



CHAPTER 7

Troubleshooting Cisco Unified IP Phone Service Applications

This chapter contains the following sections:

- [Troubleshooting Tips](#)
- [XML Parsing Errors](#)
- [Error Messages](#)

Troubleshooting Tips

The following tips apply to troubleshooting Cisco Unified IP Phone service applications:

- Microsoft Internet Explorer 5 or higher can display the XML source with its default style sheet.
- Understand that standard IP troubleshooting techniques are important for HTTP errors.
- Externally verify name resolution (Phone has DNS set).
- If DNS is suspected, use IP addresses in URLs.
- Browse the URL in question with Microsoft Internet Explorer or download and verify with Netscape Navigator.

- Use a logged telnet session to verify that the desired HTTP headers are returned (Telnet to the server on port 80; then, enter `get /path/page`).

XML Parsing Errors

The following tips apply to troubleshooting XML parsing errors in Cisco Unified IP Phone services applications:

- Verify the object tags (the object tags are case sensitive).
- Verify that “&” and the other four special characters are used per the restrictions while inside the XML objects. See [Chapter 2, “CiscoIPPhone XML Objects”](#) for more information.

Error Messages

The following error messages may appear on the prompt line of the Cisco Unified IP Phone display.

- XML Error[4] = XML Parser error (Invalid Object)
- XML Error[5] = Unsupported XML Object (not supported by this phone model)
- HTTP Error[8] = Unknown HTTP Error
- HTTP Error[10] = HTTP Connection Failed

Refer to the *Cisco Unified Communications Manager Administration Guide* for more information.