

0007851008: 10.10.5.112: Dec 05 2016 14:24:03.362 -0700: %CCBU_http-8080-15-6-REQUEST_START: %[method_name=GET][parameter_name={category=[NOT_READY], }][resource_name=/User/62/ReasonCodes][usr=62]: Request start

0007851009: 10.10.5.112: Dec 05 2016 14:24:03.363 -0700: %CCBU_http-8080-15-6-API_REQUEST: %[REQUEST_URL=User/62/ReasonCodes][agent_id=62][request_identifier=null][request_method=user.reasonCodes.GET][request_parameters=62]: Request from client to webservice api

0007851010: 10.10.5.112: Dec 05 2016 14:24:03.364 -0700: %CCBU_http-8080-15-6-REQUEST_END: %[elapsed_time=1]: Request complete

0007851011: 10.10.5.112: Dec 05 2016 14:24:03.369 -0700: %CCBU_http-8080-15-6-REQUEST_START: %[method_name=PUT][parameter_name={ }][resource_name=/User/62][usr=62]: Request start

0007851012: 10.10.5.112: Dec 05 2016 14:24:03.371 -0700: %CCBU_http-8080-15-6-API_REQUEST: %[REQUEST_URL=User/62][agent_id=62][request_identifier=null][request_method=user.PUT][request_parameters= state:NOT_READY]: Request from client to webservice api

0007851013: 10.10.5.112: Dec 05 2016 14:24:03.373 -0700: %CCBU_http-8080-15-6-REQUEST_END: %[elapsed_time=4]: Request complete

0007851014: 10.10.5.112: Dec 05 2016 14:24:03.373 -0700: %CCBU_pool-6-thread-118-6-MESSAGE_TO_CTI_SERVER: %[cti_message=Invoke id :1172795 , agentstate : 2, workmode : 0, reason code: 30, forceflag :1, agentcapacity: 0, agenttext: null, agentid: 62, supervisorid: null][cti_message_name=SetAgentStateReq]: Message going to the backend cti server

0007851015: 10.10.5.112: Dec 05 2016 14:24:03.376 -0700: %CCBU_pool-13-thread-9-6-MESSAGE_FROM_CTI_SERVER: %[cti_message_name=ControlFailureConf][cti_sequence_id=0]: Message coming to Finesse from backend cti server

0007851016: 10.10.5.112: Dec 05 2016 14:24:03.376 -0700: %CCBU_CTIMessageEventExecutor-0-6-MESSAGE_FROM_CTI_SERVER: %[cti_message_name=ControlFailureConf][cti_sequence_id=1917515]: Message coming to Finesse from backend cti server

0007851017: 10.10.5.112: Dec 05 2016 14:24:03.377 -0700: %CCBU_CTIMessageEventExecutor-0-6-DECODED_MESSAGE_FROM_CTI_SERVER: %[cti_message=CTIControlFailureConf [failureCode=257, peripheralErrorCode=10120, text=null]CTIMessageBean [invokeID=1172795, msgID=35, timeTracker={"id":"ControlFailureConf","CTI_MSG_NOTIFIED":1480973043377,"CTI_MSG_RECEIVED":1480973043376}, msgName=ControlFailureConf, deploymentType=CCE]][cti_response_time=1]: Decoded Message to Finesse from backend cti server

0007851018: 10.10.5.112: Dec 05 2016 14:24:03.377 -0700: %CCBU_pool-6-thread-118-3-CMD_FAILED: %[ENTITY_ID=62][ERROR_DESCRIPTION=errorCode 257][command_name=SetAgentState]: Received failed command response

0000827584: 10.10.5.112: Dec 05 2016 14:24:03.377 -0700: %CCBU_pool-6-thread-118-6-XMPP_PUBLISH_ASYNCHRONOUS: %[NodeId=/finesse/api/User/62][Payload=<Update>

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<data>
  <apiErrors>
    <apiError>
      <errorData>257</errorData>
      <errorMessage>CF_INVALID_PASSWORD_SPECIFIED</errorMessage>
      <errorType>Invalid State</errorType>
    </apiError>
```

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</apiErrors>
</data>
<event>put</event>
<requestId></requestId>
<source>/finesse/api/User/62</source>
</Update>]: Publishing XMPP Message Asynchronously
0007851019: 10.10.5.112: Dec 05 2016 14:24:04.789 -0700: %CCBU_pool-13-
thread-12-6-MESSAGE_FROM_CTI_SERVER:
%[cti_message_name=QuerySkillGroupStatisticsConf][cti_sequence_id=0]:
Message coming to Finesse from backend cti server
0007851020: 10.10.5.112: Dec 05 2016 14:24:04.789 -0700:
%CCBU_CTIMessageEventExecutor-0-6-MESSAGE_FROM_CTI_SERVER:
%[cti_message_name=QuerySkillGroupStatisticsConf][cti_sequence_id=1917516
]: Message coming to Finesse from backend cti server
0007851021: 10.10.5.112: Dec 05 2016 14:24:04.790 -0700:
%CCBU_CTIMessageEventExecutor-0-6-DECODED_MESSAGE_FROM_CTI_SERVER:
%[cti_message=CTIQuerySkillGroupStatisticsConf[peripheralID=5000,
skillGroupNumber=1369832, routerCallsQNow=0, longestRouterCallQNow=0,
agentsNotReady=1, agentsReady=3, agentsTalkingIn=1, agentsTalkingOut=0,
agentsTalkingOther=0, agentsWorkNotReady=0,
agentsWorkReady=0]CTIMessageBean [invokeID=1172796, msgID=115,
timeTracker={"id":"QuerySkillGroupStatisticsConf","CTI_MSG_NOTIFIED":1480
973044790,"CTI_MSG_RECEIVED":1480973044789},
msgName=QuerySkillGroupStatisticsConf,
deploymentType=CCE]][cti_response_time=1]: Decoded Message to Finesse
from backend cti server
0007851022: 10.10.5.112: Dec 05 2016 14:24:04.790 -0700: %CCBU_pool-13-
thread-15-6-MESSAGE_FROM_CTI_SERVER:
%[cti_message_name=QuerySkillGroupStatisticsConf][cti_sequence_id=0]:
Message coming to Finesse from backend cti server
0007851023: 10.10.5.112: Dec 05 2016 14:24:04.790 -0700:
%CCBU_CTIMessageEventExecutor-0-6-MESSAGE_FROM_CTI_SERVER:
%[cti_message_name=QuerySkillGroupStatisticsConf][cti_sequence_id=1917517
]: Message coming to Finesse from backend cti server
0007851024: 10.10.5.112: Dec 05 2016 14:24:04.790 -0700:
%CCBU_CTIMessageEventExecutor-0-6-DECODED_MESSAGE_FROM_CTI_SERVER:
%[cti_message=CTIQuerySkillGroupStatisticsConf[peripheralID=5000,
skillGroupNumber=7779672, routerCallsQNow=0, longestRouterCallQNow=0,
agentsNotReady=0, agentsReady=0, agentsTalkingIn=2, agentsTalkingOut=0,
agentsTalkingOther=0, agentsWorkNotReady=0,
agentsWorkReady=0]CTIMessageBean [invokeID=1172797, msgID=115,
timeTracker={"id":"QuerySkillGroupStatisticsConf","CTI_MSG_NOTIFIED":1480
973044790,"CTI_MSG_RECEIVED":1480973044790},
msgName=QuerySkillGroupStatisticsConf,
deploymentType=CCE]][cti_response_time=0]: Decoded Message to Finesse
from backend cti server
0007851025: 10.10.5.112: Dec 05 2016 14:24:04.790 -0700: %CCBU_pool-13-
thread-19-6-MESSAGE_FROM_CTI_SERVER:
%[cti_message_name=QuerySkillGroupStatisticsConf][cti_sequence_id=0]:
Message coming to Finesse from backend cti server
0007851026: 10.10.5.112: Dec 05 2016 14:24:04.791 -0700:
%CCBU_CTIMessageEventExecutor-0-6-MESSAGE_FROM_CTI_SERVER:
%[cti_message_name=QuerySkillGroupStatisticsConf][cti_sequence_id=1917518
]: Message coming to Finesse from backend cti server
0007851027: 10.10.5.112: Dec 05 2016 14:24:04.791 -0700:
%CCBU_CTIMessageEventExecutor-0-6-DECODED_MESSAGE_FROM_CTI_SERVER:
%[cti_message=CTIQuerySkillGroupStatisticsConf[peripheralID=5000,
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skillGroupNumber=8289282, routerCallsQNow=0, longestRouterCallQNow=0,
agentsNotReady=0, agentsReady=0, agentsTalkingIn=0, agentsTalkingOut=0,
agentsTalkingOther=0, agentsWorkNotReady=0,
agentsWorkReady=0]CTIMessageBean [invokeID=1172798, msgID=115,
timeTracker={"id":"QuerySkillGroupStatisticsConf","CTI_MSG_NOTIFIED":1480
973044791,"CTI_MSG_RECEIVED":1480973044791},
msgName=QuerySkillGroupStatisticsConf,
deploymentType=CCE]][cti_response_time=0]: Decoded Message to Finesse
from backend cti server
Entered GetProductInformationListResponse
Entered GetProductInformationListResponse
0007851028: 10.10.5.112: Dec 05 2016 14:24:08.237 -0700: %CCBU_http-8080-
15-6-REQUEST_START: %[method_name=PUT][parameter_name={
}][resource_name=/User/62][usr=62]: Request start
0007851029: 10.10.5.112: Dec 05 2016 14:24:08.238 -0700: %CCBU_http-8080-
15-6-API_REQUEST:
%[REQUEST_URL=User/62][agent_id=62][request_identifer=null][request_meth
od=user.PUT][request_parameters= state:LOGOUT]: Request from client to
webservice api
0007851030: 10.10.5.112: Dec 05 2016 14:24:08.242 -0700: %CCBU_http-8080-
15-6-REQUEST_END: %[elapsed_time=4]: Request complete
0007851031: 10.10.5.112: Dec 05 2016 14:24:08.242 -0700: %CCBU_pool-6-
thread-127-6-MESSAGE_TO_CTI_SERVER: %[cti_message=Invoke id :1172799 ,
agentstate : 1, workmode : 0, reason code: 40, forceflag :1,
agentcapacity: 0, agenttext: null, agentid: 62, supervisorid:
null][cti_message_name=SetAgentStateReq]: Message going to the backend
cti server
0007851032: 10.10.5.112: Dec 05 2016 14:24:08.244 -0700: %CCBU_pool-13-
thread-17-6-MESSAGE_FROM_CTI_SERVER:
%[cti_message_name=ControlFailureConf][cti_sequence_id=0]: Message coming
to Finesse from backend cti server
0007851033: 10.10.5.112: Dec 05 2016 14:24:08.245 -0700:
%CCBU_CTIMessageEventExecutor-0-6-MESSAGE_FROM_CTI_SERVER:
%[cti_message_name=ControlFailureConf][cti_sequence_id=1917519]: Message
coming to Finesse from backend cti server
0007851034: 10.10.5.112: Dec 05 2016 14:24:08.245 -0700:
%CCBU_CTIMessageEventExecutor-0-6-DECODED_MESSAGE_FROM_CTI_SERVER:
%[cti_message=CTIControlFailureConf [failureCode=22,
peripheralErrorCode=10143, text=null]CTIMessageBean [invokeID=1172799,
msgID=35,
timeTracker={"id":"ControlFailureConf","CTI_MSG_NOTIFIED":1480973048245,"
CTI_MSG_RECEIVED":1480973048244}, msgName=ControlFailureConf,
deploymentType=CCE]][cti_response_time=1]: Decoded Message to Finesse
from backend cti server
0007851035: 10.10.5.112: Dec 05 2016 14:24:08.245 -0700: %CCBU_pool-6-
thread-127-3-CMD_FAILED: %[ENTITY_ID=62][ERROR_DESCRIPTION=errorCode
22][command_name=LOGOUT]: Received failed command response
0000827585: 10.10.5.112: Dec 05 2016 14:24:08.245 -0700: %CCBU_pool-6-
thread-127-6-XMPP_PUBLISH_ASYNCHRONOUS:
%[NodeId=/finesse/api/User/62][Payload=<Update>
  <data>
    <apiErrors>
      <apiError>
        <errorData>22</errorData>
        <errorMessage>CF_INVALID_OBJECT_STATE</errorMessage>
        <errorType>Invalid State</errorType>
      </apiError>
```

```
</apiErrors>
</data>
<event>put</event>
<requestId></requestId>
<source>/finesse/api/User/62</source>
</Update>]: Publishing XMPP Message Asynchronously
Entered soapGetStaticServiceList
31
Entered soapGetStaticServiceList
31
```