



CHAPTER 18

Cisco Unified Analysis Manager Troubleshooting and Limitations

This chapter contains the following sections:

- [Cisco Unified Analysis Manager Limitations, page 18-1](#)
- [Cisco Unified Analysis Manager Troubleshooting, page 18-2](#)

Cisco Unified Analysis Manager Limitations

The following are the limitations you should consider when implementing and using the Unified Analysis Manager.

- The maximum number of call records that the Call Search Report can display is 500.
- The maximum number of call records that the Call Track Report can display is 100.
- Since there is no globally unique callID to use, Unified Analysis Manager uses link-by-link approach to trace the call. If any record for a call is missing in one of the products in the call path, the link will be broken for the rest of the chain and the tracking will not be complete.
- Call records are not stored in the database orderly based on any particular column. When running Call Search Report, the number of returned records is limited to 500. The 500 records that are retrieved may not be the earliest (based on originating time, connection time, or disconnect time) in the specified time range. To make sure all of the call records within the specified time range are retrieved, you need to shorten the time range until the returned number of records is less than 500.
- The Unified Analysis Manager option is not displayed when the Cisco Unified Real Time Monitoring Tool is connected to a Cisco Unity Connection or Cisco Unified Presence server, because these products do not have a Call Record database.

When you use the Cisco Unified Real Time Monitoring Tool to connect to a Cisco Unified Communications Manager or a Cisco Unified Communications Manager Business Edition server, you can add nodes to include Cisco Unity Connection and Cisco Unified Presence servers in the Unified Analysis Manager.

- Call Tracking does not support tracking of SIP Unified Outbound Option calls from Unified CCE and Unified IME to Cisco IOS gateways.
- Call Tracking does not support direct call tracking of call paths using a GED-125 protocol from Unified CCE to Unified CVP.
- Cisco Unified Communications Manager needs to be in the call path for tracking calls from Cisco Unified Communications Manager.

- Call tracking only supports single branch tracking from Cisco Unified Communications Manager.
- No Call Detail Records (CDR) are generated for calls on the MGCP gateway, as the gateway does not implement call control and Q.931 is backhauled/tunneled to the Cisco Unified Communications Manager for signalling. The CDR is available only on the Cisco Unified Communications Manager.
- With ACS servers, Unified Analysis Manager is used only for call tracing, and then used only if you want to include gateway records and information in the tracing data. If you do not have an ACS server or a supported hardware/software version of the ACS server, most of Unified Analysis Manager functions in your deployment will continue to work; however, your gateway information will not be included in your call traces.

Cisco Unified Analysis Manager Troubleshooting

Table 18-1 provides a list of errors that you may see when testing Unified Analysis Manager connectivity to a node and the suggested action for correcting the errors.

Table 18-1 Test Connectivity Errors and Corrective Actions

No.	Error Code	Message	Corrective Action
1	<i>NOT_AUTHORIZED_CODE</i>	Username or password is not correct	Enter the correct username and password.
2	<i>MISSING_SERVICE_CODE</i>	Missing Service	The requested web service was not found. Check to see if the web service is down on the target application.
3	<i>SERVER_BUSY_CODE</i>	Server is busy	Check to see if there are any other ongoing jobs running on the server. If so, wait until the job is done. If not, wait a few minutes and try again.
4	<i>INVALID_PORT_CODE</i>	Invalid Port	The specified port may be syntactically incorrect or may be out of range.
5	<i>CONNECTION_FAILED_CODE</i>	Not connected to the specified node	Verify that you have entered the correct address for this node. If the address is correct, then verify that the node is up and that it is reachable.
6	<i>NOT_SUPPORTED_CODE</i>	Not supported	This version of the specified product is not supported for this release. Upgrade this product to a supported version.

Table 18-1 Test Connectivity Errors and Corrective Actions (continued)

7	<i>CERTIFICATE_HANDLING_ERROR_CODE</i>	SSL handshake failed. The client and server could not negotiate desired level of security	Verify that you have accepted the certificate that was sent to the client from the server.
8	<i>GENERAL_CONNECTION_ERROR_CODE</i>	An internal error has occurred	Save the recent Unified Analysis Manager log files and contact Unified Analysis Manager support for help.

