

Troubleshooting Cisco Unified Communications Manager Attendant Console Error Messages

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Introduction

Cisco Unified Communications Manager Attendant Console allows you to set up Cisco IP phones as Attendant Consoles. The Cisco Unified Communications Manager Attendant Console uses speed-dial entries and quick directory access to look up phone numbers, monitor line status, and handle calls with the employment of a graphical user interface (GUI). A receptionist or administrative assistant uses Cisco Unified Communications Manager Attendant Console to handle calls for a department or company, or another employees can use it to manage their own telephone calls.

The Cisco Unified Communications Manager Attendant Console installs on a PC with IP connectivity to the Cisco Unified Communications Manager system. The Attendant Console works with a Cisco IP phone that is registered to a Cisco Unified Communications Manager system (one console for each phone that is used as an Attendant Console). Multiple consoles can connect to a single Cisco Unified Communications Manager system.

This document describes the error messages and the workarounds related to the Cisco Unified Communications Manager Attendant Console.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on the Cisco Unified Communications Manager (CallManager) 4.x.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Problem: Unable to connect to server

You are unable to launch the Cisco Unified Communications Manager Attendant console, and this error message is displayed:

```
Unable to connect to server
```

Solution

Restart the **Cisco CTIManager** and **Cisco Telephony Call Dispatcher** on the Cisco CallManager server in order to resolve this problem. These services must be started from the **Control Center** as shown in this procedure:

1. Choose **Application > Cisco CallManager Serviceability > Tools > Control Center**.
2. **Stop/Start** these services:
 - ◆ **Cisco CTIManager**
 - ◆ **Cisco Telephony Call Dispatcher**
3. Open the Attendant Console application, and try to connect.

Problem: Error communicating with server is displayed

You are unable to launch Cisco Unified Communications Manager Attendant console, and this error message is displayed:

```
Error communicating with server is displayed
```

Solution

Update the Hosts and LMHosts files with entries for your Unified Communications Manager servers in order to resolve this problem. Complete these steps in order to find the files:

1. From the affected PC, go to **C:\Windows\System32\Drivers\Etc**.
2. Locate the **LMHosts.sam** file.
3. Open the file in a text editor (such as Notepad).
4. Complete the instructions within the file in order to add entries for the IP address and host name of your Unified Communications Manager servers. Separate your entries with a tab. For example:
 - ◆ 192.168.10.1 publisherhostname
 - ◆ 192.168.10.2 subscriberhostname
5. Save the file.
6. In the same folder, locate the **Hosts** file, and repeat these steps.
7. Stop and start the Attendant Console.

Problem: Failed to transfer the call due to internal error. Attempt to transfer a call that does not exist or is no longer active.

When attempting to transfer calls using Cisco Attendant Console, this error is received intermittently:

```
Failed to transfer the call due to internal error. Attempt to transfer a call that does not exist or is no longer active.
```

Solution

In order to resolve this issue, update the Hosts and LMHosts files with entries for your Unified Communications Manager servers as mentioned in the previous section.

Problem: Login Error – "One or more lines on your phone are shared. Shared lines are not supported"

When trying to login to the Attendant Console, this error message is received: One or more lines on your phone are shared. Shared lines are not supported.

This issue occurs mainly when the same Directory Number (DN) is used on different lines at different partitions. Attendant Console depends on CTI/JTAPI and is not partition-aware because this a CTI/JTAPI limitation. Therefore, if you are using the same DN that is used on different lines at different partitions, Attendant Console gets confused because the phone configuration looks like a shared line on the same phone to the Attendant Console.

Solution

In order to resolve this issue:

1. Check if there are any shared lines. If so, remove the same.
2. Check if the same DN is used on different lines at different partitions. If so, reconfigure the same. Attendant Console does not support the configuration of the same DN in multiple partitions for the

attendant phone.

3. Check if there are any unassigned DN's. If so, delete the same using the procedure mentioned in CallManager 4.x: Delete Unassigned Directory Numbers Configuration Example.

Problem: The Attendant Console Steals Focus from other Windows on Incoming Call

The Attendant Console steals focus from other windows whenever a call comes in.

Solution

At the bottom of the Attendant Console window, there is a small icon just to the left of the Call Control status indicator area. The icon looks like a desktop window and if you click on it you can toggle the **Activate console on new call** feature on and off.

Error: Unable to Contact Server

When trying to start the Attendant Console application on a Windows XP server, this error message is received: unable to connect to server.

Solution

Complete these steps in order to resolve this issue:

1. Check the connectivity between the Cisco CallManager server and the Attendant Console server.
2. Check if any Antivirus/Firewall is blocking the Attendant Console Ports (TCP Ports range of 1099 through 1129 and 2748).
3. Edit the LMHOSTS and HOSTS files in the Attendant Console PC located in C:\WINDOWS\system32\drivers\etc as follows:
 - a. Open the file with Notepad or Wordpad.
 - b. Add the CallManager Servers IP Addresses or CallManager Name and save the changes.
4. Restart the Cisco CTIManager Service.

Error: 404 The Page Cannot be Found

After a fresh install of Cisco Unified Business/Department Attendant Console (CUBAC), login to the Admin page fails with this error:

```
404 The Page Cannot be Found
```

Solution

Go to **Start > Settings > Control Panel > Add/Remove Programs** and check if **.net** is installed. If it is not installed, then install **.net** to resolve this issue.

Problem: The line status in the Attendant Console is shown as a question mark (?)

The Attendant Console shows a question mark in the line status field within speed dials and the directory. Call control works fine and the status display is shown correctly.

It does not resolve the issue when you log out and back into the Attendant Console, and then reset the CTIManager service on the Cisco CallManager Publisher and Subscribers.

Solution

Generally, this issue is caused if the firewall is enabled on the client computer. In order to resolve this issue, disable the firewall on the client PC. Or, if it cannot be disabled, complete these steps:

1. If there is a firewall placed between the Telephony Call Dispatcher (TCD) server and Attendant Console client, open these ports:
 - ◆ Transport Control Protocol (TCP) ports **1099 – 1129**
 - ◆ TCP port **2748**
 - ◆ All User Datagram Protocol (UDP) ports. The UDP ports are used for the line status.
2. In order to control the UDP ports that are used by the Attendant Console for line state, configure the LocalHost IP Address field in the AdvancedSettings Dialog.

Enter a value in the IP Address:Port format. For example, 10.107.209.201:2658.

3. Open the **UDP 2658** port at the firewall.
4. Exclude the Attendant Console client in the firewall.
5. Restart the computer telephony integration (CTI) and Cisco Secure Desktop services.

Operator terminal is up please re login if your device configuration has changed

This error message appears in the Cisco Attendant Console randomly:

```
Operator terminal is up please re login if your device configuration  
has changed
```

Solution

Perform these steps in order to resolve the issue:

1. Change the user password, ACDeviceAuthenticationUser password and AC user password to 12345.
2. Reset the Pilot Point.
3. Restart the CTI Manager and Cisco CallManager Attendant Console Server services.
4. Add the server's hostname and IP address to the host and lmhost files.
5. Add the server's IP address and the PC's IP address to the console under **Settings > Advanced**.

Error: Your administrator must associate the Phone with a valid application user

When trying to login to the Attendant Console, the Your administrator must associate the Phone with a valid application user error message is received.

Solution

In order to resolve this issue, make sure that the Attendant Phone is associated with the user `acdeviceauthenticationuser`.

Error: MSVCR71.dll not found

The Attendant Console installation fails with the `MSVCR71.dll was not found` error message.

Solution

Perform these steps in order to resolve the issue:

1. Copy the `MSVCR71.dll` file to `C:\WINDOWS\system32`.
2. Run this command in order to re-register it:

```
regsvr32 C:\WINDOWS\system32\msvcr71.dll
```

Related Information

- [Cisco CallManager Attendant Console Frequently Asked Questions](#)
 - [Voice Technology Support](#)
 - [Voice and Unified Communications Product Support](#)
 - [Recommended Reading: Troubleshooting Cisco IP Telephony](#)
 - [Technical Support & Documentation – Cisco Systems](#)
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