

Configure and Troubleshoot Finesse IP Phone Agent (FIPPA) in UCCX

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Introduction

This document describes how to configure and troubleshoot Finesse IP Phone Agent (FIPPA) on Unified Contact Center Express (UCCX)

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- UCCX
- Cisco Unified Communications Manager (CUCM)

Components Used

The information in this document is based on these software and hardware versions:

- UCCX 11.0(1).
- IP Phones.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure

that you understand the potential impact of any command.

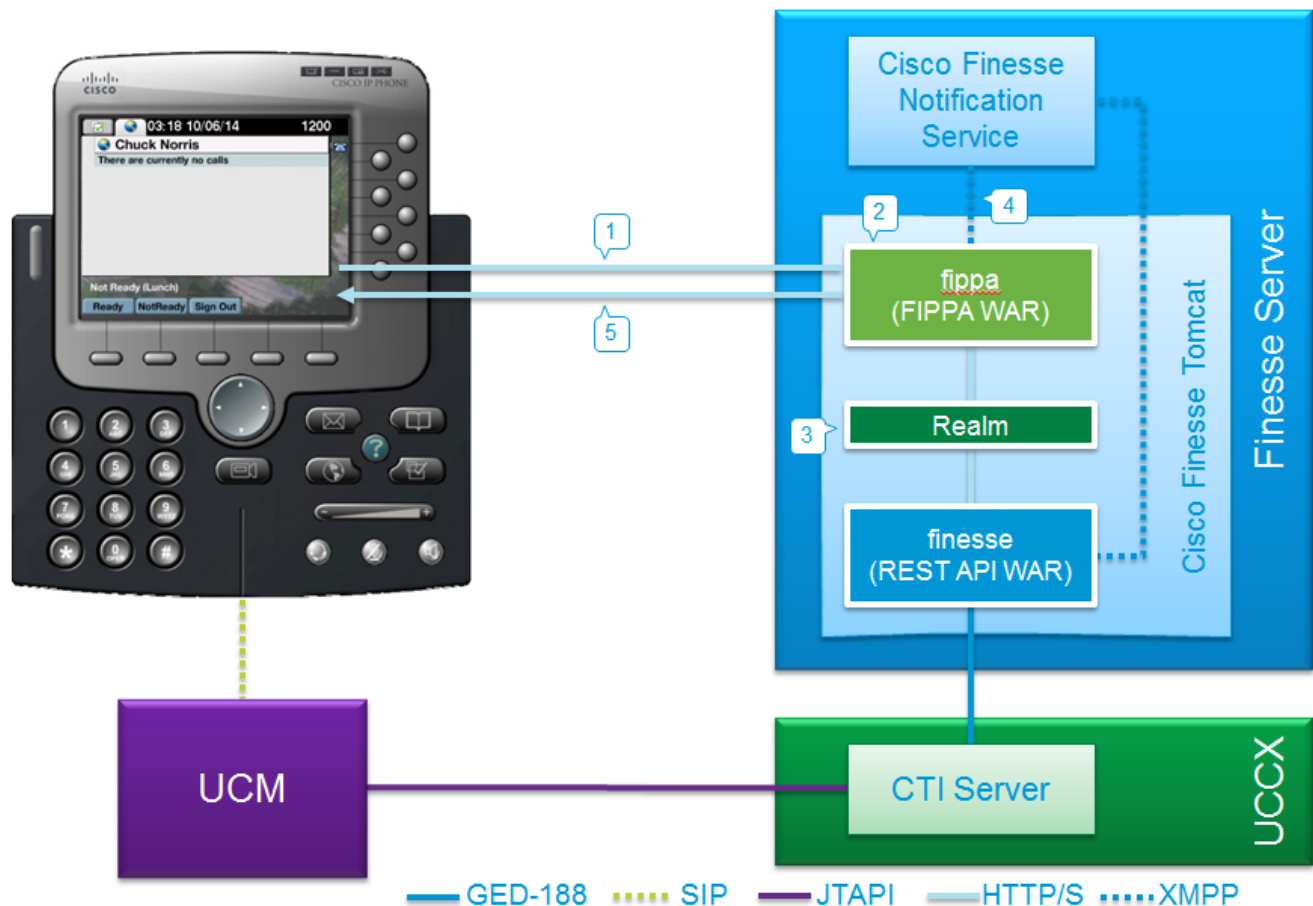
Background Information

From UCCX 11.X onwards, Cisco Agent Desktop (CAD - the calabrio product suite) has been deferred and Cisco Finesse is the only Agent Desktop product suite available on UCCX. In addition, there no desktop services or CCX Lightweight Access Point (LDAP) exist. This was previously accesible via the Cisco Desktop Administrator (CDA) WebGUI .

There is only a Cisco Finesse appliance that co-resides on UCCX and handles both Web browser based Agent Desktop as well as IP Phone Agent - now packaged as Finesse IP Phone Agent (FIPPA). The Cisco Finesse Tomcat is the only service exposed on the CCX Serviceability page. (Along with support services, the CCX Engine and the CCX Notification service that are needed to log in agents)

Architecture

- The IP Phone makes requests and gets responses over Hypertext Transfer Protocol (HTTP) in the form of CiscoIPPhone XML Objects. These responses are directly used to construct the FIPPA Screens.
- The heart of FIPPA is the FIPPA WAR which manages all the FIPPA Sessions. It uses the same REST Application Programming Interface (APIs) and Extensible Messaging and Presence Protocol (XMPP) interfaces used by the Desktop.
- The FIPPA WAR makes REST APIs requests that are authorized to use the same Realm used for the Finesse Desktop.
- Thus all the configurations for wrap up codes, reason codes, etc for FIPPA are the same as Finesse Desktop.
- The FIPPA WAR gets event notifications with pure XMPP (unlike the BOSH the Desktop uses).
- The IP Phone acts as a pseudo-HTTP Server as messages are pushed via HTTP. This is in the form of a URL that the IP Phone, in turn, requests.



Configuration

Manual Login

Step 1. Set the following parameters in Unified CM:

- Set the **Web Access** parameter to **Enabled**.
- Set the **HTTPS Server** parameter to **HTTP and HTTPS Enabled**.

To set these parameters in Cisco Unified CM Administration, use either of the following pages:

- Phone Configuration page (Product Specific Configuration portion of page): choose **Device** > **Phone**.
- Enterprise Phone Configuration page: choose **System** > **Enterprise Phone Configuration**.

Step 2. Configure FIPPA Application user.

- You must configure a CUCM application user for FIPPA with the roles **Standard CTI Enabled** and **Standard CTI Allow Control of All Devices**.
- This application user is created on CUCM first, and the details are entered on the CFAdmin page as a part of the **Phone Authentication URL** page. This is mandatory to log into FIPPA.
- The URL for this configuration is (cfadmin) - <https://UCCX-IP-or-FQDN:8445/cfadmin>
- Enter the application username and password here (must be alphanumeric).

- Click **Save**.
- Restart the Cisco Finesse service: *utils service restart Cisco Finesse Tomcat*

Step 3. Add the Agent Phone and UDP under the FIPPA Application user.

- On CUCM, ensure that the agent phone (device) and User Device Profile (UDP) is added under the FIPPA Application user.

 **Note:** FIPPA application user was created to offload FIPPA log in / device requests to this user instead of putting load on the RMCM Application user. However in theory, either of them can be interchangeably used for device control. It is important to note that the Phone Authentication URL on CFAdmin (Finesse Admin) is the Application user on CUCM that handles FIPPA requests. In our case, FIPPA Application User as per recommended practices.

 **Note:** For UCCX deployments using Finesse IP Phone Agent (FIPPA) from 11.0(1) onwards, the User Device Profile (UDP) must be associated with the FIPPA Application User along with the physical phones for agents using Extension Mobility. Per the UCCX release notes, only the agent UDP should be associated to the RMCM application user.

Step 4. Create the FIPPA phone service.

- Configure the Agent Phone and End user for UCCX (Assign IPCC Extension to the End User).
- Finesse Tomcat must be [STARTED].
- Configure the FIPPA Service as an IP Phone Service. There should be one service per UCCX server. Agents will need to log into FIPPA with the service corresponding to the master UCCX server.
- This is done on **CUCM admin > Device > Device Settings > Phone Services**.

URL: **http://<UCCX_FQDN>:8082/fippa/#DEVICENAME#**

where<UCCX_FQDN>is the fully qualified domain name (FQDN) of your UCCX server.

Service Information

Service Name*

Cisco FIPPA N1

Service Description

FIPPA node 1

Service URL*

http://uccx1.example.com:8082/fippa/#DEVICENAME#

Secure-Service URL

Service Category*

XML Service

Service Type*

Standard IP Phone Service

Service Vendor

Service Version

☒ Enable

Service Parameter Information

Parameters

New Parameter

Edit Parameter

Delete Parameter

Save

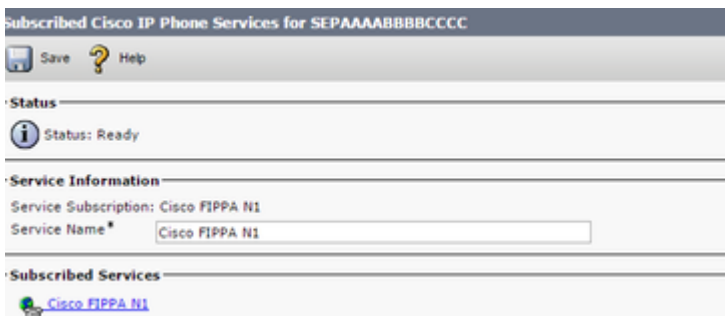
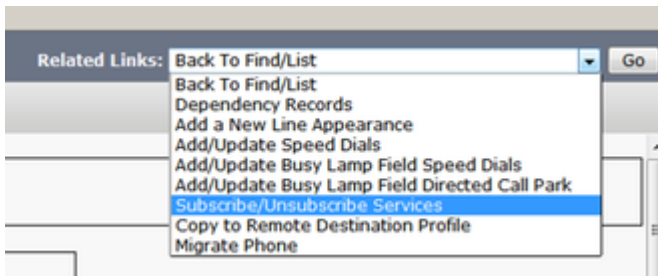
Delete

Update Subscriptions

Add New

Step 5. Associate the service to the phone.

- Navigate to the phone on the **CUCM Device > Phone** and **subscribe** the FIPPA service to the phone, as shown in the image:



Step 6. Configure Wrap Up codes or Reasons (optional).

- All Reason codes, wrap up codes, etc must be configured as a part of Finesse Admin (cfadmin).
- All Enterprise variables are configured on Finesse Admin (cfadmin).

- This is same as Cisco Finesse agent desktop.

URL: <https://UCCX-IP-or-FQDN:8445/cfadmin>

One Button Login

This is a popular method of FIPPA Configuration.

All the steps are similar including the URL of Finesse. The only difference is the existence of service parameters under the IP Phone Service, as well as the Phone Subscription page (**Subscribe/ Unsubscribe services**). Only the additional configuration will be demonstrated.

Step 1. Add service parameters to the FIPPA phone service.

Under **CUCM admin > Device > Device Settings > Phone Services** access the FIPPA service(s).

Enter each of the parameter names in lowercase:

- **id**
- **extension**
- **password**



Note: One Button Sign In is not supported with enterprise subscriptions.

The values entered are the exact query string parameters used for the subscription URL.

Service Information

Service Name*

Cisco FIPPA N1

Service Description

FIPPA for node 1

Service URL*

http://uccx1.example.com:8082/fippa/#DEVICENAME#

Secure-Service URL

Service Category*

XML Service

Service Type*

Standard IP Phone Service

Service Vendor

Service Version

☒ Enable

Service Parameter Information

Parameters

extension

id

password

New Parameter

Edit Parameter

Delete Parameter

Save

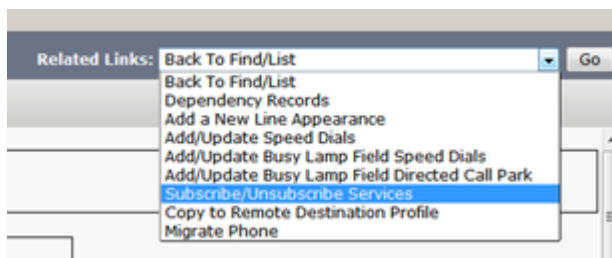
Delete

Update Subscriptions

Add New

Step 2. Navigate to the FIPPA service(s) the phone is subscribed to and set the extension, id, and password parameters corresponding to the agent.

- Navigate to the phone on the **CUCM Device > Phone** and subscribe the FIPPA service to the phone.



Enter the values of the one button Login for the URL parameters, as shown in the image:

<https://10.106.87.135/ccmadmin/ipphoneServiceSubscribeEdit.do?device=de897>

Subscribed Cisco IP Phone Services for SEPAAAAA8BBBCCCC

Save

Help

Status

Status: Ready

Service Information

Service Subscription: FIPPAUCX11

Service Name*

Cisco FIPPA N1

extension

62000

(Description)

id

arunabh

(Description)

password

(Description)

Common Issues

No Call Variables Appear due to Phone URL Authentication Error

Error:

“Phone URL authentication username or password is incorrect in the IP Phone Agent settings. Contact your administrator for more information.”

Note: The same error appears on the IP Phone if the supervisor forces an agent to sign out from the Team.

Solution :

- Check that the Phone URL Authentication Settings entered in the IP Phone Agent Settings gadget match those configured for the application user in Unified CM.
- Also check that the agent extension is listed as a Controlled Device for the application user in Unified CM.
- Refer for more troubleshoot steps:

Idle Phones Display “Host not found”

Error:

“Error” and “Host not found”

Or

“Idle Application” and “Host not found”

Solution :

- If you have Idle Display URL, be sure that the URL is correct. If the URL uses FQDN, ensure that the DNS server can resolve this FQDN.
- If you do not require the Idle Display, ensure that there is no Idle Display URL configured for the phone. Also ensure that the Idle Timer field is blank.
- Alternatively, if you use an Auto-registration Template in Unified CM, see the following for a potential resolution:
- <https://supportforums.cisco.com/document/12332916/service-applet-pops-phone-idle-application-showing-phone-host-not-found>

Not supported phones with FIPPA.

Solution : check Compatibility of phones to use FIPPA:

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/express_compatibility/matrix.html

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/express_compatibility/matrix.html

Troubleshoot

- Check and verify the configuration.
- Finesse Tomcat must be IN_SERVICE on the node you try to Log in.

https://UCCX-FQDN:8445/finesse/api/SystemInfo

- FIPPA XML layout must be returned when accessed by a Web Browser.

http://UCCX-IP-or-FQDN:8082/fippa/#DEVICENAME#

Example: Open the URL in a Web Browser

<http://UCCX-IP-or-FQDN:8082/fippa/SEPAAAABBBBCCCC>

- To actually test log in with a sample agent, one can test it in the web browser as well.

Example: For agent device SEPAAAABBBBCCCC, Agent ID=arunabh, password=cisco, Extension=62000

<http://UCCX-IP-or-FQDN:8082/fippa/SEPAAAABBBBCCCC/login?password=cisco&extension=62000&id=arunabh>

Log Collection

- The logs for FIPPA are named as FIPPA logs located at Cisco Finesse log folder.

<#root>

CLI :

```
file list activelog /desktop/logs/fippa/*
```

```
file get activelog /desktop/logs/fippa/*
```

- From Real Time Monitoring Tool (RTMT) - Collect the Cisco Finesse logs.
- This contains the Finesse localhost logs and the FIPPA logs.
- Messages are also seen when agent log in treatment by the Finesse Tomcat - CCX Engine logs can also be analyzed.

Related Information

- [Chapter: Finesse IP Phone Agent Tasks](#)
- [Guidelines for Agent Phone Configuration](#)