

# Troubleshooting Problems with Cisco WebAttendant in Cisco CallManager

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## Introduction

This document is part of a document set. Refer to the index for this set, *Installing and Configuring Cisco WebAttendant for CallManager 3.1*, for information on each of these documents.

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

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

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

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

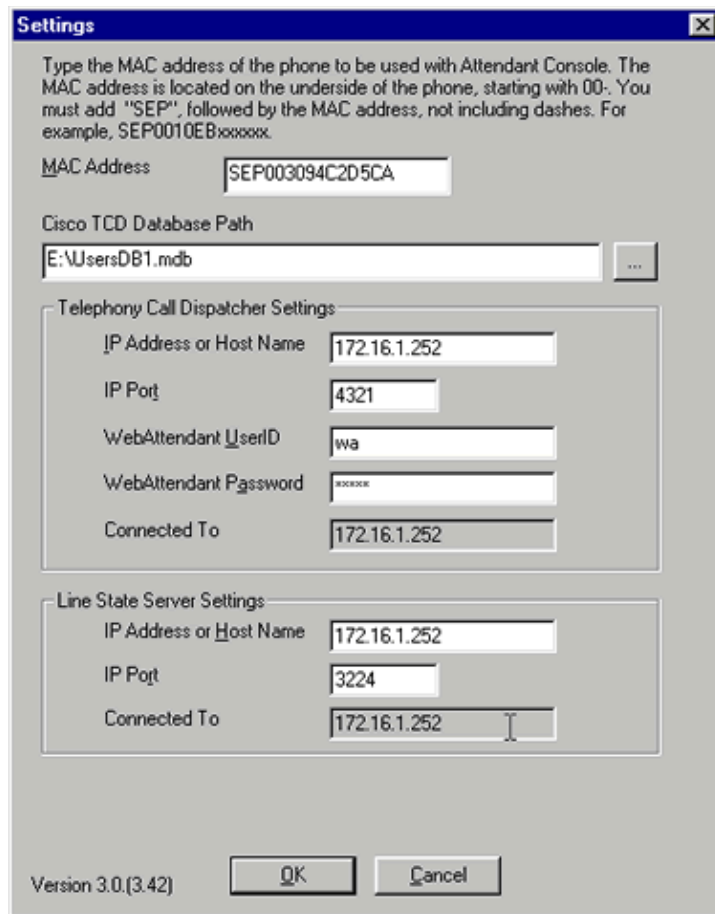
# Cisco WebAttendant User Cannot Log In

This section explains some basic troubleshooting tasks for the Cisco WebAttendant client application.

## Possible Cause: 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.

**Client:** Use **Settings** on the Cisco WebAttendant Console.



The screenshot shows the 'Settings' dialog box for the Cisco WebAttendant client. It contains the following fields and sections:

- MAC Address:** A text field containing 'SEP003094C2D5CA'.
- Cisco TCD Database Path:** A text field containing 'E:\UsersDB1.mdb' with a browse button ('...').
- 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' and 'Cancel' buttons.
- Version:** 3.0.(3.42)

**Server:** Use **Service > Cisco WebAttendant > Cisco WebAttendant User Configuration** on the main Cisco CallManager menu.



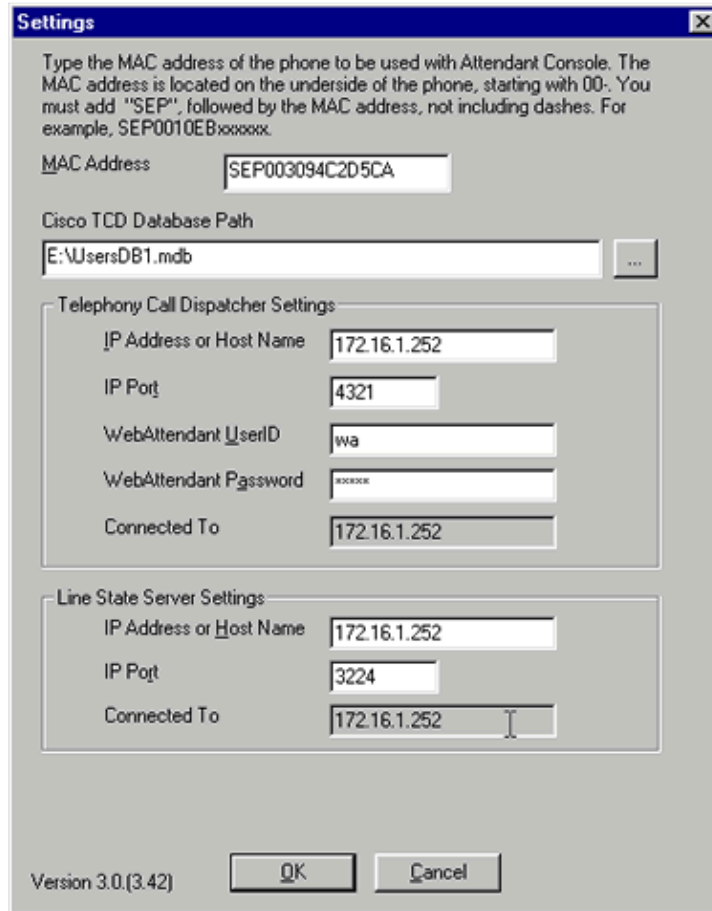
The screenshot shows the 'Cisco WebAttendant User Configuration' web page. It features a sidebar with user icons for 'ipaa', 'rwright', and 'wa'. The main content area is titled 'Cisco WebAttendant User: wa' and shows the following configuration details:

- Status:** Ready
- Buttons:** 'New', 'Update', 'Delete', 'Cancel'
- User ID\*:** wa
- Password:** [masked]
- Confirm:** [masked]
- Station Type\*:** Attendant (dropdown menu)
- Footnote:** \* indicates required item

## Possible Cause: Incorrect IP Phone MAC Address Associated with the Cisco WebAttendant Client

Verify that the correct MAC address is used.

**Client:** Use **Settings** on the Cisco WebAttendant Console.



The screenshot shows the 'Settings' dialog box for the Cisco WebAttendant Console. It contains the following fields and sections:

- MAC Address:** A text field containing 'SEP003094C2D5CA'.
- Cisco TCD Database Path:** A text field containing 'E:\UsersDB1.mdb' with a browse button ('...').
- Telephony Call Dispatcher Settings:**
  - IP Address or Host Name: 172.16.1.252
  - IP Port: 4321
  - WebAttendant UserID: wa
  - WebAttendant Password: [REDACTED]
  - 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

At the bottom, there are 'OK' and 'Cancel' buttons, and the version 'Version 3.0.(3.42)' is displayed.

**Note:** Make certain that the SEP prefix is included.

**Server:** Use **Device > Phone > Find** on the main Cisco CallManager menu.



The screenshot shows the 'Phone Configuration' page in Cisco CallManager. It displays the configuration for a phone with the following details:

- Phone:** SEP003094C2D5CA (Robert's Desk 7960)
- Status:** Ready
- Buttons:** 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.)

At the top right, there are links for 'Update Speed Dial buttons' and 'Back to Find/List Phones'.

Make certain that the IP Phone can be reached when dialed from another extension.

## Possible Cause: TCD Service is not Running on the Server

**Server:** Use **Service > Control Center** on the main Cisco CallManager menu.

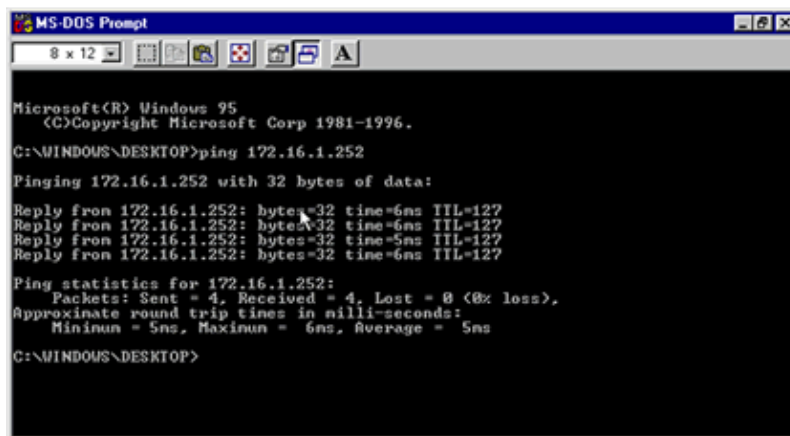


The TCD service must have the triangle as shown. If the square box is displayed, you need to start the service.

## Possible Cause: No IP Connectivity

Ping the Cisco CallManager server from the PC.

**Client:** Use **Start > Run > Command > ping <ip-address>**, where ip-address is the address of the Cisco CallManager server.

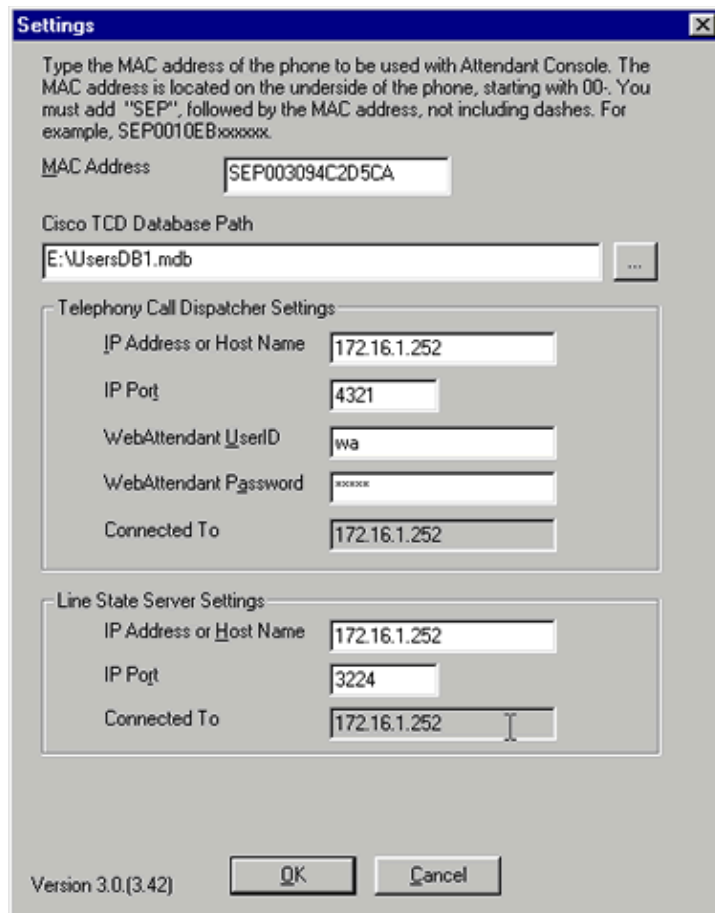


**Note:** If the ping test fails, investigate issues such as the IP addresses used by the server and the client. If the two devices are on a separate IP subnet, verify the default gateways on both devices.

## Possible Cause: Misconfigured Port Numbers

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

**Client:** Use **Settings** on the Cisco WebAttendant Console.



## User Database not Available

### Possible Cause: 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 **Start > Shutdown > Close all programs** and logon as a different user menu option on the PC. This is known to cause the connection to the remote folder to reset itself in order for you to connect to it. When you log back on, try to browse the mapped drive, **e:** in this case. If you are able to browse the drive, then Cisco WebAttendant is 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.

## Calls to Attendant Console Pilot Point Fail

### Problem

Calls to the Attendant Console Pilot Point fail, and the Error `ACRMISocketFactory: rmi socket exception` error message appears.

### Solution

Restart the **CTI service** in Cisco Callmanager in order to resolve the Error `ACRMISocketFactory: rmi socket exception` error message.

# 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
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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**

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