Troubleshooting BAT and TAPS

This chapter describes problems that you may encounter when you are using BAT or TAPS, provides the error messages, and suggests actions to help you resolve the problems.

Related Topics

BAT Log Files

BAT generates log files for each bulk transaction and stores the files on the publisher database server in the following location: C:\CiscoWebs\BAT\LogFiles\.

The log file also shows the key value of a record, so the administrator may reexamine the record. The MAC address of the phone serves as the key value when you are adding, updating, or modifying phones. When users are added, the User ID serves as the key value.

Clicking **View Latest Log File** link displays the summary view for the bulk transaction as well as the detail view for the failures.

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Caution   Do not change screens while a transaction is processing. Doing so prevents the log file or status messages from displaying.

Viewing BAT Log Files

To view the log file for the bulk operation, click **View Latest Log File** link on the BAT interface or go to the following location:

C:\CiscoWebs\BAT\LogFiles directory

You can find the log files for the export utility at **C:\CiscoWebs\BAT\LogFiles\RBAT** directory.

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Note   The log file names designate the operation that was performed and the time that the operation ended.

The following timestamp format applies for the log file name: *mmddyyyyhhmmss*. File name represents the name of the CSV file used in the transaction.

Table 11-1 shows examples of commands and log file names.

Table 11-1   Log File Names

Command	Log File Name	Example
Insert	File name#TimeStamp.log	File1#05022000133431
Update	UpdatePhone#TimeStamp.log	UpdatePhone#05022000133431
Delete	DeletePhone#TimeStamp.log	DeletePhone#05022000133431
Validate	Validate_File name_TimeStamp.txt	Validate_batphones_0502200013343

Troubleshooting BAT

The following list describes some scenarios that could occur and provides possible resolutions.

Symptom Export to BAT Format button does not work in BAT.xlt file.

Explanation Clicking the **Export to BAT Format** button in the BAT.xlt file does not appear to do anything.

Recommended Action Click a blank cell. The button can appear to be disabled if the cursor is on the text in a cell or in the text box.

Symptom The page cannot be displayed.

Explanation Message can occur because of an unexpected termination of IIS Administrative service.

Recommended Action This indicates a display problem only. The process continues in the background. You can refer to the log file for transaction details.

Symptom Data files (CSV) format does not match Phone Template/Sample File.

Explanation The number of lines on the data file should exactly match the number of lines that are configured in the BAT phone template, but does not. For example, the phone template has four lines, and, of these, Lines 1, 3, and 4 are configured. You should use phone data file (in all the cases, there should be three fields):

1111,3333,4444 results in Line1-1111 Line2-None Line3-3333 Line4-4444

Recommended Action Check the BAT phone template that you intend to use. The number of lines that are specified on the CSV should exactly match the number of lines that are configured in the BAT phone template. Also, the number of speed dials that are specified in the CSV file should not exceed the maximum possible number of speed dials for the BAT phone template that you plan to use.

Symptom Errors occur when the dummy MAC address option is used.

Explanation Errors occur in the records for the dummy MAC addresses.

Recommended Action To map this symptom to the records that actually had the problem, you can see another generated file with the name *<Modified + DataFileName>#<TimeStamp>*.dat that shows the actual record with dummy MAC address. Access this file in the ...\BAT\LogFiles folder.

Symptom Selected template does not contain DN details for directory number.

Explanation The Cisco VG200 template for FXS ports must specify a Gateway Directory Number template when directory numbers have been specified in the CSV file.

Recommended Action Specify a Gateway Directory Number template for FXS endpoint identifier(s).

Symptom Port identifier contains invalid endpoint prefix.

Explanation The port identifier value contains an invalid endpoint prefix or has not been configured in the BAT template. You must configure port identifier(s) in the BAT template before it can be specified in the CSV file. In the CSV file, the first digit of the endpoint prefix can be either 0 or 1 (signifying either sub-unit 0 or sub-unit 1), followed by the port number, 01 to 24. Acceptable values include 001 through 024 (for sub-unit 0) or 101 through 124 (for sub-unit 1).

Recommended Action Correct the port identifier value in the CSV file or check the BAT template to be sure that ports have been configured.

Symptom Port identifier contains invalid port number.

Explanation The last two digits of the port identifier represent the port number. Port number must be between 01 and 24.

Recommended Action Correct the port number in the CSV file.

Symptom Port number not configured in the template.

> **Explanation** Port number has been specified in the CSV file, but no corresponding ports are configured in the BAT template.

> **Recommended Action** In the BAT template, configure the ports that you have specified in the CSV file.

Symptom Port data in record number *n* does not match the corresponding sample file/number of lines and speed dials in chosen phone template.

> **Explanation** The value in the specified record does not match the number of lines or speed dials in the corresponding BAT phone template.

> **Recommended Action** Check the BAT phone template to determine where the mismatch between the CVS file and BAT template occurred and then correct the problem by adding or removing line details or speed dials in the CSV file or by configuring additional lines or speed dials in the BAT phone template.

Symptom MAC address values are not allowed in the file if dummy MAC address values are desired.

> **Explanation** The CSV file contains MAC addresses. You cannot provide dummy MAC addresses when MAC addresses are present in any row in the CSV file.

> **Recommended Action** If you want to use dummy MAC addresses, create a new CSV file that contains only those records for which you have not specified MAC addresses. Alternatively, you can specify MAC addresses in the CSV file and not check the Create Dummy MAC Address check box.

Symptom Same directory number cannot be assigned twice to a device in the same partition.

Explanation On any one phone, two lines cannot share the same directory number and partition.

Recommended Action In the CSV file, correct the record, so the same directory number and partition combination is specified for only one line.

Symptom Could not create user object. Check whether DC Directory is running.

Explanation DC Directory is not running, or it returned an error.

Recommended Action Choose **Start > Programs > Administrative Tools > Services** and check whether the service "DC Directory Server" is running. If it is not, start the service and return to BAT to proceed with the bulk transaction.

Troubleshooting TAPS on the Cisco CRA Server

You may receive the following messages while running TAPS on the Cisco CRA server.

Symptom When the Cisco CRA server starts, the JTAPI subsystem shows partial service or out of service

Explanation Message occurs because of configuration problems in the Cisco CallManager.

Recommended Action Perform one or all of the following steps until the problem has been corrected:

- Verify that Cisco CallManager is started.
- Make sure that JTAPI is installed on the Cisco CRA server.
- Make sure that the Route Points and CTI ports are properly configured on the Cisco CallManager.

- Verify that the Enable CTI Application Use check box is checked for the JTAPI user; you can verify this in the user page in Cisco CallManager Administration.

- Verify that the directory numbers of the CTI ports are consecutive.

- Verify that the ports and the route point are associated to the user in the Cisco CallManager user configuration.

If JTAPI is still out of service after performing the preceding steps, open Cisco CallManager Administration and delete the CTI route point and CTI ports and users associated with Applications and TAPS. Then, reinstall Application and TAPS and use Cisco CallManager Administration to add the CTI route points, ports, and users again.

Symptom   The following error message displays: Installed Cisco TAPS service could not be started. For troubleshooting refer to BAT online help. Aborting TAPS setup.

Explanation   This error might occur while upgrading TAPS because TAPS upgrade does not ask for the latest password.

Recommended Action   The administrator should check whether Cisco TAPS service can be started manually. If not, change the service log on and password using Administrative Tools > Services > Cisco TAPS. Then try reinstalling TAPS. If this does not help, uninstall, then reinstall TAPS.

■   **Troubleshooting TAPS on the Cisco CRA Server**