



# Troubleshooting

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

## BAT Log Files

The BAT Tool generates log files for each bulk transaction and stores them in a log file folder for viewing.

The log file also shows the key value of a record, so the administrator may re-examine the record. The key value when adding, updating, or modifying phones is the MAC address of the phone. When users are added, the key value is the User ID.

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



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**Note**

The confirmation screen is the log file.

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**Caution**

If the administrator performs several mouse clicks while waiting for the bulk transaction to complete, the BAT application concludes with the last mouse click, and you lose the ability to view the confirmation message.

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## Viewing BAT Log Files

To view the log file for the bulk operation, choose the **C:\CiscoWebs\BAT\LogFile** directory.  
or choose **View Log File** on the BAT interface.



### Note

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

The timestamp format for the log file name is *mmddyyyhhmmss*.

[Table 1](#) shows examples of commands and LogFiles names.

**Table 1** *Log File Names*

Command	Log File Name	Example
Insert	FileName#TimeStamp.log	File1#05022000133431
Update	UpdatePhone#TimeStamp.log	UpdatePhone#05022000133431
Delete	DeletePhone#TimeStamp.log	DeletePhone#05022000133431

## BAT Error Messages

The following examples explain the error messages for BAT log files:

Failure Details on LogFile

**Explanation** Message shows the MAC address (Phones)/UserID (for Users), or in case of a Dummy MAC address, it shows the Dummy MAC address generated.

**Action** Choose **CiscoWebs > BAT > LogFiles > ModifiedDataFileName#TimeStamp.dat** and open in Notepad and view the file for an erroneous record.

This page cannot be displayed

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

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

## Encountering Problems with TAPS

The following conditions may occur while running TAPS on the Cisco CallManager or on the Applications Server. Actions provided allow TAPS to properly execute.

### Java TAPS Exceptions

After starting the RMI registry and running Java TAPS using the command **taps**, you may encounter the following exceptions:

Security exception

**Explanation** Exception occurs because a policy file is not found for this user. The policytool.exe program, a Java application, allows you to manage policy files. A policy file contains a list of permissions that are associated with various sources of code. To allow an applet (or an application running under a security manager) to perform secured actions (such as reading or writing a file), the applet (or application) must be granted permission for that particular action. In the default policy implementation, a grant entry in a policy configuration file must grant that permission.

**Action** Perform the following steps to correct this problem.

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- Step 1** Choose **C:\Program Files\JavaSoft\JRE\1.2\bin directory\policytool.exe**.
  - Step 2** Grant all permissions.

**Step 3** Save the file in **C:\Documents and Settings\Administrator\Java.policy**.



**Note** In Step 3, there is a dot (.) before Java.policy

**Step 4** Exit the policy tool.

Already bound exception

**Explanation** Exception occurs because the TAPSCCM.txt file is trying to use a port that is already in use. TAPS runs on port number 9050 on the Cisco CallManager server.

**Action** Perform the following steps to change the port number in the TAPSCCM.txt file to a port that is not in use and copy the file to the apps server.

**Step 1** Open the file **C:\CiscoWebs\BAT\TAPS\TAPSCCM.txt**.



**Note** If the installer changed the default path during the TAPS install, this file is located in the path where TAPS is installed.

**Step 2** For *portno*: Enter a port number not currently in use.

**Step 3** Save the file.

**Step 4** Enter **taps**.



**Note** If any change is done to the TAPSCCM.txt file in the applications server, copy the C:\TAPS directory in the applications server and continue with the following steps.

**Step 5** Open **taps.bat** installed in the folder where TAPS is installed on the Cisco CallManager server.

**Step 6** Right click and choose **Edit**.

**Step 7** Change the port number.

**Step 8** Save the file.

**Step 9** Enter `taps`.

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Class not found

**Explanation** Message occurs because the class path is not located where TAPS is installed

**Action** Change the CLASSPATH to point to `C:\TAPS` in the system environment variable.

File not found

**Explanation** Message occurs because the `java.exe` is not found.

**Action** Perform the following steps to correct this problem.

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**Step 1** Change the path to `C:\ciscoweb\bat\taps\bin` in the system “Path” variable on the Cisco CallManager server.

**Step 2** Run `java TAPS`.

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## Problems with TAPS on the Applications Server

You may receive the following error messages while running TAPS on the applications server.

When the Appserver starts, the JTAPI subsystem shows partial service or out of service

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

**Action** Perform the following steps to correct this problem.

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- Step 1** Check to see whether the Cisco CallManager has started.
  - Step 2** Make sure the JTAPI is properly configured on the apps server.
  - Step 3** Make sure the Route Points and CTI ports are properly configured on the Cisco CallManager.
  - Step 4** Check to see whether the directory numbers of the CTI ports are consecutive.
  - Step 5** Check to see whether the ports and the Route Point are associated to the user in the Cisco CallManger user configuration.
  - Step 6** Make sure the Cisco CallManager is running properly.
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The workflow does not start properly

**Explanation** Message occurs when a wrong path is set for CLASSPATH.

**Action** Set the CLASSPATH to **C:\taps**.

Preprocess exception

**Explanation** Appserver trace file shows “Preprocess exception” for TAPS.aef.

**Action** Perform the following steps to correct this problem.

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- Step 1** Open **C:\Programfiles\wfavvid\TAPS.aef**.
  - Step 2** Choose **Tools > Validate** from the menu.
  - Step 3** Save TAPS workflow.
  - Step 4** Close TAPS workflow.

- Step 5** Delete TAPS.aef from the repository manager.
  - Step 6** Upload TAPS.aef from **C:\Programfiles\wfavvid\TAPS.aef**.
  - Step 7** Restart Appserver engine.
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If you have problems after restarting the Appserver, check the CLASSPATH on the Appserver and append **C:\TAPS** to the Appserver.

Provider exception

**Explanation** Message notes an error from the Appserver trace file.

**Action** Restart the Appserver.

