





CHAPTER 3

Troubleshooting Click to Call

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Frequently Asked Questions (FAQs)

- Q.** Why do I need to enter my account information each time I use Click to Call?
- A.** If you access Click to Call or a supported application using Citrix, you might be using different servers each time you access Citrix. Depending on how your system administrator configures your Citrix account, you might need to enter your Click to Call account information each time you access a new server.
- Q.** How do I determine which phone to use for Click to Call?
- A.** If you cannot decide which phone to select using the information displayed in the Phones tab, select a phone and make a test call. Repeat the process until you find the correct phone. After you identify the different phones, assign aliases to them to help you identify them later.
- Q.** Why am I unable to see the Click to Call  icon in the Windows taskbar?
- A.** When Click to Call is running, you should see the  icon in the Windows taskbar. If you do not see the icon in the Windows taskbar, the possible causes are:

- The icon is hidden; select the unhide button in the taskbar to display hidden icons.
 - You are a Windows user and the application is not running; select **Start > All Programs > Cisco Click to Call > Click to Call Configuration** to start the application.
 - You are a Citrix user and the application is not running; sign into your Citrix account and select **Click to Call Configuration** to start the application. However, depending on your configuration, your system might prevent Click to Call from remaining active in the Windows taskbar.
 - Your administrator disabled the Click to Call icon in the taskbar during the installation process.
- Q.** Why do the Click to Call menu options not appear when I highlight and right-click a number?
- A.** You might have installed the affected desktop application after you installed Click to Call, or you did a custom installation and you did not select that application. To resolve this issue, reinstall Click to Call, and ensure that you select the desktop application (see [Installing Click to Call, page 1-2](#)).
- In the case of Internet Explorer, the Click to Call menu options are not added to Internet Explorer until you start the Click to Call configuration application once. To do this, select **Start > All Programs > Cisco Click to Call > Click to Call Configuration**.
- Q.** When using Microsoft Outlook or SharePoint, why do I not see an **Additional Actions** menu?
- A.** If the Click to Call menu options do not appear, you might not have installed the application before you installed Click to Call. Or, you might have performed a custom installation and you did not select that application. To fix the problem, reinstall Click to Call, and select the application (see [Installing Click to Call, page 1-2](#)).
- Q.** Why does the Click to Call notification window disappear while I am still on a call? If this occurs, how do I end the call?
- A.** When you use Click to Call, a notification window in the lower right corner of your screen appears for about 10 seconds. This notification window displays the number that you are calling and indicates the phone that you are

using to make the call. While the notification window displays, you can select **End Call** to disconnect the call. After the notification window disappears, your call will not disconnect unless you hang up the phone.

Q. Why does a number that I called previously using Click to Call not appear in my call history list?

A. The Click to Call call history list retains a record of the last 10 unique numbers that you dialed using Click to Call. This record includes calls that you made from the supported applications or directly from Click to Call.

However, if you use Citrix to access applications that use Click to Call, you might not see a complete call history. When you access applications using Citrix, you use different servers each time you connect to Click to Call or to a supported application. As a result, the Click to Call call history only indicates calls that you placed using Click to Call and any supported applications accessed from the same server.

Your system administrator should be able to resolve this issue by ensuring correct user profile synchronization in the Citrix environment.

Q. When I am accessing a Microsoft SharePoint site from Internet Explorer, why can I not access the Persona menu when I move the mouse over the online status indicator (●) next to a contact name?

A. The computer from which you are accessing the SharePoint site must have Microsoft Office 2003 or Microsoft Office 2007, with the Smart Tag component, installed. The administrator for the SharePoint site may need to enable the Persona menu feature on the server. In some Citrix environments, the mouse-over functionality that is required to display the Persona menu does not function.

Q. When I am using Click to Call in a Citrix environment, why can I not display the online Help for the application in my web browser?

A. When you run a web browser from a server, the security settings on the web browser prevent the browser from displaying the online Help. For more information, contact the system administrator for the server.

Q. Why do I no longer see the Click to Call group or the Click to Call menu options from some of the supported applications?

A. The Click to Call plug-in and menus will not function correctly if you removed one of the following components:

- Microsoft Visual C++ Redistributable
- Visual Studio 2005 Tools for Office Second Edition Runtime

These components are installed when you install Click to Call and you should not remove them. To correct this problem, reinstall Click to Call.

- Q.** Why do I receive error messages when I try to use Click to Call to make a call?
- A.** If your computer is configured to use a proxy server, the proxy settings may be preventing you from connecting to the Cisco Unified Communications Manager. To resolve this issue, you can try to bypass the proxy server as follows:
1. Select **Start > Control Panel > Internet Options**.
 2. Select the **Connections** tab, then select **LAN Settings**.
 3. Select **Bypass proxy server for local addresses**.
 4. Select **Advanced**.
 5. Enter the IP address or hostname of the Cisco Unified Communications Manager server in the Exceptions field.
 6. Select **OK**.

If the above steps do not resolve the issue, contact the system administrator.

Error Messages

Error Message Click to Call is not fully configured.

Explanation One or more mandatory fields in the Click to Call Preferences have been left blank.

Recommended Action Verify that you have entered all required information described in [Configuring Click to Call Preferences, page 1-3](#).

Error Message Login failed. Please ensure your user name and password are correct.

Explanation You must enter your Cisco Unified Communications Manager account information.

Recommended Action Contact your system administrator if you do not have this information.

Error Message <Number> cannot be converted to a valid phone number.

Explanation The phone number is invalid.

Recommended Action Edit the phone number and attempt to make the call again.

