Troubleshooting Cisco Unified TAPI

This appendix contains information about troubleshooting Cisco Unified Communication manager. It contains the following sections:

TSP Trace of Internal Messages

Procedure

Step 1   Choose **Start > Settings > Control Panel** and select **Phone and Modem Options**.

Step 2   Click **Advanced** tab and select the **CiscoTSP 0xx** and click **Configure** button.

Step 3   Click **Trace** tab. Select **Trace On** check box and select **1**. **TSP Trace** to trace the TSP internal messages. Select **Error** to just log errors in the TSP Select **Detailed** to log internal messages for debugging purposes. Select **2. CTI Trace** to trace the messages sent between CTI and TSP. Select **3. TSPI Trace** to trace the requests and events that are sent between TSP and TAPI.

Step 4   Set up a Directory that is the path for the trace log. For example, c:\Temp No. of Files: Setting this to a value greater than or equal to 1 enables rolling log files. For example, a value of 10 will cause up to 10 log files to be used in a cyclic fashion. Max lines/file: specifies the maximum number of trace statements that will be written to each log file. For example, a value of 1000 will cause up to 1000 trace statements to be written to each log file.

TSP Operation Verification

To verify the TSP operation on the machine where the TSP is installed, use the Microsoft Windows Phone Dialer Application. Find this application in the C:\Program Files\Windows NT directory under the name dialer.exe. When the program is run, a dialog box displays that asks which line and address the user wants to use to connect. If there are no lines in the Line drop down list, then a problem may exist between the TSP and

the Cisco Unified Communications Manager. If lines are available, choose one of the lines, keep the Address set to zero (0) and click **OK**. Enter a Number to dial, and a call should be placed to that number. If call is successful, you know that the TSP is operational on the machine where the TSP is installed. If problems are encountered with installation and setup of Remote TSP, this test represents a good way to verify whether the TSP is operating properly and that the problem is with the configuration and setup of Remote TSP.

Version Compatibility

Cisco recommends that the TSP client should always use the plug-in that is downloaded from corresponding Cisco Unified Communications Manager server.

Cisco TSP Readme

The Cisco Unified Communications Manager TSP readme file is copied to the client PC when TSP plug-in is installed.

Unsupported CTI Events for SIP Phones

The following CTI events are not generated for SIP phones. Third party applications that expect these call events should use SCCP phones:

- CallOpenLogicalChannelEvent
- CallRingEvent
- DeviceLampModeChangedEvent
- DeviceModeChangedEvent
- DeviceDisplayChangedEvent
- DeviceFeatureButtonPressedEvent
- DeviceKeyPressedEvent
- DeviceLampModeChangedEvent
- DeviceRingModeChangedEvent