Mitel OpenScape Concierge

OpenScape Concierge, Troubleshooting Guide

Service Documenation
05/2024

Mitel

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Contents

1 History of Change

Version: 2/06.2023

Issue	Date	Summary
1	04/2023	First issue of the guide.
2	05/2023	Fix missing links.

2 Basic information for any Concierge ticket

Please raise tickets in English and use clear and formal language. Do not use abbreviations. Texts available from other parties in another languages must be translated to English.

NOTICE:

Use the columns **"Yes"** and **"No"** to answer questions, where applicable and the **"Comments"** column to add the requested information. .

2.1 Basic information

Each Concierge ticket must contain the following basic information:

Table 1:

Description	Yes	No	Comments
Concierge release (major, minor, fix and hotfix version)			
Did the problem start after upgrading Concierge, OSCC or Switch?			
Is it a new or existing system?			
If the problem started after an upgrade, from which release the system was upgraded?			
Inform switch type (OSV/OS4K) and version.			
Is Concierge connected with OSCC?			
What is the OSCC version?			
Is the customer using SBC?			
For a standalone Concierge, is the system configured to use Pick up or Automatic routing?			
Are the latest Windows updates installed?			
What is .NET version?			
Windows version, virtual machine, RAM memory and disk space (total and free available space).			
What is disk drive the main Concierge Server is installed on (C:\, D:\, or E:\)?			
For virtual machine, is the database storage and the physical disk is shared with other virtual machines?			
Is the SQL database local or external?			
Is the SQL database configured to use a fixed port? If so, what is the port number?			

Description	Yes	No	Comments
Is there any SDK or any other 3rd party app connected to the Concierge SQL database or OSCC Informix database?			
Is the problem (always) reproducible? If it happens sporadically, how often does it happen?			
Does it happen on a specific Concierge client?			

NOTICE:

Be aware that wrong .NET versions, Windows updates, Virtual Machines shared storages, network problems and switch configurations can be the root cause of many commonly reported problems. A restart of Concierge server, OSCC or Switch can eventually solve the problem.

2.2 Extension information

Complete the fields below for issues related to calls or extensions.

Table 2:

Description	Yes	No	Comments
Is the attendant using a physical phone? What is the model and version?			
Does the problem occur on a specific extension? What is/are the problematic extension number(s)?			
Does the issue occur with a specific user? What is/are the problematic user id(s)?			
Does the attendant's extension have call forwarding configured?			
Does the attendant's extension have the feature "Do not Disturb" enabled?			
Does the destination number have call forwarding?			
Does the problem occur with internal calls, external calls, routed calls, or in any case?			
Does the problem occur at a specific time? Mention the time frame.			
If the problem is related to logon/logoff and with OSCC, check the OSCC User Status report during the problematic period. Is everything normal?			

2.3 Specific problems

Complete the fields below for issues related to a specific feature or component.

Table 3:

Issue	Yes	No	Maybe	Required data	Comments
Installation or upgrade				Installation and upgrade	
Switch (CSTA or SIP messages)				Switch	
OSCC				OSCC	
Data synchronization (Config Sync)				ConfigSync	
Data import (Contact Data Provider)				ContactDataProvider	
Concierge Client				Concierge Client	
ETB (Electronic Telephone Book)				ETB on page 16	
External Calendar				External Calendar on page 17	
SNMP, Control ConfigDB or Control OscadmDB				SNMP, Control ConfigDB and Control OscadmDB on page 18	
Circuit, Skype, UC or Teams				Circuit, Skype, UC, or Teams on page 19	
Reports				Report on page 20	
Data Center GUI				Data Center on page 21	
System Management GUI				System Management on page 22	
Email				Email on page 23	
Logon, Authentication, REST API or LDAP RT				Logon, Authentication, REST API or LDAP RT on page 24	
License				License on page 25	

2.4 Problem description

Descriptions and comments must be added in English.

- The problem description must have as much details as possible. Any detail can be important.
- Describe the entire scenario which caused the problem.
- Include step-by-step instructions to reproduce the issue and to speed up the analysis.
- Logs should have the timing of when the problem was observed.

- Mention the involved extensions, users, callids, UniqueCallIDs, timestamps, etc.

2.5 Other problems

This chapter presents the minimum data to be collected for other problems, which are not listed in previous sections.

Table 4:

Description	Yes	No	Comments
Concierge Client logs in FULL level (set in Data Center). See Annex 2: How to set the Concierge Client logging to full level			
CPS (Concierge Provider Service) logs in Verbose mode (set in System Management).			
PABX Link Node logs in Debug mode with traces enabled (set in System Management). See Annex 1: How to enable the traces in PABXLinkNode logs			
Windows Event Viewer (Application, Security and System) logs			
For OSCC call issues: Telephony Server and Routing Server logs in full level (if possible), OSCC design database.			
For OSCC user issues: Telephony Server, Routing Server, Administration Server, Presence Server logs, in full level (if possible), OSCC design database.			

3 Installation and upgrade

Details of the steps used in the installation

Describe the step-by-step procedure used to perform the upgrade, as detailed as possible.

Required logs and information

Description	Yes	No	Comments
Was there any Concierge private patch installed?			
Screenshots of any error message displayed during installation.			
Upgrade/Installation logs (usually located at the root of the machine C:/)			
Any .xml file in use from the old version after the upgrade			
Was the license correctly applied on the CLM server? Was it applied before or after the Concierge installation?			
Was the CLA re-installed, and the grace period restarted?			
If any Concierge server did not start, provide screenshots of the respective server settings and the respective server logs in full debug level mode.			
Windows System Information			
For any other case, collect the customer's SQL database backup (both databases: ConfigDB and OscadmDB) and any relevant screenshot or video.			

4 Switch

NOTICE:

- Do not forget to enable the traces in PABXLinkNode logs. See Annex 1: How to enable the traces in PABXLinkNode logs on page 26.
- Reproduce the scenario for bad and good cases. Please collect data for more than one example, mentioning the timestamps and the corresponding call ids.

Required logs and information

Description	Yes	No	Comments
The attendant's extension, the caller extension number, the called extension number, etc. All details to identify the problematic call, especially the timestamp.			
Concierge Client logs in FULL level (set in Data Center). See Annex 2: How to set the Concierge Client logging to full level on page 26			
CPS (ConciergeProviderService) logs in Verbose mode (set in System Management).			
PABXLinkNode logs in Debug mode with traces enabled (set in System Management). See Annex 1: How to enable the traces in PABXLinkNode logs on page 26			
PABXLinkConnector logs in Debug mode (set in System Management).			
Concierge with OSCC: OSCC logs in full level: Telephony Server, Administration Server, Presence Server, and Routing Server.			
Logon/logoff issues and the system is connected to OSCC, check the OSCC User Real-Time report during the outage and the respective user status.			
For Concierge GUI issues containing wrong information, provide screenshots of the GUI.			
Was there any client crash?			
Was the client closed manually?			
Did the machine go to sleep?			
Was the client left running overnight?			

Description	Yes	No	Comments
For SIP call problems, provide the Wireshark traces containing the IP addresses of the Switch, Concierge and endpoints involved.			
The switch logs.			
Screenshots from the CPS numbers configuration (Request number).			
Screenshots from the DDI configuration (Data Center).			
Screenshots from the PABX routing configuration (System Management).			

5 OSCC

Required logs and information

Description	Yes	No	Comments
Double check, whether the same OSCC client version is installed on the Concierge Server.			
OSCC logs in full level: Telephony Server, Administration Server, Presence Server, and Routing Server.			
For logon/logoff problems, check the OSCC User Real-Time report and the respective user status.			
ContactCenterNode logs in Debug mode (set in System Management).			
ConfigSync logs in Debug mode (set in System Management) after a synchronization.			
OSCC design database.			

6 Config Sync

Required logs and information

Description	Yes	No	Comments
ConfigSync logs in debug mode (set in System Management) after a synchronization.			
Customer's SQL database backup (both databases: ConfigDB and OscadmDB) and any relevant screenshot or video (if available).			

7 Contact Data Provider

Required logs and information

Description	Yes	No	Comments
Contact Data Provider logs in debug mode (set in System Management).			
Data Center logs in FULL level (set in Data Center). See Annex 2: How to set the Concierge Client logging to full level			
The error folder (located inside of the Contact Data Provider log folder).			
Importing CSV files, Excel, or any other format: Provide the respective contact source file used to import.			
OLE DB importing: Provide the database used to import, the version of the respective DB, the used driver and the configuration.			
Screenshots of the mapping used by the customer from the import job in the Data Center. See Annex 3: How to get screenshots of the mapping used by the customer on page 26			
Customer's SQL database backup (OscadmDB) and any relevant screenshots or video.			
Is it a full or a delta (partial) import?			

8 Concierge Client

Required logs and information

Description	Yes	No	Comments
Concierge Client logs in FULL level (set in Data Center). See Annex 2: How to set the Concierge Client logging to full level			
Screenshots of the issue.			
A complete description, video, text about the problem.			
Windows System Information.			
Windows Event Viewer logs.			

9 ETB

Required logs and information

Descripton	Yes	No	Comments
Concierge Client logs in FULL level (set in Data Center). See Annex 2: How to set the Concierge Client logging to full level			
Screenshots of the issue.			
If the contact that was imported through CDP, collect the same information as in chapter 7.			

10 External Calendar

Required logs and information

Description	Yes	No	Comments
External Calendar version.			
Concierge Client logs in FULL level (set in Data Center). See Annex 2: How to set the Concierge Client logging to full level			
Screenshots of External Calendar configuration in the System Management.			
External Calendar Connector and External Calendar Node logs in Debug mode (set in System Management).			
When using Oauth authentication, mention the type of the Modern Authentication was used.			
Proxy server URL, if used.			

11 SNMP, Control ConfigDB and Control OscadmDB

NOTICE:

These nodes do not have a Diagnostics tab in System Management to set the logs to Debug mode. Information can be found in the Oscce Service logs.

Required logs and information

Description	Yes	No	Comments
Oscce Service logs in full debug level			
Is Subscription License in use for the SNMP?			

12 Circuit, Skype, UC, or Teams

Required logs and information

Description	Yes	No	Comments
Concierge Client logs in FULL level (set in Data Center). See Annex 2: How to set the Concierge Client logging to full level			
Screenshots of the Presence server configuration in System Management.			
Logs from the respective Presence server in debug mode (set in System Management).			
Proxy server URL, if used.			
Connection with port 17520 is open in Windows Firewall? (Microsoft Teams)			
Is the Azure Portal properly configured as explained in the white paper? (Microsoft Teams)			

13 Report

Required logs and information

Description	Yes	No	Comments
Data Center logs in FULL level (set in Data Center). See Annex 2: How to set the Concierge Client logging to full level			
Screenshots of the Report configuration in the Data Center.			
Web Scheduler logs in debug mode (set in System Management).			
Is the SQL server configured to use a fixed port? What is the port number? Send a screenshot from the System manager Database			
Is the SQL server configured to use Dynamic port allocation?			
For timestamp problems: Collect the computer regional settings, screenshots and mention, weather the report was generated during Daylight Saving time.			
Screenshot of the email report configuration in the System Management.			
Proxy server URL, if used.			

14 Data Center

Required logs and information

Description	Yes	No	Comments
Data Center logs in FULL level (set in Data Center). See Annex 2: How to set the Concierge Client logging to full level			
Screenshots of the issue.			
If reproducible, describe step-by-step, which options have been selected.			

15 System Management

Required logs and information

Descripion	Yes	No	Comments
System Management logs			
Screenshots of the issue.			

16 Email

Required logs and information

Description	Yes	No	Comments
Concierge Client logs in FULL level (set in Data Center. See Annex 2: How to set the Concierge Client logging to full level			
Data Center logs in FULL level (set in Data Center). See Annex 2: How to set the Concierge Client logging to full level			
Screenshots of the issue.			
HttpServer logs in Debug mode (set in System Management).			
If Oauth Authentication is used, mention the type of the Modern authentication.			
Proxy server URL, if used.			

17 Logon, Authentication, REST API or LDAP RT

Required logs and information

Description	Yes	No	Comments
Concierge Client logs in FULL level (set in Data Center). See Annex 2: How to set the Concierge Client logging to full level			
Data Center logs in FULL level (set in Data Center). See Annex 2: How to set the Concierge Client logging to full level			
Screenshots of the issue.			
Contact Data Provider logs in Debug mode (set in System Management).			
Screenshots of the settings (for the respective issue).			

18 License

Required logs and information

Description			Comments
Screenshots of the issue.			
License Management logs in Debug mode (set in System Management).			
Screenshot of the "List of Current License Data" (System Management -> ControlCenter -> LicenseManagement -> Maintenance tab). See Annex 5: How to get screenshots of the "List of Current License Data"			
Screenshot of the CLM (Details for product license). See Annex 6: How to get screenshots of the "Details for product license" (CLM).			
The CLA version.			
The CLM version.			
Was the Concierge Server IP Address changed for any reason?			
Was the Concierge Server Name changed for any reason?			
Was the Concierge Server MAC address changed for any reason?			
Was the Concierge Server Network Card removed or exchanged?			
Any hardware of the Concierge Server was changed?			
Is the CLM and the CLA located on the same Concierge Sever machine?			

19 Appendix

This section contains additional reference information.

19.1 Annex 1: How to enable the traces in PABXLinkNode logs

1) Go to **System Management** > **Control Center** > **PABXLinkNode** > **Maintenance tab**.

2) Enable the following flag:
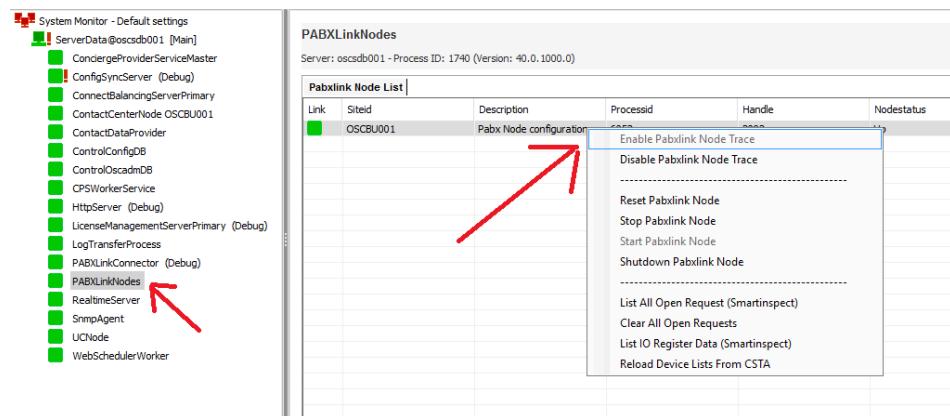
19.2 Annex 2: How to set the Concierge Client logging to full level

1) Go to **DataCenter** > **Client Configuration** > **Logging**.

2) Change the "Overall Logging setting" to full:
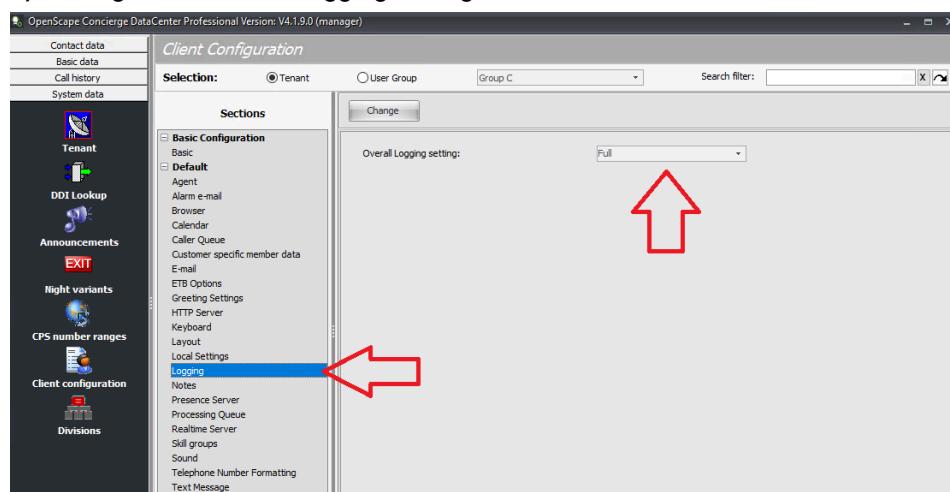
19.3 Annex 3: How to get screenshots of the mapping used by the customer

1) Go to **DataCenter** > **Contact Data Provider** > **Modify the import job**.

2) Take a screenshot of the mapping used, as in the example below:
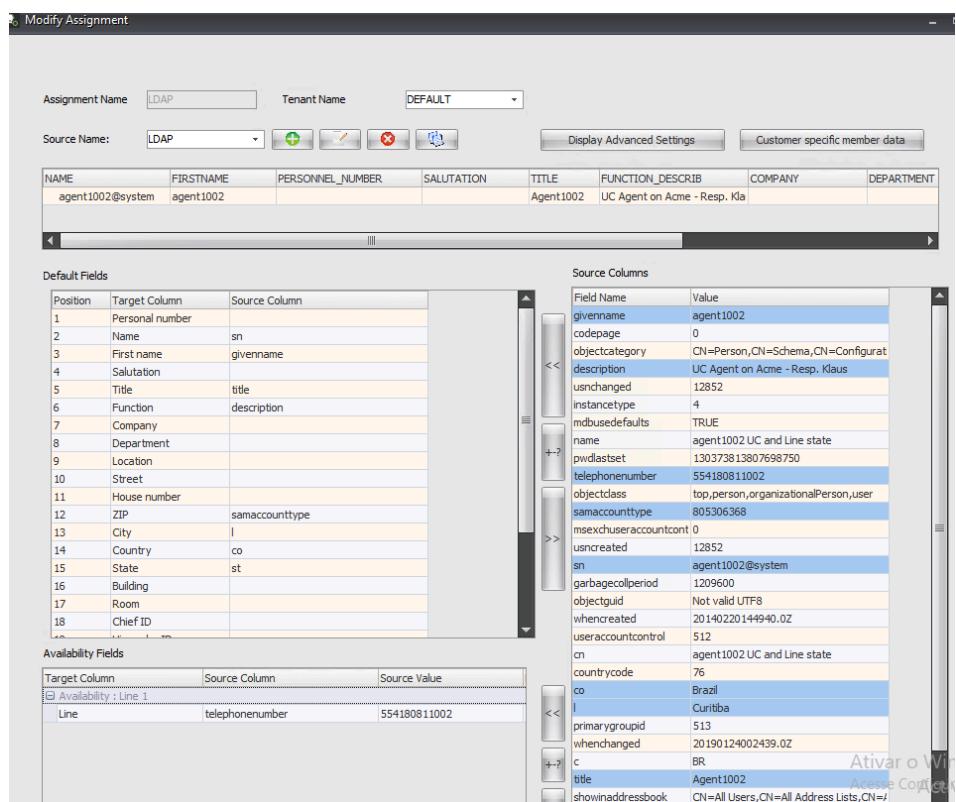
19.4 Annex 4: How to get screenshots of the routing mode

1) Go to **DataCenter** > **System data** > **Tenant**.
2) Take a screenshot as in the example below:
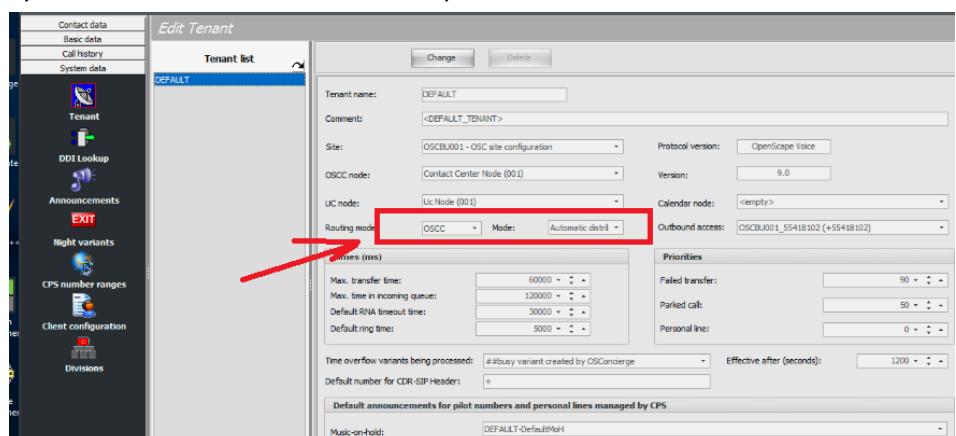
19.5 Annex 5: How to get screenshots of the "List of Current License Data"

1) Go to **System Management** > **ControlCenter** > **LicenseManagement** > **Maintenance tab**.

2) Open the **List of Current License Data** and take a screenshot, as in the example below:
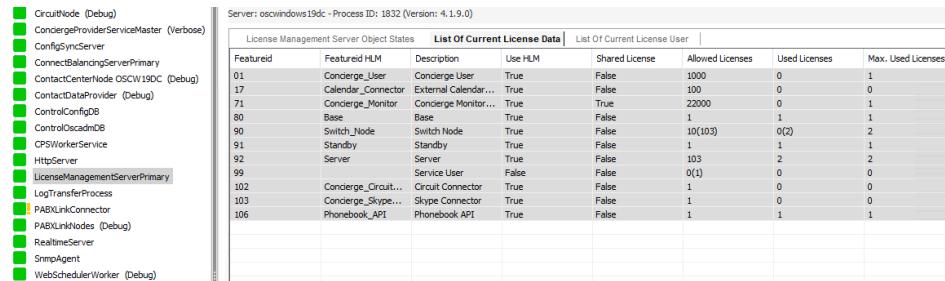
Featureid	Featureid HLM	Description	Use HLM	Shared License	Allowed Licenses	Used Licenses	Max. Used Licenses
01	Concierge_User	Concierge User	True	False	1000	0	1
17	Calendar_Connector	External Calendar...	True	False	100	0	0
71	Concierge_Monitor	Concierge Monitor...	True	True	22000	0	1
80	Base	Base	True	False	1	1	1
90	Switch_Node	Switch Node	True	False	10(103)	0(2)	2
91	Standby	Standby	True	False	1	1	1
92	Server	Server	True	False	103	2	2
99		Service User	False	False	0(1)	0	0
102	Concierge_Circuit...	Circuit Connector	True	False	1	0	0
103	Concierge_Skype...	Skype Connector	True	False	1	0	0
106	Phonebook_API	Phonebook API	True	False	1	1	1

List of processes (left panel):
- CircuitNode (Debug)
- ConciergeProviderServiceMaster (Verbose)
- ConfigSyncServer
- ConnectBalancingServerPrimary
- ContactCenterNode OSCW19DC (Debug)
- ContactDataProvider (Debug)
- ControlConfigDB
- ControlOscadmDB
- CPSWorkerService
- HttpServer
- LicenseManagementServerPrimary
- LogTransferProcess
- PABXLinkConnector
- PABXLinkNodes (Debug)
- RealtimeServer
- SnmpAgent
- WebSchedulerWorker (Debug)

Server: oscwindows19dc - Process ID: 1832 (Version: 4.1.9.0)

Tabs: License Management Server Object States | List Of Current License Data | List Of Current License User

19.6 Annex 6: How to get screenshots of the "Details for product license" (CLM)

1) Go to **CLM** and **Logon/Synchronize**.
2) Expand **License agents** and find your Concierge product license.
3) Take a screenshot, as in the example below:

License Management

Left panel:
- Content
- Products
- License agents
  - osc
    - OpenScape Concierge
      - 0000
        - Floating
- Computer

Packages for license '0000

→ Details for product license '0000

Actions for packages

Refresh data	Create Package	Remove Package

List of packages

Name ▲	Type	Details

List of floating features
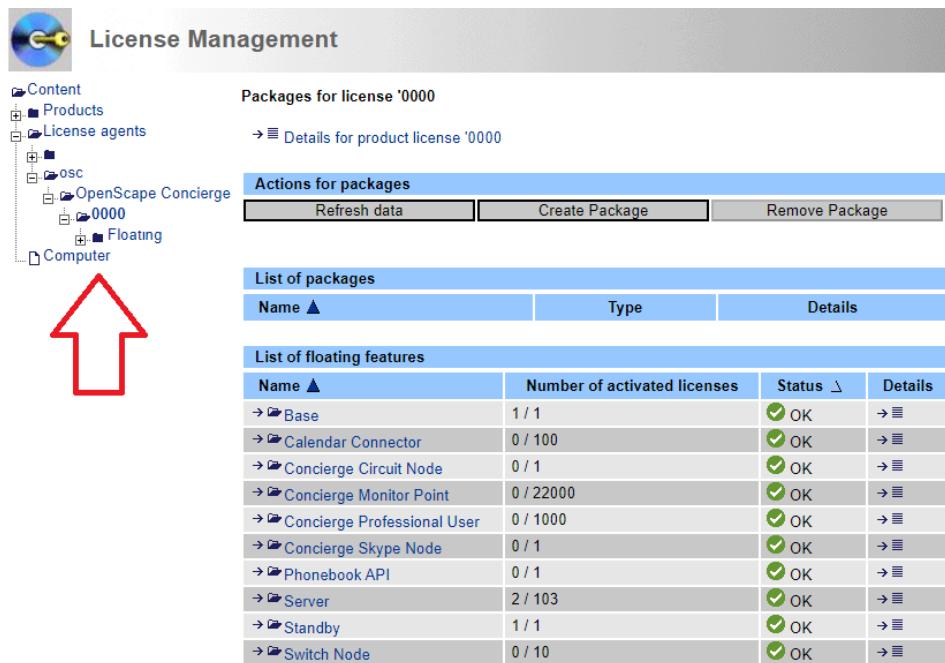
Name ▲	Number of activated licenses	Status	Details
Base	1 / 1	✓ OK	→≡
Calendar Connector	0 / 100	✓ OK	→≡
Concierge Circuit Node	0 / 1	✓ OK	→≡
Concierge Monitor Point	0 / 22000	✓ OK	→≡
Concierge Professional User	0 / 1000	✓ OK	→≡
Concierge Skype Node	0 / 1	✓ OK	→≡
Phonebook API	0 / 1	✓ OK	→≡
Server	2 / 103	✓ OK	→≡
Standby	1 / 1	✓ OK	→≡
Switch Node	0 / 10	✓ OK	→≡

19.7 Annex 7: Export of System Management

1) Open and login in the **System Management**.
2) Go to **File -> Save as**.
3) Enter a filename and click on **Save**.

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