



# Troubleshooting BAT and TAPS

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This chapter describes problems that 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 on the Cisco CRA Server, page 8-19](#)

## 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 reexamine 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.

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



### Caution

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Do not change screens while a transaction is processing. Doing so prevents the log file or status messages from displaying.

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# Viewing BAT Log Files

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

**C:\CiscoWebs\BAT\LogFiles** directory



## Note

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

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

Table 7-1 shows examples of commands and log file names.

**Table 8-1 Log File Names**

Command	Log File Name	Example
Insert	File1#TimeStamp.log (File1 stands for the name of the CSV file used for the insert command.)	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** Export to BAT Format button does not work in BAT.xlt file.

**Explanation** Clicking the **Export to BAT Format** button in the BAT.xlt file does not appear to do anything.

**Recommended Action** Click a blank cell. The button can appear to be disabled if the cursor is on the text in a cell or in the text box.

**Symptom** The page cannot be displayed.

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

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

**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 BAT phone template, but does not. For example, the phone template has four lines, and, of these, Lines 1, 3, and 4 are configured. You should use phone data file (in all the cases, there should be three fields):

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

**Recommended Action** Check the BAT phone template that you intend to use. The number of lines specified on the CSV should exactly match the number of lines configured in the BAT phone template. Also, the number of speed dials specified in the CSV file should not exceed the maximum possible number of speed dials for the BAT phone template that you plan to use.

**Symptom** Errors occur when the dummy MAC address option is used.

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

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

**Symptom** Null value for mandatory field *<field name>* is not allowed.

**Explanation** Error occurs for any mandatory field that has been left blank.

**Recommended Action** Specify a value for all mandatory fields.

**Symptom** Selected template does not contain DN details for directory number.

**Explanation** The VG200 template for FXS ports must specify a Gateway Directory Number template when directory numbers have been specified in the CSV file.

**Recommended Action** Specify a Gateway Directory Number template for FXS endpoint identifier(s).

**Symptom** Partition details can be added only with corresponding directory number.

**Explanation** You cannot leave the directory number field blank when a partition has been specified.

**Recommended Action** Specify a directory number for each record with a partition specified or delete the partition details from those rows that do not have a directory number specified.

**Symptom** Port identifier contains invalid endpoint prefix.

**Explanation** The port identifier value contains an invalid endpoint prefix or has not been configured in the BAT template. You must configure port identifier(s) in the BAT template before it can be specified in the CSV file. In the CSV file, the first digit of the endpoint prefix can be either 0 or 1 (signifying either sub-unit 0 or sub-unit 1), followed by the port number, 01 to 24. Acceptable values include 001 through 024 (for sub-unit 0) or 101 through 124 (for sub-unit 1).

**Recommended Action** Correct the port identifier value in the CSV file or check the BAT template to be sure that ports have been configured.

**Symptom** Port identifier contains invalid port number.

**Explanation** The last two digits of the port identifier represent the port number. Port number must be between 01 and 24.

**Recommended Action** Correct the port number in the CSV file.

**Symptom** Port number not configured in the template.

**Explanation** Port number has been specified in the CSV file, but no corresponding ports are configured in the BAT template.

**Recommended Action** In the BAT template, configure the ports that you have specified in the CSV file.

**Symptom** Port data in record number *n* does not match the corresponding sample file/number of lines and speed dials in chosen phone template.

**Explanation** The value in the specified record does not match the number of lines or speed dials in the corresponding BAT phone template.

**Recommended Action** Check the BAT phone template to determine where the mis-match between the CSV file and BAT template occurred, and then correct the problem by adding or removing line details or speed dials in the CSV file or configuring additional lines or speed dials in the BAT phone template.

**Symptom** MAC address values are not allowed in the file if dummy MAC address values are desired.

**Explanation** The CSV file contains MAC addresses. You cannot provide dummy MAC addresses when MAC addresses are present in any row in the CSV file.

**Recommended Action** If you want to use dummy MAC addresses, create a new CSV file that contains only those records for which you have not specified MAC addresses. Alternatively, you can specify MAC addresses in the CSV file and not check the Create Dummy MAC Address checkbox.

**Symptom** Directory number cannot be added without at least one MAC address.

**Explanation** You must provide a MAC address when a directory number has been specified.

**Recommended Action** In the CSV file, specify a MAC address for each device for which a directory number has been specified.

**Symptom** Same directory number cannot be assigned twice to a device in the same partition.

**Explanation** On any one phone, two lines cannot share the same directory number and partition.

**Recommended Action** In the CSV file, correct the record, so the same directory number and partition combination is specified for only one line.

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

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

**Recommended Action** Choose **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 on the Cisco CRA Server

You may receive the following messages while running TAPS on the Cisco CRA server.

**Symptom** When the Cisco CRA server starts, the JTAPI subsystem shows partial service or out of service

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

**Recommended Action** Perform one or all of the following steps until the problem has been corrected:

- Verify that Cisco CallManager started.
- Make sure JTAPI is properly configured on the Cisco CRA server.
- Make sure the Route Points and CTI ports are properly configured on the Cisco CallManager.
- Verify the Enable CTI Application Use check box is checked for the JTAPI user; you can verify this in the user page in Cisco CallManager Administration.
- Verify that the directory numbers of the CTI ports are consecutive.
- Verify that the ports and the route point are associated to the user in the Cisco CallManager user configuration.
- Make sure Cisco CallManager is running properly.

If JTAPI is still out of service after performing the preceding steps, open Cisco CallManager Administration and delete the CTI route point and CTI ports and users associated with Applications and TAPS. Then, reinstall Application and TAPS and use Cisco CallManager Administration to add the CTI route points, ports, and users again.

**Symptom** Installed Cisco TAPS service could not be started. For troubleshooting refer to BAT online help. Aborting TAPS setup.

**Explanation** This error might occur while upgrading TAPS because TAPS upgrade does not ask for the latest password.

**Recommended Action** The administrator should check whether Cisco TAPS service can be started manually. If not, change the service log on and password using Administrative Tools > Services > Cisco TAPS. Then try reinstalling TAPS. If this does not help, uninstalls, then reinstall TAPS.

**Symptom** Preprocess exception

**Explanation** Cisco CRA server trace file shows “Preprocess exception” for TAPS.aef.

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

### Procedure

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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** Choose **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 Cisco CRA engine.
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If you have problems after restarting Cisco CRA, check the CLASSPATH on the Cisco CRA server and append **C:\TAPS** to the Cisco CRA server.

**Symptom** Provider exception

**Explanation** Trace file of the Cisco CRA server shows this error.

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

