

Possible BUG with CONFIG_AGENT_EVENT...



[Peter Jenkins](#) 6 posts since Dec 16, 2014

Possible BUG with CONFIG_AGENT_EVENT when deleting a skill Dec 16, 2014 2:36 PM

Hi There,

I am writing an application to connect to UCCX CTI version 9.0.2 in bridge mode and I need to be able to keep my configuration in sync so I am listening to CONFIG events. The initial updates are all fine and when I add a skill to a resource I get the correct CONFIG_AGENT_EVENT with all of the resource's CSQ records in the floating part of the message. However when I remove a skill from a resource I get a CONFIG_AGENT_EVENT with a RecordType of 1 (Change) and a NumCSQ value of zero (0).

Can anyone advise if there is a way for me to track CSQ changes for a resource?

Many thanks

Peter

Tags: [uccxcti](#)



[Pravat Dash](#) 2 posts since Jul 23, 2014

Re: Possible BUG with CONFIG_AGENT_EVENT when deleting a skill Jan 5, 2015 2:03 AM

Hi Peter,

Could you please provide the corresponding Logs & name of Skill , CSQ & Resource. It will be easy to trace the Logs.


Regards,

Pravat Dash.



[Peter Jenkins](#) 6 posts since Dec 16, 2014

Re: Possible BUG with CONFIG_AGENT_EVENT when deleting a skill Jan 14, 2015 5:55 PM

 in response to [Pravat Dash](#)

Hi Pravat Dash,

Thank you for responding to my question and sorry it has taken so long for me to get back to you but I have been on holidays. I set about collecting the logs you requested and I have noticed some weird behaviour that makes me think there is something else wrong with our system. I created two new CSQ with a single SKILL

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for the purpose of showing the logs and couldn't fault the messages being passed between the two systems. If I added a SKILL to a RESOURCE I would get the correct CONFIG_AGENT_EVENT message with the right number of CSQ records. If I removed a SKILL I would also get the correct CONFIG_AGENT_EVNET message with the right number of CSQ records. So I'm thinking there isn't a fault with the CONFIG_AGENT_EVENT messages.

However when I use some of our preexisting SKILLS I start to get the same type of problem with either NO CONFIG_AGENT_EVENT message being sent at all or a CONFIG_AGENT_EVENT message with no CSQ records. The issue appears to be some kind of corruption with my existing CSQ/SKILL. I've attached a log in case you are interested and able to help me work out what is going on.

The RESOURCE is uccx.agent1 and I added a single SKILL called Telstra-Guards. The Telstra-Guards skill is linked to three CSQ (Telstra-VitalCall, Telstra-SMC and Telstra-Guards). I received no CONFIG_AGENT_EVENT to my application at all (confirmed with Wireshark packet sniffer). The SKILL was added at Jan 15 10:51 approximately.

I've also added a second file MIVR271.log which shows what happens when I added the Telstra-SMC skill to uccx.agent1 at Jan 15 11:42:36 (all other skills were removed earlier in the log). I received no CONFIG_AGENT_EVENT in my application either.

- [Cisco001MIVR271.log.zip](#) 195.1 K
- [Cisco001MIVR270.log.zip](#) 129.4 K