

# Unified Communications Manager Attendant Console Error Messages

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## **Cisco Unified Communications Manager Attendant Console**

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# **Introduction**

The Cisco Unified Communications Manager (CUCM) Attendant Console allows you to set up Cisco IP phones as Attendant Consoles. The CUCM Attendant Console uses speed dial entries and quick directory access to look up phone numbers, monitor calls, and handle calls with the employment of a graphical user interface (GUI). A receptionist or administrative assistant uses the CUCM Attendant Console to handle calls for a department or company, or other employees can use it to manage their own telephone calls.

The CUCM Attendant Console installs on a PC with IP connectivity to the CUCM system. The Attendant Console works with a Cisco IP phone that is registered to a CUCM system (one console for each phone that is used as an Attendant Console). Multiple consoles can connect to a single CUCM system.

This document describes the error messages and the workarounds related to the CUCM Attendant Console.

## **Prerequisites**

## **Requirements**

There are no specific requirements for this document.

## **Components Used**

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

- Cisco Unified Communications Manager (CallManager) 4.x.
- Cisco Unified Communications Manager 6.x/7.x/8.x
- Cisco Unified Business/Department Attendant Console (CUBAC) 8.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.

## Error: Unable to connect to server

### Problem

You are unable to launch the Cisco Unified Communications Manager Attendant console, and this error message is displayed:

```
Unable to connect to server
```

### Solution

Restart the **Cisco CTIManager** and **Cisco Telephony Call Dispatcher** on the Cisco CallManager server in order to resolve this problem. These services must be started from the **Control Center** as described in this procedure:

1. Choose **Application > Cisco CallManager Serviceability > Tools > Control Center**.
2. Stop and start these services:
  - ◆ **Cisco CTIManager**
  - ◆ **Cisco Telephony Call Dispatcher**
3. Open the Attendant Console application, and try to connect.

## Error: Error communicating with server is displayed

### Problem

You are unable to launch Cisco Unified Communications Manager Attendant console, and this error message is displayed:

```
Error communicating with server is displayed
```

### Solution

Update the Hosts and LMHosts files with entries for your Unified Communications Manager servers in order to resolve this problem. Complete these steps in order to find the files:

1. From the affected PC, go to **C:\Windows\System32\Drivers\Etc**.
2. Locate the **LMHosts.sam** file.
3. Open the file in a text editor (such as Notepad).
4. Complete the instructions within the file in order to add entries for the IP address and host name of your Unified Communications Manager servers. Separate your entries with a tab. For example:
  - ◆ 192.168.10.1 publisherhostname
  - ◆ 192.168.10.2 subscriberhostname
5. Save the file.
6. In the same folder, locate the *Hosts* file, and repeat these steps.
7. Stop and start the Attendant Console.

## **Error: Failed to transfer the call due to internal error. Attempt to transfer a call that does not exist or is no longer active.**

### **Problem**

This error is received intermittently when you attempt to transfer calls using the Cisco Attendant Console:

```
Failed to transfer the call due to internal error. Attempt to transfer a call that does not exist or is no longer active.
```

### **Solution**

In order to resolve this issue, update the Hosts and LMHosts files with entries for your Unified Communications Manager servers as described in the Solution section of Error: Error communicating with server is displayed.

## **Error: One or more lines on your phone are shared. Shared lines are not supported.**

### **Problem**

When trying to login to the Attendant Console, this error message is received: One or more lines on your phone are shared. Shared lines are not supported.

This issue occurs mainly when the same Directory Number (DN) is used on different lines at different partitions. Attendant Console depends on CTI/JTAPI and is not partition-aware because this a CTI/JTAPI limitation. Therefore, if you are using the same DN that is used on different lines at different partitions, Attendant Console gets confused because the phone configuration looks like a shared line on the same phone to the Attendant Console.

### **Solution**

Complete these steps in order to resolve this issue:

1. Check if there are any shared lines. If so, remove the same.
2. Check if the same DN is used on different lines at different partitions. If so, reconfigure the same. Attendant Console does not support the configuration of the same DN in multiple partitions for the attendant phone.
3. Check if there are any unassigned DNs. If so, delete the same using the procedure mentioned in CallManager 4.x: Delete Unassigned Directory Numbers Configuration Example.

## **Attendant Console Steals Focus from other Windows on Incoming Call**

### **Problem**

The Attendant Console steals focus from other windows whenever a call comes in.

## Solution

At the bottom of the Attendant Console window, there is a small icon just to the left of the **Call Control** status indicator area. The icon looks like a desktop window; if you click the icon, you can toggle the *Activate console on new call* feature on and off.

## Error: unable to connect to server

### Problem

This error message is received when you attempt to start the Attendant Console application on a Windows XP server: `unable to connect to server`

### Solution

Complete these steps in order to resolve this issue:

1. Check the connectivity between the Cisco CallManager server and the Attendant Console server.
2. Check if any Antivirus/Firewall is blocking the Attendant Console Ports (TCP Ports range of 1099 through 1129 and 2748).
3. Edit the LMHOSTS and HOSTS files in the Attendant Console PC located in `C:\WINDOWS\system32\drivers\etc` as follows:
  - a. Open the file in a text editor (such as Notepad or Wordpad).
  - b. Add the CallManager Servers IP addresses or CallManager name, and save the changes.
4. Open the SQL Configuration Manager from **Start > Programs > Microsoft SQL Server 2005 > Configuration Tools**, and enable TCP/IP protocol on the server.
5. Restart the Cisco CTIManager service.

## Error: 404 The Page Cannot be Found

### Problem

You receive this error when you log in to the Admin page after a fresh install of Cisco Unified Business/Department Attendant Console (CUBAC):

`404 The Page Cannot be Found`

### Solution

Go to **Start > Settings > Control Panel > Add/Remove Programs**, and verify that the Microsoft .NET Framework is installed. If it is not installed, then install the Microsoft .NET Framework in order to resolve this issue.

## Line Status in the Attendant Console Displays as a Question Mark (?)

### Problem

The Attendant Console shows a question mark in the line status field within speed dials and the directory. Call

control works fine, and the status display is shown correctly.

The issue is not resolved if you log out and then log back in to the Attendant Console and then you reset the CTIManager service on the Cisco CallManager Publisher and Subscribers.

## Solution 1

Generally, this issue is caused if the firewall is enabled on the client computer. In order to resolve this issue, disable the firewall on the client PC. Or, if it cannot be disabled, complete these steps:

1. If there is a firewall placed between the Telephony Call Dispatcher (TCD) server and Attendant Console client, open these ports:
  - ◆ Transport Control Protocol (TCP) ports **1099 – 1129**
  - ◆ TCP port **2748**
  - ◆ All User Datagram Protocol (UDP) ports. The UDP ports are used for the line status.
2. In order to control the UDP ports that are used by the Attendant Console for line state, configure the LocalHost IP Address field in the AdvancedSettings Dialog.

Enter a value in the IP Address:Port format. For example, 10.107.209.201:2658.

3. Open the **UDP 2658** port at the firewall.
4. Exclude the Attendant Console client in the firewall.
5. Restart the computer telephony integration (CTI) and Cisco Secure Desktop services.

## Solution 2

Go to the Cisco Callmanager Administration page, choose **User Management > User Group**, and verify that the *ACDeviceAuthenticationUser* exists.

For information on how to associate the *ACDeviceAuthenticationUser* user to the Attendant Console phones, refer to Associating Devices with the ACDeviceAuthenticationUser Application User.

## Solution 3

If the line status does not appear in CUBAC, open a command window, and ping the CUBAC server; use the host name or host name + domain name (for example, *hostname.domainname*) in order to verify that the client machine can resolve the CUBAC server name (fully qualified domain name). If you are unable to ping the CUBAC server, complete these steps in order to add the CUBAC server host name to the client machine:

1. On the CUBAC server, open a command prompt, and type **ipconfig** to obtain the host name and domain name (if it exists).
2. Go to *C:\WINDOWS\system32\drivers\etc*, open the *hosts* file, and add this entry:

```
<ip_of_cubac_server>host<name_of_cubac_server>fqdn_of_cubac_server>
```

**Note:** The fully qualified domain name needs to be added only if the server is part of a domain.

3. Open the command prompt, and run this command:

**nbtstat -R**

# Error: Operator terminal is up please re login if your device configuration has changed

## Problem

This error message appears in the Cisco Attendant Console randomly:

```
Operator terminal is up please re login if your device configuration  
has changed
```

## Solution

Complete these steps in order to resolve the issue:

1. Change the user password (*ACDeviceAuthenticationUser* password and Attendant Console user password) to 12345.
2. Reset the Pilot Point.
3. Restart the CTI Manager and Cisco CallManager Attendant Console Server services.
4. Add the server host name and IP address to the host and lmhost files.
5. Add the server IP address and the PC's IP address to the console under **Settings > Advanced**.

# Error: Your administrator must associate the Phone with a valid application user

## Problem

You receive this error message when you attempt to log in to the Attendant Console: Your administrator must associate the Phone with a valid application user.

## Solution

In order to resolve this issue, make sure the Attendant Phone is associated with the users *ac* and *acdeviceauthenticationuser*, and restart the *CTI Manager* and *Cisco CallManager Attendant Console Server* services.

# Error: MSVCR71.dll not found

## Problem

The Attendant Console installation fails with this error message:

```
This application has failed to start because MSVCR71.dll was not found.  
Re-installing the application may this problem.
```

## Solution

Complete these steps in order to resolve the issue:

1. Copy the *MSVCR71.DLL* and *MSVCRT.DLL* files to *C:\WINDOWS\system32*.
2. Run this command in order to re-register *MSVCR71.DLL*:

```
regsvr32 C:\WINDOWS\system32\msvcr71.dll
```

**Note:** When the custom launcher (cucsf.exe) loads a private JRE (jvm.dll) rather than a publicly installed JRE on a 64-bit machine, you must include *MSVCR71.DLL* in the same directory as cucsf.exe since it is possible that MSVCR71.DLL (which is required by jvm.dll) is not in the path. Inclusion of the DLL in the same directory helps to register the MSVCR71.DLL.

**Note:** This issue is documented in the Cisco Bug ID CSCsw88042 (registered customers only) .

## Error: jq\_s\_plugin.dll failed to register

### Problem

You receive this error message when you try to install the Attendant Console:

```
jq_s_plugin.dll failed to register. HRESULT -214702470
```

### Solution

This error is caused by missing .dlls from the Attendant Console folder. In order to resolve this error, copy the *MSVCR71.dll* and *MSVCRT.dll* files from *C:\ProgramFiles\Java\jre6\bin* to *C:\Program Files\Cisco\Unified Communications Manager Attendant Console\bin*.

## CTI Route Point and CTI Ports Fail to Register

### Problem

You have issues registering CTI ports or route points with the Cisco Unified Business Attendant Console (CUBAC).

### Solution

This issue was tracked based on the TSP trace. This sample output shows that CUBAC tried to open the CTI connection with IPv6:

```
09:56:04.347 | CCTiInterface::ProcessRegisterDeviceResponse() RegisterDeviceRequest
failed. []
09:56:04.347 | CCTiInterface::ProcessRegisterDeviceResponse() Result of register device
request is -1932787469
09:56:04.347 | <--CCTiInterface::ProcessRegisterDeviceResponse()
09:56:04.347 | <--CCTiInterface::OpenDevice() IPv6 [R3EDB27AD100016]
09:56:04.347 | -->CSelsiusTSPDevice::UnReserveMediaChannel() [0x00000000]
09:56:04.347 | CSelsiusTSPDevice::UnReserveMediaChannel() [0x00000000] m_UserIP
[0x00000000]. m_UserRecvPort [0x00000000]
09:56:04.347 | -->CSelsiusTSPDevice::IsMediaChannelAssociated()
09:56:04.347 | CSelsiusTSPDevice::IsMediaChannelAssociated() [0xFFFFFFFF] bRc - 0
09:56:04.347 | <--CSelsiusTSPDevice::IsMediaChannelAssociated()
09:56:04.347 | <--CSelsiusTSPDevice::UnReserveMediaChannel() [0x00000000]
09:56:04.347 | CSelsiusTSPDevice::OpenDevice() [R3EDB27AD100016] *ERROR*
m_DeviceList->OpenDevice() failed with error 0x8CCC00F3 [Unknown value]
```

Complete these steps in order to resolve this issue:

1. Remove IPv6 option from the Common Device template.



The common device configuration profile (**Device > Device Settings > Common Device Configuration**) contains the following IPv6 configuration information.

System ▾ Call Routing ▾ Media Resources ▾ Voice Mail ▾ Device ▾ Application ▾ User Management ▾

**Common Device Configuration**

Save

**Status**

Status: Ready

**Common Device Configuration Information**

Common Device Configuration: New

**Common Device Configuration Information**

Name\*

Softkey Template -- Not Selected -- ▾

User Hold MOH Audio Source < None > ▾

Network Hold MOH Audio Source < None > ▾

User Locale < None > ▾

IP Addressing Mode\* IPv4 and IPv6 ▾

IP Addressing Mode Preference for Signaling\* Use System Default ▾

Allow Auto-Configuration for Phones\* Default ▾

☐ Use Trusted Relay Point

**Multilevel Precedence and Preemption Information**

MLPP Indication\* Default ▾

MLPP Preemption\* Default ▾

MLPP Domain < None > ▾

Save

2. Restart the CTI route points, CTI ports, and CTI template device.
3. Restart the Windows Telephony service on CUBAC.

**Error: Unable to connect to Backup CTI Manager. Please check the information provided and try again.**

## Problem

This error message appears on the installation screen where you configure the TSP information:

Unable to connect to Backup CTI Manager. Please check the information provided and try again.

## Solution

This issue occurs when the CTI Manager service is not activated on the CUCM. Activate the *CTI Manager* and *AXL services* on the server in order to resolve this issue.

# Attendant Console Sync Issue

## Problem

Not all CUCM users appear in the Business Edition of the Attendant Console.

## Solution

This issue mainly occurs when the directory reaches maximum capacity. Complete these steps in order to check if the directory has reached the maximum limit of user entries:

1. Choose **System Configuration > Directory Synchronization > Enable**, and verify that Directory Sync is enabled.
2. Restart the LDAP plugin service.
3. Choose **Start > All Programs > Microsoft SQL Server 2008**, click **Connect**, and expand the tree structure to the tables level.
4. Right-click the **dbo.Contact\_Numbers** table, and choose **Select Top 1000 Rows**.

The number of users imported into the directory appears in the lower-right corner of the user interface.

# Error: Copy file CiscoTSP.tsp failed

## Problem

When you try to install the CUBAC 8.x, the CTI ports show as unregistered and this error message is received:

```
Copy file CiscoTSP.tsp failed
```

## Solution

Complete these steps in order to clean up the TSP registry keys and resolve this issue:

1. In the Registry Editor, navigate to **HKEY\_LOCAL\_MACHINE > SOFTWARE > Cisco Systems, Inc.**, and delete the CiscoTSP registry key and all subkeys.
2. Delete all CiscoTSP\*.tsp and CiscoTUISP\*.dll files from the winnt\system32 directory. You might need to reboot the system so that the system will allow you to remove these files.
3. In the Registry Editor, navigate to **HKEY\_LOCAL\_MACHINE > SOFTWARE > Microsoft > Windows > CurrentVersion > Uninstall**, and delete the {AF198881-AF5B-11D4-9DA2-000039ED6324} and CiscoTSP subkeys.

**Note:** Do not delete the entire Uninstall key; delete only the {AF198881-AF5B-11D4-9DA2-000039ED6324} and CiscoTSP keys.

Refer to Cisco TSP 3.1 Installation Issues for more information.

# Attendant Console Server Failures after Period of Uptime

## Problem

The Attendant Console (AC) pilot point receives a busy tone intermittently or the AC client fails to log in successfully after a number of days.

The AC client application displays the Connecting to Server - Please Wait message followed by the Unable to connect to server message.

## Solution

This issue occurs because the AC server closes the TCP port (1101). As a result, the AC client is not able to log in or receives a busy tone when calling the AC pilot point.


In order to resolve this issue, restart the **Attendant Console Server** and **CTI manager** service.

**Note:** This issue is documented in Cisco bug ID CSCsq93935 (registered customers only) .

## Cisco Unified Communications Manager Attendant Console

Here is a link to the video on the Cisco Support Community which explains about How to configure the Cisco Unified Communications Manager Attendant console.

## Related Information

- [Cisco CallManager Attendant Console Frequently Asked Questions](#)
- [Voice Technology Support](#)
- [Voice and Unified Communications Product Support](#)
- [Troubleshooting Cisco IP Telephony](#) 
- [Technical Support & Documentation – Cisco Systems](#)

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