

Troubleshooting JTAPI Subsystem Startup Problems

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Introduction

The Java Telephony API (JTAPI) subsystem is a very important component of the Cisco Customer Response Application (CRA) platform. JTAPI is the component that communicates with the Cisco CallManager, and is responsible for telephony call control. The CRA platform hosts telephony applications, such as Cisco AutoAttendant, Cisco IP ICD, and Cisco IP-IVR. This document is not specific to any of these applications; the JTAPI subsystem is an underlying component that is used by all of them.

Before you start the troubleshooting process, ensure that the software versions that you use are compatible. Refer to the Cisco CallManager Release Notes for the version of Cisco CallManager that you use in order to verify compatibility.

Type **<http://servername/appadmin>**, where *servername* is the name of the server on which CRA is installed in order to login to the AppAdmin page, in order to check the version of the CRA. The current version is located in the lower-right corner of the main menu.

Prerequisites

Requirements

This document assumes that you have already attempted to configure your CRA server. A fresh install of CRA without any configuration information has all subsystems in the `OUT_OF_SERVICE` state. This document is not intended to describe the installation or configuration of any component of the CRA platform.

Components Used

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

- Cisco CallManager 3.1(3a)spC
- Customer Response Application version 2.2(3a)

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.

Terminology

These terms are used throughout this document:

- JTAPI user The user that is defined in the JTAPI configuration section of the AppAdmin page
- RM user The user that is defined in the Resource Manager configuration section of the AppAdmin page
- CTI port A device that is created on the Cisco CallManager. A CTI port is used by the CRA platform in order to queue calls and play prompts. One CTI port is used for every caller that is connected to the CRA server.
- CTI route point A device that is created on the Cisco CallManager. One CTI route point is created for every telephony application that is used by the CRA server.
- Cisco CallManager user A user that has been created on the Cisco CallManager.
- AppAdmin page The web page that is used to configure the CRA server:
<http://servername/appadmin>.
- CRA server The server that hosts the CRA application. CRA is also known as Apps, eServices, Workflow Engine.

Getting Started

In order to troubleshoot this problem, you must first enable some traces on the CRA server.

Enable Tracing

Complete these steps in order to enable tracing:

1. From the AppAdmin page, choose **Engine > Trace Configuration**.
2. Under the Debugging and Alarm columns, check the **SS_TEL** checkbox.
3. Choose **Update**.

In order to view the trace files, choose the **Trace Files** link on the left side of the page, then select the appropriate trace file.

JTAPI Subsystem is out_of_service

When you troubleshoot this problem, you need to first find the exception in the trace file. There are a few different keywords that you can use in order to find the exception in the trace file. Search for these keywords.

The most common reasons for failure are listed.

How to Find the Exception in the Trace File

Complete these steps in order to find the exception in the trace file:

1. From the Engine page, stop and start the Application Engine.
2. Open the most recent trace file.
3. Search for these keywords in the trace file:

- ◆ MIVR-SS_TEL-4-ModuleRunTimeFailure or MIVR-GENERIC-4-EXCEPTION
- ◆ MIVR-SS_TEL-1-ModuleRunTimeFailure
- ◆ MIVR-SS_TEL-7-UNK

MIVR-SS-TEL-4-ModuleRunTimeFailure or MIVR-GENERIC-4-EXCEPTION

Search for the MIVR-SS_TEL-1-ModuleRunTimeFailure string in the trace file. At the end of the line, an exception reason is given. These are the most common reasons.

Unable to create provider -- bad login or password

Cause

The user name or password entered in the JTAPI configuration is incorrect.

Resolution

Verify that the user name and password are correct. Try to log into the CCMuser page (<http://servername/ccmuser>) on the Cisco CallManager in order to ensure that the Cisco CallManager is able to authenticate correctly.

Full Text of Error Message

```
%MIVR-SS_TEL-4-ModuleRunTimeFailure:Real-time
failure in JTAPI subsystem: Module=JTAPI
Subsystem,Failure Cause=7,Failure
Module=JTAPI_PROVIDER_INIT,
Exception=com.cisco.jtapi.PlatformExceptionImpl:
Unable to create provider -- bad login or password.
%MIVR-SS_TEL-7-
EXCEPTION:com.cisco.jtapi.PlatformExceptionImpl:
Unable to create provider -- bad login or password.
```

Unable to create provider -- Connection refused

Cause

The JTAPI connection to the Cisco CallManager is refused by the Cisco CallManager.

Resolution

- Make sure you can successfully log in to CCMUser on Cisco CallManager with the JTAPI user name and the password.
- Verify that the CTI Manager service runs in the Cisco CallManager Control Center.

Full Text of Error Message

```
%MIVR-SS_TEL-4-ModuleRunTimeFailure:Real-time
failure in JTAPI subsystem: Module=JTAPI Subsystem,
Failure Cause=7,Failure Module=JTAPI_PROVIDER_INIT,
Exception=com.cisco.jtapi.PlatformExceptionImpl: Unable
to create provider -- Connection refused
%MIVR-SS_TEL-7-EXCEPTION:com.cisco.jtapi.PlatformExceptionImpl:
Unable to create provider -- Connection refused
```

Unable to create provider -- login=

Cause

Nothing is configured in the JTAPI configuration page.

Resolution

Configure a JTAPI provider in the JTAPI configuration page on the CRA server.

Full Text of Error Message

```
%MIVR-SS_TEL-4-ModuleRunTimeFailure:Real-time
failure in JTAPI subsystem: Module=JTAPI Subsystem,
Failure Cause=7,Failure Module=JTAPI_PROVIDER_INIT,
Exception=com.cisco.jtapi.PlatformExceptionImpl:
Unable to create provider -- login=
%MIVR-SS_TEL-7-EXCEPTION:com.cisco.jtapi.PlatformExceptionImpl:
Unable to create provider -- login=
```

or

```
MIVR-GENERIC-4-EXCEPTION:com.cisco.jtapi.PlatformExceptionImpl:
Unable to create provider-- login=_1: login=_1
```

Unable to create provider -- hostname

Cause

The CRA engine is not able to resolve the host name of the Cisco CallManager.

Resolution

Verify that DNS resolution works correctly from the CRA engine. Try to use an IP address instead of the DNS name.

Full Text of Error Message

```
%M%MIVR-SS_TEL-4-ModuleRunTimeFailure:Real-time
failure in JTAPI subsystem: Module=JTAPI Subsystem,
Failure Cause=7,Failure Module=JTAPI_PROVIDER_INIT,
Exception=com.cisco.jtapi.PlatformExceptionImpl:
Unable to create provider -- dgrant-mcs7835.cisco.com
%MIVR-SS_TEL-7-EXCEPTION:com.cisco.jtapi.PlatformExceptionImpl:
Unable to create provider -- dgrant-mcs7835.cisco.com
```

Unable to create provider -- Operation timed out

Cause

The CRA engine does not have IP connectivity with the Cisco CallManager.

Resolution

Check the IP address that is configured for the JTAPI provider on the CRA server. Check the default gateway configuration on the CRA server and the Cisco CallManager. Make sure there are no IP routing problems. Ping the Cisco CallManager from the CRA server in order to test connectivity.

Full Text of Error Message

```
101: Mar 24 11:37:42.153 PST
%MIVR-SS_TEL-4-ModuleRunTimeFailure:Real-time
failure in JTAPI subsystem: Module=JTAPI Subsystem,
Failure Cause=7,Failure Module=JTAPI_PROVIDER_INIT,
Exception=com.cisco.jtapi.PlatformExceptionImpl:
Unable to create provider -- Operation timed out
102: Mar 24 11:37:42.168 PST %MIVR-SS_TEL-7-EXCEPTION:
com.cisco.jtapi.PlatformExceptionImpl:
Unable to create provider -- Operation timed out
```

Unable to create provider -- null

Cause

There is no JTAPI provider IP address or host name configured, or when the JTAPI client does not use the correct version.

Resolution

Verify that a host name or IP address is configured in the JTAPI configuration. If the JTAPI version is incorrect, download the JTAPI client from the Cisco CallManager Plugins page and install it on the CRA server.

Full Text of Error Message

```
%MIVR-SS_TEL-4-ModuleRunTimeFailure:Real-time
failure in JTAPI subsystem: Module=JTAPI Subsystem,
Failure Cause=7,Failure Module=JTAPI_PROVIDER_INIT,
Exception=com.cisco.jtapi.PlatformExceptionImpl:
Unable to create provider -- null
```

MIVR-SS_TEL-1-ModuleRunTimeFailure

Search for the **MIVR-SS_TEL-1-ModuleRunTimeFailure** string in the trace file. This exception usually occurs when the JTAPI subsystem is unable to initialize any ports.

Cause

The CRA server can communicate with the Cisco CallManager, but is unable to initialize any CTI ports or CTI route points through JTAPI. This error occurs if the CTI ports and CTI route points are not associated with the JTAPI user.

Resolution

Check the JTAPI user on the Cisco CallManager, and verify that CTI ports and CTI route points that are configured on the CRA server are associated with the user.

Full Text of Error Message

```
255: Mar 23 10:05:35.271 PST %MIVR-SS_TEL-1-ModuleRunTimeFailure:
Real-time failure in JTAPI subsystem: Module=JTAPI Subsystem,
Failure Cause=7,Failure Module=JTAPI_SS,Exception=null
```

MIVR-SS_TEL-7-UNK

Cause

This error message indicates a failed codec install.

Resolution

1. Check the registry at HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\CRS\Properties\application.MIVR.properties.com.cisco.dialog.c = **G711ULAW64K,G711ALAW64K**
2. If it is not there, then add the codec G711 as in the previous example.
3. Restart the CRS Node Manager service from **Start > Programs > Administrative Tools**.

Note: If the JTAPI subsystem does not come into service after these steps are completed, the CRS needs to be uninstalled and re-installed.

Full Text of Error Message

```
JTAPI-JTAPI-7-UNK:[XXX_1393]CiscoRegistrationExceptionImpl
caught: At least one media capability must be specified
```

JTAPI Subsystem is in partial_service

When you troubleshoot this problem, you need to first find the exception in the trace file. There are a few different keywords that you can use in order to find the exception in the trace file. Search for these keywords. The most common reasons for failure are listed.

Searching for Key Words

Complete these steps in order to search for the keywords:

1. From the Engine page, stop and start the Application Engine.
2. Open the most recent trace file.
3. Search for the keywords listed in the trace file:

- ◆ MIVR-SS_TEL-3-UNABLE_REGISTER_CTIPORT
- ◆ MIVR-SS_TEL-2-SS_PARTIAL_SERVICE

MIVR-SS_TEL-3-UNABLE_REGISTER_CTIPORT

Cause

The JTAPI subsystem is unable to initialize one or more CTI ports or route points.

Resolution

The error message in the trace tells you which CTI port or route point was unable to be initialized. Verify that this device exists in the Cisco CallManager configuration, and is also associated with the JTAPI user on the Cisco CallManager.

Full Text of Error Message

```
1683: Mar 24 11:27:51.716 PST
%MIVR-SS_TEL-3-UNABLE_REGISTER_CTIPORT:
Unable to register CTI Port: CTI Port=4503,
Exception=com.cisco.jtapi.InvalidArgumentExceptionImpl:
Address 4503 is not in provider's domain.
1684: Mar 24 11:27:51.716 PST %MIVR-SS_TEL-7-EXCEPTION:
com.cisco.jtapi.InvalidArgumentExceptionImpl:
Address 4503 is not in provider's domain.
```

MIVR-SS_TEL-2-SS_PARTIAL_SERVICE

Cause

This issue can occur when there is an issue with the CTI ports.


Resolution

Unassociate and reassociate all devices from JTAPI user. Then, restart the CRS Engine and the Cisco CallManager Servers.

Full Text of Error Message

```
%MIVR-SS_TEL-2-SS_PARTIAL_SERVICE:JTAPI subsystem in partial service:
Failure reason=A number of route points are OOS - TR[num=8490], TR[num=8550],TR[num=8566]
```

Related Information

- [Diagnosing and Correcting Cisco CRA Problems](#)
- [Cisco Unified Contact Center Express Configuration Guides](#)
- [Voice Technology Support](#)
- [Voice and Unified Communications Product Support](#)
- [Troubleshooting Cisco IP Telephony](#) 
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