



CHAPTER 4

Troubleshooting Phone Designer

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Phone Designer Configuration Files

The Phone Designer configuration files are located in the following folder:

- Windows XP – C:\Documents and Settings\[*Windows User Account Name*]\Application Data\Cisco\Cisco Unified Phone Application
- Windows Vista - C:\Users\[*Windows User Account Name*]\AppData\Roaming\Cisco\Cisco Unified Phone Application

[Table 4-1](#) describes the Phone Designer configuration folders and files.

Table 4-1 Phone Designer Configuration File and Folder Descriptions

Configuration Files and Folders	Description
\Data\Ringtone	Ringtone collection for the end user.
\Data\Wallpaper	Wallpaper collection for the end user.
\Data\Cache	Current cached ringtone and wallpaper for the Cisco Unified IP Phone.
Log	Not used.
Temp	Temporary ringtone and wallpaper files.
Cupas.xml file	The application settings for the end user, for example, the Cisco Unified Communications Manager server information, user credentials and device information.

Configuration Files and Folders	Description
Userphones.xml file	This file contains Cisco Unified IP Phone information for the user. The file can be refreshed from the application via the menu path Edit > Settings > Save .
Phonemodels.xml file	This file contains the supported Cisco Unified IP Phone models. The Phonemodels.xml file is generated the first time the Phone Designer application runs after installation. The Phonemodels.xml file is stored in the Application Data folder.

Related Topics

[Phone Designer Log Files, page 4-18](#)

Phone Designer Log Files

The Phone Designer log files are located in **C:\Program Files\Cisco Systems\Cisco Unified Phone Application\LogFiles**. The most recent log file is called **phonePersonalization.log**. This file rolls over to phonePersonalization.log.1, phonePersonalization.log.2 and so on when the maximum file size is reached. The maximum number of log files is ten. Each log file stores up to 100KB of logged data.

The Phone Designer installer log file is called **install.log** and is located in the **C:\Program Files\Cisco Systems\Cisco Unified Phone Application** folder.

Related Topics

[Phone Designer Configuration Files, page 4-17](#)

Error Messages

[Table 4-2](#) shows the error messages that can be displayed on the Phone Designer application, and describes a recommended action for each error message.

Table 4-2 Phone Designer error messages and recommended actions

Error Displayed	Recommended Action
Unable to connect to the server	This error can occur during login, or if the IP address of the Cisco Unified Communications Manager is entered incorrectly in the Settings screen. Provide your end users with the IP addresses of their Cisco Unified Communications Manager server, and request that they manually enter the (correct) IP address for their Cisco Unified Communications Manager in the server address field on the Settings screen.
Invalid username/password	Provide your end user with the correct username and password for the Cisco Unified Communications Manager server.
The URL is invalid	Provide your end user with the server name of the Cisco Unified Communications Manager server.

Error Displayed	Recommended Action
An unknown error occurred on your Cisco IP Phone	- Verify that personalization is enabled for the Cisco Unified IP Phone on the Cisco Unified Communications Manager server. - Verify that the Cisco Unified IP Phone is registered to the user account on the Cisco Unified Communications Manager server. - Check the log files for the end user.
Invalid device listing received from server	- Verify that the Cisco Unified IP Phone is registered to the user account on the Cisco Unified Communications Manager server. - Request that your end user refresh the settings on the application (via the menu path Edit > Settings > Save). - Check the log files for the end user. - If problem persists, send the log files to your Cisco Support representative.
There are no phones assigned to this user	Assign the Cisco Unified IP Phone to the user account on the Cisco Unified Communications Manager server.
The server is currently unavailable	- Request that the end user refresh the settings on the application (via the menu path Edit > Settings > Save). - Request that the end user close and re-open the application. - If problem persists, the server may still be busy processing the request. Request that the user try again later.
Personalization is disabled on the selected device	Enable personalization for the Cisco Unified IP Phone on the Cisco Unified Communications Manager server.
The server encountered an internal error	- Request that the end user re-enter their user ID on the Settings screen. Point out to the user that this value is case sensitive. - Check the log files for the end user. - If problem persists, send the log files to your Cisco Support representative.
Your Cisco Unified IP Phone is currently unavailable	- Check that the Cisco Unified IP Phone is connected and registered. - Request that the end user refresh their settings on the application (via the menu path Edit > Settings > Save).
A communications failure occurred	- Verify that the Cisco Unified IP Phone is registered with the Cisco Unified Communications Manager server. - Verify that the Cisco Unified IP Phone is registered to the user account on the Cisco Unified Communications Manager server.
An unknown error occurred	- Check the log files for the end user. - If problem persists, send the log files to your Cisco Support representative.

Known Issue

Problem: On initial launch of the application one of these errors is displayed:

- “This is a known operating system issue and a possible workaround is available in the Phone Designer help.”
- “Phone Designer has encountered a problem and needs to close.”

Solution: There may be an issue with the cultural settings on the client PC. Provide your end users with the workaround applicable to their operating system:

(Microsoft Windows XP)

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- Step 1** Under the Start menu, select **Regional and Language Options** in the Control Panel.
 - Step 2** Change the locale from **English (United States)** to a different locale, such as **English (United Kingdom)**.
 - Step 3** Click **OK**.
 - Step 4** Change the locale back to **English (United States)**.
 - Step 5** Click **OK**.
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(Microsoft Windows Vista)

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- Step 1** Under the Start menu, select **Regional and Language Options** in the Control Panel.
 - Step 2** Select the **Formats** tab.
 - Step 3** Change the locale from **English (United States)** to a different locale, such as **English (United Kingdom)**, in the Current Format drop down menu.
 - Step 4** Click **OK**.
 - Step 5** Change the locale back to **English (United States)**.
 - Step 6** Click **OK**.
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