

Mida Troubleshooting Guide

Rev. 1.1



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Attendant Console

1. Mida Attendant Console Pro Logs (Cisco Installations)

Download them directly from *Mida Attendant Console Pro*.

On Chrome:

- Right-click on any white point of the console;
- Select *Inspect*;
- In the pop-up window, click on *Customize and control DevTools* (the vertical dots on the upper right corner) and go to *Settings*;
- In the *Console* area, select the *Show timestamps* option;
- Go back to the *Console* tab, select everything, and copy and paste it into a standard text file.
- Attach the text file to the case ticket.

On Firefox ESR:

- Right-click on any white point of the console;
- Select *Inspect Element*;
- In the pop-up window, click on *Toolbox Options* (the gear on the upper right corner) and go to *Settings*;
- In the *Web Console* area, select the *Enable timestamps* option
- Go back to the *Console* tab, select everything, and copy and paste it into a standard text file.
- Attach the text file to the case ticket.

It is possible to retrieve even Cisco plug-in logs, located in the folder: C:\Users

2. Mida Attendant Console Pro credentials not valid

Mida Attendant Console Pro requires the credentials configured on the PBX side.

These credentials may be different from those used to access Mida Unified Portal and other Mida services. Be sure you are using the correct ones.

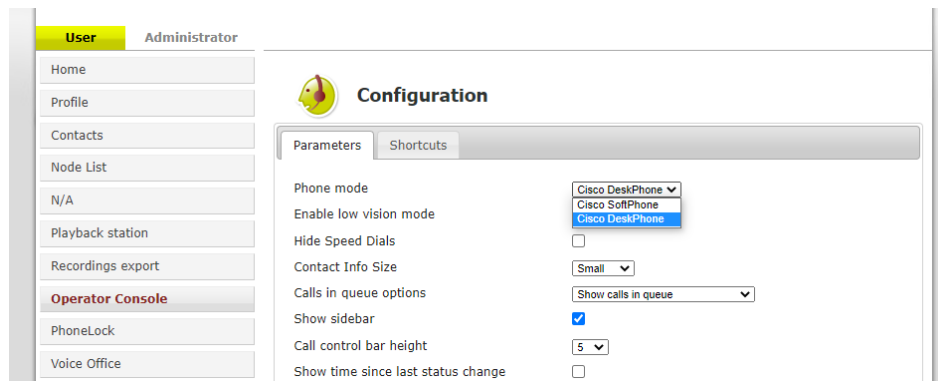
3. In the Attendant Console Pro, the queues have disappeared

Restart CTI Manager service from Mida Unified Portal.

4. “Invalid Argument” error in the Attendant Console Pro

Default login mode is wrong:

- if you are using desk phone mode, the associated phone must be a physical phone (or a Cisco IP Communicator) and it must be registered;
- if you are using softphone mode, the associated phone must be a dedicated softphone.



5. User is continuously logged out from the Attendant Console Pro

Clear browser cache with CTRL + F5.

6. AAC Results in slow and fails trips

The problem with slowness is caused by the browser you use (typically Internet Explorer). Try using a different browser.

Billing and Reports

1. Billing reports partially or not filled

In case, Billing reports are partially or not filled, check below for possible resolutions:

- **Classification algorithm incorrectly configured.**
- In the **Administrator > Configuration > Network** page, check the **Classification algorithm** parameter has been correctly set, accordingly with the used technology (i.e. if using Cisco PBXs, set **CiscoCUCM**);
- **CUCM CDR incorrectly sent.** If using Cisco UCM PBX, it may be possible that the CDR sending service is not properly working. In case, restart the service.
- **“There are not enough licenses” message.** This message, blocking the generation of the reports, is shown when the overall amount of system extension is higher than what is allowed by the system license.

2. Wrong call time on billing reports

The call time shown in Mida Billing reports is stated accordingly with the PBX time settings.

If call times in Mida Billing reports are not right, check for the time and timezone set in the PBX configurations.

3. Billing generates empty online report (blank page)

Try to generate the report from a different browser.

4. Error on report generation

Errors in report generation may be solved simply by restarting the service.

To do that:

1. Go to the System Control Panel;
2. On the Home page, click Restart web service and wait for the Restart completed pop-up;
3. Go back to the report generation page in the system unified portal and run the report

Recorder

1. Recordings retention seems to be for few hours

Try to check the following configuration:

- activate the SIP session timers on calls
- activate SIP OPTIONS on SIP TRUNK in CUCM Configuration

2. Unable to open the web interface

If the web server is not started properly, try to reboot the workstation.

3. Unable to log in on the web interface

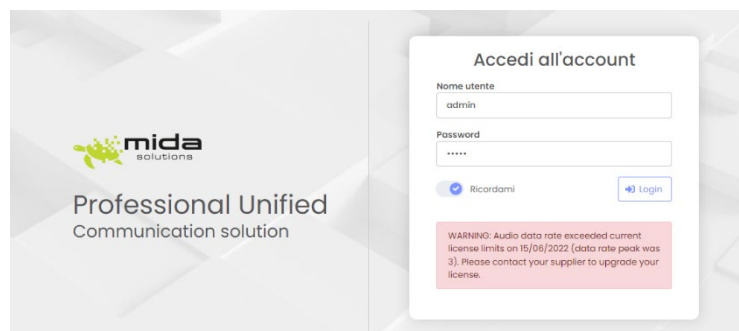
The inserted credentials may be wrong, insert the default ones:

- user: admin
- password: admin

Recommended browsers are Chrome and Firefox.

4. No user can log in to the Playback Station - Login error

The number of Erlang may have been exceeded, contact Mida to update the license to get more Erlang.



5. No records found while filtering

The filters inserted may be wrong, try to check them.

6. Unable to get recordings filtering for a valid key

An invalid filter may have been set in the advanced search. Even if the tab is closed the filter is still applied. Open the advanced search tab, remove the values inserted, then search again.

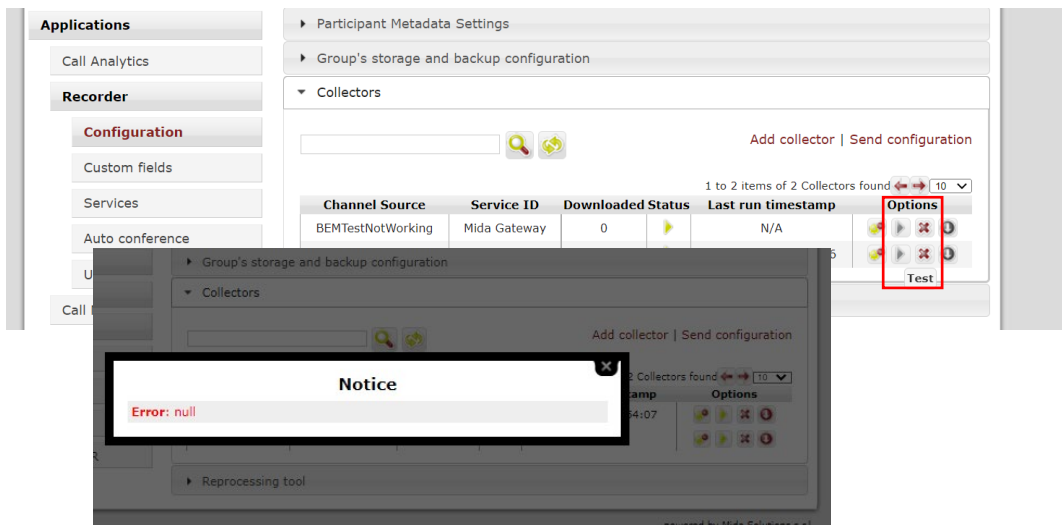
7. Unable to get old recordings

The disk may be full, check if there are SNMP alerts about the disk. If the disk is full please rapidly contact Mida to increase the space of the disk. There must always be a 20% free disk to save recordings.

8. The Gateway does not record

If the Gateway is not recording the calls, reboot it.

9. Failed Gateway test



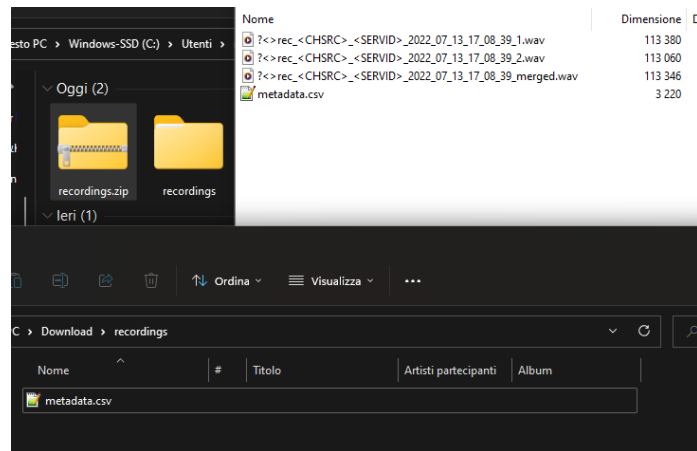
The screenshot shows the 'Recorder' configuration page in the Mida interface. Under the 'Collectors' section, there is a table with the following data:

Channel Source	Service ID	Downloaded Status	Last run timestamp	Options
BEMTestNotWorking	Mida Gateway	0	N/A	Test

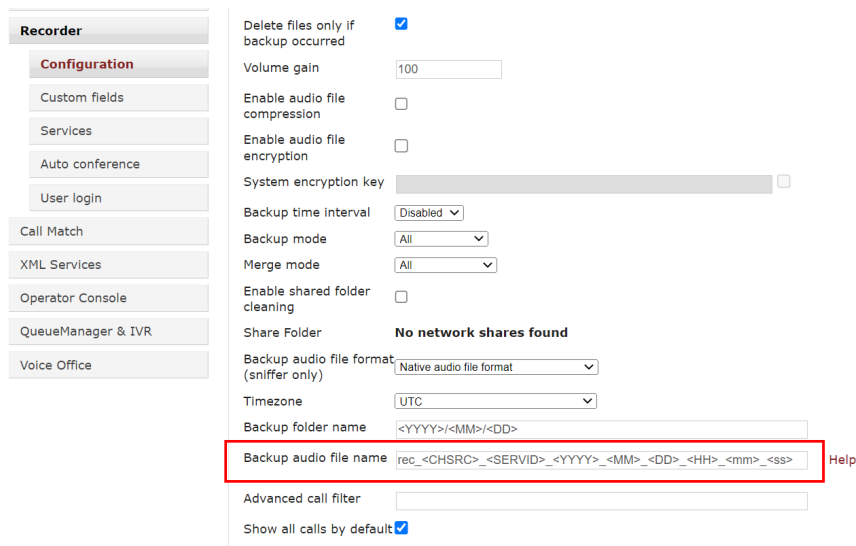
A modal window titled 'Notice' is overlaid on the table, displaying the error message: **Error: null**. The 'Options' column for the collector is highlighted with a red box in the original image.

If there is an error message when the collector is tested, check the network and check if there are SNMP alerts.

10. No audio files in the downloaded zip



When the download of one/many calls is performed, a zip file is generated, and in this case, after extracting it, audio files are missing. Check in the Mida Unified Portal in the Administration > Applications > Recorder > Configuration > Archiving and Playback Station settings which characters are in the “Backup audio file name” tab (as shown in the figure below). It is possible there are one or more characters not acceptable by the operating system and it is necessary to change them, otherwise it won’t be possible to extract the files.

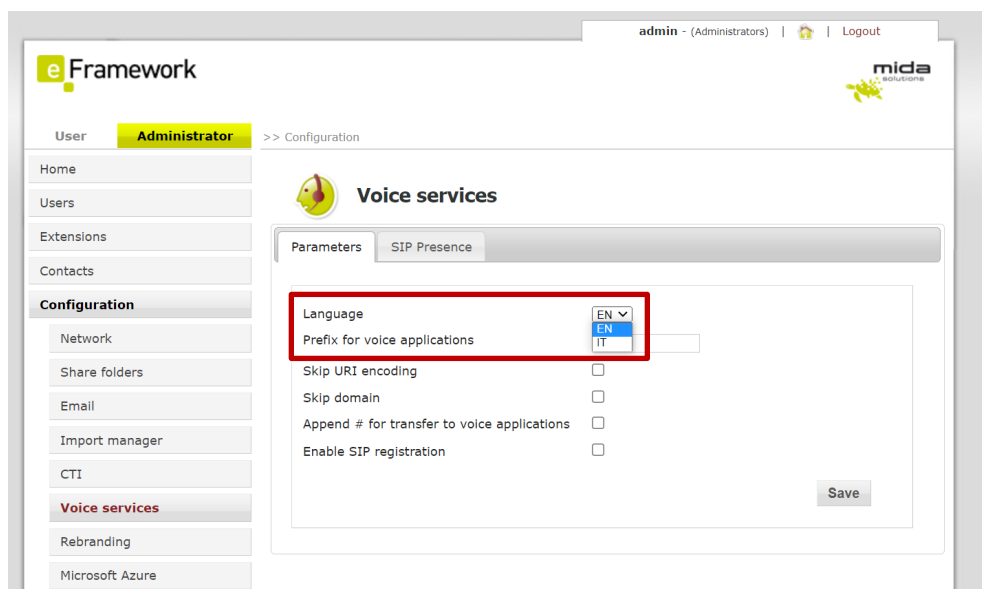


Phone Services

1. Change language in the Phone Services

Changing the user's language, Phone Services messages remain in the default language because the configurable language in the user's profile is used to localize the graphical interface of the Mida Unified Portal and Mida applications.

Phone Services audio messages play in the language configured globally in the Mida Unified Portal in **Administrator > Configuration > Phone Services > Language**.



2. Phone Services times

The times within the Phone Services are all shown in UTC.

UTC is the reference time zone from which all other time zones in the world are calculated.

3. Voice Services open/close at different times than configured

The Mida virtual machine has a different date than the expected date. Perform the following checks:

- check in PDC (tab date) if the correct time is configured and check the correctness of the parameters of any configured NTP servers;
- check on ESXi server if the option “Synchronize guest time with host” is enabled;

IVR

1. IVR not working – busy answer

In case the IVR system stops working properly, providing a busy answer on incoming calls, it may be caused by an invalid license, as displayed in the Pronexus Runtime Manager app (see screenshot below).

This may be caused by some changes in the system hardware (network cards, hard disk, ...).

To solve this, [contact Mida support team](#), which will manually restore the system license.

2. Changes to the IVR menu had no effect

Once you have completed the IVR menu change, you must save the service to its main page for the changes to be applied.

3. Limited call management

In some cases, operators may be able to manage just one call (or a limited defined number).

If that happens, the reason has to be searched between the PBX settings:

- on the PBX, check for the busy trigger to be >1;
- on Cisco PBX, the Maximum Number of Calls and the Busy Trigger have to respect the following:
 - Maximum Number of Calls >1
 - Maximum Number of Calls >= Busy Trigger
 - Busy Trigger >1

4. Mida Directory login error

Check whether on Mida side exists the user associated to its extension. If this is not the case, the issue could be caused by the import failure (e.g. the import failed because another user with the same pair first name/last name already existed) In some cases, operators may be able to manage just one call (or a limited defined number).

5. Error during service creation

The error during service creation may be caused by the existence of service with the same number.

Fax Server

1. Fax Server notifications trouble

In case of problems with the Fax Server email notifications, due the following:

- check the user is assigned to the correct fax box;
- check notifications are enabled for the desired fax box;
- check user's email is correct;
- deactivate the eventual automatic reply that may be active in the configured email.

2. No images on fax notifications

Generally, this problem is related to mail client or server configurations.

On Mida side, the **Mime Type** parameter of the Mida FaxServer is the only setting that can be related to this problem.

To modify it, log to the eFramework administration portal and go to **Administrator > Applications > Fax Server > Configuration**. Here, go to the **E-mail** tab and set the **Mime Type** parameter as desired.

3. Fax Server doesn't send faxes

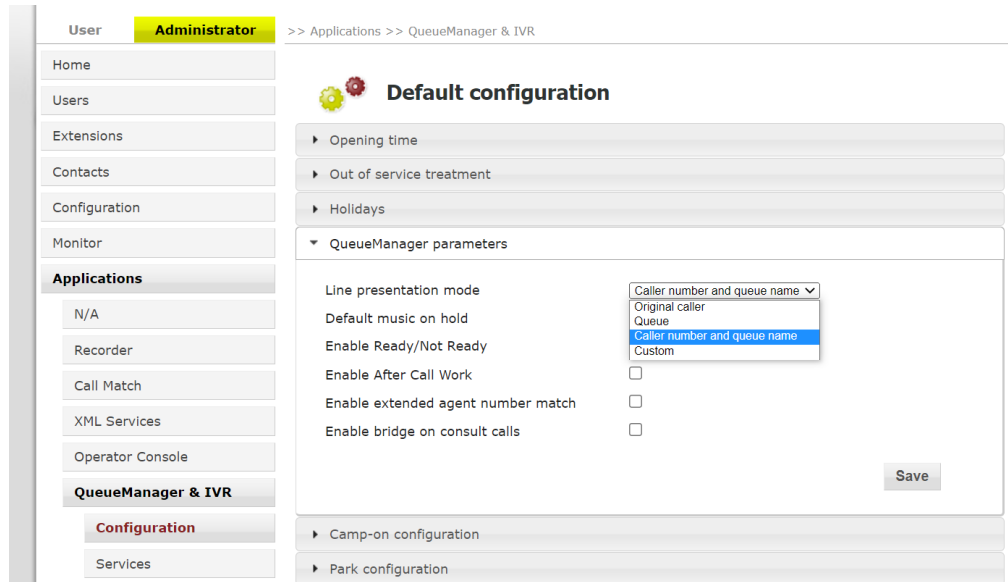
Try to check in maintenance tab in the PDC free space on disk. If disk usage is 100%, [contact Mida support](#).

Queue Manager

1. Queue Manager call tags

Mida Queue Manager call tags functionality only works with calls managed by the queuing system. Direct calls will not be available for tagging actions.

To activate this functionality, ask system administrators to go to **Administrator > Applications > Queue Manager & IVR > Configuration > Queue Manager Parameters**, in Mida Unified Portal, and set the *Line presentation mode* parameter to *Caller Number and Queue name* or *Queue*.



The screenshot shows the 'Default configuration' page for 'QueueManager & IVR'. The left sidebar contains a navigation menu with categories: 'User' (Administrator), 'Applications' (N/A, Recorder, Call Match, XML Services, Operator Console), and 'QueueManager & IVR' (Configuration, Services). The main content area is titled 'Default configuration' and includes sections for 'Opening time', 'Out of service treatment', 'Holidays', and 'QueueManager parameters'. The 'QueueManager parameters' section contains several settings: 'Line presentation mode' (set to 'Caller number and queue name'), 'Default music on hold', 'Enable Ready/Not Ready', 'Enable After Call Work', 'Enable extended agent number match', and 'Enable bridge on consult calls'. A 'Save' button is located at the bottom right of the configuration area.

2. Services does not appear on the agent configuration page

Agent Configuration page displays only Queue Manager Advanced services.

Mida Platform

1. Import Manager not import data

Mida Platform includes an easy-to-use importing system, to import users, contacts, and their details.

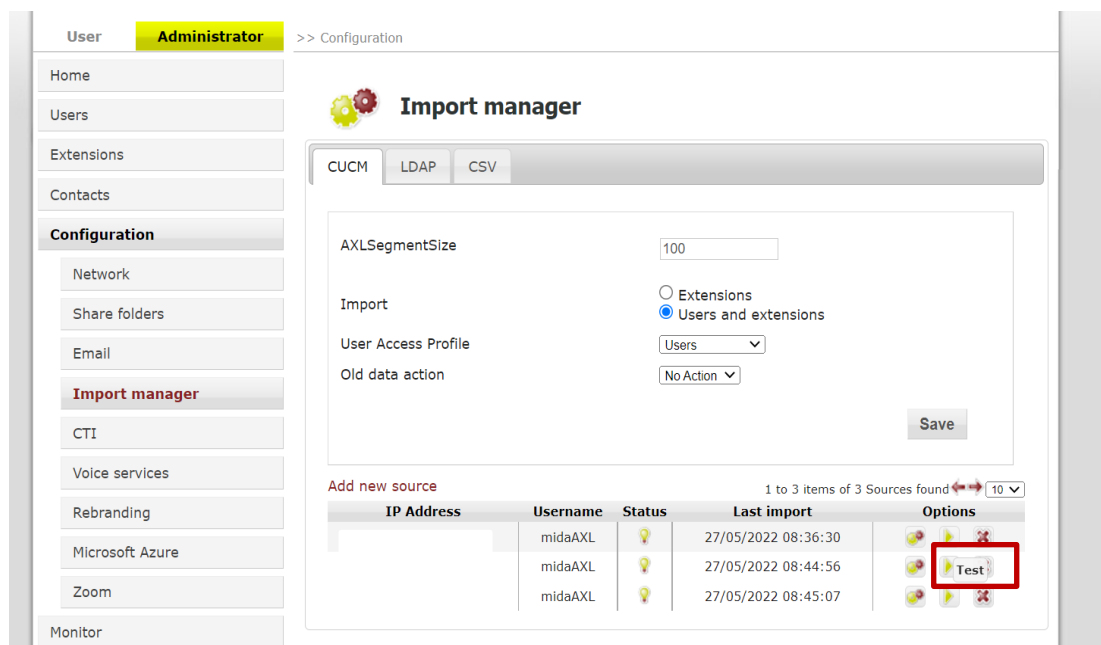
In case it does not import data correctly, the reasons may be related to connection errors or misconfiguration of the data to be imported.

The connection can be tested directly from the Mida Unified Portal: access it with administrator credentials, go to **Configuration > Import Manager**, and click the **Test** option (as shown in the figure below).

If the test gives positive feedback, but the Import Manager still does not work properly, check the data to be imported. The Import Manager requires mandatory fields to be correctly inserted.

These mandatory fields are **Username** and **Display Name**.

Check for the data to contain this information and in case complete.



User **Administrator** >> Configuration

Import manager

CUCM | LDAP | CSV

AXLSegmentSize: 100

Import:

- Extensions
- Users and extensions

User Access Profile: Users

Old data action: No Action

Save

Add new source 1 to 3 items of 3 Sources found

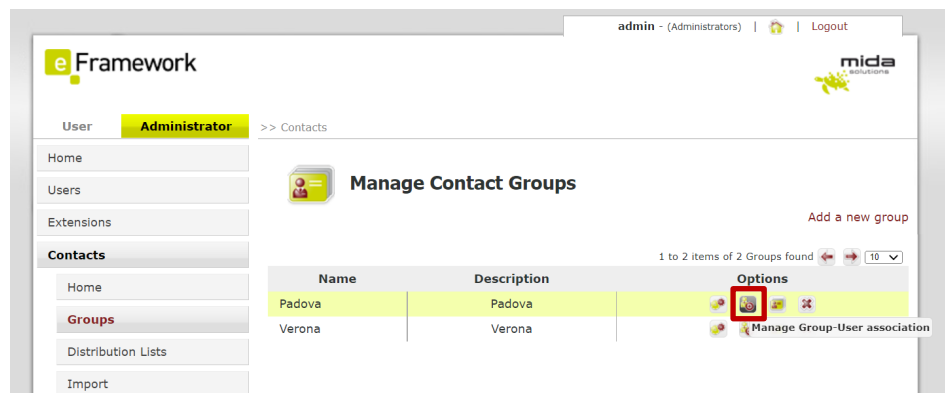
IP Address	Username	Status	Last import	Options
	midaAXL	⚠	27/05/2022 08:36:30	⚙️ ⚠️ 🗑️
	midaAXL	⚠	27/05/2022 08:44:56	⚙️ Test 🗑️
	midaAXL	⚠	27/05/2022 08:45:07	⚙️ ⚠️ 🗑️

2. Limited contacts in the directory



When accessing Mida Unified Portal, going to *Contacts > Groups*, it is possible to view a limited number of contacts.

This happens when system administrators create groups of contacts without assigning all the related users.

Please contact your system administrators or supervisors and ask them to update the user-group association, going to *Contacts > Groups* and selecting the second option (*Manage Group-User association*) for the desired group.



The screenshot displays the 'Manage Contact Groups' page in the Mida Unified Portal. The page header shows 'e Framework' and 'admin - (Administrators) | Logout'. The user is logged in as 'Administrator'. The main content area features a table with the following data:

Name	Description	Options
Padova	Padova	
Verona	Verona	

The 'Options' column for the 'Padova' group is highlighted, and a red box is drawn around the 'Manage Group-User association' icon. The interface also includes a sidebar with navigation options like 'Home', 'Users', 'Extensions', and 'Contacts', and a top navigation bar with 'admin - (Administrators)' and 'Logout'.

Voice Office

1. Configure Mida Voice Office

To configure Mida Voice Office:

1. Configure a SIP Trunk between your PBX and Mida Platform. If you need help, contact us.
2. On Cisco UCM:
 - Configure the voicemail number for the desired extensions: route pattern + 999701 + extension number.
 - Configure the playback number: route pattern + 999601.
3. Access Mida Platform administration portal, go to *Administrator > Applications > Voice Office* using the navigation menu on the left; Here, it is possible to set the system as desired. Suggested configuration is:
 - Authentication Type: select the authentication type to access the voicemail. Suggested option is Automatic.
 - Enable MWI: activate the new voicemail message light signaling;
 - Default account for mail notifications: select one of the email account previously created
4. Still, in Mida Platform administration portal, go to *Administrator > Users > List* and select the notification email address for each users needing it (the system will send an email notification for new voicemail messages):
 - Find the desired users in the list and edit them using the Edit User option;
 - In the Voice Office Configuration section, select the desired email address from the Email address for alarm notification dropdown menu; If the No email configured message is displayed, it means the user has no email addresses in the details. Add at least an email address in the User information section (still in the user editor page);
 - Save once finished.

These operations have to be repeated for each users requiring the email notification.

Users can access their voicemail box directly from Mida Platform web portal, going at the *section User > Voice Office > Messages*.

Generic

1. Remember me functionality

The *Remember me* functionality, available when logging in Mida Attendant Console and Mida Supervisor Console, enable the system to store the latest credentials used, to avoid inserting them again.

This functionality does not allow to avoid the login page, but only to save the credentials and make the log-in faster and easier.

2. Service unavailable

Try the following:

- Access the PDC at the following address: 8090/PDC (the default password is admin).
- On the home screen, click the “Restart web service” button and wait a few seconds (a popup appears at the end of the operation).

3. Conversation timer is bugged

Queue Manager Software calculates the conversation time starting from the timestamp taken on the server-side, but the calculation does on the client-side (user pc) so if the 2 clocks are not both correct, the conversion time is wrong.

4. Unable to login into a tenant – The tenant name is similar to another

If two or more tenants have a similar name to another (e.g. one tenant is called Smith and the other Smither), the login into Mida portals does not work. Change the tenant name: the two tenant names should not have the same initial part.

5. Add new languages

It is always possible to add new languages to the system or to modify existing ones.

System admins can download the language file from the *Administrator > Configuration > Localization* page, simply clicking on the Download button. In this way, it is possible to download even a template for the new language file.

Please note that in the case of multi-tenant system, only the No-tenant administrator sees this section.

Once corrected or created the new file, upload it as a new language (using the proper language code) or updating existing ones (using the Upload button).

6. Create a new user

Here, you will find a how-to guide on how to add new users and assign them extensions. Please note that only users with *Administrator* access to the system portal can do following operations.

1. Access the system Unified Portal;
2. Go to *Administrator > Users > List* and click Add new user;
3. Insert here all the desired information and set the desired Access Profile (this will set the access level of the user on the various applications).
Please note that Username, Password, PIN and First name are required fields.
4. Once finished, click Save.

That's it. You have correctly created a new user on Mida eFramework.

To assign the new user a new extension:

1. Go to *Administrator > Extensions > Extensions List* and click Add new extension;
2. In the New Extension window, add the extension details. Extension and Device Name are required fields (it is possible to set noname if the device name is unknown).Click Save when finished.
3. Go back to the user list page (*Administrator > Users > List*), find the user previously created (it is possible to use the search textbox) and edit it clicking on Edit user.
4. In the bottom of the page, click on Associated extensions.
5. Click Add new extension, find the created extension and select it. Save once finished.

You have correctly assigned the extension to the user.