

# Error 500: JTAPI Trigger Page Generates an Exception After Changing CTI Route Point Directory Number

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## Introduction

This document describes one reason why an error 500 appears in the Java Telephony Application Programming Interface (JTAPI) trigger page after the JTAPI trigger is switched to a new Computer Telephony Interface (CTI) route point and provides a workaround in a Cisco IP Contact Center (IPCC) Express Edition environment.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco CallManager
- Cisco Customer Response Solutions (CRS)

### Components Used

The information in this document is based on Cisco CRS version 3.1(1).

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.

### Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

## Problem

One of the JTAPI triggers for a specific application is changed to a new CTI route point directory number. When you click the new **JTAPI: 8000** trigger in the Cisco Script Application page for this specific

application, as this window shows, the JTAPI Trigger Configuration page should appear in a normal working condition. The number 8000 represents the new Computer Telephony Interface (CTI) route point directory number.

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## Cisco Script Application

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JTAPI: 8000

Add new trigger

Name	AA
Description	Nuance
ID*	1
Maximum Number of Sessions*	10
Enabled*	<input checked="" type="radio"/> Yes <input type="radio"/> No

---

Script*	aa.aef	Edit
<input type="checkbox"/> welcomePrompt*	P[AAWelcome.wav]	Edit
<input type="checkbox"/> MaxRetry*	3	
<input type="checkbox"/> operExtn*		

---

Default Script	- System Default -	Edit
----------------	--------------------	------

\*Indicates required item

Update Delete Cancel

However, instead of this image, the error 500 appears in the JTAPI Trigger Configuration page, as this window shows:

CRA Administration - Microsoft Internet Explorer

## JTAPI Trigger Configuration

CTI Route Point Directory Number

8000

Language\*

English (United States) [en\_US] ▼

Edit

Application Name

AA

Maximum Number Of sessions\*

10

Idle Timeout (in ms)\*

5000

Enabled\*

☒ Yes
 ☐ No

---

Call Control Group\*

AA\_JTAPI Group #1(1) ▼

Primary Dialog Group\*

Nuance ASR Group #0(1) ▼

Secondary Dialog Group

- None - ▼

\*indicates required item

Update

Delete

Cancel

Error: 500  
 Location: /appadmin/JTAPITrigger  
 Internal Servlet Error:

```

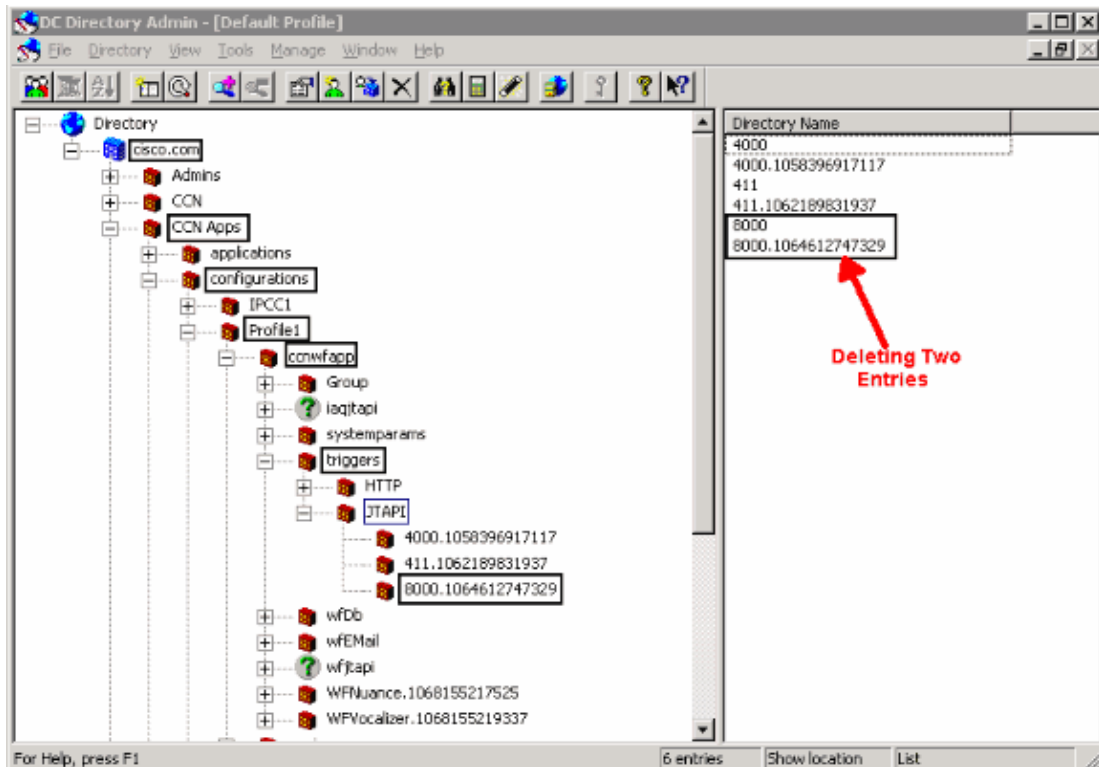
java.lang.NullPointerException
    at com.cisco.config.trigger.TriggerConfig.getSessions(TriggerConfig.java:78)
    at com.cisco.config.trigger.TriggerConfig.createSetTriggerCfg(TriggerConfig.java:1
    at com.cisco.config.trigger.TriggerConfig.getTriggersByType(TriggerConfig.java:345
    at
com.cisco.appadmin.ui.GenericTriggerController.readTriggerList(GenericTriggerController.java:
    at com.cisco.appadmin.jtapi.ui.JTAPITriggerController.execute(JTAPITriggerControll
    at com.cisco.appadmin.ui.AppAdminServlet.processService(AppAdminServlet.java:251)
    at com.cisco.appadmin.ui.AppAdminServlet.doGet(AppAdminServlet.java:180)
    at javax.servlet.http.HttpServlet.service(HttpServlet.java:740)
    at javax.servlet.http.HttpServlet.service(HttpServlet.java:853)
    at org.apache.tomcat.core.ServletWrapper.doService(ServletWrapper.java:404)
    at org.apache.tomcat.core.Handler.service(Handler.java:286)
    at org.apache.tomcat.core.ServletWrapper.service(ServletWrapper.java:372)
    at org.apache.tomcat.core.ContextManager.internalService(ContextManager.java:797)
    at org.apache.tomcat.core.ContextManager.service(ContextManager.java:743)
    at
org.apache.tomcat.service.connector.Ajpl2ConnectionHandler.processConnection(Ajpl2Connecti
java:166)
    at org.apache.tomcat.service.TcpWorkerThread.runIt(PoolTcpEndpoint.java:416)
    at org.apache.tomcat.util.ThreadPool$ControlRunnable.run(ThreadPool.java:498)
    at java.lang.Thread.run(Unknown Source)
  
```

# Resolution

The problem is caused by a corrupted JTAPI trigger entry in the DC Directory. When the user assigns a new CTI route point directory number to this specific application as the JTAPI trigger, the old corrupted replaced JTAPI trigger for this application remains in the DC Directory.

The workaround is to delete the corrupted old JTAPI trigger. Complete these steps:

1. Log in to the DC Directory on the Cisco CallManager (Publisher).
2. Go to the Cisco web site and select **CCN Apps > Configurations > Profiles > ccnwfapp > Triggers > JTAPI**.



3. Right-click the old JTAPI trigger and select **Delete**.
4. Restart the **Cisco CTIManager** service from the CallManager Service Activation page.

After the old JTAPI trigger is deleted, the JTAPI Trigger Configuration page appears as normal.

## Related Information

- **Technical Support & Documentation – Cisco Systems**

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