



Troubleshooting

This chapter describes common questions or situations relating to the function or performance of Cisco WebAttendant.

The login failed. How do I solve this problem?

Contact your system administrator to verify and update the following information:

- The MAC address for the Cisco IP phone that you are using in conjunction with Cisco WebAttendant
- The IP addresses or DNS names for the Cisco Telephony Call Dispatcher (TCD) and ports
- The Cisco WebAttendant User ID and password

All my Smart Lines (SLs) disappeared, and the display line is red, indicating no server exists.

The Cisco CallManager or the network connection failed, or the Cisco IP phone associated with Cisco WebAttendant registered with a different Cisco CallManager. You can wait a short time, then periodically try to log in to Cisco WebAttendant.

Contact your system administrator if the problem persists.

Cisco WebAttendant is running but will not let me log in.

The Cisco CallManager failed or has not been started, or the network connection failed. Contact your system administrator.

I see three icons in my system tray. Why are those icons in the system tray?

A small blue phone (IP Telephone Console), a 3P (Third-Party Control), and a red LS (Line Status Client) designate icons associated with Cisco WebAttendant.

When Cisco WebAttendant is running, these icons should display in your system tray.

Only directory numbers display in the directory; no names display.

The information in the User area of Cisco CallManager Administration determines the information in the directory. Contact your system administrator and request that the User area be updated with complete information for each person or directory number in the system.

The number in the speed-dial button does not display properly.

The speed-dial button allows only six digits to display; therefore, the entire number may not show. You can use the Description (the area next to the button) field to display the entire number. See the [“Configuring Speed-Dial Buttons” section on page 4-2](#) for more information.

I want to change the colors of the buttons and labels.

Currently, you can use only the default colors.

When Cisco WebAttendant starts, a dialog box states that my database cannot open.

Ask your system administrator to verify that the “wauser” directory is set up properly. The system administrator should refer to the *Cisco CallManager System Guide* and to the *Cisco CallManager Administration Guide* for more information on how to accomplish this task.