



# Troubleshooting Features and Services

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This appendix provides information to help you resolve common issues with Cisco CallManager features and services:

- [Troubleshooting Cisco CallManager Extension Mobility, page A-1](#)
- [Troubleshooting Cisco IP Manager Assistant, page A-8](#)
- [Troubleshooting Cisco CallManager AutoAttendant, page A-29](#)

## Troubleshooting Cisco CallManager Extension Mobility

Cisco CallManager Extension Mobility provides troubleshooting tools for the administrator. These tools include performance counters and alarms that are part of Cisco CallManager Serviceability. For more information about performance counters and alarms, refer to the *Cisco CallManager Serviceability System Guide* and the *Cisco CallManager Serviceability Administration Guide*.

This section provides the following information to help you troubleshoot problems with Cisco CallManager Extension Mobility:

- [Troubleshooting General Problems with Cisco CallManager Extension Mobility, page A-2](#)
- [Troubleshooting Cisco CallManager Extension Mobility Error Messages, page A-4](#)

# Troubleshooting General Problems with Cisco CallManager Extension Mobility

If any problems occur with Cisco CallManager Extension Mobility, start with these troubleshooting tips:

- Turn on the Cisco CallManager Extension Mobility application trace files:
  - Choose **Service > Service Parameters**, choose the server that is running the Cisco CallManager Extension Mobility service, and choose **True** in the Debug Traces On field.
  - Restart the Cisco Tomcat Service.



## Caution

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Restarting the Cisco Tomcat Service disrupts other services such as Cisco IP Manager Assistant (IPMA) and CDR Analysis and Reporting (CAR) that use the Cisco Tomcat Service. Cisco recommends that you restart the Cisco Tomcat Service at a noncritical time to reduce the impact to these services.

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- Locate the Cisco CallManager Extension Mobility application trace files at:  
C:\ProgramFiles\Cisco\Trace\EMApp
- Make sure that you entered the correct URL for the Cisco CallManager Extension Mobility service. Remember that the URL is case-sensitive. See the [“Adding the Cisco CallManager Extension Mobility Service”](#) section on page 1-21.
- Check that you have thoroughly and correctly performed all the configuration procedures in the [“Configuring Cisco CallManager Extension Mobility”](#) section on page 1-17.
- If a problem occurs with authentication of a Cisco CallManager Extension Mobility user, go to the user pages and verify the PIN.

If you are still having problems, use the troubleshooting solutions in [Table A-1](#).

**Table A-1 Troubleshooting Cisco CallManager Extension Mobility**

Problem Description	Recommended Action
After a user logs out and the phone reverts to the default device profile, the user finds that the phone services are no longer available.	Check the Enterprise Parameters to make sure that the Synchronization Between Auto Device Profile and Phone Configuration is set to <b>True</b> .
After logging in, the user finds that the phone services are not available.	<p>This problem means that the User Profile did not have any services associated with it when the profile was loaded on the phone.</p> <p>Perform the following steps:</p> <ol style="list-style-type: none"> <li>1. Change the User Profile to include the Cisco CallManager Extension Mobility service.</li> <li>2. Change the phone configuration where the user is logged in to include Cisco CallManager Extension Mobility. After the phone is updated, the user can access the phone services.</li> </ol>
After performing a login or logout, the user finds that the phone resets instead of restarting.	<p>The reset may be based on a locale change.</p> <p>If the User Locale associated with the login user or profile is not the same as the locale or device, after a successful login, the phone will perform a restart followed by a reset. This occurs because the phone configuration file is being rebuilt.</p>

## Troubleshooting Cisco CallManager Extension Mobility Error Messages

Use the information in [Table A-2](#) to troubleshoot the error codes and error messages that display on the phone when Cisco CallManager Extension Mobility is used.

**Table A-2 Troubleshooting Error Messages That Display on the Phone**

Error Code or Error Message	Recommended Action
0	When a user tries to log in to a phone that is configured for Cisco CallManager Extension Mobility and enters UserID and PIN, the phone displays “0.” Verify that all the Cisco CallManager services are running.
2, 3	When a user presses the Services button, the phone displays “2” or “3.” Check the registry entry of the Cisco CallManager Extension Mobility: HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems Inc.\Directory Configuration\AppUsers\EMApp. Make sure that an entry for “Password” exists and that the “UserID” is “EMApp.” If these entries are not there, a problem exists with the installation.
6	When a user tries to log in to a phone that is configured for Cisco CallManager Extension Mobility and enters UserID and PIN, the phone displays “6.” The service is not authenticating the user. A problem may exist with Virtual Directory. Verify that the Virtual Directory Login Password is correct.
9	When a user tries to log in to a phone that is configured for Cisco CallManager Extension Mobility and enters UserID and PIN, the phone displays “9.” A problem exists with the LDAP Directory. Check that the DirUser.jar file is present.
6, 12	When a user tries to log in to a phone that is configured for Cisco CallManager Extension Mobility and enters UserID and PIN, the phone displays “6” or “12.” Make sure that a Device Profile associates with the user. See <a href="#">“Creating the Device Profile for a User” section on page 1-24</a> .

**Table A-2 Troubleshooting Error Messages That Display on the Phone (continued)**

Error Code or Error Message	Recommended Action
100	<p>When a user presses the Services button, the phone displays “100.”</p> <p>The URL for the Cisco CallManager Extension Mobility service does not include the last parameter (shown below in <b>bold</b>):</p> <pre>http://&lt;IPAddressofCallManager&gt;/emapp/EMAppServlet ?device=#DEVICENAME#</pre> <p>where &lt;IPAddressofCallManager&gt; specifies the IP Address of the Cisco CallManager server where Cisco CallManager Extension Mobility is installed. Make sure the URL is correct and complete. Be aware that the URL is case-sensitive. See the <a href="#">“Adding the Cisco CallManager Extension Mobility Service” section on page 1-21.</a></p>
101	<p>When a user tries to log in to a phone that is configured for Cisco CallManager Extension Mobility and enters UserID and PIN, the phone displays “101.”</p> <p>The IP address of the Cisco CallManager publisher may have changed. Perform the following steps:</p> <ol style="list-style-type: none"> <li>1. In the DC Directory (DCD) Administration, go to Cisco.com &gt; CCN &gt; systemProfiles.</li> <li>2. Choose <b>Hoteling Profile</b>.</li> <li>3. Verify that the IP address in the URL field is the IP address of the Cisco CallManager publisher.</li> </ol>
HTTP error	<p>If this error message displays after a user presses the Services button, a phone load error exists.</p> <p>To correct this problem, apply the latest phone loads from Cisco.com and reset the phone.</p>
Invalid host	<p>When a user presses the Services button, the phone displays either an “Invalid host” message or a blank screen.</p> <p>Check that the Services URL entry in the Enterprise Parameters is correct. See the <a href="#">“Adding the Cisco CallManager Extension Mobility Service” section on page 1-21.</a></p>

**Table A-2 Troubleshooting Error Messages That Display on the Phone (continued)**

Error Code or Error Message	Recommended Action
No services configured	<p>When a user presses the Services button, the phone displays “No services configured.”</p> <p>Check that the Cisco CallManager Extension Mobility service is subscribed to for the phone and that the user device profile is chosen. See the <a href="#">“Subscribing Cisco IP Phones to Cisco CallManager Extension Mobility”</a> section on page 1-27.</p>
Requesting...	<p>After the user presses the Services button and chooses the Extension Mobility Service, the phone displays “Requesting...”</p> <p>Check that the Cisco Tomcat Service (on the Cisco CallManager server where Cisco CallManager Extension Mobility is located) has started and is running.</p>
Authentication error	<p>After a user enters UserID and PIN, the phone displays “Requesting...”</p> <p>The user should check that the correct UserId and PIN was entered correctly; the user should check with the system administrator that the UserID and PIN are correct.</p> <p>If you are using the Active Directory Plug-in, make sure that the user is shown directly underneath the User Base and not under a Sub-OU of the User Base.</p>
Device does not allow logon	<p>When a user tries to log in to a phone that is configured for Cisco CallManager Extension Mobility and enters UserID and PIN, the phone displays “Device does not allow logon.”</p> <p>Make sure that you have chosen “Enable Extension Mobility Feature” on the phone configuration page, See the <a href="#">“Subscribing Cisco IP Phones to Cisco CallManager Extension Mobility”</a> section on page 1-27.</p>
Device profile unavailable	<p>The Cisco IP Telephony Directory may be down.</p>

**Table A-2 Troubleshooting Error Messages That Display on the Phone (continued)**

Error Code or Error Message	Recommended Action
System not enabled for login	<p>The service parameter to enable Cisco CallManager Extension Mobility is set to off (False).</p> <p>On the Service Parameters Configuration window, set the Login Service Enabled field to <b>True</b> to enable the user login service. See the <a href="#">“Setting the Service Parameters” section on page 1-22</a>.</p>
User logged in elsewhere	<p>The service parameter that controls multiple logins is set to allow login at a single device, and a user tries to log in at a second device.</p> <p>Perform one of the following steps:</p> <ul style="list-style-type: none"> <li>• If the configuration is correct, you can log out the user from the first device and ask the user to log in on the second device. You can also explain the single login policy to the user to prevent this from happening again.</li> <li>• To allow users to log in at multiple devices, on the Service Parameters Configuration window, set the Multiple Login Behavior field to Multiple Logins Allowed. See the <a href="#">“Setting the Service Parameters” section on page 1-22</a>.</li> </ul>

# Troubleshooting Cisco IP Manager Assistant

This section covers solutions for the following most common issues that are related to Cisco IP Manager Assistant (Cisco IPMA). [Table A-3](#) describes troubleshooting tools for Cisco IPMA and the client desktop.

**Table A-3** *Cisco IPMA Troubleshooting Tools and Client Desktop*

Tool Description	Location
Cisco IPMA server trace files	C:\Program Files\Cisco\Trace\MA\MAService*.txt Enable Debug tracing in <b>Cisco CallManager Administration &gt; Service &gt; Service Parameters.</b>
Cisco IPMA client trace files	\$INSTALL_DIR\logs\ACLog*.txt On the client desktop in the same location where the Cisco IPMA assistant console resides.  To enable debug tracing, go to the settings dialog box in the assistant console. In the advanced panel, check the Enable Trace check box.  <b>Note</b> This only enables debug tracing. Error tracing always remains On.  The location and the name of the current trace file display in the dialog box.
Cisco IPMA client install trace files	\$INSTALL_DIR\InstallLog.txt On the client desktop in the same location where the Cisco IPMA assistant console resides.
Cisco IPMA Client AutoUpdater trace files	\$INSTALL_DIR\UpdatedLog.txt On the client desktop in the same location where the Cisco IPMA assistant console resides.
Install directory	By default C:\Program Files\Cisco\IPMA Assistant Console

The following sections describe Cisco IPMA error and recovery procedures:

- [IPMAConsoleInstall.jsp Displays Error: Exception While Getting Service Parameters, page A-10](#)
- [IPMAConsoleInstall.jsp Displays Error: No Page Found Error, page A-11](#)
- [Exception: java.lang.ClassNotFoundException: InstallerApplet.class, page A-14](#)
- [Automatic Installation of MS Virtual Machine is No Longer Provided for Download, page A-15](#)
- [User Authentication Fails, page A-16](#)
- [Assistant Console Displays Error: Cisco IPMA Service Unreachable, page A-17](#)
- [New Manager Is Not Created As Expected, page A-20](#)
- [Assistant Assignment Does Not Change As Expected, page A-21](#)
- [Assistant Proxy Lines Contain Blank Fields For Manager, page A-22](#)
- [Manager or Assistant Search Is Slow, page A-22](#)
- [Calls Do Not Get Routed When Filtering is On or Off, page A-23](#)
- [Updated User Information Is Lost, page A-25](#)
- [Manager is Logged Out While the Service Is Still Running, page A-27](#)

# IPMAConsoleInstall.jsp Displays Error: Exception While Getting Service Parameters

## Symptom

http://<server-name>/ma/Install/IPMAConsoleInstall.jsp displays the following error message:

**Error Message** Exception While Getting Service Parameters

## Probable Cause

An error occurred in the configuration of Cisco IPMA service parameters.

## Corrective Action

Configure Cisco IPMA service parameters from

**Cisco CallManager Administration > Service > Service Parameters.** Choose the server where the Cisco IPMA service resides, then choose the Cisco IP Manager Assistant service.

# IPMAConsoleInstall.jsp Displays Error: No Page Found Error

## Symptom

http://<server-name>/ma/Install/IPMAConsoleInstall.jsp displays the following error message:

**Error Message** No Page Found Error

## Probable Cause

Cisco IPMA service is not running.

## Corrective Action

Start the Cisco Tomcat NT service, Cisco IP Manager Assistant, by using the following procedure.

### Procedure

- 
- Step 1** From the Start menu, choose **Start > Programs > Administration Tools > Services**.
  - Step 2** Right-click the Cisco Tomcat NT service.
  - Step 3** Click **Start**.
  - Step 4** Click **Yes**.
- The service starts.
-

## Symptom

http://<server-name>/ma/Install/IPMAConsoleInstall.jsp displays the following error message:

**Error Message** No Page Found Error

## Probable Cause

IIS service is not running.

## Corrective Action

Use the following procedure to start the IIS.

**Note**

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If the IIS is stopped, the FTP publishing service and the WWW publishing services may also be stopped. Start the FTP and the WWW publishing services first; then, start the IIS by using the following procedure.

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**Procedure**

- 
- Step 1** From the Start menu, choose **Start > Programs > Administration Tools > IIS Administration Service**.
- A window displays listing IIS Administration.
- Step 2** Choose **IIS Administration Service**.
- Step 3** Click **Start**.
- Step 4** Click **Yes**.
- The IIS starts.
-

## Symptom

http://<server-name>/ma/Install/IPMAConsoleInstall.jsp displays the following error message:

**Error Message** No Page Found Error

## Probable Cause

Network problems. For more information on system issues, refer to the *Troubleshooting Guide for Cisco CallManager*.

## Corrective Action

Ensure that the client has connectivity to the server. Ping the server name that is specified in the URL and verify that it is reachable.

## Symptom

http://<server-name>/ma/Install/IPMAConsoleInstall.jsp displays the following error message:

**Error Message** No Page Found Error

## Probable Cause

Misspelled URL.

## Corrective Action

Because URLs are case sensitive, ensure that the URL matches exactly what is in the instructions.

## Exception: java.lang.ClassNotFoundException: InstallerApplet.class

### Symptom

The Assistant Console fails to install from the web. The following error message displays:

```
Error Message Exception: java.lang.ClassNotFoundException:  
InstallerApplet.class
```

### Probable Cause

Using the Sun Java plugin virtual machine instead of the Microsoft JVM with the standard IPMA Console install causes failures.

### Corrective Action

The administrator directs the user to the following URL, which is a JSP page that supports the Sun Java plug-in:

```
http://<servername>/ma/Install/IPMAConsoleInstallJar.jsp
```

# Automatic Installation of MS Virtual Machine is No Longer Provided for Download

## Symptom

The Assistant Console fails to install from the web when you are trying to install on a computer that is running Microsoft Windows XP. A message displays that all the components for the program are not available. When the user chooses Download Now, the following message displays:

**Error Message** Automatic installation of MS Virtual Machine is no longer available for download

## Probable Cause

Microsoft does not support Microsoft JVM in IE version 6 of Windows XP.



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This error does not occur if you have the Microsoft JVM with XP Service Pack 1 installed on your system.

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## Corrective Action

Perform one of the following corrective actions:

- Install the Netscape browser (version 4.7x or 6.x) and use Netscape to install the Assistant Console.
- Install the Sun Java Virtual Machine plugin for IE from the following URL:  
<http://java.sun.com/getjava/download.html>  
When the Sun Java plugin completes installation, point the browser at the following URL:  
<http://<servername>/ma/Install/IPMAConsoleInstallJar.jsp>
- Install the Microsoft Java Virtual Machine (JVM) with Windows XP Service Pack 1 before the Assistant Console installation.

# User Authentication Fails

## Symptom

User authentication fails when you sign in on the login screen from the assistant console.

## Probable Cause

The following probable causes can apply:

- Incorrect administration of the user in the directory.
- Incorrect administration of the user as an assistant or a manager.

## Corrective Action

Ensure that the user ID and the password are administered as a Cisco CallManager user through the Cisco CallManager Administration.

You must administer the user as an assistant or a manager by associating the Cisco IPMA information, which you access through **Cisco CallManager Administration > User**.

# Assistant Console Displays Error: Cisco IPMA Service Unreachable

## Symptom

After launching the Assistant Console, the following message displays:

**Error Message** Cisco IPMA Service Unreachable

## Probable Cause

Cisco IPMA service may be stopped.

## Corrective Action

Start the Cisco Tomcat NT service by using the following procedure.

### Procedure

- 
- Step 1** From the Start menu, choose **Start > Programs > Administration Tools > Services**.
  - Step 2** Right-click the Cisco Tomcat NT service.
  - Step 3** Click **Start**.
  - Step 4** Click **Yes**.

The service starts.

---

## Symptom

After launching the Assistant Console, the following message displays:

**Error Message** Cisco IPMA Service Unreachable

## Probable Cause

The server address for the Primary and Secondary Cisco IPMA servers may be configured as DNS names, but the DNS names are not configured in the DNS server.

## Corrective Action

Use the following procedure to replace the DNS name.

### Procedure

- 
- Step 1** Choose **Cisco CallManager Administration > System > Server**.
  - Step 2** Replace the DNS name of the server with the corresponding IP address.
  - Step 3** From the Start menu, choose **Start > Programs > Administration Tools > Services**.
  - Step 4** Right-click the Cisco Tomcat NT service.
  - Step 5** Click **Start**.
  - Step 6** Click **Yes**.
- The service starts.
-

## Symptom

After launching the Assistant Console, the following message displays:

**Error Message** Cisco IPMA Service Unreachable

## Probable Cause

The Cisco CTI Manager service may be stopped.

## Corrective Action

Use the following procedure to start the Cisco CTI Manager service and Cisco Tomcat NT service.

### Procedure

---

- Step 1** From the Start menu, choose **Start > Programs > Administration Tools > Services**.
- Step 2** Right-click the CTI Manager service.
- Step 3** Click **Start**.
- Step 4** Click **Yes**.
- Step 5** Right-click the Cisco Tomcat NT service.
- Step 6** Click **Start**.
- Step 7** Click **Yes**.

The service starts.

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# New Manager Is Not Created As Expected

## Symptom

A new manager was not created in Cisco IPMA.

## Probable Cause

You did not click **Insert** on the Cisco CallManager Administration Manager Configuration window.

## Corrective Action

Use the following procedure to properly configure the Cisco IPMA manager.

### Procedure

---

- Step 1** Choose **User > Global Directory**.
  - Step 2** To search for the manager, click **Search**.
  - Step 3** Click the manager name.
  - Step 4** Click the **Cisco IPMA** link.
  - Step 5** From **Add/Delete Assistants** link, assign assistants.
  - Step 6** Click **Update and Close**.
  - Step 7** From Manager Configuration, enter the device, IPMA controlled lines.
  - Step 8** Click **Insert**.
- 

For more information about configuring managers and assistants, see the [“Configuring a Manager and Assigning an Assistant” section on page 2-39](#).

# Assistant Assignment Does Not Change As Expected

## Symptom

You change the assignment to a different assistant, but the change does not take effect.

## Probable Cause

You did not click **Update** or **Update and Close** on the Add/Delete Assistant window.

## Corrective Action

Use the following procedure to properly configure the Cisco IPMA assistant.

### Procedure

---

- Step 1** Choose **User > Global Directory**.
  - Step 2** To search for the manager, click **Search**.
  - Step 3** Click the manager name.
  - Step 4** Click the **Cisco IPMA** link.
  - Step 5** Click **Add/Delete Assistant** link.
  - Step 6** From Add/Delete Assistant window, choose the assistant for the manager.
  - Step 7** Click **Update** or **Update and Close**.
- 

For more information about configuring managers and assistants, see the [“Configuring a Manager and Assigning an Assistant”](#) section on page 2-39.

## Assistant Proxy Lines Contain Blank Fields For Manager

### Symptom

Assistant Proxy lines contain blank fields.

### Probable Cause

Deleting a manager from an assistant may leave a blank line for the assistant.

### Corrective Action

From the Assistant Configuration window, reassign the proxy lines.

## Manager or Assistant Search Is Slow

### Symptom

You tried to perform a search, and it is taking time for the system to return the results.

### Probable Cause

You tried to search for all managers or all assistants or a large number of each.

### Corrective Action

Narrow the search to a smaller subset for faster performance.

# Calls Do Not Get Routed When Filtering is On or Off

## Symptom

Calls do not get routed when filtering is on.

## Probable Cause

Cisco CTI Manager service may be stopped.

## Corrective Action

Use the following procedure to start the Cisco CTI Manager service and Cisco Tomcat NT service.

### Procedure

---

- Step 1** From the Start menu, choose **Start > Programs > Administration Tools > Services**.
  - Step 2** Right-click the CTI Manager service.
  - Step 3** Click **Start**.
  - Step 4** Click **Yes**.
  - Step 5** Right-click the Cisco Tomcat NT service.
  - Step 6** Click **Start**.
  - Step 7** Click **Yes**.
- The service starts.
-

## Symptom

You cannot obtain a CTI Provider Object, and the following message displays:

**Error Message** `TimeoutException - Could not get Provider.`

## Probable Cause

The error occurs in the logs located at  
C:\Program Files\Cisco\Trace\MA\MAService\_.txt

## Corrective Action

Use the following procedure to start the Cisco CTI Manager service and Cisco Tomcat NT service.

### Procedure

---

- Step 1** From the Start menu, choose **Start > Programs > Administration Tools > Services**.
  - Step 2** Right-click the CTI Manager service.
  - Step 3** Click **Start**.
  - Step 4** Click **Yes**.
  - Step 5** Right-click the Cisco Tomcat NT service.
  - Step 6** Click **Start**.
  - Step 7** Click **Yes**.
- The service starts.
-

## Symptom

Calls do not get routed properly.

## Probable Cause

The IPMA route point is not configured properly.

## Corrective Action

Use wild cards to match the directory number of the IPMA route point and the primary directory numbers of all the Cisco IPMA managers.

## Updated User Information Is Lost

### Symptom

After you restart the service, updated user information is lost.

### Probable Cause

Improper MADB.dll exists.

## Corrective Action

Use the following procedure to replace the MADB.dll file.

### Procedure

- 
- Step 1** Look in the file C:\Program files\Cisco\MA\TomCat\jvm.stderr  
The file contains  
`java.lang.UnsatisfiedLinkError: method name`  
This means that MADB.dll does not contain that method.
- Step 2** Replace MADB.dll with the required MADB.dll.
- 

## Symptom

After you restart the service, updated user information is lost.

## Probable Cause

Publisher database is not running.

## Corrective Action

Start the publisher database.

## Symptom

After you restart the service, updated user information is lost.

## Probable Cause

Publisher directory is not running.

## Corrective Action

Start the publisher directory. Refer to the *Troubleshooting Guide for Cisco CallManager* for more directory information.

# Manager is Logged Out While the Service Is Still Running

## Symptom

The Cisco IPMA manager is logged out of IPMA, but the service is still running. The display on the manager IP phone disappears. Calls do not get routed, although filtering is on. To verify that the manager is logged out, view the application log in the Event Viewer on the Cisco IPMA server. Look for a warning from the Cisco Java Applications that indicate that this manager was logged out by the IPMA service.

## Probable Cause

The manager pressed the softkeys more than 4 times per second (maximum limit allowed).

## Corrective Action

The Cisco CallManager administrator must update the IPMA manager configuration by using User Configuration. Perform the following procedure to correct the problem.

### Procedure

- 
- Step 1** From Cisco CallManager Administration, choose **User > Global Directory**.  
The User Information search window displays.
  - Step 2** Enter the manager name in the search field and click the **Search** button.
  - Step 3** At the User Information window, choose the manager that you want to update.
  - Step 4** At the User Configuration window, click the **Cisco IPMA** link.
  - Step 5** The User Configuration window for the manager displays. Click the **Update** button.
-

# Troubleshooting Cisco CallManager AutoAttendant

This section provides information and solutions for the most common issues that are related to Cisco CallManager AutoAttendant.

## No Matches for an Existing User

### Symptom

A search for an existing user fails in Cisco CallManager AutoAttendant.

### Probable Cause

It might be due to the fact that the `ccndir.ini` file is missing information or the extension is not valid because the user does not have a primary extension that was assigned in Cisco CallManager Administration.

### Corrective Action

To resolve the problem

1. Verify that the user has an entry in the Cisco CallManager AA Name dialing field and that the User record has an associated phone and that the primary extension button is chosen.
2. Verify that the `ccndir.ini` file contains the following lines:  

```
USERBASE "ou=Users, o=cisco.com"  
PROFILEBASE "ou=profiles, ou=CCN, o=cisco.com"
```
3. If you migrated Cisco CallManager from Version 2.4, a possible schema issue exists. In LDAP Directory Administration, verify that the user Owner field is in Userid format, not fullname format.

## Cisco CallManager AutoAttendant Prompt is Not Found

### Symptom

The Cisco CallManager AA prompt is not found.

### Probable Cause

The media configuration was not initialized properly.

### Corrective Action

Choose **Media** from the main Application Administration page and verify that the prompt directory is listed as C:\Program Files\cisco\wffavvid\Prompts and that the User Datagram Protocol (UDP) start port is 16384.

## IP IVR Server Does not Start After Cisco CallManager Upgrade

### Symptom

The IP IVR Server does not start after the Cisco CallManager server is upgraded.

### Probable Cause

The Java Telephony API (JTAPI) client must be compatible with the existing version of Cisco CallManager.

### Corrective Action

Reinstall the JTAPI plugin from the Cisco CallManager plugins page. Go to Cisco CallManager Administration and choose **Application > Install Plugins**. Download Cisco JTAPI and install on the IP IVR server.

## JTAPI Subsystem is in Partial Service

### Symptom

The Engine Status area in the Engine web page shows that the JTAPI subsystem is in partial service.

### Probably Cause

The JTAPI client was not set up properly. At least one, but not all, of the CTI ports, route points, or dialog channels (CMT or Nuance) could not initialize.

### Corrective Action

Perform the following tasks:

1. Refer to the CRA trace files to determine what did not initialize.
2. Verify that all CTI ports and CTI route points are associated with the JTAPI user in Cisco CallManager.
3. Verify that the Cisco CallManager and JTAPI configuration IP addresses match.
4. Verify that the Cisco CallManager JTAPI user has control of all the CTI ports and CTI route points.
5. Verify that the LDAP directory is running on the computer specified in the Directory Host Name field in the Directory Setup web page Configuration Setup area.
6. Verify that the application file was uploaded to the repository using the Repository Manager.

# Cisco CallManager Automated Attendant prompt is not played

## Symptom

The Cisco CallManager Automated Attendant prompt is not played.

## Possible Cause

An incorrect welcome prompt is specified in the welcomePrompt field in the Cisco Script Application web page.

## Corrective Action

From the CRA Administration web page, choose System > System Parameters. Make sure that the following information appears in the User Prompt Directory field:

```
C:\program files\cisco\wfvavvid\Prompts\User
```

# Dial By Name Does Not Find the Specified User

## Symptom

The Cisco CallManager Automated Attendant cannot find a user that a caller specifies when dialing by name.

## Probable Cause

The extension of the requested user is not valid because the user does not have a primary extension assigned in Cisco CallManager, or the ccndir.ini file is missing information.

## Corrective Action

Perform the following tasks:

1. In the Cisco CallManager User Information page, verify that the user has an entry in the AutoAttendant Dialing field, that the User record has an associated phone, and that the Primary Extension radio button is selected.
2. On the CRA server, verify that the ccdir.ini file contains the correct userbase and profilebase information. For example:

```
USERBASE "ou=Users, o=cisco.com"  
PROFILEBASE "ou=profiles, ou=CCN, o=cisco.com"
```

## Uploaded the Spoken Name, But it Keeps Spelling the Name

### Symptom

The spoken name is not used after it has been uploaded,

### Probable Cause

The file must be in the CCITT mu-Law, 8.000-kHz, 8-Bit, mono format.

### Corrective Action

Refer to [http://<server\\_name>/appadmin/PromptInstruct.htm](http://<server_name>/appadmin/PromptInstruct.htm) document on your server for more information.

## Digits Entered, But Announcement Continues When Calling From an IOS Voice Gateway

### Symptom

The announcement continues when calling from an IOS Voice Gateway after digits have been entered.

### Probably Cause

DTMF relay is not configured on the IOS gateway.

### Corrective Action

Configure dtmf-relay h245-alphanumeric on the VOIP peers that point to the Cisco CallManager.

```
dial-peer voice 7000 voip
destination-pattern 2...
session target ipv4:10.200.72.36
dtmf-relay h245-alphanumeric
```

## User Does Not Hear Announcements: If User Dials 1 and Then Extension Followed by Hash (#), Call Gets Through to User

### Symptom

The user does not receive the Cisco CallManager AutoAttendant prompts.

### Probable Cause

The default system locale is most likely set to a locale other than English (United States).

## Corrective Action

If you do not receive the AutoAttendant prompts, you might still get connected (and the calls routed) if you have a default system locale other than English (United States). To verify this, go to Control Panel and double-click **Regional Options**.

Normally, C:\Program Files\wfvavvid\Prompts\user\en\_US stores AutoAttendant user prompts, C:\Program Files\wfvavvid\Prompts\system\en\_US stores system prompts.

If your locale is not English (United States), then:

- Copy all \*.wav files from \user\en\_US to C:\Program Files\wfvavvid\Prompts\user.
- Copy all \*.wav files from \server\en\_US to C:\Program Files\wfvavvid\Prompts\system.

## Cannot Dial Using g.729 Codec

### Symptom

The user cannot dial using g.729 codec.

### Probable Cause

The current version of IP IVR Server does not support G.729 codec. G.711 mu-law represents the only supported codec.

### Corrective Action

No corrective action is available at this time.

