



# 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-7](#)
- [Troubleshooting Cisco CallManager AutoAttendant, page A-29](#)
- [Troubleshooting Barge, page A-35](#)
- [Troubleshooting Immediate Divert, page A-37](#)
- [Troubleshooting Cisco WebDialer, page A-38](#)
- [Troubleshooting Cisco CallManager Attendant Console, page A-42](#)
- [Troubleshooting Cisco Call Back, page A-56](#)

## 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 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:

- Logs are created for both the Cisco Extension Mobility service and the Cisco Extension Mobility application. Locate the trace files at:

`C:\ProgramFiles\Cisco\Trace\EM\<>xxx>.txt`

where `<xxx>` is the name of the Cisco Extension Mobility service or the Cisco Extension Mobility application.




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**Note** This location specifies the default log file. You can send your trace files to any directory you create.

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- Configure the Cisco CallManager Extension Mobility trace directory and enable debug tracing by choosing:
  - **Cisco CallManager Administration > Application > Serviceability > Trace > Configuration**
  - Choose **Host Server** from the left pane of the web page and select **Cisco Extension Mobility** from the dropdown menu of Configured Services.
- Make sure that you entered the correct URL for the Cisco Extension Mobility service. Remember that the URL is case sensitive. See the [“Adding the Cisco Extension Mobility Service”](#) section on page 1-25.

- Check that you have thoroughly and correctly performed all the configuration procedures in the “[Configuring Cisco CallManager Extension Mobility](#)” section on page 1-18.
- 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.	<ol style="list-style-type: none"> <li>1. Check the Enterprise Parameters to make sure that the Synchronization Between Auto Device Profile and Phone Configuration is set to <b>True</b>.</li> <li>2. Subscribe the phone to the Cisco Extension Mobility service.</li> </ol>
After logging in, the user finds that the phone services are not available.	<p>This problem occurs because 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 Extension Mobility service.</li> <li>2. Change the phone configuration where the user is logged in to include Cisco 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>Locale change may provide the basis for reset.</p> <p>If the User Locale that is 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 that is 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.” This error occurs when 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="#">“Subscribing Cisco IP Phones to Cisco CallManager Extension Mobility”</a> section on page 1-38.

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 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.</p> <p>Make sure that the URL is correct and complete. Be aware that the URL is case sensitive. See the <a href="#">“Adding the Cisco Extension Mobility Service” section on page 1-25</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> <ol style="list-style-type: none"> <li>1. Check that the Services URL entry in the Enterprise Parameters is correct. See the <a href="#">“Adding the Cisco Extension Mobility Service” section on page 1-25</a>.</li> <li>2. If there is still a problem, reset the phone.</li> </ol>

**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 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 1-38.</p>
Requesting...	<p>After the user presses the Services button and chooses the Cisco 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 were entered; 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 window. See the <a href="#">“Subscribing Cisco IP Phones to Cisco CallManager Extension Mobility”</a> section on page 1-38.</p>

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

Error Code or Error Message	Recommended Action
Device profile unavailable	The Cisco CallManager Directory may be down.
User logged in elsewhere	<p>This error means that 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”</a> section on page 1-27.</li> </ul>

## Troubleshooting Cisco IP Manager Assistant

This section covers solutions for the most common issues that relate 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	<p>C:\Program Files\Cisco\Trace\IPMA\IPMA*.txt</p> <p><b>Note</b> This URL specifies the default log file. You can send your trace files to any directory that you create.</p> <p>Configure the IPMA trace directory and enable debug tracing by choosing</p> <p><b>Cisco CallManager Administration &gt; Application &gt; Serviceability &gt; Trace &gt; Configuration</b></p>
Cisco IPMA client trace files	<p>\$INSTALL_DIR\logs\ACLog*.txt on the client desktop in the same location where the Cisco IPMA assistant console resides.</p> <p>To enable debug tracing, go to the settings dialog box in the assistant console. In the advanced panel, check the Enable Trace check box.</p> <p><b>Note</b> This action only enables debug tracing. Error tracing always remains On.</p> <p>The location and the name of the current trace file display in the dialog box.</p>
Cisco IPMA client install trace files	<p>\$INSTALL_DIR\InstallLog.txt on the client desktop in the same location where the Cisco IPMA assistant console resides.</p>
Cisco IPMA Client AutoUpdater trace files	<p>\$INSTALL_DIR\UpdatedLog.txt on the client desktop in the same location where the Cisco IPMA assistant console resides.</p>
Install directory	<p>By default C:\Program Files\Cisco\IPMA Assistant Console</p>

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-16](#)
- [New Manager Is Not Created As Expected, page A-19](#)
- [Assistant Assignment Does Not Change As Expected, page A-20](#)
- [Assistant Proxy Lines Contain Blank Fields for Manager, page A-21](#)
- [Manager Or Assistant Search Is Slow, page A-21](#)
- [Calls Do Not Get Routed When Filtering Is On Or Off, page A-22](#)
- [Updated User Information Is Lost, page A-25](#)
- [Manager Is Logged Out While the Service Is Still Running, page A-26](#)
- [Manager Cannot Intercept the Calls That Are Ringing on the Assistant Proxy Line, page A-27](#)
- [Not Able to Call Manager Phone When IPMA Service is Down, page A-28](#)

# 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 IP Manager Assistant by using the following procedure.

### Procedure

- 
- Step 1** Restart the IPMA service by logging in to the Cisco Tomcat manager application at the following address and by using administrative privileges:  
`http://<ipaddress>/manager/list`
  - Step 2** Click the **Reload** link next to the Cisco IP Manager Assistant service.
  - Step 3** 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

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- Step 1** From the Start menu, choose **Start > Programs > Administration Tools > IIS Administration Service**.
- A window displays and lists 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 plugin:

```
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.



### Note

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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 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 IP Manager Assistant by using the following procedure.

### Procedure

- 
- Step 1** Restart the IPMA service by logging in to the Cisco Tomcat manager application at the following address and by using administrative privileges:
- `http://<ipaddress>/manager/list`
- Step 2** Click the **Reload** link next to the Cisco IP Manager Assistant service.
- Step 3** 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** Restart the IPMA service by logging in to the Cisco Tomcat manager application at the following address and by using administrative privileges:
- http://<ipaddress>/manager/list
- Step 4** Click the **Reload** link next to the Cisco IP Manager Assistant service.
- Step 5** 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 and Cisco IPMA services.

### 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** Restart the IPMA service by logging in to the Cisco Tomcat manager application at the following address and by using administrative privileges:
- http://<ipaddress>/manager/list

- Step 6** Click the **Reload** link next to the Cisco IP Manager Assistant service.
- Step 7** The service starts.
- 

## 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

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- 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 for Proxy Line Mode”](#) section on page 2-36.

## 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 for Proxy Line Mode”](#) section on page 2-36.

## 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 IPMA (by using Cisco Tomcat manager).

### 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** Restart the IPMA service by logging in to the Cisco Tomcat manager application at the following address and by using administrative privileges:  
  
`http://<ipaddress>/manager/list`
  - Step 6** Click the **Reload** link next to the Cisco IP Manager Assistant service.
  - Step 7** 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\IPMA\IPMA*.txt`

or any directory that you created by using Cisco CallManager Serviceability Trace Configuration.

## Corrective Action

Use the following procedure to start the Cisco CTI Manager and Cisco IPMA services.

### 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** Restart the IPMA service by logging in to the Cisco Tomcat manager application at the following address and by using administrative privileges:  
`http://<ipaddress>/manager/list`
  - Step 6** Click the **Reload** link next to the Cisco IP Manager Assistant service.
  - Step 7** 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 Cisco IPMA managers.

## Symptom

Calls do not get routed properly. The status window on the manager phone displays the message, Filtering Down.

## Probable Cause

IPMA CTI route point may be deleted or may not be in service.

## Corrective Action

Use the following procedure to configure the CTI route point and restart the Cisco IPMA service.

### Procedure

- 
- Step 1** From Cisco CallManager Administration, choose **Device > CTI Route Point**.
  - Step 2** Find the route point, or add a new route point. See the *Cisco CallManager Administration Guide* for configuration details.
  - Step 3** Restart the IPMA service by logging in to the Cisco Tomcat manager application at the following address and by using administrative privileges:  
`http://<ipaddress>/manager/list`

- Step 4 Click the **Reload** link next to the Cisco IP Manager Assistant service.
- Step 5 The service starts.
- 

## Updated User Information Is Lost

### Symptom

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

### Probable Cause

Improper CMDBUtilJNI.dll file exists.

### Corrective Action

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

#### Procedure

---

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

### Symptom

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

## Probable Cause

Publisher database is not running.

## Corrective Action

Start the publisher database.

## Symptom

After you restart the service, updated user information gets 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

Although the Cisco IPMA manager is logged out of IPMA, the service still runs. 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 indicates that the IPMA service logged out.

## Probable Cause

The manager pressed the softkeys more than four 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.
- 

## Manager Cannot Intercept the Calls That Are Ringing on the Assistant Proxy Line

### Symptom

The manager cannot intercept the calls that are ringing on the assistant proxy line.

### Probable Cause

The calling search space of the proxy line is improperly configured.

## Corrective Action

Check the calling search space of the proxy line for the assistant phone. Perform the following procedure to correct the problem.

### Procedure

---

- Step 1** From Cisco CallManager Administration, choose **Device > Phone**.  
The Find and List Phones search window displays.
- Step 2** Click the assistant phone.  
The Phone Configuration window displays.
- Step 3** Verify the calling search space configuration for the phone and for the directory number (line) and update as appropriate. For more information, see the [“Configuring a Manager and Assigning an Assistant for Proxy Line Mode”](#) section on page 2-36.

## Not Able to Call Manager Phone When IPMA Service is Down

### Symptom

Calls do not get routed properly to Cisco IPMA manager when IPMA service goes down.

### Probable Cause

The IPMA route point is not enabled for Call Forward No Answer.

### Corrective Action

Perform the following procedure to properly configure the Cisco IPMA route point.

#### Procedure

---

- Step 1** From Cisco CallManager Administration, choose **Device > CTI Route Point**.  
The Find and List CTI Route Point search window displays.
- Step 2** Click the **Find** button.  
A list of configured CTI Route Points display.

- Step 3** Choose the IPMA route point that you want to update.
- Step 4** In the CTI Route Point Configuration window, click the line you want to update from the Directory Numbers box.
- The Directory Number Configuration window displays.
- Step 5** In the Call Forward and Pickup Settings section, check the Forward No Answer Internal and/or the Forward No Answer External check box and enter the CTI route point DN in the Coverage/Destination field (for example, CFNA as 1xxx for the route point DN 1xxx).
- Step 6** In the Calling Search Space drop-down list box, choose CSS-M-E (or appropriate calling search space).
- Step 7** Click the **Update** button.
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## Troubleshooting Cisco CallManager AutoAttendant

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

- [IP IVR Server Does Not Start After Cisco CallManager Upgrade, page A-30](#)
- [JTAPI Subsystem Is in Partial Service, page A-30](#)
- [Cisco CallManager Automated Attendant Prompt Is Not Played, page A-31](#)
- [Dial By Name Does Not Find the Specified User, page A-32](#)
- [Uploaded the Spoken Name, But It is Not Used, page A-33](#)
- [Digits Entered, But Announcement Continues When Calling From an IOS Voice Gateway, page A-33](#)
- [A Script is Assigned to a Route Point and Set to a Language But Callers Do Not Hear Prompts, page A-34](#)
- [Calling Party and Cisco CRA Do Not Have Common Codec, page A-35](#)

# 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 window. 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 window 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 procedure:

### Procedure

---

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

## Cisco CallManager Automated Attendant Prompt Is Not Played

### Symptom

The Cisco CallManager Automated Attendant prompt does not play.

### Possible Cause

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

## Corrective Action

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

```
C:\program files\cisco\wfavvid\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 that is assigned in Cisco CallManager, or the ccndir.ini file is missing information.

## Corrective Action

Perform the following procedure:

### Procedure

- 
- Step 1** In the Cisco CallManager Administration User Information window, 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 chosen.
- Step 2** On the Cisco CRA server, verify that the ccndir.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 is Not Used

### Symptom

After the spoken name has been uploaded, the spoken name is not used.

### 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
```

# A Script is Assigned to a Route Point and Set to a Language But Callers Do Not Hear Prompts

## Symptom

When calling a script that has been assigned to a route point and set to a language, callers do not hear any prompts.

## Probable Cause

The script is invalid or the language to which the script has been set was not installed successfully.

## Corrective Action

Perform the following steps:

- 
- |               |   |
|---------------|---|
| <b>Step 1</b> | Validate the script.  |
| <b>Step 2</b> | Set the language at the route point to en_US and verify that the script operates correctly. If it does not, follow these steps: <ol style="list-style-type: none"><li>a. From the Cisco CRA Administration, choose <b>System &gt; Engine</b>.</li><li>b. Click the Trace Configuration hyperlink and check the Debugging check boxes for the LIB_MEDIA and the SS_TEL sub facilities.</li><li>c. Run the script again and refer to the Cisco CRA trace files. If prompt exceptions appear in the Cisco CRA trace files, reinstall the desired language.</li></ol> |
-

## Calling Party and Cisco CRA Do Not Have Common Codec

### Symptom

The calling party hears a fast busy signal when calling into a Cisco CRA application. The Cisco CRS log shows.

```
CTIERR_REDIRECT_CALL_PROTOCOL_ERROR
```

### Probable Cause

Cisco Customer Response Solutions 3.5 can be installed with either G.729 or G.711; only one is supported at a time. The calling device's codec may be incompatible with Cisco CRA.

### Corrective Action

Use the transcoding service on Cisco CallManager or ensure that the calling device is using G.711 or G729, depending on what is configured on the Cisco CRA server.

## Troubleshooting Barge

This section covers solutions for the following most common issues that are related to the Barge feature. See the [“No Conference Bridge Available” section on page A-35](#).

## No Conference Bridge Available

### Symptom

When the Barge softkey is pressed, the message No Conference Bridge Available displays on the IP phone.

## Probable Cause

Built In Bridge setting in Phone Configuration for the target phone is not set properly.

## Corrective Action

To resolve the problem, perform the following steps:

1. Use Cisco CallManager Administration > Device > Phone > Find the phone to find the phone configuration of the phone that is having the problem.
2. Set the Built In Bridge parameter to On.
3. Click Update.
4. Reset the phone.

# Troubleshooting Immediate Divert

This section covers solutions for the following most common issues that are related to the Immediate Divert feature.

- [Key is not active, page A-37](#)
- [Temporary Failure, page A-37](#)
- [Busy, page A-38](#)

## Key is not active

### Symptom

This message displays on the phone when the user presses iDivert.

### Probable Cause

The voice-messaging profile of the user who pressed iDivert does not have a voice-messaging pilot.

### Corrective Action

Configure a voice-messaging pilot in the user voice-messaging profile.

## Temporary Failure

### Symptom

This message displays on the phone when the user presses iDivert.

### Probable Cause

The voice-messaging system does not work, or a network problem exists.

## Corrective Action

Troubleshoot your voice-messaging system. See troubleshooting or voice-messaging documentation.

## Busy

### Symptom

This message displays on the phone when the user presses iDivert.

### Probable Cause

The voice-messaging system is busy.

## Corrective Action

Configure more voice-messaging ports or try again.

# Troubleshooting Cisco WebDialer

This section covers error messages for the most common issues that relate to Cisco WebDialer.

- [Authentication Error, page A-39](#)
- [Service Temporarily Unavailable, page A-39](#)
- [Directory Service Down, page A-39](#)
- [Cisco CTIManager Down, page A-40](#)
- [Session Expired, Please Login Again, page A-40](#)
- [User Not Logged in on Any Device, page A-40](#)
- [Failed to Open Device/Line, page A-41](#)
- [Destination Not Reachable, page A-41](#)

## Authentication Error

### Probable Cause

User entered wrong userID or password

### Corrective Action

Check your userID and password. You must log in using your Cisco CallManager userID and password.

## Service Temporarily Unavailable

### Probable Cause

The Cisco CallManager service got overloaded because it has reached its throttling limit of two concurrent CTI sessions.

### Corrective Action

After a short time, retry your connection.

## Directory Service Down

### Probable Cause

The Cisco CallManager directory service may be down.

### Corrective Action

After a short time, retry your connection.

## Cisco CTIManager Down

### Probable Causes

- Cisco CTIManager service that is configured for Cisco WebDialer is down.
- An error exists with the Cisco CallManager directory installation. Cisco WebDialer uses the userID and password in the registry that this directory installation populates to connect the Cisco CTIManager as a super provider.

### Corrective Action

After a short time, retry your connection.

## Session Expired, Please Login Again

### Probable Cause

A Cisco WebDialer session expires

- After the WebDialer servlet gets configured or
- If the Cisco Tomcat Service is restarted.

### Corrective Action

Log in by using your Cisco CallManager userID and password.

## User Not Logged in on Any Device

### Probable Cause

The user chooses to use Cisco CallManager Extension Mobility from the Cisco WebDialer preference page but is not logged into any IP phone.

## Corrective Action

- Log in to a phone before using Cisco WebDialer.
- Choose a device from the Cisco WebDialer preference list in the dialog box instead of choosing the option **Use Extension Mobility**.

## Failed to Open Device/Line

### Probable Cause

- The Cisco IP Phone that the user chose is not registered with Cisco CallManager. For example, the user chooses a Cisco IP SoftPhone as the preferred device before starting the application.
- The user who has a new phone chooses an old phone that is no longer in service.

### Corrective Action

Choose a phone that is in service and is registered with Cisco CallManager.

## Destination Not Reachable

### Probable Cause

- User dialed the wrong number.
- The correct dial rules did not get applied. For example, the user dials 5550100 instead of 95550100.

### Corrective Action

Check the dial rules.

# Troubleshooting Cisco CallManager Attendant Console

Cisco CallManager Attendant Console 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 Attendant Console:

- [Initialization of Telephony Error Message Displays, page A-42](#)
- [Problems Making and Receiving Calls, page A-45](#)
- [Directory Issues, page A-49](#)
- [Voice Mail Issues, page A-51](#)
- [Problems Using Cisco CallManager Attendant Console Interface, page A-52](#)
- [Cisco CallManager Serviceability Does Not Generate JTAPI Logs, page A-54](#)
- [Collecting Server Logs, page A-55](#)

## Initialization of Telephony Error Message Displays

This section addresses the following Cisco CallManager Attendant Console telephone initialization error message displays:

- [Initialization of Telephony Fails, page A-42](#)
- [Attendant Cannot Access Server Error Message Displays, page A-43](#)

## Initialization of Telephony Fails

### Symptom

The attendant received an error message that the initialization of telephony failed.

## Probable Cause

You must check the Call Park Retrieval Allowed check box in the ac user profile in Cisco CallManager Administration.

Additional causes may include the following:

- The pilot point and/or the controlled phones are not in the controlled device list of the 'ac' user.
- No 'ac' user exists.
- There is an 'ac' user password mismatch.
- Enable CTI Application is not checked in the Cisco CallManager Administration

## Corrective Action

### Procedure

---

- Step 1** From Cisco CallManager Administration, choose **User > Global Directory**. The User Information window displays.
  - Step 2** In the User Search field, enter *ac* and click **Search**.
  - Step 3** From the resulting list of matching names, click the ac user name.
  - Step 4** Check the **Call Park Retrieval Allowed** check box.
  - Step 5** Click **Update**.
- 

## Attendant Cannot Access Server Error Message Displays

### Symptom

When the attendant attempted to log in to the server, a dialog box stated that the attendant cannot access the server.

## Probable Cause

The version of the attendant console that is on the attendant PC and the version of the attendant console that is available through Cisco CallManager Administration do not match.

## Corrective Action

Upgrade the version of the attendant console that is running on the attendant PC.

### Procedure

- 
- Step 1** From each Cisco CallManager Attendant Console PC, browse into a server that is running Cisco CallManager Administration and log in with administrative privileges.



---

**Tip** To browse into the server, enter `http://<CM-server-name>/CCMAdmin/main.asp`, where `<CM-server-name>` equals the name of the server, in the Address bar in the web browser.

---

- Step 2** From Cisco CallManager Administration, choose **Application > Install Plugins**.
- Step 3** Click the icon for the Cisco CallManager Attendant Console.  
The Cisco CallManager Attendant Console installation wizard runs.
- Step 4** To acknowledge the installation, click **Yes**.
- Step 5** In the initial installation wizard window, click **Next**.
- Step 6** You can install the attendant console to the default location or use the Browse button to specify a new location; after specifying a location, click **Next**.
- Step 7** In the Ready to Install window, click **Next**.

- Step 8** After the installation program finishes installing files, choose whether you want to restart the computer now or later; then, click **Finish**.
- Step 9** If prompted, restart the computer.
- After you install the application, you can configure or update any attendant console settings that you did not configure during the installation process.
- 

## Problems Making and Receiving Calls

This section addresses the following Cisco CallManager Attendant Console issues related to problems when making or receiving calls:

- [Unable to Place Calls to Pilot Point, page A-45](#)
- [Line Not Available, page A-46](#)
- [Lines Disabled on Phone, page A-47](#)

### Unable to Place Calls to Pilot Point

#### Symptom

When a user calls the pilot point the user gets a reorder tone.

#### Probable Cause

The pilot point and/or the controlled phones are not in the controlled device list of the 'ac' user.

#### Corrective Action

You must configure one user named “ac” in Cisco CallManager Administration and associate the attendant phones and the pilot points with the user. If you do not configure this user, the attendant console cannot interact with CTIManager, and the attendant cannot receive calls.

### Procedure

---

- Step 1** From Cisco CallManager Administration, choose **User > Add a New User**.  
The User Information window displays.
  - Step 2** In the First Name and Last Name fields, enter **ac** or another name that you can remember.
  - Step 3** In the User ID field, enter **ac**.
  - Step 4** In the User Password field, enter **12345**.
  - Step 5** In the Confirm Password field, enter **12345**.
  - Step 6** Enter a PIN and telephone number.
  - Step 7** Check the **Enable CTI Application Use** check box. You must check this box for the attendant console to interact with CTIManager.
  - Step 8** Check the **Call Park Retrieval Allowed** check box.  
If you forget to check the check box, an error message displays when the attendant attempts to log in to the attendant PC.
  - Step 9** Click **Insert**.
  - Step 10** Make sure that you associate the devices with the ac user.
- 

## Line Not Available

### Symptom

The attendant received an error message that the selected line is not available.

### Probable Cause

The line supports a configurable number of calls at the same time. If the attendant line supports two calls and you use Line 1 for transferring a call, and attendant placed another call on hold on the same line, the line that the attendant chose will be unavailable for use. The line remains unavailable until the attendant completes one of the tasks.

## Corrective Action

To increase the number of calls supported by a line, perform the following procedure:

### Procedure

---

- Step 1** Choose **Device > Phone**.  
The Find and List Phones window displays.
  - Step 2** Enter search criteria to locate a specific phone.  
A list of phones that match the search criteria displays.
  - Step 3** Click the name of the phone to update.  
The Phone Configuration window displays.
  - Step 4** From the Directory Numbers list, click the line that you want to update.  
The Directory Number Configuration window displays.
  - Step 5** In the Maximum Number of Calls field, enter the number of calls you want the line to support.
  - Step 6** Click **Update**.
  - Step 7** For the changes to take effect, click **Reset Devices**.  
A message indicates the number of devices that you want to restart.
  - Step 8** Click **OK** to restart the devices.
- 

## Lines Disabled on Phone

### Symptom

The lines on the attendant phone are disabled in Cisco CallManager Attendant Console.

## Probable Cause

The pilot point and/or the controlled phones are not in the controlled device list of the ac user.

## Corrective Action

Use the following procedure to create an ac user and associate the pilot points and attendant phones with this user.

### Procedure

---

- Step 1** From Cisco CallManager Administration, choose **User > Add a New User**.  
The User Information window displays.
- Step 2** In the First Name and Last Name fields, enter **ac** or another name that you can remember.
- Step 3** In the User ID field, enter **ac**.
- Step 4** In the User Password field, enter **12345**.
- Step 5** In the Confirm Password field, enter **12345**.
- Step 6** Enter a PIN and telephone number.
- Step 7** Check the **Enable CTI Application Use** check box. You must check this box for the attendant console to interact with CTIManager.
- Step 8** Check the **Call Park Retrieval Allowed** check box.  
If you forget to check the check box, an error message displays when the attendant attempts to log in to the attendant PC.
- Step 9** Click **Insert**.
- Step 10** Make sure that you associate the devices with the ac user.
- Step 11** In the Application Profiles column of the User Information window, click **Device Association**.

- Step 12** Perform one of the following tasks:
- a. To view all devices, click **Select Devices**, and go to [Step 13](#).
  - b. To limit the list of available devices to a specific selection, enter the criteria by which you want to search by using the following methods:
    - Choose device name, description, or directory number.
    - Choose the comparison operator.
    - Enter a text or number entry.
    - Click **Select Devices**, and go to [Step 13](#).
- Step 13** Check the check box(es) of the attendant console phones/pilot points that you must associate with the user.
- Step 14** Click **Update** to assign the phones/pilot points to the ac user.
- 

## Directory Issues

This section addresses the following Cisco CallManager Attendant Console issue, and provides various probable causes and corrective actions:

[Directory Window Does Not Display Users, page A-49](#)

### Directory Window Does Not Display Users

#### Symptom

Users that were added in Cisco CallManager Administration do not appear in the Directory window of Cisco CallManager Attendant Console.

## Probable Cause #1

The server only extracts the user list from the directory when one of the following conditions occurs:

- The Cisco TCD service starts and the Directory Sync Period service parameter specifies a non-zero interval.
- The interval specified in the Directory Sync Period service parameter expires.
- You change the value of the Directory Synch Period service parameter in Cisco CallManager Administration.

The Cisco CallManager Attendant Console loads the user list only at login.

## Corrective Action #1

The attendant needs to login again after any one of the previous conditions occurs.

## Probable Cause #2

Cisco CallManager Attendant Console does not display users without telephone numbers.

## Corrective Action #2

Make sure that all relevant users have phone numbers listed for them in the directory.

### Procedure

---

- Step 1** From Cisco CallManager Administration, choose **User > Global Directory**.  
The User Information window displays.
  - Step 2** In the User Search field, enter the appropriate search criteria and click **Search**.
  - Step 3** From the resulting list of matching names, click the name of the user to which you want to add a phone number.
  - Step 4** In the Telephone Number field, enter the user telephone number.
  - Step 5** Click **Update**.
-

# Voice Mail Issues

This section addresses the following Cisco CallManager Attendant Console voice mail issue:

[Incorrect Voice Mail Greeting Played, page A-51.](#)

## Incorrect Voice Mail Greeting Played

### Symptom

When a call is not answered at the attendant and forwarded to voice mail, the voice mail system plays the attendant greeting instead of the pilot point greeting.

### Probable Cause

The Reset Original Called service parameter specifies True.

### Corrective Action

#### Procedure

- 
- Step 1** Choose **Service > Service Parameters**.
  - Step 2** From the Server drop-down list box, choose the Attendant Console server.
  - Step 3** From the Service drop-down list box, choose the Cisco Telephony Call Dispatcher service.
  - Step 4** From the Reset Original Called drop-down list box, choose False.
-

# Problems Using Cisco CallManager Attendant Console Interface

This section addresses the following Cisco CallManager Attendant Console interface issues:

- [Text Displays Incorrect Language, page A-52](#)
- [Speed Dial and Directory Windows Display Incorrect Line State, page A-52](#)
- [Directory Numbers Appear in an Unknown Line State, page A-53](#)

## Text Displays Incorrect Language

### Symptom

Some text displays in English, while other text displays in the language that the attendant chose in the Cisco CallManager Attendant Console dialog box.

### Probable Cause

The latest locale installer that is available for the chosen language is not installed.

### Corrective Action

You must install the latest locale installer that is available for your chosen language. Refer the Cisco IP Telephony Locale Installer documentation that is available on the web at <http://www.cisco.com/univercd/cc/td/doc/product/voice/locinst/index.htm>.

## Speed Dial and Directory Windows Display Incorrect Line State

### Symptom

The Speed Dial window and the Directory window do not display the correct line state.

## Probable Cause

Line state updates from the server to the client are sent using UDP packets. If a NAT device or a firewall separates the client and server, then the client will most likely not receive line state updates from the server.

## Corrective Action

Ensure that both client and server are on the same side of the NAT device or the firewall.

## Directory Numbers Appear in an Unknown Line State

### Symptom

Line states of some directory numbers appear in an unknown state.

### Probable Cause

The Cisco TCD service is not started on all Cisco CallManager servers from which the phones receive call-processing services.

### Corrective Action

Start the Cisco TCD services on all CallManager servers from which the phones receive call-processing services.

#### Procedure

---

**Step 1** From the Cisco CallManager Administration window, choose **Application > Cisco CallManager Serviceability**.

The Cisco CallManager Serviceability window displays.

**Step 2** Choose **Tools > Control Center**.

The Control Center window displays the list of servers in the Cisco CallManager cluster.

**Step 3** From the Servers column, choose the server where you want to start the Cisco TCD service.

The window displays the services for the server that you chose, the status of the services, and a service control panel to stop or start a service.

**Step 4** Click the radio button next to the Cisco TCD service.

**Step 5** Click the **Start** button.

The Service Status symbol changes from a square to an arrow.

---

## Cisco CallManager Serviceability Does Not Generate JTAPI Logs

This section addresses the following Cisco CallManager Attendant Console issue:

[JTAPI Logs Do Not Generate, page A-54](#)

### JTAPI Logs Do Not Generate

#### Symptom

You changed the trace level from Error to Detailed, but the JTAPI logs are still not generated.

#### Probable Cause

JTAPI trace levels are set at the initialization time of JTAPI and are not changed later.

## Corrective Action

Use the following procedure to restart the Cisco Telephony Call Dispatcher service:

### Procedure

---

- Step 1** From the Cisco CallManager Administration window, choose **Application > Cisco CallManager Serviceability**.  
The Cisco CallManager Serviceability window displays.
- Step 2** Choose **Tools > Control Center**.  
The Control Center window displays the list of servers in the Cisco CallManager cluster.
- Step 3** From the Servers column, choose the server where you want to restart the Cisco TCD service.  
The window displays the services for the server that you chose, the status of the services, and a service control panel to stop or start a service.
- Step 4** Click the radio button next to the Cisco TCD service.
- Step 5** Click the **Restart** button.
- 

## Collecting Server Logs

This section addresses the following Cisco CallManager Attendant Console issue for collecting server logs:

[Solution To Collect All Server Logs, page A-55](#)

## Solution To Collect All Server Logs

### Symptom

Need a solution to collect all server-side logs.

## Probable Cause

To debug server issues, collect the following traces:

- CCM
- CTI
- SDL CCM
- SDL CTI
- TCD
- JTAPI

## Corrective Action

Execute **accollectlogs.bat** from

C:\Program Files\Cisco\CallManagerAttendant\bin directory

There are three optional parameters required:

- **-directory <directory\_name>**—Directory where the Cisco CallManager traces exists
- **-time <n\_minutes>**—Collect last <n\_minutes> worth of logs
- **-output <zip\_file\_name>**—The name of the output zip file

# Troubleshooting Cisco Call Back

This section provides symptoms, possible causes, recommended actions, and error messages when Cisco Call Back does not work as expected. This section provides information on the following topics:

- [Problems Using Cisco Call Back, page A-57](#)
- [Error Messages for Cisco Call Back, page A-59](#)
- [Locating the Cisco Call Back Log Files, page A-60](#)

## Problems Using Cisco Call Back

This section describes problems, possible causes, recommended actions, and error messages, if applicable to the problem.

### User presses Callback softkey before phone rings.

#### Symptom

During a call, the CallBack softkey may display on the phone, even though the phone is not ringing yet.

#### Corrective Action

Users must press the CallBack softkey after a ringing or busy signal is received. Pressing the softkey at the wrong time may cause an error message to display on the phone.

### User unplugs or resets phone after pressing the CallBack softkey but before Call Back occurs.

#### Symptom #1

Caller phone reset occurs after CallBack softkey is pressed but before Cisco Call Back is activated.

#### Corrective Action #1

The caller phone does not display the Call Back activation window after the reset, and the caller must press the CallBack softkey to view the active Cisco Call Back service. Call Back notification occurs on the phone.

#### Symptom #2

Caller phone reset occurs after Call Back is activated but before called party becomes available.

## Corrective Action #2

You do not need to perform a corrective action. If the reset occurs before the called party becomes available, Cisco Call Back occurs as expected.

## Symptom #3

Caller phone reset occurs after Call Back is activated, but called party becomes available before the reset completes on the caller phone.

## Corrective Action #3

CallBack notification does not occur automatically, so the caller must press the **CallBack** softkey to view the active Call Back service.

## Caller misses availability notification before phone reset. Replace/retain screen does not explicitly state that availability notification occurred.

### Symptom

In an intracluster or intercluster call back scenario, a caller initiates Call Back for a user, for example, user B, who is unavailable. When user B becomes available, the availability notification screen displays on the caller phone and a tone plays. The caller misses the availability notification for some reason, and the phone resets.

The caller contacts a different user, user C, for example, and presses the CallBack softkey because user C appears busy. The replace/retain screen displays on the caller phone, but the screen does not state that the availability notification already occurred for user B.

### Corrective Action

After a phone reset but not during an active call, review the call back notifications on the phone. Press the **CallBack** softkey.

## Error Messages for Cisco Call Back

This section provides a list of error messages that may display on the phone.

**Error Message** Call Back is not active. Press Exit to quit this screen.

**Explanation** User presses the CallBack softkey during the idle state.

**Recommended Action** The error message provides the recommended action.

**Error Message** CallBack is already active on xxxx. Press OK to activate on yyyy. Press Exit to quit this screen.

**Explanation** A user tried to activate Call Back, but it is already active.

**Recommended Action** The error message provides the recommended action.

**Error Message** CallBack cannot be activated for xxxx.

**Explanation** A user tried to activate Call Back, and the extension is not found in the database.

**Recommended Action** The user must try again, or the administrator must add the directory number to Cisco CallManager Administration.

**Error Message** Service is not active.

**Explanation** You set the Callback Enabled Flag service parameter to False, which means that the feature remains disabled.

**Recommended Action** For the Call Back feature, configure the Cisco CallManager service parameter, Callback Enabled Flag, to **True**.

## Locating the Cisco Call Back Log Files

Traces for the Cisco Call Back feature exist as Cisco CallManager and CTIManager SDL and SDI records. To access the traces, refer to the *Cisco CallManager Serviceability Administration Guide*.