Cisco CallManager 4.x: Troubleshoot RTMT Login Errors

Document ID: 100606

Contents

Introduction

This document explains how to troubleshoot the error messages that appear when a user attempts to access the Real–Time Monitoring Tool (RTMT).

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on the Cisco Unified Communications Manager (CallManager) 4.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: The RTMT application can not be used by this user name and password (insufficient privileges)

Users cannot login to RTMT. This error message appears:

```
The RTMT application can not be used by this user name
        and password (insufficient privileges).
```

Error ✕

🛑 Access forbidden. The RTMT application can not be used
by this user name and password (insufficient privileges).

OK
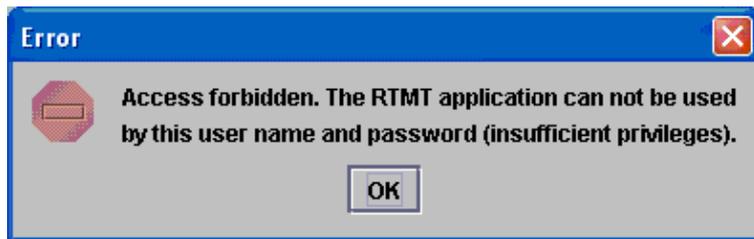
Solution 1

In order to resolve this issue, complete one of these steps:

- If MLA is enabled, use the Cisco CallManager administrator account to log in rather than the Windows login.
- Also, there is Secure Connection check box on the login window. Log into the Real−Time Monitoring Tool (RTMT) when this is checked.
- Restart the IIS and RIS Data Collector services.

Solution 2

This issue can also occur when you try to login to RTMT with a secure connection unchecked.

In order to resolve this issue, you need to disable HTTPS for RTMT access to CUCM. Complete these steps:

1. Choose **Start** > **Programs** > **Administrative Tools** > **Internet Services Manager**.
2. Click the name of the server where the HTTPS certificate exists.
3. Click **Default Website**.
4. Click the virtual directory.
5. Right−click **Properties**.
6. Click the **Directory Security** tab.
7. Under Secure Communications, click **Edit**.
8. Uncheck the **SSL Required (Required Secure Channel SSL)** check box.
9. Click **Ok**, and then **Apply**.

   Now, you can login to RTMT with the secure connection box unchecked.

Error: Unable to restore configuration! Invalid format

In Cisco CallManager 4.x, you can log in to the Real Time Monitoring tool, but it prompts with the `Which smtp server the user would like to use?` query, and the `Unable to restore configuration! Invalid format` error message appears.

Solution

Check the settings for the **RIS data collector service** service parameter. Complete these steps:

1. Choose **Call manager administration** > **Service** > **Service parameter**.
2. Choose the **Server**, select the **RIS data collector** service, and check the **Primary collector** parameter. Make sure that your **Publisher** is selected here.

Related Information

- **RTMT Notification: Number of MediaListExhausted Events Exceed 0 within 60 Minutes**
- **Real–Time Monitoring Tool**
- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Troubleshooting Cisco IP Telephony**
- **Technical Support & Documentation – Cisco Systems**

Updated: Feb 12, 2008   Document ID: 100606