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Genesys Intelligent Automation Help

Troubleshooting

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Troubleshooting

This page answers common troubleshooting questions about using Genesys Intelligent Automation.

- **Issue: I've added an option to my Prompt Wording in my Menu, and added a link to this option, but when callers select the number for this option they're not being put through. Why is this?**
 - Suggestion: If you've indicated in the Prompt Wording field that the caller should press a specific number to be put through to a particular department, you must also add this number to the DTMF field in the Edit Path dialog box.
- **Issue: Why are callers receiving an error message rather than being routed to a specific number?**
 - Suggestion: A list of trusted numbers is configured when Intelligent Automation is installed. This prevents callers from being transferred to prohibited numbers, such as premium-rate numbers. Check your reports to identify at which point callers are receiving this error and update the number. This may be in a **Phone** block, Opening Hours rule, or a Module set up using the Treeview Submodule template. Administrators can add numbers to the trusted numbers list.
- **Issue: Some callers are experiencing technical difficulties at different stages in the callflow. How can I diagnose the problem?**
 - Suggestion: The Call Details report allows you to identify the cause of any problems you are experiencing. To access this report, go to the **Reports** view and click the **Raw Data** tab. Select **Call Details** in the **Data Set** menu, and then click **Download** to download a CSV file. Open the file and look at the **Error Messages** column to review where in your callflow a change is required.
- **Issue: During load scenarios, IA Tomcat servers consumes high memory and takes long time to execute Script Blocks, iHub scripts?**
 - Suggestions:
 - Try increasing the Tomcat memory pool size to 6 GB especially for VUI and Integration servers. The default memory pool size is 4 GB.
 - To increase Tomcat available memory, you must change the **tomcat9W.exe** file in the **Tomcat(app)/bin** folder (**../TomcatVUI/bin**) to match the name of the service for that app. e.g., fishVUI.exe.
 - After the change, double-click the file to open the Java config UI and update the **xms** and **mxm** values as desired.
 - Save the settings and restart the application.
 - Add or spin up more Tomcat resources when number of max threads for a Tomcat service exceeds 500 threads by updating the **maxThreads** attribute in the <Connector .> section in the **server.xml** file.
 - Enable caching ("Cache Production Modules") in IA Server's **Administration** page for Production servers.
- **Issue: The Load Balancer sends requests to the wrong messaging server.**
 - Suggestion: You should check the **localhost-access-log** files to see instances of this issue. Find the

incorrect request (look for a 500 response) and then get the session ID. Check if that session ID is in any of the other messaging server **localhost-access-log** files at the same time.

- **Issue: Incorrect jvmRoute configuration in server.xml.**

- Suggestion: The jvmRoute option should be configured in the **server.xml** for all messaging and VUI Tomcat servers. This allows them to specify the hostname of the box and append it to the session ID. This value is case-sensitive. Check if you have used the same configuration in all servers.

- **Issue: Setting cookies=false in context.xml breaks Multi-modal.**

- Suggestion : This flag should be set on the <Context> element. Set <Context cookies="false"> value on the Messaging servers only. This also instructs Tomcat not to set session cookies.
- Setting cookies="false" on the VUIs will break Multi-modal.

- **Issue: GIA Tomcat servers generated huge system log files (stderr).**

- Suggestion: To change the Log level of the stderr.log, change the **logging.properties** file located at the **Platform\<Tomcat>\conf** location.
- Set the value of **java.util.logging.ConsoleHandler.level** setting to SEVERE | WARNING | INFO | ALL. Restart the servers after updating.

- **Issue: Apache Log4j <=2.14.1 JNDI features used in configuration, log messages, and parameters do not protect against attacker controlled LDAP and other JNDI related endpoints. An attacker who can control log messages or log message parameters can execute arbitrary code loaded from LDAP servers when message lookup substitution is enabled. From log4j 2.15.0, this behavior has been disabled by default.**

- Suggestion: In releases >=2.10, this behavior can be mitigated by setting either the system property log4j2.formatMsgNoLookups or the environment variable LOG4J_FORMAT_MSG_NO_LOOKUPS to *true*. For releases >=2.7 and <=2.14.1, all PatternLayout patterns can be modified to specify the message converter as %m{nolookups} instead of just %m. For releases >=2.0-beta9 and <=2.10.0, the mitigation is to remove the JndiLookup class from the classpath: zip -q -d log4j-core-*.jar org/apache/logging/log4j/core/lookup/JndiLookup.class.

- **Issue: In iHub's Deploy to Production process, the What's Included column displays 0 Changed Components.**

- Suggestion: This is because after an update, there is no preceding value to be compared. Hence, the columns shows *0 Changed Components*.

- **Issue:** When creating new tags in Block Reports, if an error, *Failed to save the selected blocks* is displayed in the UI and the Catalina logs include the following error message: *More than the maximum number of request parameters (GET plus POST) for a single request ([<maxParameterCount>]) were detected. Any parameters beyond this limit have been ignored.*

- Suggestion: Update the maxParameterCount value in the **server.xml** file of the Tomcat GUI server. The default value is '1000000'.

- **Issue: Users are unable to log in to the GUI**

- Suggestion:
 1. Check if the Flex manager is configured correctly and connected.

2. If this issue occurs for a specific non-administrator user, check if that user is blocked in CME.
- **Issue: In the product import page of Intelligent Automation, the This Tomcat Server is Linked to Eclipse checkbox is set.**
 - Suggestion: This is a developer-only option. **Uncheck this option by default** as the Intelligent Automation is not linked to Eclipse in a customer environment.