Results

Group	Test Description	Outcome	Problem	Solution
Sync Agent				
	Verify AXL settings entry exists			
	Verify valid AXL user-id			
	Verify reachability of publisher address, login and execute basic query			
	Verify Sync Agent has sync'ed over relevant data (e.g. devices, users, licensing information)			
	Verify Sync Agent service is running			
	Verify hardware compatibility with the installed software			
Presence Engine				
	Verify Cisco Unified Communications Manager Presence Gateway entries exist			
	Verify Presence Engine service is running			
	Verify Presence Engine OAM Agent service is running			
	Verify Presence Engine Database service is running			
	Verify valid Presence Gateways (check reachability)			
	Verify valid SIP trunk exists on the Cisco Unified Communications Manager			
Proxy Server				

Verify SIP Proxy service Proxy Domain service parameter value is valid	
Verify method/event routes exist	
Verify Proxy Incoming ACL is configured	
Verify Proxy Outgoing ACL is configured	
Verify SIP Proxy service is running	
Verify Config Agent service is running	

IPPM

Verify IPPM service is active	
Verify IPPM settings entry exists	
Verify valid IPPM application username	
Verify valid IPPM application password	
Verify IPPM application username/password matches configured Cisco Unified Communications Manager application username/password	
Verify IPPM service is running	

CTI Gateway

Verify CTI Gateway service is active	
Verify CTI Gateway application Address settings entry exists	
Verify valid CTI address (check reachability)	

Verify valid CTI failover address (check reachability)		Invalid CTI address. Unreachable address	Please configure valid CTI address on the CTI Gateway Settings page (**fix**)
Verify CTI Gateway application username/password matches configured Cisco Unified Communications Manager application username/password			
Verify CTI Gateway service is running			
Verify if any users are currently MOC-assigned		There are currently no users MOC-assigned	To assign the MOC feature to users please access the CTI Gateway application MOC Assignment page (**fix**)