

# CallManager Attendant Console: Troubleshoot Speed Dials

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## Introduction

Speed dial entries allow you to quickly place calls, transfer calls, perform consult (supervised) transfers, and initiate conferences with the person associated with the speed dial entry. Speed dial entries include the name, phone number, and notes on the person that you added to the speed dial group.

This document discusses the common issues that occur with Cisco CallManager Attendant Console speed dials and how to troubleshoot those issues.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco CallManager Attendant Console
- Speed dials

## Components Used

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

- Cisco CallManager 3.x and 4.x
- Cisco CallManager Attendant Console 1.x and later

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.

**Note:** In Cisco Unified Communications Manager Business Edition Release 6.1 the Attendant Console does not support the intercom feature. The Attendant Console GUI shows intercom and other lines, but does not display the hunt group member line when the intercom feature is configured on a phone that is a member of a hunt group.

## Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

# Speed Dial Entries Lost After Speed Dial Names are Changed

## Problem

In some situations, after you make any changes to the speed dial names, the speed dial entries are lost.

The solution in this section applies to situations where multiple Attendant Console clients want to use the same speed dial setup. It also applies when you need to export speed dials on Cisco CallManager 4.x Attendant Console to Cisco Unified Communications Manager 7.x Attendant Console.

## Solution

If the directory server is not reachable during the exit or logout of a user from the console, then the application stores the attendant settings including speed dials on the local machine (as an xml file), so that any changes to the Attendant Console settings are saved. This is synchronized when the directory is accessible.

You can recover the speed dials when you complete these steps.

1. In this example, it is assumed that there are two Attendant Console users called ac1 and ac2. Launch the console and login as user **ac1**. The console launches and lists all the speed dials created for user ac1.
2. Remove the PC from the network and close the Attendant Console application window.
3. Go to the **C:\Program Files\Cisco\CallManager Attendant Console\data** folder and locate the **ac1.xml** file.

**Note:** For Cisco Unified Communications Manager version 5.x and later, the path is **C:\Program Files\Cisco\Unified CallManager Assistant Console\data\<assistant userid>.xml**.

4. Connect the PC back to network, launch the Attendant Console application and login as user **ac2**.
5. Disconnect the PC from the network and close the Attendant Console application.
6. Go to the **C:\Program Files\Cisco\CallManager Attendant Console\data** folder and locate the **ac2.xml** file.

7. Open the **ac1.xml** and **ac2.xml** files and copy the speed dial data from ac1.xml to ac2.xml or from ac2.xml to ac1.xml and save.
8. Connect the PC back to the network.
9. Launch the Attendant Console application and login as ac1.

Now the Attendant Console user ac1 has speed dial from the user ac2. You can now log off. Since the directory is accessible, the data is saved to the directory.

This is documented in Cisco bug ID CSCeg22093 (registered customers only) .

## Speed Dial and Directory Listings Missing on Load

### Problem

On the Cisco Attendant Console, the speed dial and directory listing configurations do not come up. This error message is received under c:\Program Files\Cisco\CallManagerAttendant\UserList\AutoGenerated.txt.

```
# THIS IS AN AUTO GENERATED CORPORATE DIRECTORY LIST.  
  
# Generated at: <><< Month and date >> <><>  
  
# ERROR: com.cisco.ac.server.ldap.ACLdapConnectionException: Cannot connect to directory
```

**Note:** The Attendant Console users can still log in and have functional call control, but there are no speed dials or directory listings.

### Solution

**Note:** It has been observed that if the DC Directory service is disabled or stopped on any of the CallManager servers in the cluster, then this error starts to show up in the Cisco Telephony Call Dispatcher (TCD) logs. Make sure the DC Directory service runs on all the Cisco CallManager servers before any of the troubleshooting steps.

Complete these steps in order to resolve this issue:

1. Close the Attendant Console application window.
2. Delete the file **C:\Program Files\Cisco\CallManagerAttendant\UserList\AutoGenerated.txt** on the Attendant Console server and delete the file **C:\Program Files\Cisco\CallManager Attendant Console\userlists** on the Attendant Console Client PC.
3. Choose **Start > Programs > Administrative Tools > Services** and restart the Cisco Telephony Call Dispatcher (TCD) service on all the Cisco CallManager servers in the cluster.
4. Open the Attendant Console application again and check if the issue is fixed.
5. If the issue still persists, then perform these steps:
  - a. On the Cisco CallManager server, open the file **C:\dcdsrvr\DirectoryConfiguration.ini** and verify that this file contains the correct information for the Lightweight Directory Access Protocol (LDAP) directory server for these fields:

```
◇ ldapURL=  
◇ ldapsURL=
```

**Note:** It is recommended to use the IP address of the Cisco CallManager server instead of the host name in order to avoid any issues related to name resolution.

- b. Also in the Cisco CallManager server, choose **Start > Run**, type **regedit** and locate the **HKEY\_LOCAL\_MACHINE\SOFTWARE\Cisco Systems, Inc.\Directory Configuration** key. Verify that the key and the DirectoryConfiguration.ini file have the same and correct information for these fields:

◇ IdapURL

◇ IdapsURL

- c. Correct any information in the file and in the registry key if any information is different or wrong. Save the changes and close the DirectoryConfiguration.ini file and the registry key.
- d. Close the Attendant Console application, then restart the Cisco TCD and Cisco CTIManager services.

## Speed Dial Information is Lost After Cisco CallManager is Upgraded from Version 4.x to 5.0

### Problem

After Cisco CallManager is upgraded from 4.x to 5.0 and the Attendant Console clients on the users' PCs are upgraded, all of the speed dials in the Attendant Console windows disappear.

This issue is documented in these Cisco bug IDs:

- Cisco bug ID CSCsj28809 (registered customers only)
- Cisco bug ID CSCsg19481 (registered customers only)

### Solution

As a workaround, each Attendant Console user needs to manually re-enter their speed dial information.

## Unable to Drag and Drop Calls to Toll Free Numbers in the Attendant Console Application

### Problem

When the Unified Communications Manager 6.x Attendant Console is used, the operator is unable to drag and drop calls to toll-free numbers in the attendant console application. You can transfer to toll free numbers using Consult Transfer, but not by dragging the call to the toll free number in the Speed Dial list.

### Solution

Complete these steps in order to resolve this issue:

1. In the Cisco Unified Communications Manager Administration, go to the **Gateway Configuration** page.
2. On this page, uncheck the **Redirecting Number IE Delivery – Outbound** and **Display IE** parameters.

## Database Update Error when Attempting to Add Cisco CallManager Attendant Console Speed Dial Information

## Problem

When you attempt to add Cisco CallManager Attendant Console speed dial information, the Database update error is received as shown in the image:

## Solution

This issue can occur when an antivirus application is enabled. Disable the antivirus application in order to resolve the issue.

## Related Information

- [Using the Speed Dial Window](#)
- [Cisco Unified Communication Manager Attendant Console](#)
- [Voice Technology Support](#)
- [Voice and Unified Communications Product Support](#)
- [Troubleshooting Cisco IP Telephony](#) 
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