

Manually Check the JTAPI Version on the CRS Server

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Questions

Introduction

How do I manually check the JTAPI client version on the Cisco Response Solutions (CRS) server?

Related Information

Introduction

This document describes how to manually check the Java Telephony Application Programming Interface (JTAPI) client version on the Cisco Customer Response Solutions (CRS) server when communicating with different session partners in a Cisco IP Contact Center (IPCC) Express environment.

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

Q. How do I manually check the JTAPI client version on the Cisco Response Solutions (CRS) server?

A. JTAPI supports telephony call control. It is an extensible API designed to scale for use in a range of domains, from first-party call control in a consumer device to third-party call control in large distributed contact centers.

The JTAPI client is used in order to communicate between the CRS server and the Cisco CallManager, or between a CRS server and the Cisco Agent Desktop within Cisco IPCC Express. You must verify the version of the JTAPI client on both the CRS server and the Cisco CallManager, or on both the CRS server and the Cisco Agent Desktop are the same. If the JTAPI client(s) are different, several problems can appear. These problems can include dropped calls, an incorrect agent state, or the agents cannot log in.

In order to manually verify the JTAPI client version on the CRS server when communicating with the Cisco CallManager, complete these steps:

1. On the CRS server, launch a DOS window.
2. Change the directory to `C:\WINNT\java\lib`.
3. Type `jview /cp jtapi.jar CiscoJtapiVersion`.
4. Press **Enter**.
5. This is the command sequence:

```
C:\WINNT\system32\cmd.exe
Microsoft Windows 2000 [Version 5.00.2195]
(C) Copyright 1985-2000 Microsoft Corp.

C:\>cd WINNT\java\lib

C:\WINNT\java\lib>jview CiscoJtapiVersion
Cisco JTAPI version 1.4(3.18) Release
```

In order to manually verify the JTAPI client version on the CRS server when communicating with Cisco CallManager, complete these steps:

1. On the CRS server, launch a DOS window.
2. Change the directory to C:\Program Files\Cisco\Desktop_Config\Desktop\Agentins.
3. Type **jview CiscoJtapiVersion**.
4. Press **Enter**.
5. This is the command sequence:

```
C:\WINNT\system32\cmd.exe
Microsoft Windows 2000 [Version 5.00.2195]
(C) Copyright 1985-2000 Microsoft Corp.

C:\>cd Program Files\Cisco\Desktop_Config\Desktop\Agentins

C:\Program Files\Cisco\Desktop_Config\Desktop\Agentins>jview CiscoJtapiVersion
Cisco JTAPI version 1.4(3.18) Release
```

In order to manually verify the JTAPI client version on the CRS server when communicating with the Cisco Agent Desktop, complete these steps:

1. On the CRS server, launch a DOS window.
2. Change the directory to C:\Program Files\Cisco\Desktop\bin\CiscoJTAPIClient\lib.
3. Type **jview CiscoJtapiVersion**.
4. Press **Enter**.
5. This is the command sequence:

```
Select C:\WINNT\System32\cmd.exe
Microsoft Windows 2000 [Version 5.00.2195]
(C) Copyright 1985-2000 Microsoft Corp.

C:\>cd program files\cisco\desktop\bin\ciscojtapiclient\lib

C:\Program Files\Cisco\Desktop\Bin\CiscoJTAPIClient\Lib>jview CiscoJtapiVersion
Cisco JTAPI version 1.4(3.12) Release
```

Note: The **CiscoJtapiVersion** parameter for the **jview** command is case sensitive.

Related Information

- [How to Use the JTAPI Update Tool with Cisco IPCC Express](#)
 - [Technical Support – Cisco Systems](#)
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