

# Web Attendant / TCD Error Message: No Pilot Points (CTI or TAPI Route Points) Were Found

Document ID: 12131

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## Introduction

### Prerequisites

- Requirements

- Components Used

- Conventions

### Problem

### Solution

### Related Information

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## Introduction

Pilot points and hunt groups must be established for the purpose of call routing. When Telephony Call Dispatcher (TCD) receives a call, it uses the pilot point and hunt group list to determine the destination number for the call. The call is then routed through the directory numbers in the hunt group until it is directed to the appropriate directory number which might be a line on an Attendant Console.

## 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.

## Problem

When you configure the server-side of Web Attendant in AC Admin, if you create pilot points whose hunt group members are Directory Numbers (DNs) which have not yet been defined in Cisco CallManager, then TCD fails to start. TCD provides statistical information about the number of redirected calls and the number of Attendant Consoles that are online. TCD dispatches calls that have arrived at pilot point numbers to the appropriate destination based on hunt groups. This is the error message displayed when you attempt to start TCD under this condition:

```
No Pilot Points (CTI or TAPI Route Points) were found.  
Check the Pilot Hunt Group Settings using ACAdmin and/or the
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TAPI TSP settings. Then Restart TCD.

## Solution

All hunt group members defined in the ACAAdmin pilot points must be defined DNs in Cisco CallManager.

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## 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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Updated: Feb 02, 2006

Document ID: 12131

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