



# Cisco Unified CallManager System Issues

---

This section covers solutions for the following most common issues related to a Cisco Unified CallManager system.

- [Cisco Unified CallManager System Not Responding, page 1-1](#)
- [Replication Fails Between the Publisher and the Subscriber, page 1-8](#)
- [Slow Server Response, page 1-9](#)
- [JTAPI Subsystem Startup Problems, page 1-9](#)
- [Security, page 1-14](#)

## Cisco Unified CallManager System Not Responding

This section covers the following issues for a Cisco Unified CallManager system not responding:

- [Cisco Unified CallManager System Stops Responding](#)
- [Cisco Unified CallManager Administration Page Does Not Display](#)
- [Error When Attempting to Access Cisco Unified CallManager Administration Page](#)
- [You Are Not Authorized to View This Page](#)
- [Errors Accessing Cisco Unified CallManager Administration Page](#)
- [Name to Address Resolution Failing](#)
- [Port 80 Blocked Between Your Browser and the Cisco Unified CallManager Server](#)
- [You Attempt to Access a Machine Where Access Is Explicitly Denied](#)
- [Improper Network Setting Exists in the Remote Machine](#)
- [Replication Fails Between the Publisher and the Subscriber](#)

# Cisco Unified CallManager System Stops Responding

## Symptom

The Cisco Unified CallManager system does not respond.

## Possible Cause

When the Cisco CallManager service crashes, the following message displays in the System Event log:

```
The Cisco CallManager service terminated unexpectedly.  
It has done this 1 time. The following corrective action  
will be taken in 60000 ms. Restart the service.
```

Other messages you may see in the event of a crash are:

```
Timeout 3000 milliseconds waiting for  
Cisco CallManager service to connect.
```

The Cisco CallManager failed to start due to the following error:

```
The service did not respond to the start or control request in a timely fashion.
```

At this time, when devices such as the Cisco Unified IP Phones and gateways unregister from the Cisco Unified CallManager, users receive delayed dial tone, and/or the Cisco Unified CallManager server freezes due to high CPU usage. For event log messages not included here, view the Cisco Unified CallManager Event Logs.

The Cisco CallManager service can crash because the service does not have enough resources such as CPU or memory to function. Generally, the CPU utilization in the server is 100 percent at that time. Refer to the [“Lack of Resources” section on page 1-2](#).

Depending on what type of crash you experience, you will need to gather different data that will help determine the root cause of the crash.

## Lack of Resources

Use the following procedure if there is a lack of resources crash.

## Procedure

- 
- |               |  |
|---------------|--|
| <b>Step 1</b> | Collect Cisco CallManager traces 15 minutes before and after the crash.  |
| <b>Step 2</b> | Collect SDL traces 15 minutes before and after the crash.  |
| <b>Step 3</b> | Collect perfmon traces if available.   |
| <b>Step 4</b> | If the traces are not available, start collecting the perfmon traces and track memory and CPU usage for each process running on the server. These will help in the event of another lack of resources crash. |
-

## Cisco Unified CallManager Administration Page Does Not Display

### Symptom

Administration web page does not display.

### Possible Cause

The Cisco CallManager service stopped.

### Recommended Action

Use the following procedure to verify that the Cisco CallManager service is active on a server that is local or remote.

1. From Cisco Unified Serviceability, choose **Tools > Service Activation**.
2. From the Servers column, choose a server.

The server that you chose displays next to the Current Server title, and a box with configured services displays.

Activation Status column displays either **Activated** or **Deactivated** in the Cisco CallManager line.

If Activated, the Cisco CallManager is active on the chosen server and you need to contact TAC for further assistance.

If Deactivated, continue with the following steps.

3. Check the **Cisco CallManager** check box.
4. Click the **Update** button.

The Activation Status column displays **Activated** in the Cisco Unified CallManager line.

Cisco Unified CallManager is now active for the chosen server.

---

Perform the following procedure if the Cisco Unified CallManager has been activated and you want to check if it is currently running.

1. From Cisco CallManager Serviceability, choose **Tools > Control Center—Feature Services**.
2. From the Servers column, choose the server.

The server that you chose displays next to the Current Server title, and a box with configured services displays.

The Status column displays which services are running for the chosen server.

---

## Error When Attempting to Access Cisco Unified CallManager Administration Page

### Symptom

One of the following error messages displays when you are trying to access the Cisco Unified CallManager administration page.

- Internet Explorer—The page cannot be displayed.
- Netscape—Warning box displays: There was no response. The server could be down or is not responding.

### Possible Cause

The services did not start automatically as expected. One of the services stopping represents the most frequent reason for the pages not displaying.

### Recommended Action

Try starting the other services.

## You Are Not Authorized to View This Page

### Symptom

When accessing the Cisco Unified CallManager administration page, the following error message displays.

**Error Message** You Are Not Authorized to View This Page

and other similar error messages that may occur include:

- You do not have permission to view this directory or page using the credentials you supplied.
- Server Application Error. The server has encountered an error while loading an application during the processing of your request. Please refer to the event log for more detailed information. Please contact the server administrator for assistance.
- Error: Access is Denied.

### Possible Cause

Unknown

### Recommended Action

Contact TAC for further assistance.

## Errors Accessing Cisco Unified CallManager Administration Page

If you can access the Administration Web page locally on the Cisco Unified CallManager server, but not when you browse from a remote machine, verify whether one of the following situations applies to you. They appear in order, from the most frequent reason to the least frequent reason.

## Problems Displaying or Adding Users With Cisco Unified CallManager

### Symptom

You are not able to add a user or conduct a search on the Cisco Unified CallManager Administration user pages.

### Possible Cause

You may encounter the following problems if you are working with Cisco Unified CallManager 5.x installed on a server that has a special character (such as an underscore) in its hostname, or MS Internet Explorer 5.5 with SP2 and a Q313675 patch or above.

- When you conduct a basic search and hit submit, the page returns the same page.
- When you try to insert a new user, the following error message appears.

```
The following error occurred while trying to execute the command.  
Sorry, your session object has timed out.  
Click here to Begin a New Search
```

### Recommended Action

You may not be able to add a user or do a search on the Cisco Unified CallManager Admin user pages, if your Cisco Unified CallManager hostname contains any special characters such as underscore or period (for example, Call\_Manager). Domain Name System (DNS)-supported characters include all letters (A-Z, a-z), numbers (0-9), and hyphen (-), and any special characters are not allowed. If the Q313675 patch is installed on your browser, make sure that the URL does not contain any non-DNS supported characters.

For more information about the Q313675 patch, refer to MS01-058: File Vulnerability Patch for Internet Explorer 5.5 and Internet Explorer 6.

To resolve this problem, you have the following options:

- Access the Cisco Unified CallManager Admin pages using the IP address of the server.
- Do not use non-DNS characters in the Server Name.
- Use the localhost or IP address in the URL.

## Name to Address Resolution Failing

### Symptom

One of the following error messages displays when you try to access the following URL:

`http://your-cm-server-name/ccmadmin`

Internet Explorer: This page cannot be displayed

Netscape: Not Found. The requested URL /ccmadmin was not found on this server.

If you try to access the same URL using the Cisco CallManager IP address (`http://10.48.23.2/ccmadmin`) instead of the name, the page displays.

**Possible Cause**

The name that you entered as "your-cm-server-name" is mapping to the wrong IP address in DNS or hosts file.

**Recommended Action**

1. If you have configured the use of DNS, check in the DNS to see whether the entry for the *your-cm-server-name* has the correct IP address of the Cisco Unified CallManager server. If it is not correct, change it.
2. If you are not using DNS, your local machine will check in the "hosts" file to see whether there is an entry for the *your-cm-server-name* and an IP address associated to it. Open the file and add the Cisco Unified CallManager server name and the IP address.

You can find the "hosts" file at **C:\WINNT\system32\drivers\etc\hosts**.

## Port 80 Blocked Between Your Browser and the Cisco Unified CallManager Server

**Symptom**

One of the following error messages displays when a firewall blocks the port that is used by the web server or the http traffic:

- Internet Explorer: This page cannot be displayed
- Netscape: There was no response. The server could be down or is not responding

**Possible Cause**

For security reasons, the system blocked the http access from your local network to the server network.

**Recommended Action**

1. Verify whether other types of traffic to the Cisco Unified CallManager server, such as ping or Telnet, are allowed. If any are successful, it will show that http access to the Cisco Unified CallManager Web server has been blocked from your remote network.
2. Check the security policies with your network administrator.
3. Try again from the same network where the Server is located.

## You Attempt to Access a Machine Where Access Is Explicitly Denied

**Symptom**

One of the following error messages displays:

- Internet Explorer: This page cannot be displayed
- Netscape: Not Found. The requested URL / ccmadmin was not found on this server.

- From both browsers without the **show friendly http error messages** advance setting configured: Access to this server is forbidden.

**Possible Cause**

This represents a security policy that is applied by the network administrator.

**Recommended Action**

1. Check the security policies with your network administrator. Try again from a different machine.
2. If you are the network administrator, check the **Directory Security** tab of the **Default Web Site** in the Internet Service Manager on the Cisco Unified CallManager server.
3. You can verify the setting by choosing **Start > Programs > Administrative tools/Internet Service Manager**.
4. Expand the icon that shows your server name.
5. Right-click **Default Web Site**. You have the option properties from which you must choose.
6. Look for the **Directory Security** tab and verify the setting.

## Improper Network Setting Exists in the Remote Machine

**Symptom**

There is no connectivity, or there is no connectivity to other devices in the same network as the Cisco Unified CallManager.

When you attempt the same action from other remote machines, the Cisco Unified CallManager Administration Page displays.

**Possible Cause**

Improper network configuration settings on a station or on the default Gateway can cause a web page not to display because partial or no connectivity to that network exists.

**Recommended Action**

1. Try pinging the IP address of the Cisco Unified CallManager server and other devices to confirm that you cannot connect.
2. If the connectivity to any other device out of your local network is failing, check the network setting on your station, as well as the cable and connector integrity.
3. If the connectivity to any other device out of your local network is failing, check the network setting on your station, as well as the cable and connector integrity. Refer to the appropriate hardware documentation for detailed information.

If you are using TCP-IP over a LAN to connect, continue with the following steps to verify the network settings on the remote station.

4. Choose **Start > Setting > Network and Dial-up connections**.
5. Choose **Local Area Connection**, then **Properties**.  
The list of communication protocols displays as checked.
6. Choose **Internet Protocol (TCP-IP)** and click **Properties** again.

7. Depending on your network, choose either **Obtain an ip address automatically** or **set manually your address, mask and default Gateway**.

The possibility exists that a browser-specific setting could be improperly configured.

8. Choose the Internet Explorer browser **Tools > Internet Options**.

9. Choose the **Connections** tab and then verify the LAN settings or the dial-up settings.

By default, the LAN settings and the dial-up settings are not configured. The generic network setting from Windows is used.

10. If the connectivity is failing only to the Cisco Unified CallManager network, a routing issue probably exists in the network. Contact the network administrator to verify the routing that is configured in your default gateway.


**Note**

If you cannot browse from the remote server after following this procedure, contact TAC to have the issue investigated in more detail.

Refer to the following URL for more information on configuration settings:

[http://www.cisco.com/en/US/tech/tk331/tk336/tk542/tsd\\_technology\\_support\\_sub-protocol\\_home.html](http://www.cisco.com/en/US/tech/tk331/tk336/tk542/tsd_technology_support_sub-protocol_home.html)

## Replication Fails Between the Publisher and the Subscriber

Replicating the database is a core function of Cisco Unified CallManager clusters. The server with the master copy of the database is called the publisher, while the servers replicating the database are called subscribers.

### Subscriber Stops Replicating Data From the Publisher

**Symptom**

Changes made on the publisher are not reflected on phones that are registered with the subscriber.

**Possible Cause**

Replication fails between the publisher and subscriber.

**Recommended Action**

Complete the following steps to reestablish the relationship between the two systems. First, the subscriber subscription will need to be recreated on the publisher. Then, delete the subscription and recreate it on the subscriber system.

1. Recreate the subscription on the Publisher.
2. Choose the Cisco Unified CallManager subscription that is failing and delete the entry.

A warning displays indicating the subscription has been removed at the publisher, but not the subscriber and asks if you want to connect to the subscriber and delete the subscription.

3. Click **Yes**.

The next message indicates that the subscription has been deleted but the data has not.



4. Click **OK**.
5. Recreate the subscription on the subscriber.

The subscription should be in a running state and resynchronized with the publisher. Updates should be getting recorded in the local subscriber database.

---

## Slow Server Response

This section addresses a problem related to a slow response from the server: [Mismatched Duplex Port Settings](#).

### Mismatched Duplex Port Settings

#### Symptom

Slow response from the server occurs.

#### Possible Cause

Slow response could result if the duplex of the switch does not match the duplex port setting on the Cisco Unified CallManager server.

#### Recommended Action

1. For optimal performance, set both switch and server to **100/Full**.  
Cisco does not recommend using the Auto setting on either the switch or the server.
  2. You must restart the Cisco Unified CallManager server for this change to take effect.
- 

## JTAPI Subsystem Startup Problems

The JTAPI (Java Telephony API) subsystem is a very important component of the Cisco Customer Response Solutions (CRS) platform. JTAPI is the component that communicates with the Cisco Unified CallManager, and is responsible for telephony call control. The CRS platform hosts telephony applications, such as Cisco Unified AutoAttendant, Cisco IP ICD, and Cisco Unified IP-IVR. This section is not specific to any of these applications; the JTAPI subsystem is an underlying component that is used by all of them.

Before starting the troubleshooting process, ensure that the software versions that you are using are compatible. To verify compatibility, read the Cisco Unified CallManager Release Notes for the version of Cisco Unified CallManager that you are using.

To check the version of CRS, log in to the AppAdmin page by typing `http://servername/appadmin`, where *servername* is the name of the server on which CRS is installed. The current version is located in the lower-right corner of the main menu.

## JTAPI Subsystem is OUT\_OF\_SERVICE

### Symptom

The JTAPI subsystem does not start.

### Possible Cause

One of the following exceptions displays in the trace file:

- [MIVR-SS\\_TEL-4-ModuleRunTimeFailure](#)
- [MIVR-SS\\_TEL-1-ModuleRunTimeFailure](#)

## MIVR-SS\_TEL-4-ModuleRunTimeFailure

Search for the **MIVR-SS\_TEL-1-ModuleRunTimeFailure** string in the trace file. At the end of the line, an exception reason is given.

The following are the most common errors:

- [Unable to create provider—bad login or password](#)
- [Unable to create provider -- Connection refused](#)
- [Unable to create provider -- login=](#)
- [Unable to create provider -- hostname](#)
- [Unable to create provider -- Operation timed out](#)
- [Unable to create provider -- null](#)

### Unable to create provider—bad login or password

#### Possible Cause

The user name or password entered in the JTAPI configuration is incorrect.

#### Full Text of Error Message

```
%MIVR-SS_TEL-4-ModuleRunTimeFailure:Real-time
failure in JTAPI subsystem: Module=JTAPI
Subsystem,Failure Cause=7,Failure
Module=JTAPI_PROVIDER_INIT,
Exception=com.cisco.jtapi.PlatformExceptionImpl:
Unable to create provider -- bad login or password.
%MIVR-SS_TEL-7-
EXCEPTION=com.cisco.jtapi.PlatformExceptionImpl:
Unable to create provider -- bad login or password.
```

#### Recommended Action

Verify that the user name and password are correct. Try logging into the Unified CMuser page (<http://servername/ccmuser>) on the Cisco Unified CallManager to ensure that the Cisco Unified CallManager is able to authenticate correctly.

## Unable to create provider -- Connection refused

### Possible Cause

The JTAPI connection to the Cisco Unified CallManager is refused by the Cisco Unified CallManager.

### Full Text of Error Message

```
%MIVR-SS_TEL-4-ModuleRunTimeFailure:Real-time
failure in JTAPI subsystem: Module=JTAPI Subsystem,
Failure Cause=7,Failure Module=JTAPI_PROVIDER_INIT,
Exception=com.cisco.jtapi.PlatformExceptionImpl: Unable
to create provider -- Connection refused
%MIVR-SS_TEL-7-EXCEPTION:com.cisco.jtapi.PlatformExceptionImpl:
Unable to create provider -- Connection refused
```

### Recommended Action

Verify that the CTI Manager service is running in the Cisco Unified CallManager Control Center.

## Unable to create provider -- login=

### Possible Cause

Nothing has been configured in the JTAPI configuration page.

### Full Text of Error Message

```
%MIVR-SS_TEL-4-ModuleRunTimeFailure:Real-time
failure in JTAPI subsystem: Module=JTAPI Subsystem,
Failure Cause=7,Failure Module=JTAPI_PROVIDER_INIT,
Exception=com.cisco.jtapi.PlatformExceptionImpl:
Unable to create provider -- login=
%MIVR-SS_TEL-7-EXCEPTION:com.cisco.jtapi.PlatformExceptionImpl:
Unable to create provider -- login=
```

### Recommended Action

Configure a JTAPI provider in the JTAPI configuration page on the CRS server.

## Unable to create provider -- hostname

### Possible Cause

The CRS engine is not able to resolve the host name of the Cisco Unified CallManager.

### Full Text of Error Message

```
%MIVR-SS_TEL-4-ModuleRunTimeFailure:Real-time
failure in JTAPI subsystem: Module=JTAPI Subsystem,
Failure Cause=7,Failure Module=JTAPI_PROVIDER_INIT,
Exception=com.cisco.jtapi.PlatformExceptionImpl:
Unable to create provider -- dgrant-mcs7835.cisco.com
%MIVR-SS_TEL-7-EXCEPTION:com.cisco.jtapi.PlatformExceptionImpl:
Unable to create provider -- dgrant-mcs7835.cisco.com
```

### Recommended Action

Verify that DNS resolution is working correctly from the CRS engine. Try using an IP address instead of the DNS name.

## Unable to create provider -- Operation timed out

### Possible Cause

The CRS engine does not have IP connectivity with the Cisco Unified CallManager.

### Full Text of Error Message

```
101: Mar 24 11:37:42.153 PST
%MIVR-SS_TEL-4-ModuleRunTimeFailure:Real-time
failure in JTAPI subsystem: Module=JTAPI Subsystem,
Failure Cause=7,Failure Module=JTAPI_PROVIDER_INIT,
Exception=com.cisco.jtapi.PlatformExceptionImpl:
Unable to create provider -- Operation timed out
102: Mar 24 11:37:42.168 PST %MIVR-SS_TEL-7-EXCEPTION:
com.cisco.jtapi.PlatformExceptionImpl:
Unable to create provider -- Operation timed out
```

### Recommended Action

Check the IP address that is configured for the JTAPI provider on the CRS server. Check the default gateway configuration on the CRS server and the Cisco Unified CallManager. Make sure there are no IP routing problems. Test connectivity by pinging the Cisco Unified CallManager from the CRS server.

## Unable to create provider -- null

### Possible Cause

There is no JTAPI provider IP address or host name configured, or when the JTAPI client is not using the correct version.

### Full Text of Error Message

```
%MIVR-SS_TEL-4-ModuleRunTimeFailure:Real-time
failure in JTAPI subsystem: Module=JTAPI Subsystem,
Failure Cause=7,Failure Module=JTAPI_PROVIDER_INIT,
Exception=com.cisco.jtapi.PlatformExceptionImpl:
Unable to create provider -- null
```

### Recommended Action

Verify that a host name or IP address is configured in the JTAPI configuration. If the JTAPI version is incorrect, download the JTAPI client from the Cisco Unified CallManager Plugins page and install it on the CRS server.

## MIVR-SS\_TEL-1-ModuleRunTimeFailure

### Symptom

This exception usually occurs when the JTAPI subsystem is unable to initialize any ports.

### Possible Cause

The CRS server can communicate with the Cisco Unified CallManager, but is unable to initialize any CTI ports or CTI route points through JTAPI. This error occurs if the CTI ports and CTI route points are not associated with the JTAPI user.

### Full Text of Error Message

```
255: Mar 23 10:05:35.271 PST %MIVR-SS_TEL-1-ModuleRunTimeFailure:
```

```
Real-time failure in JTAPI subsystem: Module=JTAPI Subsystem,  
Failure Cause=7,Failure Module=JTAPI_SS,Exception=null
```

**Recommended Action**

Check the JTAPI user on the Cisco Unified CallManager, and verify that CTI ports and CTI route points that are configured on the CRS server are associated with the user.

## JTAPI Subsystem is in PARTIAL\_SERVICE

**Symptom**

The following exception displays in the trace file:

MIVR-SS\_TEL-3-UNABLE\_REGISTER\_CTIPORT

**Possible Cause**

The JTAPI subsystem is unable to initialize one or more CTI ports or route points.

**Full Text of Error Message**

```
1683: Mar 24 11:27:51.716 PST  
%MIVR-SS_TEL-3-UNABLE_REGISTER_CTIPORT:  
Unable to register CTI Port: CTI Port=4503,  
Exception=com.cisco.jtapi.InvalidArgumentExceptionImpl:  
Address 4503 is not in provider's domain.  
1684: Mar 24 11:27:51.716 PST %MIVR-SS_TEL-7-EXCEPTION:  
com.cisco.jtapi.InvalidArgumentExceptionImpl:  
Address 4503 is not in provider's domain.
```

**Recommended Action**

The error message in the trace will tell you which CTI port or route point was unable to be initialized. Verify that this device exists in the Cisco Unified CallManager configuration, and is also associated with the JTAPI user on the Cisco Unified CallManager.

# Security

This section covers the following security issues and provides information on where to find detailed documentation regarding the security process:

- [Near-Term Security Solutions](#)
- [Related Information](#)

## Near-Term Security Solutions

Refer to the following documents to ensure that you have quality of service (QoS) configured properly throughout your network to help ensure voice quality is affected as little as possible during the remainder of cleanup operations:

- *Cisco IP Telephony QoS Design Guide*
- *Cisco IP Telephony Network Design Guide*
- *IP Telephony Solutions Guide*

Refer to the *Cisco IP Telephony Network Design Guide* to establish separate Voice/Data VLANs.

**Note**

---

This could provide a long-term solution depending on the size and complexity of the network involved.

---

## Related Information

The following URL provides *Cisco Unified CallManager Security Patch Process*:

[http://www.cisco.com/warp/public/cc/pd/nemnsw/callmn/prodlit/cmspp\\_qa.pdf](http://www.cisco.com/warp/public/cc/pd/nemnsw/callmn/prodlit/cmspp_qa.pdf)

Refer to the following URL for security considerations for an IP telephony network:

<http://www.cisco.com/warp/public/779/largeent/it/ese/srnd.html>