

Troubleshooting Avaya Proactive Outreach Manager

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Contents

Chapter 1: Introduction	. 12
Introduction	. 12
Purpose	. 12
Change History	. 12
Warranty	. 13
Chapter 2: Diagnostic Procedures	. 14
Diagnostic Procedures	. 14
Troubleshooting categories	. 14
Collecting information related to a problem	. 14
POM system status	
Checking POM status	. 16
Unable to generate a log or alarm report	. 17
Chapter 3: Troubleshooting Pluggable Data Connector	. 18
PDC does not immediately play a notification	
Chapter 4: Troubleshooting slow dialing	19
Overcoming slow dialing	
Chapter 5: Troubleshooting POM server applications on Websphere	
POM Nailer and POM Driver applications do not initalize on the POM server	
Chapter 6: Troubleshooting install and uninstall	
Troubleshooting install and uninstall.	
Proactive Outreach Manager is partially installed	
Primary or auxiliary EPM is not installed	
Server Error.	
Unsupported version of Voice Portal or Avaya Experience Portal	
Database User does not have sufficient privileges	
Database Connection Attempt Failed	
Failed to connect to the database	
Name of the database does not exist	. 24
Failed to configure an operational database	24
Log in failed	. 26
Invalid port number	. 26
Enter Oracle, or Postgres, or MS SQL as dbtype	26
Database user does not exist	. 27
IVR application error	. 27
After POM Upgrade, campaigns on POM Monitor job displays -1 for unattempted contact	-
when that job is allocated to the Auxiliary POM server	
Chapter 7: Troubleshooting Campaigns	
Troubleshooting Campaigns	
Campaigns start and stop immediately without dialing	. 29

Calls are stuck in in-progress state	29
Agent ID is missing for agent-handled calls in campaign detail report and response	
parameters are missing for selection request in external selection	
Campaign is stuck in a pausing or stopping state	30
Monitor does not show any dispositions	30
Resource temporarily unavailable	31
Monitor does not show any dispositions and campaign state is Active	32
Out Call Web Service returned fault: Transport error: 401 Error: Unauthorized	32
Finite campaigns are in unfinished state for long time	32
Unable to start 300 scheduled jobs	33
Campaigns do not dial for sometime	33
Contact remains with the agent when the outbound call is disposed	
Higher Nuisance rate	
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	
Uploaded file xxxxxx cannot be read	
Error occurs after running an import with ID xx	
Java heap dump while importing contacts	
Invalid File	
Attribute names not present in system	
Duplicate attribute names	
Owner of this data source doesn't have the access to attributes	
Error Occurred While Import : Auth cancel	
Error : Invalid File. File does not start with 'ID' or Invalid file Encoding	
Error while importing contacts to a contact list having active campaigns associated	
Contact import fails when query length is more than 3990 characters	
Chapter 9: Troubleshooting Campaign Strategy Editor	
Troubleshooting campaign strategy editor issues	
Error: Answer_Human result must be handled for a call action with Application	
Error: The content of element 'attachment' is not complete. One of '{url}' is expected	
Call Answered result must be handled for a call action with Application Error: One or more condition Nodes under Sender's Address tag does not have address	42
property specified	12
Error: Attribute 'value' must appear on element 'condition'	
The content of element 'tns:AvayaPIMContactStrategy' is not complete. One of	42
'{NotificationText, Handler}' is expected	13
Error: The E-Mail address value of From Address of Mail node is invalid	
Error: The E-Mail address value of From Address of Mail hode is invalid	
Error: Attribute 'attribute' must appear on element 'exception'	-
Error: A Handler must be present for the state initial	44

Error: Given Max Value is not numeric	44
Error:Given Min Value is not numeric	44
Error: The content of element 'Handler' is not complete. One of '{action}' is expected	
Error: Attribute 'attribute' must appear on element 'Sender's Address'	
Error: The content of element 'Application' is not complete. One of '{AvayaNotify,	
AvayaAgent, Custom, url}' is expected	45
Error: Attribute 'attribute' must appear on element 'restrict'	
Error: One or more call Nodes does not have Driver App selected	
Error: The content of element 'exception' is not complete. One of '{Value, Min Value, Max	
Value}' is expected	46
Error: Attribute 'Global_ID' must appear on element 'override'	46
Error: Handler not found for the state A used in result node	46
Error: There is no Notification Text for the Text ID 1 used in AvayaNotify node	47
Error: The content of element 'restrict' is not complete. One of '{Value, minValue,	
maxValue}' is expected	47
Error: Attribute Text ID must appear on element AvayaNotify	47
Error: Attribute 'ID' must appear on element 'Notification Text'	
Error: Notification Text node's default language value needs to be one of its Text Item	
node's language	48
Error: The content of element 'address' is not complete. One of '{ContactAttribute}' is	
expected	48
Error: Attribute 'VDN' must appear on element 'AvayaAgent'	49
Error: Attribute 'Next State' must appear on element 'result'	
Error: Attribute 'value' must appear on element 'result'	
Error: The content of element 'Text Item' is not complete. One of '{text}' is expected	
Error: Duplicate result handler for Answer Human in \$2 action	
Error: For the set Result Node value, Application Node is not applicable	
Error: POM is not able to fetch skills from AACC	
Connection Failed	
POM does not route call to agent VDN	
Browser becomes unresponsive while editing the campaign strategy	
Preview time is set to 1 second, but POM does not dial the call after 1 second	
Chapter 10: Troubleshooting database Troubleshooting database	
Connection to the database failed. Please configure the database before starting POM	55
Server	53
org.hibernate.exception.GenericJDBCException: Cannot open connection	
org.hibernate.exception.ConstraintViolationException: could not insert	
The page cannot be displayed	
HTTP Status 500 server encountered an internal error() that prevented it from fulfilling this	
request	
Data stream breaks	
The page is not displayed	
The page is not found	59

Fatal Error occurred please contact your system administrator. 60 HTTP stats 404- /NP_POM/faces/error.xhtml The requested resource (path above) is not available. 60 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. 61 Fine tuning MSSQL parameters. 61 Fine tuning Oracle parameters. 63 POM services are unable to connect to the database. 63 Synchronization of Organizations, Users, and Zones on Avaya Experience Portal fails across data centers. 64 Chapter 11: Troubleshooting FIPS. 68 java.security/KeyStoreException. 69 java.security/KeyStoreException. 69 Chapter 12: Troubleshooting POM Servers. 71 Troubleshooting POM Servers. 71 Connection to the database failed. Please configure the database before starting POM server. 72 Error while importing contacts. 73 Another instance of this service is running! Please try again after some time. 73 Another instance of this service is running! Please try again after some time. 74 Performance issues at the time of Agent login. 75 Abnormal growth of MSSQL TempDB storage. <th>Chinese User Interface is displayed in English</th> <th> 60</th>	Chinese User Interface is displayed in English	60
HTTP stats 404- /VP_POM/faces/error.xhtml The requested resource (path above) is not 60 available		
Exception occurred Module POMCM Method JobContactB0.java.updateActionState Exception Type org.hibernate.exception.LockAcquisitionException: could not execute update query, please see POM log files for details. Fine tuning MSSQL parameters. 61 Fine tuning Oracle parameters. 63 POM services are unable to connect to the database. 63 Synchronization of Organizations, Users, and Zones on Avaya Experience Portal fails across data centers. Chapter 11: Troubleshooting FIPS . 64 Synchronization of Organizations, Users, and Zones on Avaya Experience Portal fails java.security.KeyStoreException. 69 java.security.KeyStoreException. 69 Chapter 12: Troubleshooting POM Servers. Troubleshooting POM Servers. 71 Troubleshooting Contacts. 73 Another instance of this service is running! Please try again after some time. 73 Fatal Error Occured. Please contact your System Administrator. 74 Performance issues with POM server. 74 Performance issues with POM server. 74 P	· · ·	
Exception Type org.hibernate.exception.LockAcquisitionException: could not execute update query, please see POM log files for details 61 Fine tuning MSQL parameters 61 Fine tuning Oracle parameters 63 POM services are unable to connect to the database. 63 Synchronization of Organizations, Users, and Zones on Avaya Experience Portal fails across data centers. 64 Chapter 11: Troubleshooting FIPS 68 java.security.KeyStoreException 68 java.security.KeyManagementException 69 Chapter 12: Troubleshooting POM Servers 71 Troubleshooting POM Servers 71 Internal Server error or Service Temporarily Unavailable error on POM Homepage 71 Internal Server error or Service Temporarily Unavailable error on POM Homepage 71 Server 72 2 Error while importing contacts 73 Another instance of this service is running! Please try again after some time 73 Statal Error Occurred. Please contact your System Administrator 74 Performance issues with POM server 74 Performance issues at the time of Agent login 75 Abnormal growth of MSSQL TempDB storage 75 High POM server a		60
update query, please see POM log files for details 61 Fine tuning MSSQL parameters 61 Fine tuning Oracle parameters 63 POM services are unable to connect to the database 63 Synchronization of Organizations, Users, and Zones on Avaya Experience Portal fails across data centers 64 Chapter 11: Troubleshooting FIPS 68 java.security,KeyStoreException 69 java.security,KeyManagementException 69 Chapter 12: Troubleshooting POM Servers 71 Troubleshooting POM Servers 71 Internal Server error or Service Temporarily Unavailable error on POM Homepage 71 Connection to the database failed. Please configure the database before starting POM server. 72 Error while importing contacts 73 Another instance of this service is running! Please try again after some time. 73 Cannot delete the Completion Code associated with Campaigns. 74 Performance issues at the time of Agent login. 75 Ahormal growth of MSSQL TempDB storage. 76 Tomcat performance issues. 77 Tomcat performance issues. 76 POM and pomkafka service does not restart properly on RHEL version 6.7 or earlier 78	•	
Fine tuning MSSQL parameters 61 Fine tuning Oracle parameters 63 POM services are unable to connect to the database. 63 Synchronization of Organizations, Users, and Zones on Avaya Experience Portal fails across data centers. 64 Chapter 11: Troubleshooting FIPS. 68 java.security.KeyStoreException. 69 java.security.KeyManagementException. 69 java.security.KeyManagementException. 69 Chapter 12: Troubleshooting POM Servers. 71 Troubleshooting POM Servers. 71 Troubleshooting POM Servers. 71 Connection to the database failed. Please configure the database before starting POM server. 72 Error while importing contacts. 73 Another instance of this service is running! Please try again after some time. 73 Fatal Error Occurred. Please contact your System Administrator. 73 Cannot delete the Completion Code associated with Campaigns. 74 Performance issues at the time of Agent login. 75 Abnormal growth of MSSQL TempDB storage. 76 High POM server and database CPU utilization. 76 POM and pomkafka service does not restart properly on RHEL version 6.7 or earlier versions. <td< td=""><td></td><td></td></td<>		
Fine tuning Oracle parameters 63 POM services are unable to connect to the database. 63 Synchronization of Organizations, Users, and Zones on Avaya Experience Portal fails across data centers. 64 Chapter 11: Troubleshooting FIPS. 68 java.security.KeyStoreException 69 gava.security.KeyManagementException 69 Chapter 12: Troubleshooting POM Servers. 71 Troubleshooting POM Servers. 71 Internal Server error or Service Temporarily Unavailable error on POM Homepage. 71 Connection to the database failed. Please configure the database before starting POM server. 72 Error while importing contacts. 73 Another instance of this service is running! Please try again after some time. 73 Fatal Error Occurred. Please contact your System Administrator. 74 Performance issues with POM server. 74 Performance issues at the time of Agent login. 75 Abnormal growth of MSSQL TempDB storage. 75 High POM service issues. 76 External tomcat application server issues. 76 DOM and pomkafka service does not restart properly on RHEL version 6.7 or earlier versions. 78 POM and pomkafka service does not r		
POM services are unable to connect to the database		
Synchronization of Organizations, Users, and Zones on Avaya Experience Portal fails 64 Chapter 11: Troubleshooting FIPS 68 java.security.KeyStoreException 68 java.io.FileNotFoundException 69 Chapter 12: Troubleshooting POM Servers 71 Troubleshooting POM Servers 71 Internal Server error or Service Temporarily Unavailable error on POM Homepage. 71 Connection to the database failed. Please configure the database before starting POM server. 72 Error while importing contacts 73 Another instance of this service is running! Please try again after some time 73 Fatal Error Occurred. Please contact your System Administrator. 73 Cannot delete the Completion Code associated with Campaigns. 74 Performance issues with POM server. 74 Performance issues at the time of Agent login. 75 Abnormal growth of MSSQL TempDB storage. 77 Scheduling maintenance. 78 POM and pomkafka service does not restart properly on RHEL version 6.7 or earlier 78 Versions. 78 Configuring the storage of Kafka logs. 80 Logs are not generated for a particular POM server in a multiple POM set up. 81		
across data centers 64 Chapter 11: Troubleshooting FIPS 68 java.security.KeyStoreException 69 java.security.KeyManagementException 69 Chapter 12: Troubleshooting POM Servers 71 Troubleshooting POM Servers 71 Internal Server error or Service Temporarily Unavailable error on POM Homepage 71 Connection to the database failed. Please configure the database before starting POM server. 72 Error while importing contacts 73 Another instance of this service is running! Please try again after some time 73 Fatal Error Occurred. Please contact your System Administrator. 73 Cannot delete the Completion Code associated with Campaigns. 74 Performance issues with POM server. 74 Performance issues at the time of Agent login. 75 Abnormal growth of MSSQL TempDB storage. 76 External tomcat application server issues. 76 Tomcat performance issues. 78 Configuring the storage of Kafka logs. 80 Logs are not generated for a particular POM server in a multiple POM set up. 81 POM Agent transfer issue with Avaya response. 81 Setting a log level on		63
Chapter 11: Troubleshooting FIPS. 68 java.security.KeyStoreException. 68 java.io.FileNotFoundException. 69 java.security.KeyManagementException. 69 Chapter 12: Troubleshooting POM Servers. 71 Troubleshooting POM Servers. 71 Internal Server error or Service Temporarily Unavailable error on POM Homepage. 71 Connection to the database failed. Please configure the database before starting POM server. 72 Error while importing contacts. 73 Another instance of this service is running! Please try again after some time. 73 Fatal Error Occurred. Please contact your System Administrator. 73 Cannot delete the Completion Code associated with Campaigns. 74 Performance issues with POM server. 74 Performance issues at the time of Agent login. 75 Abnormal growth of MSSQL TempDB storage. 75 High POM server and database CPU utilization. 76 External tomcat application server issues. 76 Tomcat performance. 78 POM and pomkafka service does not restart properly on RHEL version 6.7 or earlier versions. 77 Scheduling maintenance. 78 </td <td>· · · ·</td> <td></td>	· · · ·	
java.security.KeyStoreException 68 java.io.FileNotFoundException 69 java.security.KeyManagementException 69 Chapter 12: Troubleshooting POM Servers 71 Troubleshooting POM Servers 71 Internal Server error or Service Temporarily Unavailable error on POM Homepage 71 Connection to the database failed. Please configure the database before starting POM server. 72 Error while importing contacts 73 Another instance of this service is running! Please try again after some time. 73 Fatal Error Occurred. Please contact your System Administrator. 73 Cannot delete the Completion Code associated with Campaigns. 74 Performance issues at the time of Agent login. 75 Abnormal growth of MSSQL TempDB storage. 75 High POM server and database CPU utilization. 76 External tomcat application server issues. 77 Scheduling maintenance. 78 POM and pomkafka service does not restart properly on RHEL version 6.7 or earlier versions. 78 Configuring the storage of Kafka logs. 80 Logs are not generated for a particular POM server in a multiple POM set up. 81 POM Agent	across data centers	64
java.io.FileNotFoundException	Chapter 11: Troubleshooting FIPS	68
java.security.KeyManagementException	java.security.KeyStoreException	68
Chapter 12: Troubleshooting POM Servers. 71 Troubleshooting POM Servers. 71 Internal Server error or Service Temporarily Unavailable error on POM Homepage. 71 Connection to the database failed. Please configure the database before starting POM server. 72 Error while importing contacts. 73 Another instance of this service is running! Please try again after some time. 73 Fatal Error Occurred. Please contact your System Administrator 73 Cannot delete the Completion Code associated with Campaigns. 74 Performance issues with POM server. 74 Performance issues at the time of Agent login. 75 Abnormal growth of MSSQL TempDB storage. 76 External tomcat application server issues. 76 Tomcat performance issues. 77 Scheduling maintenance. 78 POM and pomkafka service does not restart properly on RHEL version 6.7 or earlier 78 Configuring the storage of Kafka logs. 80 Logs are not generated for a particular POM server in a multiple POM set up. 81 POM Agent transfer issue with Avaya response. 81 Setting a log level on Kafka Client. 82 Chapter 13: Troubleshooting EventSDK Kafka Server<	java.io.FileNotFoundException	69
Troubleshooting POM Servers. 71 Internal Server error or Service Temporarily Unavailable error on POM Homepage. 71 Connection to the database failed. Please configure the database before starting POM server. 72 Error while importing contacts. 73 Another instance of this service is running! Please try again after some time. 73 Fatal Error Occurred. Please contact your System Administrator 73 Cannot delete the Completion Code associated with Campaigns. 74 Performance issues with POM server. 74 Performance issues at the time of Agent login. 75 Abnormal growth of MSSQL TempDB storage. 75 High POM server and database CPU utilization. 76 External tomcat application server issues. 76 Tomcat performance issues. 77 Scheduling maintenance. 78 POM and pomkafka service does not restart properly on RHEL version 6.7 or earlier versions. 78 Configuring the storage of Kafka logs. 80 Logs are not generated for a particular POM server in a multiple POM set up. 81 POM Agent transfer issue with Avaya response. 81 Setting a log level on Kafka Client. 82 Chapter 13: Troubleshooting EventSD	java.security.KeyManagementException	69
Troubleshooting POM Servers. 71 Internal Server error or Service Temporarily Unavailable error on POM Homepage. 71 Connection to the database failed. Please configure the database before starting POM server. 72 Error while importing contacts. 73 Another instance of this service is running! Please try again after some time. 73 Fatal Error Occurred. Please contact your System Administrator 73 Cannot delete the Completion Code associated with Campaigns. 74 Performance issues with POM server. 74 Performance issues at the time of Agent login. 75 Abnormal growth of MSSQL TempDB storage. 75 High POM server and database CPU utilization. 76 External tomcat application server issues. 76 Tomcat performance issues. 77 Scheduling maintenance. 78 POM and pomkafka service does not restart properly on RHEL version 6.7 or earlier versions. 78 Configuring the storage of Kafka logs. 80 Logs are not generated for a particular POM server in a multiple POM set up. 81 POM Agent transfer issue with Avaya response. 81 Setting a log level on Kafka Client. 82 Chapter 13: Troubleshooting EventSD	Chapter 12: Troubleshooting POM Servers	71
Internal Server error or Service Temporarily Unavailable error on POM Homepage		
Connection to the database failed. Please configure the database before starting POM server	•	
Error while importing contacts 73 Another instance of this service is running! Please try again after some time. 73 Fatal Error Occurred. Please contact your System Administrator. 73 Cannot delete the Completion Code associated with Campaigns. 74 Performance issues with POM server. 74 Performance issues at the time of Agent login. 75 Abnormal growth of MSSQL TempDB storage. 75 High POM server and database CPU utilization. 76 External tomcat application server issues. 76 Tomcat performance issues. 77 Scheduling maintenance. 78 POM and pomkafka service does not restart properly on RHEL version 6.7 or earlier 78 Versions. 78 Configuring the storage of Kafka logs. 80 Logs are not generated for a particular POM server in a multiple POM set up. 81 POM Agent transfer issue with Avaya response. 81 Setting a log level on Kafka Client. 82 Chapter 13: Troubleshooting EventSDK Kafka Server 83 POM Manager page displays Kafka service status as STOPPED. 83 Kafka Server does not start on all POM servers. 83 POM fails to reassign Kafka		
Another instance of this service is running! Please try again after some time	5 S	72
Another instance of this service is running! Please try again after some time	Error while importing contacts	. 73
Fatal Error Occurred. Please contact your System Administrator. 73 Cannot delete the Completion Code associated with Campaigns. 74 Performance issues with POM server. 74 Performance issues at the time of Agent login. 75 Abnormal growth of MSSQL TempDB storage. 75 High POM server and database CPU utilization. 76 External tomcat application server issues. 76 Tomcat performance issues. 77 Scheduling maintenance. 78 POM and pomkafka service does not restart properly on RHEL version 6.7 or earlier 78 Versions. 78 Configuring the storage of Kafka logs. 80 Logs are not generated for a particular POM server in a multiple POM set up. 81 POM Agent transfer issue with Avaya response. 81 Setting a log level on Kafka Client. 82 Chapter 13: Troubleshooting EventSDK Kafka Server 83 POM Manager page displays Kafka service status as STOPPED. 83 Kafka Server does not start on all POM servers. 83 POM fails to reassign Kafka partitions after running a script to enable Kafka. 84		
Cannot delete the Completion Code associated with Campaigns		
Performance issues at the time of Agent login		
Abnormal growth of MSSQL TempDB storage. 75 High POM server and database CPU utilization. 76 External tomcat application server issues. 76 Tomcat performance issues. 77 Scheduling maintenance. 78 POM and pomkafka service does not restart properly on RHEL version 6.7 or earlier 78 Configuring the storage of Kafka logs. 80 Logs are not generated for a particular POM server in a multiple POM set up. 81 POM Agent transfer issue with Avaya response. 81 Setting a log level on Kafka Client. 82 Chapter 13: Troubleshooting EventSDK Kafka Server. 83 POM Manager page displays Kafka service status as STOPPED. 83 Kafka Server does not start on all POM servers. 83 POM fails to reassign Kafka partitions after running a script to enable Kafka. 84	Performance issues with POM server	. 74
Abnormal growth of MSSQL TempDB storage. 75 High POM server and database CPU utilization. 76 External tomcat application server issues. 76 Tomcat performance issues. 77 Scheduling maintenance. 78 POM and pomkafka service does not restart properly on RHEL version 6.7 or earlier 78 Configuring the storage of Kafka logs. 80 Logs are not generated for a particular POM server in a multiple POM set up. 81 POM Agent transfer issue with Avaya response. 81 Setting a log level on Kafka Client. 82 Chapter 13: Troubleshooting EventSDK Kafka Server. 83 POM Manager page displays Kafka service status as STOPPED. 83 Kafka Server does not start on all POM servers. 83 POM fails to reassign Kafka partitions after running a script to enable Kafka. 84	Performance issues at the time of Agent login	. 75
High POM server and database CPU utilization		
External tomcat application server issues.76Tomcat performance issues.77Scheduling maintenance.78POM and pomkafka service does not restart properly on RHEL version 6.7 or earlierversions.78Configuring the storage of Kafka logs.80Logs are not generated for a particular POM server in a multiple POM set up.81POM Agent transfer issue with Avaya response.81Setting a log level on Kafka Client.82Chapter 13: Troubleshooting EventSDK Kafka Server83POM Manager page displays Kafka service status as STOPPED.83Kafka Server does not start on all POM servers.83POM fails to reassign Kafka partitions after running a script to enable Kafka.84		
Scheduling maintenance	•	
POM and pomkafka service does not restart properly on RHEL version 6.7 or earlier 78 Versions	Tomcat performance issues	77
versions. 78 Configuring the storage of Kafka logs. 80 Logs are not generated for a particular POM server in a multiple POM set up. 81 POM Agent transfer issue with Avaya response. 81 Setting a log level on Kafka Client. 82 Chapter 13: Troubleshooting EventSDK Kafka Server. 83 POM Manager page displays Kafka service status as STOPPED. 83 Kafka Server does not start on all POM servers. 83 POM fails to reassign Kafka partitions after running a script to enable Kafka. 84	Scheduling maintenance	78
Configuring the storage of Kafka logs80Logs are not generated for a particular POM server in a multiple POM set up81POM Agent transfer issue with Avaya response81Setting a log level on Kafka Client82Chapter 13: Troubleshooting EventSDK Kafka Server83POM Manager page displays Kafka service status as STOPPED83Kafka Server does not start on all POM servers83POM fails to reassign Kafka partitions after running a script to enable Kafka84	POM and pomkafka service does not restart properly on RHEL version 6.7 or earlier	
Logs are not generated for a particular POM server in a multiple POM set up	versions	78
POM Agent transfer issue with Avaya response. 81 Setting a log level on Kafka Client. 82 Chapter 13: Troubleshooting EventSDK Kafka Server. 83 POM Manager page displays Kafka service status as STOPPED. 83 Kafka Server does not start on all POM servers. 83 POM fails to reassign Kafka partitions after running a script to enable Kafka. 84	Configuring the storage of Kafka logs	80
Setting a log level on Kafka Client. 82 Chapter 13: Troubleshooting EventSDK Kafka Server. 83 POM Manager page displays Kafka service status as STOPPED. 83 Kafka Server does not start on all POM servers. 83 POM fails to reassign Kafka partitions after running a script to enable Kafka. 84	Logs are not generated for a particular POM server in a multiple POM set up	. 81
Chapter 13: Troubleshooting EventSDK Kafka Server 83 POM Manager page displays Kafka service status as STOPPED 83 Kafka Server does not start on all POM servers 83 POM fails to reassign Kafka partitions after running a script to enable Kafka 84	POM Agent transfer issue with Avaya response	81
POM Manager page displays Kafka service status as STOPPED	Setting a log level on Kafka Client	82
POM Manager page displays Kafka service status as STOPPED	Chapter 13: Troubleshooting EventSDK Kafka Server	83
Kafka Server does not start on all POM servers		
POM fails to reassign Kafka partitions after running a script to enable Kafka		
	POM fails to reassign Kafka partitions after running a script to enable Kafka	84
	• • •	

Connection error in the zookeeperserver.out file	86
Error message in the kafkaserver.out file	. 87
CLI commands to troubleshoot POM Event SDK servers	. 88
After restarting Kafka servers, Kafka Consumer or POM Dashboard Service is unable to read	
events	90
One of the Kafka servers does not start after restarting all Kafka servers simultaneously	91
Failed to create Kafka topics with Exception Replication factor: xx larger than available	
brokers: xx	
The event client or Kafka consumer fails to receive enriched attempt events	. 92
Heartbeat events are not received by Event SDK client	92
Chapter 14: Troubleshooting POM Applications	94
Troubleshooting POM applications	
Application defined in the campaign cannot be started	
Log viewer displays an error message	
The system is experiencing technical difficulties, please try again later	
Wav files are not played	
Contact called does not add to the DNC list	
POM NailerDriver.log file displays a message "POM is not available" for more than one	
minute	. 96
Chapter 15: Troubleshooting POM Web Services	97
Troubleshooting VP_POMAgentAPIService and VP_POMCmpMgmtService Web services	
Service Temporarily Unavailable OR HTTP Status 404	
400 Unauthorized Error	
Faults for VP_POMAgentAPIService and VP_POMCmpMgmtService interfaces	. 98
Browser refresh issues	
Troubleshooting Agent Skill Refresh API	99
Troubleshooting Agent Skill Refresh API	
Chapter 16: Troubleshooting browser issues	
Internet Explorer version 11 stops working after using agent script	
Internet Explorer browser does not display pages of POM	
Internet Explorer browser sends the same response from Cache memory for identical requests	
Chapter 17: Troubleshooting POM Monitor	
Troubleshooting POM Monitor	
POM Monitor fails to refresh after every 2 seconds	
POM monitor stops working if you start POM by using the Mozilla Firefox browser version	102
58.0.1.	102
Failed to Initialize the POM Monitor. Possible reason is that the POM Monitor could not	
establish a connection to the server	103
Data Stream Has Been Broken	
Campaign/DataImport/DNCImport remains in intermediate state like 'pausing', waiting to	
	103
Campaign Status remains in Queue	104
Failed to Save Campaign Properties	

Discrepancy in the agent utilization and agent idle% values in POM monitor	104
Cannot update runtime parameters on campaign detail screen	105
Scrolling on POM Monitor slows down if more than 100 campaigns are running	
POM Monitor might slow down or might not open when all Campaign Managers are down	
during heavy load	106
POM monitor displays the Filtered contacts as 0	106
POM monitor displays the filtered contacts -1	108
Certificate error due to subject alternative name mismatch	108
POM monitor is not accessible on Aux IP	110
Chapter 18: Troubleshooting POM Reports	111
Monitor shows inconsistent data in tables and graphs in reports	111
POM Reports are not listed on Avaya Experience Portal	
POM reports do not display non-English fonts	
Chapter 19: Troubleshooting Telephony	
Troubleshooting Telephony	
Call transferred to an external agent through a trunk on Communication Manager fails	
The agent cannot hear the media stream of the customer after retrying the call to nail the	
agent	114
The nail-up call drops off due to higher loads	
Chapter 20: Troubleshooting directory structure	
Troubleshooting directory structure	
File import fails due to user error	
Calling list upload and NFS synchronization issues are observed in the NFS mount points	
on Multi-POM setups	116
Chapter 21: Troubleshooting POM Dashboard service	
Authentication failure	
Authorization failure	
Syncing failure	
General failure	
WebSocket failure	120
POM Kafka failure	121
POM Agent Manager failure	121
Pacing Parameter failure	121
Log file location	122
Chapter 22: POM Agent Manager	123
POM Agent Manager	
Exception in PIM_AgtMgr.log when Auxiliary POM server is switched to Master Mode from	
Dormant Mode	123
POM system maintenance	
POM server components failure	
Dialing stops due to deadlock on the database sessions in the agent manager	
Chapter 23: POM Log Files	126
POM log files	

About POM log files	126
Taking a backup of the POM log files on an external server	130
The Connection refused exceptions in POM REST logs while refreshing POM health check	
page	131
POM Campaign Director Logging improvements	132
Overview	132
Update to the Log4J Library	133
About log level	133
Log4j properties file	136
Format of the POM log files	139
Pattern of the messages in the POM log files	140
Masking log files	140
Chapter 24: Events and Alarms	142
Events and Alarms	142
POM events and associated alarms	142
Chapter 25: CCA Compliance	264
CCA Compliance	
Chapter 26: Troubleshooting Cache service	
Campaign status does not change from Stopping state after a user stops the campaign	
Cache client node disconnects from the Cache cluster due to network outage	
POM Manager page displays status of the Cache Service as STOPPED	
Chapter 27: Troubleshooting widgets in Workspaces	
Troubleshooting generic issues	
Troubleshooting agent getting stuck in manual mode if the phone of the agent is used in the	200
Avaya Workspaces for Elite is reconnected while in active conversation	270
Widgets do not load due to a non-secure server connection	
External widgets do not load	
Chapter 28: Contacting Support Services	
Contacting Support Services	
Information needed for support services to initiate troubleshooting	
Generating report from the EPM Web interface	
Chapter 29: Resources	
Documentation	
Finding documents on the Avaya Support website	
Support	
oupport	210

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:
		 Instructions to take a backup of POM log files on an external server.
		 Instructions to troubleshoot EventSDK Kafka Server, so that the server receives heartbeat events.

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
		 Instructions to sync organizations, users, and zones across data centers
		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 https://sales.avaya.com.

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.	
	 Collect additional information from your observations based on the system responses. 	
	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[®] 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[®] 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[®] 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[®] System Manager or Avaya Aura[®] 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[®] System Manager or Avaya Aura[®] 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
	 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>
	• 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,
	 IFO 05 Nov 2019 05:04:00.134 [CampaignDirector CampaignDirector.main:718] - Campaign Director Server IPAddress=10.133.84.49
	 IFO 05 Nov 2019 02:18:27.926 <pre>[ImportWorker_9]</pre> ImportDsJob.processImportJob] - ImportDsJob.processImportJob:2252 - Starting Import with jobId=9
	• 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,
	 FNE 05 Nov 2019 05:35:08.619 [EventPublisherTask JobStatisticsEventPublisherManager.Ev entPublisherTask.run:133] - EventPublisherTask started
	 FNE 05 Nov 2019 04:01:13.809 <pre>[Log4jPropertiesPoller Log4jPropertiesPoller.cancelTimer:72] <pre>- Stopping POM Monitor Polling timer thread</pre> </pre>
FINER	All public functions of classes log at this level.
FINER	These messages provide detailed information about tracing.
	For example,
	 FNR-RST 05 Nov 2019 05:42:01.988 [Cleanup-Thread] RestClient.getPOMALMServiceStatus:298 6] - Sending request to pom alm service for status for IPAddress=10.133.84.49 on Port=8,091
	 FNR 05 Nov 2019 05:42:01.347 [PimServerMonitor ContactAttemptsBO.getPerJobNuisanceCa llsCount:2481] - No running job found.

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,
	 FST-ZNE 05 Nov 2019 05:46:49.552 <pre>[ZoneManagementThread PimZoneDirectorBO.getOrphanedPimDirec torZoneList:357] - UpdateSinceInSeconds=0, CurrentMode=0</pre>
	 FST-ZNE 05 Nov 2019 05:46:44.548 [ZoneManagementThread ZoneManagementThread.getMyAllocatedZo nesReleasedNow:183] - Entering getMyAllocatedZonesReleasedNow
	 FST-ZNE 05 Nov 2019 05:46:44.549 [ZoneManagementThread] ZoneManagementThread.getMyAllocatedZo nesReleasedNow:204] - Exiting getMyAllocatedZonesReleasedNow

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.
Problem description The import job is paused. Proposed solution	
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.	
Problem description 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.

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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

ICD106

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	 Restart VPMS service. Check these log files: PIM_Web.log PIM_WebService.log 	
P_POMCD901		
Event code	P_POMCD901	
Event text	PimConfigData.initSys() Failed to retrieve VPMS system information.	

Event level	Information.
Trigger component	POM Administration.
Solution	 Restart VPMS service. Check these log files: PIM_Web.log PIM WebService.log
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	 Restart VPMS service. Check these log files: PIM_Web.log PIM_WebService.log
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.
Tuinanan annan an ant	

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.
Problem description Active job task not found.	
Proposed solution Procedure	
No corrective action is required.	
P_POMWS049	
Event code	P_POMWS049
Event text	Custom call pacing disabled for task.
Event level	Error event
Trigger component	Web service.
Problem description 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.
Problem description Job state is not paused.	
Related links <u>Proposed solution</u> on page 222	
Proposed solution Procedure	
No corrective action is required. Related links <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. P_POMWS058	
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 System Configuration > Alarm Codes 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**.

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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.
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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.
Problem description Active MQ Manager {0} stoppe	d.
Proposed solution Procedure	
No corrective action is required P_POMAMQ04	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[®] Agent and re-login to Avaya one-X[®] Agent or reconnects to Avaya one-X[®] 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[®] 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 [®] Contact Center — Proactive Outreach Manager Integration	Provides conceptual and procedural information about the integration between Avaya Aura [®] 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.

Index

Α

Abnormal growth	76
active campaign	
After restarting Kafka servers, Kafka Consumer or POM	
Dashboard Service is unable to read events.	90
agent	
agent gets stuck in manual mode WSfE	
agent VDN	51
alarm	
application server	76
authentication failure	119
authorization failure	119
Avaya support website support	276

С

Cache client node disconnects from the Cache cluster267 call
logging improvements <u>132</u>
campaign manager logs
campaigns display job as -1 <u>27</u>
Campaigns start and stop immediately without dialing <u>29</u>
Campaign status does not change from Stopping state after a
user stops the campaign <u>266</u>
CCA
CCA Compliance
CLI commands to troubleshoot POM Event SDK servers 88
collecting
information related to a problem <u>14</u>
communication manager <u>113</u>
configuring
throttling period <u>142</u>
Connection to the database failed <u>72</u>
contact import <u>39</u>
contacts
CPU, DB, POM
creating new directories file import fails <u>116</u>

D

dashboard log file location	<u>122</u>
database connection attempt failed	<u>23</u>
documentation	<u>275</u>
document changes	<u>12</u>

Ε

EP <u>111</u>	L
Error message in the kafkaserver.out file	2
events and associated alarms	3
examples	
log files	3
execute concurrent jobs	
table space <u>57</u>	2
external transfer	
disconnect supervision	3

F

fail	39
Failed to create Kafka topics with Exception Replication	
factor	<u>91</u>
For the set Result Node value, Application Node is not	
applicable	<u>50</u>

G

general failure	<u>120</u>
Generating report from the VPMS or EPM Web interface .	<u>273</u>

Н

heartbeat events not received by Event SDK client92	2
---	---

I

importing <u>39</u> Information needed for support services to initiate
troubleshooting
Internal Server error or Service Temporarily Unavailable error
Internet Explorer browser sends the same response <u>101</u>
Internet Explorer does not display POM pages <u>100</u>
IVR application error <u>27</u>

J

java.io.FileNotFoundException6	<u>;9</u>
java.security.KeyManagementException6	<u>9</u>

Κ

Kafka logs	
configuring storage	

L

Log4j	
properties file	136
logging levels	128

Ν

nail
nailerDriver.log file displays POM is not available
non-English fonts are not displayed112

0

One of the Kafka servers is in stopped state after restart	ng
all Kafka servers simultaneously	<u>91</u>
org.apache.catalina.LifecycleException	
outbound call is disposed by agent	<u>34</u>
Overcoming slow dialing	

Ρ

		P_POMCD0
P_POMAGT01		P POMCD0
P_POMAGT02		P_POMCD0
P_POMAGT03		P POMCD0
P_POMAGT04	<u>232</u>	P POMCD0
P_POMAGT06	<u>232</u>	P POMCD0
P_POMAGT07		P POMCD0
P_POMAGT08	<u>233</u>	P POMCD0
P_POMAGT10		P POMCD0
P_POMAGT11	<u>234</u>	P_POMCD0
P_POMAGT12		P POMCD0
P_POMAGT14		P POMCD0
P_POMAGT19		P POMCD0
P_POMAGT20	<u>236</u>	P POMCD0
P_POMAGT22		P POMCD0
P_POMAGT23		P POMCD0
P_POMAGT24		P POMCD0
P_POMAGT25		P POMCD0
P_POMAGT26		P POMCD0
P_POMAGT27	<u>238</u>	P POMCD0
P_POMAGT28	<u>239</u>	P POMCD0
P_POMAGT29		P POMCD0
P_POMAGT32	<u>240</u>	P_POMCD0
P_POMAGT34		P POMCD0
P_POMAGT35		P POMCD0
P_POMAGT36		P POMCD0
P_POMAGT39		P POMCD0
P_POMAGT40		P POMCD0
P_POMAGT41		P_POMCD0
P_POMAGT43		P POMCD0
P_POMAGT44	<u>246</u>	P POMCD0
P_POMAGT45		P POMCD0
P_POMAGT46		P POMCD0
P_POMAGT48		P POMCD0
P_POMAGT49	<u>248</u>	P POMCD0
		_

	P POMAGT50		248
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	P_POMCD039		<u>153</u>
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3	P POMCD068		160
7			
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<u>+</u>			
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<u>כ</u>	_	2	
2		2	
ž			
<u>j</u>		·····	
2	P_POMCD090		167
3	P_POMCD092		167
		-	

D DOMODOO2	407		105
P_POMCD093		P_POMCM017	
P_POMCD094		P_POMCM018	
P_POMCD095		P_POMCM019	
P_POMCD096		P_POMCM024	
P_POMCD097		P_POMCM025	
P_POMCD098		P_POMCM026	
P_POMCD100		P_POMCM027	
P_POMCD101		P_POMCM028	
P_POMCD102		P_POMCM029	
P_POMCD106		P_POMCM031	
P_POMCD107	<u>171</u>	P_POMCM042	
P_POMCD108	<u>172</u>	P_POMGN001	<u>187</u>
P_POMCD209	<u>172</u>	P_POMKF001	<u>145</u>
P POMCD216	<u>172</u>	P POMKF002	<u>145</u>
P POMCD224		P POMRPT01	
P [_] POMCD225		P POMRTR01	
P_POMCD226		P POMRTR02	
P POMCD227		P POMRTR04	
P POMCD228		P POMRTR05	
P POMCD229		P POMRTR06	
P POMCD230		P POMRTR07	
P POMCD231		P POMRTR08	
P POMCD232		P POMRTR09	
P POMCD233		P POMRTR10	
P POMCD233		P POMRTR11	
P POMCD235		P POMRTR12	
P POMCD236		P POMRTR12	
		P POMRTR13	
P_POMCD237		_	
P_POMCD238		P_POMRTR15	
P_POMCD241		P_POMRTR17 P POMRTR18	
P_POMCD905 P POMCD906			
P POMCD907		P_POMRTR19 P POMRTR20	
P POMCD907 P POMCD908		P POMRTR21	
P_POMCD909		P_POMRTR22	
P_POMCD910		P_POMRTR23	
P_POMCD911		P_POMRTR24	
P_POMCD912		P_POMRTR25	
P_POMCD913		P_POMSDK01	
P_POMCD914 P POMCD915		P_POMWS001	
_		P_POMWS002	
P_POMCD916		P_POMWS003	
P_POMCD917		P_POMWS004	
P_POMCD918		P_POMWS006	
P_POMCD919		P_POMWS007	
P_POMCD920		P_POMWS008	
P_POMCM002		P_POMWS009	
P_POMCM004		P_POMWS010	
P_POMCM006		P_POMWS013	
P_POMCM009		P_POMWS014	
P_POMCM010		P_POMWS016	
P_POMCM011		P_POMWS017	
P_POMCM012		P_POMWS018	
P_POMCM013		P_POMWS019	
P_POMCM014		P_POMWS020	
P_POMCM015		P_POMWS022	
P_POMCM016	<u>195</u>	P_POMWS023	

P POMWS024	211
P POMWS025	
P POMWS059	
P POMWS060	
P POMWS061	223
P POMWS062	
P POMWS063	
P POMWS064	
P POMWS065	
P POMWS066	
P POMWS067	
P POMWS068	
P POMWS073	
P POMWS074	
P_POMWS075	
P POMWS076	
P POMWS077	
P POMWS078	
Pacing Parameter failure	
PDC notification	
PIM AgtMgr.log file	
POM Agent Manager failure	
POM Agent Transfer Issue with Avaya Response	
POMAGT59	
pom campaign director	187
pom campaign director POM Kafka failure	187
pom campaign director POM Kafka failure POM log file	<u>187</u> 121
pom campaign director POM Kafka failure POM log file format	<u>187</u> <u>121</u> <u>139</u>
pom campaign director POM Kafka failure POM log file format POM log files	<u>187</u> <u>121</u> <u>139</u> <u>126</u>
pom campaign director POM Kafka failure POM log file format POM log files masking	<u>187</u> <u>121</u> <u>139</u> <u>126</u> <u>140</u>
pom campaign director POM Kafka failure POM log file format POM log files	<u>187</u> <u>121</u> <u>139</u> <u>126</u> <u>140</u>
pom campaign director POM Kafka failure POM log file format POM log files masking pattern of messages POM logs	<u>187</u> <u>121</u> <u>139</u> <u>126</u> <u>140</u> <u>140</u>
pom campaign director POM Kafka failure POM log file format POM log files masking pattern of messages POM logs generating logs in a multiple POM setup POM maintenance for agent manager	<u>187</u> <u>121</u> <u>139</u> <u>126</u> <u>140</u> <u>140</u> <u>81</u>
pom campaign director POM Kafka failure POM log file format POM log files masking pattern of messages POM logs generating logs in a multiple POM setup POM maintenance for agent manager	<u>187</u> <u>121</u> <u>139</u> <u>126</u> <u>140</u> <u>140</u> <u>81</u>
pom campaign director POM Kafka failure POM log file format POM log files masking pattern of messages POM logs generating logs in a multiple POM setup	187 121 139 126 140 140 140 140 124
pom campaign director POM Kafka failure POM log file format POM log files masking pattern of messages POM logs generating logs in a multiple POM setup POM maintenance for agent manager agent manager maintenance	187 121 139 126 140 140 140 140 124
pom campaign director POM Kafka failure POM log file format POM log files masking pattern of messages POM logs generating logs in a multiple POM setup POM maintenance for agent manager agent manager maintenance POM Manager page displays status of the Cache Service STOPPED.	<u>187</u> <u>121</u> <u>139</u> <u>126</u> <u>140</u> <u>140</u> <u>81</u> <u>124</u> as
pom campaign director POM Kafka failure POM log file format POM log files masking pattern of messages POM logs generating logs in a multiple POM setup POM maintenance for agent manager agent manager maintenance POM Manager page displays status of the Cache Service	187 121 139 126 140 140 140 140 124 268
 pom campaign director	187 121 139 126 140 140 81 124 as 268 106 102
pom campaign director POM Kafka failure POM log file format POM log files pattern of messages POM logs generating logs in a multiple POM setup POM maintenance for agent manager agent manager maintenance POM Manager page displays status of the Cache Service STOPPED. alarm number P_POMCA001 POM Monitor	187 121 139 126 140 140 81 124 as 268 106 102
 pom campaign director	187 121 139 126 140 140 81 124 as 268 106 102 21
 pom campaign director	187 121 139 126 140 140 81 124 as 268 106 102 21 111
 pom campaign director	187 121 139 126 140 140 81 124 as 268 106 102 21 111
 pom campaign director	187 121 139 126 140 140 81 124 as 268 106 102 21 111 16
 pom campaign director	187 121 139 126 140 140 81 124 as 268 106 102 21 111 16 52
 pom campaign director	187 121 139 126 140 140 81 124 as 268 106 102 21 111 16 52

Q

Q_POMAD001, P_PIMAD001	<u>143</u>
Q_POMAD002, P_PIMAD002	<u>144</u>
Q POMAGT62	<u>252</u>
Q POMCM040	<u>202</u>
Q_POMKF003, P_POMKF003	<u>144</u>

S

Save failed -Error:Duplicate result handler for Answer_Human in \$2 action5	<u>50</u>
service,	
restart	
POM and pomkafka7	<u>'8</u>
Setting a log level	
Kafka Client8	32
Subject name mismatch 10	8
support	' 6
Synchronization fails across data centers6	
syncing failure11	

Т

Taking a backup of the log files the Connection refused exceptions in log files The event client or Kafka consumer fails to receive enrich	. <u>131</u>
attempt events	<u>92</u>
tomcat performance	<u>77</u>
Troubleshooting Agent Skill Refresh API	
troubleshooting categories	14
troubleshooting generic issues	<u>269</u>

U

Unsupported version of Experience Portal	23
User does not have sufficient privileges	
user interface	

W

warning
Warranty
WebSocket Failure
while editing the campaign strategy the browser may become
unresponsive
Widgets do not load
Widgets do not load due to non-secure server connection 270