide detailed information about tracing.
	For example,
	<ul> <li>FNR-RST 05 Nov 2019 05:42:01.988 [Cleanup-Thread] RestClient.getPOMALMServiceStatus:298</li> <li>6] - Sending request to pom alm service for status for IPAddress=10.133.84.49 on Port=8,091</li> </ul>
	<ul> <li>FNR 05 Nov 2019 05:42:01.347         [PimServerMonitor          ContactAttemptsBO.getPerJobNuisanceCa         llsCount:2481] - No running job         found.     </li> </ul>

Log level	Comments
FINEST	All classes log at this level.
FINEST	Classes with private methods that are important for debugging log ENTER/EXIT logs to the private methods with this level.
	Classes with public methods that are important for debugging log ENTER/EXIT logs to the public methods with this level.
	For example,
	<ul> <li>FST-ZNE 05 Nov 2019 05:46:49.552         <pre>[ZoneManagementThread          PimZoneDirectorBO.getOrphanedPimDirec         torZoneList:357] -         UpdateSinceInSeconds=0, CurrentMode=0</pre> </li> </ul>
	<ul> <li>FST-ZNE 05 Nov 2019 05:46:44.548     [ZoneManagementThread      ZoneManagementThread.getMyAllocatedZo     nesReleasedNow:183] - Entering     getMyAllocatedZonesReleasedNow</li> </ul>
	<ul> <li>FST-ZNE 05 Nov 2019 05:46:44.549     [ZoneManagementThread]     ZoneManagementThread.getMyAllocatedZo     nesReleasedNow:204] - Exiting     getMyAllocatedZonesReleasedNow</li> </ul>

## Log4j properties file

### Formats

Earlier releases	Current release
log4j.appender.CmpDirAppender=org.apache.log4j.	log4j.appender.CmpDirAppender=org.apache.log4j.
RollingFileAppender	rolling.RollingFileAppender
log4j.appender.CmpDirAppender.File=\$	log4j.appender.CmpDirAppender.file=\$
{PIM_HOME}/logs/PIM_WebService.log	{PIM_HOME}/logs/PIM_CmpDir.log
log4j.appender.CmpDirAppender.layout=org.apache	log4j.appender.CmpDirAppender.layout=org.apache
.log4j.PatternLayout	.log4j.PatternLayout
log4j.appender.CmpDirAppender.layout.Conversion Pattern=%d{DATE} [%t] %-5p %x - %m%n	log4j.appender.CmpDirAppender.layout.Conversion Pattern=%X{LOGLVL} %d{dd MMM yyyy HH:mm:ss.SSS} [%t] %X{CLSNAME}.%X{FNCNAME}%X{LINENO}] - %m%n

Earlier releases	Current release
log4j.appender.CmpDirAppender.MaxFileSize=2560 00KB	log4j.appender.CmpDirAppender.rollingPolicy=org.a pache.log4j.rolling.FixedWindowRollingPolicy
log4j.appender.CmpDirAppender.MaxBackupIndex= 10	log4j.appender.CmpDirAppender.rollingPolicy.FileN amePattern=\${PIM_HOME}/logs/PIM_CmpDir %d{yyyy-MM-dd}.%i.log.gz
	log4j.appender.CmpDirAppender.rollingPolicy.MaxIn dex=10
	log4j.appender.CmpDirAppender.triggeringPolicy=or g.apache.log4j.rolling.SizeBasedTriggeringPolicy
	log4j.appender.CmpDirAppender.triggeringPolicy.M axFileSize=5000000
	log4j.appender.CmpDirAppender.filter.IMPORT=co m.avaya.pim.trace.ComponentFilter
	log4j.appender.CmpDirAppender.filter.IMPORT.Com ponentToMatch=IMPORT
	log4j.appender.CmpDirAppender.filter.IMPORT.Log gingLevel=INFO
	log4j.appender.CmpDirAppender.filter.IMPORT.Acc eptOnMatch=true
	log4j.appender.CmpDirAppender.filter.ZONES=com. avaya.pim.trace.ComponentFilter
	log4j.appender.CmpDirAppender.filter.ZONES.Com ponentToMatch=ZONES
	log4j.appender.CmpDirAppender.filter.ZONES.Loggi ngLevel=INFO
	log4j.appender.CmpDirAppender.filter.ZONES.Acce ptOnMatch=true
	log4j.appender.CmpDirAppender.filter.SCHEDULES =com.avaya.pim.trace.ComponentFilter
	log4j.appender.CmpDirAppender.filter.SCHEDULES .ComponentToMatch=SCHEDULES
	log4j.appender.CmpDirAppender.filter.SCHEDULES .LoggingLevel=INFO
	log4j.appender.CmpDirAppender.filter.SCHEDULES .AcceptOnMatch=true
	log4j.appender.CmpDirAppender.filter.TASKS=com. avaya.pim.trace.ComponentFilter
	log4j.appender.CmpDirAppender.filter.TASKS.Comp onentToMatch=TASKS
	log4j.appender.CmpDirAppender.filter.TASKS.Loggi ngLevel=INFO
	Table continues

Earlier releases	Current release
	log4j.appender.CmpDirAppender.filter.TASKS.Acce ptOnMatch=false
	log4j.appender.CmpDirAppender.filter.DASHBOAR D=com.avaya.pim.trace.ComponentFilter
	log4j.appender.CmpDirAppender.filter.DASHBOAR D.ComponentToMatch=DASHBOARD
	log4j.appender.CmpDirAppender.filter.DASHBOAR D.LoggingLevel=INFO
	log4j.appender.CmpDirAppender.filter.DASHBOAR D.AcceptOnMatch=true
	log4j.appender.CmpDirAppender.filter.HISTORY=co m.avaya.pim.trace.ComponentFilter
	log4j.appender.CmpDirAppender.filter.HISTORY.Co mponentToMatch=HISTORY
	log4j.appender.CmpDirAppender.filter.HISTORY.Lo ggingLevel=INFO
	log4j.appender.CmpDirAppender.filter.HISTORY.Ac ceptOnMatch=true
	log4j.appender.CmpDirAppender.filter.REST=com.a vaya.pim.trace.ComponentFilter
	log4j.appender.CmpDirAppender.filter.REST.Compo nentToMatch=REST
	log4j.appender.CmpDirAppender.filter.REST.Loggin gLevel=INFO
	log4j.appender.CmpDirAppender.filter.REST.Accept OnMatch=true
	log4j.appender.CmpDirAppender.filter.CLEANUP=c om.avaya.pim.trace.ComponentFilter
	log4j.appender.CmpDirAppender.filter.CLEANUP.Co mponentToMatch=CLEANUP
	log4j.appender.CmpDirAppender.filter.CLEANUP.Lo ggingLevel=INFO
	log4j.appender.CmpDirAppender.filter.CLEANUP.Ac ceptOnMatch=true
	log4j.appender.CmpDirAppender.filter.IMPORTVER BOSE=com.avaya.pim.trace.ComponentFilter
	log4j.appender.CmpDirAppender.filter.IMPORTVER BOSE.ComponentToMatch=IMPORTVERBOSE
	log4j.appender.CmpDirAppender.filter.IMPORTVER BOSE.LoggingLevel=INFO

Earlier releases	Current release
	log4j.appender.CmpDirAppender.filter.IMPORTVER BOSE.AcceptOnMatch=false

## Format of the POM log files

The following is the format of the log files of POM:

LogLevel DATE(dd MMM yyyy hh:mm:ss.SSS) [Thread Name|Class Name.Function Name:Line No] - Log Message

By default printing of the line number is not recommended to be enabled in Production environment as it impacts the performance of the services like campaign director import. Line number can only be enabled for debugging purposes if required . .

The LogLevel is a combination of Log Level and Category name.

For example, FST-TSK or FNE-ZNE.

POM uses this pattern for encrypting the data in the logs. A script encrypts the log files, so that POM masks the identifiable patterns.

### Log level abbreviations

Log level	Abbreviation
FATAL	FTL
ERROR	ERR
WARNING	WRN
INFO	INF
FINE	FNE
FINER	FNR
FINEST	FST

### Category abbreviations

Category	Abbreviation
REST	RST
TASK	TSK
ZONES	ZNE
DASHBOARD	DSH
HISTORY	HST
SCHEDULE	SCD
IMPVERBOSE	IMPVRB
ENTRYEXIT	ENTEXT

### Comparison of previous and current formats

Earlier format	Current format
14 Jul 2019 01:56:25,031 [CampaignDirector] FINEST - Util.isPomOnActiveGeoSystem:5274 - isGeoEnabled: false	FST 14 Jul 2019 01:56:25,031 [CampaignDirector   Util:isPomOnActiveGeoSystem:35] - isGeoEnabled: false
<pre>14 Jul 2019 01:56:25,031 [CampaignDirector] FINEST - CampaignDirector.checkAndExecuteCCDTas ks:204 - Inside checkAndExecuteCCDTasks</pre>	<pre>FST-TSK 14 Jul 2019 01:56:25,031 [CampaignDirector   CampaignDirector.checkAndExecuteCCDTas ks:345] - Entering checkAndExecuteCCDTasks</pre>
14 Jul 2019 01:56:25,031 [CampaignDirector] FINEST - CDTaskBO.getCCDTasks:758 - Entering getCCDTasks	FNE-ZNE 14 Jul 2019 01:56:25,031 [CampaignDirector   CDTaskBO.getCCDTasks:657] - Entering getCCDTasks
	FNE 14 Jul 2019 01:56:25,031 [CampaignDirector   CDTaskBO.getCCDTasks:568] - Exiting getCCDTasks

### Pattern of the messages in the POM log files

POM generates log messages in a unique pattern, so that a customer or a running service can easily search and find messages while troubleshooting.

For example, scheduleId="XX" , jobId = "XX", campaignId="XX".

POM provides a script to mask sensitive data and patterns in the log files.

For example, IPAddress=10.10.10.20, phoneNumber-1=41018705.

For example, Email-Id=xyz@pqr.info.

## **Masking log files**

### About this task

Use this procedure to enable POM to run a data anonymization script to encrypt or remove identifiable patterns in the generated log files.

### Before you begin

Ensure that the following files are in the same location on the POM server:

- dataScrubbing.sh
  - This file uses the attributes to fetch the masked patterns.
- attributeToMask.txt

This file contains the following attributes:

- phoneNumber
- email
- Ipaddress

You can add more attributes in the file. Ensure that you add each attribute on a new line.

The system creates a zip file that contains all the masked data files.

### Procedure

1. Open an SSH session to the POM server.

You can use an application such as PuTTY.

2. Verify whether the argument that POM displays is the valid path to access the log files directory.

If the path is invalid, POM uses \$POM HOME/logs as the default path.

- 3. Copy the log files that are indicated by Avaya Services to an existing folder that stores the log outputs.
- 4. Run the following command:

./dataScrubbing.sh<log\_files\_path>

For example, run the following command to anonymize the logs on the /opt/ LogAnonymize/ path.

./dataScrubbing.sh /opt/\_LogAnonymize/

## **Chapter 24: Events and Alarms**

## **Events and Alarms**

### POM events and associated alarms

### Configuring the throttling of an event

### Condition

Experience Portal repeatedly receives the same events from POM.

### Solution

Throttle the generated events by specifying the time between the generation of successive events.

On all POM servers, do the following:

1. Open an SSH session to the POM server.

You can use an application such as PuTTY and log on to the server as a root user.

2. Go to the following location:

\$POM HOME/config

- 3. Open the pimthrottle.properties file.
- 4. Search for the event code to throttle.

The event code is prefixed with P POM.

5. In the event code, specify the throttle interval.

The throttle interval is after the = operator.

The duration of the interval is in seconds.

6. (Optional) Search for the following string:

####END POM DEFAULT EVENTS THROTTLE LIST####

After the string, add the event code.

For example,  $P\_POMCD00X=600$  denotes that POM passes the campaign director event code on the first occurrence, and then POM throttles the repeated logs in the next 10 minutes.

7. Restart the POM services and VPMS service.

### **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**

### Q\_POMAD001

Condition	
Alarm code	Q_POMAD001
Alarm text	Connection to the database failed
Alarm level	Critical
Trigger component	POM Administration
Event code	P_PIMAD001

### Cause

The system cannot connect to the POM database. The possible causes are as follows:

- The POM database is not configured in the POM configuration file.
- The POM database is incorrectly configured in the POM configuration file.
- The system does not have access rights to the configured POM database.
- The LAN cable that provides an internet network disconnects from the POM server that contains the POM database.
- The number of connections to the POM database exceeds the maximum possible limit.

### Solution

- 1. Check whether you configured the POM database on your POM system. If you have not configured the POM database, configure it in the POM database configuration file.
- 2. If you have already configured the POM database, check the status of the POM database server.
- 3. Ensure that you connect the LAN network cable to the server that contains the POM database.

### Q\_POMAD002

Condition	
Alarm code	Q_POMAD002
Alarm text	POM Server certificate expiry alert
Alarm level	Major
Trigger component	POM Administration
Event code	P_PIMAD002

### Cause

The POM server certificate validity date is invalid.

### Solution

Generate a CA signed certificate with a valid date on the POM server.

You can also import a new CA signed certificate with a valid date on the POM server.

### Q\_POMKF003

Condition

Alarm code	Q_POMKF003
Alarm text	Unable to establish connection with Kafka service
Alarm level	Major
Trigger component	POM Kafka server
Event code	P_POMKF003

### Cause

POM not use the POM service. The possible causes are as follows:

- The POM database is not connected to the POM service.
- The POM service is incorrectly configured in the POM database configuration file.
- The POM service is not started.

### Solution

- Check whether you configured the POM service on your POM system. If you have not configured the POM service, configure the POM service in the POM database configuration file.
- If the status of the configured POM service is inactive, start the POM service.

Condition	
Event code	P_POMCD920
Event description	Error occurred while running a contact import job
Event severity	Information event.
Trigger component	POM Campaign Director

# Cause

The system displays this error while running the following:

- A contact import job.
- A campaign job with the same contact list.

# Solution

No corrective action is required.

# P\_POMKF001

Condition	
Event code	P_POMKF001
Event description	Kafka Service stopped
Event severity	Information event.
Trigger component	POM Kafka Server

# Cause

The POM Kafka server displays this message after the Kafka service stops on the server.

# Solution

No corrective action is required.

# P\_POMKF002

Event code	P_POMKF002
Event description	Kafka Service changed to Running Mode
Event severity	Information event.
Trigger component	POM Kafka Server

# Cause

The POM Kafka server displays this message after the Kafka service changes from an inactive mode to a running mode

## Solution

No corrective action is required.

# 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 \$POM\_HOME/bin/installDB.sh script.
- 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 <code>\$CATALINA\_HOME/logs/catalina.out</code> 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**

## P\_POMCD002

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.

## P\_POMCD005

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

P_POMCD007
Schedule Manager Could Not Be Started.
POM generates a major alarm Q_POMCD007 for this event.
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.

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.

# P\_POMCD023

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.

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.

# P\_POMCD027

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.

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.		

No corrective action is required.

Event code	P_POMCD037
Event text	Job Paused.
Event level	Information event.
Trigger component	POM Campaign Director.
<b>Problem description</b> The import job is paused. <b>Proposed solution</b>	
Procedure	
No corrective action is required.	
P_POMCD038	
Event code	P_POMCD038
Event text	Job resumed.
Event level	Information event.
Event level Trigger component	Information event. POM Campaign Director.
Trigger component	
Trigger component Problem description	
Trigger component Problem description The import job resumes. Proposed solution Procedure No corrective action is required.	
Trigger component Problem description The import job resumes. Proposed solution Procedure	
Trigger component Problem description The import job resumes. Proposed solution Procedure No corrective action is required.	
Trigger component Problem description The import job resumes. Proposed solution Procedure No corrective action is required. P_POMCD039	POM Campaign Director.
Trigger component Problem description The import job resumes. Proposed solution Procedure No corrective action is required. P_POMCD039 Event code	P_POMCD039

# **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.

# P\_POMCD045

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.

	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.
Pre	oposed solution	
	Procedure	
	No corrective action is required.	
Ρ_	POMCD048	
	Event code	P_POMCD048
	Event text	POM Port License released.
	Event level	Information level.
	Trigger component	POM Campaign Director.
	Problem description	
	-	l 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.

Event code	P_POMCD051
Event text	A recurring campaign was stopped.
Event level	Information event.

Trigger component	POM Campaign Director.	
<b>Problem description</b> A recurring campaign is stopped.		
Proposed solution Procedure		
No corrective action is required.		
P_POMCD052		
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 component	POM 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.

#### **Proposed solution**

#### Procedure

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	POM Campaign Director.
Problem description	
The import cannot resume after	er 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 job ID. {0} provides the job ID.

# **Proposed solution**

## Procedure

No corrective action is required.

# P\_POMCD066

Event code	P_POMCD066
Event text	Finished Campaign Job with id {0}.
Event level	Information event.
Trigger component	POM Campaign Director.

#### **Problem description**

The campaign for the given job ID finishes. {0} provides the job ID.

#### Proposed solution

# Procedure

No corrective action is required.

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.

Check the campaign strategy.

# P\_POMCD071

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 spe POMCD079	cify the notification text.
Event code	P_POMCD079
Event text	System attribute {0} is not valid.

## Pr

# P

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.

# 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.	
Proposed solution	

#### Procedure

No corrective action is required.

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.

# P\_POMCD093

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.

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.

### **Proposed solution**

#### Procedure

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	P 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.

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**

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.

# **Proposed solution**

#### Procedure

Run the import again after the first instance is over.

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

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**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.

#### P\_POMCD209

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.

#### **Proposed solution**

# Procedure

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.

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.

# P\_POMCD227

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.

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	P_POMCD230
Event text	Re-Starting Import with id {0}.
Event level	Information event.
Trigger component	POM 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.

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.

#### **Proposed solution**

#### Procedure

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.

Event code	P_POMCD234	
Event text	Started export for job id {0}	
Event level	Information event.	
Trigger component	POM Campaign 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}	
Event level	Information event	
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 178

## Proposed solution Procedure

No action required.

# Related links

P\_POMCD236 on page 177

# 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 178

#### **Proposed solution**

#### Procedure

No action required. **Related links** <u>P POMCD237</u> on page 178

# 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.

No corrective action is required.

Event code	P_POMCD239	
Event text	POM cannot create a new campaign job since Area Code import job is in progress.	
Event level	Information.	
Trigger component	POM Administration.	
Solution	Wait for Area Code Import job to be completed.	
P_POMCD240		
Event code	POMCD240	
Event text F	POM failed to start the linked campaign.	
Event level	Information.	
Solution S	Solution Start the linked campaign from Campaign Manager.	
P_POMCD900		
Event code	P_POMCD900	
Event text	PimConfigData.initSYS() Admin Property Container is null.	
Event level	Information.	
Trigger component	POM Administration.	
Solution	<ol> <li>Restart VPMS service.</li> <li>Check these log files:         <ul> <li>PIM_Web.log</li> <li>PIM_WebService.log</li> </ul> </li> </ol>	
P_POMCD901		
Event code	P_POMCD901	
Event text	PimConfigData.initSys() Failed to retrieve VPMS system information.	

Event level	Information.
Trigger component	POM Administration.
Solution	<ol> <li>Restart VPMS service.</li> <li>Check these log files:         <ul> <li>PIM_Web.log</li> <li>PIM WebService.log</li> </ul> </li> </ol>
P_POMCD902	
Event code	P POMCD902

Event code	r_romeD302
Event text	PimPoller::poll() failed because the resource configuration could not be retrieved.
Event level	Information.
Trigger component	POM Administration.
Solution	Restart VPMS service. Check PIM_Web.log and PIM_WebService.log.

Event code	P_POMCD903
Event text	PimPoller::waitForPimLicenseResponses() has been interrupted while waiting for job completion.
Event level	Information.
Trigger component	POM Administration.
Solution	<ol> <li>Restart VPMS service.</li> <li>Check these log files:         <ul> <li>PIM_Web.log</li> <li>PIM_WebService.log</li> </ul> </li> </ol>
P_POMCD904	
Event code	P_POMCD904
Event text	POM Campaign Director heartbeat failed. Please check the status of Campaign Director and Campaign Manager.

**Event level** Information.

Trigger component POM Administration.

**Solution** 1. Restart VPMS service.

- 2. Perfrom the following:
  - Verify the status of the Campaign Director on all POM servers.
  - Verify the status of the Campaign Manager on all POM servers.

### 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 181

#### Proposed solution Procedure

No action required. **Related links** <u>P POMCD905</u> on page 181

## 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}.
Event level	Information event.
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.

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.

## Proposed solution

## Procedure

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_POMCD915
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.

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\_POMCD919

Event Code	P_POMCD919
Event level	Info
Event text	Error occurred while executing the task
Trigger component	POM Campaign Directory

#### **Problem Description**

The error has occurred while executing a task. The values 0 and 1 can change on runtime. The possible values for 0 are Area Code and Import and Export. The possible values for 1 are error details.

## P\_POMCD920

Event Code	P POMCD920

**Event level** Information event.

Trigger component POM Campaign Director.

Problem Description

The error has occurred while running a Contact import job.

#### Proposed solution Procedure

#### Procedure

No corrective action is required.

#### P\_POMGN001

Event code	P POMGN001

**Event text** Exception occurred Method {0} Exception Type {1}, 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**

This alarm is raised in case of database related errors. All the POM components can raise this alarm. The throttling time is 10 minutes for this alarm to avoid excessive alarms on the system. For exceptions and errors of this type, refer the POM log files for details. {0} provides the method information, and {1} provides the exception type information.

#### **Proposed solution**

#### Procedure

- 1. Based on module information as a part of the alarm detail, check the module name which has raised this alarm. Based on the module name, check the POM log files located at \$POM HOME/logs.
- 2. Take corrective action based on the error message in the log files.

#### P\_POMALM01

#### Condition

Alarm code	P_POMALM01
Alarm message text	POM ALM service is down
Alarm level	Major

Trigger component	Campaign Director
Log file	PIM_ALMService.log AdvListMgmtService.out

### Cause

Since POM ALM service has shut down on the POM server, the service is not responding to requests from Campaign Director.

#### Solution

Do the following:

Contact Avaya Support.

For more information about the cause of the shutdown of POM ALM service, read the following log files:

PIM\_ALMService.log

AdvListMgmtService.out

The files are on the POM server at the following location:

\$POM\_HOME/logs

### P\_POMAGT60

Condition

Alarm code	P_POMAGT60
Alarm level	Minor
Trigger component	Campaign Director

### Cause

You did not configure an agent license in POM.

Since an agent license is unavailable, POM cannot select and acquire an agent for a campaign or job.

### Solution

Configure an agent license in POM.

For more information about configuring an agent license, see *Using Avaya Proactive Outreach Manager* 

### P\_POMSDK01

Condition	
Alarm code	P_POMSDK01
Alarm message text	POM agent SDK service on {0} is down

Alarm level	Major
Trigger component	Campaign Director
Log file	PIM_AgtSDKService.log PomAgentSdkService.out

### Cause

On the POM server, the Agent SDK service is not responding to requests from Campaign Director.

{0} provides information about the name of the POM server.

#### Solution

- 1. Log in to POM.
- 2. In the navigation pane, click **POM > POM Home**.
- 3. In the content pane, on the **Configurations** tab, click **POM Servers**.
- 4. On the **POM Servers** page, click **POM Manager**.
- 5. On the **POM Manager** page, select the **Agent SDK Service** check box.
- 6. Click Start.
- 7. If the Agent SDK service is still in the **STOPPED** state, to find more information about the cause, read the following log files:
  - PIM\_AgtSDKService.log
  - PomAgentSdkService.out

The log files are on the POM server at the following location:

\$POM HOME/logs

### P\_POMAGT61

#### Condition

POM displays this alarm after the connection between the POM server and an external system breaks.

Agent is selected by an external system.

Alarm code	P_POMAGT61
Alarm message text	Heartbeat timeout has occurred
Alarm level	Major
Trigger component	Agent Manager
Log file	PIM_AgtMgr.log PAMService.out

## Cause

When the connection between POM server and an external system is idle, POM sends a heartbeat event from POM server to the external system.

After consecutive retries of sending the heartbeat, if POM does not receive a response from the external system within a stipulated time, POM identifies that a heartbeat timeout occurred.

Therefore, POM displays this alarm on the EP page.

#### Solution

Do the following:

1. Verify whether the external system is running.

If the external system has stopped, restart it.

2. Verify the network connectivity between POM and the external system.

Ensure that the network is stable.

- 3. For more details about the connection related exception, read the following log files:
  - PIM\_AgtMgr.log
  - PAMService.out

### P\_POMCD241

Condition

Event code	P_POMCD241
Alarm message text	File Purging Failed
Alarm level	Major
Trigger component	Campaign Director
Log file	PIM_CmpDir.log CmpDirService.out
Cause POM fails to purge files. Solution No corrective action is red Campaign Manager Ev	
P_POMCM002	
Event code	P_POMCM002
Event text	Out Call Web Service returned fault.

**Event level** Error event.

Trigger component POM 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_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.

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.

### **Proposed solution**

#### Procedure

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

### P\_POMCM011

Event code	P_POMCM011
Event text	Blank fail state 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 fail state 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
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- **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.

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	Ρ	POMCM022
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**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.

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\_POMCM030

Event code	P_POMCM030
Event text	Successfully established connection with Rule Server.
Event level	Information.
Trigger component	POM Administration.
Solution	No action required.
P_POMCM031	
Event code	P_POMCM031
Event text	Index creation failed for job {0}.
Event level	Information event.

## Problem description

**Trigger component** 

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

POM Campaign Manager.

### **Proposed solution**

### Procedure

No corrective action is required.

## P\_POMCM032

Event code	P_POMCM032
Event text	Unable to establish connection with Context Store Server {0}.
Event level	Information.
Trigger component	POM Administration.
Solution	Ensure you have configured Context store.
P_POMCM033	
Event code	P_POMCM033
Event text	Successfully established connection with Context Store Server {0}.
Event level	Information.
Trigger component	POM Administration.
Solution	No action required.
P_POMCM034	

## Condition

Unable to establish secure connection with the Context Store Server.

Event Code	P_POMCM034.
Event message text	Unable to establish secure connection with Context Store Server {0}. Please ensure Context Store server certificate is configured. Error message {1}, where {0} is the server name of context store server and {1} is the error message.
Event level	Warning level. POM generates a warning alarm Q_POMCM034 for this event.
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**Trigger component** Campaign Manager.

#### Cause

The Context Store server certificate is not added to the POM trust store.

### Solution

- 1. Log in to the Avaya Experience Portal web console with the Administrator user role.
- 2. In the navigation pane, click **POM > POM Home**.
- 3. Click Configurations > POM Trusted Certificates.

The system displays all the trusted certificates.

- 4. On the Certificates page, click Import.
- 5. On the Add Certificates page, do the following:
  - a. In the **Name** field, type a unique certificate name.
  - b. Click **Browse** and locate the Context Store certificate file from the local system.
  - c. Click Continue.

#### Q\_POMCM040

### Condition

Alarm message text	Could not start campaign manager as dialing mode configuration is corrupted.	
Alarm level	Major	
Trigger component	Agent Manager	
Event code	Q_POMCM040	
Cause In the POM database, the configuration of the telephony mode is corrupted. Solution Contact Avaya technical support. P_POMCM042 Condition		
POM detects that the rate of dialing slowed.		
Alarm code	P_POMCM042	
Alarm message text Alarm level	System could be dialing slower.	
Trigger component	POM Campaign Manager	

#### Cause

This occurs due to one of the following reasons:

- For 10 consecutive requests, Campaign Manager takes more than 200 milliseconds to read a record from the POM database.
- For 10 consecutive CCXML requests, the App server and MPP server take more than 500 milliseconds to respond.

### Solution

- To identify the cause of the delay in reading records from the POM database, the administrator can read the POM database logs.
- To identify the cause of the delay by the App server and MPP server to respond to the CCXML requests, the administrator can read the MPP logs for the extent of CPU usage.
- On the POM server, reindex the POM database by running the following script:

\$POM\_HOME/bin/reindexPOMDB.sh

- Clear disk space on the POM server.
- The administrator must ensure the following:
  - The minimum bandwidth of the network is 1GBPS.
  - There are no network delays.

#### 😵 Note:

On the POM server, in the pim\_config table, in the DB\_RECORD\_READ\_TIME\_LIMIT parameter, the duration for POM to read a contact record from the database is 200 milliseconds. This value is set by default. POM uses this parameter while reading records from the POM database. The administration can change this value.

On the POM server, in the pim\_config table, in the CCXML\_INVOKE\_TIME\_LIMIT parameter, the time duration in which POM invokes and sends the CCXML request to the App server is 500 milliseconds. This value is set by default. POM uses this parameter while invoking CCXML requests to be sent to AppServer. The administration can change this value.

## 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 code	P 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.

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.

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_POMWS008
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	Р	POMWS010
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**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.

#### **Proposed solution**

#### Procedure

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.

## **Problem description**

The notification text for the campaign strategy is missing.

#### **Proposed solution**

### Procedure

Check the campaign strategy.

### P\_POMWS014

P_POMWS014
Contact list not found
Error event.
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.

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

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.

# Proposed solution

## Procedure

Specify a valid value for address in the DNC list.

## P\_POMWS020

Event code P 1	POMWS020
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- **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.

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

P_POMWS025
Attribute not associated with this contact. Associating now.
Error event.
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.

### **Proposed solution**

## Procedure

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.

### **Problem description**

Access Denied - Not a valid attribute for your organization.

## **Proposed solution**

## Procedure

No corrective action is required.

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

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.

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.

### **Problem description**

Cannot add contact. Invalid job status for Job ID.

#### **Proposed solution**

### Procedure

No corrective action is required.

### P\_POMWS035

Event code	P_POMWS035
Event text	Cannot add contact list to job. It already exists.
Event level	Error event.
Trigger component	Web service.

#### **Problem description**

The used contact list is already associated with the specified campaign job.

### **Proposed solution**

#### Procedure

No corrective action is required.

### P\_POMWS036

Event code

Event text	Failed to update phone number.
Event level	Error event.
Trigger component	Web service.

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

#### **Proposed solution**

#### Procedure

- 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

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.         Proposed solution         Procedure         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.

# **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.

Event code	P_POMWS048
Event text	Active job task not found.
Event level	Error event.
Trigger component	Web service.
<b>Problem description</b> 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 ta	
1 0	SK.
Proposed solution Procedure	SK.
Proposed solution Procedure Enable custom pacing for the task	sk. s in associated campaign strategy.
Proposed solution Procedure	
Proposed solution Procedure Enable custom pacing for the task	
Proposed solution Procedure Enable custom pacing for the task P_POMWS050	s in associated campaign strategy.
Proposed solution Procedure Enable custom pacing for the task P_POMWS050 Event code	s in associated campaign strategy. P_POMWS050

# **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.

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.
<b>Problem description</b> Job state is not paused.	
Related links <u>Proposed solution</u> on page 222	
Proposed solution Procedure	
No corrective action is required. <b>Related links</b> <u>P_POMWS056</u> on page 221	
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 Job state is not in paused or acti Proposed solution	ve state.
Procedure	
No corrective action is required. <b>P_POMWS058</b>	
Event code	P_POMWS058
Event text	Failed to get campaign details.
Event level	Error event.
Trigger component	Web service.
Problem description Failed to get campaign details. Proposed solution Procedure	
	action

Ensure the POM database connection.

Event code	P_POMWS059	
Event text	Failed to add schedule.	
Event level	Information event.	
Trigger component	Web service.	
Problem description		
Failed to add schedule.		
Proposed solution Procedure		
Check the invoked Web se	ervice 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 canno	t perform an import for the selected organization.	
Proposed solution Procedure		
Check the invoked Web se	ervice fault return code and fault message for details.	
P_POMWS061		
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 contac	t 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.

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.

Event code	P_POMWS067
Event text	Not a custom completion code.

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.

# P\_POMWS069

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 227

#### Proposed solution Procedure

No corrective action is required.

#### **Related links**

P\_POMWS069 on page 226

# 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 227

# Proposed solution

#### Procedure

No corrective action is required. **Related links** 

P\_POMWS070 on page 227

# P\_POMWS071

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 228

# Proposed solution Procedure

No corrective action is required.

#### **Related links**

P\_POMWS071 on page 227

# 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 228

#### Proposed solution Procedure

No corrective action is required. **Related links** <u>P\_POMWS072</u> on page 228

# P\_POMWS073

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.

# P\_POMWS076

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	
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**

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 level	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.

# P\_POMAGT03

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.

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.

# P\_POMAGT08

P_POMAGT08
Error in processing commands from SDK in SDKEventReceiver.
Minor event.
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.
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Event level Major event.

Trigger component POM Administration.

#### **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 walk-away agents, see *Developer's Guide for Proactive Outreach Manager*.

#### **Proposed solution**

#### Procedure

No action required.

# P\_POMAGT18

Event code	P_POMAGT18
Event text	Failed to connect to CMS.
Event level	Error event. No alarm is generated.
Trigger component	POM Agent Manager.
Event level	Error event. No alarm is generated.

#### **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.

# P\_POMAGT22

Event code	P POMAGT22
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**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.

# P\_POMAGT24

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 avant	

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.

Event code	P POMAGT30
	1 101110100

Event text	Unable to establish connection between Agent Manager and Active MQ.
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**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.

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 Bas	sed - Web Service Request Fo
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	SOAP Request Time		
	Request Parameters		Consist Recording
	inclusion and inclusion		Session Recording
	Model HuntGro	oup	Record SMS Request
	Operation list		Record Result Data
	Objectname Group_	Number	Get Record Clear Record
	Qualifier 1		
	*		
	Fields		
	Submit Request R	telease	
	Last Request Respon	5e	
	Session ID 53a41d3e	59becdf96dc7edc7df99059a	Duplicate Session
	Response	(	
	var \$re	sult_code = 0	
	'Group_Bu	· · · · · ·	veHuntGroup Group_Extension[0]=2201 Gro 🚃
		_Administered_Members[0]=0 ACD[0]	]=y Measured[0]=both Queue[0]=y Vector[
		1[0]=y Coverage_Path[0]= L&C_Rec	eption[0]=none Message_Center[0]=none A

# P\_POMAGT33

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	s required.	
P_POMAGT35		
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	s required.	
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.

# P\_POMAGT39

Event code

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.

# P\_POMAGT41

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	J.
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 rec	quired.
P_POMAGT46	
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.

# P\_POMAGT50

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.

# P\_POMAGT52

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.

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.

# P\_POMAGT56

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.

# P\_POMAGT57

# Condition

Customer record is not available to dial for the agent.

Trigger component	Agent Menager
Error level	Critical level. POM generates a critical major alarm Q_POMAGT57 for the event.
Event message text	Customer record is not available to dial for the agent.
Event Code	P_POMAGT57.

**Trigger component** Agent Manager.

# Solution

Move the agent to the some other campaign, where the contact's matching agent attributes are present.

# P\_POMAGT58

# Condition

The connection between AES/AACC and POMis failed..

Event Code	P POMAGT58.

- **Event text** Unable to establish the secure connection between the AES/AACC and the POM server.
- **Error level** Error event. POM generates a major alarm Q\_POMAGT58 for the event.

Trigger component Agent Manager.

# Cause

The AES/AACC certificate is not added to the POM trust store.

# Solution

- 1. Log in to the Avaya Experience Portal web console with the Administrator user role.
- 2. In the navigation pane, click **POM > POM Home**.
- 3. Click Configurations > POM Trusted Certificates.

The system displays all the trusted certificates.

- 4. On the Certificates page, click Import.
- 5. On the Add Certificates page, do the following:
  - a. In the **Name** field, type a unique certificate name.
  - b. Click **Browse** and locate the AES/AACC certificate file from the local system.
  - c. Click Continue.

# P\_POMAGT59

#### Condition

Job has stopped dialing for more than 60 seconds.

Event code	P_POMAGT59
Event message text	Job is snoozed
Error level	Minor level. POM generates a alarm Q_POMAGT59 for the event.
Trigger component	Agent Manager

# Cause

here may be different reasons of it. Some of them are: contacts are not present for dialing, contacts are restricted, contacts fetching is taking time.

#### Solution

- 1. No action is required if the contacts dialing is finished or contacts are restricted.
- 2. If contacts are present or not restricted, verify the following:
  - a. Check for the time taken to fetch the contact from the database in the PIM\_CmpMgr.log logfile.

Use the keyword for search as getNextContactToProcess.

b. Check for the time taken to filter the records in the  ${\tt PIM\_CmpMgr.log}$  logfile.

Use the keyword for search as runFilter.

c. If step a and step b are slow, then ensure that the database is functioning properly.

# **Q\_POMAGT62**

# Condition

Alarm level	Major
Alarm message text	Could not start agent manager as dialing mode configuration is corrupted.
Alarm code	Q_POMAGT62

#### Trigger component Agent Manager

#### Cause

In the POM database, the configuration of the telephony mode is corrupted.

#### Solution

Contact Avaya technical support.

### 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.
<b>Problem description</b> Active MQ Manager {0} stoppe	d.
Proposed solution Procedure	
No corrective action is required <b>P_POMAMQ04</b>	ł.
Event code	P_POMAMQ04
Event text	Machine with IP Address {0} lost master role.
Event level	Information event.
Trigger component	POM Administration.
Ducklass, decembration	

#### **Problem description**

Machine with IP Address {0} lost master role.

#### **Proposed solution**

#### Procedure

No corrective action is required.

#### P\_POMAMQ05

Event code	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*.

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*.

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.
Event level Trigger component	Information event. POM Router.
	POM Router.
Trigger component Description {0} exception occurred in the main F	POM Router.
Trigger component Description {0} exception occurred in the main F P_POMRTR06	POM Router. Router thread.
Trigger component Description {0} exception occurred in the main F P_POMRTR06 Event code	POM Router. Router thread.

#### Description

{0} exception occurred in the main Router thread.

Event code	P_POMRTR07	
Event text	Closing socket server	
Event level	Information event.	
Trigger component	POM Router.	
Description The router component is s P_POMRTR08	topping.	
Event code	P_POMRTR08	
Event text	Socket server closed.	
Event level	Information event.	
Trigger component	POM Router.	
Description The router component sto P_POMRTR09	pped.	
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.

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.

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

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	Information event.
-------------	--------------------

Trigger Component Rule Engine

#### **Problem Description**

Rule Engine started in dormant mode.

#### **Propose Solution**

1. No corrective action is required.

#### P\_POMRE002

Condition

Event Code	P_POMRE002
Event Text	Rule Engine < <i>IP Address</i> > stopped.
Event Level	Error Event.
Trigger Component	Rule Engine.

#### **Problem Description**

Rule Engine <*IP Address*> stopped.

#### **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\_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 25: CCA Compliance**

# **CCA** Compliance

CCA Start	Compliance timer
On Connect	Enabled
On Connect	Disabled
On Progress	Enabled
On Progress	Disabled

Sr. No	Test Data	Enhanc ed CCA	CCA timeout	Compli ance times	Live voice Offset	Start of Voice offset	Record ed messag e offset	Live Voice - SOV	Comme nt
1	100 agents 5000 Answer Human 5000 Answer Machine	ON	7500	Start of voice timeout 2000 Live voice timeout 1800	2300 to 2400	1150 (avg) - for Answer Human 200 (avg) - for Answer Machine	1850 (avg)	1240 (avg) - checked few random sessions	
2	200 agents 5000 Answer Human 5000 Answer Machine	ON	7500	Start of voice timeout 2000 Live voice timeout 1800	not populate d in	1150 (avg) - for Answer Human 200 (avg) - for Answer Machine	1850 (avg)	1240 (avg) - checked few random sessions	

Table continues...

Sr. No	Test Data	Enhanc ed CCA	CCA timeout	Compli ance times	Live voice Offset	Start of Voice offset	Record ed messag e offset	Live Voice - SOV	Comme nt
3	1 agent 3 Answer Human 3 Answer Machine	ON	7500	Start of voice timeout 2000 Live voice timeout 1650	2380	1130 (avg) - for Answer Human 240 → for Answer Machine	1860	1240 and 1260	
4	1 agent 3 Answer Human 3 Answer Machine	ON	7500	Start of voice timeout 2000 Live voice timeout 1600	2380	1130 (avg) - for Answer Human 240 → for Answer Machine	1860	1240 and 1260	Answeri ng Machine contact is also connect ed to the agent.

# **Chapter 26: Troubleshooting Cache service**

# Campaign status does not change from Stopping state after a user stops the campaign

#### Solution

In the POM Cache database, verify that there is no active call between POM and the customer. To do this, send a query to the Apache Ignite database by running the following script:

1. On the local POM server, download a binary release <u>ZIP archive</u> package of a version of Apache Ignite similar to the version installed on the POM system.

You can retrieve the installed version of Apache Ignite from PomCacheService.out log file located in the \$POM\_HOME/logs directory.

In the file, the version number is in the line after the Apache Ignite banner.

For example, in ver. 2.8.1#20200521-sha1:86422096, the version number is 2.8.1

For more information, see Implementing Avaya Proactive Outreach Manager.

2. In your operating system, in the **IGNITE\_HOME** folder, unzip the downloaded package. Your system must have a Java 1.8 or a higher version.

On the POM server, in the classpath, ensure that the ignite-core.jar file is present.

- 3. To connect to Apache Ignite Cluster through the SQLLine Tool, do the following:
  - a. On the POM server, go to POM\_HOME/IGNITE\_HOME/bin directory By default,

The path for the **POM\_HOME** directory is /opt/Avaya/avpom/POManager

The path for IGNITE\_HOME directory is /data/PomCache

You can see the path for both directories at:

/opt/Avaya/avpom/POManager/config/pomCache.properties

b. To connect SQLLine tool to the Apache Ignite cluster, run the following command:

```
"jdbc:ignite:thin://[address]:
[port];sslMode=require&sslTrustAll=true&sslClientCertificateKey
StoreUrl=[KeystorePath]&sslClientCertificateKeyStorePassword=[
KeystorePassword]&sslTrustCertificateKeyStoreUrl=[TruststorePat
h]&sslTrustCertificateKeyStorePassword=[TruststorePassword];
user=[username];password=[password]"
```

where,

address is the IP address of the server where Apache Ignite is deployed. port is the default thin client port for Apache Ignite (Port number is 10800) KeystorePath is the path to the location of the POM Keystore KeystorePassword is the password to access the POM Keystore TruststorePath is the path to the location of the POM Truststore TruststorePassword is the password to access the POM Truststore username is the name of the user of Apache Ignite By default, the username is ignite and password is ignite. For example, ./sqlline.sh --verbose=true -u "jdbc:ignite:thin:// 10.133.73.107:10800/? sslMode=require&sslTrustAll=true&sslClientCertificateKeyStoreUr l=/opt/Avaya/avpom/POManager/config/ pomKeyStore&sslClientCertificateKeyStoreUral=/opt/Avaya/avpom/POManager/config/

#### Note:

On the Apache Ignite server, run the following command, and then run your SQL queries:

pomTrustStore&sslTrustCertificateKeyStorePassword=changeit;user

```
"!outputformat vertical"
```

=ignite;password=ignite"

For more information and similar examples, see the official document of Apache Ignite Tools and Analytics (SQLLine).

Ensure that there is no contact with action state value as 256.

#### Important:

The action state 256 denotes an active call between POM and the customer.

After the call is disposed, POM completes the campaign and then marks the campaign as **Completed**.

# Cache client node disconnects from the Cache cluster due to network outage.

#### Cause

A network outage breaks a socket connection between the node client (Campaign Manager, Agent Manager, and Campaign Director) and the Cache Service.

#### Solution

After the network restores, the system connects the node client automatically to the Cache Service.

On the POM server, at the pom/HOME/logs location, a user can verify whether a client node was disconnected and is restored.

For a critical failure, after the node recovery mechanism starts working, the system prints a new version of topology in the .out file logs.

The client node count restores to the original count, and the system prints the latest version of the topology.

# POM Manager page displays status of the Cache Service as STOPPED.

#### Condition

Alarm Manager page displays an alarm number P\_POMCA001.

#### Cause

The Cache Service is not working.

#### Solution

From the POM Manager page, restart the POM Cache Service.

After restarting the service, to verify whether the Recovery Mechanism works, open the .out log files.

# Chapter 27: Troubleshooting widgets in Workspaces

# **Troubleshooting generic issues**

#### Solution

1. In the widget config file, change the parameter Log\_level to *debug*.

The widget config file is in the following location:

<Widget-install-location>\pom-connectorwidget\conf\properties.json

The debug mode enables you to collect the browser logs of Workspaces.

- In a Google Chrome browser, click in the window's blank space, and then press F12.
   The system displays the Google Chrome Developer Tools.
- 3. In the Google Chrome window, access the URL of the Workspaces portal.
- 4. On the Console tab, select the log files, right-click and select Save As.You can save the file as a .log file on your PC.
- 5. Save the following log files:
  - POM Logs
    - PIM\_AgtSDKService.log
    - PIM\_AgtSDKApi.log
    - PIM\_AgtMgr.log
    - POM\_NailerDriver.log
  - MPP Logs
    - CCXML-SessionSlot
  - Workspace
    - Browser logs
    - Agent Desktop logs
    - HAR file
    - Browser details
- 6. On the **Network** tab, select the HAR files, right-click and click **Save as HAR with content**. You can save the file as a .har file on your PC.

7. Send all the saved .log and .har files to Avaya Support to troubleshoot the problem.

# Troubleshooting agent getting stuck in manual mode if the phone of the agent is used in the Avaya Workspaces for Elite is reconnected while in active conversation

#### Condition

Agent getting stuck in manual mode if the phone of the agent is used in the Avaya Workspaces for Elite is reconnected while in active conversation.

#### Cause

Agent logout from Avaya one-X<sup>®</sup> Agent and re-login to Avaya one-X<sup>®</sup> Agent or reconnects to Avaya one-X<sup>®</sup> Agent.

#### Solution

The agent has to re-login Avaya Workspaces for Elite.

# Widgets do not load due to a non-secure server connection

#### Cause

The configuration of the web server for HTTPS and CORS is incorrect.

#### Solution

1. Configure the web server for both HTTPS and CORS.

For more information about how to configure and enable HTTPS and CORS, see the  $\tt Web$  <code>Server Guide</code>.

You must see the web server guide of the web server that you use.

2. Host the web server on the same network as the Avaya Oceana<sup>®</sup> Solution.

# External widgets do not load

#### Cause

The configuration of the Connector widget in Avaya Aura® System Manager is incorrect.

As a result, the Connector widget cannot establish a connection to the Outreach servers to load the external widgets.

You can access the POM Connector widget at:

https://<widgetserver-baseURL>/pom-connectorwidget/css/pom-connector.css

#### Solution

1. On the UCA configuration page, verify whether you can access the URL of the widget location base.

You can access the widget location base at https://<widgetserver-baseURL

- 2. In a client browser, verify whether you can access the URL of the widget location base.
- 3. In a Google Chrome browser, access the URL of POM Server Agent SDK Service.

You can access the widget location base at https://<pomserver-ip>>:6443

4. In a client browser, access the URL of POM Server Agent SDK Service.

You must ensure that the URL of POM Server Agent SDK Service is accessible from your local browser and from the client browser.

# **Chapter 28: Contacting Support Services**

# **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 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 <u>http://support.avaya.com</u>. 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 by using an account with the administrator user role.
- 2. Collect the alarm report from the Alarm Manager menu as follows:
  - a. In the navigation 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 as follows:
  - a. In the navigation 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 as follows:
  - a. In the navigation 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.
- Collect the avaya.vpms.log.\* file from /opt/Avaya/ExperiencePortal/VPMS/ logs.
- 6. Collect the catalina.\* files from the \$CATALINA\_HOME/logs folder.
- 7. Collect all POM logs by using the command \$POM\_HOME/bin/getpomlogs.sh --logs and wait for system to collect all POM logs and pack the logs for sending to the support team for investigation.
- 8. If you face 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 29: Resources**

# **Documentation**

For information on feature administration, interactions, considerations, and security, see the following POM documents available on the Avaya Support site at <u>https://www.avaya.com/support</u>:

Title	Description	Audience
Implementing Avaya Proactive Outreach Manager	Provides information about installing and configuring Proactive Outreach Manager.	Implementation engineers
Migrating Avaya Proactive Outreach Manager	Provides information about migrating Proactive Outreach Manager.	Implementation engineers
Using Avaya Proactive Outreach Manager	Provides general information about field descriptions and procedures for using Proactive Outreach Manager.	Users
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
Avaya 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
Using Avaya Proactive Outreach Manager Reports	Provides information about reports in Proactive Outreach Manager.	Users System administrators
Using Avaya Proactive Outreach Manager Supervisor dashboard	Provides information about Avaya Proactive Outreach Manager Supervisor dashboard.	Supervisors

You must install Avaya Experience Portal before you install POM. You will find references to Avaya Experience Portal documentation at various places in the POM documentation.

# Finding documents on the Avaya Support website Procedure

1. Go to https://support.avaya.com.

- 2. At the top of the screen, type your username and password and click Login.
- 3. Click Support by Product > Documents.
- 4. In **Enter your Product Here**, type the product name and then select the product from the list.
- 5. In **Choose Release**, select an appropriate release number.
- 6. In the **Content Type** filter, click a document type, or click **Select All** to see a list of all available documents.

For example, for user guides, click **User Guides** in the **Content Type** filter. The list displays the documents only from the selected category.

7. Click Enter.

# Support

Go to the Avaya Support website at <u>https://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.

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