

JTAPI Update Tool Fails After Upgrade to CRS Version 3.1(3) SR1

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Introduction

This document describes one reason why the the Telephony API (JTAPI) Update Tool fails after an upgrade to Cisco Customer Response Solutions (CRS) version 3.1(3) SR1 and provides a workaround in a Cisco IP Contact Center (IPCC) Express environment.

Refer to Cisco bug ID CSCed57155 (registered customers only) for more information on this issue.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco CallManager
- Cisco CRS

Components Used

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

- Cisco CRS 3.1(3) SR1
- Cisco CallManager version 3.x

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

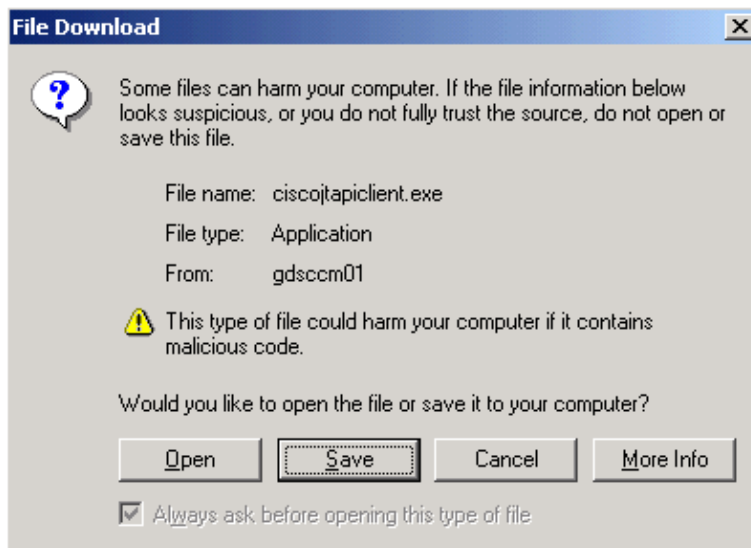
After an upgrade to CRS 3.1(3) SR1, agents are able to log in. However, the JTAPI Update Tool fails. This problem appears with these steps:

1. Verify the CRS Server and CallManager can **ping** each other.
2. Verify the JTAPI client is available on the Publisher.
3. Run Microsoft Internet Explorer and go to:

`http://<CallManager Publisher Name>/compluginsserver/ciscojtapiclient.exe`

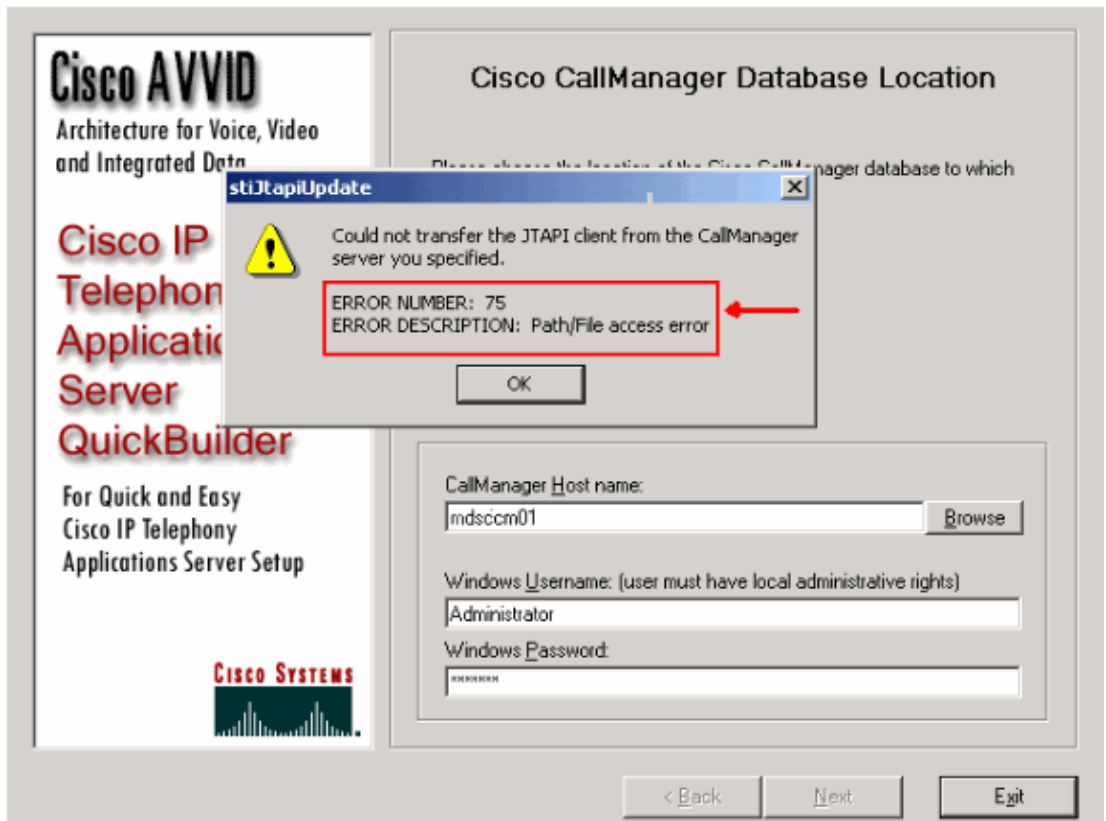
If it is available, you should receive the **File Download** window.

Figure 1 File Download



4. Click **Cancel**.
5. Choose **Start > Cisco CRA Administrator > JTAPI Update Tool**. The Welcome to the JTAPI Client Update Wizard window appears.
6. Click **Next**. The Cisco CallManager Database Location window appears.
7. Enter the CallManager host name, Windows username, and password.
8. Click **Next**. This error appears.

Figure 2 Path/File Access Error



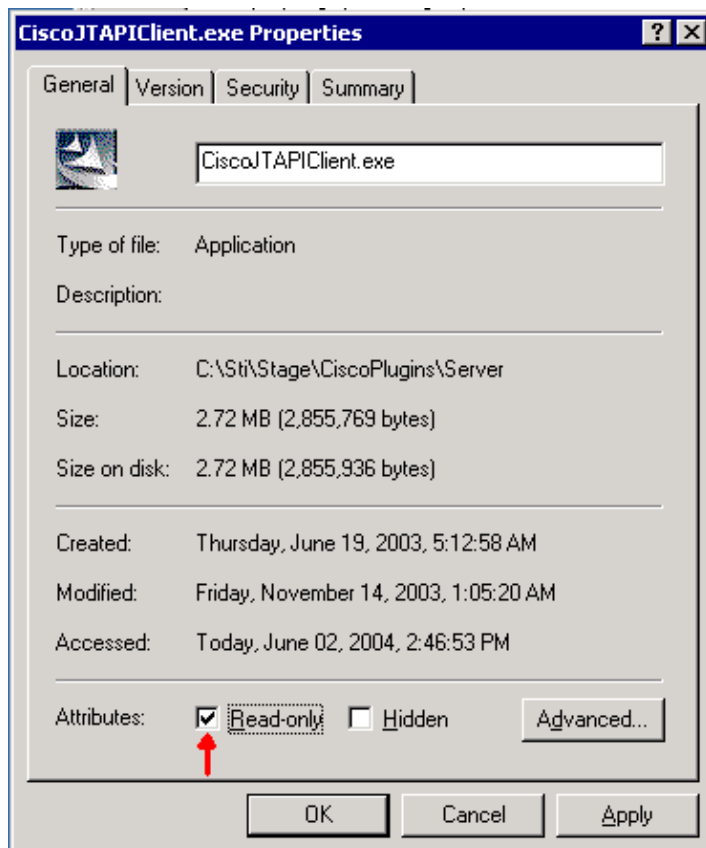
This is the error message output:

```
Could not transfer the JTAPI client from the Callmanager
server you specified.
ERROR NUMBER: 75
ERROR DESCRIPTION: Path/File access error
```

Solution

This error message is due to a file access problem with **CiscoJtapiClient.exe**, which by default is located in the C:\Sti\Stage\CiscoPlugins\Server directory on the CRS server. In CRS version 3.1(3) SR1, it is set to **read only** which prevents the **JTAPI Update Tool** from replacing the existing **CiscoJtapiClient.exe** with the new one.

Figure 3 CiscoJTAPIClient.exe Properties



Complete these steps in order to work around this problem:

1. Delete **c:\Sti\Stage\CiscoPlugins\ServerCiscoJtapiClient.exe**.
2. Run the **JTAPI Update Tool**. How to Use the JTAPI Update Tool with Cisco IPCC Express details the procedure.

Related Information

- [How to Use the JTAPI Update Tool with Cisco IPCC Express](#)
- [Technical Support & Documentation – Cisco Systems](#)

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