



Troubleshooting BAT and TAPS

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

Related Topics

- [BAT Log Files](#)
- [Troubleshooting BAT](#)
- [Troubleshooting TAPS](#)
- [Troubleshooting TAPS on the Cisco IP IVR/IP AA Server](#)
- [Java TAPS Exceptions](#)

BAT Log Files

BAT generates log files for each bulk transaction and stores them on the Publisher database server in the following location: C:\CiscoWebs\BAT\logfiles\.

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

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

**Caution**

Do not click the mouse button while a transaction is processing. Doing so prevents the log file or status messages from displaying.

Viewing BAT Log Files

To view the log file for the bulk operation, select **View Log File** on the BAT interface or go to the following location:

C:\CiscoWebs\BAT\LogFile directory.

**Note**

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

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

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

Table 1 *Log File Names*

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

Troubleshooting BAT

The following list describes some scenarios that could occur, and provides possible resolutions.

Symptom Failure details show on log file.

Explanation The message shows the MAC address or dummy MAC address for phones, or the User ID for users.

Action Open the file *<ModifiedDataFileName>#TimeStamp.dat* in Notepad and look for an error in one of the records. Access the log files in the C:\CiscoWebs\BAT\LogFile folder on the Publisher database server.

Symptom The 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.

Symptom Stop BAT does not work.

Explanation You have tried stopping BAT using the instructions in [Stopping BAT, page 1-8](#), but it is not working.

Action Close other applications and processes that are running on your system and try again.

Symptom Data files (CSV) format does not match Phone Template/Sample File.

Explanation The number of lines on the data file should exactly match the number of lines configured in the Phone Template, but do not. For example, the phone template has four lines, and, of these, Lines 1, 3, and 4 are configured. Phone data file should be used (in all the cases, there should be three fields)

1111,3333,4444 results in Line1-1111 Line2-None Line3-3333 Line4-4444

Action View the phone template files stored as a file on the server to look for a deleted record (such as location or line number).

Symptom Errors occur when using the dummy MAC address option.

Explanation Errors occur in the records for the dummy MAC addresses.

Action To map this to the records that actually had the problem, you can see another generated file with the name
<ModifiedDataFileName>#<TimeStamp>.dat that shows the actual record with dummy MAC address. Access this file in the ...\\BAT\\LogFiles folder.

Symptom The Call Pickup Group entered does not exist.

Explanation You are attempting to add or update a record using a call pickup group that is not configured in the system.

Action Click **Application > Cisco CallManager Administration** and configure the call pickup group. You can then return to BAT, use the newly configured call pickup group, and proceed with the bulk transaction.

Symptom Route partition for the call pickup group must be a member of the calling search space for that line.

Explanation The route partition used in the call pickup group is not part of the calling search space for the line.

Action Click **Application > Cisco CallManager** and configure the calling search space with the appropriate route pattern. You can then return to BAT, use the updated call pickup group, and proceed with the bulk transaction.

Symptom Load information cannot be set for CYI ports.

Explanation CTI ports do not require load information.

Action Click **Configure > Template > Phone** and select the phone template you used for the transaction.

Symptom The location entered does not exist.

Explanation The location you are attempting to use does not exist in the system. Check your spelling and try again or add the location to Cisco CallManager.

Action Click **Application > Cisco CallManager** and configure the location. You can then return to BAT, use the new location, and proceed with the bulk transaction.

Symptom The User ID already exists.

Explanation The User ID you are attempting to add or update already has a user assigned to it, or you have added or updated using the same file as a previous transaction.

Action Click **Application > Cisco CallManager** and verify whether the user ID is correctly or incorrectly assigned. If incorrect, delete the user and return to BAT to start the bulk transaction again.

Symptom .The Manager entered does not exist.

Explanation You are trying to use a User ID for a Manager that does not exist.

Action Click **Application > Cisco CallManager** and verify whether the User ID of the Manager exists. If it does not exist, either use the User ID of an existing user, or insert the Manager's User ID in Cisco CallManager Administration or via BAT, and rerun the bulk transaction.

Symptom .Couldn't create user object. Check if DC Directory is running.

Explanation DC Directory is not running or it returned an error.

Action Click **Start > Programs > Administrative Tools > Services** and check whether the service "DC Directory Server" is running. If it is not, start the service and return to BAT to proceed with the bulk transaction.

Troubleshooting TAPS

The following conditions may occur while running TAPS on the Publisher database server or on the Cisco IP IVR/IP AA 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:

Symptom 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.

Step 1 Run the policy tool by double-clicking on the file **policytool.exe** that can be found in the following location: **C:\Program Files\JavaSoft\JRE\1.2\bin directory\.**

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.

Symptom 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 Applications server.

Step 1 Open the file **TAPSCCM.txt** that can be found in the following location: **C:\CiscoWebs\BAT\TAPS\.**



Note If the default path was changed during the TAPS install, locate this file 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 made to the TAPSCCM.txt file in the Cisco IP IVR/IP AA server, copy the C:\TAPS directory in the Cisco IP IVR/IP AA server and continue with the following steps.

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

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

Step 7 Change the port number.

Step 8 Save the file.

Step 9 Enter **taps**.

Symptom 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.

Symptom File not found

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

Action Perform the following steps to correct this problem.

Step 1 Change the path to **C:\CiscoWebs\BAT\TAPS\bin** in the system “Path” variable on the Cisco CallManager server.

Step 2 Run **java TAPS**.

Troubleshooting TAPS on the Cisco IP IVR/IP AA Server

You may receive the following messages while running TAPS on the Cisco IP IVR/IP AA server.

Symptom When the IP IVR/IP AA server 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** Verify that Cisco CallManager started.
 - Step 2** Make sure JTAPI is properly configured on the Cisco IP IVR/IP AA server.
 - Step 3** Make sure the Route Points and CTI ports are properly configured on the Cisco CallManager.
 - Step 4** Verify that the directory numbers of the CTI ports are consecutive.
 - Step 5** Verify that the ports and the route point are associated to the user in the Cisco CallManager user configuration.
 - Step 6** Make sure Cisco CallManager is running properly.
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Symptom The workflow does not start properly

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

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

Symptom Preprocess exception

Explanation Cisco IP IVR/IP AA server trace file shows “Preprocess exception” for TAPS.aef.

Action Perform the following steps to correct this problem.

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- Step 1** Open the file **TAPS.aef** that can be found at the following location: **C:\Program Files\wfavvid**.
 - Step 2** Click **Tools > Validate**.
 - 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:\Program Files\wfavvid**.
 - Step 7** Restart the IP IVR/IP AA engine.
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If you have problems after restarting IP IVR/IP AA, check the CLASSPATH on the IP IVR/IP AA server and append **C:\TAPS** to the IP IVR/IP AA server.

Symptom Provider exception

Explanation Trace file of the IP IVR/IP AA server shows this error.

Action Make sure the Cisco CallManager service is running on the Cisco CallManager server.