



## 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, page 8-1](#)
- [Troubleshooting Cisco Unified CallManager Assistant, page 8-4](#)
- [Troubleshooting Cisco Unified CallManager Attendant Console, page 8-12](#)
- [Troubleshooting Barge, page 8-22](#)
- [Troubleshooting Immediate Divert, page 8-24](#)
- [Troubleshooting Cisco WebDialer, page 8-25](#)
- [Troubleshooting Cisco Call Back, page 8-28](#)

## 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, page 8-1](#)
- [Troubleshooting Cisco Extension Mobility Error Messages, page 8-2](#)

## 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 8-1](#).

**Table 8-1**      **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. | <ol style="list-style-type: none"> <li>1. Check the Enterprise Parameters to make sure that the Synchronization Between Auto Device Profile and Phone Configuration is set to <b>True</b>.</li> <li>2. Subscribe the phone to the Cisco Extension Mobility service.</li> </ol>   |
| After logging in, the user finds that the phone services are not available.  | <p>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.</p> <p>Perform the following steps:</p> <ol style="list-style-type: none"> <li>1. Change the User Profile to include the Cisco Extension Mobility service.</li> <li>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.</li> </ol> |
| After performing a login or logout, the user finds that the phone resets instead of restarting.  | <p>Locale change may provide the basis for reset.</p> <p>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.</p>  |

## Troubleshooting Cisco Extension Mobility Error Messages

Use the information in [Table 8-2](#) to troubleshoot the error codes and error messages that display on the phone when Cisco Extension Mobility is used.

**Table 8-2**      **Troubleshooting Error Messages That Display on the Phone**

| Error Code | Message on Phone            | Recommended Action  |
|------------|-----------------------------|---|
| 201        | [201]-Authentication error  | 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.                        |
| 22         | [22]-Dev.logon disabled     | Make sure that you have chosen “Enable Extension Mobility” check box on the Phone Configuration window. Refer to the <i>Cisco Unified CallManager Features and Services Guide</i> . |
| 205        | [205]-User Profile Absent   | Make sure that you have associated a Device Profile to the user. <i>Cisco Unified CallManager Features and Services Guide</i> .   |
| 208        | [208]-EMService Conn. error | Verify that the Cisco Extension Mobility service is running by choosing <b>Cisco Unified CallManager Serviceability &gt; Tools &gt; Control Center—Feature Services</b> .           |

**Table 8-2**      **Troubleshooting Error Messages That Display on the Phone (continued)**

| Error Code | Message on Phone              | Recommended Action  |
|------------|-------------------------------|---|
| 25         | [25]-User logged in elsewhe.. | Check whether the user is logged in to another phone. If multiple logins need to be allowed, ensure the Multiple Login Behavior service parameter is set to <i>Multiple Logins Allowed</i> .  |
|            | Host not found                | Check that the Cisco Tomcat service is running by choosing <b>Cisco Unified CallManager Serviceability &gt; Tools &gt; Control Center—Network Services</b> .  |
|            | Http Error [503]              | <p>If you get this error when Services button is pressed, then check that the Cisco CallManager Cisco IP Phone Services service is running by choosing <b>Cisco Unified CallManager Serviceability &gt; Tools &gt; Control Center—Feature Services</b>.</p> <p>If you get this error when you select Extension Mobility service, then check that the Cisco Extension Mobility Application service is running by choosing <b>Cisco Unified CallManager Serviceability &gt; Tools &gt; Control Center—Network Services</b>.</p> |
| 202        | [202]-Blank userid or pin     | Enter a valid userid and PIN.   |
| 26         | [26]- Busy, please try again  | <p>Check whether the number of concurrent login/logout requests is greater than the Maximum Concurrent requests service parameter. If so, lower the number of concurrent requests.</p> <p>To verify the number of concurrent login/logout requests, use Cisco Unified CallManager Real-Time Monitoring Tool to view the Requests In Progress counter in the Extension Mobility object.</p>  |
| 6          | [6]-Database Error            | <p>Check whether a large number of requests exists</p> <p>If large number of requests exists, the Requests In Progress counter in the Extension Mobility object counter specifies a high value. If the requests are rejected due to large number of concurrent requests, the Requests Throttled counter also specifies a high value.</p> <p>Collect detailed database logs.</p>   |
| 207        | [207]-Device Name Empty       | Check that the URL that is configured for Cisco Extension Mobility is correct.  |

# Troubleshooting Cisco Unified CallManager Assistant

This section covers solutions for the most common issues that relate to Cisco Unified CallManager Assistant. [Table 8-3](#) describes troubleshooting tools for Cisco Unified CallManager Assistant and the client desktop.

**Table 8-3** Cisco Unified CallManager Assistant Troubleshooting Tools and Client Desktop

| Tool Description                              | Location  |
|---|---|
| Cisco Unified CM Assistant server trace files | <p>The log files reside on the server that runs the Cisco IP Manager Assistant service.</p> <p>You can download these files from the server by using one of the following methods:</p> <ul style="list-style-type: none"> <li>Use the CLI command: <code>file get activelog tomcat/logs/ipma/log4j</code></li> <li>Use the trace collection features in the Cisco Unified CallManager Real-Time Monitoring Tool (RTMT). Refer to the <i>Cisco Unified CallManager Serviceability Administration</i> Guide for more information.</li> </ul> <p>You can enable debug tracing by choosing <b>Cisco Unified CallManager Serviceability &gt; Trace &gt; Configuration</b>.</p> |
| Cisco IPMA client trace files                 | <p>\$INSTALL_DIR\logs\ACLog*.txt on the client desktop in the same location where the Cisco Unified CallManager Assistant assistant console resides.</p> <p>To enable debug tracing, go to the settings dialog box in the assistant console. In the advanced panel, check the Enable Trace check box.</p> <p><b>Note</b> This enables only debug tracing. Error tracing always remains On.</p>  |
| 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\Unified CallManager Assistant Console\  |

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

- [IPMAConsoleInstall.jsp Displays Error: HTTP Status 503—This Application is Not Currently Available, page 8-5](#)
- [IPMAConsoleInstall.jsp Displays Error: No Page Found Error, page 8-5](#)
- [Exception: java.lang.ClassNotFoundException: InstallerApplet.class, page 8-6](#)
- [Automatic Installation of MS Virtual Machine Is No Longer Provided for Download, page 8-6](#)
- [User Authentication Fails, page 8-7](#)
- [Assistant Console Displays Error: System Error - Contact System Administrator, page 8-7](#)
- [Assistant Console Displays Error: Cisco IP Manager Assistant Service Unreachable, page 8-8](#)
- [Calls Do Not Get Routed When Filtering Is On Or Off, page 8-9](#)
- [Cisco IP Manager Assistant Service Cannot Initialize, page 8-10](#)

- [Calling Party Gets a Reorder Tone, page 8-10](#)
- [Manager Is Logged Out While the Service Is Still Running, page 8-10](#)
- [Manager Cannot Intercept Calls That Are Ringing on the Assistant Proxy Line, page 8-11](#)
- [Not Able to Call the Manager Phone When Cisco IP Manager Assistant Service is Down, page 8-11](#)

## IPMAConsoleInstall.jsp Displays Error: HTTP Status 503—This Application is Not Currently Available

### Symptom

http://<server-name>:8443/ma/Install/IPMAConsoleInstall.jsp displays the following error message:  
HTTP Status 503—This application is not currently available

### Probable Cause

Cisco IP Manager Assistant service has not been activated or is not running.

### Corrective Action

Make sure that the Cisco IP Manager Assistant service has been activated by checking the activation status of the service at **Cisco Unified CallManager Serviceability > Tools > Service Activation**.

If the Cisco IP Manager Assistant service has been activated, restart the Cisco Unified CallManager Assistant by choosing **Cisco Unified CallManager Serviceability > Tools > Control Center—Feature Services**.

## IPMAConsoleInstall.jsp Displays Error: No Page Found Error

### Symptom

http://<server-name>:8443/ma/Install/IPMAConsoleInstall.jsp displays the following error message:  
No Page Found Error

### Probable Cause #1

Network problems. For more information on system issues, refer to the [“Cisco Unified CallManager System Issues” section on page 3-1](#).

### Corrective Action #1

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.

### Probable Cause #2

Misspelled URL.

### Corrective Action #2

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:

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: <https://<servername>:8443/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:

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:

<https://<servername>:8443/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 database.
- 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 user information, which you access through **Cisco Unified CallManager Administration > User Management > End User**.

## Assistant Console Displays Error: System Error - Contact System Administrator

### Symptom

After launching the Assistant Console, the following message displays:

System Error - Contact System Administrator

### Probable Cause #1

You may have upgraded the Cisco Unified CallManager from 4.x release to a 5.x release. The system cannot automatically upgrade the Assistant console from 4.x release to 5.x release.

### Corrective Action #1

Uninstall the console by choosing **Start > Programs > Cisco Unified CallManager Assistant > Uninstall Assistant Console** and reinstall the console from URL <https://<server-name>:8443/ma/Install/IPMAConsoleInstall.jsp>.

### Probable Cause #2

The user was not configured correctly in the database.

### Corrective Action #2

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 user information, which you access through **Cisco Unified CallManager Administration > User Management > End User**. For more information, see the *Cisco Unified CallManager Features and Services Guide*.

### Probable Cause #3

When you deleted a manager from an assistant, Cisco Unified CallManager Administration left a blank line for the assistant

### Corrective Action #3

From the Assistant Configuration window, reassign the proxy lines. For more information, see the *Cisco Unified CallManager Features and Services Guide*.

## Assistant Console Displays Error: Cisco IP Manager Assistant Service Unreachable

### Symptom

After launching the Assistant Console, the following message displays:

Cisco IPMA Service Unreachable

### Probable Cause #1

Cisco IP Manager Assistant service may be stopped.

### Corrective Action #1

Restart the Cisco Unified CallManager Assistant by choosing **Cisco Unified CallManager Serviceability > Tools > Control Center—Feature Services**.

### Probable Cause #2

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 #2

Use the following procedure to replace the DNS name.

### Procedure

- 
- |               |   |
|---------------|---|
| <b>Step 1</b> | Choose <b>Cisco Unified CallManager Administration &gt; System &gt; Server</b> .  |
| <b>Step 2</b> | Replace the DNS name of the server with the corresponding IP address.   |
| <b>Step 3</b> | Restart the Cisco Unified CallManager Assistant by choosing <b>Cisco Unified CallManager Serviceability &gt; Tools &gt; Control Center—Feature Services</b> . |
- 

### Probable Cause #3

The Cisco CTI Manager service may be stopped.

### Corrective Action #3

Restart the Cisco CTI Manager and Cisco IP Manager Assistant services by choosing **Cisco Unified CallManager Serviceability > Tools > Control Center—Feature Services**.

### Probable Cause #4

The Cisco Unified CallManager Assistant service might have been configured to open a CTI connection in secure mode, but the security configuration may not be complete.

If this occurs, the following error message displays in the alarm viewer or in the Cisco Unified CallManager Assistant service logs:

IPMA Service cannot initialize - Could not get Provider.

**Corrective Action #4**

Check the security configuration in the service parameters of Cisco IP Manager Assistant service. For more information, see the *Cisco Unified CallManager Features and Services Guide*.

Restart the Cisco Unified CallManager Assistant by choosing **Cisco Unified CallManager Serviceability > Tools > Control Center—Feature Services**.

## Calls Do Not Get Routed When Filtering Is On Or Off

**Symptom**

Calls do not get routed properly.

**Probable Cause #1**

Cisco CTI Manager service may be stopped.

**Corrective Action #1**

Restart the Cisco CTI Manager and Cisco IP Manager Assistant services by choosing **Cisco Unified CallManager Serviceability > Tools > Control Center—Feature Services**.

**Probable Cause #2**

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

**Corrective Action #2**

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

**Probable Cause #3**

The status window on the manager phone displays the message, Filtering Down.  
Cisco Unified CallManager Assistant CTI route point may be deleted or may not be in service.

**Corrective Action #3**

Use the following procedure to configure the CTI route point and restart the Cisco IP Manager Assistant service.

**Procedure**

- 
- |               |   |
|---------------|---|
| <b>Step 1</b> | From Cisco Unified CallManager Administration, choose <b>Device &gt; CTI Route Point</b> .  |
| <b>Step 2</b> | Find the route point, or add a new route point. See the <i>Cisco Unified CallManager Administration Guide</i> for configuration details.                      |
| <b>Step 3</b> | Restart the Cisco IP Manager Assistant services by choosing <b>Cisco Unified CallManager Serviceability &gt; Tools &gt; Control Center—Feature Services</b> . |
-

## Cisco IP Manager Assistant Service Cannot Initialize

### Symptom

The Cisco IP Manager Assistant service cannot open a connection to CTI Manager, and the following message displays:

IPMA Service cannot initialize - Could not get Provider.

### Probable Cause

The Cisco IP Manager Assistant service cannot open a connection to CTI Manager. The error message can be seen in the alarm viewer or in the Cisco Unified CM Assistant service logs.

### Corrective Action

Restart the Cisco CTI Manager and Cisco IP Manager Assistant services by choosing **Cisco Unified CallManager Serviceability > Tools > Control Center—Feature Services**.

## Calling Party Gets a Reorder Tone

### Symptom

Calling party gets a reorder tone or a message: “This call cannot be completed as dialed.”

### Probable Cause

You may not have configured the calling search space of the calling line correctly.

### Corrective Action

Check the calling search space of the line. For the configuration details, see the *Cisco Unified CallManager Administration Guide*.

You can also use the Cisco Dialed Number Analyzer service to check any flaws in the calling search space. For more details, see the *Cisco Unified CallManager Dialed Number Analyzer Guide* for more details.

## Manager Is Logged Out While the Service Is Still Running

### Symptom

Although the 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 using the Cisco Unified Real-Time Monitoring Tool. Look for a warning from the Cisco Java Applications that indicates that the Cisco IP Manager Assistant 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 manager configuration. Perform the following procedure to correct the problem.

### Procedure

- 
- Step 1** From Cisco Unified CallManager Administration, choose **User Management > End User**.  
The Find and List Users window displays.
- Step 2** Enter the manager name in the search field and click the **Find** button.
- Step 3** Choose the manager from the results list that you want to update.  
The End User Configuration window displays.
- Step 4** From the Related Links drop-down list box, choose **Cisco IPMA Manager** and click **Go**.
- Step 5** Make the necessary changes to the manager configuration and click **Update**.
- 

## 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 Call the Manager Phone When Cisco IP Manager Assistant Service is Down

### Symptom

Calls do not get routed properly to managers when Cisco IP Manager Assistant service goes down.

### Probable Cause

The Cisco Unified CallManager Assistant CTI 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 CTI 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 box.  
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 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 section provides the following information to help you troubleshoot problems with Cisco Unified CallManager Attendant Console:

- [Initialization of Telephony Errors, page 8-13](#)
- [Problems Making and Receiving Calls, page 8-15](#)
- [Directory Issues, page 8-17](#)
- [Voice-Messaging Issues, page 8-18](#)
- [Problems Using Cisco Unified CallManager Attendant Console Interface, page 8-18](#)
- [Cisco Unified CallManager Serviceability Does Not Generate JTAPI Logs, page 8-20](#)
- [Collecting Server Logs, page 8-21](#)
- [Performance Monitor Counters for Cisco Unified CallManager Attendant Console, page 8-22](#)

## Initialization of Telephony Errors

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

- [Initialization of Telephony Fails, page 8-13](#)
- [Initialization of Call Control Fails, page 8-14](#)
- [Attendant Cannot Access Server Error Message Displays, page 8-15](#)

### Initialization of Telephony Fails

#### Symptom

The attendant received a message that the initialization of telephony failed.

#### Possible Cause

The following list gives additional causes:

- No attendant console application user and/or authorization user exists.
- The controlled phones do not reside in the controlled device list of the attendant console authorization user.
- The user names that you set for the attendant console application user and the authorization user on the Application Configuration window do not match the usernames that you set for these users in the Cisco CallManager Attendant Console Server service parameters.
- The attendant console application user is not associated to the Standard CTI Enabled user group, Standard CTI Allow Call Park Monitoring user group, and/or the Standard Allow Control of All Devices user group in Cisco Unified CallManager Administration.

#### Recommended Action

Make sure that you perform the following tasks:

- Create the attendant console application user and authorization user as described in the *Cisco Unified CallManager Features and Services Guide*.
- Enter the same usernames for the attendant console application user and the authorization user on the Application Configuration window as you do in the Cisco CallManager Attendant Console Server service parameters.
- Make sure that the user ID that you use for the attendant console application user is the same as the value in the JTAPI username field in the Service Parameters Configuration window for the Cisco CallManager Attendant Console Server service.
- Make sure that the user ID that you use for the attendant console authorization user is the same as the value in the ACDeviceAuthorization username field in the Service Parameters Configuration window for the Cisco CallManager Attendant Console Server service.
- Associate the attendant console application user to the Standard CTI Enabled user group, Standard CTI Allow Call Park Monitoring user group, and the Standard Allow Control of All Devices user group in Cisco Unified CallManager Administration as described in the *Cisco Unified CallManager Features and Services Guide*.

## Initialization of Call Control Fails

### Symptom

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

### Possible Cause

Call control does not come up for one of two reasons:

- You installed Windows XP SP2 on the attendant PC, and you did not unblock the firewall.
- You unchecked the Allow Control of Device from CTI check box on the Phone Configuration window for the attendant phone.

### Recommended Action

Perform one of the following actions:

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

### Possible 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.

### Recommended Action

Upgrade the version of the attendant console that is running on the attendant PC. To access the plugin from Cisco Unified CallManager Administration, choose **Application > Plugins**. 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 that relate to problems when calls are made or received:

- [Unable to Place Calls to Pilot Point, page 8-15](#)
- [Line Not Available, page 8-16](#)
- [Lines Disabled on Phone, page 8-16](#)

## Unable to Place Calls to Pilot Point

### Symptom

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

### Possible Cause

The controlled device list of the attendant console authorization user does not include the controlled phones.

### Recommended Action

You must configure one attendant console authorization user in Cisco Unified CallManager Administration and associate the attendant phones with the user. If you do not configure this user, the attendant console cannot interact with CTIManager, and the attendant cannot receive calls. For more details on creating the authorization user, refer to the *Cisco Unified CallManager Features and Services Guide*.

## Line Not Available

### Symptom

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

### Possible 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.

### Recommended 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 that 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** To restart the devices, click **OK**.
- 

## Lines Disabled on Phone

### Symptom

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

### Possible Cause

The controlled phones do not appear in the controlled device list of the attendant console authorization user.

### Recommended Action

Create an attendant console authorization user and associate the attendant phones with this user as described in the *Cisco Unified CallManager Features and Services Guide*.

## Directory Issues

This section addresses the issue of the Directory window not displaying users and provides various probable causes and corrective actions:

### Symptom

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

### Possible Cause

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.

### Recommended Action

The attendant needs to log in again after any of the previous conditions occurs.

### Possible Cause

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

### Recommended Action

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

### Procedure

- 
- |               |  |
|---------------|--|
| <b>Step 1</b> | From Cisco Unified CallManager Administration, choose <b>User Management &gt; End User</b> .<br>The Find and List Users window displays. |
| <b>Step 2</b> | In the User Search field, enter the appropriate search criteria and click <b>Find</b> .  |
| <b>Step 3</b> | From the resulting list of matching names, click the name of the user to which you want to add a phone number.                           |
| <b>Step 4</b> | In the Telephone Number field, enter the user telephone number.  |
| <b>Step 5</b> | Click <b>Save</b> .  |
-

## Voice-Messaging Issues

This section addresses the problem of the incorrect voice-messaging greeting being played.

### Symptom

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

### Possible Cause

The Reset Original Called service parameter specifies True.

### Recommended Action

Use the following procedure to set the service parameter to the proper value.

### Procedure

- 
- |               |  |
|---------------|--|
| <b>Step 1</b> | Choose <b>System &gt; Service Parameters</b> .   |
| <b>Step 2</b> | From the Server drop-down list box, choose the Attendant Console server.                     |
| <b>Step 3</b> | From the Service drop-down list box, choose the Cisco CallManager Attendant Console service. |
| <b>Step 4</b> | 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 Unified CallManager Attendant Console Server, page 8-18](#)
- [Text Displays Incorrect Language, page 8-19](#)
- [Cannot Search for Unicode Languages, page 8-19](#)
- [Speed-Dial and Directory Windows Display Incorrect Line State, page 8-20](#)
- [Directory Numbers Appear in an Unknown Line State, page 8-20](#)

### Unable to Communicate with Cisco Unified CallManager Attendant Console Server

#### Symptom

When the attendant attempted to log in to 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 for 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.

### Possible Cause

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

### Recommended 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.

### Possible Cause

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

### Recommended Action

Activate and start the Cisco CallManager Attendant Console Server service on all Cisco Unified CallManager servers from which the phones receive call-processing services. For information on activating services, refer to the *Cisco Unified CallManager Serviceability Administration Guide*.

## Cisco Unified CallManager Serviceability Does Not Generate JTAPI Logs

This section addresses the issue of JTAPI logs not generating.

### Symptom

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

### Possible Cause

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

### Recommended Action

Restart the Cisco CallManager Attendant Console Server service. For information on restarting services, refer to the *Cisco Unified CallManager Serviceability Administration Guide*.

## Collecting Server Logs

This section addresses how to collect server logs:

### Symptom

Need a solution to collect all server-side logs.

### Possible Cause

To debug server issues, collect the following traces:

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

### Recommended Action

Use Cisco Unified Real-Time Monitoring Tool (RTMT) or the CLI to collect the appropriate log files. For information on RTMT, refer the *Cisco Unified CallManager Serviceability Administration Guide*. For information on CLI commands, refer to the *Cisco Unified Communications Operating System Administration Guide*.

## Performance Monitor Counters for Cisco Unified CallManager Attendant Console

Performance monitor counters for Cisco Unified CallManager Attendant Console in real-time monitoring tool (RTMT) allow you to monitor the time that Cisco CallManager Attendant Console Server service has been running, the amount of time since the Cisco CallManager Attendant Console Server service was started, the number of calls that have occurred, the number of calls that have been redirected, the number of attendants that are registered, the number of pilot points, and the number of registered clients.

The CcmLineLinkState performance monitor for the attendant console provides a quick way to check whether the attendant console is functioning correctly:

- If the CcmLineLinkState counter is 11, this state indicates that Cisco CallManager Attendant Console Server service is functioning normally.
- The left-most digit of CcmLineLinkState indicates whether Cisco CallManager Attendant Console Server service is connected to and registered with the Cisco Unified CallManager CTI. If this digit is 0, a problem may exist with the CTI or the directory.
- The right-most digit of CcmLineLinkState indicates whether Cisco CallManager Attendant Console Server service can perceive line state information through Cisco Unified CallManager. If this digit is 0, a problem probably exists with Cisco Unified CallManager.



### Note

When an attendant console user cannot log in to the attendant console and no line state information is available, view the CcmLineLinkState performance monitor to verify that all components of attendant console are functioning properly.

For more information about performance monitor counters and alarms, refer to the *Cisco Unified CallManager Serviceability System Guide* and the *Cisco Unified CallManager Serviceability Administration Guide*.

## Troubleshooting Barge

This section covers the solution for the most common issue that is related to the Barge feature..

### 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:

### Procedure

- Step 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.

**Step 2** Set the Built In Bridge parameter to On.

**Step 3** Click Update.

**Step 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, page 8-24](#)
- [Temporary Failure, page 8-24](#)
- [Busy, page 8-24](#)

## 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, page 8-25](#)
- [Service Temporarily Unavailable, page 8-25](#)
- [Directory Service Down, page 8-26](#)
- [Cisco CTIManager Down, page 8-26](#)
- [Session Expired, Please Login Again, page 8-26](#)
- [User Not Logged in on Any Device, page 8-27](#)
- [Failed to Open Device/Line, page 8-27](#)
- [Destination Not Reachable, page 8-27](#)

## Authentication Error

### Symptom

Cisco WebDialer displays the following message:

Authentication failed, please try again.

### 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

### Symptom

Cisco WebDialer displays the following message:

Service temporarily unavailable, please try again later.

### Probable Cause

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

### Corrective Action

After a short time, retry your connection.

## Directory Service Down

### Symptom

Cisco WebDialer displays the following message:

Service temporarily unavailable, please try again later: 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

### Symptom

Cisco WebDialer displays the following message:

Service temporarily unavailable, please try again later: 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

### Symptom

Cisco WebDialer displays the following message:

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

### Symptom

Cisco WebDialer displays the following message:

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

### Symptom

After a user attempts to make a call, Cisco WebDialer displays the following message:

User not logged in on any device.

### 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

### Symptom

Cisco WebDialer displays the following message on the End Call window:

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 8-28](#)
- [Error Messages for Cisco Call Back, page 8-29](#)
- [Locating the Cisco Call Back Log Files, page 8-30](#)

## 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.

#### Probable Cause

User may not be pressing the CallBack softkey at the appropriate time.

#### 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.

#### Probable Cause

The user reset the phone.

#### 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.

#### Probable Cause

The user reset the phone.

**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.

**Probable Cause**

The user reset the 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.

**Probable Cause**

The user reset the phone.

**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*.