

Verifying the Cisco WebAttendant Application Can Access the User Database and Log in to the WebAttendant Server Application in Cisco CallManager 3.1

Document ID: 5305

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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

This document explains how to verify that the Cisco WebAttendant client application can log into the WebAttendant server and access the user database. Complete the tasks in documents 1 –7 that link from the index page for this documentation set before you proceed.

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.

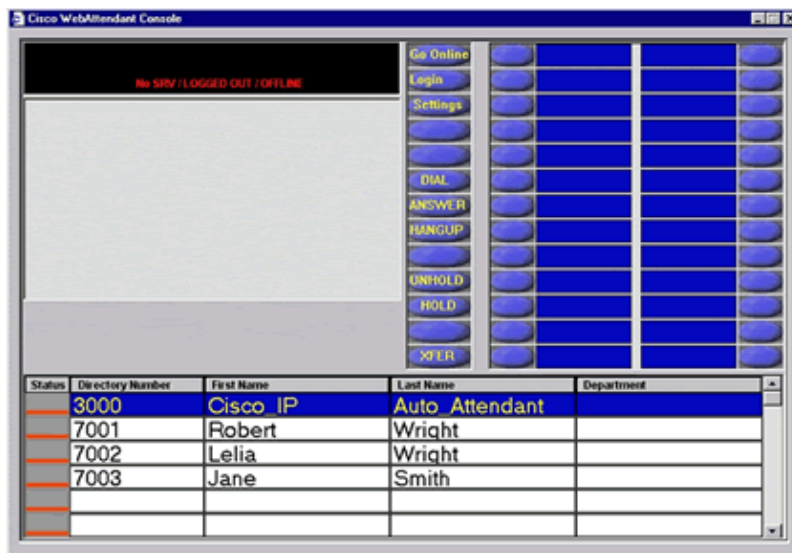
Instructions

Complete these steps.

1. Choose **Start > Programs > Cisco WebAttendant > WebAttendant** in order to start the Cisco WebAttendant client application or use the method that you configured on the PC.

A window similar to this example appears.

Note: If any usernames appear, they are different from the displayed user names.

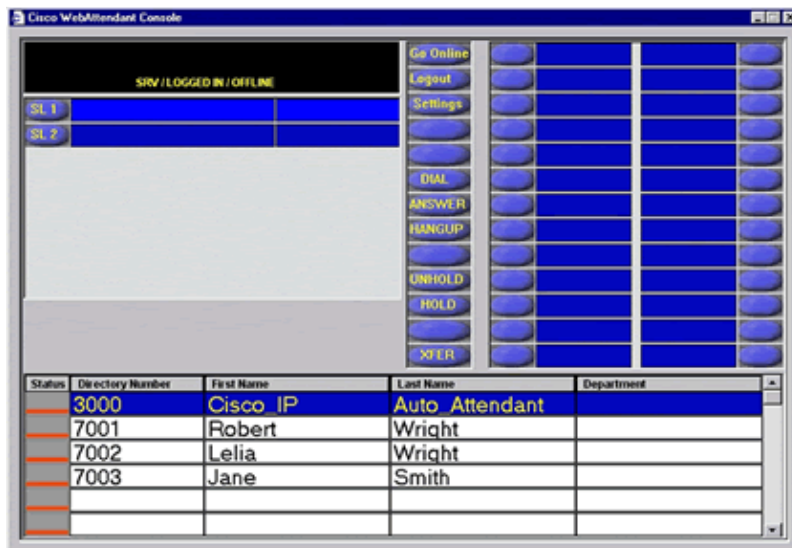


In this case, the Cisco WebAttendant client application successfully accessed the user database.

Verify that the User ID used to log in to the network from the PC is set up in order to access the folder in which the database is stored if your installation is unable to access the database and you use a remote server for the user database. Refer to these documents:

- ◆ Sharing the Cisco WebAttendant User Directory Database Information
- ◆ Troubleshooting Problems with Cisco WebAttendant

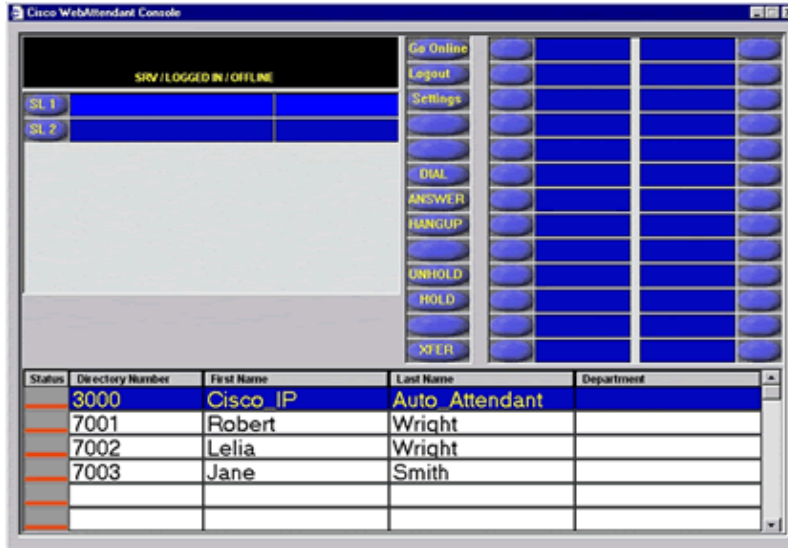
2. Choose **Login**. A window similar to this appears.



The Cisco WebAttendant client application successfully logged in to the WebAttendant server application on the Cisco CallManager server.

Note: If this step fails, it is possible that a problem exists with the Cisco WebAttendant server application userid and password. Check the values in the settings option of the window in step 2 and compare them to the values for the Cisco WebAttendant user in the Cisco CallManager **Service > WebAttendant > Cisco WebAttendant User Configuration** option. Also refer to Adding Cisco

- WebAttendant Users and to Troubleshooting Problems with Cisco WebAttendant.
3. Choose **Go Online**. A window similar to this appears.



The Cisco WebAttendant client application is now fully functional.

This completes the tasks related to the installation and configuration of the basic settings for the Cisco WebAttendant client application.

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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**

