

Troubleshooting Problems with WebAttendant for Cisco CallManager 3.0

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Introduction

Prerequisites

Requirements

Components Used

Conventions

Problem

Solutions

Incorrect User ID or Password Problem

Incorrect IP Phone MAC Address Associated with the WebAttendant Client

TCD Service is not Running on the Server

No IP Connectivity

Misconfigured Port Numbers

Problem

Solution

Remote Users Folder not Available

NetPro Discussion Forums – Featured Conversations

Related Information

Introduction

This document is part ten of a ten document set. For information on each of these documents, consult the index for this set *Installing and Configuring Cisco WebAttendant for CallManager 3.0*.

This document provides basic troubleshooting tasks for the Cisco WebAttendant client application.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on these software and hardware versions:

- Cisco CallManager 3.0

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

For more information on document conventions, refer to the *Cisco Technical Tips Conventions*.

Problem

The Cisco WebAttendant user is unable to log in.

Solutions

This section contains possible causes and solutions to fix the problem.

Incorrect User ID or Password Problem

Verify that the user ID and password are the same on the Cisco WebAttendant client and the WebAttendant user configuration on the server.

To verify this on the client, go to **Settings** on the Cisco WebAttendant console.

Settings

Type the MAC address of the phone to be used with Attendant Console. The MAC address is located on the underside of the phone, starting with 00. You must add "SEP", followed by the MAC address, not including dashes. For example, SEP0010EBxxxxxx.

MAC Address

Cisco TCD Database Path

Telephony Call Dispatcher Settings

IP Address or Host Name

IP Port

WebAttendant UserID

WebAttendant Password

Connected To

Line State Server Settings

IP Address or Host Name

IP Port

Connected To

Version 3.0.(3.42)

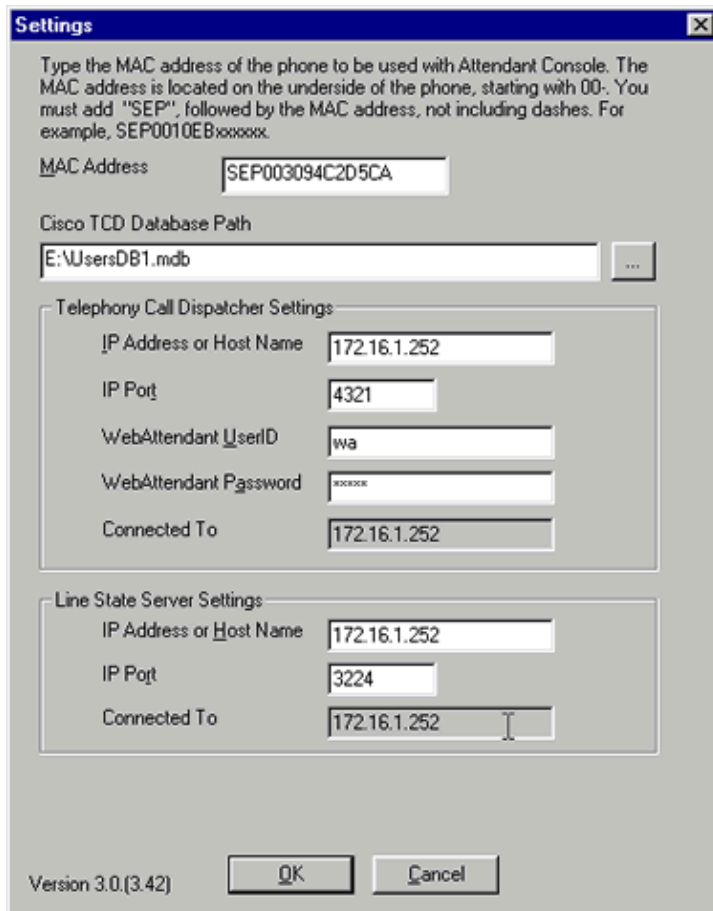
To verify this on the server, go to **Use Service > Cisco WebAttendant > Cisco WebAttendant User Configuration** on the main Cisco CallManager menu.



Incorrect IP Phone MAC Address Associated with the WebAttendant Client

Verify that the correct MAC address was used.

To verify this on the client, go to **Settings** on the Cisco WebAttendant console.



Note: Make certain that the "SEP" prefix has been included.

To verify this on the server, go to **Device > Phone > Find** on the main Cisco CallManager menu.

Phone Configuration [Update Speed Dial buttons](#)
[Back to Find/List Phones](#)

Line 1 - 6270187
Line 2 - 7001

Phone: SEP003094C2D5CA (Robert's Desk 7960)
Status: Ready

New Copy Update Delete Reset Phone Cancel

Phone Configuration (Model = Cisco 7960)

Device Information

MAC Address* 003094C2D5CA
Description Robert's Desk 7960
Device Pool* Default [\(View details\)](#)
Location <None >
Calling Search Space <None >
Button Template* Default 7960 [\(View button list\)](#)
Load Information (Leave blank to use default load.)

Note: Make certain that the IP phone can be reached by dialing it from another extension.

TCD Service is not Running on the Server

To determine if the Telephony Call Dispatcher (TCD) service is running or not, go to **Service > Control Center** on the main Cisco CallManager menu.

Control Center

All Servers
172.16.1.252

Server: 172.16.1.252
Status: Ready

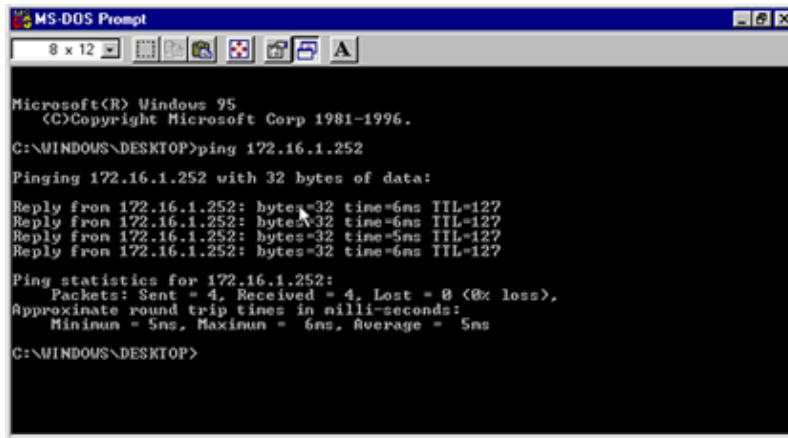
Service Name	Service Status	Service Control
Cisco CallManager	▶	Start Stop
Cisco TFTP	▶	Start Stop
Cisco Messaging Interface	▶	Start Stop
Cisco IP Voice Media Streaming App	▶	Start Stop
Cisco Telephony Call Dispatcher	▶	Start Stop
Cisco Database Layer Monitor	▶	Start Stop

The TCD service should have the triangle as shown. If the square box is displayed you need to start the service.

No IP Connectivity

Ping the Cisco CallManager server from the PC.

On the client, go to **Start > Run > Command**, and issue the **ping ip-address** command, where *ip-address* is the address of the Cisco CallManager server.



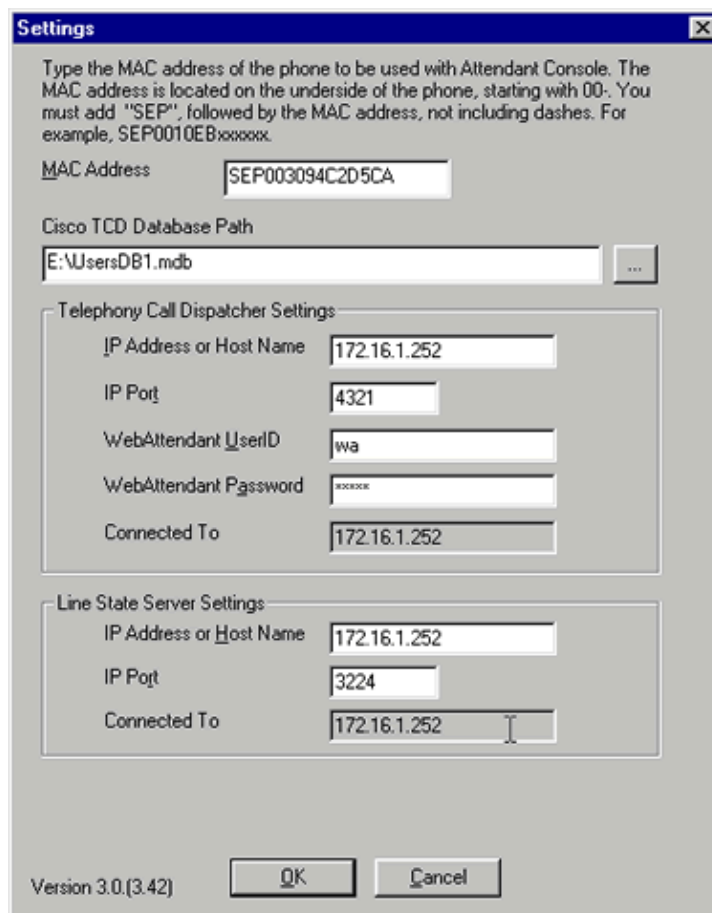
```
Microsoft(R) Windows 95
(C)Copyright Microsoft Corp 1981-1996.
C:\WINDOWS\DESKTOP>ping 172.16.1.252
Pinging 172.16.1.252 with 32 bytes of data:
Reply from 172.16.1.252: bytes=32 time=6ms TTL=127
Reply from 172.16.1.252: bytes=32 time=6ms TTL=127
Reply from 172.16.1.252: bytes=32 time=5ms TTL=127
Reply from 172.16.1.252: bytes=32 time=6ms TTL=127
Ping statistics for 172.16.1.252:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 5ms, Maximum = 6ms, Average = 5ms
C:\WINDOWS\DESKTOP>
```

Note: If the ping test fails, you need to investigate issues such as the IP addresses used by the server and the client. If the two devices are on a separate IP subnet, verify the default gateways on both devices.

Misconfigured Port Numbers

Verify that the port numbers have not been altered. The ports are TCD (4321) and Line State Server (LSS) (3224).

To verify this on the client, go to **Settings** on the Cisco WebAttendant console.



The Settings dialog box contains the following fields and sections:

- MAC Address:** Input field containing "SEP003094C2D5CA".
- Cisco TCD Database Path:** Input field containing "E:\UsersDB1.mdb".
- Telephony Call Dispatcher Settings:**
 - IP Address or Host Name: 172.16.1.252
 - IP Port: 4321
 - WebAttendant UserID: wa
 - WebAttendant Password: [masked]
 - Connected To: 172.16.1.252
- Line State Server Settings:**
 - IP Address or Host Name: 172.16.1.252
 - IP Port: 3224
 - Connected To: 172.16.1.252

Buttons: OK, Cancel. Version 3.0.(3.42)

Problem

The user database is not available

Solution

This section contains a possible cause and solutions to fix the problem.

Remote Users Folder not Available

If you receive an error such as `Computer` or `Sharename cannot be found`. Make sure that you typed it correctly when you started the Cisco WebAttendant client application. There is either something wrong with your access to the Cisco CallManager server or to the network itself.

Try going to **Start > Shutdown > Close all programs and logon as a different user** menu option on the PC. This has been known to cause the connection to the remote folder to reset itself so that you can connect to it. When you have logged back on, try browsing the mapped drive, `e:` in this case. If you are able to browse the drive, then Cisco WebAttendant should be able to access the database. If you are not able to browse the drive, you have a network problem that is unrelated to Cisco WebAttendant.

Return to the index page.

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Voice & Video: Voice over IP
Voice & Video: IP Telephony
Voice & Video: IP Phone Services for End Users
Voice & Video: Unified Communications
Voice & Video: IP Phone Services for Developers
Voice & Video: General

Related Information

- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Recommended Reading: Troubleshooting Cisco IP Telephony**
- **Technical Support & Documentation – Cisco Systems**

