



## Troubleshooting BAT and TAPS

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For information about problems and error messages that you might encounter when you are using BAT or TAPS, use the following topics.

- [BAT Log Files, page 13-1](#)
- [Viewing BAT Log Files, page 13-2](#)
- [Troubleshooting BAT, page 13-3](#)
- [Troubleshooting TAPS, page 13-7](#)
- [Viewing TAPS Log Files, page 13-8](#)

### BAT Log Files

BAT generates log files for each bulk transaction and stores the files on the publisher database server in the following location:  
C:\Program Files\Cisco\Trace\BAT.

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 you are 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**

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

**Related Topics**

- [Viewing BAT Log Files, page 13-2](#)
- [Troubleshooting BAT, page 13-3](#)

## 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:\Program Files\Cisco\Trace\BAT directory

You can find the log files for the export utility at

C:\Program Files\Cisco\Trace\BAT\Export directory

For BAT insert transactions, you can view the detailed transaction trace files at C:\Program Files\Cisco\Trace\BAT directory.

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

- **Log File Names**—File name shows the name of the CSV file that is used for the insert transaction, or the transaction type for other actions.
- **TimeStamp**—The timestamp format that is included in the log file name is *mmddyyyhhmmss*.
- **Example**—Shows examples of log file names and timestamps.

**Table 13-1 Log File Names**

| Operation | Log File Name                    | Example                          |
|-----------|----------------------------------|----------------------------------|
| Insert    | File name#TimeStamp.log          | File1#05022000133431             |
| Update    | UpdatePhone#TimeStamp.log        | UpdatePhone#05022000133431       |
| Delete    | DeletePhone#TimeStamp.log        | DeletePhone#05022000133431       |
| Validate  | Validate_File name_TimeStamp.txt | Validate_batphones_0502200013343 |

**Related Topics**

- [BAT Log Files, page 13-1](#)
- [Troubleshooting BAT, page 13-3](#)

# Troubleshooting BAT

When you install BAT, you must install the application on the Cisco CallManager server console. If you attempt to use Windows Terminal Services to install BAT, an error message appears and states that BAT installation is not supported over Terminal Services.

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** BAT Excel spreadsheet gives a compilation error while exporting data to the CSV format.

**Explanation** Check the version of Microsoft Excel that you are using. Customers have reported problems with BAT.xlt when they were using Excel 97.

**Recommended Action** Use Microsoft Excel 2000 version or higher.

**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 do not match Phone Template/Sample File.

**Explanation** The number of lines in the data file should be less than or equal to the number of lines that are configured in the BAT phone template, but are not. For example, the phone template has three lines, and, of these, Lines 1, 2, and 3 are configured. You should use a phone data file with up to three configured lines. 1111, 2222, 4444 results in Line1-1111, Line2-2222, Line3-none, Line4-4444.

**Recommended Action** Check the BAT phone template that you intend to use. The number of lines that are specified on the CSV data file should not exceed the number of lines that are configured in the BAT phone template. Also, the number of speed dials that the CSV data file specifies 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 C:\BAT\LogFiles folder.

**Symptom** When inserting FXS ports for a VG200 gateway, the selected template does not contain DN details for directory number.

**Explanation** The Cisco VG200 template for FXS ports must specify a Gateway Directory Number template when the CSV file specifies directory numbers.

**Recommended Action** Identify a Gateway Directory Number template for FXS endpoint identifier(s) as specified in the VG200 Gateway Template configuration, FXS port configuration steps.

**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** The CSV file specified the port number, 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** 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 check box.

**Symptom** The BAT.xlt spreadsheet will not work with Microsoft Excel XP (Office XP)

**Explanation** In Microsoft Excel packaged with Office XP, macro security is set to high by default. Due to this setting, macros in BAT.xlt cannot run rendering BAT.xlt unusable.

**Recommended Action** To enable macros in BAT.xlt use the following steps:

- a. Open BAT.xlt.
- b. Go to **Menu >Tools >Macro > Security**.
- c. Set the Security Level to Medium.
- d. Close BAT.xlt and open it again. When prompted, choose Enable Macros.

## Troubleshooting BAT Performance

Keep in mind that it is best to send bulk transactions during low traffic periods. When you insert BAT files to the publisher database during the time when Cisco CallManager is processing a high volume of calls, the BAT transactions can be slow. In fact, you can adversely affect how Cisco CallManager processes calls.

You can improve BAT performance by stopping the TFTP service before you insert the BAT files to the publisher database. You must restart the TFTP service when the insert transaction is completed.

Use the following procedure to stop the TFTP service on the Cisco CallManager Publisher server.

### Procedure

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- Step 1** Access the publisher server for Cisco CallManager.
- Step 2** Click **Start > Programs > Administrative Tools > Services**.
- Step 3** Locate and right-click **CTFTP Services**.
- Step 4** Choose **Stop** and click **OK**.
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#### Note

You must restart the TFTP service when the insert transaction is complete. Use the same procedure, and choose **Start** to restart the service.

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### Related Topics

- [BAT Log Files, page 13-1](#)
- [Troubleshooting BAT, page 13-3](#)

## Troubleshooting TAPS

When you install TAPS, you must install the application on the Cisco CallManager server console and CRS server console. If you attempt to use Window Terminal Services to install TAPS, you receive an error message indicating that TAPS installation is not supported over Terminal Services.

As a general rule, Cisco recommends that you stop Cisco TAPS service when TAPS is not in use. You can prevent undesired TAPS usage by stopping the service, and you can save some CPU time.

### Related Topics

- [Viewing TAPS Log Files, page 13-8](#)
- [TAPS Error Messages, page 13-8](#)

## Viewing TAPS Log Files

For troubleshooting information, you can use the following files:

- TAPS generates log files for transactions and stores them at this location:  
C:\Program Files\Cisco\Trace\TAPS\.
- When TAPS service fails to start, collect the following log file:  
C:\Program Files\Cisco\Trace\TAPS\
- When you activate trace files for TAPS, they are stored at this location:  
C:\Program Files\Cisco\Trace\TAPS\

## TAPS Error Messages

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

**Symptom** When dialing the TAPS route point number, the caller hears a busy tone.

**Explanation** The busy tone indicates that the maximum number of simultaneous sessions for TAPS has been reached. The maximum number of sessions for TAPS is equal to the number of ports assigned to the TAPS application in CRS configuration.

**Recommended Action** You must increase the number of ports assigned to TAPS in CRS configuration to prevent this situation.

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

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

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

- Verify that Cisco CallManager is started.
- Make sure that JTAPI is installed on the Cisco CRS server.

- Make sure that the JTAPI version on the CRS server is the same as the JTAPI version installed on Cisco CallManager. If the version is not the same, install the JTAPI client from the Cisco CallManager plugins page on the CRS server.
- Verify that the CRS engine configuration has a valid application engine host name. You can use the IP address to eliminate name resolution issues.
- Make sure that the Route Points and CTI ports are properly configured on the Cisco CallManager.
- Verify that 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 CTI Manager service is started.
- Verify that the ports and the route point are associated to the user in the Cisco CallManager user configuration.

For further troubleshooting, collect and review MIVR log files for Cisco CRS server. You can find these files on the CRS server in the following folder:  
C:\program files\wfavvid\log\.

#### Related Topics

- [Viewing TAPS Log Files, page 13-8](#)
- [TAPS Error Messages, page 13-8](#)

