Cisco Unified CallManager Attendant Console

Cisco Unified CallManager Attendant Console provides troubleshooting tools for the administrator. These tools include performance counters and alarms that are part of Cisco Unified CallManager Serviceability. For more information about performance counters and alarms, refer to the *Cisco Unified CallManager Serviceability System Guide* and the *Cisco Unified CallManager Serviceability Administration Guide*.

This chapter provides the following information to help you troubleshoot problems with Cisco Unified CallManager Attendant Console:

Initialization of Telephony Errors

This section addresses the following Cisco Unified CallManager Attendant Console telephone initialization error message displays:

Initialization of Telephony Fails

Symptom The attendant received an error message that the initialization of telephony failed.

Possible Cause You must associate the 'ac' user to the Standard CTI Allow Park Monitoring user group in Cisco Unified CallManager Administration.

Additional causes may include the following:

- The pilot point and/or the controlled phones are not in the controlled device list of the 'ac' user.

- No 'ac' user exists.

- There is an 'ac' user password mismatch.

- The 'ac' user is not associated to the Standard CTI Enabled user group in the Cisco Unified CallManager Administration.

Recommended Action   Complete the following procedure.

Procedure

Step 1   From Cisco Unified CallManager Administration, choose **User Management > User Groups**.

The Find and List User Groups window displays.

Step 2   Click the **Standard CTI Allow Park Monitoring** user group link.

The User Group Configuration window.

Step 3   Click the **Add Application Users to Group** button.

The Find and List Application Users window displays.

Step 4   Enter the 'ac' username in the search box, and click **Find**.

Step 5   Check the check box next to the 'ac' user, and click **Add Selected**.

Initialization of Call Control Fails

☑ Allow Control of Device from CTI

Make sure that you check the Allow Control of Device from CTI checkbox on the Phone Configuration window for each attendant phone. The system enables this field by default. If this checkbox is not checked for the attendant phone, call control does not come up for the attendant console.

Symptom   The Cisco Unified CallManager Attendant Console failed to initialize call control.

Possible Cause   You installed Windows XP SP2 on the attendant PC, and you did not unblock the firewall.

Recommended Action   When you start Cisco Unified CallManager Attendant Console for the first time after you install Windows XP SP2, a dialog box displays that indicates that Windows Firewall has blocked some features of the ACClient application. To create an exception in the Windows Firewall, so you can continue using Cisco Unified CallManager Attendant Console, click **Unblock**. The operating system configures the exception automatically.

If you do not click Unblock when you open Cisco Unified CallManager Attendant Console for the first time after you install Windows XP SP2, use the following procedure to create an exception, so you can continue using Cisco Unified CallManager Attendant Console:

Procedure

Step 1   Choose **Start > Settings > Control Panel > Windows Firewall**.

The Windows Firewall dialog box displays.

Step 2   Choose the Exceptions tab.

Step 3	Click the **Add Program** button.
	The Add a Program dialog box displays.
Step 4	Click **Browse**. Navigate to the ACClient.exe file and click **Open**.
	The ACClient displays in the application list on the Exceptions tab of the Windows Firewall dialog box.
Step 5	Click **Edit**.
	The Edit a Program dialog box displays.
Step 6	Click **Change Scope**.
	The Change Scope dialog box displays.
Step 7	Make sure that you choose the **Any computer (including those on the internet)** radio button.
Step 8	Click **OK** twice.

Attendant Cannot Access Server Error Message Displays

Symptom

When the attendant attempted to log in to the server, a dialog box stated that the attendant cannot access the server.

Probable Cause

The version of the attendant console that is on the attendant PC and the version of the attendant console that is available through Cisco Unified CallManager Administration do not match.

Corrective Action

Upgrade the version of the attendant console that is running on the attendant PC.

Procedure

Step 1	From each Cisco Unified CallManager Attendant Console PC, browse into a server that is running Cisco Unified CallManager Administration and log in with administrative privileges.
Step 2	From Cisco Unified CallManager Administration, choose **Application > Plugins**.
Step 3	Click **Find**.
Step 4	Click the **Download** link next to Cisco Unified CallManager Attendant Console.
Step 5	Click **Open**.
	The Cisco Unified CallManager Attendant Console installation wizard runs.
Step 6	In the initial installation wizard window, click **Next**.
Step 7	On the License Agreement window, click the **I accept the license agreement** radio button and click **Next**.
Step 8	You can install the attendant console to the default location or use the Browse button to specify a new location; after specifying a location, click **Next**.
Step 9	In the Ready to Install window, click **Next**.

Step 10   After the installation program finishes installing files, choose whether you want to restart the computer now or later; then, click **Finish**.

Step 11   If prompted, restart the computer.

After you install the application, you can configure or update any attendant console settings that you did not configure during the installation process.

Problems Making and Receiving Calls

This section addresses the following Cisco Unified CallManager Attendant Console issues related to problems when making or receiving calls:

- Unable to Place Calls to Pilot Point, page 1-4
- Line Not Available, page 1-5
- Lines Disabled on Phone, page 1-6

Unable to Place Calls to Pilot Point

Symptom

When a user calls the pilot point the user gets a reorder tone.

Probable Cause

The pilot point and/or the controlled phones are not in the controlled device list of the 'ac' user.

Corrective Action

You must configure one user named "ac" in Cisco Unified CallManager Administration and associate the attendant phones and the pilot points with the user. If you do not configure this user, the attendant console cannot interact with CTIManager, and the attendant cannot receive calls.

Procedure

Step 1   Choose **User Management > Application User**.

The Find and List Application Users window displays.

Step 2   Click **Add New**.

The Application User Configuration window displays.

Step 3   In the User ID field, enter **ac**.

Step 4   In the Password field, enter **12345**.

Step 5   In the Confirm Password field, enter **12345**.

Step 6   Click **Save**.

Step 7   Choose **User Management > User Groups**.

The Find and List User Groups window displays.

Step 8   Click the **Standard CTI Allow Park Monitoring** user group link.

The User Group Configuration window.

Step 9   Click the **Add Application Users to Group** button.

The Find and List Application Users window displays.

Step 10 Enter the 'ac' username in the search box, and click **Find**.

Step 11 Check the check box next to the 'ac' user, and click **Add Selected**.

Step 12 Click the **Go** button next to the Related Topics drop-down list box.

Step 13 Click the **Standard CTI Enabled** user group link.

Step 14 Click the **Add Application Users to Group** button.

Step 15 Enter the 'ac' username in the search box, and click **Find**.

Step 16 Check the check box next to the 'ac' user, and click **Add Selected**.

Step 17 Make sure that you associate the devices and pilot points with the ac user in the Application End User Configuration window.

Line Not Available

Symptom

The attendant received an error message that the selected line is not available.

Probable Cause

The line supports a configurable number of calls at the same time. If the attendant line supports two calls and you use Line 1 for transferring a call, and attendant placed another call on hold on the same line, the line that the attendant chose will be unavailable for use. The line remains unavailable until the attendant completes one of the tasks.

Corrective Action

To increase the number of calls supported by a line, perform the following procedure:

Procedure

Step 1   Choose **Device > Phone**.

The Find and List Phones window displays.

Step 2   Enter search criteria to locate a specific phone.

A list of phones that match the search criteria displays.

Step 3   Click the name of the phone to update.

The Phone Configuration window displays.

Step 4   From the Directory Numbers list, click the line that you want to update.

The Directory Number Configuration window displays.

Step 5   In the Maximum Number of Calls field, enter the number of calls you want the line to support.

Step 6   Click **Update**.

Step 7 For the changes to take effect, click **Reset Devices**.

A message indicates the number of devices that you want to restart.

Step 8 Click **OK** to restart the devices.

Lines Disabled on Phone

Symptom

The lines on the attendant phone are disabled in Cisco Unified CallManager Attendant Console.

Probable Cause

The pilot point and/or the controlled phones are not in the controlled device list of the ac user.

Corrective Action

Use the following procedure to create an ac user and associate the pilot points and attendant phones with this user.

Procedure

Step 1 Choose **User Management > Application User**.

The Find and List Application Users window displays.

Step 2 Click **Add New**.

The Application User Configuration window displays.

Step 3 In the User ID field, enter **ac**.

Step 4 In the Password field, enter **12345**.

Step 5 In the Confirm Password field, enter **12345**.

Step 6 Click **Save**.

Step 7 Choose **User Management > User Groups**.

The Find and List User Groups window displays.

Step 8 Click the **Standard CTI Allow Park Monitoring** user group link.

The User Group Configuration window.

Step 9 Click the **Add Application Users to Group** button.

The Find and List Application Users window displays.

Step 10 Enter the 'ac' username in the search box, and click **Find**.

Step 11 Check the check box next to the 'ac' user, and click **Add Selected**.

Step 12 Click the **Go** button next to the Related Topics drop-down list box.

Step 13 Click the **Standard CTI Enabled** user group link.

Step 14 Click the **Add Application Users to Group** button.

Step 15 Enter the 'ac' username in the search box, and click **Find**.

Step 16   Check the check box next to the 'ac' user, and click **Add Selected**.

Step 17   To associate the devices with the ac user, choose **User Management > Application User**, and locate the ac user.

Step 18   In the Application User Configuration window, click the **Find more Phones** button.

Step 19   Locate the phones you want to associate with the ac user.

Step 20   Check the check boxes next to the phones that you want to associate, and click **Add Selected**.

Step 21   Click the **Find more Pilot Points** button.

Step 22   Locate the pilot points you want to associate with the ac user.

Step 23   Check the check boxes next to the pilot points that you want to associate, and click **Add Selected**.

Step 24   Click **Save**.

Directory Issues

This section addresses the following Cisco Unified CallManager Attendant Console issue, and provides various probable causes and corrective actions:

Directory Window Does Not Display Users

Symptom

Users that were added in Cisco Unified CallManager Administration do not appear in the Directory window of Cisco Unified CallManager Attendant Console.

Probable Cause #1

The server only extracts the user list from the directory when one of the following conditions occurs:

- The Cisco CallManager Attendant Console Server service starts and the Directory Sync Period service parameter specifies a non-zero interval.
- The interval specified in the Directory Sync Period service parameter expires.
- You change the value of the Directory Sync Period service parameter in Cisco Unified CallManager Administration.

The Cisco Unified CallManager Attendant Console loads the user list only at login.

Corrective Action #1

The attendant needs to login again after any one of the previous conditions occurs.

Probable Cause #2

Cisco Unified CallManager Attendant Console does not display users without telephone numbers.

Corrective Action #2

Make sure that all relevant users have phone numbers listed for them in the directory.

Procedure

Step 1 From Cisco Unified CallManager Administration, choose **User Management > End User**.

The Find and List Users window displays.

Step 2 In the User Search field, enter the appropriate search criteria and click **Find**.

Step 3 From the resulting list of matching names, click the name of the user to which you want to add a phone number.

Step 4 In the Telephone Number field, enter the user telephone number.

Step 5 Click **Save**.

Voice Mail Issues

This section addresses the following Cisco Unified CallManager Attendant Console voice mail issue:

Incorrect Voice Mail Greeting Played

Symptom

When a call is not answered at the attendant and forwarded to voice mail, the voice mail system plays the attendant greeting instead of the pilot point greeting.

Probable Cause

The Reset Original Called service parameter specifies True.

Corrective Action

Procedure

Step 1 Choose **System > Service Parameters**.

Step 2 From the Server drop-down list box, choose the Attendant Console server.

Step 3 From the Service drop-down list box, choose the Cisco CallManager Attendant Console service.

Step 4 From the Reset Original Called drop-down list box, choose False.

Problems Using Cisco Unified CallManager Attendant Console Interface

This section addresses the following Cisco Unified CallManager Attendant Console interface issues:

Unable to Communicate with Cisco CallManager Attendant Console Server

Symptom When the attendant attempted to log into the attendant console, a dialog box stated that the attendant console was unable to communicate to the server.

Possible Cause The attendant console client and the attendant console server do not reside in the same domain.

Recommended Action Enter the mapping of the IP address and the fully qualified domain name of the server in the hosts file of attendant console client.

Procedure

Step 1 From the Cisco Unified CallManager Attendant Console PC, open the hosts file located at c:\program files\winnt\system32\drivers\etc\hosts.

Step 2 Make an entry for the IP address and fully qualified hostname of the server.

To make an entry for server with the IP address of 10.104.1.4 and a domain name of tbd2-pub-7835.cluster1.com, make the following entry:

```
10.104.1.4 tbd2-pub-7835.cluster1.com
```

Text Displays Incorrect Language

Symptom

Some text displays in English, while other text displays in the language that the attendant chose in the Cisco Unified CallManager Attendant Console dialog box.

Probable Cause

The latest locale installer that is available for the chosen language is not installed.

Corrective Action

You must install the latest locale installer that is available for your chosen language. Refer the Cisco Unified Communications Operating System Administration documentation that is available on the web.

Cannot Search for Unicode Languages

Symptom You cannot search for unicode languages such as Japanese in the directory of Cisco Unified IP phones and applications such as Cisco Unified CallManager Attendant Console.

Possible Cause Cisco Unified IP phones and certain applications do not support unicode languages.

Recommended Action To enable directory searching capabilities, enter the pronunciation of the name in ASCII text and an ellipsis (...) in front of the unicode name in the first and last name fields of the End User Configuration window in Cisco Unified CallManager Administration. The phone or application can search on the ASCII text version of the name. If you use the advanced search capability in Cisco Unified CallManager Attendant Console, you can search either the ASCII name or the Unicode name.

Speed Dial and Directory Windows Display Incorrect Line State

Symptom

The Speed Dial window and the Directory window do not display the correct line state.

Probable Cause

Line state updates from the server to the client are sent using UDP packets. If a NAT device or a firewall separates the client and server, then the client will most likely not receive line state updates from the server.

Corrective Action

Ensure that both client and server are on the same side of the NAT device or the firewall.

Directory Numbers Appear in an Unknown Line State

Symptom

Line states of some directory numbers appear in an unknown state.

Probable Cause

The Cisco CallManager Attendant Console Server service is not started on all
Cisco Unified CallManager servers from which the phones receive call-processing services.

Corrective Action

Activate the Cisco CallManager Attendant Console Server services on all CallManager servers from which the phones receive call-processing services.

Procedure

Step 1   From Cisco Unified CallManager Serviceability, choose **Tools > Service Activation**.

Step 2 From the Servers drop-down list box, choose the server where you want to start the Cisco CallManager Attendant Console Server service.

The window displays the services for the server that you chose and the activation status of the services.

Step 3 Click the radio button next to the Cisco CallManager Attendant Console Server service.

Step 4 Click the **Start** button.

The Service Status symbol changes from a square to an arrow.

Cisco Unified CallManager Serviceability Does Not Generate JTAPI Logs

This section addresses the following Cisco Unified CallManager Attendant Console issue:

JTAPI Logs Do Not Generate, page 1-11

JTAPI Logs Do Not Generate

Symptom

You changed the trace level from Error to Detailed, but the JTAPI logs are still not generated.

Probable Cause

JTAPI trace levels are set at the initialization time of JTAPI and are not changed later.

Corrective Action

Use the following procedure to restart the Cisco CallManager Attendant Console Server service:

Procedure

Step 1 From Cisco Unified CallManager Serviceability , choose **Tools > Control Center - Feature Services**.

Step 2 From the Server drop-down list box, choose the server where you want to restart the Cisco CallManager Attendant Console Server service.

The window displays the services for the server that you chose, the status of the services, and the activation status of the service.

Step 3 Click the radio button next to the Cisco CallManager Attendant Console Server service.

Step 4 Click the **Restart** button.

Collecting Server Logs

This section addresses the following Cisco Unified CallManager Attendant Console issue for collecting server logs:

Solution To Collect All Server Logs, page 1-12

Solution To Collect All Server Logs

Symptom

Need a solution to collect all server-side logs.

Probable Cause

To debug server issues, collect the following traces:

- CCM
- CTI
- SDL CCM
- SDL CTI
- Cisco CallManager Attendant Console Server
- JTAPI

Corrective Action

Execute **accollectlogs.bat** from
C:\Program Files\Cisco\CallManagerAttendant\bin directory

There are three optional parameters required:

- **-directory <directory_name>**—Directory where the Cisco Unified CallManager traces exists
- **-time <n_minutes>**—Collect last <n_minutes> worth of logs
- **-output <zip_file_name>**—The name of the output zip file