

# Verifying that the Telephony Call Dispatcher Service is Running on the Cisco CallManager 3.1 Server

Document ID: 5302

---

**Introduction**

**Prerequisites**

Requirements

Components Used

Conventions

**Task 1: Verify that the Service is Started in the Control Center**

**Task 2: Use Performance Monitor to Verify the State of Cisco WebAttendant**

**NetPro Discussion Forums – Featured Conversations**

**Related Information**

---

## Introduction

This document is part of a document set. Consult the index for this set for information on each of these documents:

Installing and Configuring Cisco WebAttendant for Cisco CallManager 3.1

Investigate the status of the Cisco WebAttendant Telephony Call Dispatcher (TCD) service in order to troubleshoot a Cisco WebAttendant problem. This can be done in two places:

- Control Center
- Use of the Performance Monitor on the Cisco CallManager server

This document explains these two options.

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

This document is not restricted to specific software and hardware versions.

### Conventions

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

## Task 1: Verify that the Service is Started in the Control Center

This task explains how to verify that the TCD service is operational by looking at the Control Center.

1. Choose **Application > Cisco CallManager Servicability**.



2. Choose **Tools > Control Center**.



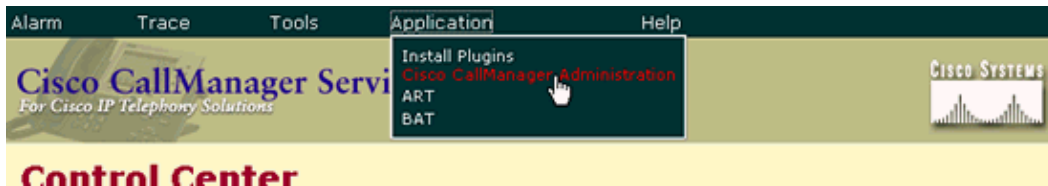
3. Choose the server in which the operation needs to be done. In this example, the server is named *Crusader*.



4. In this case the triangle ► next to the TCD service indicates that it is running. The square icon ■ next to the messaging interface indicates that this service is not running.



5. Choose **Application > Cisco CallManager Administration** in order to return to the Main admin page.



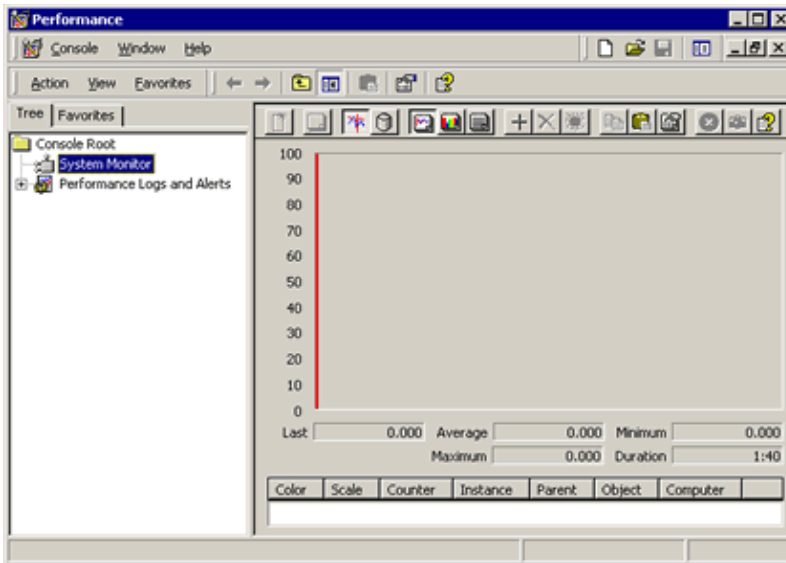
This completes this task.


## Task 2: Use Performance Monitor to Verify the State of Cisco WebAttendant

This task explains how to use Performance Monitor on the Cisco CallManager server in order to investigate the status of the Cisco WebAttendant server application. Several examples are provided.

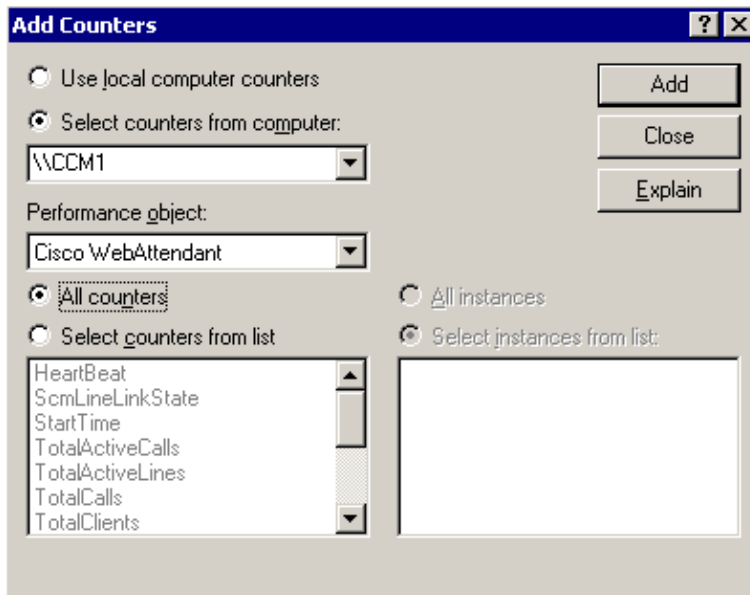
1. Choose **Start > Programs > Administrative Tools > Performance** in order to start Performance Monitor.

You should see a similar window.




2. Click the icon  in order to add the Cisco WebAttendant application.

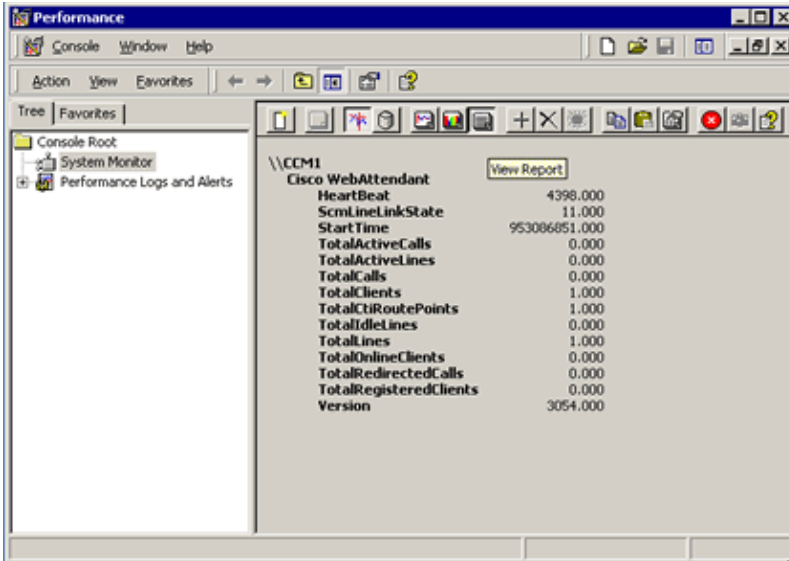
You should see a similar window. In this case the **Performance Object** is set to **Cisco WebAttendant** and the **All Counters** option is selected.



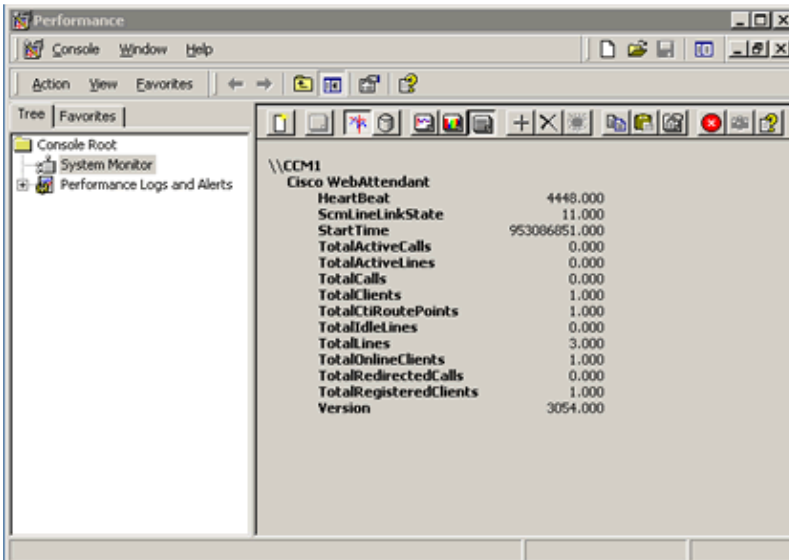
3. Click **Add**, then **Close**.

4. In the next window, click the icon . You see a similar window.

In this example, one Pilot Point is configured (**TotalCTIRoutePoints** = 1). Only one DN is configured in the hunt group (**TotalLines** = 1). There are no active calls (**TotalActiveCalls** = 0). The WA WebAttendant user is not logged in (**TotalOnLineClients** = 0).

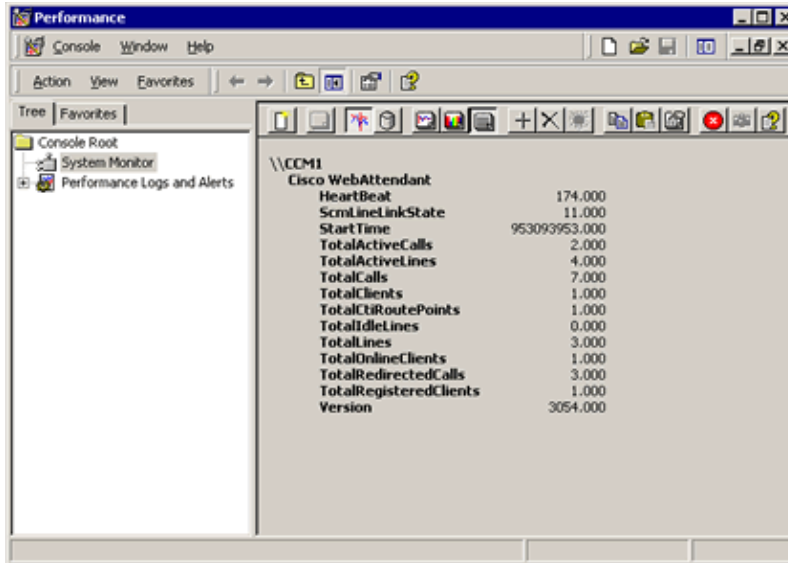


5. In this window the hunt group changed. The first two lines are to User = WA Line 1 and User = WA Line 2. The third line is the DN for IP AutoAttendant (**TotalLines** = 3), (**TotalCTIRoutePoints** = 1). There are no active calls (**TotalActiveCalls** = 0). The WA WebAttendant user is logged in (**TotalOnLineClients** = 1).



6. Two calls are placed to the pilot DN in this window. This creates two active calls (**TotalActiveCalls** = 2) and involves four lines (**TotalActiveLines** = 4).

Four lines are involved because four lines are engaged. The lines assigned to the two calling phones are busy because their respective phones are off hook and cannot receive calls. The two called lines, the two Cisco WebAttendant console lines, are busy because they went off hook in order to answer the incoming calls.



This task demonstrates how to verify that the Cisco WebAttendant application is operational. It also explains how Performance Monitor reports the different states of the Cisco WebAttendant environment.

Return to the index page.

## NetPro Discussion Forums – Featured Conversations

Networking Professionals Connection is a forum for networking professionals to share questions, suggestions, and information about networking solutions, products, and technologies. The featured links are some of the most recent conversations available in this technology.

NetPro Discussion Forums – Featured Conversations for Voice
Service Providers: Voice over IP
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 IP Communications Product Support**
- **\* Recommended Reading: Troubleshooting Cisco IP Telephony**
- **Technical Support & Documentation – Cisco Systems**

All contents are Copyright © 2006–2007 Cisco Systems, Inc. All rights reserved. Important Notices and Privacy Statement.

