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Introduction

This document describes troubleshooting steps in scenarios when Computer Telephony Integration (CTI) ports go into unknown or none state after an upgrade to Cisco Unified Attendant Console(CUAC) 10.5.2 version or re-installation of Telephony Service Provider(TSP).

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- CUAC Advanced
- Cisco Unified Communications Manager
- CUAC TSP configuration

Components Used

The information in this document is based on these software and hardware versions:

- CUAC Advanced 10.5.2
- Cisco Unified Communications Manager 10.5.2.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Problem

Post upgrade of CUAC to 10.5.2 from earlier versions of software the CTI ports move into unknown/none state

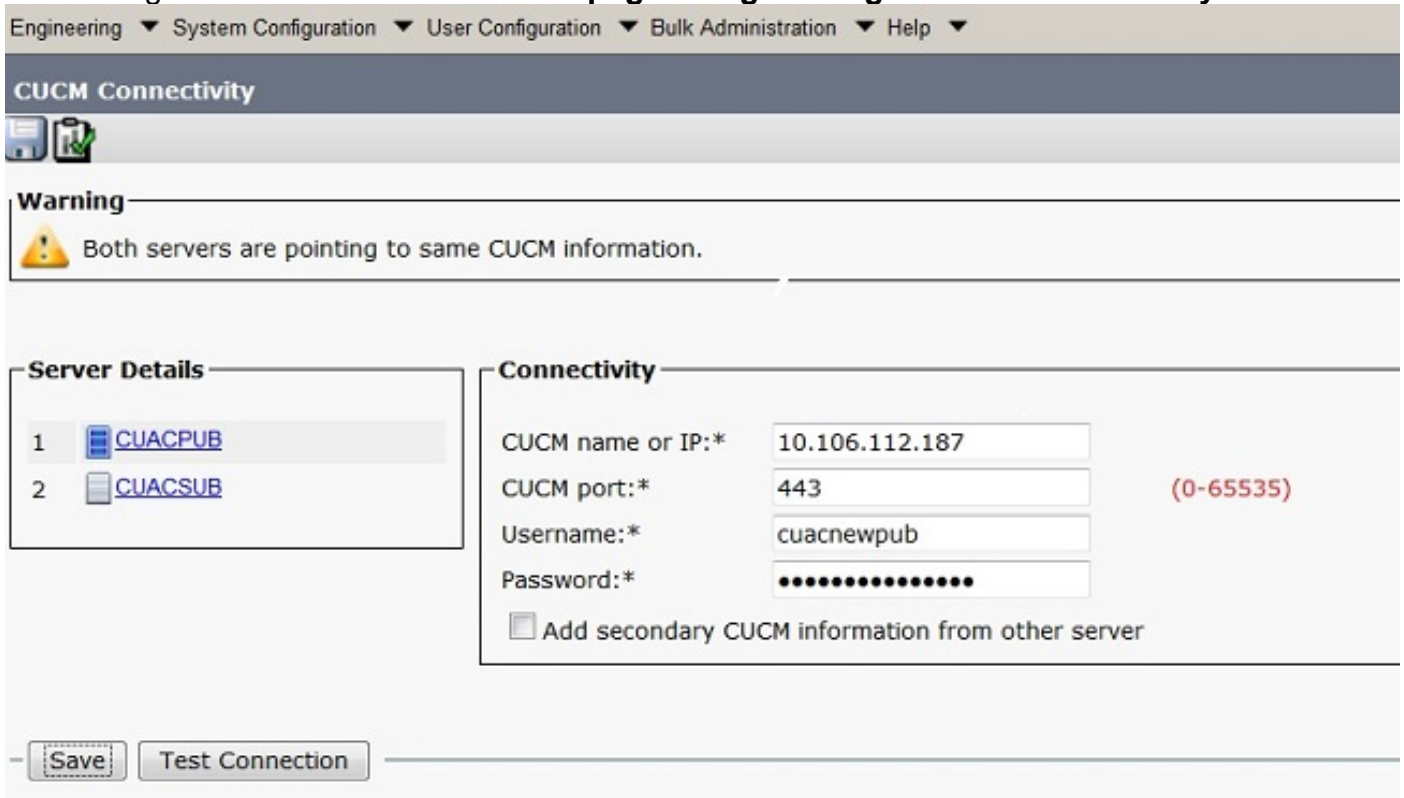
CD2A283FC10001	ASD-005036AD2B3A-00100001-00000000000000000001	Default	SCCP	Unknown	Unknown
CD2A283FC10002	ASD-005036AD2B3A-00100002-00000000000000000002	Default	SCCP	Unknown	Unknown
CD2A283FC10003	ASD-005036AD2B3A-00100003-00000000000000000003	Default	SCCP	Unknown	Unknown
CD2A283FC10004	ASD-005036AD2B3A-00100004-00000000000000000004	Default	SCCP	Unknown	Unknown
CD2A283FC10005	ASD-005036AD2B3A-00100005-00000000000000000005	Default	SCCP	Unknown	Unknown
CD2A283FC10006	ASD-005036AD2B3A-00100006-00000000000000000006	Default	SCCP	Unknown	Unknown

Note: These steps must be performed in the order to troubleshoot the problem. Incase, the

problem is solved with any step, then further steps are not required.

Solution 1. Verify CUAC configuration and check whether TSP installed is compatible with CUAC version in use

1. Navigate to **CUAC Administration page > Engineering > CUCM Connectivity.**



The screenshot shows the 'CUCM Connectivity' configuration page. At the top, there is a navigation menu with 'Engineering', 'System Configuration', 'User Configuration', 'Bulk Administration', and 'Help'. Below the menu is a 'Warning' box with a yellow triangle icon and the text: 'Both servers are pointing to same CUCM information.' The main configuration area is divided into two sections: 'Server Details' and 'Connectivity'. The 'Server Details' section lists two servers: 1. CUACPUB and 2. CUACSUB. The 'Connectivity' section contains the following fields: 'CUCM name or IP:*' with the value '10.106.112.187', 'CUCM port:*' with the value '443' and a red '(0-65535)' next to it, 'Username:*' with the value 'cuacnewpub', and 'Password:*' with a masked password. There is also an unchecked checkbox labeled 'Add secondary CUCM information from other server'. At the bottom of the page, there are two buttons: 'Save' and 'Test Connection'.

2. Verify the CUCM Information and Application User Credentials are correct. Click on Test connection and verify connectivity.

3. Click on **Start > Cisco TSPx64 configuration > Configure.**

4. Verify Version Information in General tab as shown in this image.



The screenshot shows a window titled 'Cisco Unified Communications Manager TSP : CiscoTSP001.tsp'. The window has a tabbed interface with tabs for 'General', 'User', 'CTI Manager', 'Security', 'Trace', 'Advanced', and 'Language'. The 'General' tab is selected, and the 'Version Information' section is visible. It contains the following information: 'Version: 10.5(2.5)' and 'UI Version: 10.5(2.5)'.

5. Uninstall the TSP from **Control Panel** if it does not match the CUCM version.

6. Install the correct version of TSP. Navigate to **CUCM Pub > Cisco Unified CM Administration page > Application > Plugin** Click on **Find**. Download and move the setup of 32 bit or 64 bit client

based on your CUAC server Windows OS Bit size.

[Download](#)

[Cisco TAPI 32-bit Client](#)

[Download](#)

[Cisco TAPI 64-bit Client](#)

7. Double click and install TSP.

8. Enter the correct Values during installation of TSP. Verify that application user credentials entered match the application user credentials created on CUCM.

9. Restart the CUAC server once the TSP installation is complete.

10. Check whether CTI ports are registered once the server is back online.

Solution 2. Delete the CTI ports on CUCM and sync CUAC with CUCM

1. Navigate to **CUCM Administration page > Device > Phones**. Delete all the CTI ports synced previously for CUAC.

2. Navigate to **CUAC Administration page > System Configuration > Synchronize with CUCM**. Click **Synchronize with CUCM** tab.

Engineering ▾ System Configuration ▾ User Configuration ▾ Bulk Administration ▾ Help ▾

Synchronize with CUCM

Device DN	Device Type	Queue Device Group
5010	CTI Port	Bangalore
5011	CTI Port	Bangalore
5012	CTI Port	Bangalore
5013	CTI Port	Bangalore
5014	CTI Port	Bangalore
5015	CTI Port	Bangalore
5016	CTI Port	Bangalore
5017	CTI Port	Bangalore
5018	CTI Port	Bangalore
5019	CTI Port	Bangalore

Park Devices

Device DN	Device Type	Queue Device Group
5020	CTI Port	Bangalore
5021	CTI Port	Bangalore
5022	CTI Port	Bangalore
5023	CTI Port	Bangalore
5024	CTI Port	Bangalore
5025	CTI Port	Bangalore
5026	CTI Port	Bangalore
5027	CTI Port	Bangalore
5028	CTI Port	Bangalore
5029	CTI Port	Bangalore

Synchronize with CUCM CUCM Sync Report

3. Verify Sync by clicking on CUCM Sync Report.

4. Verify whether the Sync is completed.

CUCM Sync Report

CUCM Sync Report

Sync Status

Status:	Completed	Started at:	2015-06-29 12:03:01
		Ended at:	2015-06-29 12:05:10

CUCM Connection Validation

User Name	Server Name	Status	Error Code	Error Description
cuacnewpub	CUAC PUB	Completed		
cuacsub	CUAC SUB	Completed		

Template Device Validation

Queue Device Group	Template Device Pkid	Status	Error Code	Error Description
Bangalore	9c9460a4-92d8-324e-8504-ba82a5ca691c	Completed		

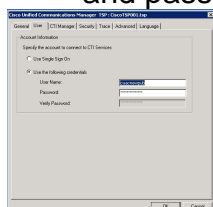
Device Sync

Server Name	Queue Device Group	Device DN	Device Type	Status	Error Code	Error Description
CUAC PUB	Bangalore	5000	Queue Location	Completed		
CUAC PUB	Bangalore	5001	CT Gateway Device	Completed		
CUAC PUB	Bangalore	5002	CT Gateway Device	Completed		
CUAC PUB	Bangalore	5003	CT Gateway Device	Completed		
CUAC PUB	Bangalore	5004	CT Gateway Device	Completed		

5. Verify status of CTI ports on CUCM once Sync is completed.

Solution 3. Create a new Application user

1. Navigate to **CUCM Administration page > User management**.
2. Select the Application user used in CUAC, Click the **Copy** option which will create a new Application user with old details carried to the New user.
3. Re-name it and change the password of this user (make sure that you use a different username and password than the original Application user).
4. Click **Save**.
5. Roles and Permissions will be carried to this new Application user once you copy it in CUCM.
6. Delete the Old Application user.
7. Navigate to **CUAC Administration page > Engineering > CUCM Connectivity** and change username and password to New Application User Created in the above Steps.
8. Navigate to **CUAC server > TSP configuration > User Tab >** and change the username and password accordingly and Click **OK**.



9. Reboot the CUAC Server once to re-initialize the CT link.