

# Troubleshooting Cisco Unified Enterprise Attendant Console Issues

Document ID: 112181

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## Introduction

Cisco Unified Enterprise Attendant Console is an efficient application especially designed for handling calls and messages. This application enables you to answer calls from a pre-defined set of queues and transfer them to desired extensions.

The application enables you to perform comprehensive tasks such as Call Conference, Call Transfer, Call Parking and Call Retrievals. The user-friendly design of the application gives speed and flexibility, and also facilitates you to manipulate calls with simple mouse clicks or keystrokes.

This document describes the error message and the workaround related to the Cisco Unified Enterprise Attendant Console.

# Prerequisites

## Requirements

There are no specific requirements for this document.

## Components Used

The information in this document is based on the Cisco Unified Enterprise Attendant Console 3.x/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.

# Salutation Pops Up and Device Gets Locked

## Problem

When a new call comes in, a salutation pops up. When you try to answer the call, it intermittently freezes.

## Solution

In order to resolve the issue, perform these steps:

1. From the View Menu of Cisco Unified Enterprise Attendant Console, press **Ctrl-F7** in order to turn off the salutation.
2. On the Cisco Unified Enterprise Attendant Console (CUEAC) Web Admin page, go to **User Configuration > Queue Management**, and clear the Salutation field.

This step disables the Salutation.

**Note:** This issue is fixed in CUEAC version 3.1.1.520.

This is documented in Cisco bug ID CSCtf56917 (registered customers only) .

# Unable to Reset or Recover the CUEAC Admin Password

## Problem

You are unable to reset the admin password in CUEAC 8.0.

## Solution

Complete these steps in order to reset or recover the admin password:

1. Go to **Start > Programs > SQL 2008 > Server Management Studio**.

2. Click **New Query**, and run this query:

```
UPDATE [ATTCFG].[dbo].[Agent_Details]
SET Password = NULL
WHERE Login_Type = 'SUP' AND Login_Name = 'ADMIN'
```

3. Open the Control Panel, go to Service Management, and restart the Attendant Console Server service.
4. Log in to the app admin: user is *ADMIN*; no password is required.
5. Once you are on the app admin page, you can set a new password.

## Unable to Upload the CUEAC License

### Problem

With CUEAC 8.x, you are unable to upload the original license file.

### Solution

Complete these steps in order to resolve the issue:

1. Go to **Start > Programs > Administrative Tools > Internet Information Service (IIS) Manager**.
2. Under *local host*, browse to **Web Sites > Default Web Site > WebAdmin**, right-click **WebAdmin**, and choose **Properties**.
3. In the WebAdmin Properties window, click the **Directory Security** tab.
4. Click the **Edit** button located in the Authentication and access control section.

In the **Authentication Methods** window, you can see the user account used for Anonymous access. In case of default installation, this shows the **Administrator** account.

5. Replace this account with an alternate local administrator account. Be sure to provide a password for this user account in the Password field.
6. Click **OK**.
7. Click **OK** or **Apply** to close all open IIS dialog boxes.

## Unable to Install CUEAC

### Problem

This error message is received when you attempt to install Cisco Unified Enterprise Attendant Console:

```
Error -1603
```

### Solution

Cisco Unified Enterprise Attendant Console is not supported on a 64-bit operating system. You must install CUEAC on a 32-bit Windows server.

## Unable to Log in to CUEAC

### Problem 1

After CUEAC 8.5(1) installation, you are unable to log in to the CUEAC, and you receive this error message:

API failed to be initialed.

## Solution

In order to resolve the issue, you must enable ASP.NET under IIS service.

## Problem 2

You are unable to log in to the CUEAC, and you receive this error message:

```
A connection Failure has occurred attempting to connect to server x.x.x.x, using server port 1859. Please ensure the server is active, and the logging in information is correct.
```

## Solution

Disable the firewall in order to resolve this issue.

## CUEAC Phone Status is "Out of service"

For information on how to troubleshoot this issue, refer to CUEAC Phone status is "Out of service".

## Attendant Console for Win7 64-bit

This table lists the client requirements for the Attendant Console to be compatible with the Windows 7 operating system.

Product Component	Hardware and Software Requirements
Cisco Unified Business Attendant Console	<ul style="list-style-type: none"><li>• Pentium IV Entry-Level specification</li><li>• 1 GB RAM</li><li>• 1 GB available hard disk drive</li><li>• 100 network card</li><li>• CD-ROM or DVD drive</li><li>• SVGA (1024 x 768) display card with correct drivers</li><li>• Sound card</li><li>• 17-in. monitor (highly recommended)</li><li>• Windows Small Fonts</li><li>• Windows 7 (32-bit or WoW64), Vista Professional plus SP2 (32-bit), or Windows XP Professional with SP2</li></ul>

## Images and icons appear scrambled/incorrectly on CUEAC web admin page

## Problem


After a fresh installation of the Cisco Attendant Console, the web admin page displays with errors, and you are unable to see the icons and menu links.

## Solution

This issue can occur if the IIS service on Service Manager does not have any roles assigned. Complete these steps in order to resolve the issue:

1. Click **Add Role Services** under IIS Services (Service Manager).
2. Make these selections under common HTTP features:
  - a. Static Content
  - b. Directory Browsing
  - c. HTTP Errors
3. Enable **Static Content Compression** and **Dynamic Content Compression** under Performances.
4. Issue the **iisreset** command from the command line in order to install these new services and restart the IIS service.

## Related Information

- [Troubleshooting Cisco Unified Communications Manager Attendant Console Error Messages](#)
  - [Voice Technology Support](#)
  - [Voice and Unified Communications Product Support](#)
  - [Troubleshooting Cisco IP Telephony](#) 
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Updated: Mar 19, 2012

Document ID: 112181

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