

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

Document ID: 7922

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Introduction

This document is part eight 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*.

One of the first steps in troubleshooting a WebAttendant problem is to investigate the status of the Cisco WebAttendant Telephony Call Dispatcher (TCD) service. This should be done in two places; the Control Center and by using 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.

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

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

Verifying That the Service is Started in the Control Center

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

Select **Service / Control Center** from the main Cisco CallManager menu. Then select the server that you are working on.



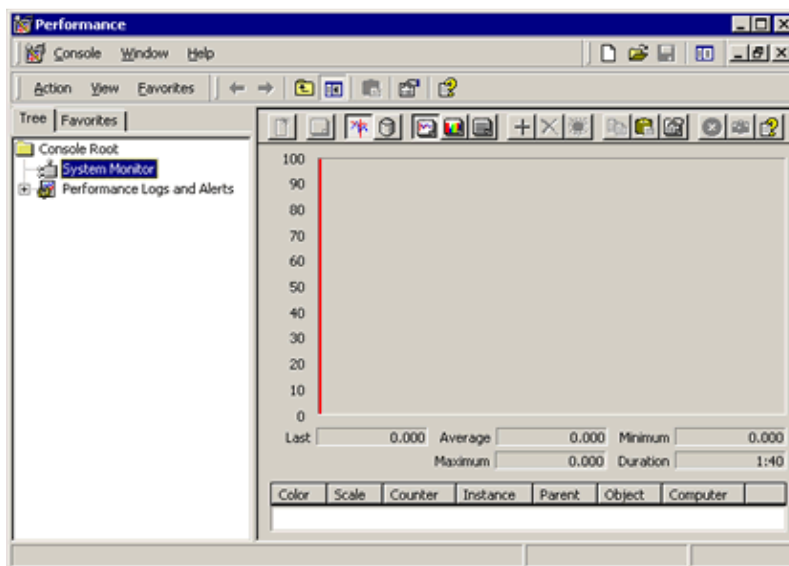
In this case the triangle next to the TCD service indicates that it is running. The square icon next to the messaging interface indicates that this service is not running.

Using Performance Monitor to Verify the State of WebAttendant

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

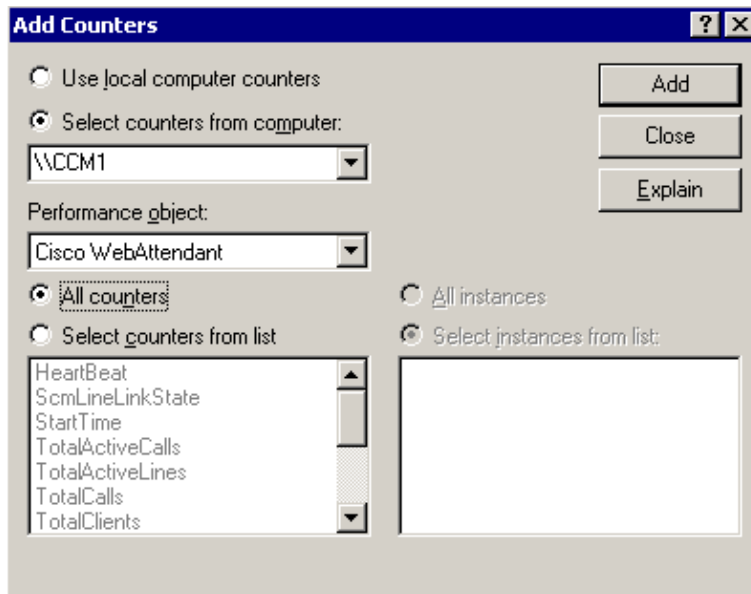
1. Start Performance Monitor by going to **Start > Programs > Administrative Tools > Performance**.


You should see a screen similar to this:



2. Click the **+** icon to add the Cisco WebAttendant application.

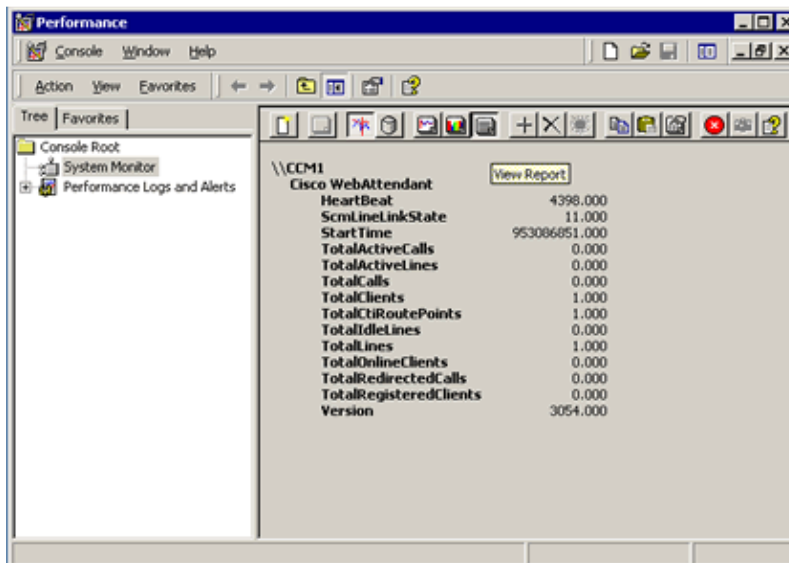
You should see a screen similar to this. In this case, the Performance Object has been set to **WebAttendant** and the **All Counters** option has been selected.



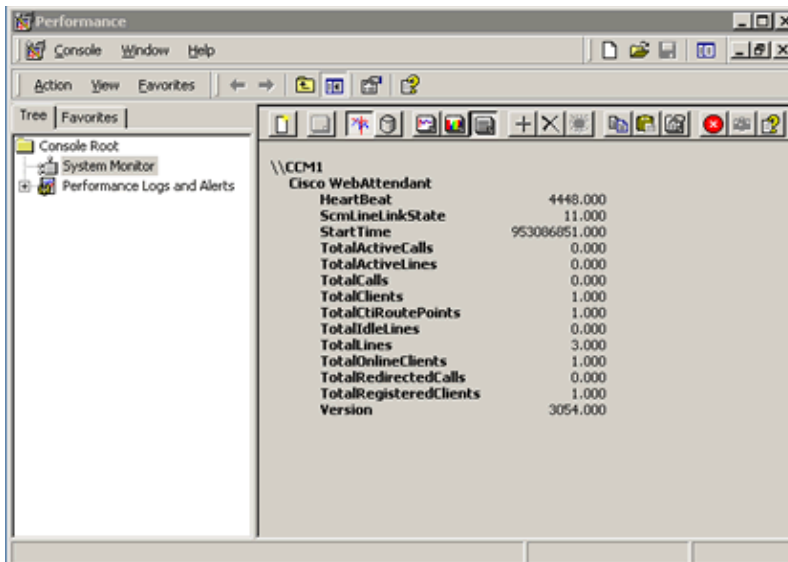
3. Click **Add** then **Close**.
4. In the next screen that appears, click the  icon.

You should see a screen similar to this.

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

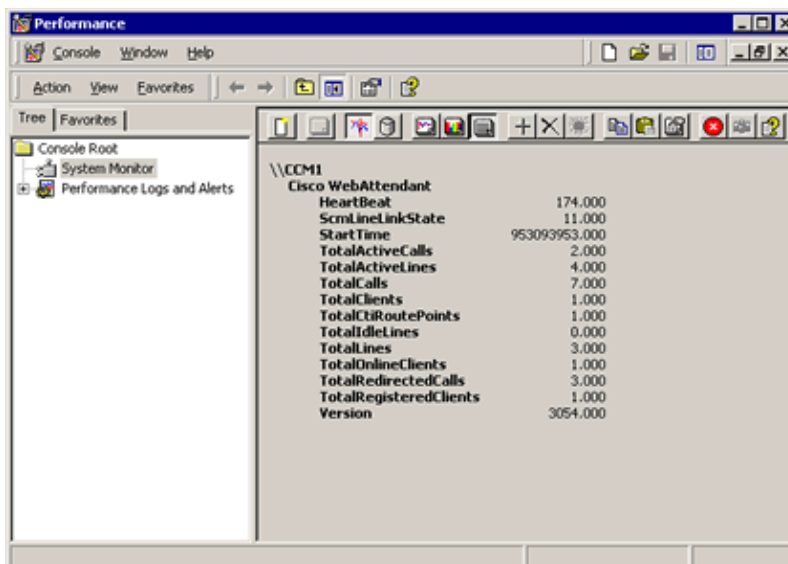


5. This screen shows that the hunt group has been changed. The first two lines are to User = WA Line 1 and User = WA Line 2. The third line is the DN for IP AutoAttendant (TotalLines = 3), (TotalCTIRoutePoints = 1). There are no active calls (TotalActiveCalls = 0). The WA Cisco WebAttendant user is logged in (TotalOnLineClients = 1).



6. In the following screen two calls have been placed to the pilot DN. This creates two active calls (TotalActiveCalls = 2) and involves four lines (TotalActiveLines = 4).

The reason that four lines are involved is that there are four lines that are engaged. The lines assigned to the two calling phones are busy because the phones associated with them are off hook (cannot receive calls) and the two called lines (the two Cisco WebAttendant console lines) are busy because they went off hook to answer the incoming calls.



This task shows how to verify that the Cisco WebAttendant application is running. It has also explains how Performance Monitor reports the different states that the Cisco WebAttendant environment can be in.

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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**
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