

Error 500JTAPI触发器页在更换CTI路由点目录号以后生成异常

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本文描述一个原因为什么Error 500在Cisco IP Contact Center (IPCC) Express版本环境里出现于Java电话应用可编程接口(JTAPI)触发器页在JTAPI触发器以后换成新的计算机电话接口(CTI)路由点并且提供一个解决方法。

[Prerequisites](#)

[Requirements](#)

Cisco 建议您了解以下主题：

- Cisco CallManager
- Cisco 用户响应 解决方案

[Components Used](#)

本文的信息根据Cisco CRS版本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.

问题

其中一台一个特定应用程序的JTAPI触发器更改到一个新的CTI路由点目录号。当您点击新的JTAPI : 8000在Cisco Script Application页的触发器此特定应用程序的，作为此窗口显示， JTAPI触发器配置页应该出现于一个正常工作环境。第8000表示新的计算机电话接口(CTI)路由点目录号。

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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

然而，因为此窗口表示，而不是此镜像， Error 500出现于JTAPI触发器配置页：

JTAPI Trigger Configuration

CTI Route Point Directory Number	8000
Language*	English (United States) [en_US] <input type="button" value="Edit"/>
Application Name	AA
Maximum Number Of sessions*	<input type="text" value="10"/>
Idle Timeout (in ms)*	<input type="text" value="5000"/>
Enabled*	<input checked="" type="radio"/> Yes <input type="radio"/> No

Call Control Group*	AA_JTAPI Group #1(1) <input type="button" value="Edit"/>
Primary Dialog Group*	Nuance ASR Group #0(1) <input type="button" value="Edit"/>
Secondary Dialog Group	- None - <input type="button" value="Edit"/>

*indicates required item

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:118)
at com.cisco.config.trigger.TriggerConfig.getTriggersByType(TriggerConfig.java:345)
at
com.cisco.appadmin.ui.GenericTriggerController.readTriggerList(GenericTriggerController.java:189)
)
at com.cisco.appadmin.jtapi.ui.JTAPITriggerController.execute(JTAPITriggerController.java:131)
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)
```

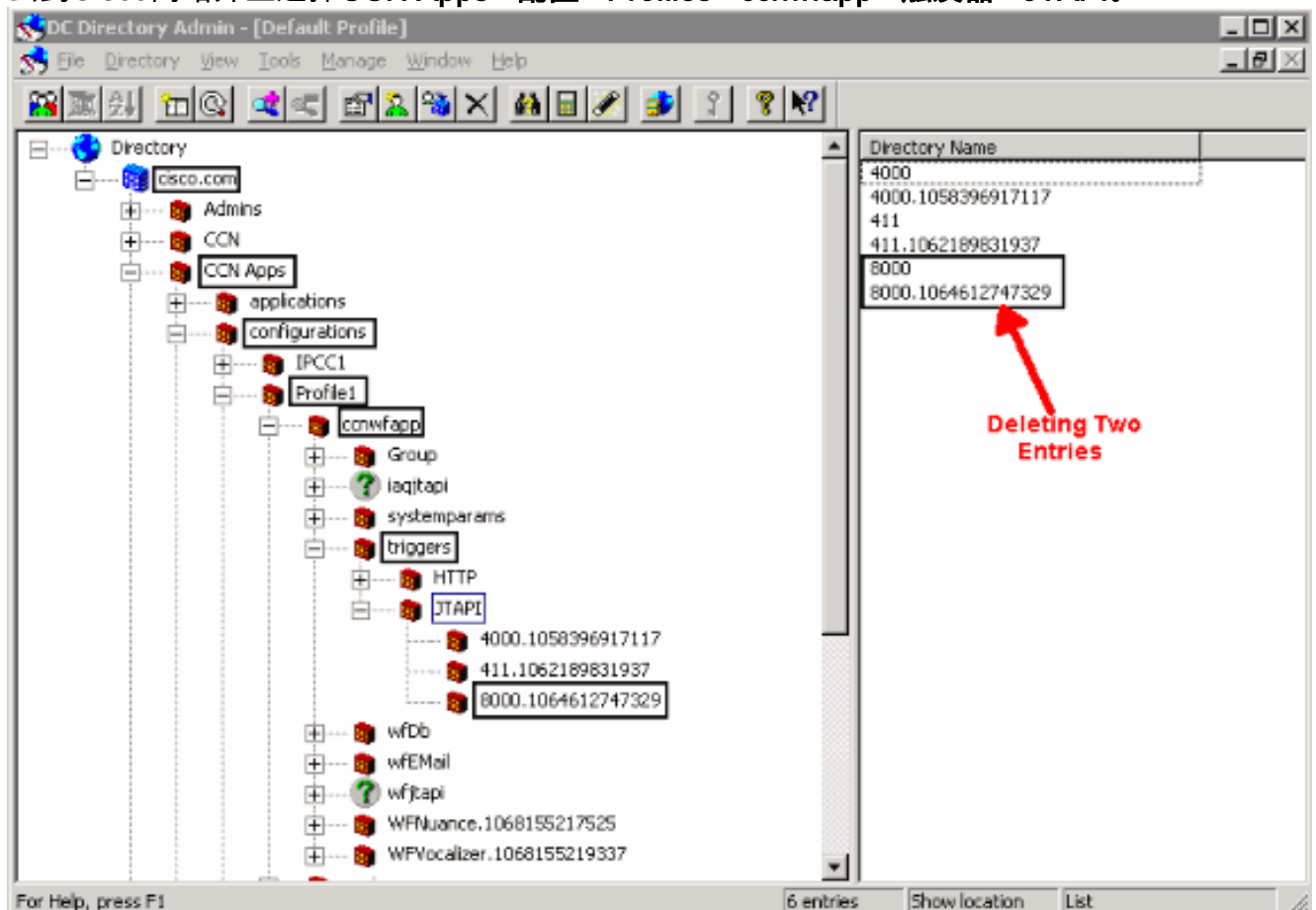
```
at
org.apache.tomcat.service.connector.Ajp12ConnectionHandler.processConnection(Ajp12ConnectionHand
ler.
java:166)
at org.apache.tomcat.service.TcpWorkerThread.runIt(PoolTcpEndpoint.java:416)
at org.apache.tomcat.util.ThreadPool$ControlRunnable.run(ThreadPool.java:498)
at java.lang.Thread.run(Unknown Source)
```

解决方法

问题是由一个损坏的JTAPI触发器条目引起的DC目录。当用户分配一个新的CTI路由点目录号到此特定应用程序，当JTAPI触发器，此应用程序的老损坏的被替换的JTAPI触发器在DC目录依然是。

解决方法是删除损坏的老JTAPI触发器。完成这些步骤：

1. 登陆对在Cisco CallManager (发布人)的DC目录。
2. 去到Cisco网站并且选择CCN Apps >配置> Profiles> ccnwfapp >触发器> JTAPI。



3. 用鼠标右键单击老JTAPI触发器并且选择删除。
 4. 重新启动从呼叫管理服务启动页的Cisco CtiManager服务。
- 在老JTAPI触发器被删除后，JTAPI触发器配置页出版作为正常。

Related Information

- [Technical Support & Documentation - Cisco Systems](#)