



Troubleshooting Features and Services

This appendix provides information to help you resolve common issues with Cisco Unified CallManager features and services:

- [Troubleshooting Barge, page 9-1](#)
- [Troubleshooting Cisco Call Back, page 9-2](#)
- [Troubleshooting Cisco Extension Mobility, page 9-6](#)
- [Troubleshooting Cisco Unified CallManager Assistant, page 9-12](#)
- [Troubleshooting Cisco Unified CallManager Attendant Console, page 9-33](#)
- [Troubleshooting Cisco WebDialer, page 9-49](#)
- [Troubleshooting Immediate Divert, page 9-53](#)

Troubleshooting Barge

This section covers solutions for the following most common issues that are related to the Barge feature. See the [“No Conference Bridge Available”](#) section on [page 9-2](#).

No Conference Bridge Available

Symptom

When the Barge softkey is pressed, the message No Conference Bridge Available displays on the IP phone.

Probable Cause

Built in Bridge setting in Phone Configuration for the target phone is not set properly.

Corrective Action

To resolve the problem, perform the following steps:

1. Use Cisco Unified CallManager Administration > Device > Phone > Find the phone to find the phone configuration of the phone that is having the problem.
2. Set the Built In Bridge parameter to On.
3. Click Update.
4. Reset the phone.

Troubleshooting Cisco Call Back

This section provides symptoms, possible causes, recommended actions, and messages when Cisco Call Back does not work as expected. This section provides information on the following topics:

- [Problems Using Cisco Call Back, page 9-3](#)
- [Error Messages for Cisco Call Back, page 9-5](#)
- [Locating the Cisco Call Back Log Files, page 9-6](#)

Problems Using Cisco Call Back

This section describes problems, possible causes, recommended actions, and messages, if applicable to the problem.

User Presses Callback Softkey Before Phone Rings.

Symptom

During a call, the CallBack softkey may display on the phone, even though the phone is not ringing yet.

Corrective Action

Users must press the CallBack softkey after a ringing or busy signal is received. Pressing the softkey at the wrong time may cause a message to display on the phone.

User Unplugs or Resets Phone After Pressing the CallBack Softkey But Before Call Back Occurs.

Symptom #1

Caller phone reset occurs after CallBack softkey is pressed but before Cisco Call Back is activated.

Corrective Action #1

The caller phone does not display the Call Back activation window after the reset, and the caller must press the CallBack softkey to view the active Cisco Call Back service. Call Back notification occurs on the phone.

Symptom #2

Caller phone reset occurs after Call Back is activated but before called party becomes available.

Corrective Action #2

You do not need to perform a corrective action. If the reset occurs before the called party becomes available, Cisco Call Back occurs as expected.

Symptom #3

Caller phone reset occurs after Call Back is activated, but called party becomes available before the reset completes on the caller phone.

Corrective Action #3

CallBack notification does not occur automatically, so the caller must press the CallBack softkey to view the active Call Back service.

Caller Misses Availability Notification Before Phone Reset. Replace/Retain Screen Does Not Explicitly State That Availability Notification Occurred

Symptom

In an intracluster or intercluster call back scenario, a caller initiates Call Back for a user, for example, user B, who is unavailable. When user B becomes available, the availability notification screen displays on the caller phone and a tone plays. The caller misses the availability notification for some reason, and the phone resets.

The caller contacts a different user, user C, for example, and presses the CallBack softkey because user C appears busy. The replace/retain screen displays on the caller phone, but the screen does not state that the availability notification already occurred for user B.

Corrective Action

After a phone reset but not during an active call, review the call back notifications on the phone. Press the CallBack softkey.

Error Messages for Cisco Call Back

This section provides a list of error messages that may display on the phone.

Error Message Call Back is not active. Press Exit to quit this screen.

Explanation User presses the CallBack softkey during the idle state.

Recommended Action The message provides the recommended action.

Error Message CallBack is already active on xxxx. Press OK to activate on yyyy. Press Exit to quit this screen.

Explanation A user tried to activate Call Back, but it is already active.

Recommended Action The message provides the recommended action.

Error Message CallBack cannot be activated for xxxx.

Explanation A user tried to activate Call Back, and the extension is not found in the database.

Recommended Action The user must try again, or the administrator must add the directory number to Cisco Unified CallManager Administration.

Error Message Service is not active.

Explanation You set the Callback Enabled Flag service parameter to False, which means that the feature remains disabled.

Recommended Action For the Call Back feature, configure the Cisco CallManager service parameter, Callback Enabled Flag, to **True**.

Locating the Cisco Call Back Log Files

Traces for the Cisco Call Back feature exist as Cisco Unified CallManager and CTIManager SDL and SDI records. To access the traces, refer to the *Cisco Unified CallManager Serviceability Administration Guide*.

Troubleshooting Cisco Extension Mobility

Cisco Extension Mobility provides troubleshooting tools for the administrator. These tools include performance counters and alarms that are part of Cisco Unified CallManager Serviceability. For information about performance counters and alarms, refer to the *Cisco Unified CallManager Serviceability System Guide* and the *Cisco Unified CallManager Serviceability Administration Guide*.

This section provides the following information to help you troubleshoot problems with Cisco Extension Mobility:

- [Troubleshooting General Problems with Cisco Extension Mobility, page 9-6](#)
- [Troubleshooting Cisco Extension Mobility Error Messages, page 9-9](#)

Troubleshooting General Problems with Cisco Extension Mobility

If any problems occur with Cisco Extension Mobility, start with these troubleshooting tips:

- Logs are created for both the Cisco Extension Mobility service and the Cisco Extension Mobility application. Locate the trace files at:

C:\ProgramFiles\Cisco\Trace\EM\

where <xxx> is the name of the Cisco Extension Mobility service or the Cisco Extension Mobility application.



Note This location specifies the default log file. You can send your trace files to any directory you create.

- Configure the Cisco Extension Mobility trace directory and enable debug tracing by choosing:
 - **Cisco Unified CallManager Administration > Application > Serviceability > Trace > Configuration**
 - Choose **Host Server** from the left pane of the web page and select **Cisco Extension Mobility** from the dropdown menu of Configured Services.
- Make sure that you entered the correct URL for the Cisco Extension Mobility service. Remember that the URL is case sensitive. Refer to the *Cisco Unified CallManager Features and Services Guide*.
- Check that you have thoroughly and correctly performed all the configuration procedures in the *Cisco Unified CallManager Features and Services Guide*.
- If a problem occurs with authentication of a Cisco Extension Mobility user, go to the user pages and verify the PIN.

If you are still having problems, use the troubleshooting solutions in [Table 9-1](#).

Table 9-1 Troubleshooting Cisco Extension Mobility

Problem Description	Recommended Action
After a user logs out and the phone reverts to the default device profile, the user finds that the phone services are no longer available.	<ol style="list-style-type: none"> 1. Check the Enterprise Parameters to make sure that the Synchronization Between Auto Device Profile and Phone Configuration is set to True. 2. Subscribe the phone to the Cisco Extension Mobility service.

Table 9-1 **Troubleshooting Cisco Extension Mobility (continued)**

Problem Description	Recommended Action
After logging in, the user finds that the phone services are not available.	<p>This problem occurs because the User Profile did not have any services associated with it when the profile was loaded on the phone.</p> <p>Perform the following steps:</p> <ol style="list-style-type: none"> 1. Change the User Profile to include the Cisco Extension Mobility service. 2. Change the phone configuration where the user is logged in to include Cisco Extension Mobility. After the phone is updated, the user can access the phone services.
After performing a login or logout, the user finds that the phone resets instead of restarting.	<p>Locale change may provide the basis for reset.</p> <p>If the User Locale that is associated with the login user or profile is not the same as the locale or device, after a successful login, the phone will perform a restart that is followed by a reset. This occurs because the phone configuration file is being rebuilt.</p>

Troubleshooting Cisco Extension Mobility Error Messages

Use the information in [Table 9-2](#) to troubleshoot the error codes and error messages that display on the phone when Cisco Extension Mobility is used.

Table 9-2 *Troubleshooting Error Messages That Display on the Phone*

Error Code or Error Message	Recommended Action
0	<p>When a user tries to log in to a phone that is configured for Cisco Extension Mobility and enters UserID and PIN, the phone displays “0.”</p> <p>Verify that all the Cisco Unified CallManager services are running.</p>
2, 3	<p>When a user presses the Services button, the phone displays “2” or “3.”</p> <p>Check the registry entry of the Cisco Extension Mobility:</p> <p>HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems Inc.\Directory Configuration\AppUsers\CCMSysUser.</p> <p>Make sure that an entry for “Password” exists and that the “UserID” is “CCMSysUser.” If these entries are not there, a problem exists with the installation.</p>
6	<p>When a user tries to log in to a phone that is configured for Cisco Extension Mobility and enters UserID and PIN, the phone displays “6.”</p> <p>This error occurs when the service is not authenticating the user.</p> <p>A problem may exist with Virtual Directory. Verify that the Virtual Directory Login Password is correct.</p>
9	<p>When a user tries to log in to a phone that is configured for Cisco Extension Mobility and enters UserID and PIN, the phone displays “9.”</p> <p>A problem exists with the LDAP Directory. Check that the DirUser.jar file is present.</p>
6, 12	<p>When a user tries to log in to a phone that is configured for Cisco Extension Mobility and enters UserID and PIN, the phone displays “6” or “12.”</p> <p>Make sure that a Device Profile associates with the user. Refer to the <i>Cisco Unified CallManager Features and Services Guide</i>.</p>

Table 9-2 Troubleshooting Error Messages That Display on the Phone (continued)

Error Code or Error Message	Recommended Action
100	<p>When a user presses the Services button, the phone displays “100.”</p> <p>The URL for the Cisco Extension Mobility service does not include the last parameter (shown below in bold):</p> <pre>http://<IPAddressofCallManager>/emapp/EMAppServlet ?device=#DEVICENAME#</pre> <p>where <IPAddressofCallManager> specifies the IP Address of the Cisco Unified CallManager server where Cisco Extension Mobility is installed.</p> <p>Make sure that the URL is correct and complete. Be aware that the URL is case sensitive. Refer to the <i>Cisco Unified CallManager Features and Services Guide</i>.</p>
101	<p>When a user tries to log in to a phone that is configured for Cisco Extension Mobility and enters UserID and PIN, the phone displays “101.”</p> <p>The IP address of the Cisco Unified CallManager publisher may have changed. Perform the following steps:</p> <ol style="list-style-type: none"> 1. In the DC Directory (DCD) Administration, go to Cisco.com > CCN > systemProfiles. 2. Choose Hoteling Profile. 3. Verify that the IP address in the URL field is the IP address of the Cisco Unified CallManager publisher.
HTTP error	<p>If this error message displays after a user presses the Services button, a phone load error exists.</p> <p>To correct this problem, apply the latest phone loads from Cisco.com and reset the phone.</p>
Invalid host	<p>When a user presses the Services button, the phone displays either an “Invalid host” message or a blank screen.</p> <ol style="list-style-type: none"> 1. Check that the Services URL entry in the Enterprise Parameters is correct. Refer to the <i>Cisco Unified CallManager Features and Services Guide</i>. 2. If there is still a problem, reset the phone.

Table 9-2 Troubleshooting Error Messages That Display on the Phone (continued)

Error Code or Error Message	Recommended Action
No services configured	<p>When a user presses the Services button, the phone displays “No services configured.”</p> <p>Check that the Cisco Extension Mobility service is subscribed to for the phone and that the user device profile is chosen. Refer to the <i>Cisco Unified CallManager Features and Services Guide</i>.</p>
Requesting...	<p>After the user presses the Services button and chooses the Cisco Extension Mobility Service, the phone displays “Requesting...”</p> <p>Check that the Cisco Tomcat Service (on the Cisco Unified CallManager server where Cisco Extension Mobility is located) has started and is running.</p>
Authentication error	<p>After a user enters UserID and PIN, the phone displays “Requesting...”</p> <p>The user should check that the correct UserID and PIN were entered; the user should check with the system administrator that the UserID and PIN are correct.</p> <p>If you are using the Active Directory Plug-in, make sure that the user is shown directly underneath the User Base and not under a Sub-OU of the User Base.</p>
Device does not allow logon	<p>When a user tries to log in to a phone that is configured for Cisco Extension Mobility and enters UserID and PIN, the phone displays “Device does not allow logon.”</p> <p>Make sure that you have chosen “Enable Extension Mobility Feature” on the phone configuration window. Refer to the <i>Cisco Unified CallManager Features and Services Guide</i>.</p>
Device profile unavailable	<p>The Cisco Unified CallManager Directory may be down.</p>
User logged in elsewhere	<p>This error means that the service parameter that controls multiple logins is set to allow login at a single device, and a user tries to log in at a second device.</p> <p>Perform one of the following steps:</p> <ul style="list-style-type: none"> • If the configuration is correct, you can log out the user from the first device and ask the user to log in on the second device. You can also explain the single login policy to the user to prevent this from happening again. • To allow users to log in at multiple devices, on the Service Parameters Configuration window, set the Multiple Login Behavior field to Multiple Logins Allowed. Refer to the <i>Cisco Unified CallManager Features and Services Guide</i>.

Troubleshooting Cisco Unified CallManager Assistant

This section covers solutions for the most common issues that relate to Cisco Unified CallManager Assistant. [Table 9-3](#) describes troubleshooting tools for Cisco Unified CallManager Assistant and the client desktop.

Table 9-3 *Cisco Unified CallManager Assistant Troubleshooting Tools and Client Desktop*

Tool Description	Location
Cisco Unified CallManager Assistant server trace files	<p>C:\Program Files\Cisco\Trace\IPMA\IPMA*.txt</p> <p>Note This URL specifies the default log file. You can send your trace files to any directory that you create.</p> <p>Configure the trace directory and enable debug tracing by choosing</p> <p>Cisco Unified CallManager Administration > Application > Serviceability > Trace > Configuration</p>
Cisco Unified CallManager Assistant client trace files	<p>\$INSTALL_DIR\logs\ACLog*.txt on the client desktop in the same location where the assistant console resides.</p> <p>To enable debug tracing, go to the settings dialog box in the assistant console. In the advanced panel, check the Enable Trace check box.</p> <p>Note This action only enables debug tracing. Error tracing always remains On.</p> <p>The location and the name of the current trace file display in the dialog box.</p>
Cisco Unified CallManager Assistant client install trace files	<p>\$INSTALL_DIR\InstallLog.txt on the client desktop in the same location where the assistant console resides.</p>

Table 9-3 *Cisco Unified CallManager Assistant Troubleshooting Tools and Client Desktop (continued)*

Tool Description	Location
Cisco Unified CallManager Assistant Client AutoUpdater trace files	\$INSTALL_DIR\UpdatedLog.txt on the client desktop in the same location where the assistant console resides.
Install directory	By default C:\Program Files\Cisco\IPMA Assistant Console

The following sections describe Cisco Unified CallManager Assistant error and recovery procedures:

- [IPMAConsoleInstall.jsp Displays Error: Exception While Getting Service Parameters, page 9-14](#)
- [IPMAConsoleInstall.jsp Displays Error: No Page Found Error, page 9-15](#)
- [Exception: java.lang.ClassNotFoundException: InstallerApplet.class, page 9-18](#)
- [Automatic Installation of MS Virtual Machine Is No Longer Provided for Download, page 9-19](#)
- [User Authentication Fails, page 9-20](#)
- [Assistant Console Displays Error: Cisco IPMA Service Unreachable, page 9-20](#)
- [New Manager Is Not Created As Expected, page 9-23](#)
- [Assistant Assignment Does Not Change As Expected, page 9-24](#)
- [Assistant Proxy Lines Contain Blank Fields for Manager, page 9-25](#)
- [Manager Or Assistant Search Is Slow, page 9-25](#)
- [Calls Do Not Get Routed When Filtering Is On Or Off, page 9-26](#)
- [Updated User Information Is Lost, page 9-29](#)
- [Manager Is Logged Out While the Service Is Still Running, page 9-30](#)
- [Manager Cannot Intercept the Calls That Are Ringing on the Assistant Proxy Line, page 9-31](#)

- [Not Able to CallManager Phone When IPMA Service Is Down, page 9-32](#)

IPMAConsoleInstall.jsp Displays Error: Exception While Getting Service Parameters

Symptom

http://<server-name>/ma/Install/IPMAConsoleInstall.jsp displays the following error message:

Error Message Exception While Getting Service Parameters

Probable Cause

An error occurred in the configuration of Cisco IP Manager Assistant service parameters.

Corrective Action

Configure Cisco IP Manager Assistant service parameters from

Cisco Unified CallManager Administration > Service > Service Parameters. Choose the server where the Cisco IP Manager Assistant service resides; then, choose the Cisco IP Manager Assistant service.

IPMAConsoleInstall.jsp Displays Error: No Page Found Error

Symptom

`http://<server-name>/ma/Install/IPMAConsoleInstall.jsp` displays the following error message:

Error Message No Page Found Error

Probable Cause

Cisco IP Manager Assistant service is not running.

Corrective Action

Start the Cisco Unified CallManager Assistant by using the following procedure.

Procedure

-
- Step 1** Restart the Cisco IP Manager Assistant service by logging in to the Cisco Tomcat manager application at the following address and by using administrative privileges:
`http://<ipaddress>/manager/list`
- Step 2** Click the **Reload** link next to the Cisco IP Manager Assistant service.
- Step 3** The service starts.
-

Symptom

http://<server-name>/ma/Install/IPMAConsoleInstall.jsp displays the following error message:

Error Message No Page Found Error

Probable Cause

IIS service is not running.

Corrective Action

Use the following procedure to start the IIS.

**Note**

If the IIS is stopped, the FTP publishing service and the WWW publishing services may also be stopped. Start the FTP and the WWW publishing services first; then, start the IIS by using the following procedure.

Procedure

-
- Step 1** From the Start menu, choose **Start > Programs > Administration Tools > IIS Administration Service**.
- A window displays and lists IIS Administration.
- Step 2** Choose **IIS Administration Service**.
- Step 3** Click **Start**.
- Step 4** Click **Yes**.
- The IIS starts.
-

Symptom

http://<server-name>/ma/Install/IPMAConsoleInstall.jsp displays the following error message:

Error Message No Page Found Error

Probable Cause

Network problems. For more information on system issues, see the [“Cisco Unified CallManager System Issues”](#) section on page 3-1.

Corrective Action

Ensure that the client has connectivity to the server. Ping the server name that is specified in the URL and verify that it is reachable.

Symptom

http://<server-name>/ma/Install/IPMAConsoleInstall.jsp displays the following error message:

Error Message No Page Found Error

Probable Cause

Misspelled URL.

Corrective Action

Because URLs are case sensitive, ensure that the URL matches exactly what is in the instructions.

Exception: java.lang.ClassNotFoundException: InstallerApplet.class

Symptom

The Assistant Console fails to install from the web. The following message displays:

```
Error Message Exception: java.lang.ClassNotFoundException:  
InstallerApplet.class
```

Probable Cause

Using the Sun Java plug-in virtual machine instead of the Microsoft JVM with the standard Assistant Console install causes failures.

Corrective Action

The administrator directs the user to the following URL, which is a JSP page that supports the Sun Java plug-in:

```
http://<servername>/ma/Install/IPMAConsoleInstallJar.jsp
```

Automatic Installation of MS Virtual Machine Is No Longer Provided for Download

Symptom

The assistant console fails to install from the web when you are trying to install on a computer that is running Microsoft Windows XP. A message displays that all the components for the program are not available. When the user chooses Download Now, the following message displays:

Error Message Automatic installation of MS Virtual Machine is no longer available for download

Probable Cause

Microsoft does not support Microsoft JVM in IE version 6 of Windows XP.



Note

This error does not occur if you have the Microsoft JVM with XP Service Pack 1 installed on your system.

Corrective Action

Perform one of the following corrective actions:

- Install the Netscape browser (version 4.7x or 6.x) and use Netscape to install the assistant console.
- Install the Sun Java Virtual Machine plug-in for IE from the following URL:
<http://java.sun.com/getjava/download.html>
When the Sun Java plug-in completes installation, point the browser at the following URL:
<http://<servername>/ma/Install/IPMAConsoleInstallJar.jsp>
- Install the Microsoft Java Virtual Machine (JVM) with Windows XP Service Pack 1 before the assistant console installation.

User Authentication Fails

Symptom

User authentication fails when you sign in on the login screen from the assistant console.

Probable Cause

The following probable causes can apply:

- Incorrect administration of the user in the directory.
- Incorrect administration of the user as an assistant or a manager.

Corrective Action

Ensure that the user ID and the password are administered as a Cisco Unified CallManager user through Cisco Unified CallManager Administration.

You must administer the user as an assistant or a manager by associating the Cisco Unified CallManager Assistant information, which you access through **Cisco Unified CallManager Administration > User**.

Assistant Console Displays Error: Cisco IPMA Service Unreachable

Symptom

After you launch the assistant console, the following message displays:

Error Message Cisco IPMA Service Unreachable

Probable Cause

Cisco IP Manager Assistant service may be stopped.

Corrective Action

Start the Cisco IP Manager Assistant service by using the following procedure.

Procedure

-
- Step 1** Restart the Cisco IP Manager Assistant service by logging in to the Cisco Tomcat manager application at the following address and by using administrative privileges:
- `http://<ipaddress>/manager/list`
- Step 2** Click the **Reload** link next to the Cisco IP Manager Assistant service.
- Step 3** The service starts.
-

Symptom

After launching the Assistant Console, the following message displays:

Error Message `Cisco IPMA Service Unreachable`

Probable Cause

The server address for the Primary and Secondary Cisco Unified CallManager Assistant servers may be configured as DNS names, but the DNS names are not configured in the DNS server.

Corrective Action

Use the following procedure to replace the DNS name.

Procedure

-
- Step 1** Choose **Cisco Unified CallManager Administration > System > Server**.
- Step 2** Replace the DNS name of the server with the corresponding IP address.

- Step 3** Restart the Cisco IP Manager Assistant service by logging in to the Cisco Tomcat manager application at the following address and by using administrative privileges:
- http://<ipaddress>/manager/list
- Step 4** Click the **Reload** link next to the Cisco IP Manager Assistant service.
- Step 5** The service starts.
-

Symptom

After you launch the assistant console, the following message displays:

Error Message Cisco IPMA Service Unreachable

Probable Cause

The Cisco CTI Manager service stopped.

Corrective Action

Use the following procedure to start the Cisco CTI Manager and Cisco IP Manager Assistant services.

Procedure

- Step 1** From the Start menu, choose **Start > Programs > Administration Tools > Services**.
- Step 2** Right-click the CTI Manager service.
- Step 3** Click **Start**.
- Step 4** Click **Yes**.
- Step 5** Restart the Cisco IP Manager Assistant service by logging in to the Cisco Tomcat manager application at the following address and by using administrative privileges:

`http://<ipaddress>/manager/list`

- Step 6** Click the **Reload** link next to the Cisco IP Manager Assistant service.
- Step 7** The service starts.
-

New Manager Is Not Created As Expected

Symptom

A new manager was not created in Cisco Unified CallManager Assistant.

Probable Cause

You did not click **Insert** on the Cisco Unified CallManager Administration Manager Configuration window.

Corrective Action

Use the following procedure to properly configure the Cisco Unified CallManager Assistant manager.

Procedure

- Step 1** Choose **User > Global Directory**.
- Step 2** To search for the manager, click **Search**.
- Step 3** Click the manager name.
- Step 4** Click the **Manager Configuration** link.
- Step 5** From **Add/Delete Assistants** link, assign assistants.
- Step 6** Click **Update and Close**.
- Step 7** From Manager Configuration, enter the device, Cisco Unified CallManager Assistant - controlled lines.

Step 8 Click **Insert**.

For more information about configuring managers and assistants, refer to the *Cisco Unified CallManager Features and Services Guide*.

Assistant Assignment Does Not Change As Expected

Symptom

You change the assignment to a different assistant, but the change does not take effect.

Probable Cause

You did not click **Update** or **Update and Close** on the Add/Delete Assistant window.

Corrective Action

Use the following procedure to properly configure the assistant for Cisco Unified CallManager Assistant.

Procedure

- Step 1** Choose **User > Global Directory**.
 - Step 2** To search for the manager, click **Search**.
 - Step 3** Click the manager name.
 - Step 4** Click the **Assistant Configuration** link.
 - Step 5** Click **Add/Delete Assistant** link.
 - Step 6** From Add/Delete Assistant window, choose the assistant for the manager.
 - Step 7** Click **Update** or **Update and Close**.
-

For more information about configuring managers and assistants, refer to the *Cisco Unified CallManager Features and Services Guide*.

Assistant Proxy Lines Contain Blank Fields for Manager

Symptom

Assistant Proxy lines contain blank fields.

Probable Cause

Deleting a manager from an assistant may leave a blank line for the assistant.

Corrective Action

From the Assistant Configuration window, reassign the proxy lines.

Manager Or Assistant Search Is Slow

Symptom

You tried to perform a search, and it is taking time for the system to return the results.

Probable Cause

You tried to search for all managers or all assistants or a large number of each.

Corrective Action

Narrow the search to a smaller subset for faster performance.

Calls Do Not Get Routed When Filtering Is On Or Off

Symptom

Calls do not get routed when filtering is on.

Probable Cause

Cisco CTI Manager service stopped.

Corrective Action

Use the following procedure to start the Cisco CTI Manager service and Cisco IP Manager Assistant service (by using Cisco Tomcat manager).

Procedure

- Step 1** From the Start menu, choose **Start > Programs > Administration Tools > Services**.
 - Step 2** Right-click the CTI Manager service.
 - Step 3** Click **Start**.
 - Step 4** Click **Yes**.
 - Step 5** Restart the Cisco IP Manager Assistant service by logging in to the Cisco Tomcat manager application at the following address and by using administrative privileges:

`http://<ipaddress>/manager/list`
 - Step 6** Click the **Reload** link next to the Cisco IP Manager Assistant service.
 - Step 7** The service starts.
-

Symptom

You cannot obtain a CTI Provider Object, and the following message displays:

Error Message `TimeoutException - Could not get Provider.`

Probable Cause

The error occurs in the logs located at

`C:\Program Files\Cisco\Trace\IPMA\IPMA*.txt`

or any directory that you created by using Cisco Unified CallManager Serviceability Trace Configuration.

Corrective Action

Use the following procedure to start the Cisco CTI Manager and Cisco IP Manager Assistant services.

Procedure

-
- Step 1** From the Start menu, choose **Start > Programs > Administration Tools > Services**.
 - Step 2** Right-click the CTI Manager service.
 - Step 3** Click **Start**.
 - Step 4** Click **Yes**.
 - Step 5** Restart the Cisco IP Manager Assistant service by logging in to the Cisco Tomcat manager application at the following address and by using administrative privileges:
`http://<ipaddress>/manager/list`
 - Step 6** Click the **Reload** link next to the Cisco IP Manager Assistant service.
 - Step 7** The service starts.
-

Symptom

Calls do not get routed properly.

Probable Cause

The CTI route point is not configured properly.

Corrective Action

Use wild cards to match the directory number of the CTI route point and the primary directory numbers of all Cisco Unified CallManager Assistant managers.

Symptom

Calls do not get routed properly. The status window on the manager phone displays the message, Filtering Down.

Probable Cause

CTI route point may be deleted or may not be in service.

Corrective Action

Use the following procedure to configure the CTI route point and restart the Cisco IP Manager Assistant service.

Procedure

-
- Step 1** From Cisco Unified CallManager Administration, choose **Device > CTI Route Point**.
 - Step 2** Find the route point, or add a new route point. See the *Cisco Unified CallManager Administration Guide* for configuration details.
 - Step 3** Restart the Cisco IP Manager Assistant service by logging in to the Cisco Tomcat manager application at the following address and by using administrative privileges:

<http://<ipaddress>/manager/list>

- Step 4** Click the **Reload** link next to the Cisco IP Manager Assistant service.
- Step 5** The service starts.
-

Updated User Information Is Lost

Symptom

After you restart the service, updated user information gets lost.

Probable Cause

Improper CMDBUtilJNI.dll file exists.

Corrective Action

Use the following procedure to replace the CMDBUtilJNI.dll file.

Procedure

- Step 1** Look in the file C:\Program files\Cisco\Trace\MA\initTrace**.*.txt
- The file contains
- ```
java.lang.UnsatisfiedLinkError: method name
```
- This means that CMDBUtilJNI.dll does not contain that method.
- Step 2** Replace CMDBUtilJNI.dll with the required CMDBUtilJNI.dll.
- 

### Symptom

After you restart the service, updated user information gets lost.

## Probable Cause

Publisher database is not running.

## Corrective Action

Start the publisher database.

## Symptom

After you restart the service, updated user information gets lost.

## Probable Cause

Publisher directory is not running.

## Corrective Action

Start the publisher directory. See the [“Directory Issues” section on page 4-1](#) for more directory information.

# Manager Is Logged Out While the Service Is Still Running

## Symptom

Although the manager is logged out of Cisco Unified CallManager Assistant, the service still runs. The display on the manager IP phone disappears. Calls do not get routed, although filtering is on. To verify that the manager is logged out, view the application log in the Event Viewer on the Cisco Unified CallManager Assistant server. Look for a warning from the Cisco Java Applications that indicates that the Cisco IP Manager Assistant service logged out.

## Probable Cause

The manager pressed the softkeys more than four times per second (maximum limit allowed).

## Corrective Action

The Cisco Unified CallManager administrator must update the manager configuration by using User Configuration. Perform the following procedure to correct the problem.

### Procedure

---

- Step 1** From Cisco Unified CallManager Administration, choose **User > Global Directory**.  
The User Information search window displays.
- Step 2** Enter the manager name in the search field and click the **Search** button.
- Step 3** At the User Information window, choose the manager that you want to update.
- Step 4** At the User Configuration window, click the **Manager Configuration** link.
- Step 5** The User Configuration window for the manager displays. Click the **Update** button.
- 

## Manager Cannot Intercept the Calls That Are Ringing on the Assistant Proxy Line

### Symptom

The manager cannot intercept the calls that are ringing on the assistant proxy line.

### Probable Cause

The calling search space of the proxy line is improperly configured.

## Corrective Action

Check the calling search space of the proxy line for the assistant phone. Perform the following procedure to correct the problem.

### Procedure

---

- Step 1** From Cisco Unified CallManager Administration, choose **Device > Phone**. The Find and List Phones search window displays.
- Step 2** Click the assistant phone. The Phone Configuration window displays.
- Step 3** Verify the calling search space configuration for the phone and for the directory number (line) and update as appropriate. For more information, refer to the *Cisco Unified CallManager Features and Services Guide*.

## Not Able to CallManager Phone When IPMA Service Is Down

### Symptom

Calls do not get routed properly to the manager when Cisco IP Manager Assistant service goes down.

### Probable Cause

The CTI route point is not enabled for Call Forward No Answer.

## Corrective Action

Perform the following procedure to properly configure the CTI route point.

### Procedure

---

- Step 1** From Cisco Unified CallManager Administration, choose **Device > CTI Route Point**.
- The Find and List CTI Route Point search window displays.
- Step 2** Click the **Find** button.
- A list of configured CTI Route Points displays.
- Step 3** Choose the CTI route point that you want to update.
- Step 4** In the CTI Route Point Configuration window, click the line you want to update from the Directory Numbers box.
- The Directory Number Configuration window displays.
- Step 5** In the Call Forward and Pickup Settings section, check the Forward No Answer Internal and/or the Forward No Answer External check box and enter the CTI route point DN in the Coverage/Destination field (for example, CFNA as 1xxx for the route point DN 1xxx).
- Step 6** In the Calling Search Space drop-down list box, choose CSS-M-E (or appropriate calling search space).
- Step 7** Click the **Update** button.
- 

# Troubleshooting Cisco Unified CallManager Attendant Console

Cisco Unified CallManager Attendant Console provides troubleshooting tools for the administrator. These tools include performance counters and alarms that are part of Cisco Unified CallManager Serviceability. For more information about performance counters and alarms, refer to the *Cisco Unified CallManager Serviceability System Guide* and the *Cisco Unified CallManager Serviceability Administration Guide*.

This section provides the following information to help you troubleshoot problems with Cisco Unified CallManager Attendant Console:

- [Initialization of Telephony Errors, page 9-34](#)
- [Problems Making and Receiving Calls, page 9-38](#)
- [Directory Issues, page 9-42](#)
- [Voice-Messaging Issues, page 9-44](#)
- [Problems Using Cisco Unified CallManager Attendant Console Interface, page 9-45](#)
- [Cisco Unified CallManager Serviceability Does Not Generate JTAPI Logs, page 9-47](#)
- [Collecting Server Logs, page 9-48](#)

## Initialization of Telephony Errors

This section addresses the following Cisco Unified CallManager Attendant Console telephone initialization error message displays:

- [Initialization of Telephony Fails, page 9-34](#)
- [Initialization of Call Control Fails, page 9-35](#)
- [Attendant Cannot Access Server Error Message Displays, page 9-36](#)

## Initialization of Telephony Fails

### Symptom

The attendant received a message that the initialization of telephony failed.

### Probable Cause

You must check the Call Park Retrieval Allowed check box in the ac user profile in Cisco Unified CallManager Administration.

The following list gives additional causes:

- The pilot point and/or the controlled phones do not reside in the controlled device list of the 'ac' user.

- No 'ac' user exists.
- An 'ac' user password mismatch exists.
- Enable CTI Application is not checked in the Cisco Unified CallManager Administration

## Corrective Action

### Procedure

---

**Step 1** From Cisco Unified CallManager Administration, choose **User > Global Directory**.

The User Information window displays.

**Step 2** In the User Search field, enter *ac* and click **Search**.

**Step 3** From the resulting list of matching names, click the *ac* user name.

**Step 4** Check the **Call Park Retrieval Allowed** check box.

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

---

## Initialization of Call Control Fails

### Symptom

The Cisco Unified CallManager Attendant Console failed to initialize call control.

### Probable Cause

You installed Windows XP SP2 on the attendant PC, and you did not unblock the firewall.

### Corrective Action

When you start Cisco Unified CallManager Attendant Console for the first time after you install Windows XP SP2, a dialog box displays that indicates that Windows Firewall blocked some features of the ACClient application. To create

an exception in the Windows Firewall, so you can continue using Cisco Unified CallManager Attendant Console, click **Unblock**. The operating system configures the exception automatically.

If you do not click Unblock when you open Cisco Unified CallManager Attendant Console for the first time after you install Windows XP SP2, use the following procedure to create an exception, so you can continue using Cisco Unified CallManager Attendant Console:

### Procedure

---

- Step 1** Choose **Start > Settings > Control Panel > Windows Firewall**.  
The Windows Firewall dialog box displays.
- Step 2** Choose the Exceptions tab.
- Step 3** Click the **Add Program** button.  
The Add a Program dialog box displays.
- Step 4** Click **Browse**. Navigate to the ACClient.exe file and click **Open**.  
The ACClient displays in the application list on the Exceptions tab of the Windows Firewall dialog box.
- Step 5** Click **Edit**.  
The Edit a Program dialog box displays.
- Step 6** Click **Change Scope**.  
The Change Scope dialog box displays.
- Step 7** Make sure that you choose the **Any computer (including those on the internet)** radio button.
- Step 8** Click **OK** twice.
- 

## Attendant Cannot Access Server Error Message Displays

### Symptom

When the attendant attempted to log in to the server, a dialog box stated that the attendant cannot access the server.

## Probable Cause

The version of the attendant console that is on the attendant PC and the version of the attendant console that is available through Cisco Unified CallManager Administration do not match.

## Corrective Action

Upgrade the version of the attendant console that is running on the attendant PC.

### Procedure

- 
- Step 1** From each Cisco Unified CallManager Attendant Console PC, browse into a server that is running Cisco Unified CallManager Administration and log in with administrative privileges.



**Tip** To browse into the server, enter `http://<CM-server-name>/CCMAdmin/main.asp`, where `<CM-server-name>` equals the name of the server, in the Address bar in the web browser.

---

- Step 2** From Cisco Unified CallManager Administration, choose **Application > Install Plugins**.
- Step 3** Click the icon for the Cisco Unified CallManager Attendant Console. The Cisco Unified CallManager Attendant Console installation wizard runs.
- Step 4** To acknowledge the installation, click **Yes**.
- Step 5** In the initial installation wizard window, click **Next**.
- Step 6** You can install the attendant console to the default location or use the Browse button to specify a new location; after specifying a location, click **Next**.
- Step 7** In the Ready to Install window, click **Next**.
- Step 8** After the installation program finishes installing files, choose whether you want to restart the computer now or later; then, click **Finish**.

**Step 9** If prompted, restart the computer.

After you install the application, you can configure or update any attendant console settings that you did not configure during the installation process.

---

## Problems Making and Receiving Calls

This section addresses the following Cisco Unified CallManager Attendant Console issues that relates to problems when calls are made or received:

- [Unable to Place Calls to Pilot Point, page 9-38](#)
- [Line Not Available, page 9-39](#)
- [Lines Disabled on Phone, page 9-40](#)

### Unable to Place Calls to Pilot Point

#### Symptom

When a user calls the pilot point, the user gets a reorder tone.

#### Probable Cause

The controlled device list of the 'ac' user does not include the pilot point and/or the controlled phones.

#### Corrective Action

You must configure one user named “ac” in Cisco Unified CallManager Administration and associate the attendant phones and the pilot points with the user. If you do not configure this user, the attendant console cannot interact with CTIManager, and the attendant cannot receive calls.

### Procedure

---

- Step 1** From Cisco Unified CallManager Administration, choose **User > Add a New User**.
- The User Information window displays.
- Step 2** In the First Name and Last Name fields, enter **ac** or another name that you can remember.
- Step 3** In the User ID field, enter **ac**.
- Step 4** In the User Password field, enter **12345**.
- Step 5** In the Confirm Password field, enter **12345**.
- Step 6** Enter a PIN and telephone number.
- Step 7** Check the **Enable CTI Application Use** check box. You must check this box for the attendant console to interact with CTIManager.
- Step 8** Check the **Call Park Retrieval Allowed** check box.
- If you forget to check the check box, an error message displays when the attendant attempts to log in to the attendant PC.
- Step 9** Click **Insert**.
- Step 10** Make sure that you associate the devices with the ac user.
- 

## Line Not Available

### Symptom

The attendant received a message that the selected line is not available.

### Probable Cause

The line supports a configurable number of calls at the same time. If the attendant line supports two calls and you use Line 1 for transferring a call, and attendant placed another call on hold on the same line, the line that the attendant chose will be unavailable for use. The line remains unavailable until the attendant completes one of the tasks.

## Corrective Action

To increase the number of calls supported by a line, perform the following procedure:

### Procedure

---

- Step 1** Choose **Device > Phone**.  
The Find and List Phones window displays.
- Step 2** Enter search criteria to locate a specific phone.  
A list of phones that match the search criteria displays.
- Step 3** Click the name of the phone to update.  
The Phone Configuration window displays.
- Step 4** From the Directory Numbers list, click the line that you want to update.  
The Directory Number Configuration window displays.
- Step 5** In the Maximum Number of Calls field, enter the number of calls that you want the line to support.
- Step 6** Click **Update**.
- Step 7** For the changes to take effect, click **Reset Devices**.  
A message indicates the number of devices that you want to restart.
- Step 8** To restart the devices, click **OK**.
- 

## Lines Disabled on Phone

### Symptom

The lines on the attendant phone are disabled in Cisco Unified CallManager Attendant Console.

## Probable Cause

The pilot point and/or the controlled phones do not appear in the controlled device list of the ac user.

## Corrective Action

Use the following procedure to create an ac user and associate the pilot points and attendant phones with this user.

### Procedure

- 
- Step 1** From Cisco Unified CallManager Administration, choose **User > Add a New User**.  
The User Information window displays.
  - Step 2** In the First Name and Last Name fields, enter **ac** or another name that you can remember.
  - Step 3** In the User ID field, enter **ac**.
  - Step 4** In the User Password field, enter **12345**.
  - Step 5** In the Confirm Password field, enter **12345**.
  - Step 6** Enter a PIN and telephone number.
  - Step 7** Check the **Enable CTI Application Use** check box. You must check this box for the attendant console to interact with CTIManager.
  - Step 8** Check the **Call Park Retrieval Allowed** check box.  
If you forget to check the check box, an error message displays when the attendant attempts to log in to the attendant PC.
  - Step 9** Click **Insert**.
  - Step 10** Make sure that you associate the devices with the ac user.
  - Step 11** In the Application Profiles column of the User Information window, click **Device Association**.

- Step 12** Perform one of the following tasks:
- a. To view all devices, click **Select Devices**, and go to [Step 13](#).
  - b. To limit the list of available devices to a specific selection, enter the criteria by which you want to search by using the following methods:
    - Choose device name, description, or directory number.
    - Choose the comparison operator.
    - Enter a text or number entry.
    - Click **Select Devices**, and go to [Step 13](#).
- Step 13** Check the check box(es) of the attendant console phones/pilot points that you must associate with the user.
- Step 14** Click **Update** to assign the phones/pilot points to the ac user.
- 

## Directory Issues

This section addresses the following Cisco Unified CallManager Attendant Console issue, and provides various probable causes and corrective actions:

[Directory Window Does Not Display Users, page 9-42](#)

### Directory Window Does Not Display Users

#### Symptom

Users that were added in Cisco Unified CallManager Administration do not appear in the Directory window of Cisco Unified CallManager Attendant Console.

#### Probable Cause #1

The server only extracts the user list from the directory when one of the following conditions occurs:

- The Cisco TCD service starts, and the Directory Sync Period service parameter specifies a non-zero interval.

- The interval specified in the Directory Sync Period service parameter expires.
- You change the value of the Directory Synch Period service parameter in Cisco Unified CallManager Administration.

The Cisco Unified CallManager Attendant Console loads the user list only at login.

### Corrective Action #1

The attendant needs to log in again after any of the previous conditions occurs.

### Probable Cause #2

Cisco Unified CallManager Attendant Console does not display users without telephone numbers.

### Corrective Action #2

Make sure that all relevant users have phone numbers that are listed for them in the directory.

#### Procedure

- 
- Step 1** From Cisco Unified CallManager Administration, choose **User > Global Directory**.  
The User Information window displays.
  - Step 2** In the User Search field, enter the appropriate search criteria and click **Search**.
  - Step 3** From the resulting list of matching names, click the name of the user to which you want to add a phone number.
  - Step 4** In the Telephone Number field, enter the user telephone number.
  - Step 5** Click **Update**.
-

## Voice-Messaging Issues

This section addresses the following Cisco Unified CallManager Attendant Console voice-messaging issue:

[Incorrect Voice Mail Greeting Played, page 9-44.](#)

### Incorrect Voice Mail Greeting Played

#### Symptom

When a call is not answered at the attendant and forwarded to a voice-messaging system, the voice-messaging system plays the attendant greeting instead of the pilot point greeting.

#### Probable Cause

The Reset Original Called service parameter specifies True.

#### Corrective Action

##### Procedure

---

- Step 1** Choose **Service > Service Parameters**.
  - Step 2** From the Server drop-down list box, choose the Attendant Console server.
  - Step 3** From the Service drop-down list box, choose the Cisco Telephony Call Dispatcher service.
  - Step 4** From the Reset Original Called drop-down list box, choose False.
-

# Problems Using Cisco Unified CallManager Attendant Console Interface

This section addresses the following Cisco Unified CallManager Attendant Console interface issues:

- [Text Displays Incorrect Language, page 9-45](#)
- [Speed Dial and Directory Windows Display Incorrect Line State, page 9-45](#)
- [Directory Numbers Appear in an Unknown Line State, page 9-46](#)

## Text Displays Incorrect Language

### Symptom

Some text displays in English, while other text displays in the language that the attendant chose in the Cisco Unified CallManager Attendant Console dialog box.

### Probable Cause

The latest locale installer that is available for the chosen language is not installed.

### Corrective Action

You must install the latest locale installer that is available for your chosen language. Refer the Cisco Unified CallManager Locale Installer documentation that is available on the web at [http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/locinst/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/locinst/index.htm).

## Speed Dial and Directory Windows Display Incorrect Line State

### Symptom

The Speed Dial window and the Directory window do not display the correct line state.

## Probable Cause

Line state updates from the server to the client get sent by using UDP packets. If a NAT device or a firewall separates the client and server, the client most likely does not receive line state updates from the server.

## Corrective Action

Ensure that both client and server are on the same side of the NAT device or the firewall.

## Directory Numbers Appear in an Unknown Line State

### Symptom

Line states of some directory numbers appear in an unknown state.

### Probable Cause

The Cisco TCD service does not start on all Cisco Unified CallManager servers from which the phones receive call-processing services.

### Corrective Action

Start the Cisco TCD services on all Cisco Unified CallManager servers from which the phones receive call-processing services.

### Procedure

---

**Step 1** From the Cisco Unified CallManager Administration window, choose **Application > Cisco Unified CallManager Serviceability**.

The Cisco Unified CallManager Serviceability window displays.

**Step 2** Choose **Tools > Control Center**.

The Control Center window displays the list of servers in the Cisco Unified CallManager cluster.

- Step 3** From the Servers column, choose the server where you want to start the Cisco TCD service.
- The window displays the services for the server that you chose, the status of the services, and a service control panel to stop or start a service.
- Step 4** Click the radio button next to the Cisco TCD service.
- Step 5** Click the **Start** button.
- The Service Status symbol changes from a square to an arrow.
- 

## Cisco Unified CallManager Serviceability Does Not Generate JTAPI Logs

This section addresses the following Cisco Unified CallManager Attendant Console issue:

[JTAPI Logs Do Not Generate, page 9-47](#)

### JTAPI Logs Do Not Generate

#### Symptom

You changed the trace level from Error to Detailed, but the JTAPI logs still do not get generated.

#### Probable Cause

JTAPI trace levels are set at the initialization time of JTAPI and are not changed later.

## Corrective Action

Use the following procedure to restart the Cisco Telephony Call Dispatcher service:

### Procedure

---

- Step 1** From the Cisco Unified CallManager Administration window, choose **Application > Cisco Unified CallManager Serviceability**.  
The Cisco Unified CallManager Serviceability window displays.
- Step 2** Choose **Tools > Control Center**.  
The Control Center window displays the list of servers in the Cisco Unified CallManager cluster.
- Step 3** From the Servers column, choose the server where you want to restart the Cisco TCD service.  
The window displays the services for the server that you chose, the status of the services, and a service control panel to stop or start a service.
- Step 4** Click the radio button next to the Cisco TCD service.
- Step 5** Click the **Restart** button.
- 

## Collecting Server Logs

This section addresses the following Cisco Unified CallManager Attendant Console issue for collecting server logs:

[Solution To Collect All Server Logs, page 9-48](#)

## Solution To Collect All Server Logs

### Symptom

Need a solution to collect all server-side logs.

## Probable Cause

To debug server issues, collect the following traces:

- CCM
- CTI
- SDL CCM
- SDL CTI
- TCD
- JTAPI

## Corrective Action

Execute **accollectlogs.bat** from  
C:\Program Files\Cisco\CallManagerAttendant\bin directory

This action requires three optional parameters:

- **-directory <directory\_name>**—Directory where the Cisco Unified CallManager traces exists
- **-time <n\_minutes>**—Collect last <n\_minutes> worth of logs
- **-output <zip\_file\_name>**—The name of the output zip file

# Troubleshooting Cisco WebDialer

This section covers messages for the most common issues that relate to Cisco WebDialer.

- [Authentication Error, page 9-50](#)
- [Service Temporarily Unavailable, page 9-50](#)
- [Directory Service Down, page 9-50](#)
- [Cisco CTIManager Down, page 9-51](#)
- [Session Expired, Please Login Again, page 9-51](#)
- [User Not Logged in on Any Device, page 9-52](#)

- [Failed to Open Device/Line, page 9-52](#)
- [Destination Not Reachable, page 9-53](#)

## Authentication Error

### Probable Cause

User entered wrong userID or password

### Corrective Action

Check your userID and password. You must log in using your Cisco Unified CallManager userID and password.

## Service Temporarily Unavailable

### Probable Cause

The Cisco CallManager service got overloaded because it reached its throttling limit of two concurrent CTI sessions.

### Corrective Action

After a short time, retry your connection.

## Directory Service Down

### Probable Cause

The Cisco Unified CallManager directory service may be down.

## Corrective Action

After a short time, retry your connection.

## Cisco CTIManager Down

### Probable Causes

- Cisco CTIManager service that is configured for Cisco WebDialer is down.
- An error exists with the Cisco Unified CallManager directory installation. Cisco WebDialer uses the userID and password in the registry that this directory installation populates to connect the Cisco CTIManager as a super provider.

### Corrective Action

After a short time, retry your connection.

## Session Expired, Please Login Again

### Probable Cause

A Cisco WebDialer session expires

- After the WebDialer servlet gets configured or
- If the Cisco Tomcat Service is restarted.

### Corrective Action

Log in by using your Cisco Unified CallManager userID and password.

## User Not Logged in on Any Device

### Probable Cause

The user chooses to use Cisco Extension Mobility from the Cisco WebDialer preference page but is not logged into any IP phone.

### Corrective Action

- Log in to a phone before using Cisco WebDialer.
- Choose a device from the Cisco WebDialer preference list in the dialog box instead of choosing the option **Use Extension Mobility**.

## Failed to Open Device/Line

### Probable Cause

- The Cisco Unified IP Phone that the user chose is not registered with Cisco Unified CallManager. For example, the user chooses a Cisco IP SoftPhone as the preferred device before starting the application.
- The user who has a new phone chooses an old phone that is no longer in service.

### Corrective Action

Choose a phone that is in service and is registered with Cisco Unified CallManager.

## Destination Not Reachable

### Probable Cause

- User dialed the wrong number.
- The correct dial rules did not get applied. For example, the user dials 5550100 instead of 9550100.

### Corrective Action

Check the dial rules.

## Troubleshooting Immediate Divert

This section covers solutions for the following most common issues that are related to the Immediate Divert feature.

- [Key Is Not Active, page 9-53](#)
- [Temporary Failure, page 9-54](#)
- [Busy, page 9-54](#)

## Key Is Not Active

### Symptom

This message displays on the phone when the user presses iDivert.

### Probable Cause

The voice-messaging profile of the user who pressed iDivert does not have a voice-messaging pilot.

## Corrective Action

Configure a voice-messaging pilot in the user voice-messaging profile.

## Temporary Failure

### Symptom

This message displays on the phone when the user presses iDivert.

### Probable Cause

The voice-messaging system does not work, or a network problem exists.

## Corrective Action

Troubleshoot your voice-messaging system. See troubleshooting or voice-messaging documentation.

## Busy

### Symptom

This message displays on the phone when the user presses iDivert.

### Probable Cause

The voice-messaging system is busy.

## Corrective Action

Configure more voice-messaging ports or try again.