A MITEL
PRODUCT
GUIDE

MiContact Center Enterprise

Handling Faults Script Manager
User Guide

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INTRODUCTION

This document contains useful tips for troubleshooting and handling special configurations.

FAULTS

Each section in this document consists of a fault and tips on how to handle it.

CANNOT LOCATE BINARY SCRIPT

After a successful compilation, the user is still not able to see the binary script when creating a service access or service application. Check your script setting and binary location. Make sure the binary location is set to central and the binary name is corrected. If the binary location is set to local, then the remote web server that runs on a separate machine will not be able to locate the compiled binary script stored on a local machine. It is recommended that all binary scripts have location set to central for service access or service application creation.

CANNOT CONNECT THE SCRIPT DESIGNER TO THE WEB SERVER

When the Script Designer starts and an error message “Failed connecting to Configuration Web Server = yourwebservername” appears, it could be caused by using an invalid web server for connection or the configuration server has not yet started. Check to be sure the web server name is valid and from the Service Control Manager, make sure that the SM Configuration Service has started. If this service is not started, restart it and then try connecting to Script Designer once again.

CANNOT START UP THE SCRIPT MANAGER CONFIGURATION MMC

During startup of Script Manager Configuration MMC, if the error message “Failure to connect to the configuration server” displays, it could be that the Configuration Service has not yet started or was not able to start successfully. Open the Service Control Manager and determine the SM Configuration Service status and restart it if it is not yet started.

CANNOT STOP BASIC CONFIGURATION SERVICE

Not all Script Manager Services are configured via Service Control Manager. To stop all Script Manager Services, use the Script Manager Utility and select Stop Services. To start all Script Manager Services, use the Script Manager Utility and select Start Services.

CANNOT LOAD BINARY SCRIPT

This error appears when trying to create a Script Manager Service Access through Configuration Manager. The “Cannot Load Binary Script” error message means that there are no Script Manager scripts in the system that are compiled and ready to use for MiCC Enterprise. A Script Manager script, using Script Designer, must be created and compiled before it can be configured in a Service Access. Also make sure the configuration web server is up and running. If the web

server is not running, an error message will be displayed for a failed connection to the web server while loading the binary script.

CANNOT MODIFY SERVICE APPLICATIONS IN SCRIPT MANAGER CONFIGURATION

A Service Application created from Script Manager Configuration can be modified only by using Script Manager Configuration. If the Service Access is created using Configuration Manager, it must be modified via Configuration Manager. Check the Integrated column and see if the Service Application was created by MiCC Enterprise Configuration Manager. If so, use Configuration Manager to modify the settings.

SERVICE APPLICATION IS NOT USING THE INITIAL VALUE OF THE VARIABLE

When a Service Application is created, the variable will use the default setting defined in the script. If the Service Application changed the initial setting, it will not go back to the default setting. If the user changes the default value of the variable in the script and compiles the script once more, it will not be reflected in the Service Application that has already been created. Only new Service Applications will use the default setting in the script as the initial value.

STRANGE ICON SHOWN WHEN OPENING AN EXISTING SCRIPT

An icon (Figure 1) is displayed when opening an existing script that is not supported by Script Manager. This indicates that the previously inserted component is no longer available in Script Manager. This is usually caused by one or more of the component libraries being removed from the installation or not registered during the installation. For example, a script was created on an integrated installation, but the same script was copied and opened on a stand alone Script Manager installation. The contact center components are no longer available. Remove the block and replace it with a new one that will do the same function.

Figure 1 Existing script not supported by Script Manager

WHY THE SCRIPT MANAGER SERVICE ACCESS DOES NOT ANSWER THE CALL

Make sure there are sufficient Script Manager access licenses available. Use SpyTracer to monitor the Service Access and check for any errors. Correct the error condition and try again.

MONITOR DEVICE ONLY ALLOWED IN EVENT-DRIVEN SECTION

MonitorDevice block is allowed in the EventDriven section. This block is needed if the script does not use the OnCallDelivered block as the session trigger. For example, it originates an outbound call using the virtual device from the script. The MonitorDevice block does not need to be connected to any block. It can be placed anywhere in the EventDriven section.

CANNOT SAVE THE SCRIPT TO THE NETWORK DRIVE DUE TO NETWORK ERROR

If you are working with a script that is located on a network drive, there is a risk that a network failure caused the script to be corrupted. To prevent loss of data, Script Designer saves a local copy of the script to your temporary directory defined in your temp environment variable. If for some reason the file becomes corrupted during the network access, you can locate the temporary file with a ~ prefix in your temporary directory. A script that is saved to the local drive will not have a backup copy.

SERVICE GROUP COMPONENT IS NOT WORKING

If the Service Group component does not send the call to the Service Group, make sure the Service Group name is configured in the MiCC Enterprise Configuration Manager. The script that uses the Service Group component must use Configuration Manager to create the Service Accesses. This enables Script Manager and MiCC Enterprise integration. If the script was defined using Script Manager Configuration, the Service Group component will fail.

CONTACT CENTER DATA DOES NOT SHOW IN CDR REPORT

The SendContactCenterData block must be placed before the Service Group block in the script. This enables the data to forward to the database, and display on the Desktop Manager Call Window. If the SendContactCenterData block is placed after the Service Group block, the SendContactCenterData block will result in failure. Hence the CDR data will not be able to forward to the agent or database.

CANNOT PLAY BACK DATE AND TIME

When building play messages using date or time, the format must be provided exactly as indicated in the type drop-down list (see Figure 2). These are the formats supported by the OAS Server. If the data is not in the same format, it needs to be converted to the supported format using Assign or JScriptExecute.

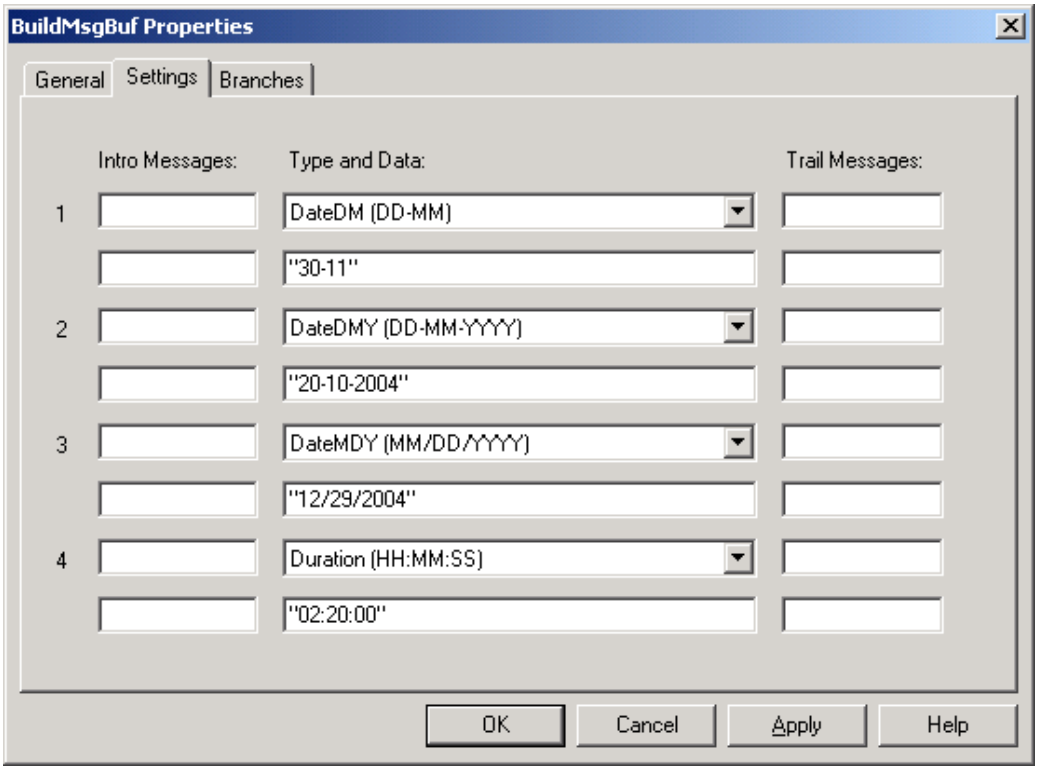

Figure 2 Build Message dialogue box

CANNOT OPEN THE SERVICE APPLICATION PROPERTIES

When creating or modifying a Script Manager Service Application, the user receives the following error: “Unable to obtain binary script files” or “Unable to obtain configurable variables”. If the error message displays as “Unable to obtain binary script files”, it means there are no compiled binary scripts available to be loaded by the web server. The user should first generate a script and compile it into a binary script. This problem normally occurs when a Service Access was created under a Tenant that has more than one associated Script Manager Node. Make sure that under the Tenant from each of the associated Script Manager nodes, there are compiled scripts available for the web server to be loaded.

If the error message displays as “Unable to obtain configurable variables”, it means the associated configurable variable (.dat) file does not exist for the web server to load. This error should not occur unless the associated configurable variable file was manually edited or accidently deleted by a user.

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