

Is it possible to see the raw data that...



Huy Phan 6 posts since Oct 28, 2014

Is it possible to see the raw data that are sent from Finesse to CTI server? Dec 13, 2016 11:54 AM

I have an application that log the agent in using SetAgentStateReq message that worked on UCCX version 11. Since we've upgraded to version 11.5 the login method no longer work. I've noticed that version 11.5 introduced a new flag SSOflag which I can see from a finesse trace.

Finesse open a request using protocol version 16 and get a successful confirmation from CTI server:

```
000002148: 10.11.81.154: Dec 09 2016 11:42:52.894 -0500: %CCBU_pool-17-thread-1-6-
MESSAGE_TO_CTI_SERVER: %[cti_message=Invoke id :122 , perpherallId: 0, versionNumber : 16,
idleTimeout : 120, servicesRequested: 0x94019e, callMsgMask: 0x6fffff, configMsgMask: 0xf, clientId:
Finesse, clientPass: passwd, clientSignature: null, agentExtension: null, agentId: null, agentInstrument: null
applicationPathId: 0][cti_message_name=OpenReq]: Message going to the backend cti server
0000002149: 10.11.81.154: Dec 09 2016 11:42:52.915 -0500: %CCBU_pool-23-thread-2-6-
MESSAGE_FROM_CTI_SERVER: %[cti_message_name=OpenConf][cti_sequence_id=0]: Message coming
to Finesse from backend cti server
0000002150: 10.11.81.154: Dec 09 2016 11:42:52.917 -0500: %CCBU_CTIMessageEventExecutor-0-6-
MESSAGE_FROM_CTI_SERVER: %[cti_message_name=DnD-CHECKPOINT-1 - Processing
CTIMessageEvent - OpenConf CTI_RCV_TIME:Dec 09 2016 11:42:52.914][cti_sequence_id=122]: Message
coming to Finesse from backend cti server
0000002151: 10.11.81.154: Dec 09 2016 11:42:52.918 -0500: %CCBU_CTIMessageEventExecutor-0-6-
MESSAGE_FROM_CTI_SERVER: %[cti_message_name=DnD-CHECKPOINT-2a - Message Decoded -
OpenConf][cti_sequence_id=122]: Message coming to Finesse from backend cti server. I noticed that there
are no documentation as to what is the SSOFlag field for version 16 but there is in version 20 and the field ID
is 257 but you cannot send the float field id 257 because its too big for the float field id in version 16. So is it
possible for us to get a CTI server trace of the raw data what exactly are sent by Finesse to the CTI server?
```

below are the trace I've extracted from the system.

inesse log the agent into the ACD sending SetAgentStateReq to CTI server and received the event and confirmation from the CTI server:

```
0000002841: 10.11.81.154: Dec 09 2016 11:43:36.931 -0500: %CCBU_CoreImpl-worker2-6-
MESSAGE_TO_CTI_SERVER: %[cti_message=Invoke id :125 , agentstate : 0, workmode : 0, reason
code: 0, forceflag :1, agentcapacity: 1, agentext: 8623, agentid: cons8623, supervisorid: null, ssoFlag=false]
[cti_message_name=SetAgentStateReq]: Message going to the backend cti server
0000002842: 10.11.81.154: Dec 09 2016 11:43:37.233 -0500: %CCBU_pool-23-thread-15-6-
MESSAGE_FROM_CTI_SERVER: %[cti_message_name=SystemEvent][cti_sequence_id=0]: Message
coming to Finesse from backend cti server
0000002843: 10.11.81.154: Dec 09 2016 11:43:37.235 -0500: %CCBU_CTIMessageEventExecutor-0-6-
MESSAGE_FROM_CTI_SERVER: %[cti_message_name=DnD-CHECKPOINT-1 - Processing
```

Is it possible to see the raw data that...

CTIMessageEvent - SystemEvent CTI_RCV_TIME:Dec 09 2016 11:43:37.233][cti_sequence_id=183]:
Message coming to Finesse from backend cti server
0000002844: 10.11.81.154: Dec 09 2016 11:43:37.235 -0500: %CCBU_CTIMessageEventExecutor-0-6-
MESSAGE_FROM_CTI_SERVER: %[cti_message_name=DnD-CHECKPOINT-2a - Message Decoded -
SystemEvent][cti_sequence_id=183]: Message coming to Finesse from backend cti server
0000002845: 10.11.81.154: Dec 09 2016 11:43:37.235 -0500: %CCBU_CTIMessageEventExecutor-0-6-
DECODED_MESSAGE_FROM_CTI_SERVER: %[cti_message=CTISystemEvent
[pgStatus=1024, icmCentral=1481301817, systemEventID=11, systemEventArg1=0,
systemEventArg2=0, systemEventArg3=0, eventDeviceType=76, text=,
eventDeviceID=8623]CTIMessageBean [invokeID=null, cti_sequence_id=183, msgID=31,
timeTracker={"id":"SystemEvent","CTI_MSG_RECEIVED":1481301817234,"CTI_MSG_DISPATCH":1481301817235},
msgName=SystemEvent, deploymentType=CCX]][cti_response_time=1][dispatch_phase=DnD-
CHECKPOINT-3B]: Decoded Message to Finesse from backend cti server
0000002846: 10.11.81.154: Dec 09 2016 11:43:37.254 -0500: %CCBU_pool-23-thread-13-6-
MESSAGE_FROM_CTI_SERVER: %[cti_message_name=AgentStateEvent][cti_sequence_id=0]: Message
coming to Finesse from backend cti server
0000002847: 10.11.81.154: Dec 09 2016 11:43:37.256 -0500: %CCBU_pool-23-thread-17-6-
MESSAGE_FROM_CTI_SERVER: %[cti_message_name=SetAgentStateConf][cti_sequence_id=0]: Message
coming to Finesse from backend cti server
0000002848: 10.11.81.154: Dec 09 2016 11:43:37.273 -0500: %CCBU_CTIMessageEventExecutor-0-6-
LogMessage: %[message_string=DISPATCHER-ADDED-ALLSEQ :RunnableHandler]: message :
Tags: [ctiserverprotocolquestions](#), [ctiserverprotocol\(ged-188\)](#)



[Venkata Raghavan](#) 19 posts since Jul 10, 2011

Re: Is it possible to see the raw data that are sent from Finesse to CTI server? Dec 14, 2016 1:24 AM

You are hitting a known defect in 11.5(1) which is CSCvb21549. Agent login from a third party application fails in 11.5(1) due to this defect. The defect is fixed in 11.5(1)SU1. Please try upgrading to SU1 and see if the issue is resolved.



[Matthew J Denapoli](#) 4 posts since Dec 5, 2016

Re: Is it possible to see the raw data that are sent from Finesse to CTI server? Dec 14, 2016 12:55 PM

 in response to [Venkata Raghavan](#)

Can you ID the upgrade path? It seems the only version on downloads.cisco.com is
UCSInstall_UCCX_11_5_1_UCOS_11.5.1.10000-61.sgn.iso



[Venkata Raghavan](#) 19 posts since Jul 10, 2011

Re: Is it possible to see the raw data that are sent from Finesse to CTI server? Dec 14, 2016 7:39 PM

 in response to [Matthew J Denapoli](#)

The defect is fixed in 11.5(1) ES01

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<https://software.cisco.com/download/special/release.html?config=c69418180cd72d28bf953750f356e062>



Huy Phan *6 posts since Oct 28, 2014*

Re: Is it possible to see the raw data that are sent from Finesse to CTI server? Dec 15, 2016 12:22 PM

 in response to [Venkata Raghavan](#)

Thank you very much the patch fixed the issue.