CHAPTER 68

# Troubleshooting BAT and TAPS

For information about problems and messages that you might encounter when you are using Cisco Unified Communications Manager Bulk Administration (BAT) or Tool for Auto-Registered Phones Support, use the following topics.


- BAT Log Files, page 68-3
- Viewing Trace Configuration Files, page 68-1
- Troubleshooting BAT, page 68-3
- Troubleshooting BAT and TAPS, page 68-7
- Tool for Auto-Registered Phones Support Error Messages, page 68-8


## Viewing Trace Configuration Files

Trace files provide a means of tracking problems in the functioning of a tool. The system writes trace files for BAT and TAPS to the server on which BAT and TAPS are installed. You can choose to enable or disable the writing of trace files feature from the Service Control window in Cisco Unified Communications Manager Serviceability.

This section describes the procedure to enable and disable the writing of trace files.

Use the following procedure to enable the feature.

**Procedure**

**Step 1** In Cisco Unified Communications Manager Serviceability, choose **Trace > Trace Configuration**.

The Trace Configuration window displays.

**Step 2** Choose the Cisco Unified Communications Manager server, from the Server drop-down list box.

**Step 3** Choose one of the following services from the Configured Services drop-down list box.

- For BAT trace file settings, choose Cisco Bulk Provisioning Service
- For TAPS trace file settings, choose TAPS Service

**Step 4** To activate the trace feature, click the Trace On check box.

**Step 5** In the Trace Filter Settings, choose the trace level that you want to set from the Debug Trace Level drop-down list box. Click the desired debug trace level as described in Table 68-1.

*Table 68-1 Debug Trace Levels*

| Level | Description |
|---|---|
| Fatal | Traces very severe error events that may cause the application to abort. |
| Error | Traces alarm conditions and events. Used for all traces that are generated in abnormal path. Uses minimum number of CPU cycles. |
| Warn | Traces potentially harmful situations. |
| Info | Traces the majority of servlet problems and has a minimal effect on system performance. |
| Debug | Traces all State Transition conditions plus media layer events that occur during normal operation.<br>Trace level that turns on all logging. |

**Step 6** Check the check boxes for Cisco Bulk Provisioning Service Trace Fields and Device Name Based Trace Monitoring, as needed.

**Step 7** In the Trace Output Settings, enter values for the maximum number of files, maximum number of lines per file, and maximum number of minutes per file.

**Step 8** Click **Update**.

The system enables the feature, and the trace files get written to the following locations on the server:

- BAT trace files: /var/log/active/cm/trace/bps/log4j
- TAPS trace files: /var/log/active/cm/trace/taps/log4j

The BAT trace file displays in the following format:

bps<index number>.log

The TAPS trace file displays in the following format

taps<index number>.log

where <*index number*> ranges from 1- 250.

After you have configured information that you want to include in the trace files, you can collect and view trace files by using the trace and log central option in the Real-Time Monitoring Tool (RTMT). For more information, refer to *Cisco Unified Communications Manager Serviceability System Guide*.

Use the following procedure to disable the writing trace files feature.

**Procedure**

**Step 1** In Cisco Unified Communications Manager Serviceability, choose **Trace > Trace Configuration**.

The Trace Configuration window displays.

**Step 2** Choose the Cisco Unified Communications Manager server from the Server drop-down list box.

**Step 3** Choose Cisco Bulk Provisioning Service from the Configured Services drop-down list box.

**Step 4** To deactivate the trace feature, uncheck the Trace On check box.

**Step 5** Click **Update**.

This action means that the feature is disabled.

# BAT Log Files

BAT generates log files for each bulk transaction. The log file 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. To view the log files for each job that is created in BAT, find the appropriate job, by using "Finding a Job" section on page 67-3, and click on the link in the Log File Name column. A pop-up window displays the log file details of that job.

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

- Log File Names—File name shows the Job ID, which is a unique identifier that the system creates when a job is submitted.
- TimeStamp—The timestamp format that is included in the log file name specifies *mmddyyyyhhmmss*.
- The log file name is of the format jobid#timestamp.txt

### Additional Topics

See the "Related Topics" section on page 68-9.

# Troubleshooting BAT

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

**Symptom** Bulk Administration menu does not display in Cisco Unified Communications Manager Administration.

**Explanation** Bulk Administration menu is accessible only from first node of Cisco Unified Communications Manager.

**Recommended Action** Make sure that you are logged into first node of Cisco Unified Communications Manager.

**Symptom** Cannot access complete Bulk Administration functionality.

**Explanation** After logging into Cisco Unified Communications Manager Administration, all the Bulk Administration windows are not accessible.

**Recommended Action** This problem may arise due to restricted access to the application given to the User ID. Contact the System Administrator to be granted required permissions

**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 seem to do anything.

**Recommended Action** Click a blank cell. The button can seem 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** BAT Excel spreadsheet does not respond to actions.

**Explanation** .BAT Excel spreadsheet does not respond to actions like Add More Lines and so on.

**Recommended Action** .Ensure that Enable Macros option is selected while opening BAT Excel spreadsheet.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.

**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 is 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** Uploaded CSV file does not display in the File Name drop-down list box.

**Explanation** The CSV file that you uploaded to Cisco Unified Communications Manager Server using File Upload Configuration widow, does not display in the File Name drop-down list box field for various operations. For example, if you uploaded a CSV file for inserting phones using Uploading/Downloading menu option in Bulk Administration menu, but the file does not appear as one of the options in the Insert Phone Configuration window File Name drop-down list box.

**Recommended Action** Check and make sure that the file is uploaded for the right function. In the preceding example, the you might have uploaded the file for Phones - Insert All details, where as the CSV file actually belongs to Phones -Insert Specific details.
Delete the file through Upload/Download Files menu option and upload it for the right function.

**Symptom** Jobs remain in Pending state even after the scheduled time expires.

**Explanation** You schedule jobs with a specific scheduled time for execution. But, the jobs remain in Pending state, even after the scheduled time.

**Recommended Action** Check for the following details:

a. Check that Cisco Bulk Provisioning Service (BPS) is started.
b. Check that there is no other job in Processing state. BPS can process only one job at a time.
c. Check if Stop Processing is requested for BPS transactions. If so, go to Job Scheduler window and click **Start Processing**.

**Symptom** Jobs remain in Hold state.

**Explanation** After you submit jobs with all the required data, the jobs show in Hold state on the job scheduler window. These jobs do not get executed.

**Recommended Action** You need to activate jobs that are in Hold state, before they can be executed by BPS. Go to Job Scheduler window and follow the process to activate the job.

**Symptom** Job does not display in the Find and List Jobs window.

**Explanation** After you submit a job with all the required data, choose **Bulk Administration > Job Scheduler**. Enter the appropriate search criteria for the job you scheduled and click **Find**. The job does not display in the search results. Check if Hide is chosen in the third drop-down list box in the Search Options area of the Find and List Jobs window. This option hides all the completed jobs. If the job you submitted is already complete then it will not be displayed in the Search Results area.

**Recommended Action** In the Find and List jobs window, choose Show from the third drop-down window and click **Find** again. The search results now display completed jobs also.

**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 does 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 which renders 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.

**Symptom** After the request to migrate an SCCP phone to SIP through the Migrate Phones - SCCP TO SIP window is submitted, Cisco Unified IP Phones model 7940 and 7960 continue to show up as SCCP phones.

**Recommended Action** To solve this problem, power cycle (power off and on) individual phones after migration.

**Note** For Cisco Unified IP phones (models 7905, 7911, 7912, 7941, 7961, 7970, and 7971), the migration activity works correctly, and the phones register as SIP after migration.

**Error Message** `Record does not match the file format selected.`

**Explanation** When you create a CSV file using MS Excel with the last column blank, MS Excel fails to add a comma for the last column after row 15. This error occurs when such a CSV file is used for any of the BAT operations.

**Recommended Action** If you want the last column of CSV file to be blank, use the following steps:

a. Enter some dummy value for the last column while creating the CSV file.

b. Save the CSV file and close it.

c. Open the saved CSV file using Text Editor/Notepad.

d. Replace the dummy values with a blank value and save it.

# 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 first node database during the time when Cisco Unified Communications Manager is processing a high volume of calls, the BAT transactions can be slow. In fact, you can adversely affect how Cisco Unified Communications Manager processes calls.

You can improve BAT performance by restricting the file size of the file to less than 12000 records per file.

You can also improve BAT performance by stopping the TFTP service before you insert the BAT files to the first node database. You must restart the TFTP service when the insert transaction complete.

Use the following procedure to stop the TFTP service on the Cisco Unified Communications Manager first node server.

### Procedure

**Step 1** In Cisco Unified Communications Manager Serviceability window, choose **Tools > Control Center - Feature Services**.

**Step 2** Choose Cisco TFTP from the Unified CMService list by clicking the corresponding radio button.

**Step 3** Click **Stop** and click **OK**.

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

### Additional Topics

See the "Related Topics" section on page 68-9.

# Troubleshooting BAT and TAPS

When you install TAPS, you must install the application on the Cisco Unified Communications Manager CRS server console. If you attempt to use Windows Terminal Services to install TAPS, you receive a message that indicates that TAPS installation is not supported over Terminal Services.

As a general rule, Cisco recommends that you stop 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.

### Additional Topics

See the "Related Topics" section on page 68-9.

# Viewing Tool for Auto-Registered Phones Support Log Files

TAPS generates a row of information for each

To view TAPS log file, choose **Bulk Administration > TAPS > View TAPS Log File**.

# Tool for Auto-Registered Phones Support 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 receives 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 equals the number of ports that are assigned to the TAPS application in CRS configuration.

**Recommended Action** You must increase the number of ports that are 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 Unified Communications Manager or the Cisco CRS server.

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

- Verify that Cisco Unified Communications Manager 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 that is installed on Cisco Unified Communications Manager. If the version is not the same, install the JTAPI client from the Cisco Unified Communications Manager plug-ins window 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 Unified Communications Manager.
- Verify that the Allow control of device from CTI check box is checked for the JTAPI user; you can verify that this in the user window in Cisco Unified Communications Manager 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 Unified Communications Manager 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\.

### Additional Topics

See the "Related Topics" section on page 68-9.

# Related Topics


- BAT Log Files, page 68-3
- Viewing Trace Configuration Files, page 68-1
- Troubleshooting BAT, page 68-3
- Troubleshooting BAT Performance, page 68-7
- Troubleshooting BAT and TAPS, page 68-7