Troubleshooting Cisco Customer Response Applications

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Preface

Troubleshooting Cisco Customer Response Applications guide provides information about troubleshooting the applications in the Cisco Customer Response Applications (Cisco CRA) line of products, including:

- Cisco IP Interactive Voice Response (Cisco IP IVR)
- Cisco IP Integrated Contact Distribution (Cisco IP ICD)
- Cisco CRA Application Editor (CRA Editor)
- Cisco CRA Application Engine (CRA Engine)
- Cisco CRA Software Developer’s Kit (CRA SDK)
- Cisco IP AutoAttendant (Cisco IP AA)

Audience

Troubleshooting Cisco Customer Response Applications is intended for network administrators responsible for implementing, managing, and supporting the Cisco CRA system.

Organization

The “Diagnosing and Correcting Cisco CRA Problems” section on page 1 lists specific problems that might occur, possible causes of the problems, and steps you can follow to resolve them.
Related Documentation

Refer to the following documents for further information about the Cisco CRA System:

- *Cisco Customer Response Applications Administrator Guide*
- *Cisco Customer Response Applications Developer Guide*
- *Cisco Customer Response Applications Editor Step Reference Guide*
- *Cisco Customer Response Applications Serviceability Guide*
- *Cisco Desktop Product Service Information Manual*
- *Getting Started with Cisco Customer Response Applications*
- *Service Information—Cisco Desktop Product Suite 4.3 (ICD)*
- Documentation for Nuance products, available in the \nuance\v7.0.x\doc\index.html file on the Cisco CRA server.
Obtaining Documentation

These sections explain how to obtain documentation from Cisco Systems.

World Wide Web

You can access the most current Cisco documentation on the World Wide Web at this URL:

http://www.cisco.com

Translated documentation is available at this URL:


Documentation CD-ROM

Cisco documentation and additional literature are available in a Cisco Documentation CD-ROM package, which is shipped with your product. The Documentation CD-ROM is updated monthly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual subscription.

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You can order Cisco documentation in these ways:

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  http://www.cisco.com/go/subscription

• Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, U.S.A.) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).
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Obtaining Technical Assistance

Cisco provides Cisco.com as a starting point for all technical assistance. Customers and partners can obtain online documentation, troubleshooting tips, and sample configurations from online tools by using the Cisco Technical Assistance Center (TAC) Web Site. Cisco.com registered users have complete access to the technical support resources on the Cisco TAC Web Site.

Cisco.com

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Technical Assistance Center

The Cisco Technical Assistance Center (TAC) is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two levels of support are available: the Cisco TAC Web Site and the Cisco TAC Escalation Center.

Cisco TAC inquiries are categorized according to the urgency of the issue:
• Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration.
• Priority level 3 (P3)—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
• Priority level 2 (P2)—Your production network is severely degraded, affecting significant aspects of business operations. No workaround is available.
• Priority level 1 (P1)—Your production network is down, and a critical impact to business operations will occur if service is not restored quickly. No workaround is available.

The Cisco TAC resource that you choose is based on the priority of the problem and the conditions of service contracts, when applicable.

Cisco TAC Web Site

You can use the Cisco TAC Web Site to resolve P3 and P4 issues yourself, saving both cost and time. The site provides around-the-clock access to online tools, knowledge bases, and software. To access the Cisco TAC Web Site, go to this URL:
http://www.cisco.com/tac
All customers, partners, and resellers who have a valid Cisco service contract have complete access to the technical support resources on the Cisco TAC Web Site. The Cisco TAC Web Site requires a Cisco.com login ID and password. If you have a valid service contract but do not have a login ID or password, go to this URL to register:

http://www.cisco.com/register/

If you are a Cisco.com registered user, and you cannot resolve your technical issues by using the Cisco TAC Web Site, you can open a case online by using the TAC Case Open tool at this URL:

http://www.cisco.com/tac/caseopen

If you have Internet access, we recommend that you open P3 and P4 cases through the Cisco TAC Web Site.

Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses priority level 1 or priority level 2 issues. These classifications are assigned when severe network degradation significantly impacts business operations. When you contact the TAC Escalation Center with a P1 or P2 problem, a Cisco TAC engineer automatically opens a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to this URL:


Before calling, please check with your network operations center to determine the level of Cisco support services to which your company is entitled: for example, SMARTnet, SMARTnet Onsite, or Network Supported Accounts (NSA). When you call the center, please have available your service agreement number and your product serial number.
Diagnosing and Correcting Cisco CRA Problems

This manual describes common problems that you might encounter when using the Cisco Customer Response Applications (CRA) system. For each problem, this manual lists symptoms, possible causes, and corrective actions that you can take.

This manual assumes that you are familiar with the CRA web interface, CRA web pages, CRA trace and log files, and various Windows administrative tasks. For more information, refer to Cisco Customer Response Applications Administrator Guide, Cisco Customer Response Applications Serviceability Guide, and your Windows documentation.

The following sections include these topics:

- General Troubleshooting Steps, page 2
- Cisco Agent Desktop Problems, page 3
- Cisco CallManager Automated Attendant Problems, page 6
- Cisco CallManager Extension Mobility Problems, page 7
- Cisco IP ICD Problems, page 7
- Cisco IP IVR Problems, page 14
- CRA Administration Problems, page 17
- CRA Database Problems, page 27
- CRA Editor Problems, page 29
- CRA Engine Problems, page 32
- CRA Historical Reporting Problems, page 44
The following troubleshooting steps can help you diagnose most problems with your CRA products:

1. Verify that Cisco CallManager is running.
2. Verify that the LDAP Directory service is running.
3. Verify that the CRA Engine service is registered.
4. Verify that you uploaded the application.aef files to the repository using the Repository Manager and that you refreshed the CRA Engine after making a change to an application.
5. Refer to the Release Notes for known problems.
6. Verify that the Cisco CRA Engine service is running under a user account with Administrator privileges.
7. Stop and start the Internet Information Server (IIS).
8. Save log files to prevent them from being overwritten.
9. Save the application (.aef) file.
10. Before debugging CRA Application Administration problems, turn on the Debugging trace level option for the ADM subfacility.

The detailed output will be in the following file:

c:\program files\wfavvid\tomcat_appadmin\logs\jvm.stdout.

The error output will be in the following file:

c:\program files\wfavvid\tomcat_appadmin\logs\jvm.stderr.
Cisco Agent Desktop Problems

The following section describes common problems with the Cisco Agent Desktop. For additional troubleshooting information about the Cisco Agent Desktop, refer to *Service Information—Cisco Desktop Product Suite 4.3 (ICD)*.

Agent unable to log in to Cisco Agent Desktop

**Symptom**  An agent receives an error message when trying to log in to the Cisco Agent Desktop. See the following table for various messages, possible causes and recommended actions.
## Cisco Agent Desktop Problems

<table>
<thead>
<tr>
<th>Message</th>
<th>Possible Cause</th>
<th>Recommended Action</th>
</tr>
</thead>
</table>
| **Error Reading File** \server\DESKTOP_CFG\config\ag_default\DataFields.ini, where server is the IP address of the CRA server. | • The DESKTOP_CFG configuration file is not read-write accessible to Cisco Agent Desktop users.  
• The IP connection to the CRA server is lost. | 1. Make sure that the shared location and read-write file access is properly established for the DESKTOP_CFG configuration file.  
2. Make sure that the IP connection to the CRA server is established. |
| **Failed to login into CTI Manager Server! Please talk to your administrator.** | • Enable CTI Application Use is not configured for the agent user ID.  
• You are using an invalid password.  
• The Cisco CTIManager service is not running on the Cisco CallManager server. | 1. From Cisco CallManager, choose User > Global Directory, and check the Enable CTI Application check box.  
2. Verify that you are using the correct Cisco CallManager password.  
3. Make sure that the Cisco CTIManager service is running on the Cisco CallManager server. |
| **The ID you entered was not found.** | The user ID you entered is invalid. | Make sure that you are typing the user ID correctly. User IDs are case sensitive. Verify that you are using the correct Cisco CallManager password. |
### Message | Possible Cause | Recommended Action
--- | --- | ---
Unable to log agent in. | The agent’s phone is not associated with the RM JTAPI provider in the Cisco CallManager. | In the User ID Field in the Cisco CallManager ICD Configuration web page, associate the agent’s phone with the RM JTAPI provider. |
A critical error has been received. Either your phone or the CallManager is offline. If you are not already logged out, you may need to logout and try to log in again. | The Cisco CallManager server is offline or the Agent’s IP phone has reset. | 1. Make sure that the Cisco CallManager server is online. 2. Verify that the agent’s phone is in service. |

---

### No data appears in the Enterprise Data fields

**Symptom**  
When an Agent receives a call, the Enterprise Data window does not display the expected data.

**Possible Cause**  
The CRA server is not correctly passing enterprise data from the enterprise data server to the Cisco Agent Desktop. This situation can be a result of incorrect step configuration in the script or in the Enterprise Data Configuration section of the Cisco Desktop Administrator. This situation can also be a result of an out of sync condition between the Enterprise Data subsystem and the Cisco Desktop Enterprise Server service.

**Recommended Action**

1. Verify the step configuration in the script and in the Enterprise Data Configuration section in the Cisco Desktop Administrator.
2. Stop and restart the Cisco Desktop Enterprise Server service.
3. If the problem persists, stop and restart the CRA Engine.
Cisco CallManager Automated Attendant Problems

The following section describes common problems with the Cisco CallManager Automated Attendant.

Dial by name does not find the specified user

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

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

**Recommended Action**

1. In the Cisco CallManager User Information web page, 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 selected.

2. On the 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"

Cisco CallManager Automated Attendant prompt is not played

**Symptom**  The Cisco CallManager Automated Attendant prompt is not played.

**Possible Cause**  An incorrect welcome prompt is specified in the welcomePrompt field in the Cisco Script Application web page.

**Recommended Action**  From the CRA Administration web page, choose **System** > **System Parameters**. Make sure that the following information appears in the User Prompt Directory field:

   C:\program files\cisco\wfavvid\Prompts\User
Cisco CallManager Extension Mobility Problems

The following section describes common problems with Cisco CallManager Extension Mobility. For additional information about Cisco CallManager Extension Mobility, refer to this URL:

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_2/sys_ad/3_2_1/ccmsys/a07hotel.htm

The message HTTP Error (12) appears when logging into a phone using Cisco CallManager Extension Mobility

**Symptom** An agent attempts to log in to a phone using Extension Mobility and receives the message HTTP Error (12).

**Possible Cause** Port 8080 is assigned to an application other than the Tomcat web server. Port 8080 must be open for the Tomcat web server, otherwise the required HTTP subsystem will not run.

**Recommended Action** Make sure that no application other than the Tomcat web server is using port 8080. If another application is using port 8080, change the port for that application and then stop and restart the CRA Engine.

You can verify that the HTTP subsystem works by accessing the URL http://hostname:8080, where hostname is the host name or IP address of your CRA server. If the Cisco copyright notice appears, the HTTP subsystem is running.

Cisco IP ICD Problems

The following section describes common Cisco IP Integrated Contact Distribution (ICD) problems.

Refer to the Cisco IP ICD Agent Desktop online help for important information about supported and unsupported agent actions and phone configurations.
RM-CM subsystem is out of service

**Symptom**  The Resource Manager Contact Manager (RM-CM) subsystem is out of service.

**Possible Cause**  The RM JTAPI user in Cisco CallManager is not configured properly.

**Recommended Action**
1. From the CRA Administration web page, choose Subsystems > ICD, click the RM JTAPI Provider hyperlink, and then make sure that the information in the RM JTAPI User ID and Password fields matches the information for the RM JTAPI user in Cisco CallManager.
2. In Cisco CallManager, verify that the Enable CTI Use option is enabled for the RM JTAPI user.

Agent or CSQ does not appear in Cisco Desktop Administrator

**Symptom**  After adding an agent or a contact service queue (CSQ) in CRA Administration, the agent or the CSQ does not appear in the Cisco Desktop Administrator.

**Possible Cause**  The Cisco Desktop Administrator is automatically updated periodically to reflect configuration changes that are made in CRA Administration. This periodic update may not have occurred yet.

**Recommended Action**  To force an update, from the Cisco Desktop Administrator, choose Locations > Setup and then click Synchronize Directory Services.
Supervisors do not appear in the Cisco Desktop Administrator

**Symptom**  After adding supervisors in Cisco CallManager Administration and configuring them as resources in CRA Administration, the supervisors do not appear in the Cisco Desktop Administrator.

**Possible Cause**  The users have not been added as supervisors in the Cisco Desktop Administrator.

**Recommended Action**  Make sure that the Cisco Desktop Administrator has been updated to reflect the changes made in CRA Administration. To force an update, from the Cisco Desktop Administrator, choose Locations > Setup and then click Synchronize Directory Services.

Next, choose Personnel Configuration, and then choose Supervisors. Click Add, and then choose the desired userid from the list that appears.

Agents do not appear in the Resources area in the ICD Configuration web page

**Symptom**  No agents appear in the Resources area in the ICD Configuration web page.

**Possible Cause**  To appear as an agent in this area, a user must be configured as an ICD agent in the Cisco CallManager User Information web page.

**Recommended Action**  In Cisco CallManager, verify configuration information in the User Information web pages. For each user, under Associated Devices, verify that a phone is associated, and verify that the ICD extension radio button is selected.
The ICD radio button is not available

**Symptom**  The ICD radio button is not available in the Cisco CallManager Associated Devices web page.

**Possible Cause**  An error occurred during the installation process.

**Recommended Action**  Perform the following steps to modify the system profile object in the LDAP directory and set the iaq flag to true:

1. Log in to the LDAP server using DC Admin (or another login program based on your LDAP server type).
2. Navigate to the following location: CCN > systemProfile.
3. Right-click SystemProfile, and then set the IAQ Flag under the Application Install Status tab to true.
4. Wait 15 minutes or restart the IIS and its dependent services.
5. If you still do not see the agents, from the CRA Administration web page, choose System > Configuration and Repository and verify that the User Base field contains the location where users are stored.

You cannot select the order of agents

**Symptom**  When you configure a resource group, the system does not allow you to select the order of agents.

**Possible Cause**  You order agents at the CSQ level.

**Recommended Action**  When you configure the CSQ and select the desired Resource Group, click Show Resources and order the agents as desired.
Changes are not saved when you modify a resource group, skill, resource, or CSQ

Symptom You click Update in CRA Administration after modifying a resource group, skill, resource, or CSQ, but your changes are not saved.

Possible Cause The CRA database was not configured properly during the installation process.

Recommended Action Perform the following steps on the CRA server:
1. Verify that the following settings are correct in the wfengine.properties file, which is located by default in the C:\Program Files\wfavvid directory:
   - HISTORICAL_REPORTING_SERVER should specify the IP address or host name of the CRA server.
   - HISTORICAL_REPORTING_URL should be jdbc:odbc:dsn_cra.
2. Choose Start > Settings > Control Panel > Administrative Tools > Data Sources (ODBC). Choose the System DSN tab and make sure that dsn_cra appears in the list of system data sources. If dsn_cra does not appear, re-run the CRA installation program.

An agent does not go to Work state after handling a call

Symptom An agent does not go to Work State after handling a call, even though the CSQ is configured with Auto Work turned on.

Possible Cause An agent will not go to Work State after handling a call if the agent presses the Ready button while in Talk state. In addition, if the agent services multiple CSQs, Auto Work may not be configured for each CSQ. The agent will only go to Work State if the call comes from a CSQ where Auto Work is enabled.

Recommended Action None.
Error when trying to select skills in the Team View pane

**Symptom**  When you try to select skills in the Team View pane in the Cisco Supervisor Desktop, the following message appears: Cisco Agent Desktop must be active before call intervention, call recording, and queue stats are available!

**Possible Cause**  To view skill group statistics, you must log in to a Cisco Agent Desktop as a supervisor.

**Recommended Action**  Log in to a Cisco Agent Desktop as a supervisor.

IP Phone Agent statistics do not appear

**Symptom**  Statistics for an IP Phone Agent do not appear in the Team View pane on the Cisco Supervisor Desktop, but statistics do appear for a Desktop Agent.

**Possible Cause**  The Cisco Supervisor Desktop does not support viewing statistics for IP Phone Agents.

**Recommended Action**  None.

An agent cannot see how many agents are logged in

**Symptom**  An agent cannot see how many agents are logged in.

**Possible Cause**  Agents do not have access to this information. The Cisco Agent Desktop displays only the number of calls queued for the CSQ to which the agent belongs and the duration of the oldest contact in queue.

**Recommended Action**  Only supervisors have the ability to see how many agents are logged in. This information, and related information, must be viewed from the Cisco Supervisor Desktop.
A media step causes a **Could not create PlayPromptDialog Object** exception

**Symptom**  Any media step except SendDigitString causes the following exception in the CRA trace files:  
**Could not create PlayPromptDialog Object:**  
**Exception=com.cisco.channel.ChannelUnsupportedException:**  
**com.cisco.dialog.PlayPromptDialog is not supported.**

**Possible Cause**  A Primary Dialog Group was not specified when a trigger was defined.

**Recommended Action**  After you add an application in the CRA Configure Applications web page, you must define a trigger. When you define a trigger for the application, you must define both a Call Control Group and a Primary Dialog Group in the JTAPI Trigger Configuration window.

Calls to ICD route points are disconnected

**Symptom**  Callers are disconnected when calling ICD route points.

**Possible Cause**  The CSQ parameter is not correctly defined in the Cisco Script Application web page.

**Recommended Action**  From the CRA Administration web page, choose **Applications > Configure Applications**, click the name of the script that corresponds to ICD, and then enter the name of the configured CSQ in the CSQ field.
Cisco IP IVR Problems

The following section describes common problems with Cisco IP Interactive Voice Response (IVR).

Cisco IP IVR drops callers when transferring to an extension

Symptom  After Cisco IP IVR transfers a call to an extension, the called party hears a busy signal when taking the call and the caller is dropped.

Possible Cause  Cisco IP IVR can only use the G.711 protocol. To communicate with low-bandwidth devices, Cisco IP IVR requires a transcoder.

Recommended Action  Install a transcoder for Cisco IP IVR.

Calls to CTI route points are disconnected

Symptom  Callers are disconnected when calling CTI route points.

Possible Cause  A script includes steps that require media channels but the JTAPI trigger does not have a valid dialog control group configured.

Recommended Action

1. From the CRA Administration web page, choose Subsystems > Cisco Media and verify that a valid CMT Dialog Control Group exists.

2. From the CRA Administration web page, choose Subsystems > JTAPI, click the JTAPI Triggers hyperlink, click the JTAPI trigger corresponding to the route point, and then choose a valid CMT Dialog Control Group name in the Primary Dialog Group field.
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.

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

**Recommended Action**

1. Validate the script.
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 CRA Administration web page, choose System > Engine, click the Trace Configuration hyperlink, and then check the Debugging check boxes for the LIB_MEDIA and the SS_TEL subfacilities.
   b. Run the script again and refer to the CRA trace files. If prompt exceptions appear in the CRA trace files, reinstall the desired language.

Prompts play in an incorrect language

**Symptom**  A script was assigned to a language at the route point but it plays prompts in another language.

**Possible Cause**  This problem can be caused by the following situations:

- The system default language is set incorrectly.
- The language specified in the Set Contact step is incorrect.
- The language specified in the Play Prompt step is incorrect.

**Recommended Action**  Verify that system default language is set correctly. Verify that the correct language is set in the Set Contact step or the Play Prompt step if these steps are used.
Some prompts do not play

Symptom  A prompt in a script does not play. The script may or may not continue executing.

Possible Cause  A prompt is missing in the language directory for the language used by the script. By default, the Play Prompt step is set to continue if it encounters an error and the script will continue to play if it encounters a missing prompt. If you have changed the Play Prompt step to not continue if it encounters an error, the script will stop executing.

Recommended Action  Refer to the CRA trace files to find the missing prompt. Provide the missing prompt in the language folder shown in the CRA trace files.

Some prompts in a script play in the language specified and other prompts play in English

Symptom  A script is set to a language other than US English, but some prompts play in US English.

Possible Cause  A prompt is missing in the language directory for the language used by the script. If the default language for the script uses the same rules as US English, the system will automatically replace the missing prompt with a US English prompt.

Recommended Action  Refer to the CRA trace files to find the missing prompt and provide the missing prompt in the language folder shown in the CRA trace files.
A prompt plays phrases in the wrong order

**Symptom** A prompt played by the Create Generated Prompt step plays the correct language but plays phrases in the wrong order. For example, a prompt that should play as “month, day, year” plays as “year, month, day.”

**Possible Cause** The Create Generated Prompt step is using incorrect rules for the language.

**Recommended Action** If creating a new language or adapting an existing language for a new locale, check the PromptGenerator.properties file and make sure that it is using the correct rules for the language.

CRA Administration Problems

The following section describes common problems with administering CRA.

The CRA Administration Authentication web page is not available

**Symptom** You cannot browse to the CRA Administration URL and a Page Cannot be Displayed error appears.

**Possible Cause** The system cannot access the CRA Administration web page. A required service may not be running or required files may be missing.

**Recommended Action**

1. Make sure that the following services are running:
   - CiscoCRAServletEngine service
   - IIS Admin service
   - World Wide Web Publishing service
If these services are running, verify that files exist in the
install_directory\tomcat_appadmin\webapps\appadmin\ directory, where
install_directory is the folder in which the CRA system is installed. (By
default, the CRA system is installed in the c:\Program Files\wfavvid folder.)

If no files exist in this directory, perform the following steps:

a. Stop the CiscoCRAServletEngine service.
b. Delete the appadmin folder from the tomcat_appadmin\webapps folder
in the folder in which you installed the CRA system. (By default, the
CRA system is installed in the c:\Program Files\wfavvid folder.)
c. Start the CiscoCRAServletEngine service.
d. Wait for a few minutes and try to browse to the URL again.

The Unauthorized web page appears when you try to log in

Symptom After you enter a User Identification and Password and click Log On in
the CRA Administration Authentication web page, the Unauthorized web page
appears.

Possible Cause You entered an incorrect ID or password, you have not been
configured properly in CRA Administration, or the DC Directory Server service
(or another LDAP service) is not running.

Recommended Action

1. Make sure that you are using a User ID that is a configured as Administrator.
   Even though a user exists in Cisco CallManager, a user must be configured as
   Administrator in CRA Administration.

2. User ID and Password are case sensitive, so make sure that you enter these
   items correctly.

3. Do not use “administrator” as the user ID or “ciscocisco” as the password.
   These names work only when the system is first set up. After the system is set
   up and users are configured as administrators, the administrator/ciscocisco
   identification no longer works.

4. Make sure that the DC Directory Server service running. Or, if you have
   specified another LDAP as the active directory, make sure that that service is
   running.
The CRA system logs you out automatically

**Symptom**  You are logged in to CRA but have performed no activity for a while and the system requires you to log in again before continuing.

**Possible Cause**  If you perform no activity for 30 minutes, the CRA system automatically logs you out.

**Recommended Action**  Log in again to continue.

Error message when selecting a profile

**Symptom**  You enter a profile in the Profile Name field in the Configuration Setup area and the following message appears: *The 2.x profile you selected must be converted to 3.0 using the conversion tool.*

**Possible Cause**  You are using a profile from CRA version 2.x.

**Recommended Action**  To use a profile from CRA 2.x in CRA 3.0, you must convert the old profile using the LDAP conversion tool. For more information, refer to Appendix C, “Cisco CRA 2.x to 3.0 Profile Conversion,” in *Getting Started with Cisco Customer Response Applications.*

Engine status is unavailable

**Symptom**  In the Engine Status web page, the Engine status appears as UNAVAILABLE.

**Possible Cause**  Cisco CRA Engine is not registered as a Windows service.

**Recommended Action**  Make sure that Cisco CRA Engine appears in the Windows Services window. If it does not, perform the following steps:

1. Open a command window.
Diagnosing and Correcting Cisco CRA Problems

CRA Administration Problems

2. In the command window, type `cd progra~1\wfavvid`. (If the CRA system is installed in another folder, replace progra~1 with that folder name.)

3. Type `WFEngineService -service` to register the Cisco CRA Engine service as a Windows service.

Changes to certain parameters do not take effect

**Symptom**  You make to any of the following fields in the CRA Administration web pages but the changes do not take effect:

- The Profile Name field in the Directory Setup web page.
- Any fields in the Engine Configuration web page.
- The RTP Start Port field in the System Parameters Configuration web page.
- All fields in the JTAPI Configuration web page.
- The Speech Server Host Name(s) field in the Nuance ASR Configuration web page.
- Any field in the Nuance TTS Server Configuration web page that you modify by clicking the parameter, changing its value on the Vocalizer TTS Server Configuration pane, and then clicking Update.
- Any field in the RM JTAPI Provider web page.
- Adding or removing a Nuance TTS server in the Nuance TTS Server Configuration web page.

**Possible Cause**  These changes require you to restart the CRA Engine.

**Recommended Action**  Stop and restart the CRA Engine.
The Subsystem Status does not show the subsystems that are running on the CRA server

**Symptom**  Subsystems that are running on the CRA server do not appear in the Engine Status area in the Engine web page.

**Possible Cause**  An incorrect IP address or host name for the CRA server is specified in CRA Administration.

**Recommended Action**  From the CRA Administration web page, choose System > Engine, click the Engine Configuration hyperlink, and then make sure that the correct IP address or host name for the CRA server appears in the Application Engine Hostname field.

The CTI Route Point Directory Number field does not appear as a drop-down list

**Symptom**  The CTI Route Point Directory Number field in the JTAPI Configuration web page appears does not have a drop-down list of choices.

**Possible Cause**  The CRA Engine is not running or the JTAPI User configured in Cisco CallManager has no more unassigned route points that are configured as associated devices.

**Recommended Action**  From the CRA Administration web page, choose System > Engine, click the Engine Status hyperlink, and then make sure that the CRA Engine is running. In Cisco CallManager, add more CTI route points as associated devices to the JTAPI user.
The message “The Engine is not running” appears even though the CRA Engine is running.

**Symptom**  You click Associate CTI Port in the JTAPI Call Control Group Configuration web page and the following message appears, even though the CRA Engine is running: The Engine is not running.

**Possible Cause**  Incorrect information is entered in the JTAPI Provider web page.

**Recommended Action**  From the CRA Administration web page, choose Tools > JTAPI Configuration and enter the correct information in the JTAPI Provider fields. Then stop and restart the CRA Engine.

The Cisco banner appears in English even when the system language is not English

**Symptom**  The CRA system language is not English, but the Cisco banner appears in English.

**Possible Cause**  The banner has not been translated in the CRA version that you are using.

**Recommended Action**  None.
You can configure more IVR ports than are licensed

Symptom  The CRA system allows you to configure more than the licensed number of IVR ports.

Possible Cause  There is no limit on the number of IVR ports that you can configure. The licensed number of IVR ports limits the number of simultaneous calls that the system will handle.

Recommended Action  None.

The correct number of licensed IVR ports does not appear

Symptom  After you upgrade the number of IVR ports on your CRA system, the correct number of licensed IVR ports does not appear on the JTAPI Call Control Group Configuration web page.

Possible Cause  After upgrading, you did not restart the CRA Engine or the CiscoCRAServletEngine service.

Recommended Action  Restart the CRA Engine and restart the CiscoCRAServletEngine service.
The message “There has been an error while reading or saving to the database” appears

**Symptom** When you update CSQ, skills, or resource information, the following message appears: There has been an error while reading or saving to the database. Please contact Admin.

**Possible Cause** The CRA database was not properly installed or configured.

**Recommended Action**

1. On the CRA server, verify that the CRA database is installed by opening a command window and typing `osql -Usa -P password -d db_cra`, where `password` is the password for the sa login to the CRA database.

2. On the CRA server, choose Start > Settings > Control Panel > Administrative Tools > Data Sources (ODBC) and verify that the DSN is properly configured as the db_cra database.

3. If the database is missing, reinstall the CRA software.

Attempting to run a real-time report causes an error

**Symptom** The following message appears when you try to run any real-time report from the CRA Administration web page: Unable to connect to the server.

**Possible Cause** The proxy server setting on the Browser impedes underlying RMI communication, or the RTR subsystem or the DB subsystem is not running.

**Recommended Action**

1. From Internet Explorer, choose Tools > Internet Options > Connections > LAN settings and then uncheck the Use a proxy server check box.

2. Make sure that the RTR and DB subsystems are running.
Error when choosing an option from the Historical Reporting web page

**Symptom**  An error message appears when you choose an option from the Historical Reporting web page.

**Possible Cause**  The CiscoCRAServletEngine service, the DC Directory Server service (or another LDAP service), or the MSSQLServer service may not be running, or there may be a problem connecting to the CRA database.

**Recommended Action**

1. Make sure that the CiscoCRAServletEngine service is running on the CRA server.
2. Make sure that the DC Directory Server service is running on the CRA server. Or, if you have specified another LDAP as the active directory, make sure that that service is running.
3. Make sure that the MSSQLServer service is running on the CRA server.
4. On the CRA server, choose Start > Settings > Control Panel > Administrative Tools > Data Sources (ODBC) and make sure that ODBC System DSNs dsn_cra and DSN_SCH_DB are properly configured.
A JTAPI trigger is not available in the CTI Route Point Directory Number drop-down list after deleting an application

**Symptom**  After you delete a Cisco Script Application, the JTAPI trigger that was associated with that application is no longer available in the CTI Route Point Directory Number field in the JTAPI Trigger Configuration web page.

**Possible Cause**  A JTAPI trigger remains configured after an associated Cisco Script Application is deleted, but the trigger is no longer associated with an application.

**Recommended Action**  To use the trigger for a different application, choose the desired application in the Application Name field in the JTAPI Trigger Configuration web page.

To make the JTAPI Trigger available in the CTI Route Point Directory Number drop-down list in the JTAPI Trigger Configuration web page, delete the JTAPI trigger from the JTAPI Trigger Configuration web page.
CRA Database Problems

The following section describes common problems with the CRA databases.

The CRA Databases are not purged as expected

**Symptom**  The CRA databases are not automatically purged as expected.

**Possible Cause**  See the following table for possible causes and recommended actions.

<table>
<thead>
<tr>
<th>Possible Cause</th>
<th>Recommended Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cisco Purging Scheduler service is not running</td>
<td>Start the Cisco Purging Scheduler service</td>
</tr>
<tr>
<td>Automatic purging is not configured properly</td>
<td>From the CRA Administration web page, choose <strong>Tools &gt; Historical Reporting</strong> and configure automatic purging</td>
</tr>
<tr>
<td>You have changed the system clock on the CRA server</td>
<td>Stop and restart the Cisco Purging Scheduler service</td>
</tr>
<tr>
<td>You have altered the size of the CRA databases</td>
<td>If you change the size of the CRA databases, make sure that the CRA database size is equal to the maxsize</td>
</tr>
</tbody>
</table>
E-mail notification of database purging activities are not sent

**Symptom**  The CRA system does not send e-mail notification of database purging activities.

**Possible Cause**  The Email subsystem is not configured or e-mail notification is not set up properly in CRA Administration.

**Recommended Action**

1. From the CRA Administration web page, choose **Subsystems > eMail** and make sure that correct information is entered in the Mail Server and eMail Address fields.

2. From the CRA Administration web page, choose **Tools > Historical Reporting** and click the **Purge notification** hyperlink.
   
   a. If multiple e-mail addresses are specified in the Send Email Notifications To field, make sure that each address is separated with a semicolon (;), comma (,), or space.
   
   b. Make sure that the Send Email Notifications To field contains no more than 255 characters.

Syslog or SNMP trap notification of database purging activities is not sent

**Symptom**  The CRA system does not send Syslog notification or SNMP trap notification of purging activities.

**Possible Cause**  The Cisco AVVID Alarm Service is not running, Syslog is not configured, or SNMP service is not configured.

**Recommended Action**

1. Make sure that the Cisco AVVID Alarm Service is running.

2. Make sure that Syslog is properly configured.

3. Make sure that SNMP service is properly configured on the CRA server.
CRA Editor Problems

The following section describes common problems with the CRA Editor.

The file license.properties could not be found and the CRA Editor does not install

**Symptom**  When installing the CRA Editor, you receive the following message: The file license.properties could not be found.

**Possible Cause**  Either you did not download the license.properties file or, when you did, your system renamed the file. Often, the file is renamed to license.properties.txt.

**Recommended Action**

1. From the CRA Administration web page, choose Tools > Plug-ins > Cisco CRA Editor. Note the name of the default destination folder shown under Step 2 on the Plug-ins—Download CRA Editor web page.

2. Right-click Download the License.properties file and choose Save Target As from the pop-up menu.

3. In the Save As dialog box, browse to default folder that you noted in Step 1. In the File name field, enter license.properties. Choose All Files from the Save as type drop-down list.

4. In the Save As dialog box, click OK.

5. After the file downloads, verify that the file is named license.properties, not license.properties.txt.
Parameters from user-defined steps made using the CRA SDK are not configurable from CRA Administration

**Symptom**  You create steps using the CRA SDK and set variables to be configurable as parameters but you cannot access them from the CRA Administration web pages.

**Possible Cause**  The .jar files and classes are not included in the system classpath.

**Recommended Action**  Make sure the .jar file or classes are included in the system classpath.

Remote functionality is not available in the CRA Editor

**Symptom**  The Remote Functionality options, such as Debug, Test DB, and Refresh DB Scheme, are not available in the CRA Editor.

**Possible Cause**  Some parameters in the ccndir.ini file are incorrect.

**Recommended Action**

1. From the CRA Administration web page, choose **Tools > Plug-ins** and click the **Cisco CRA Editor** hyperlink.
2. Choose **Download the directory access configuration file** and follow the on-screen instructions to save the file as specified.
3. Restart the CRA Editor.

Change a string variable to an integer

**Symptom**  You want to change a string variable to an integer.

**Recommended Action**  Use the Set step, which supports the conversion of a string to any numerical type.
Accept step error during debug

Symptom While debugging an application, the following message appears, where \( n \) is the task ID: Task: \( n \) Accept Step: Trigger is not a Contact Application trigger.

Possible Cause The debugger encountered the Accept step in the application but there was no call to answer.

Recommended Action Debug the application as a Reactive Application and make the call before the Reactive Application times out.

The prompt “Please try again” plays

Symptom A caller hears the prompt “please try again” after speaking a series of digits and then pressing a Dual Tone Multifrequency (DTMF) key other than the configured cancel key.

Possible Cause For calls that have been allocated a channel from a Nuance ASR Dialog Control Group, the CRA system does not allow DTMF input other than the configured Cancel key to be mixed with voice input.

Recommended Action Instead of using a terminating key to end voice input of a digit string, a caller should simply speak the string of digits and then wait to indicate the end of the string.
CRA Engine Problems

The following section describes common problems with the CRA Engine.

The CRA Engine does not start

**Symptom**  The CRA Engine does not start when you click **Start Engine** in the Engine Status area in the Engine web page.

**Possible Cause**  The login settings in the Windows Service Manager are incorrect.

**Recommended Action**  Set the properties window of the CRA Engine service:

1. Open the Service Manager by selecting **Start > Programs > Administrative Tools > Services**.
2. Right-click the **Cisco CRA Engine** service.
3. Select **Properties**.
4. Select the **Log On** tab.
5. Select **This Account** and set it to \.\Administrator.
6. Enter the correct password in the Password and Confirm Password fields and click **OK**.
The CRA Engine does not start and an RMI port in use error appears

**Symptom**  The CRA Engine does not start and an RMI port in use error appears in the CRA trace files.

**Possible Cause**  Another process is using the port that the CRA Engine is attempting to use.

**Recommended Action**  Assign another port for the CRA Engine to use. To assign another port, modify the `c:\program files\wfavvid\wfengine.properties` file and change the entry for `com.cisco.wfframework.engine.RMI_PORT` from 1099 to another unused port.

Attempting to start the Cisco CRA Engine service causes an error 1067

**Symptom**  You attempt to start the Cisco CRA Engine service in the Windows Services window and the following message appears: `Could not start the Cisco CRA Engine service on local computer. Error 1067: The process terminated unexpectedly`.

**Possible Cause**  You have not yet run the initial setup for the CRA Server.

**Recommended Action**  Refer to *Cisco Customer Response Applications Administrator Guide* or the Application Administration online help for information about properly setting up the CRA Server.
Attempting to start the Cisco CRA Engine service causes an error 1069

**Symptom** You attempt to start the Cisco CRA Engine service in the Windows Services window and the following message appears: Could not start the Cisco CRA Engine service on local computer. Error 1069: The service did not start due to a logon failure.

**Possible Cause** When you install Cisco CallManager or CRA, the Windows 2000 administrator password that you enter overwrites the existing Windows 2000 administrator password. Also, if you enter a password that includes spaces, it may not be recorded properly.

**Recommended Action** Perform the following steps to change the password for the CRA Engine service:

2. Double-click Cisco CRA Engine.
3. Choose the Log On tab.
4. Enter and confirm the Windows 2000 administrator password and click Apply. Do not include spaces in the password.

Application subsystem is in partial service

**Symptom** The Engine Status area in the Engine web page shows that the Application subsystem is in partial service.

**Possible Cause** Some applications are invalid.

**Recommended Action** Performs these actions:

1. Refer to the CRA trace files to identify the invalid application.
2. Validate the corresponding script using the CRA Editor.
The CRA Engine is running but calls are not answered

Symptom  The CRA Engine is running but the CRA system does not answer calls.

Possible Cause  The JTAPI subsystem is out of service, the trigger is disabled, the application is disabled, the maximum number of sessions or maximum number of tasks were exceeded, or no CTI ports or media channels are available for the trigger.

Recommended Action

1. From the CRA Administration web page, choose **System > Engine** and verify that the JTAPI subsystem is in service.
   - If the JTAPI subsystem is in partial service, see the “JTAPI subsystem is in partial service” section on page 41.
   - If the JTAPI subsystem out of service, refer to the “CRA Provisioning for Cisco CallManager” section in Chapter 4 in *Getting Started with Cisco Customer Response Applications* for information about configuration.

2. From the CRA Administration web page, choose **Subsystems > JTAPI** and click the **JTAPI Triggers** hyperlink. If False appears in the Enabled column for the trigger, double-click the trigger, click the **Enabled Yes** radio button, and then click **Update**.

3. From the CRA Administration web page, choose **Applications > Configure Applications**. If No appears in the Enabled column for the application, double-click the application, click the **Enabled Yes** radio button, and then click **Update**.

4. In the CRA trace files, verify that the calls do not exceed the maximum number of allowed sessions.

5. In the CRA trace files, verify that the calls do not exceed the maximum number of allowed tasks.

6. In the CRA trace files, make sure that there are no messages regarding insufficient free CTI ports or media channels.
An error message plays when calling a CTI route point

**Symptom**  Callers hear the following message when calling a CTI route point: “I’m sorry, we are currently experiencing system problems.” The JTAPI subsystem might also be in partial service because the CTI route point cannot load the associated application script.

**Possible Cause**  The application script associated with the CTI route point did not load correctly.

**Recommended Action**

1. Validate the application script in the CRA Editor as follows:
   - From the CRA Administration web page, choose **Scripts > Manage Scripts**.
   - Click the script and download it from the Repository.
   - Open the script in the CRA Editor.
   - Validate the script and save it.
   - Choose **Scripts > Manage Scripts** and upload the script to the Repository.

2. When prompted, click **Yes** to refresh both script and applications.

3. Refer to the CRA trace files to verify that the application script was loaded successfully.

4. If a script has been validated, saved, and uploaded to the repository, and still won’t load, verify that any other dependencies are met. For example, if the script references a custom classes, make sure that the class is available to the CRA Engine.
Changes to applications do not register

**Symptom**  You make changes to an application script but the changes are not apparent to callers.

**Possible Cause**  The application script was not uploaded to the repository and refreshed.

**Recommended Action**  After making a change to an application script, perform the following steps:

1. Save the application script.
2. From the CRA Administration web page, choose *Scripts > Manage Scripts* and upload the application script to the repository.
3. When prompted, click *Yes* to refresh both script and applications.

Call drops during transfer over gateway

**Symptom**  When the CRA system receives a call made over a gateway, the CRA system drops the call if the call is transferred.

**Possible Cause**  The H.323 client does not support the Empty Capability Service and the H.323 port on the Cisco CallManager is not configured to use a Media Termination Point (MTP).

**Recommended Action**  Update the configuration of the Cisco CallManager H.323 port to require an MTP and reset the H.323 port.
H.323 client DTMF digits not detected

**Symptom** When a call originates from an H.323 client, DTMF digits are not collected.

**Possible Cause** The H.323 client only produces in-band DTMF signals. Cisco CallManager cannot detect in-band DTMF signals.

**Recommended Action** None.

Subsystem status is not available

**Symptom** The Engine Status web page does not display the status of the subsystems.

**Possible Cause** The host name is not resolving to an IP address.

**Recommended Action** In the Engine Configuration area on the Engine web page, enter the IP address of the CRA Server instead of its host name in the Application Engine Hostname field.

Subsystem status is incorrect

**Symptom** A subsystem is running but the Engine Status web page reports the status of the subsystem incorrectly.

**Possible Cause** The CRA Engine is configured incorrectly.

**Recommended Action** From the CRA Administration web page, choose System > Engine, click the Engine Configuration hyperlink, and makes sure that the information in the Application Engine Hostname field and the RMI Port Number field is correct.
Diagnosing and Correcting Cisco CRA Problems

CRA Engine Problems

Redirected call is disconnected

**Symptom** A redirected call disconnects or a redirected call does not ring the IP phone to which it was directed.

**Possible Cause** Some gateways do not support ringback.

**Recommended Action** Use the following table to reconfigure the gateway and protocols so that they will support ringback.

<table>
<thead>
<tr>
<th>Gateway</th>
<th>Protocol</th>
</tr>
</thead>
<tbody>
<tr>
<td>26XX FXO</td>
<td>Media Gateway Control</td>
</tr>
<tr>
<td>36XX FXO</td>
<td>Media Gateway Control</td>
</tr>
<tr>
<td>VG200 FXO</td>
<td>Media Gateway Control</td>
</tr>
<tr>
<td>DT-24+</td>
<td>Skinny</td>
</tr>
<tr>
<td>WS-6608-T1—(Cat6K 8-port T1 PRI)</td>
<td>Skinny</td>
</tr>
<tr>
<td>WS-6608-E1 (Cat6K 8-port E1 PRI)</td>
<td>Skinny</td>
</tr>
<tr>
<td>DE-30+</td>
<td>Skinny</td>
</tr>
<tr>
<td>AT-2, 4, 8</td>
<td></td>
</tr>
</tbody>
</table>

The CRA server runs out of disk space

**Symptom** An out of memory errors occur on the CRA server.

**Possible Cause** The CRA database log files, the tempdb database, or the tempdb log files have grown large.

**Recommended Action**

1. To manually shrink a CRA database log file, open a command window on the CRA server and type the following commands:

   a. `osql -Usa -PPassword -ddb_cra`, where `password` is the password for the `sa` login to the CRA database.
b. USE `database_name`, where `database_name` is `db_cra` or `db_cra_ccdr`, depending on the CRA database that you want to shrink.

c. GO

d. DBCC SHRINKFILE (`database_name_log.mdf`), where `database_name` `db_cra` or `db_cra_ccdr`, depending on the CRA database that you want to shrink.

e. GO

2. To manually shrink the tempdb database data files and log files, open a command window and type the following commands:

a. `osql -Udsa -Ppassword`, where `password` is the password for the sa log in to the CRA database.

b. DBCC SHRINKDATABASE (tempdb).

c. GO

CRA Server runs at 100% capacity

**Symptom** The CRA server CPU works at or close to 100 percent capacity. DTMF digits are delayed.

**Possible Cause** One of the following configurations might be causing this problem:

- Trace settings include debugging.
- Cisco CallManager polling is enabled. (Polling is enabled by default, but it can consume server resources.)
- You are running many applications on a smaller system simultaneously. For example, you are running Cisco CallManager, Cisco CRA Server, and the LDAP database all on a low-end MCS.

**Recommended Action**

1. Turn off debugging as a trace level option. Debugging consumes substantial server resources and should only be used when you are actively debugging Cisco CRA.
2. Turn off Cisco CallManager polling. Polling enables JTAPI (and therefore the telephony applications that use JTAPI, such as CRA) to detect the addition of devices to an application or user’s controlled list. For example, polling can detect when an agent is added to a call center or a CTI port is added to the CRA Engine. If you do turn off polling, Cisco CallManager does not update new devices automatically. For example, you must restart the CRA Server after adding a new CTI port or route point to Cisco CallManager.

3. If you are using a smaller system with many applications running at the same time, install the different telephony applications on separate servers or use an MCS-7835.

**JTAPI subsystem is in partial service**

**Symptom** The Engine Status area in the Engine web page shows that the JTAPI subsystem is in partial service.

**Possible 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.

**Recommended Action**

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

2. Verify that all CTI ports and CTI route points are associated with the JTAPI user in Cisco CallManager.

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

4. Verify that the Cisco CallManager JTAPI user has control of all the CTI ports and CTI route points.

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

6. Verify that the application file was uploaded to the repository using the Repository Manager.
Unable to connect to JTAPI provider

**Symptom**  The JTAPI provider is unavailable.

**Possible Cause**  See the following table for possible causes and recommended actions.

<table>
<thead>
<tr>
<th>Possible Cause</th>
<th>Recommended Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cisco CallManager is not running.</td>
<td>Troubleshoot the Cisco CallManager (refer to <em>Cisco CallManager Administration Guide</em>).</td>
</tr>
<tr>
<td>LDAP Directory Service is not running.</td>
<td>Troubleshoot the LDAP directory (refer to <em>Cisco CallManager Administration Guide</em>).</td>
</tr>
<tr>
<td>Incorrect JTAPI client version is installed on the CRA server.</td>
<td>Check the JTAPI version on the CRA server by selecting <strong>Start &gt; Programs &gt; Cisco JTAPI &gt; Readme</strong>.</td>
</tr>
</tbody>
</table>
| JTAPI user is not configured correctly. | From the CRA Administration web page, choose **Subsystems > JTAPI**, click the **JTAPI Provider** hyperlink, and then:  
  • Verify that information in the User ID field matches the name of a valid user in Cisco CallManager.  
  • Verify that information in the Password field is correct. |
| JTAPI client cannot communicate with the Cisco CallManager. | Verify that Cisco CallManager is running. Configure Cisco CallManager using the IP address instead of the DNS name. |

1. DNS = Domain Name System
The Simple Recognition step takes the unsuccessful branch

**Symptom**  The Simple Recognition step in a script takes the unsuccessful branch even when the word spoken or DTMF key pressed is defined in the grammar.

**Possible Cause**  The Simple Recognition step is configured with a set of tags and output points. Most likely, the tag names defined in the step do not exactly match the tag names defined in the grammar used by the step. Such a mismatch can occur when a tag name is defined in the grammar but not configured in the step or when tag names use inconsistent spelling or case.

**Recommended Action**

1. Verify that all tag names defined in the grammar are configured in the Simple Recognition step with matching spelling and case.
2. If the grammar contains tag names that are not configured in the Simple Recognition step, either configure the same tag name in the Simple Recognition step or remove the tag names from the grammar.
CRA Historical Reporting Problems

The following section describes common problems with CRA Historical Reporting.

The SQL Command Failed dialog box appears when you try to generate a historical report

**Symptom** The CRA Historical reports client computer displays the SQL Command Failed dialog box when you try to generate a historical report. This dialog box specifies an error number, \( n \).

**Possible Cause** This error can occur in a variety of situations.

**Recommended Action** On the computer on which you received the SQL Command Failed dialog box, open the most recent Historical Reports log file. Search for the error number. The cause of the error will appear near the error number. You can use this information to resolve the problem. If the problem is caused by the connection to the database server being broken, stop and restart the CRA Historical Reports client software.

Some information appears in English on a German system

**Symptom** On a CRA Historical reports client computer with an English version of Windows for which the system locale has been set to German, the Search dialog box and the Preview tab on the Report Viewer still appear in English.

**Possible Cause** Limitation of the Report Viewer.

**Recommended Action** Install a German version of the operating system.
The Print dialog box displays an incorrect printer

Symptom When printing a historical report on a CRA Historical reports client computer running Windows98, the Print dialog box displays an incorrect printer.

Possible Cause You have changed the default printer while CRA Historical Reports is running and have not exited and restarted CRA Historical Reports.

Recommended Action Exit and restart CRA Historical Reports.

The Historical Reporting client computer cannot connect to the CRA server

Symptom The CRA Historical Reporting client computer is unable to connect to the CRA server. The Historical Reports Client log file shows the following message: Not associated with a trusted connection.

Possible Cause SQL server is not being accessed with the proper authentication.

Recommended Action Perform the following steps on the CRA Historical Reporting client computer:

1. Choose Start > Programs > Microsoft SQL Server n > Enterprise Manager, where n is a version number.
2. Double-click Microsoft SQL Servers.
4. From the SQL Server group, right-click the name of the server on which the CRA databases reside.
5. Choose Properties.
7. Click the SQL Server and Windows NT radio button.
8. Click OK.
A Database Connection Error 5051 error appears

**Symptom**  When you try to log into the CRA Historical Reporting client software on the client computer, a Database Connection Error 5051 is displayed.

**Possible Cause**  Network connectivity is down or DSN not configured.

**Recommended Action**

1. From the Windows Control Panel on the CRA Historical reports client computer, choose **Data Sources (ODBC)**.

2. Create a DSN to the db_cra database on the CRA server that the client computer is attempting to connect to. Choose SQL authentication (you will need your database login information) while creating the DSN.

3. If the DSN cannot be created, verify that network connectivity exists between the CRA Historical Reports client computer and the CRA server.

   If you are able to connect successfully using the DSN, update the hrcConfig.ini file on the client computer with the appropriate network library.
CRA Installation Problems

The following section describes common problems that can occur during CRA installation.

The installation program reports that there is not enough memory

**Symptom**  When installing CRA, you see a message indicating that there is not enough memory to continue.

**Possible Cause**  The server on which you are installing CRA does not have enough disk space for the installation.

**Recommended Action**  Make sure that your server has the required amount of free disk space. Disk space requirements for the various CRA application packages are shown in the following table.
## Application Disk space requirement

<table>
<thead>
<tr>
<th>Application</th>
<th>Disk space requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extended Services</td>
<td>667 MB</td>
</tr>
<tr>
<td>Customer Response Applications</td>
<td>1,971 MB + 358 MB (if SQL Server is not present) + 20 MB per language supported maximum + 4 GB for a standalone system or 512 MB for a coresident system</td>
</tr>
</tbody>
</table>
LDAP Directory Problems

The following section describes common problems with LDAP directory configuration for CRA.

LDAP configuration error message appears

Symptom  During the CRA directory setup process, the Directory Setup web page displays the error LDAP Configuration - Error.

Possible Cause  The IP address or host name of the LDAP directory is not configured properly.

Recommended Action
1. From the CRA Administration web page, choose System > Configuration and Repository. Verify that the information in the fields in the Directory Setup web page are correct. If you are using a directory other than the DC Directory (for example, Netscape or Active Directory), verify that that directory is specified correctly.
2. Make sure that the DC Directory Server service running. Or, if you have specified another LDAP as the active directory, make sure that that service is running.
Nuance ASR Problems

The following section describes common problems with Nuance ASR (automatic speech recognition).

Names are not recognized

**Symptom**  For calls that have been allocated a channel from a Nuance ASR Dialog Control Group, names are not consistently recognized by the Name to User step.

**Possible Cause**  The Refresh Task was not run after a new CRA installation or after you added or changed an existing name. If names are not recognized after you run the Refresh Task, you have supplied one or more merge dictionaries in the C:\Cisco Dictionaries folder, which requires you to stop and restart the CRA Engine after adding or changing an existing name.

**Recommended Action**  Run the Nuance ASR Refresh Task. (It is recommended that you run the Nuance ASR Refresh Task at off-peak times.) If names are still not recognized, stop and restart the CRA Engine.

Alternate pronunciations and nicknames are not recognized

**Symptom**  For calls that have been allocated a channel from a Nuance ASR Dialog Control Group, some alternate pronunciations and nicknames are consistently not recognized by the Name to User step.

**Possible Cause**  The Refresh Task was not run after the specific names were added or modified.

**Recommended Action**  Run the Nuance ASR Refresh Task.
Speech recognition consistently fails

**Symptom** Automatic speech recognition fails consistently and the following message appears in the CRA trace file: Refresh Task failed to copy packages over to nuance recserver.

**Possible Cause** Network connectivity has been lost or the \wfnuance network share is not properly established.

**Recommended Action**
1. Verify that there is network connectivity between the CRA server and the speech server.
2. Verify that the windows login credentials for the network share have not changed.
3. If the speech server is on DHCP and a host name is used in the Nuance ASR speech server configuration, verify the IP address of the speech server.
4. From the CRA Administration web page, choose **Subsystems > Nuance ASR**.
   a. In the Nuance ASR Configuration area, verify that the correct IP address or host name is entered for speech server.
   b. In the Nuance ASR Configuration area, look at the Network share status displayed in the window. If it shows Network share is not available, click **Update** to reestablish the connection. In the Network Share Log-on Configuration web page that appears, enter the login credentials, and then click Go.
A call using the Nuance ASR Dialog Channel goes to the default script instead of to the configured script

**Symptom**  A call to a CTI route point that uses ASR dialog channels goes to the default script instead of to the configured script. Initial prompts may be played correctly if they are played by the Play Prompt step. The CRA trace files will include the following exception: NUANCE_SERVER_NOT_ACCESSIBLE.

**Possible Cause**  When a call reaches a trigger that uses a Nuance ASR dialog channel and the trigger uses a language that was not installed for Nuance ASR, subsequent steps with speech recognition will fail. If a step fails, the call goes to the default script.

**Recommended Action**  Make sure that the language that the trigger uses is installed for ASR. (For a trigger that does not use a Nuance ASR dialog Channel, you can use any language that was installed for CRA.)

The ASR subsystem is out of service

**Symptom**  The Engine Status area in the Engine web page shows that the Nuance ASR subsystem is out of service.

**Possible Cause**  The Speech Server is not configured from the Nuance ASR Configuration web page.

**Recommended Action**
1. Verify that the Nuance Speech Server is installed on the CRA Server and on the Speech Server.
2. Verify that Speech Servers are configured through the Nuance ASR Configuration web page. If no Speech Server is configured, configure the Speech Server(s) and then stop and restart the CRA Engine.
Nuance TTS Problems

The following section describes common problems with Nuance TTS (text to speech).

A TTS Prompt will not play

**Symptom**  Callers do not hear a TTS Prompt when a TTS prompt is expected.

**Possible Cause**  See the following table for possible causes and recommended actions.

<table>
<thead>
<tr>
<th>Possible Cause</th>
<th>Recommended Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>The language specified in the Override Language field in the TTS Prompt step is not available.</td>
<td>From the CRA Administration web page, choose <strong>Subsystems &gt; Nuance TTS</strong> and check whether the TTS server for the Override Language is configured. If it is not, configure a new TTS server with the desired language and then stop and restart the CRA Engine.</td>
</tr>
<tr>
<td>The text referenced in the Text Input expression is larger than 20 KB.</td>
<td>Text larger than 20 KB is not allowed. Make sure that you are using less than 20 KB of text.</td>
</tr>
<tr>
<td>There are not enough TTS port licenses. This situation can occur if the number of IVR ports exceeds the number of TTS port licenses and the number of active IVR calls making TTS requests exceeds the available TTS ports.</td>
<td>Obtain a license for additional TTS ports.</td>
</tr>
</tbody>
</table>
A TTS prompt is not recognizable

**Symptom** A TTS Prompt cannot be recognized by callers.

**Possible Cause** The language of the text does not match the Override Language in the TTS Prompt step. For example, the text is in English, but the Override Language is Spanish.

**Recommended Action** In the appropriate TTS Prompt step, make sure that the Text Input matches the Override Language Selection.

The TTS subsystem is out of service

**Symptom** The Engine Status area in the Engine web page shows that the Nuance TTS Subsystem is out of service.

**Possible Cause** No Nuance TTS server is configured or the Nuance TTS server component is not installed.

**Recommended Action**

1. From the CRA Administration web page, choose **Subsystems > Nuance TTS** and verify that TTS servers are configured properly. If no TTS server is configured, configure the TTS server(s) and then stop and restart the CRA Engine.

2. Verify that the Nuance TTS server component is installed on the CRA server and on the TTS server.
The following section describes common problems with Serviceability.

**SNMP-based network management tools cannot monitor CRA components**

**Symptom** You are unable to monitor CRA components with SNMP-based network management tools, such as CiscoWorks 2000.

**Possible Cause** The SNMP subagents that monitor CRA components are not loaded or configured properly, or the SNMP service is not running.

**Recommended Action**
1. Make sure that each subagent has a key under the following SNMP service registry:
   
   HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\SNMP\Parameters\ExtensionAgents

2. Make sure that the subagent DLL exists under the directory specified in the registry. For example, the subagent SnmpSysAppAgent should have a registry under HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc\SnmpSysAppAgent\CurrentVersion and a path name that points to the location of the SnmpSysApp subagent SnmpSysAppImpl.dll.

3. Make sure that the SNMP service is running on the CRA server. If it is not, start the SNMP service.
SNMP traps do not arrive at the trap receiver

**Symptom** The network management system (NMS) does not receive SNMP trap messages.

**Possible Cause** There is a misconfiguration in the SNMP service properties.

**Recommended Action** Perform the following actions:

1. On the CRA server, choose **Start > Settings > Control Panel > Administrative Tools > Services**.
2. Double-click **SNMP Services** in the Name field.
3. In the SNMP Service Properties window, click the **Traps** tab and
   a. Make sure that you use the correct case and name for the community name.
   b. Make sure that the IP address or host name of the trap destination is correct.
4. In the SNMP Service Properties window, click the **Security** tab and:
   a. Make sure that the “public” community name exists and that its rights are READ ONLY.
   b. Make sure that you use the correct case for the community name.
5. On the CRA server, choose **Start > Settings > Control Panel > Administrative Tools > Services** and verify that the SNMP service and Cisco AVVID Alarm Service are running.
6. On the CRA server, verify that the Cisco AVVID Alarm Service is receiving messages:
   a. Open the AlarmService.ini file and verify that the correct port number is listed. The default port is 1444.
   b. Open the Alarm Service error logs, AlarmTracen.log, where *n* indicates the log number. (For example, AlarmTrace11.log is the eleventh log.) By default, the error logs are in the following folder: C:\Program Files\Cisco\AlarmService\AlarmServiceLog.
7. On the trap receiver (the NMS system):
   a. Verify the settings.
   b. Make sure traps are enabled by verifying that the cvaNotificationEnable table is set to true in the ciscoVoiceAppsMIB.

Syslog messages not received by receiver

**Symptom**  Your Network Management System (NMS) does not receive Syslog messages.

**Possible Cause**  There is a misconfiguration in the service properties. For more information, refer to *Cisco Customer Response Applications Serviceability Guide*.

**Recommended Action**  Perform the following actions on the CRA server:

1. Choose **Start > Settings > Control Panel > Administrative Tools > Services** and verify that the Cisco AVVID alarm Service is running.

2. Verify that the Cisco AVVID Alarm Service is receiving messages:
   a. Open the AlarmService.ini file and verify that the correct port number is listed. The default port is 1444.
   b. Open the Alarm Service error logs, AlarmTrace*n*.log, where *n* indicates the log number. (For example, AlarmTrace11.log is the eleventh log.)

3. Verify the settings on the Syslog receiver (the NMS system).
The Alarm Service does not start

**Symptom**  The Cisco AVVID Alarm service does not start.

**Possible Cause**  AlarmNTService.exe does not exist, or the alarm service is not registered.

**Possible Cause**

1. Verify that AlarmNTService.exe exists in the `C:\program files\cisco\AlarmService` directory. If it does not exist, reinstall the CRA system.

2. Make sure that the Cisco AVVID Alarm Service is running. If this service is not running, register this service by typing the following command in a command window:

   ```
   C:\Program Files\Cisco\AlarmService\AlarmNTService -Service
   ```

Serviceability does not uninstall completely

**Symptom**  Uninstalling Serviceability does not completely remove all serviceability components.

**Possible Cause**  On a server on which CRA and Cisco CallManager are both installed, some Serviceability files are shared by each of these Cisco applications. If you uninstall Serviceability, you will be prompted for permission to delete the shared files. If you do not delete these files, they will remain on the system.

**Recommended Action**  None.
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