



Troubleshooting Cisco Unified IP Phone Service Applications

- [Troubleshooting Tips, on page 1](#)
- [XML Parsing Errors, on page 1](#)
- [Error Messages , on page 2](#)

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 another web browser.
- Use a logged telnet session to verify that the desired HTTP headers are returned (telnet to the server on port 80, and then enter: get /path/page).

Related Topics

[Troubleshooting CiscoIPPhoneIconFileMenu XML Objects Using Enhanced Icon Menu Support Feature](#)

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 according to the restrictions while inside the XML objects.
- Validate XML applications developed prior to Cisco Unified IP Phone Firmware Release 8.3(2) against the more recent XML parser. Some of examples of the types of errors you might encounter include:

- **CiscoIPPhoneMenu Object:** If the field `<Name>` is missing for a `<MenuItem>`, the original parser would stop rendering from that `<MenuItem>` onwards. The new parser will display a blank line in the menu list and continue to render any subsequent `<MenuItem>` definitions.
- **CiscoIPPhoneDirectory Object:** If the field `<Name>` is not present, the old original parser would not display the directory entry, the new parser will display the directory entry, but there will be no `<Name>` associated with it.
- **CiscoIPPhoneInput Object:** The `URL` and `QueryStringParam` fields are mandatory. The original parser would not report an error on the missing URL and on submit request would display a “Host not Found” message. If the `QueryStringParam` field is missing, the updated parser will report an error.
- **SoftKeyItem:** The `Position` field is mandatory. If the `Position` field is not present, the updated XML parser will report an error.

Related Topics

[Mandatory Escape Sequences](#)

[CiscoIPPhone XML Objects](#)

[Updated XML Parser and Schema Enforcement](#)

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

The Cisco Unified IP Phone 6900 Series supports the following error messages:

Text	Description
Services Unavailable	cfg file directoryURL or servicesURL is empty
Host Not Found	DNS query fails
Server Busy!	Server response 503
Connection failed	Socket cannot be created or the connection fails
XML Error [4]: Parse Error	Does not match XML schema
Data too large!	Downloaded content is over 196608 bytes
No services configured	HTTP message body is empty
Filename too long!	file name length is over 127 characters.

Text	Description
File Not Found	Server response 404
HTTP connection failed	Server response 500
Unknown Error	Other errors

