

Removing TCD and LSS Services from Cisco CallManager and Removing Web Attendant Client from Attendant's PC

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Introduction

This document explains how to remove Telephony Call Dispatcher (TCD) and Line State Server (LSS) from your Cisco CallManager Server and also how to remove the Web Attendant Client from an Attendant's PC.

Perform these steps if you update your Telephone Application Programmable Interface (TAPI) and wave driver. In this case you need to remove the old version before you install the new version.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on Cisco CallManager 2.4.

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.

Remove TCD and LSS from your Cisco CallManager Server

Complete these steps:

1. Stop the TCD and LSS Services.
2. Choose **Start > Settings > Control Panel > Add/Remove Programs**.
3. Select **Cisco Call Dispatcher** and click **Add/Remove**.
4. While in Control Panel, select **Telephony > Telephony Drivers**.

5. Highlight **Cisco IP PBX Service Provider** and click **Remove**.
6. In Control Panel, select **Multimedia > Devices > Audio Devices**.
7. Highlight **Audio for Cisco TAPI Wave Driver** and select **Remove**. Confirm by clicking **Yes** to remove.
8. After you remove the TAPI wave driver, you are prompted to reboot your system. You must reboot your system for the changes to take effect.

Remove Web Attendant Client from an Attendant's PC

Complete these steps:

1. Choose **Start > Settings > Control Panel > Add/Remove Programs**.
2. Then select **Web Attendant** and click **Add/Remove**, and then reboot. When it boots up, the Web Attendant Client is gone.

Related Information

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

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