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Cisco IPCC Express Maintenance and Recovery Guide

Document ID: 44942

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Introduction

The Cisco IP Contact Center (IPCC) Express Maintenance and Recovery Guide is written for employees who maintain and troubleshoot the Cisco IPCC Express solution, specifically these people:

- Telephony Manager
- IT Manager
- IT Staff
- Contact Center Supervisors
- Telephony Subcontractors
- Cisco Systems Account Team

This document provides a useful guide to maintain and troubleshoot the components that make up the IPCC Express solution at your contact center. This document guides you to a solution directly or to contact the Cisco Technical Assistance Center (TAC). This document helps you remove some potential issues and enables you to supply TAC with detailed and useful information.

Note: This document does not cover:

- application–script specifics
- how to diagnose problems, errors, or issues in a Cisco component that do not affect an IPCC Express termination point
- how to diagnose problems, errors, or issues with non–Cisco components, except to rule out an impact caused by a Cisco component

Before You Begin

Conventions

For more information on document conventions, see the Cisco Technical Tips Conventions.

Prerequisites

Readers of this document should be knowledgeable of the following:

- Cisco standard architecture for Voice, Video and Integrated Data (AVVID) network design and implementation
- Cisco CallManager, Customer Response Solutions (CRS), and Unity system administration
- Network architecture
- Cisco IOS, Catalyst Software, Firmware, and other software modules

Components Used

The information in this document is based on the software and hardware versions below.

- CRS 3.x
- Cisco CallManager 3.2.x and 3.3.x

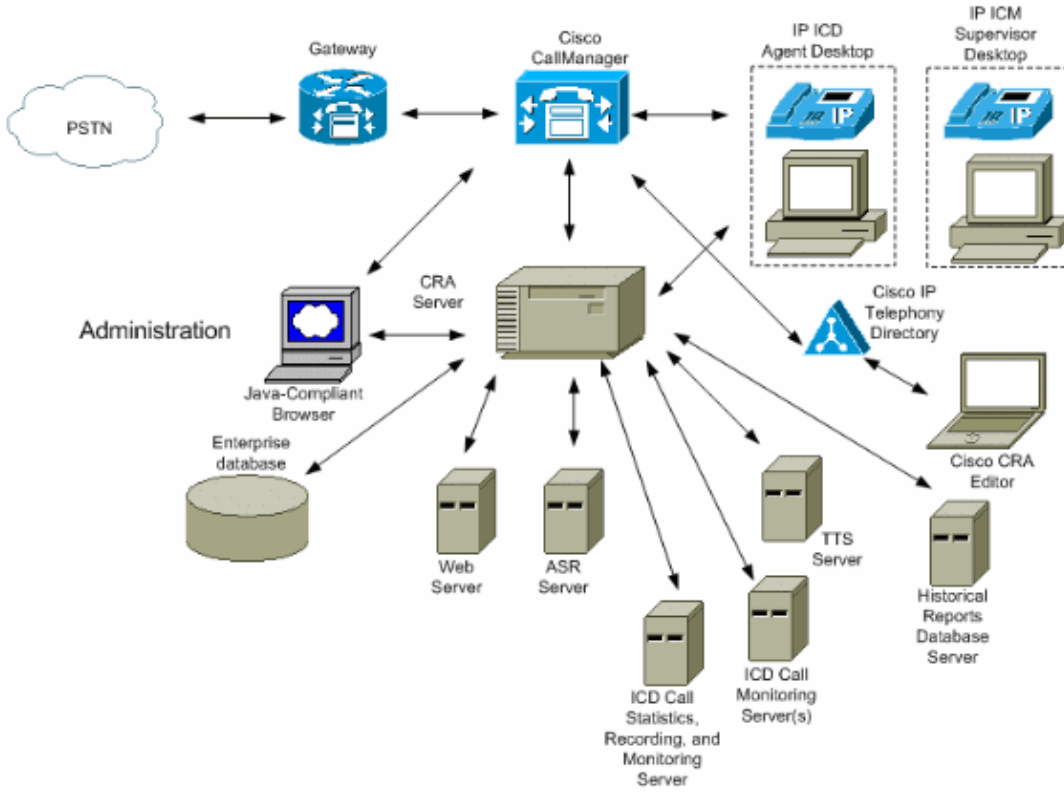
The information presented in this document was created from devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If you are working in a live network, ensure that you understand the potential impact of any command before using it.

Get Started

The Cisco IPCC Express solution includes a variety of software and hardware components. This document covers the methods to troubleshoot the potential errors, issues, and problems that can develop at the termination points of an IPCC Express implementation. This guide helps you understand the steps necessary to recover the system and also provides best practices to follow to facilitate a smooth recovery of the system.

Cisco IPCC Express Solution

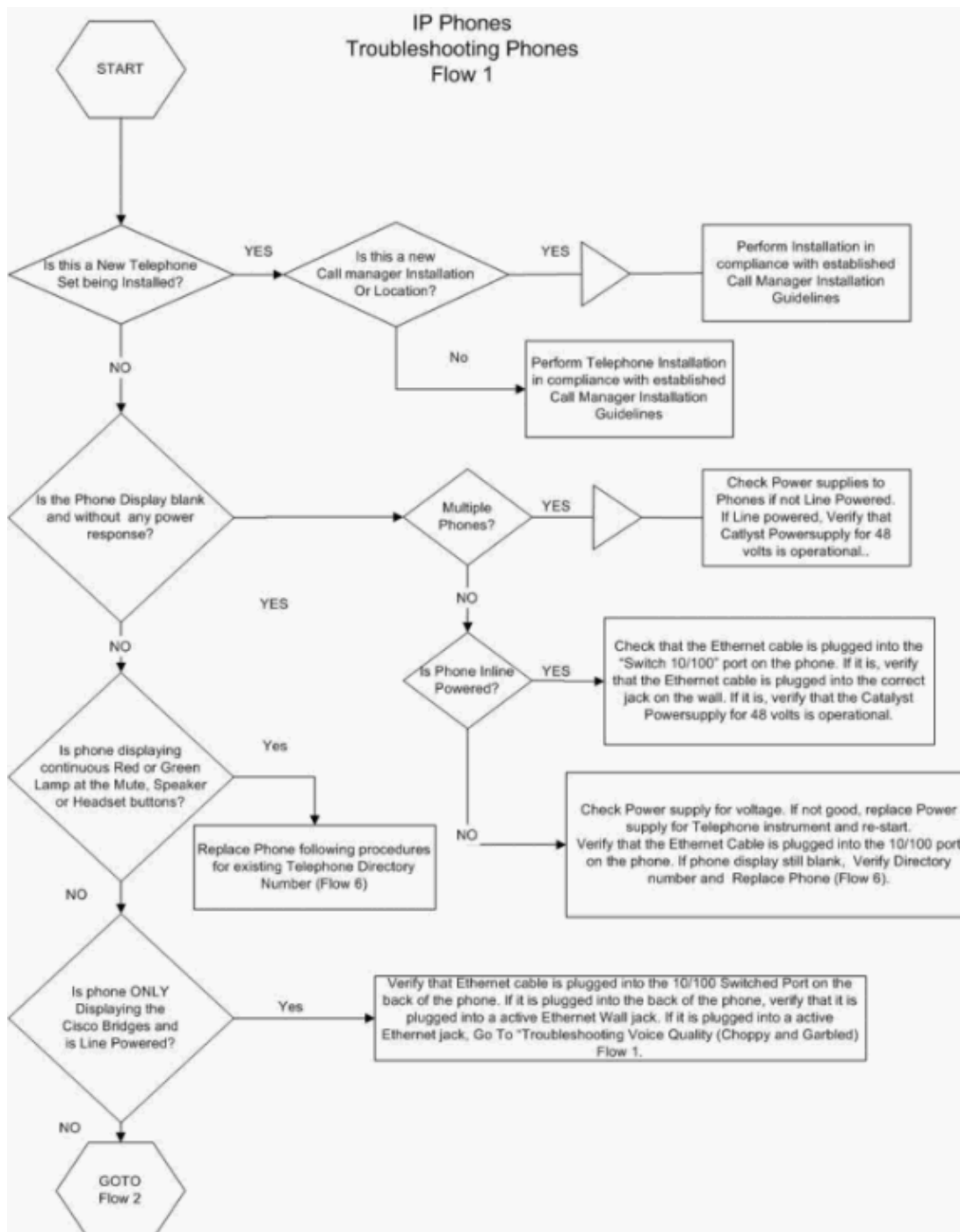
The following figure shows the components of a typical IPCC Express solution:



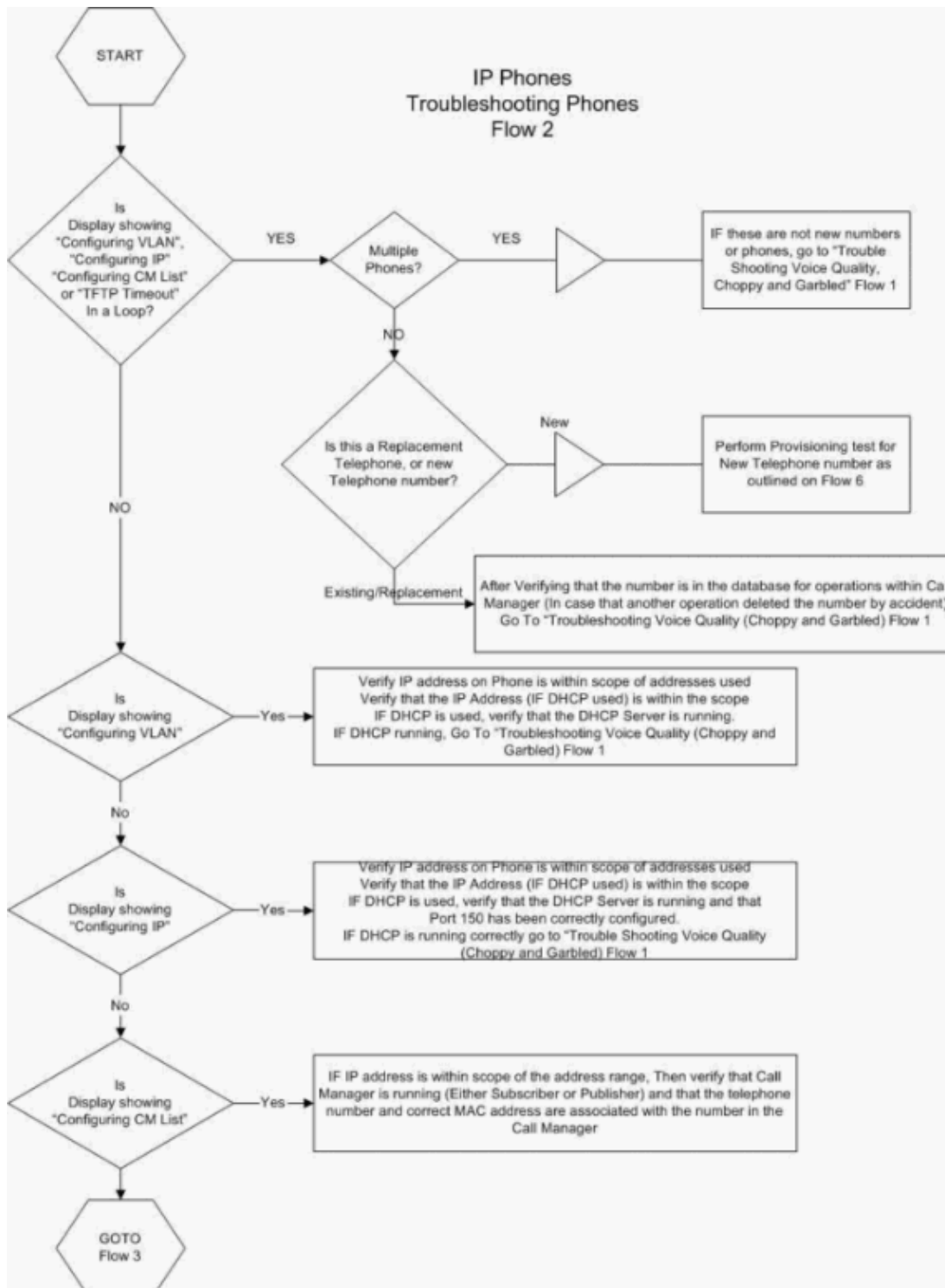
IP Phone Flows

Use the following flows to troubleshoot phone problems.

Troubleshooting Phone Flow – 1

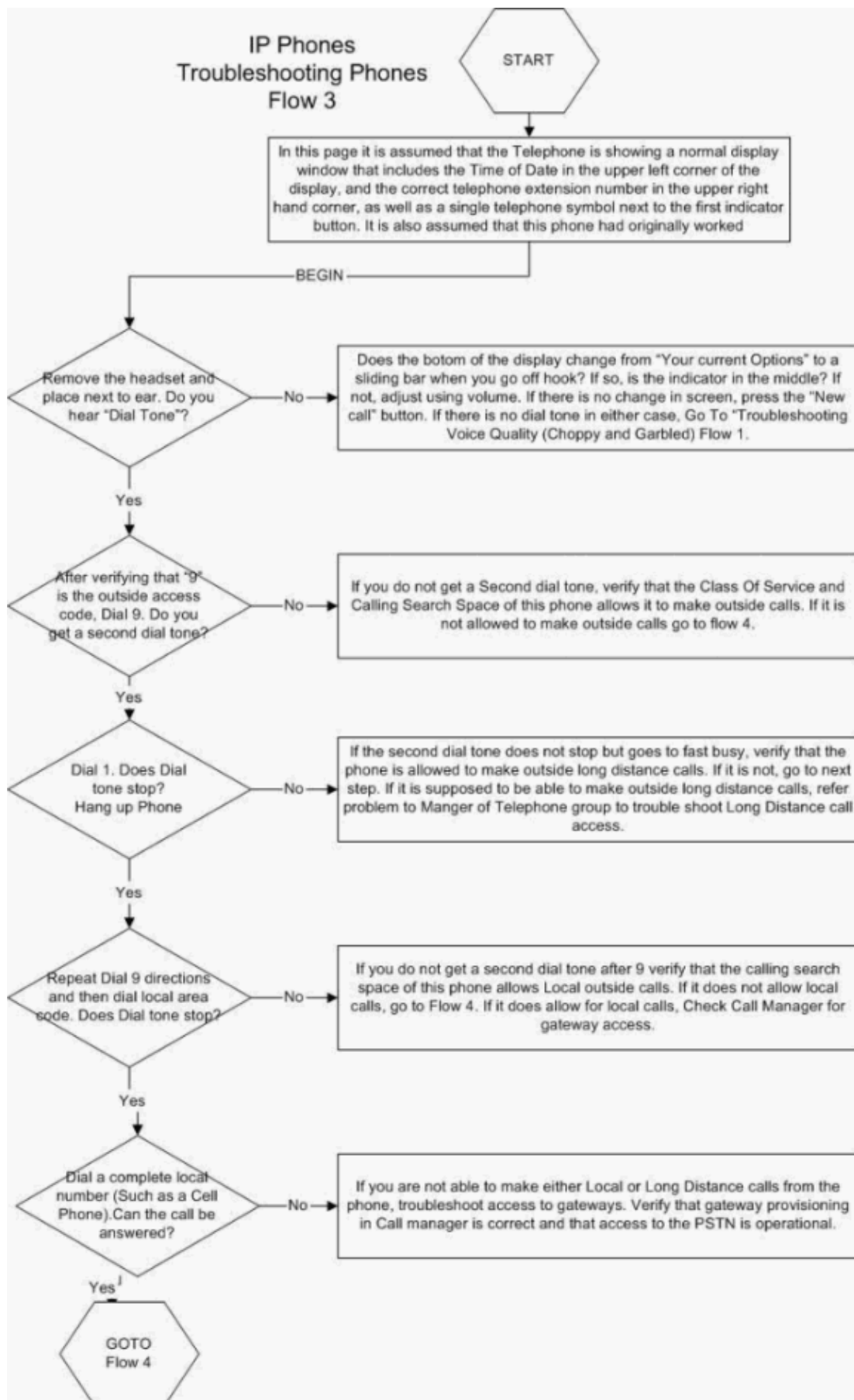


Troubleshooting Phone Flow – 2

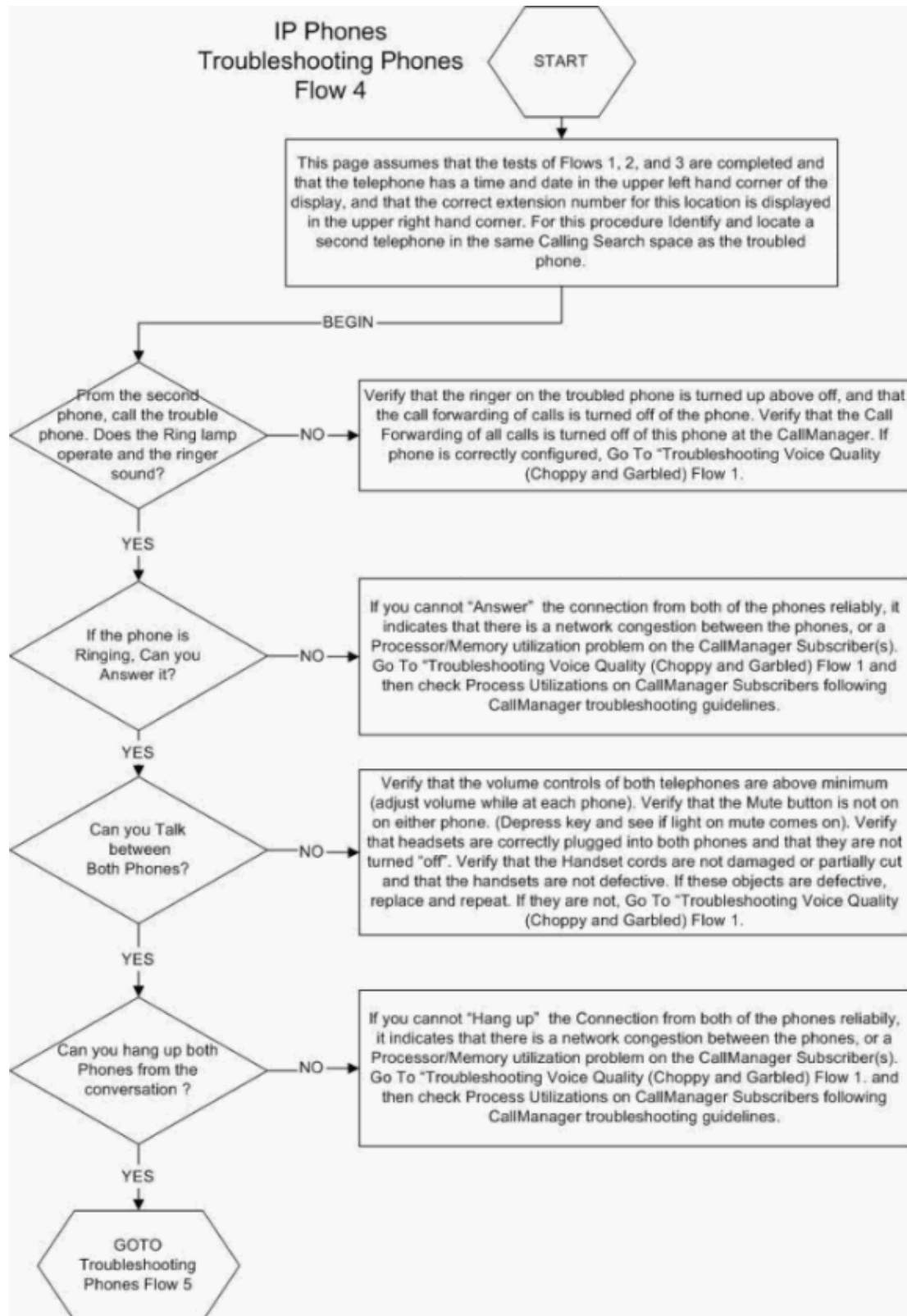


Troubleshooting Phone Flow – 3

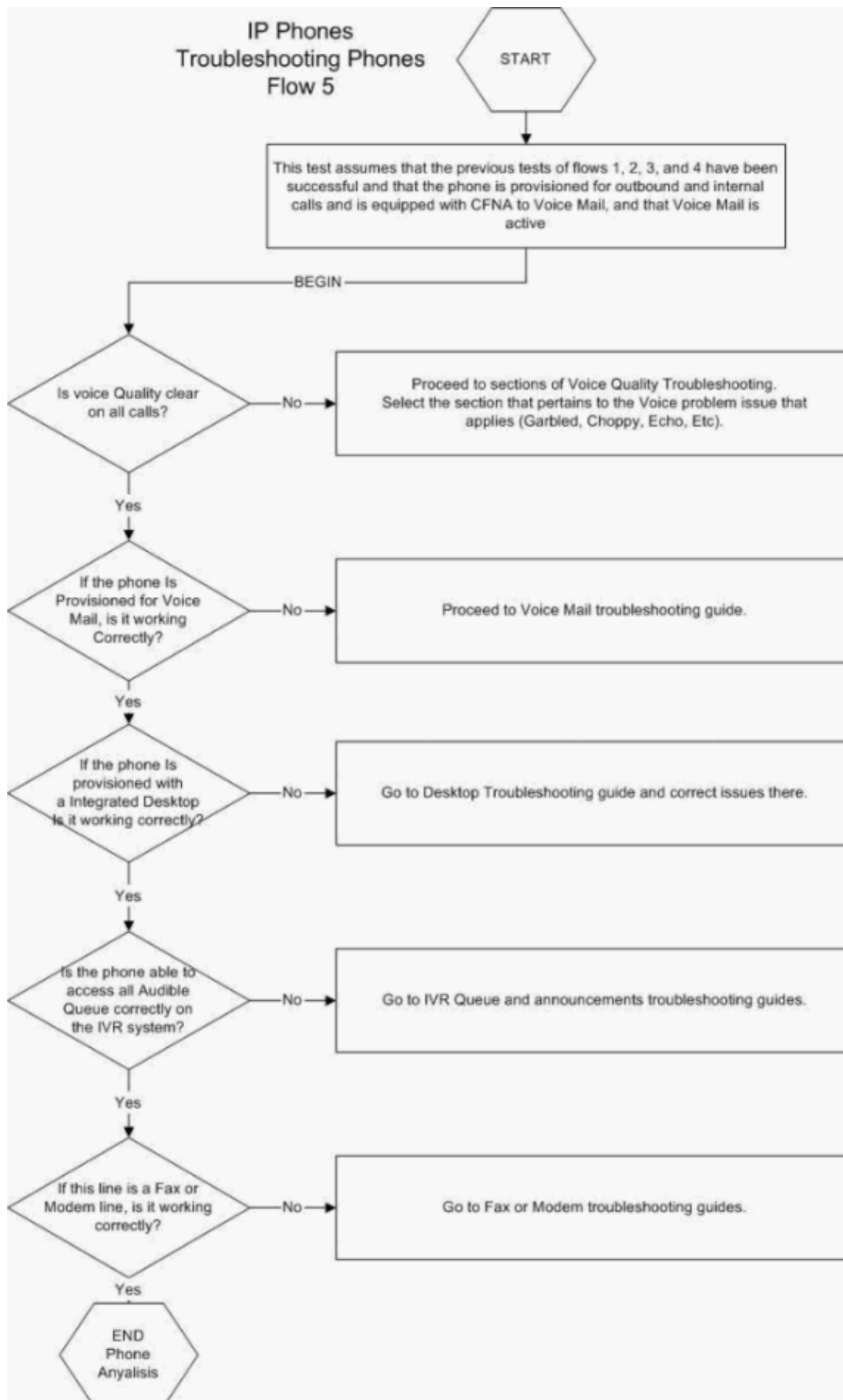
IP Phones Troubleshooting Phones Flow 3



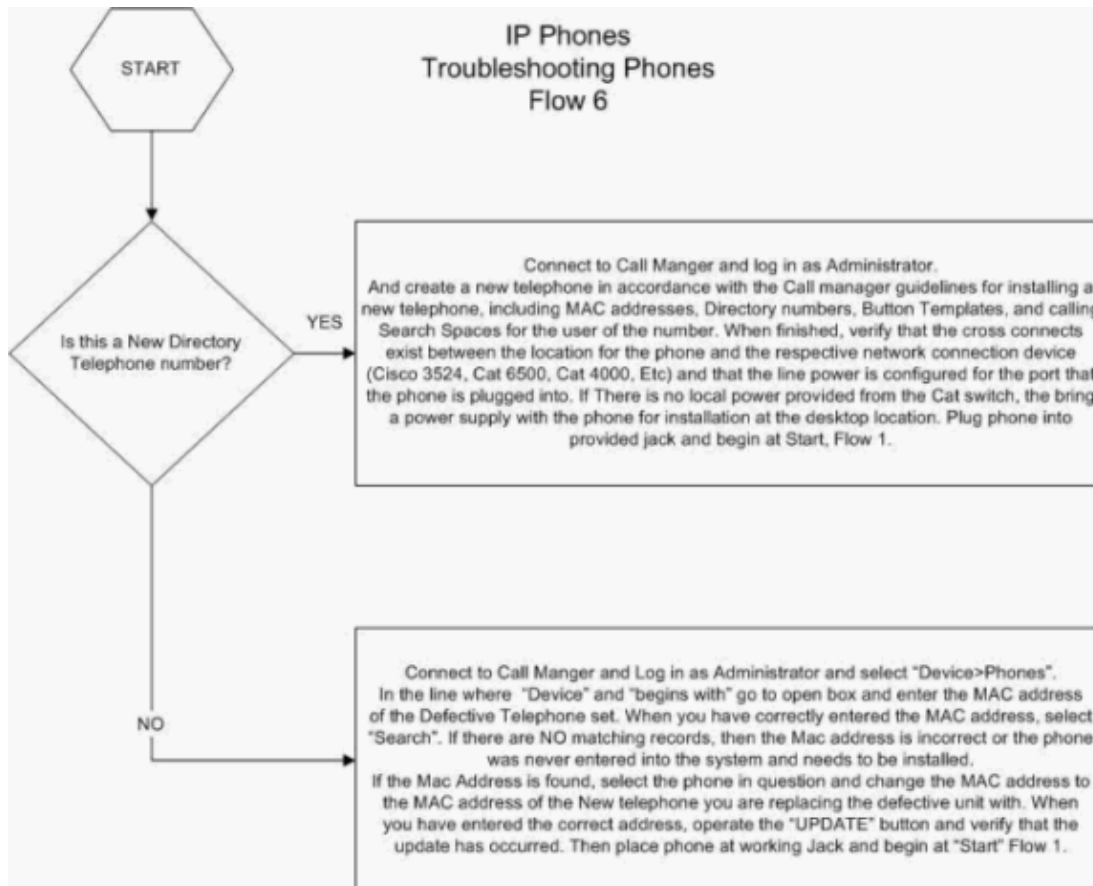
Troubleshooting Phone Flow – 4



Troubleshooting Phone Flow – 5



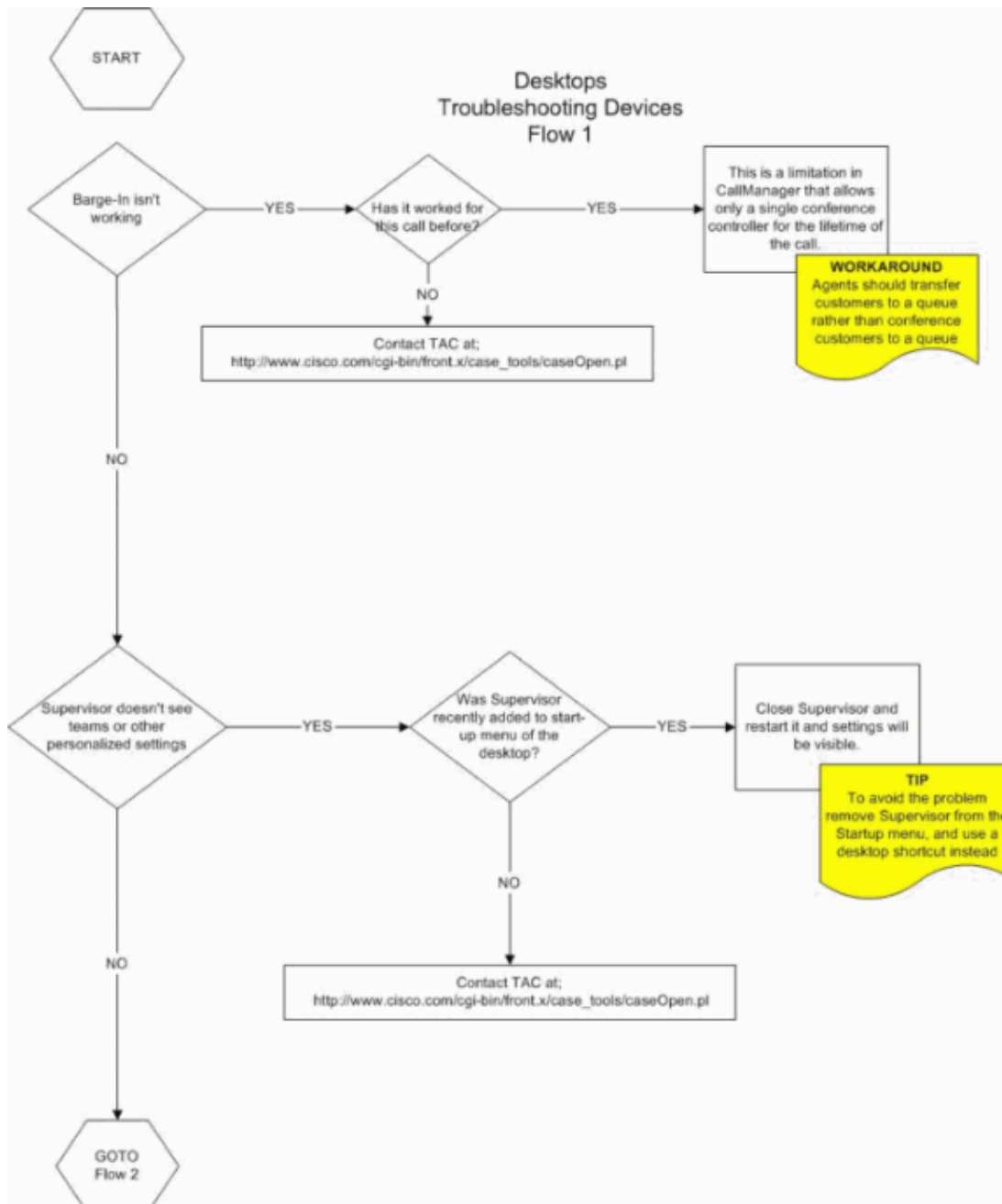
Troubleshooting Phone Flow – 6



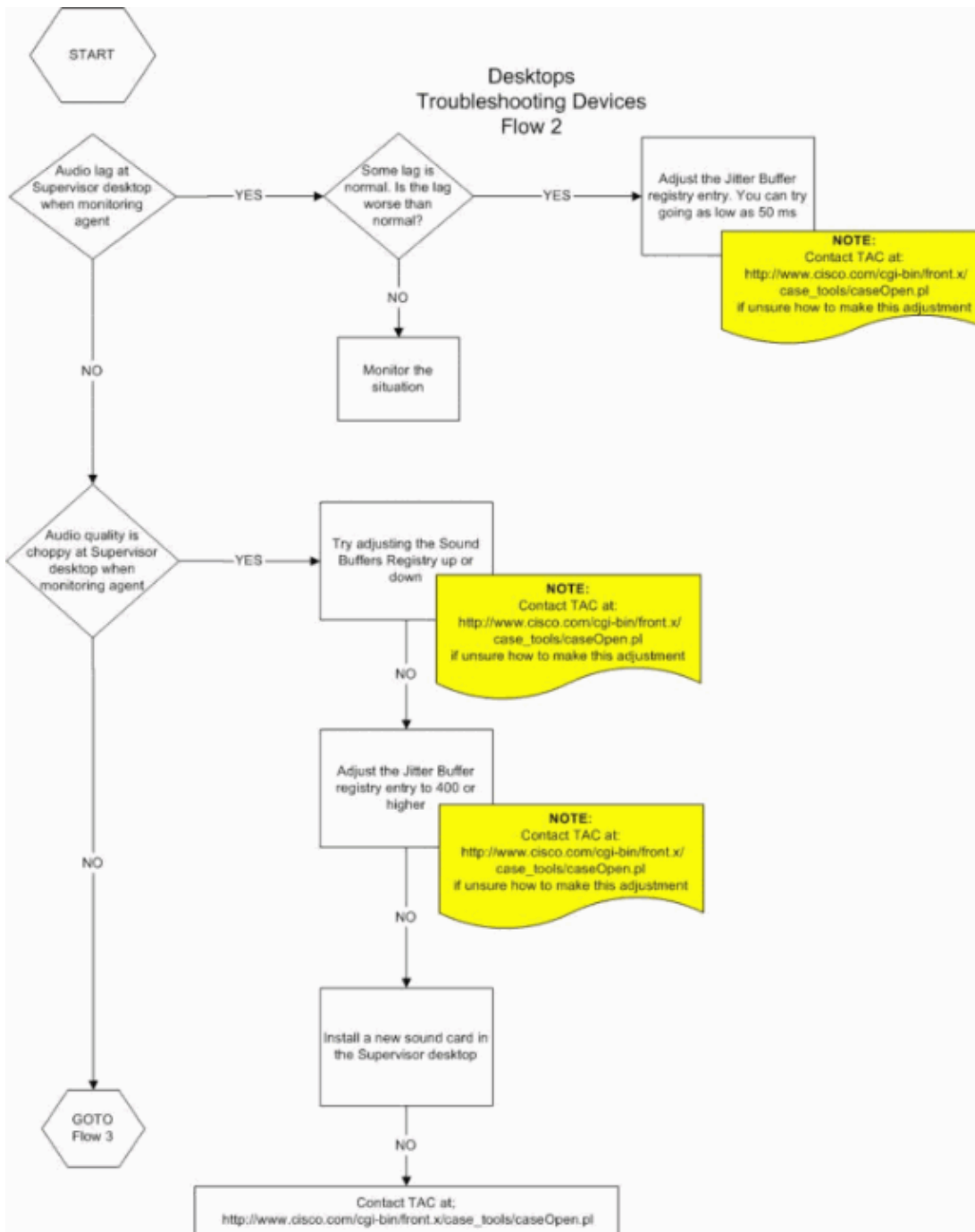
Desktop Flows

Use the following flows to troubleshoot desktops.

Troubleshooting Desktop Flow – 1

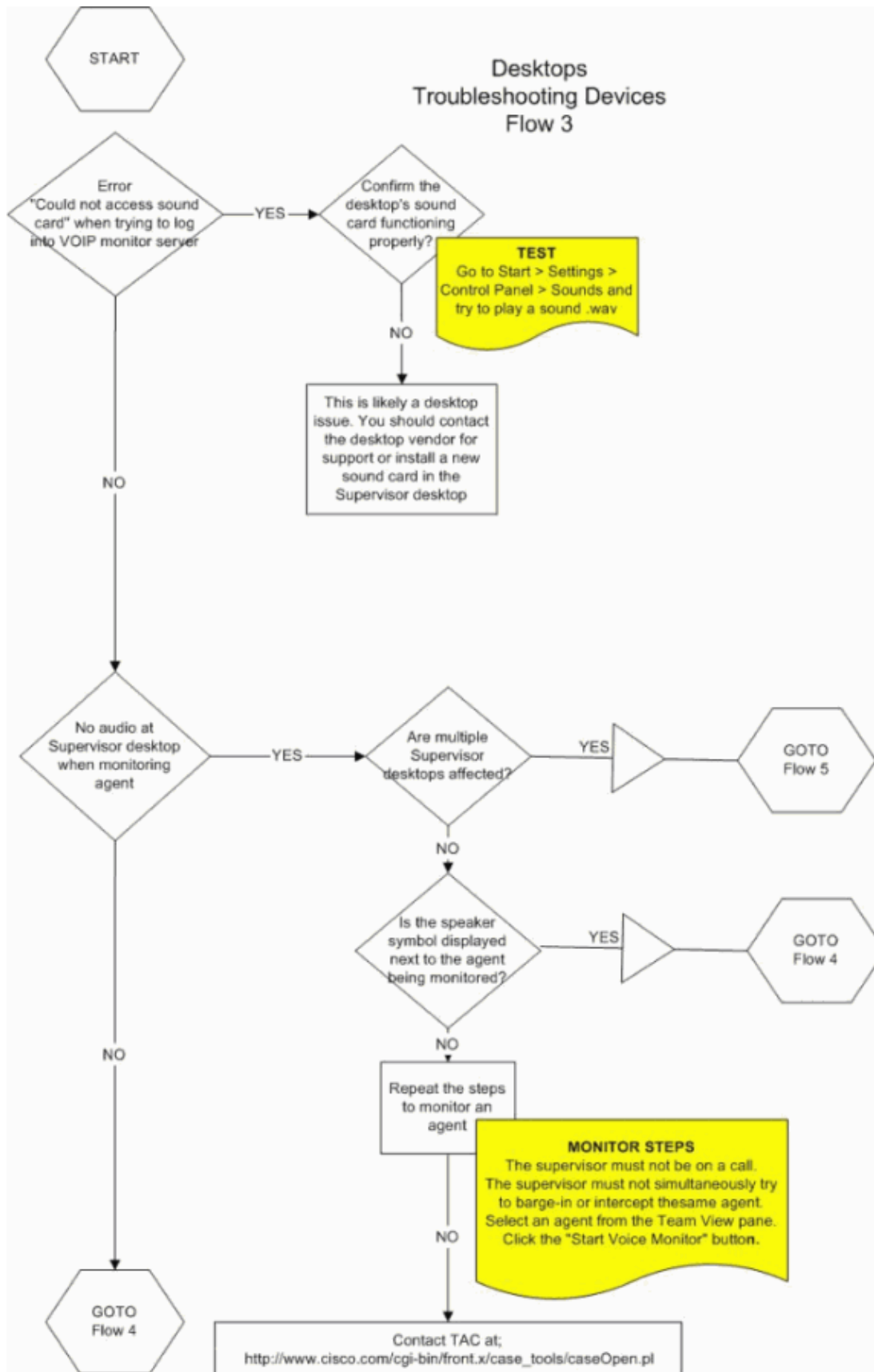


Troubleshooting Desktop Flow – 2

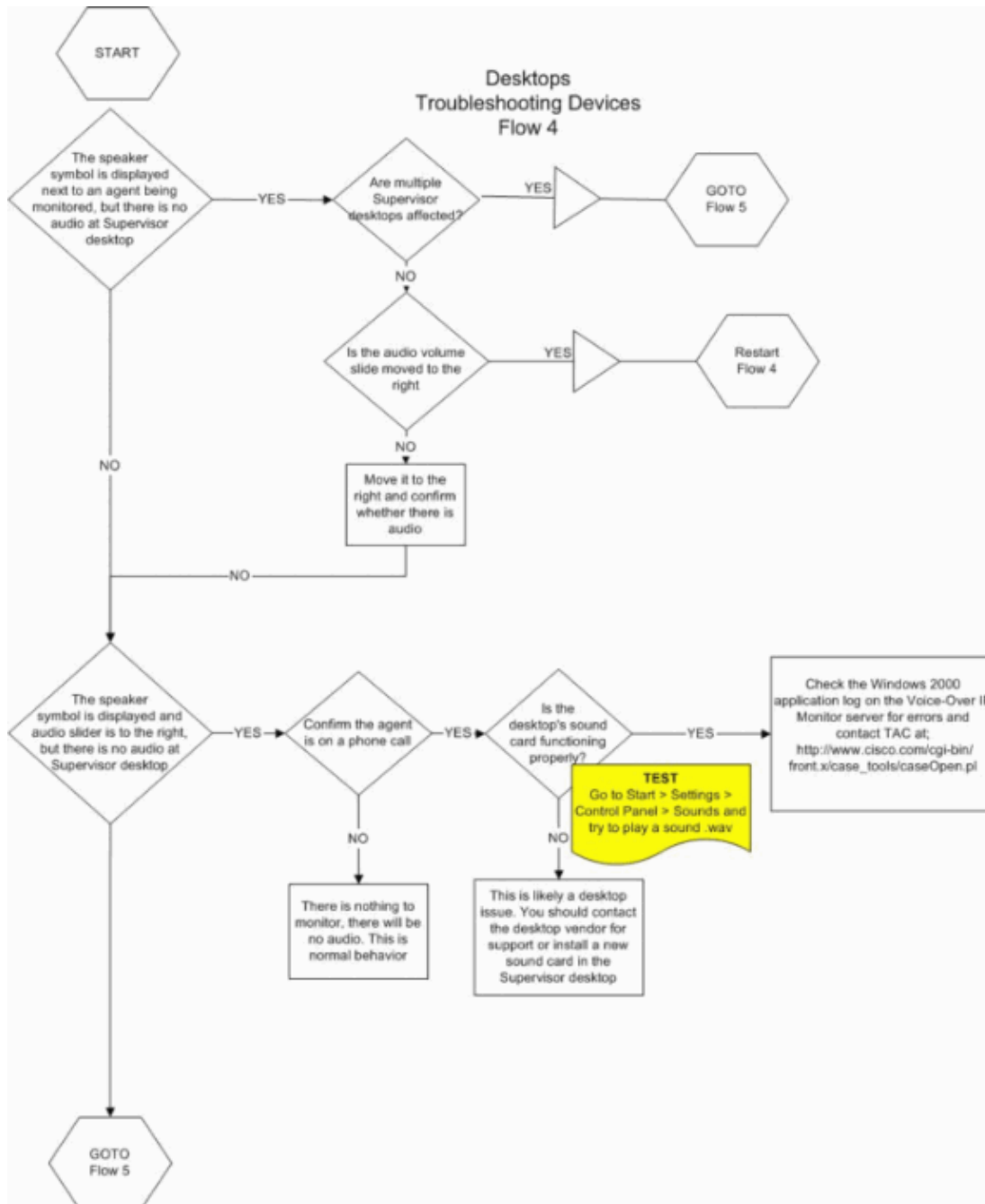


Troubleshooting Desktop Flow – 3

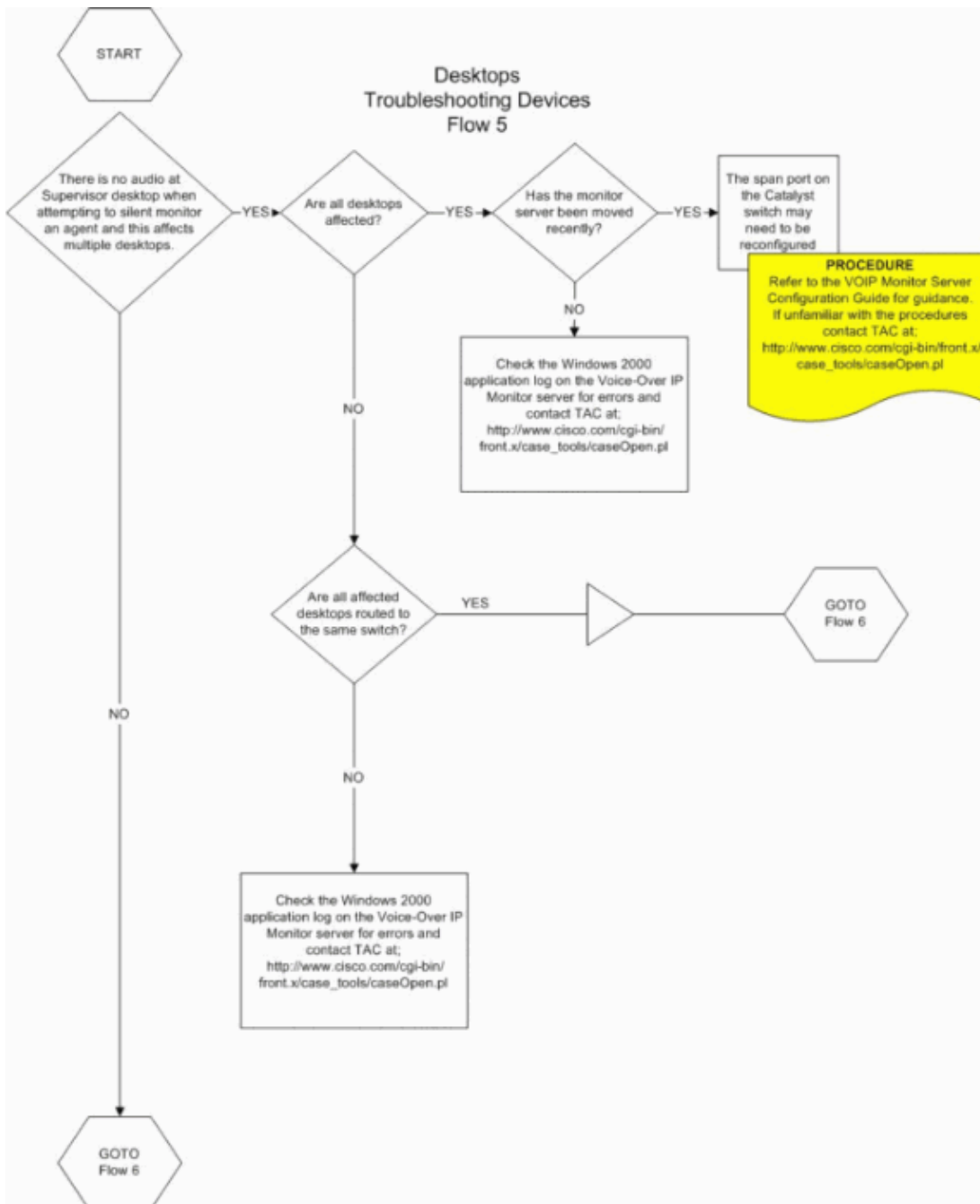
Desktops Troubleshooting Devices Flow 3



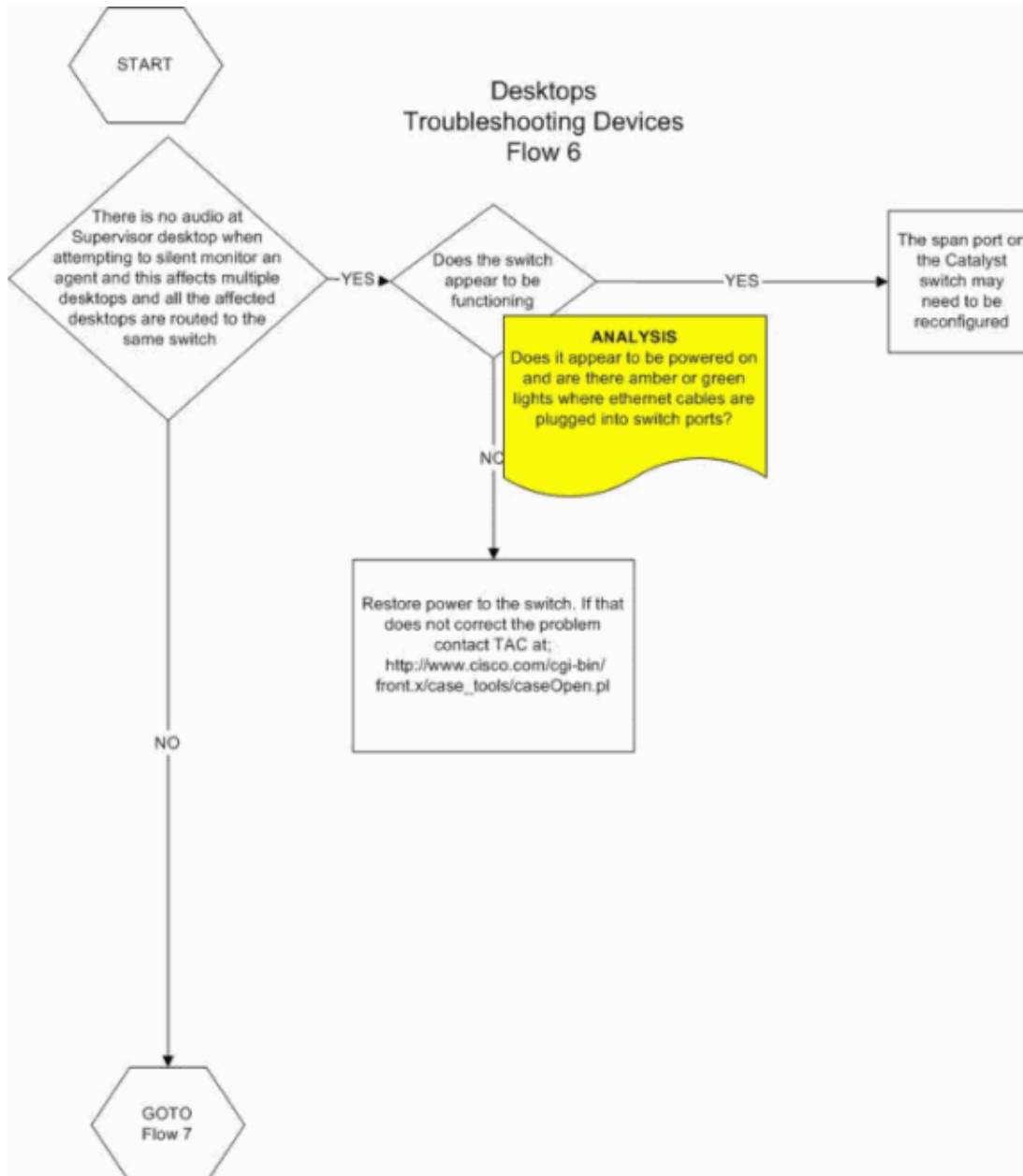
Troubleshooting Desktop Flow – 4



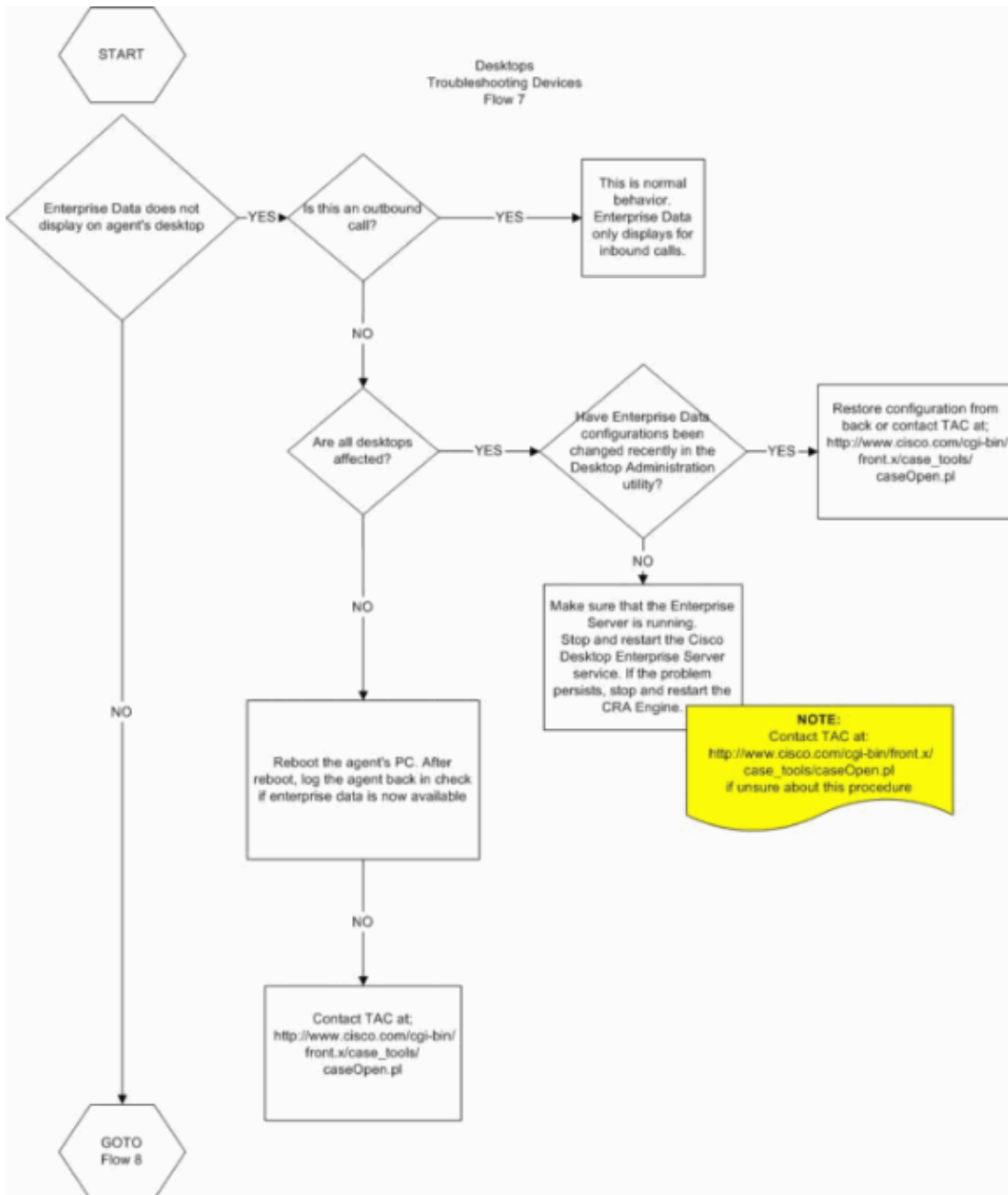
Troubleshooting Desktop Flow – 5



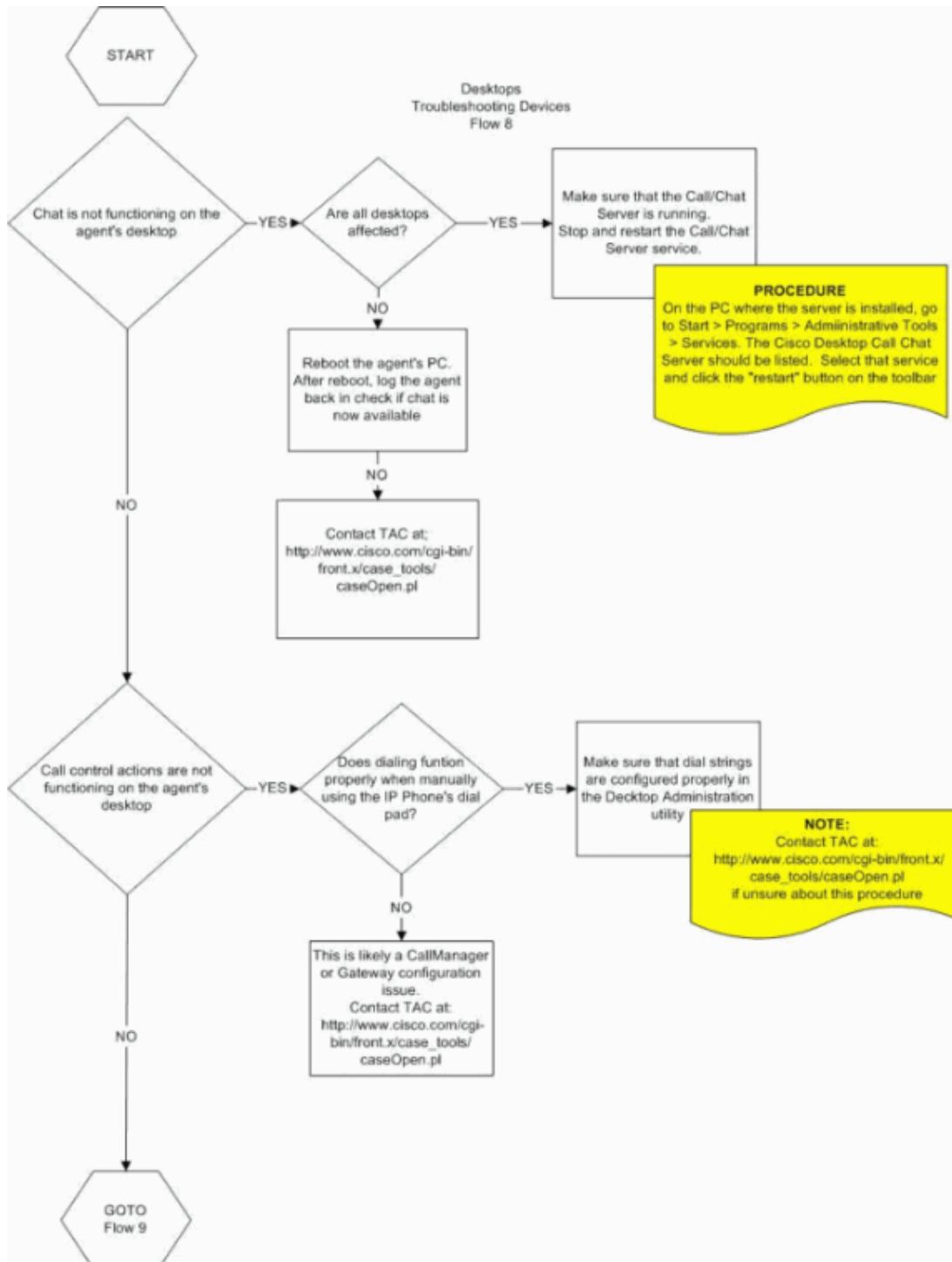
Troubleshooting Desktop Flow – 6



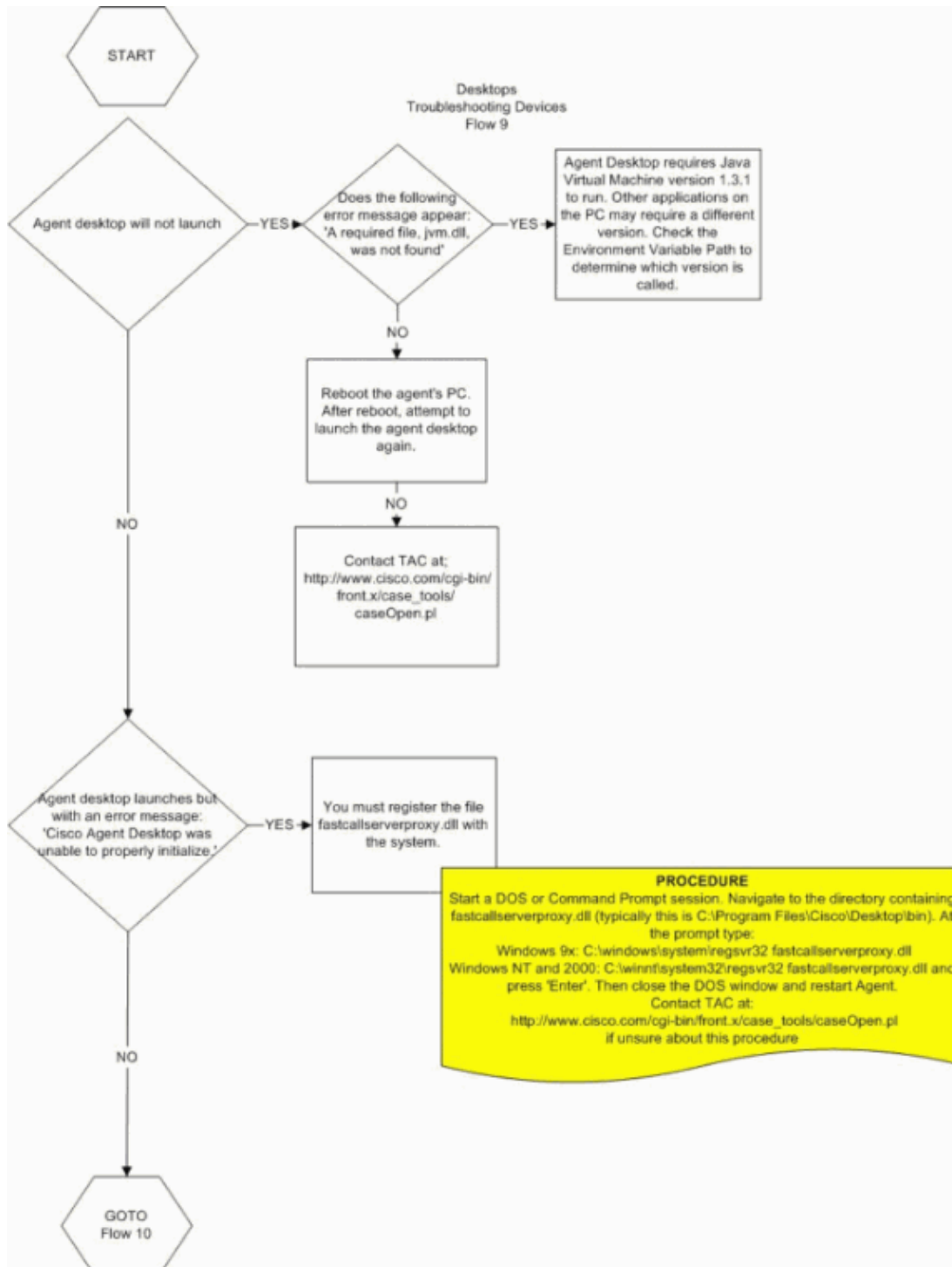
Troubleshooting Desktop Flow – 7



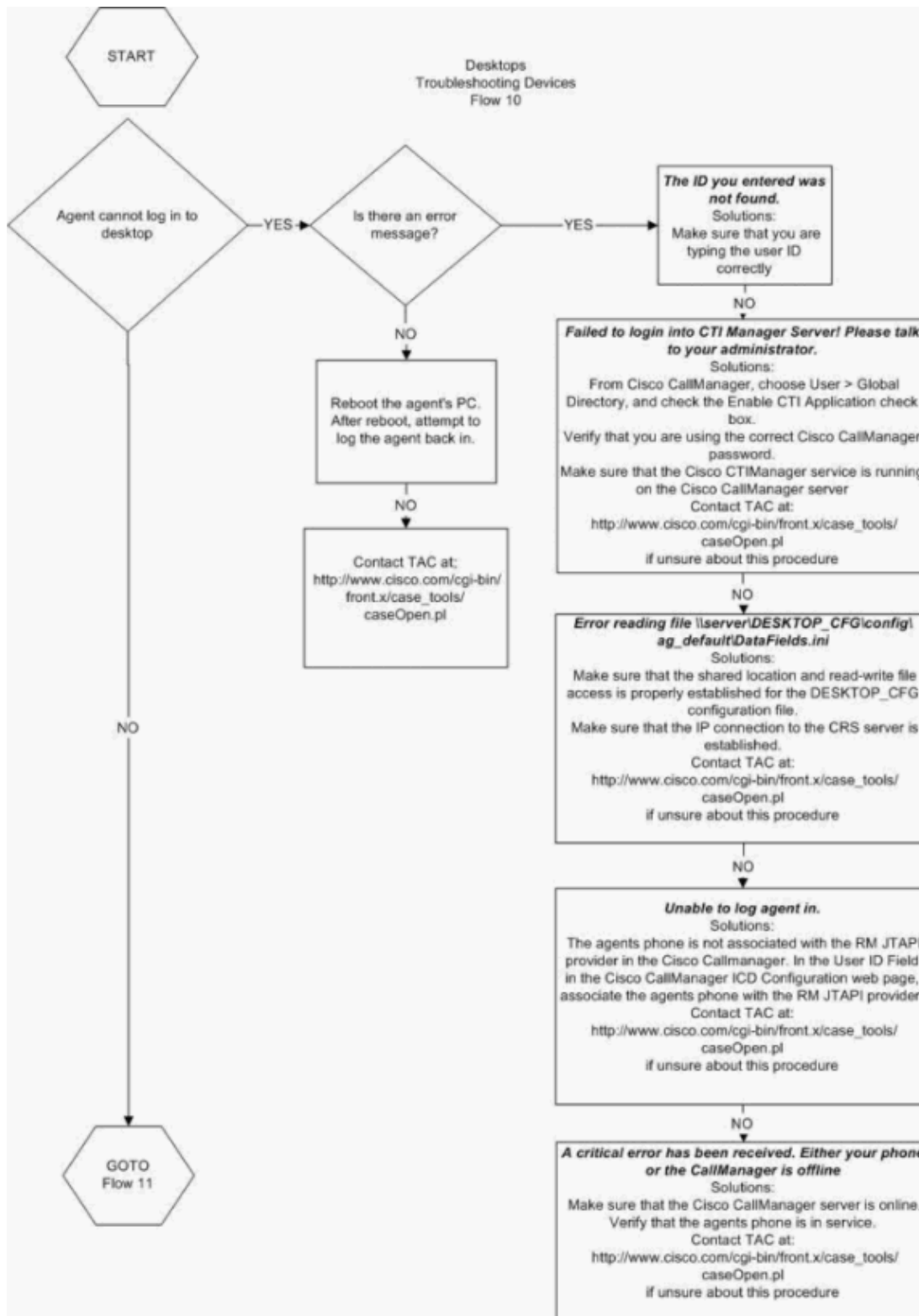
Troubleshooting Desktop Flow – 8



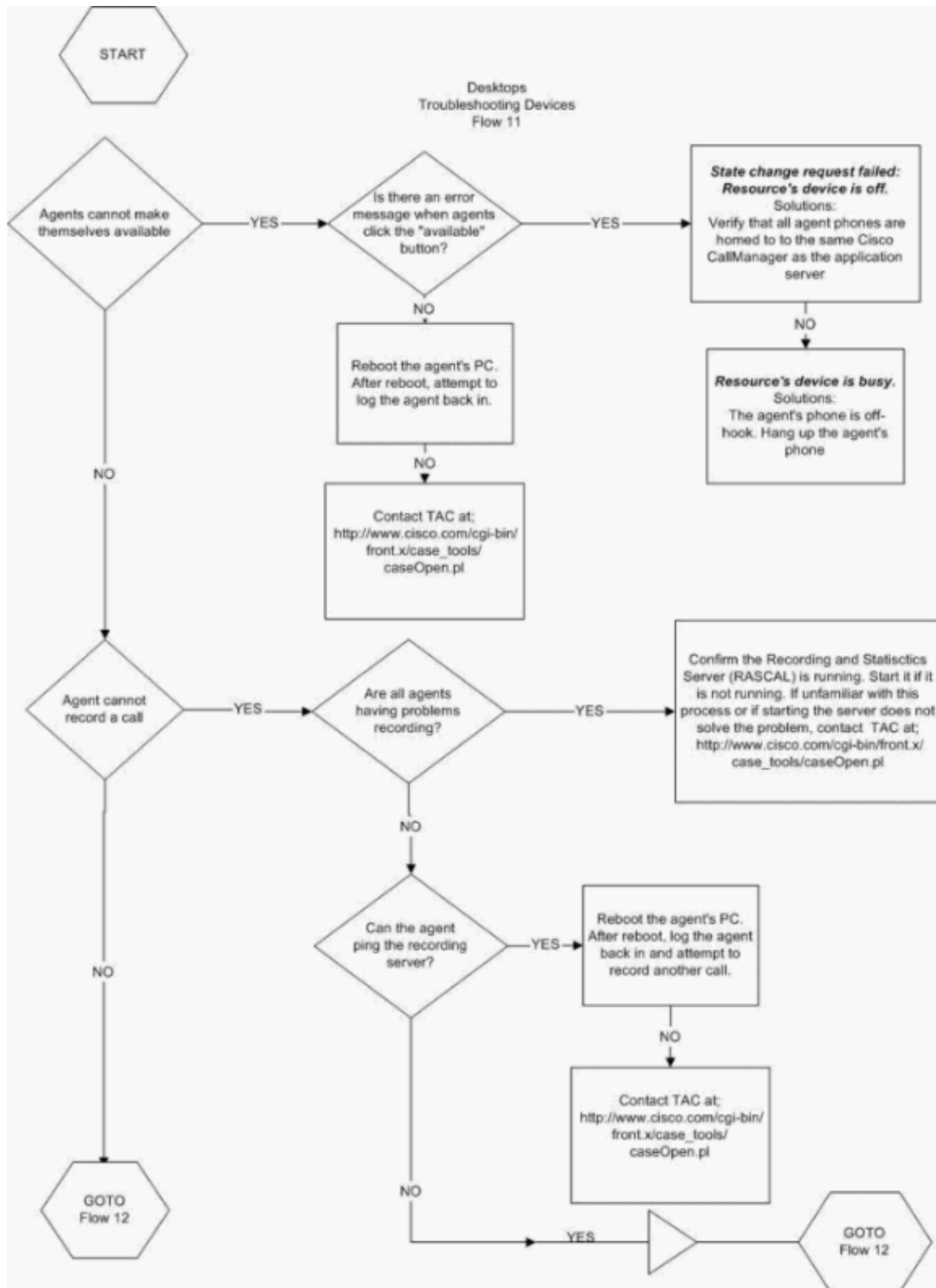
Troubleshooting Desktop Flow – 9



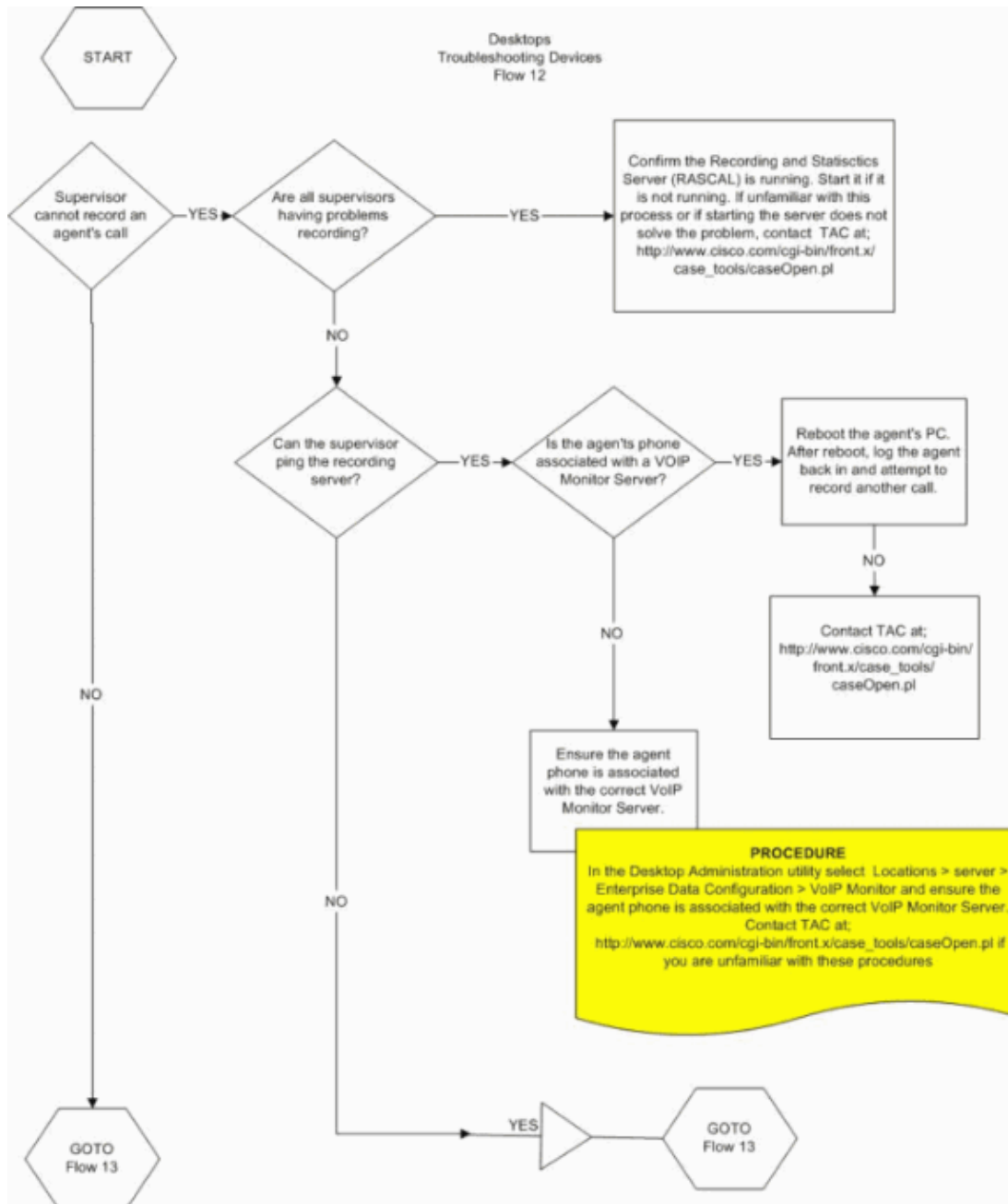
Troubleshooting Desktop Flow – 10



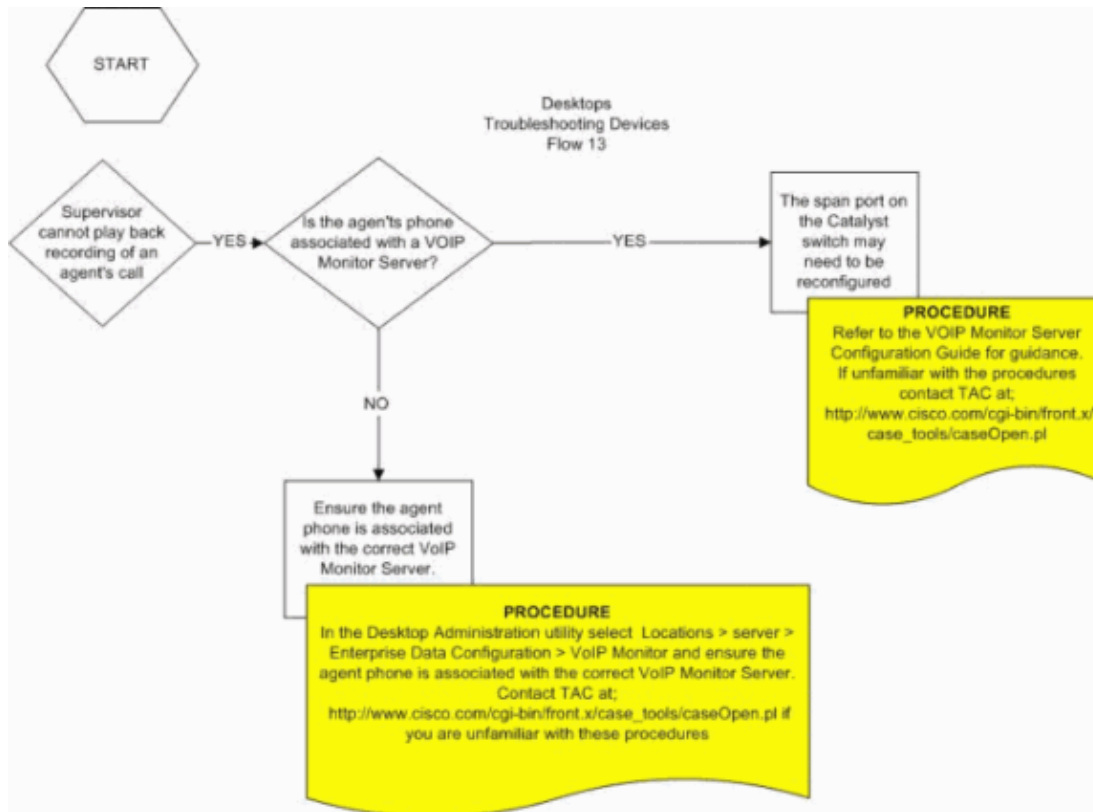
Troubleshooting Desktop Flow – 11



Troubleshooting Desktop Flow – 12



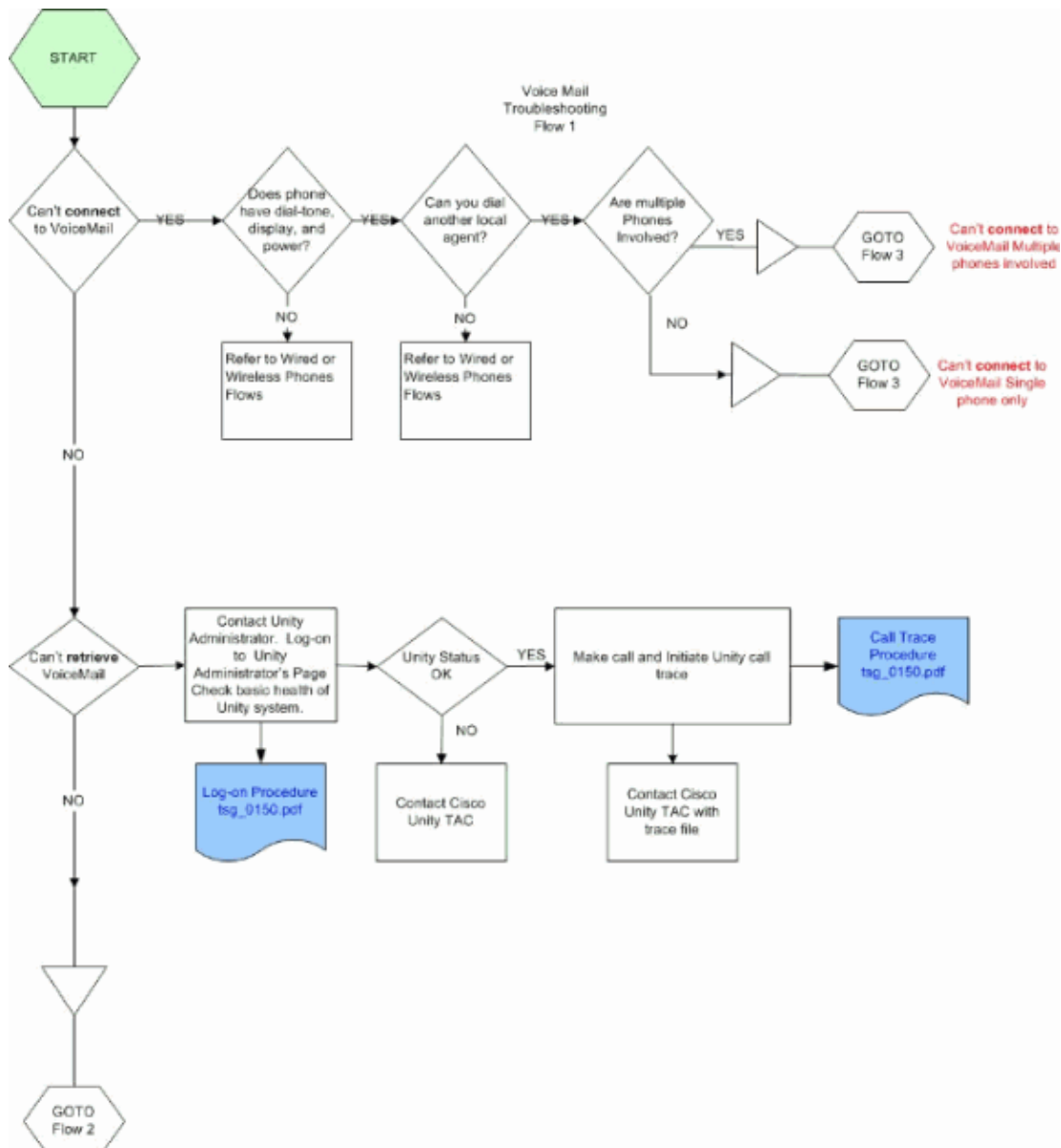
Troubleshooting Desktop Flow – 13



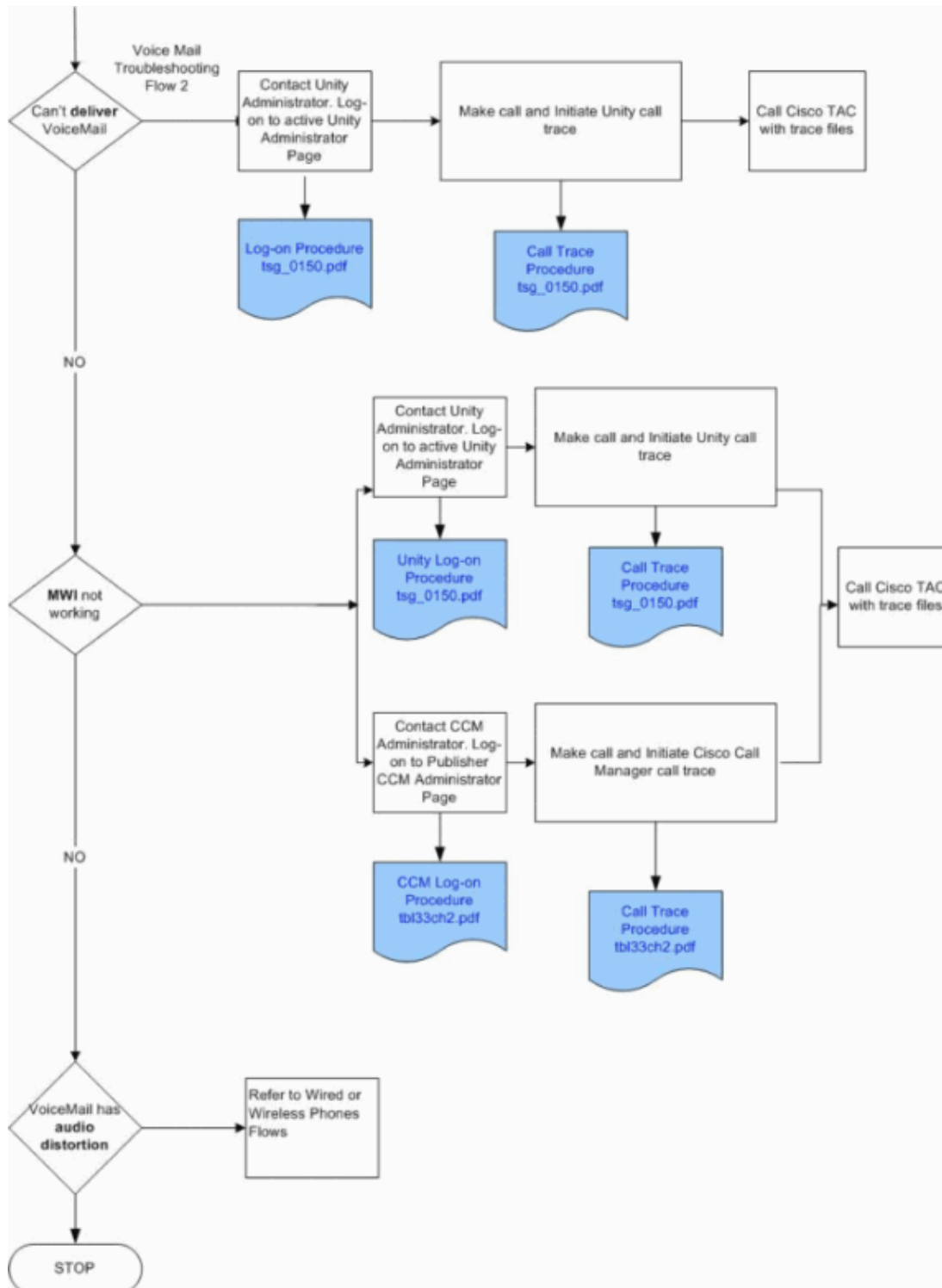
Voice Mail Flows

Use the following flows to troubleshoot Voice Mail.

Troubleshooting Voice Mail Flow – 1



Troubleshooting Voice Mail Flow – 2



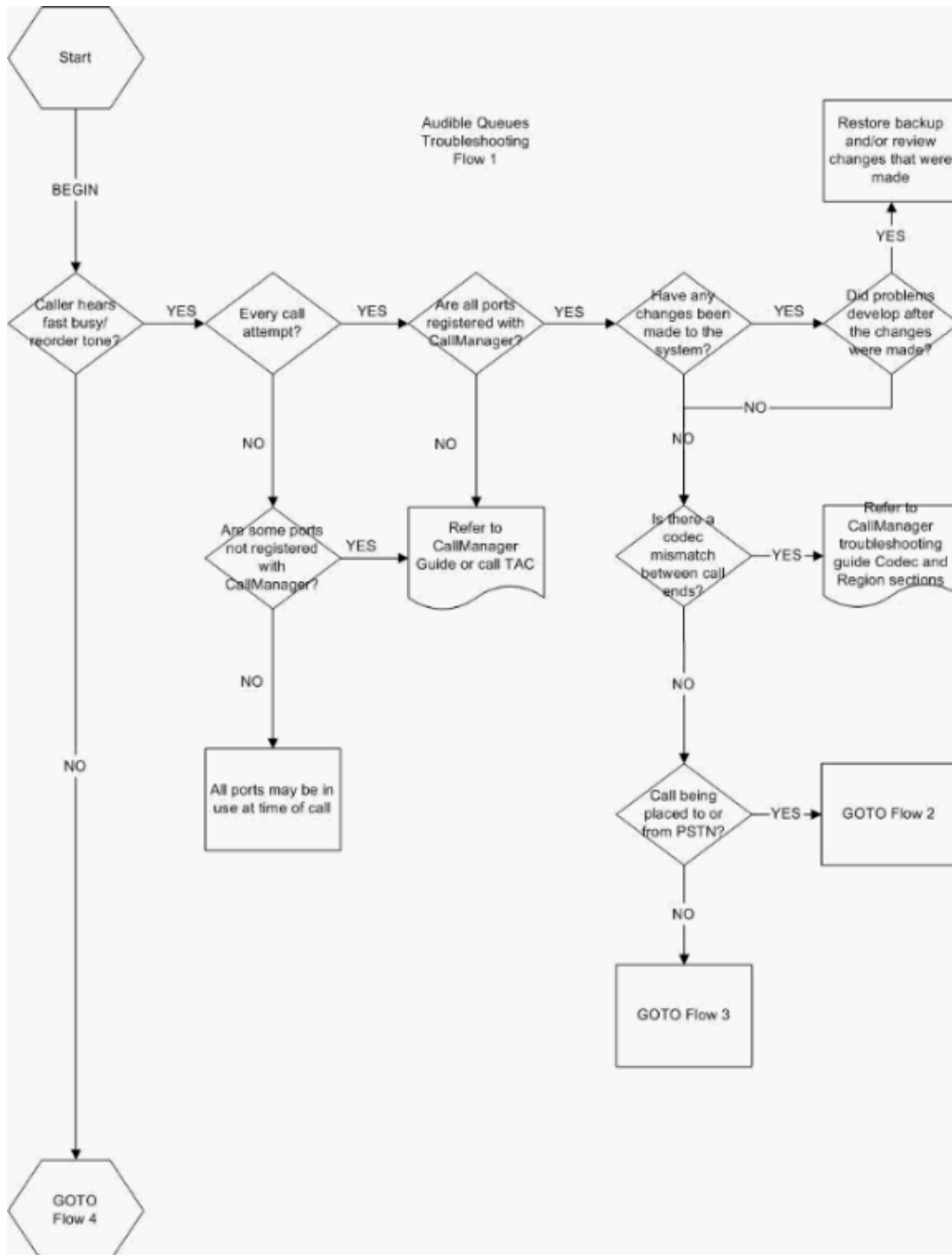
Troubleshooting Voice Mail Flow – 3



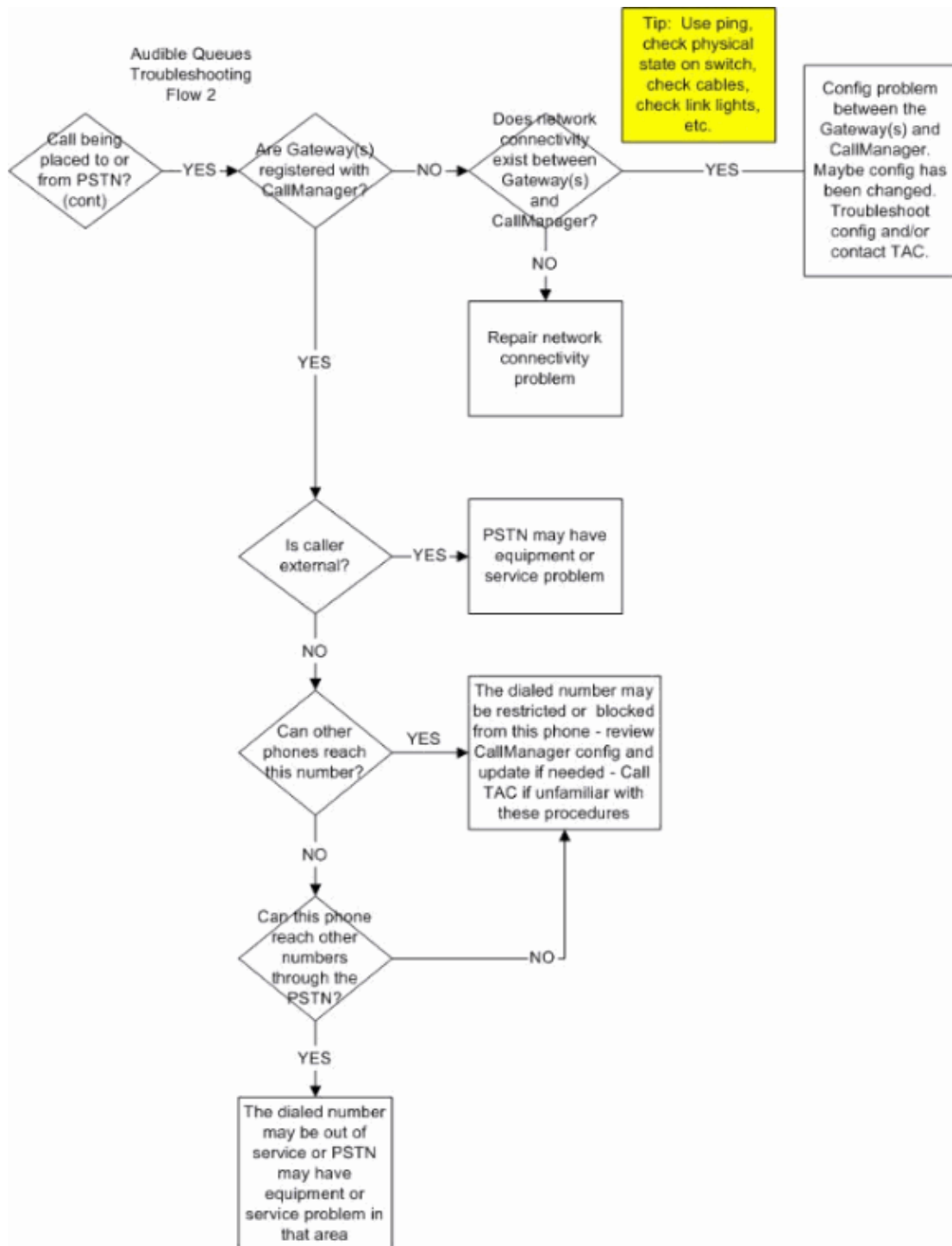
Audible Queue Flows

Use the following flows to troubleshoot audible queues.

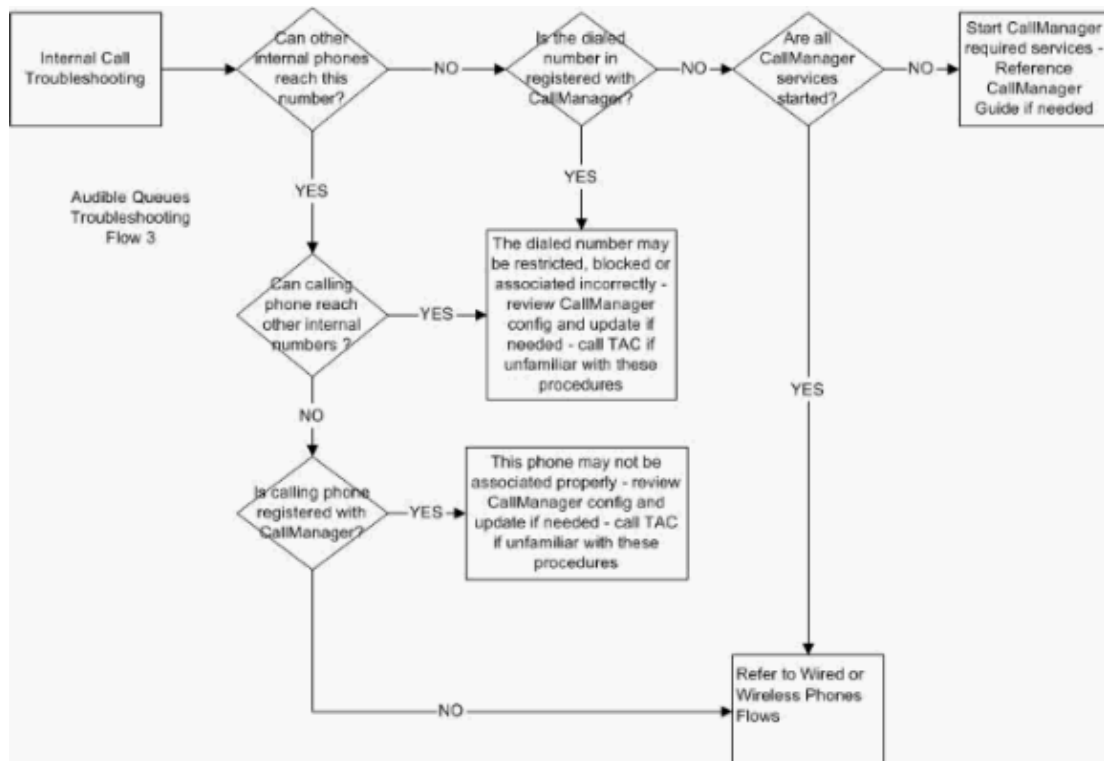
Troubleshooting Audible Queues Flow – 1



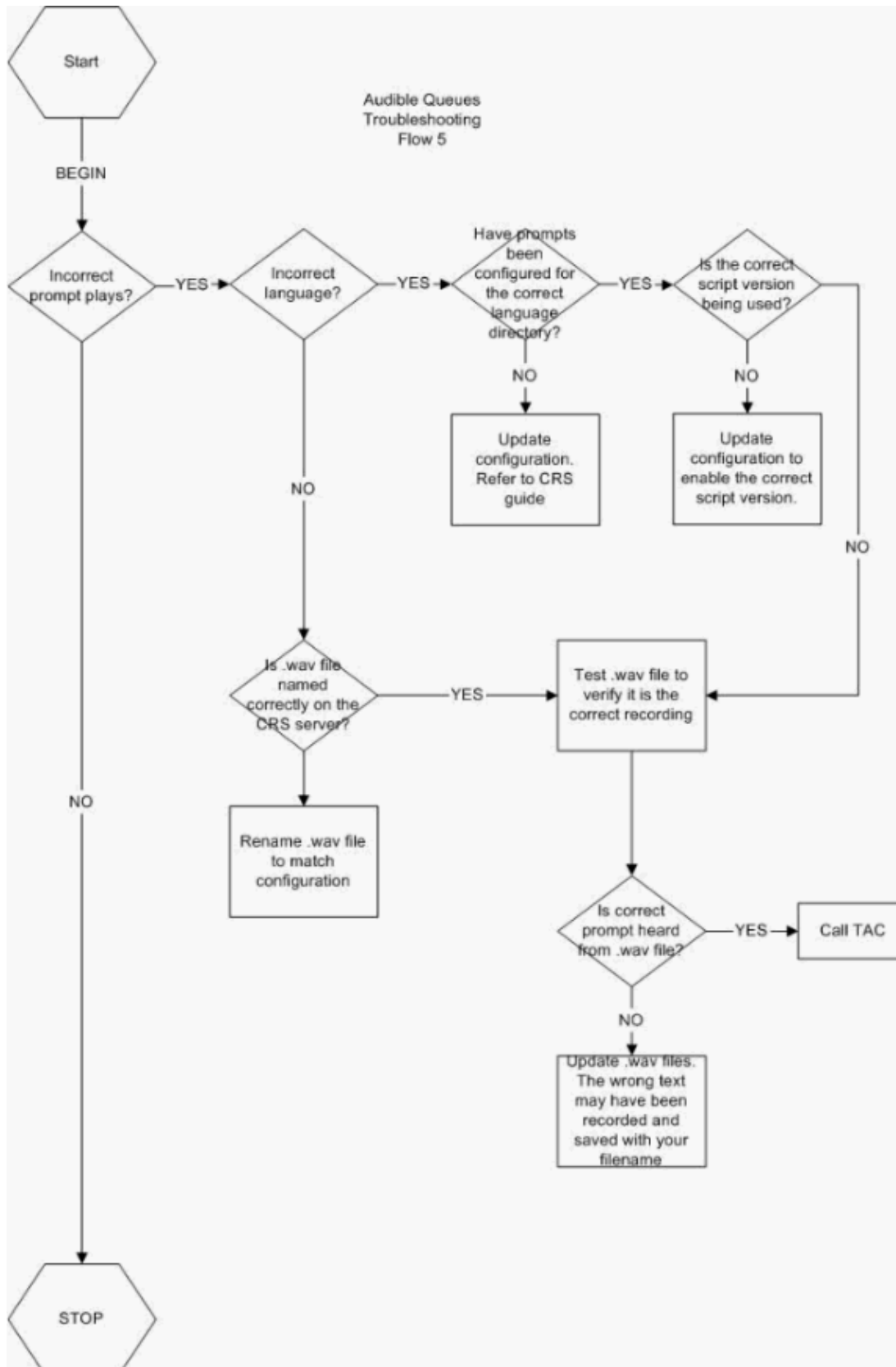
Troubleshooting Audible Queues Flow – 2



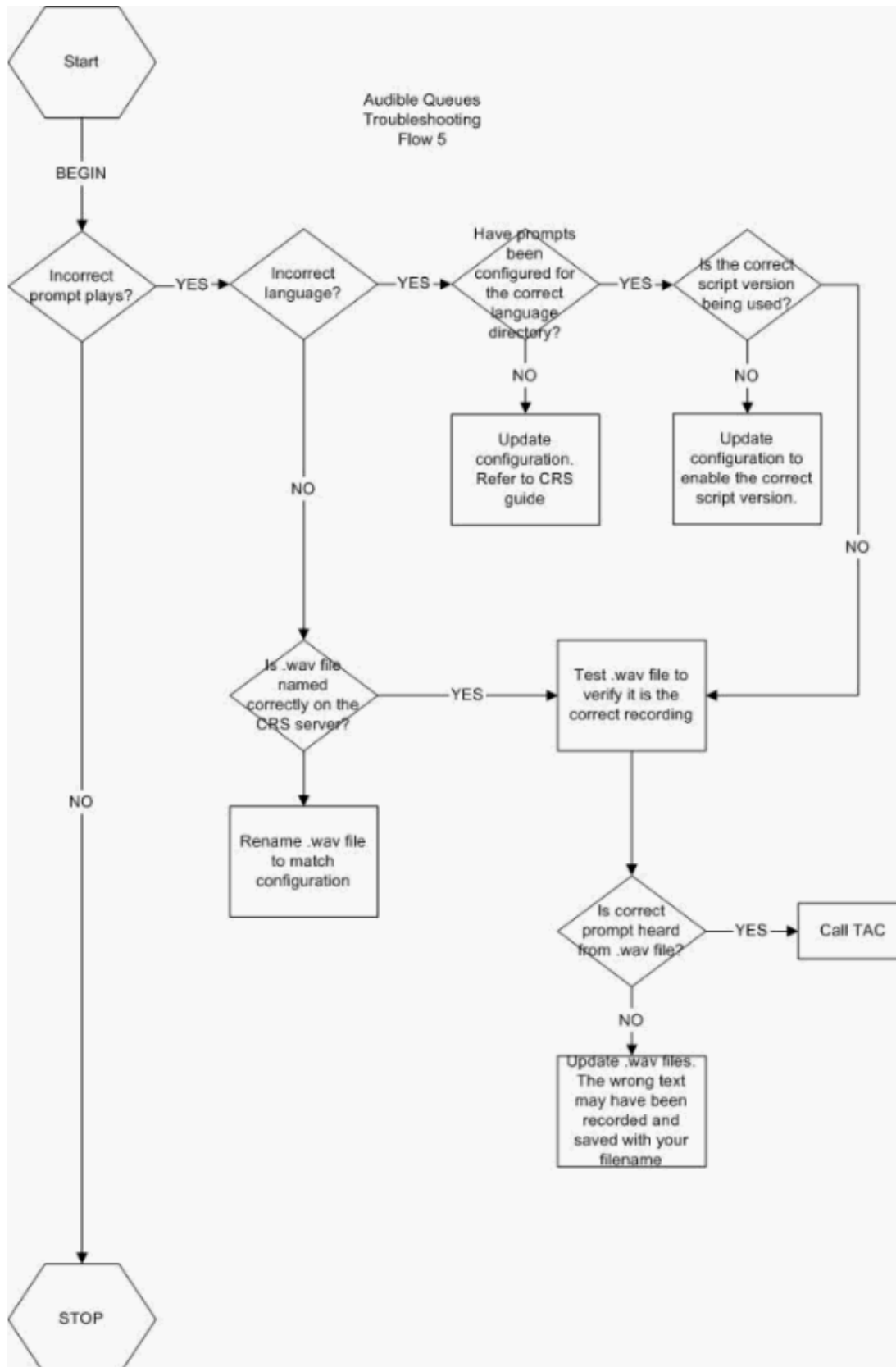
Troubleshooting Audible Queues Flow – 3



Troubleshooting Audible Queue Flow – 4



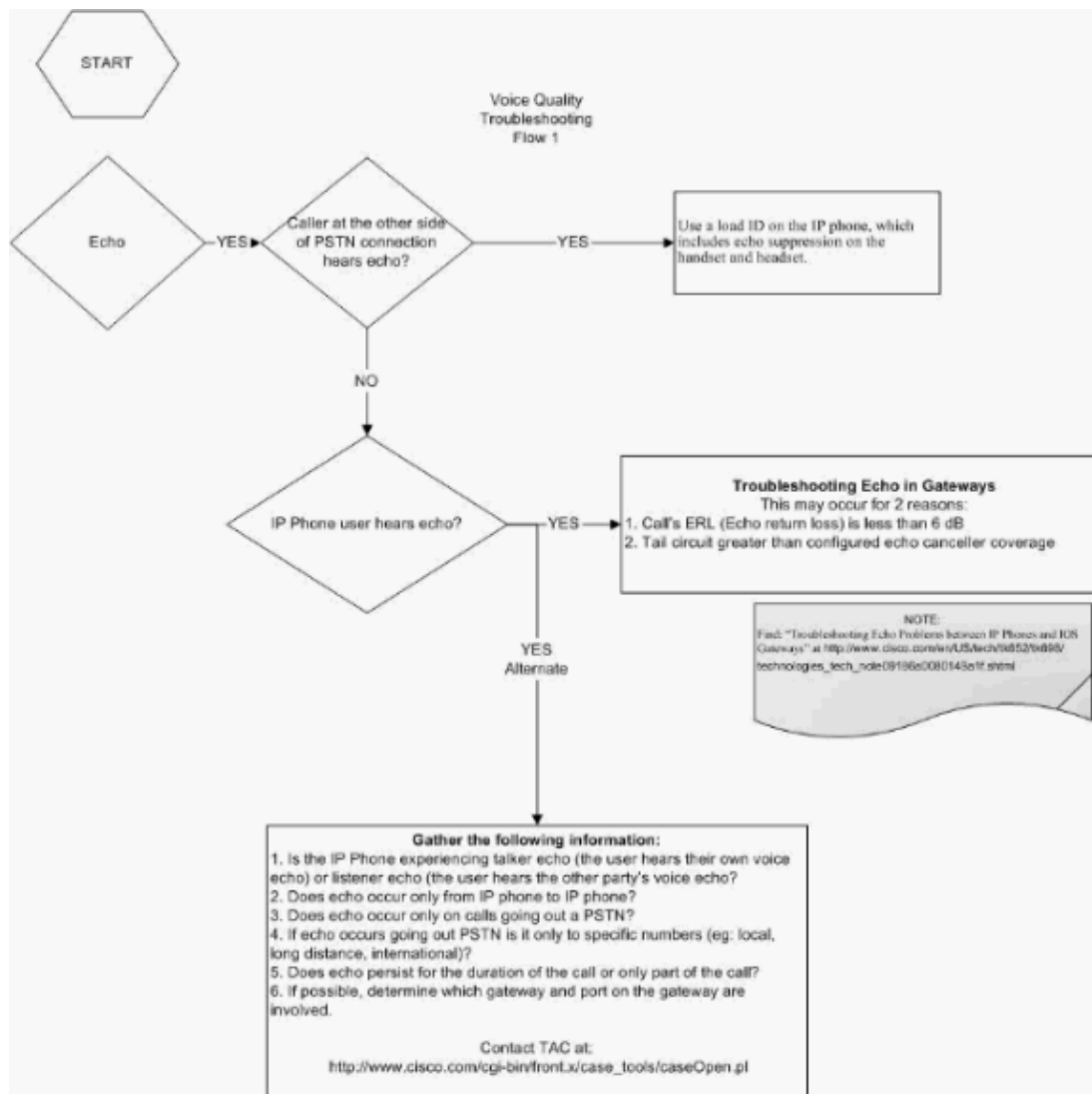
Troubleshooting Audible Queue Flow – 5



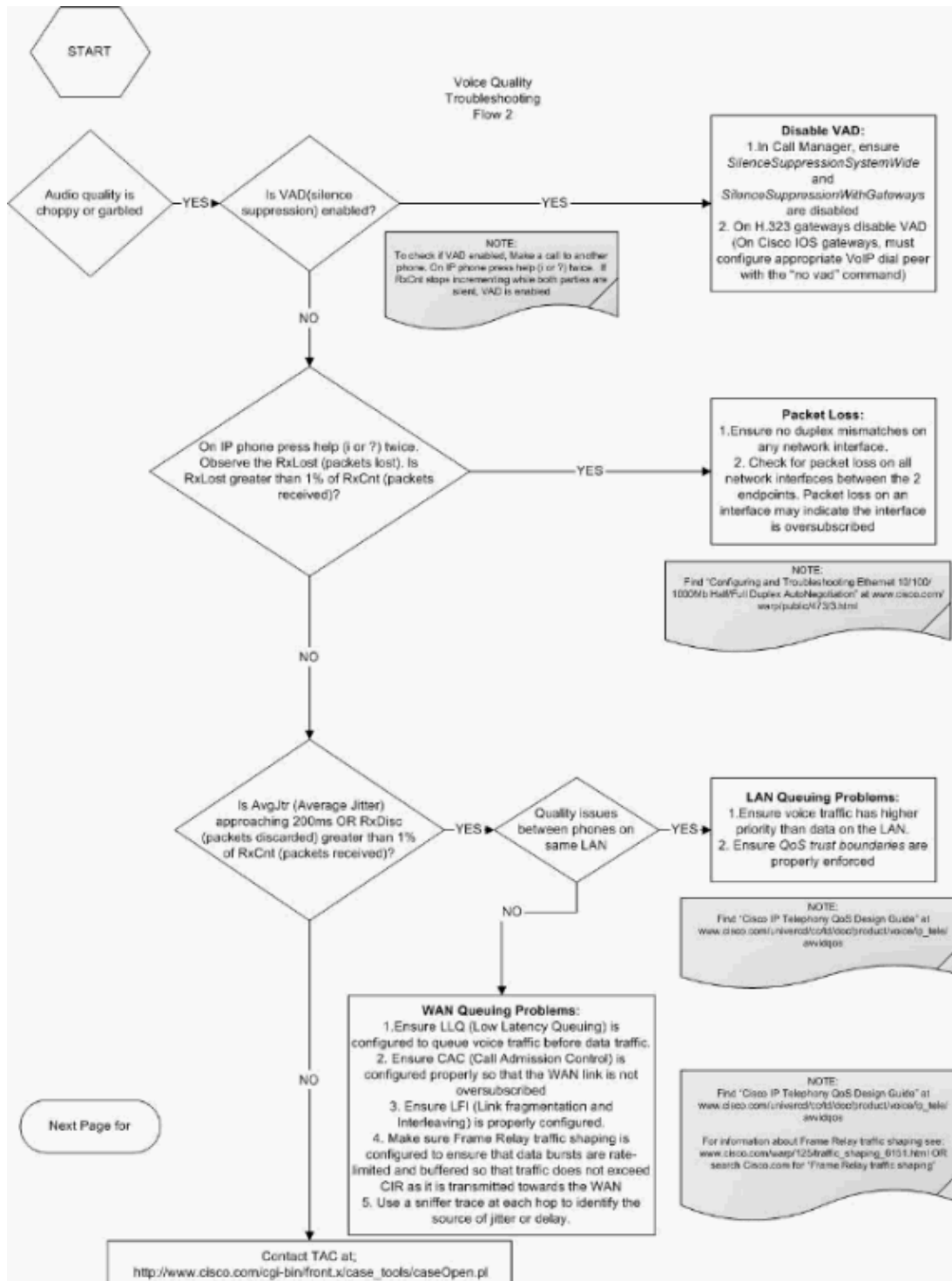
Voice Quality Flows

Use the following flows to troubleshoot voice quality.

Troubleshooting Voice Quality (Echo) Flow – 1



Troubleshooting Voice Quality (Choppy and Garbled) Flow – 2



Backup and Restore Procedures

| Equipment | Model | Backup Strategy | Frequency | Backup/Restore Procedures |
|-------------------|--------|---|-----------|--|
| Cisco CallManager | Server | Daily or as required by local IT policies | | Backing up & Restoring Cisco CallManager Release 3.3 |

| | | | | |
|-----|--------|--|---|--|
| | | | | (Using Cisco IP Telephony Applications Backup Utility, Version 3.5.6) |
| CRS | Server | Use the Cisco IP Telephony Applications Server Backup Utility to backup Cisco Customer Response Application data | Daily or as required by local IT policies | Backing up & Restoring Cisco CallManager Release 3.3 (Using Cisco IP Telephony Applications Backup Utility, Version 3.5.6) |

Related Information

- **Getting Started with Cisco Customer Response Applications 3.0(3)**
- **Troubleshooting Cisco Customer Response Applications**
- **Installing Cisco CallManager Release 3.2(2c)**
- **Troubleshooting Guide for Cisco CallManager**
- **Cisco Unity System Administration Guide**
- **Cisco Unity Troubleshooting Guide (With Microsoft Exchange)**
- **Using Cisco IP Telephony Applications Backup Utility**
- **Cisco 3700 Series Routers Hardware Installation Guide**
- **Cisco VoIP Monitor Server 4.2 Best Practices Configuration Guide**
- **Technical Support – Cisco Systems**

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Updated: Nov 30, 2004

Document ID: 44942