Troubleshooting Features and Services

This appendix provides information to help you resolve common issues with Cisco Unified CallManager features and services:

Troubleshooting Cisco Extension Mobility

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

This section provides the following information to help you troubleshoot problems with Cisco CallManager Extension Mobility:

Troubleshooting General Problems with Cisco Extension Mobility

If any problems occur with Cisco Extension Mobility, start with these troubleshooting tips:

- Configure the Cisco Extension Mobility trace directory and enable debug tracing by performing the following procedures:
  - From Cisco Unified CallManager Serviceability, choose **Trace > Trace Configuration**
  - From the Servers drop-down list box, choose a server.
  - Choose **Cisco Extension Mobility** from the drop-down menu of Configured Services.

- Make sure that you entered the correct URL for the Cisco Extension Mobility service. Remember that the URL is case sensitive.
- Check that you have thoroughly and correctly performed all the configuration procedures.
- If a problem occurs with authentication of a Cisco Extension Mobility user, go to the user pages and verify the PIN.

If you are still having problems, use the troubleshooting solutions in Table A-1.

Table A-1 Troubleshooting Cisco Unified CallManager Extension Mobility

Problem Description	Recommended Action
After a user logs out and the phone reverts to the default device profile, the user finds that the phone services are no longer available.	1. Check the Enterprise Parameters to make sure that the Synchronization Between Auto Device Profile and Phone Configuration is set to **True**. 2. Subscribe the phone to the Cisco Extension Mobility service.
After logging in, the user finds that the phone services are not available.	This problem occurs because the User Profile did not have any services that were associated with it when the profile was loaded on the phone. Perform the following steps: 1. Change the User Profile to include the Cisco Extension Mobility service. 2. Change the phone configuration where the user is logged in to include Cisco Extension Mobility. After the phone is updated, the user can access the phone services.
After performing a login or logout, the user finds that the phone resets instead of restarting.	Locale change may provide the basis for reset. If the User Locale that is associated with the login user or profile is not the same as the locale or device, after a successful login, the phone will perform a restart that is followed by a reset. This occurs because the phone configuration file is being rebuilt.

Troubleshooting Cisco Extension Mobility Error Messages

Use the information in Table A-2 to troubleshoot the error codes and error messages that display on the phone when Cisco Extension Mobility is used.

Table A-2 Troubleshooting Error Messages That Display on the Phone

Error Code or Error Message	Recommended Action
0	When a user tries to log in to a phone that is configured for Cisco Extension Mobility and enters UserID and PIN, the phone displays “0.” Verify that all the Cisco Unified CallManager services are running.
2, 3	When a user presses the Services button, the phone displays “2” or “3.” Check the registry entry of the Cisco Extension Mobility: HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems Inc.\Directory Configuration\AppUsers\EMApp. Make sure that an entry for “Password” exists and that the “UserID” is “EMApp.” If these entries are not there, a problem exists with the installation.

Table A-2 Troubleshooting Error Messages That Display on the Phone (continued)

Error Code or Error Message	Recommended Action
6	When a user tries to log in to a phone that is configured for Cisco Extension Mobility and enters UserID and PIN, the phone displays "6." This error occurs when the service is not authenticating the user. A problem may exist with Virtual Directory. Verify that the Virtual Directory Login Password is correct.
9	When a user tries to log in to a phone that is configured for Cisco Extension Mobility and enters UserID and PIN, the phone displays "9." A problem exists with the LDAP Directory. Check that the DirUser.jar file is present.
6, 12	When a user tries to log in to a phone that is configured for Cisco Extension Mobility and enters UserID and PIN, the phone displays "6" or "12." Make sure that a Device Profile associates with the user.
100	When a user presses the Services button, the phone displays "100." The URL for the Cisco Extension Mobility service does not include the last parameter (shown below in **bold**): http://<IPAddressofCallManager>/emapp/EMAppServlet **?device=#DEVICENAME#** where <IPAddressofCallManager> specifies the IP Address of the Cisco Unified CallManager server where Cisco Extension Mobility is installed. Make sure that the URL is correct and complete. Be aware that the URL is case sensitive.
101	When a user tries to log in to a phone that is configured for Cisco Extension Mobility and enters UserID and PIN, the phone displays "101." The IP address of the Cisco Unified CallManager publisher may have changed. Perform the following steps: 1. In the DC Directory (DCD) Administration, go to Cisco.com > CCN > systemProfiles. 2. Choose **Hoteling Profile**. 3. Verify that the IP address in the URL field is the IP address of the Cisco Unified CallManager publisher.
HTTP error	If this error message displays after a user presses the Services button, a phone load error exists. To correct this problem, apply the latest phone loads from Cisco.com and reset the phone.
Invalid host	When a user presses the Services button, the phone displays either an "Invalid host" message or a blank screen. 1. Check that the Services URL entry in the Enterprise Parameters is correct. 2. If there is still a problem, reset the phone.
No services configured	When a user presses the Services button, the phone displays "No services configured." Check that the Cisco Extension Mobility service is subscribed to for the phone and that the user device profile is chosen.

Table A-2 Troubleshooting Error Messages That Display on the Phone (continued)

Error Code or Error Message	Recommended Action
Requesting...	After the user presses the Services button and chooses the Cisco Extension Mobility Service, the phone displays "Requesting..." Check that the Cisco Tomcat Service (on the Cisco Unified CallManager server where Cisco Extension Mobility is located) has started and is running.
Authentication error	After a user enters UserID and PIN, the phone displays "Requesting..." The user should check that the correct UserID and PIN were entered; the user should check with the system administrator that the UserID and PIN are correct. If you are using the Active Directory Plug-in, make sure that the user is shown directly underneath the User Base and not under a Sub-OU of the User Base.
Device does not allow logon	When a user tries to log in to a phone that is configured for Cisco CallManager Extension Mobility and enters UserID and PIN, the phone displays "Device does not allow logon." Make sure that you have chosen "Enable Extension Mobility Feature" on the phone configuration window.
Device profile unavailable	The Cisco Unified CallManager Directory may be down.
User logged in elsewhere	This error means that the service parameter that controls multiple logins is set to allow login at a single device, and a user tries to log in at a second device. Perform one of the following steps: • If the configuration is correct, you can log out the user from the first device and ask the user to log in on the second device. You can also explain the single login policy to the user to help prevent this from happening again. • To allow users to log in at multiple devices, on the Service Parameters Configuration window, set the Multiple Login Behavior field to Multiple Logins Allowed.

Troubleshooting Cisco Unified CallManager Assistant

This section covers solutions for the most common issues that relate to Cisco Unified CallManager Assistant. Table A-3 describes troubleshooting tools for Cisco Unified CallManager Assistant and the client desktop.

Table A-3 Cisco Unified CallManager Assistant Troubleshooting Tools and Client Desktop

Tool Description	Location
Cisco Unified CM Assistant server trace files	C:\Program Files\Cisco\Trace\IPMA\IPMA*.txt **Note** This URL specifies the default log file. You can send your trace files to any directory that you create. Configure the Cisco Unified CallManager Assistant trace directory and enable debug tracing by choosing Cisco Unified CallManager Serviceability > Trace > Configuration
Cisco IPMA client trace files	$INSTALL_DIR\logs\ACLog*.txt on the client desktop in the same location where the Cisco Unified CallManager Assistant assistant console resides. To enable debug tracing, go to the settings dialog box in the assistant console. In the advanced panel, check the Enable Trace check box. **Note** This enables only debug tracing. Error tracing always remains On. The location and the name of the current trace file display in the dialog box.
Cisco IPMA client install trace files	$INSTALL_DIR\InstallLog.txt on the client desktop in the same location where the Cisco Unified CallManager Assistant assistant console resides.
Cisco IPMA Client AutoUpdater trace files	$INSTALL_DIR\UpdatedLog.txt on the client desktop in the same location where the Cisco Unified CallManager Assistant assistant console resides.
Install directory	By default — C:\Program Files\Cisco\IPMA Assistant Console

The following sections describe Cisco Unified CallManager Assistant error and recovery procedures:

- Manager Cannot Intercept Calls That Are Ringing on the Assistant Proxy Line, page A-17
- Not Able to CallManager Phone When Cisco IPMA Service is Down, page A-17

IPMAConsoleInstall.jsp Displays Error: Exception While Getting Service Parameters

Symptom

http://<server-name>/ma/Install/IPMAConsoleInstall.jsp displays the following error message:

Error Message `Exception While Getting Service Parameters`

Probable Cause

An error occurred in the configuration of Cisco IPMA service parameters.

Corrective Action

Configure Cisco IPMA service parameters from

Cisco Unified CallManager Administration > Service > Service Parameters. Choose the server where the Cisco IPMA service resides; then, choose the Cisco CallManager IP Manager Assistant service.

IPMAConsoleInstall.jsp Displays Error: No Page Found Error

Symptom

http://<server-name>/ma/Install/IPMAConsoleInstall.jsp displays the following error message:

Error Message `No Page Found Error`

Probable Cause

Cisco IPMA service is not running.

Corrective Action

Start the Cisco Unified CallManager Assistant by using the following procedure.

Procedure

Step 1 Restart the Unified IPMA service by logging in to the Cisco Tomcat manager application at the following address and by using administrative privileges:

http://<ipaddress>/manager/list

Step 2 Click the **Reload** link next to the Cisco CallManager IP Manager Assistant service.

Step 3 The service starts.

Symptom

http://<server-name>/ma/Install/IPMAConsoleInstall.jsp displays the following error message:

Error Message `No Page Found Error`

Probable Cause

Network problems. For more information on system issues, refer to the *Troubleshooting Guide for* Cisco Unified CallManager.

Corrective Action

Ensure that the client has connectivity to the server. Ping the server name that is specified in the URL and verify that it is reachable.

Symptom

http://<server-name>/ma/Install/IPMAConsoleInstall.jsp displays the following error message:

Error Message `No Page Found Error`

Probable Cause

Misspelled URL.

Corrective Action

Because URLs are case sensitive, ensure that the URL matches exactly what is in the instructions.

Exception: java.lang.ClassNotFoundException: InstallerApplet.class

Symptom

The Assistant Console fails to install from the web. The following error message displays:

Error Message `Exception: java.lang.ClassNotFoundException: InstallerApplet.class`

Probable Cause

Using the Sun Java plugin virtual machine instead of the Microsoft JVM with the standard Cisco Unified CallManager Assistant Console install causes failures.

Corrective Action

The administrator directs the user to the following URL, which is a JSP page that supports the Sun Java plugin: http://<servername>/ma/Install/IPMAConsoleInstallJar.jsp

Automatic Installation of MS Virtual Machine Is No Longer Provided for Download

Symptom

The Assistant Console fails to install from the web when you are trying to install on a computer that is running Microsoft Windows XP. A message displays that all the components for the program are not available. When the user chooses Download Now, the following message displays:

Error Message `Automatic installation of MS Virtual Machine is no longer available for download`

Probable Cause

Microsoft does not support Microsoft JVM in IE version 6 of Windows XP.

Note This error does not occur if you have the Microsoft JVM with XP Service Pack 1 installed on your system.

Corrective Action

Perform one of the following corrective actions:

- Install the Netscape browser (version 7.x) and use Netscape to install the Assistant Console.
- Install the Sun Java Virtual Machine plugin for IE from the following URL:

  http://java.sun.com/getjava/download.html

  When the Sun Java plugin completes installation, point the browser at the following URL:

  http://<servername>/ma/Install/IPMAInstallJar.jsp
- Install the Microsoft Java Virtual Machine (JVM) with Windows XP Service Pack 1 before the Assistant Console installation.

User Authentication Fails

Symptom

User authentication fails when you sign in on the login screen from the assistant console.

Probable Cause

The following probable causes can apply:

- Incorrect administration of the user in the directory.
- Incorrect administration of the user as an assistant or a manager.

Corrective Action

Ensure that the user ID and the password are administered as a Cisco Unified CallManager user through Cisco Unified CallManager Administration.

You must administer the user as an assistant or a manager by associating the Cisco Unified CallManager Assistant information, which you access through **Cisco Unified CallManager Administration > User**.

Assistant Console Displays Error: Cisco IPMA Service Unreachable

Symptom

After launching the Assistant Console, the following message displays:

Error Message `Cisco IPMA Service Unreachable`

Probable Cause

Cisco IPMA service may be stopped.

Corrective Action

Start the Cisco Unified CallManager Assistant by using the following procedure.

Procedure

Step 1 Restart the Cisco IPMA service by logging in to the Cisco Tomcat manager application at the following address and by using administrative privileges:

http://<ipaddress>/manager/list

Step 2 Click the **Reload** link next to the Cisco CallManager IP Manager Assistant service.

Step 3 The service starts.

Symptom

After launching the Assistant Console, the following message displays:

Error Message `Cisco IPMA Service Unreachable`

Probable Cause

The server address for the Primary and Secondary Cisco Unified CallManager Assistant servers may be configured as DNS names, but the DNS names are not configured in the DNS server.

Corrective Action

Use the following procedure to replace the DNS name.

Procedure

Step 1 Choose **Cisco Unified CallManager Administration > System > Server.**

Step 2 Replace the DNS name of the server with the corresponding IP address.

Step 3 Restart the Cisco IPMA service by logging in to the Cisco Tomcat manager application at the following address and by using administrative privileges:

http://<ipaddress>/manager/list

Step 4 Click the **Reload** link next to the Cisco CallManager IP Manager Assistant service.

Step 5 The service starts.

Symptom

After launching the Assistant Console, the following message displays:

Error Message `Cisco IPMA Service Unreachable`

Probable Cause

The Cisco CTI Manager service may be stopped.

Corrective Action

Use the following procedure to start the Cisco CTI Manager and Cisco IPMA services.

Procedure

Step 1 From the Start menu, choose **Start > Programs > Administration Tools > Services**.

Step 2 Right-click the CTI Manager service.

Step 3 Click **Start**.

Step 4 Click **Yes**.

Step 5 Restart the Cisco IPMA service by logging in to the Cisco Tomcat manager application at the following address and by using administrative privileges:

http://<ipaddress>/manager/list

Step 6 Click the **Reload** link next to the Cisco CallManager IP Manager Assistant service.

Step 7 The service starts.

New Manager Is Not Created As Expected

Symptom

A new manager was not created in Cisco Unified CallManager Assistant.

Probable Cause

You did not click **Insert** on the Cisco Unified CallManager Administration Manager Configuration window.

Corrective Action

Use the following procedure to properly configure the Cisco Unified CallManager Assistant manager.

Procedure

Step 1 Choose **User > Global Directory**.

Step 2 To search for the manager, click **Search**.

Step 3 Click the manager name.

Step 4 Click the **Cisco Unified CallManager Assistant** link.

Step 5 From **Add/Delete Assistants** link, assign assistants.

Step 6 Click **Update and Close**.

Step 7 From Manager Configuration, enter the device, Cisco Unified CallManager Assistant controlled lines.

Step 8 Click **Insert**.

Assistant Assignment Does Not Change As Expected

Symptom

You change the assignment to a different assistant, but the change does not take effect.

Probable Cause

You did not click **Update** or **Update and Close** on the Add/Delete Assistant window.

Corrective Action

Use the following procedure to properly configure the Cisco Unified CallManager Assistant assistant.

Procedure

Step 1 Choose **User > Global Directory**.

Step 2 To search for the manager, click **Search**.

Step 3 Click the manager name.

Step 4 Click the **Cisco Unified CallManager Assistant** link.

Step 5 Click **Add/Delete Assistant** link.

Step 6 From Add/Delete Assistant window, choose the assistant for the manager.

Step 7 Click **Update** or **Update and Close**.

Assistant Proxy Lines Contain Blank Fields for Manager

Symptom

Assistant Proxy lines contain blank fields.

Probable Cause

Deleting a manager from an assistant may leave a blank line for the assistant.

Corrective Action

From the Assistant Configuration window, reassign the proxy lines.

Manager Or Assistant Search Is Slow

Symptom

You tried to perform a search, and it is taking time for the system to return the results.

Probable Cause

You tried to search for all managers or all assistants or a large number of each.

Corrective Action

Narrow the search to a smaller subset for faster performance.

Calls Do Not Get Routed When Filtering Is On Or Off

Symptom

Calls do not get routed when filtering is on.

Probable Cause

Cisco CTI Manager service may be stopped.

Corrective Action

Use the following procedure to start the Cisco CTI Manager service and Cisco IPMA (by using Cisco Tomcat manager).

Procedure

Step 1 From the Start menu, choose **Start > Programs > Administration Tools > Services**.

Step 2 Right-click the CTI Manager service.

Step 3 Click **Start**.

Step 4 Click **Yes**.

Step 5 Restart the Cisco IPMA service by logging in to the Cisco Tomcat manager application at the following address and by using administrative privileges:

http://<ipaddress>/manager/list

Step 6 Click the **Reload** link next to the Cisco CallManager IP Manager Assistant service.

Step 7 The service starts.

Symptom

You cannot obtain a CTI Provider Object, and the following message displays:

Error Message `TimeoutException - Could not get Provider.`

Probable Cause

The error occurs in the logs located at

C:\Program Files\Cisco\Trace\IPMA\IPMA*.txt

or any directory that you created by using Cisco Unified CallManager Serviceability Trace Configuration.

Corrective Action

Use the following procedure to start the Cisco CTI Manager and Cisco IPMA services.

Procedure

Step 1 From the Start menu, choose **Start > Programs > Administration Tools > Services**.

Step 2 Right-click the CTI Manager service.

Step 3 Click **Start**.

Step 4 Click **Yes**.

Step 5 Restart the Cisco IPMA service by logging in to the Cisco Tomcat manager application at the following address and by using administrative privileges:

http://<ipaddress>/manager/list

Step 6 Click the **Reload** link next to the Cisco CallManager IP Manager Assistant service.

Step 7 The service starts.

Symptom

Calls do not get routed properly.

Probable Cause

The Cisco Unified CallManager Assistant route point is not configured properly.

Corrective Action

Use wild cards to match the directory number of the Cisco Unified CallManager Assistant route point and the primary directory numbers of all Cisco Unified CallManager Assistant managers.

Symptom

Calls do not get routed properly. The status window on the manager phone displays the message, Filtering Down.

Probable Cause

Cisco Unified CallManager Assistant CTI route point may be deleted or may not be in service.

Corrective Action

Use the following procedure to configure the CTI route point and restart the Cisco IPMA service.

Procedure

Step 1 From Cisco Unified CallManager Administration, choose **Device > CTI Route Point**.

Step 2 Find the route point, or add a new route point. See the *Cisco Unified CallManager Administration Guide* for configuration details.

Step 3 Restart the Cisco IPMA service by logging in to the Cisco Tomcat manager application at the following address and by using administrative privileges:

http://<ipaddress>/manager/list

Step 4 Click the **Reload** link next to the Cisco CallManager IP Manager Assistant service.

Step 5 The service starts.

Updated User Information Is Lost

Symptom

After you restart the service, updated user information gets lost.

Probable Cause

Improper CMDBUtilJNI.dll file exists.

Corrective Action

Use the following procedure to replace the CMDBUtilJNI.dll file.

Procedure

Step 1 Look in the file C:\Program files\Cisco\Trace\MA\initTrace**.txt

The file contains

`java.lang.UnsatisfiedLinkError:` *`method name`*

This means that CMDBUtilJNI.dll does not contain that method.

Step 2 Replace CMDBUtilJNI.dll with the required CMDBUtilJNI.dll.

Symptom

After you restart the service, updated user information gets lost.

Probable Cause

Publisher database is not running.

Corrective Action

Start the publisher database.

Symptom

After you restart the service, updated user information gets lost.

Probable Cause

Publisher directory is not running.

Corrective Action

Start the publisher directory. Refer to the *Troubleshooting Guide for Cisco Unified CallManager* for more directory information.

Manager Is Logged Out While the Service Is Still Running

Symptom

Although the Cisco Unified CallManager Assistant manager is logged out of Cisco Unified CallManager Assistant, the service still runs. The display on the manager IP phone disappears. Calls do not get routed, although filtering is on. To verify that the manager is logged out, view the application log in the Event Viewer on the Cisco Unified CallManager Assistant server. Look for a warning from the Cisco Java Applications that indicates that the Cisco IPMA service logged out.

Probable Cause

The manager pressed the softkeys more than four times per second (maximum limit allowed).

Corrective Action

The Cisco Unified CallManager administrator must update the Cisco Unified CallManager Assistant manager configuration by using User Configuration. Perform the following procedure to correct the problem.

Procedure

Step 1 From Cisco Unified CallManager Administration, choose **User > Global Directory**.

The User Information search window displays.

Step 2 Enter the manager name in the search field and click the **Search** button.

Step 3 At the User Information window, choose the manager that you want to update.

Step 4 At the User Configuration window, click the **Cisco Unified CallManager Assistant** link.

Step 5 The User Configuration window for the manager displays. Click the **Update** button.

Manager Cannot Intercept Calls That Are Ringing on the Assistant Proxy Line

Symptom

The manager cannot intercept the calls that are ringing on the assistant proxy line.

Probable Cause

The calling search space of the proxy line is improperly configured.

Corrective Action

Check the calling search space of the proxy line for the assistant phone. Perform the following procedure to correct the problem.

Procedure

Step 1 From Cisco Unified CallManager Administration, choose **Device > Phone**.

The Find and List Phones search window displays.

Step 2 Click the assistant phone.

The Phone Configuration window displays.

Step 3 Verify the calling search space configuration for the phone and for the directory number (line) and update as appropriate.

Not Able to CallManager Phone When Cisco IPMA Service is Down

Symptom

Calls do not get routed properly to Cisco Unified CallManager Assistant manager when Cisco IPMA service goes down.

Probable Cause

The Cisco Unified CallManager Assistant route point is not enabled for Call Forward No Answer.

Corrective Action

Perform the following procedure to properly configure the Cisco Unified CallManager Assistant route point.

Procedure

Step 1 From Cisco Unified CallManager Administration, choose **Device > CTI Route Point**.

The Find and List CTI Route Point search window displays.

Step 2 Click the **Find** button.

A list of configured CTI Route Points display.

Step 3 Choose the Cisco Unified CallManager Assistant route point that you want to update.

Step 4 In the CTI Route Point Configuration window, click the line to update from the Directory Numbers b ox.

The Directory Number Configuration window displays.

Step 5 In the Call Forward and Pickup Settings section, check the Forward No Answer Internal and/or the Forward No Answer External check box and enter the CTI route point DN in the Coverage/Destination field (for example, CFNA as 1xxx for the route point DN 1xxx).

Step 6 In the Calling Search Space drop-down list box, choose CSS-M-E (or appropriate calling search space).

Step 7 Click the **Update** button.

Troubleshooting Cisco Unified CallManager AutoAttendant

This section provides information and solutions for the most common issues that relate to Cisco Unified CallManager AutoAttendant.

IP IVR Server Does Not Start After Cisco Unified CallManager Upgrade

Symptom

TheCisco Unified IP-IVR server does not start after the Cisco Unified CallManager server is upgraded.

Probable Cause

The Java Telephony API (JTAPI) client must be compatible with the existing version of Cisco Unified CallManager.

Corrective Action

Reinstall the JTAPI plugin from the Cisco Unified CallManager plugins window. Go to Cisco Unified CallManager Administration and choose **Application > Install Plugins**. Download Cisco Unified CallManager JTAPI and install on theCisco Unified IP-IVR server.

JTAPI Subsystem Is in Partial Service

Symptom

The Engine Status area in the Engine window shows that the JTAPI subsystem is in partial service.

Probable Cause

The JTAPI client was not set up properly. At least one, but not all, of the CTI ports, route points, or dialog channels (CMT or Nuance) could not initialize.

Corrective Action

Perform the following procedure:

Procedure

Step 1 Refer to the Cisco CRA trace files to determine what did not initialize.

Step 2 Verify that all CTI ports and CTI route points associate with the JTAPI user in Cisco Unified CallManager.

Step 3 Verify that the Cisco Unified CallManager and JTAPI configuration IP addresses match.

Step 4 Verify that the Cisco Unified CallManager JTAPI user controls all the CTI ports and CTI route points.

Step 5 Verify that the LDAP directory is running on the computer that is specified in the Directory Host Name field in the Directory Setup window Configuration Setup area.

Step 6 Verify that the application file was uploaded to the repository that is using the Repository Manager.

Cisco Unified CallManager Automated Attendant Prompt Is Not Played

Symptom

The Cisco Unified CallManager Automated Attendant prompt does not play.

Possible Cause

An incorrect welcome prompt is specified in the welcomePrompt field in the Cisco Script Application window.

Corrective Action

From Cisco CRA Administration, choose System > System Parameters. Make sure that the following information appears in the User Prompt Directory field:

```
C:\program files\cisco\wfavvid\Prompts\User
```

Dial By Name Does Not Find the Specified User

Symptom

The Cisco Unified CallManager Automated Attendant cannot find a user that a caller specifies when dialing by name.

Probable Cause

The extension of the requested user is not valid because the user does not have a primary extension that is assigned in Cisco Unified CallManager, or the ccndir.ini file is missing information.

Corrective Action

Perform the following procedure:

Procedure

Step 1 In the Cisco Unified CallManager Administration User Information window, verify that the user has an entry in the AutoAttendant Dialing field, that the User record has an associated phone, and that the Primary Extension radio button is chosen.

Step 2 On the Cisco CRA server, verify that the ccndir.ini file contains the correct userbase and profilebase information, for example:

```
USERBASE "ou=Users, o=cisco.com"
PROFILEBASE "ou=profiles, ou=CCN, o=cisco.com"
```

Uploaded the Spoken Name, But It is Not Used

Symptom

After the spoken name has been uploaded, the spoken name is not used.

Probable Cause

The file must be in the CCITT mu-Law, 8.000-kHz, 8-Bit, mono format.

Corrective Action

Refer to http://<server_name>/appadmin/PromptInstruct.htm document on your server for information.

Digits Entered, But Announcement Continues When Calling From an IOS Voice Gateway

Symptom

The announcement continues when calling from an IOS Voice Gateway after digits have been entered.

Probable Cause

DTMF relay is not configured on the IOS gateway.

Corrective Action

Configure dtmf-relay h245-alphanumeric on the VOIP peers that point to the Cisco Unified CallManager.

```
dial-peer voice 7000 voip
destination-pattern 2...
session target ipv4:10.200.72.36
dtmf-relay h245-alphanumeric
```

A Script is Assigned to a Route Point and Set to a Language But Callers Do Not Hear Prompts

Symptom

When calling a script that has been assigned to a route point and set to a language, callers do not hear any prompts.

Probable Cause

The script is invalid or the language to which the script has been set was not installed successfully.

Corrective Action

Perform the following steps:

Step 1 Validate the script.

Step 2 Set the language at the route point to en_US and verify that the script operates correctly. If it does not, follow these steps:

a. From the Cisco CRA Administration, choose **System > Engine**.

b. Click the Trace Configuration hyperlink and check the Debugging check boxes for the LIB_MEDIA and the SS_TEL sub facilities.

c. Run the script again and refer to the Cisco CRA trace files. If prompt exceptions appear in the Cisco CRA trace files, reinstall the desired language.

Calling Party and Cisco CRA Do Not Have Common Codec

Symptom

The calling party hears a fast busy signal when calling into a Cisco CRA application. The Cisco CRS log shows.

```
CTIERR_REDIRECT_CALL_PROTOCOL_ERROR
```

Probable Cause

Cisco Customer Response Solutions 3.5 can be installed with either G.729 or G.711; only one is supported at a time. The calling device's codec may be incompatible with Cisco CRA.

Corrective Action

Use the transcoding service on Cisco Unified CallManager or ensure that the calling device is using G.711 or G729, depending on what is configured on the Cisco CRA server.

Troubleshooting Barge

This section covers solutions for the following most common issues that are related to the Barge feature. See the "No Conference Bridge Available" section on page A-22.

No Conference Bridge Available

Symptom

When the Barge softkey is pressed, the message No Conference Bridge Available displays on the IP phone.

Probable Cause

Built in Bridge setting in Phone Configuration for the target phone did not get set properly.

Corrective Action

To resolve the problem, perform the following steps:

1. From Cisco Unified CallManager Administration, go to **Device > Phone** and click **Find the phone** to find the phone configuration of the phone that is having the problem.
2. Set the Built In Bridge parameter to On.
3. Click Update.
4. Reset the phone.

Troubleshooting Immediate Divert

This section covers solutions for the following most common issues that relate to the Immediate Divert feature.

Key is not active

Symptom

This message displays on the phone when the user presses iDivert.

Probable Cause

The voice-messaging profile of the user who pressed iDivert does not have a voice-messaging pilot.

Corrective Action

Configure a voice-messaging pilot in the user voice-messaging profile.

Temporary Failure

Symptom

This message displays on the phone when the user presses iDivert.

Probable Cause

The voice-messaging system does not work, or a network problem exists.

Corrective Action

Troubleshoot your voice-messaging system. See troubleshooting or voice-messaging documentation.

Busy

Symptom

This message displays on the phone when the user presses iDivert.

Probable Cause

Message means that the voice-messaging system is busy.

Corrective Action

Configure more voice-messaging ports or try again.

Troubleshooting Cisco WebDialer

This section covers error messages for the most common issues that relate to Cisco WebDialer.

Authentication Error

Probable Cause

User entered wrong userID or password

Corrective Action

Check your userID and password. You must log in using your Cisco Unified CallManager userID and password.

Service Temporarily Unavailable

Probable Cause

The Cisco CallManager service got overloaded because it has reached its throttling limit of two concurrent CTI sessions.

Corrective Action

After a short time, retry your connection.

Directory Service Down

Probable Cause

The Cisco CallManager directory service may be down.

Corrective Action

After a short time, retry your connection.

Cisco CTIManager Down

Probable Cause

Cisco CTIManager service that is configured for Cisco WebDialer went down.

Corrective Action

After a short time, retry your connection.

Session Expired, Please Login Again

Probable Cause

A Cisco WebDialer session expires

- After the WebDialer servlet gets configured or
- If the Cisco Tomcat Service is restarted.

Corrective Action

Log in by using your Cisco Unified CallManager userID and password.

User Not Logged in on Any Device

Probable Cause

The user chooses to use Cisco Extension Mobility from the Cisco WebDialer preference page but is not logged into any IP phone.

Corrective Action

- Log in to a phone before using Cisco WebDialer.

- Choose a device from the Cisco WebDialer preference list in the dialog box instead of choosing the option **Use Extension Mobility**.

Failed to Open Device/Line

Probable Cause

- The user chose a Cisco Unified IP Phone that is not registered with Cisco Unified CallManager. For example, the user chooses a Cisco IP SoftPhone as the preferred device before starting the application.
- The user who has a new phone chooses an old phone that is no longer in service.

Corrective Action

Choose a phone that is in service and is registered with Cisco Unified CallManager.

Destination Not Reachable

Probable Cause

- User dialed the wrong number.
- The correct dial rules did not get applied. For example, the user dials 5550100 instead of 95550100.

Corrective Action

Check the dial rules.

Troubleshooting Cisco Call Back

This section provides symptoms, possible causes, recommended actions, and error messages when Cisco Call Back does not work as expected. This section provides information on the following topics:

- Problems Using Cisco Call Back, page A-26
- Error Messages for Cisco Call Back, page A-28
- Locating the Cisco Call Back Log Files, page A-28

Problems Using Cisco Call Back

This section describes problems, possible causes, recommended actions, and error messages, if applicable to the problem.

User presses Callback softkey before phone rings.

Symptom

During a call, the CallBack softkey may display on the phone, even though the phone is not ringing yet.

Corrective Action

Users must press the CallBack softkey after a ringing or busy signal is received. Pressing the softkey at the wrong time may cause an error message to display on the phone.

User unplugs or resets phone after pressing the CallBack softkey but before Call Back occurs.

Symptom #1

Caller phone reset occurs after CallBack softkey is pressed but before Cisco Call Back is activated.

Corrective Action #1

The caller phone does not display the Call Back activation window after the reset, and the caller must press the CallBack softkey to view the active Cisco Call Back service. Call Back notification occurs on the phone.

Symptom #2

Caller phone reset occurs after Call Back is activated but before called party becomes available.

Corrective Action #2

You do not need to perform a corrective action. If the reset occurs before the called party becomes available, Cisco Call Back occurs as expected.

Symptom #3

Caller phone reset occurs after Call Back is activated, but called party becomes available before the reset completes on the caller phone.

Corrective Action #3

CallBack notification does not occur automatically, so the caller must press the **CallBack** softkey to view the active Call Back service.

Caller misses availability notification before phone reset. Replace/retain screen does not explicitly state that availability notification occurred.

Symptom

In an intracluster or intercluster call back scenario, a caller initiates Call Back for a user, for example, user B, who is unavailable. When user B becomes available, the availability notification screen displays on the caller phone and a tone plays. The caller misses the availability notification for some reason, and the phone resets.

The caller contacts a different user, user C, for example, and presses the CallBack softkey because user C appears busy. The replace/retain screen displays on the caller phone, but the screen does not state that the availability notification already occurred for user B.

Corrective Action

After a phone reset but not during an active call, review the call back notifications on the phone. Press the **CallBack** softkey.

Error Messages for Cisco Call Back

This section provides a list of error messages that may display on the phone.

Error Message `Call Back is not active. Press Exit to quit this screen.`

Explanation User presses the CallBack softkey during the idle state.

Recommended Action The error message provides the recommended action.

Error Message `CallBack is already active on xxxx. Press OK to activate on yyyy. Press Exit to quit this screen.`

Explanation A user tried to activate Call Back, but it is already active.

Recommended Action The error message provides the recommended action.

Error Message `CallBack cannot be activated for xxxx.`

Explanation A user tried to activate Call Back, and the extension is not found in the database.

Recommended Action The user must try again, or the administrator must add the directory number to Cisco Unified CallManager Administration.

Error Message `Service is not active.`

Explanation You set the Callback Enabled Flag service parameter to False, which means that the feature remains disabled.

Recommended Action For the Call Back feature, configure the Cisco CallManager service parameter, Callback Enabled Flag, to **True**.

Locating the Cisco Call Back Log Files

Traces for the Cisco Call Back feature exist as Cisco CallManager and CTIManager SDL and SDI records. To access the traces, refer to the *Cisco Unified CallManager Serviceability Administration Guide*.