

# Verifying the WebAttendant Application Can Access the User Database and Log In to the WebAttendant Server Application for Cisco CallManager 3.0

Document ID: 7611

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## Introduction

This document is part nine of a ten document set. For information on each of these documents, consult the index for this set: Installing and Configuring Cisco WebAttendant for CallManager 3.0.

This document will explain how to verify that the WebAttendant client application can log into the WebAttendant server and access the user database. Before proceeding you must have completed the tasks in documents 1 –7 that are linked from the index page for this documentation set.

## 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.

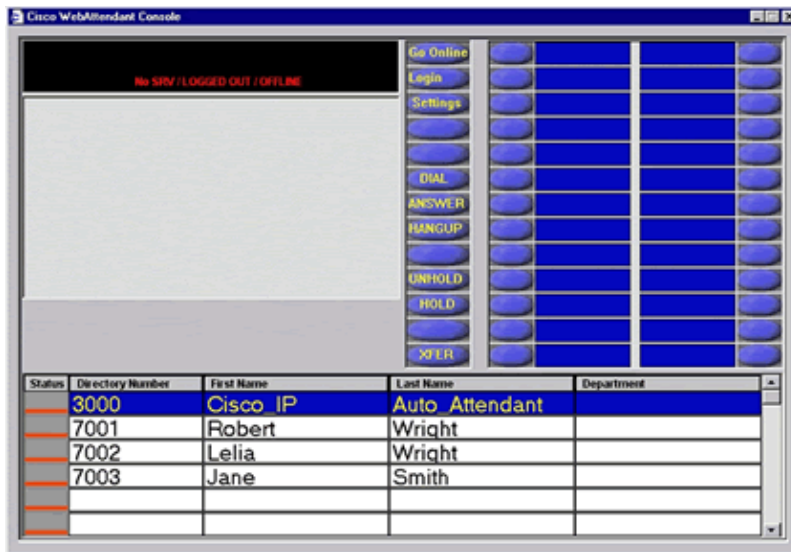
## Procedure

Complete these steps:

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

A window similar to this appears:

**Note:** If any usernames appear, they appear different from the user names this window shows.

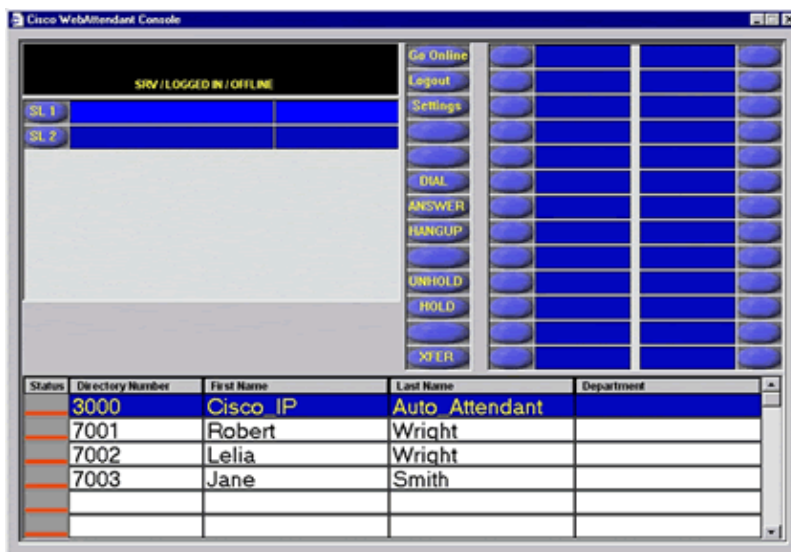


In this case, the WebAttendant client application has successfully accessed the user database.

If your installation is unable to access the database and you use a remote server for the user database, verify that the User ID that is used in order to log into the network from the PC is set up to access the folder that the database is stored in. Refer to these documents for more information:

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

2. Click **Login**. A window similar to this appears:

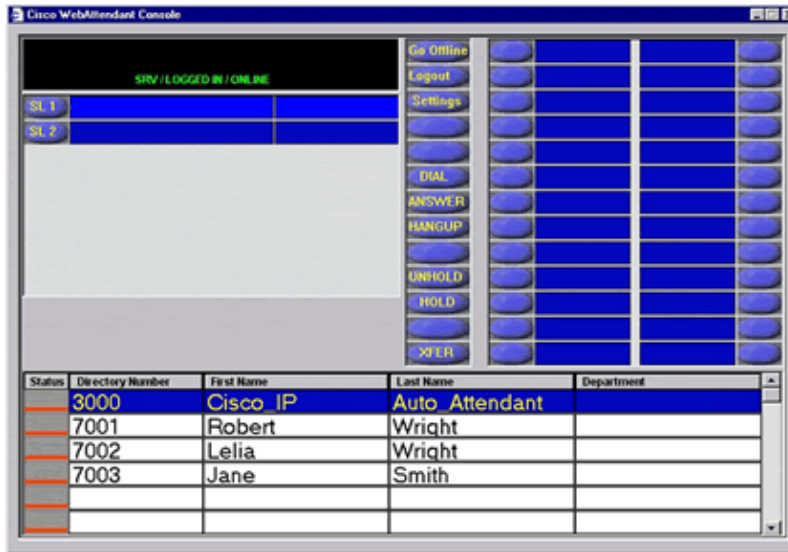


The WebAttendant client application has successfully logged into the WebAttendant server application on the Cisco CallManager server.

**Note:** If this step fails, there might be a problem with the 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 WebAttendant user in the **CallManager Service > WebAttendant > Cisco WebAttendant User Configuration** option. Also refer to these documents for more information:

- ◆ Adding Cisco WebAttendant Users
- ◆ Troubleshooting Problems with WebAttendant

3. Click **Go Online**. A window similar to this appears:



At this point the WebAttendant client application is fully functional.

This completes the tasks related to installing and configuring the basic settings for the WebAttendant client application.

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## Related Information

- **Voice Technology Support**
- **Voice and IP Communications Product Support**
- **Recommended Reading: Troubleshooting Cisco IP Telephony**
- **Technical Support & Documentation – Cisco Systems**

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Updated: Aug 12, 2006

Document ID: 7611

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