

# Installation of Attendant Console Prevents Cisco CRA 2.x From Starting

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**Introduction**

**Prerequisites**

Requirements

Components Used

Conventions

**Problem**

**Solution**

**NetPro Discussion Forums – Featured Conversations**

**Related Information**

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## Introduction

Sites that have the Cisco Customer Response Application (CRA) 2.x co-located with Cisco CallManager has issues with the start of the Application Engine if the new Attendant Console 1.x is installed on the same server.

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

The information in this document is based on CRA 2.x.

### Conventions

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

## Problem

Any application hosted by the CRA server does not work. Cisco IP AutoAttendant, IP-ICD, and Extension Mobility are some of the most common applications that run on the Apps server.

The Engine Status page (<http://ipaddress/appadmin>) shows the SubSystems as "Unavailable" as shown here.

**Figure 1: Application Administration — Unavailable**



This problem only occurs if all of these are true:

- Your CRA 2.x software is installed on the same server as Cisco CallManager.
- You have installed the new Attendant Console on the server.

For more information about the Attendant Console, see: Cisco CallManager Attendant Console.

## Solution

Change the RMI Port on the Apps server to use something other than 1099 (for example, 1098). Follow these steps to change the RMI Port:

1. Log in to the Application Administration web page (<http://ipaddress/appadmin>). Click **Engine**, then click **Configure**.
2. Change the RMI Port Number to **1098**.

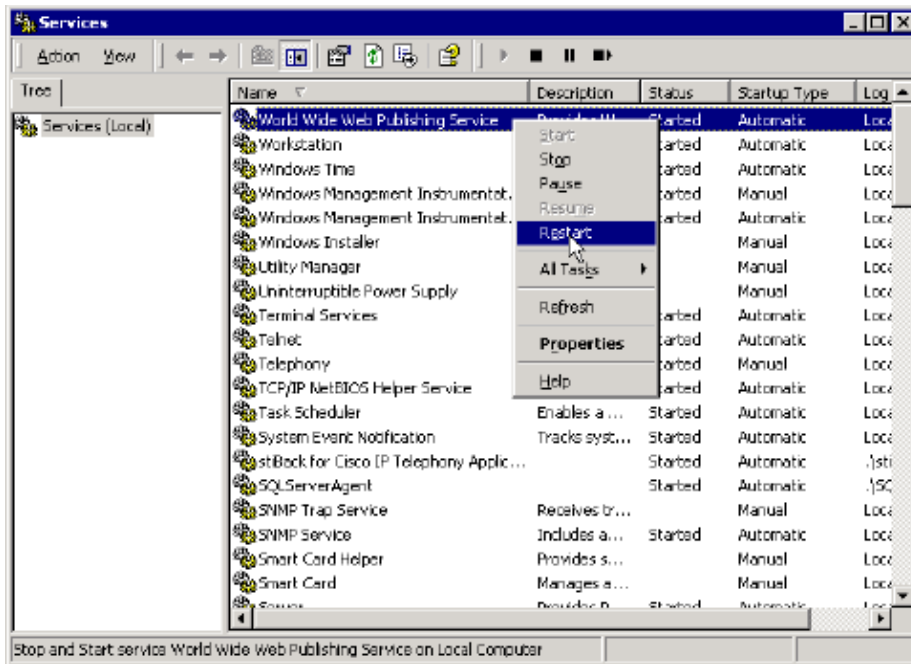
**Figure 2: Application Administration — Change RMI Port Number**



3. Click **Status**.

4. Click **Stop**.
5. **Start** the Engine.
6. Click **Start > Programs > Administrative Tools > Services**.
7. Find the **World Wide Web Publishing Service** and the **Restart**.

**Figure 3: Services**



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## Related Information

- Cisco CallManager Attendant Console
- Voice Applications and Tools
- Voice Technologies
- Voice Software
- Recommended Reading: Troubleshooting Cisco IP Telephony
- Technical Support – Cisco Systems

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