

IPCC–TAPS Troubleshoot

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Introduction

The Tool for Auto–Registered Phone Support (TAPS) application enables phone users to call the TAPS directory number and download the preconfigured phone settings for their directory number. The TAPS application is also installed on the Cisco Customer Response Solutions (CRS) server.

TAPS comes as a two part installation. If you run the TAPS install on the publisher, it installs the components needed for TAPS on the publisher. If you run the same install on CRS, it installs the TAPS CRS components. TAPS is downloadable from the Cisco CallManager Plugins page in recent Cisco CallManager releases. It is available under **Application > Install Plugins**.

Note: TAPS can also be used if the Cisco CallManager Extended Services is installed, which contains the Cisco CRS server as a component.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- TAPS Configuration
- Cisco CallManager Administration
- Cisco CRS

Components Used

The information in this document is based on these software and hardware versions:

- Cisco Unified Contact Center Express 4.0(x) and later
- Cisco CallManager 4.1(3)SR2 and later

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.

Error: Could not find script TAPS.aef. Please verify the script name and path

After the TAPS plug-in is installed on the CRS server, the **TAPS.aef** script appears in the CRS script repository at **C:\Program Files\WfAavid**. But, when you try to load the **TAPS.aef** script into the TAPS application, it can not be found in the drop-down menu, and the could not find the TAPS.aef, please check name and path. error message appears.

Solution

Note: For Cisco Unified Contact Center Express version 4.0(x) and later, TAPS installs the **TAPS AAR.aar** file on the server, not the **TAPS.aef** file as in the earlier versions. In other words, **TAPS.aef** is now a part of the **.aar** file.

Complete these steps in order to resolve the issue:

1. Delete the **TAPS.aef** script and the TAPS application from the IP Contact Center (IPCC) server. You need to uninstall TAPS through **Add/Remove Programs**. Then, reboot the server.
2. Re-install the TAPS plug-in. After installation, choose **Applications > AAR Management** in CRS Administration, and upload the **TAPS AAR.aar** file. After the **TAPS.aar** file is uploaded, an application called TAPS is created, and the **TAPS.aef** script uploads.
3. Restart the **CRS Node Manager** from Microsoft Windows services.
4. Browse to **C:\TAPS**.
5. Open the **TAPS application** from the Application Management page.
6. Choose **TAPS.aef** from the Script* menu.
7. Click **Update**.

Or, if you use a CRS version earlier than 4.2(1) SR1, see this information.

CRS can be installed as one of these five versions:

- IP IVR
- IPCC Express Premium
- IPCC Express Enhanced
- IPCC Express Standard
- Extended Services

In versions earlier than 4.2(1) SR1, if CRS is configured with the IPCC Express Standard or IP Queue Manager version, TAPS does not work. The users hear the We are currently experiencing system problems prompt when they dial the TAPS route point.

Use either of these four versions of CRS in order to resolve this issue:

- IP IVR
- IPCC Express Premium
- IPCC Express Enhanced
- Extended Services

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Related Information

- [The Uninstalling TAPS section of Working with the Tool for Auto-Registered Phones Support](#)
- [The TAPS Configuration and Use section of Device Configuration with TAPS and BAT in Cisco CallManager Administration](#)
- [The Troubleshooting TAPS on the Cisco CRA Server section of Troubleshooting BAT and TAPS](#)
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