

Troubleshooting Cisco Unified Communications Manager Attendant Console Error Messages

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Introduction

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

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

This document describes the error messages and the workarounds related to the Cisco Unified Communications Manager 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 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.

Problem: Unable to connect to server

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 shown in this procedure:

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

Problem: Error communicating with server is displayed

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.

Problem: Login Error – "One or more lines on your phone are shared. Shared lines are not supported"

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

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.

Problem: The Attendant Console Steals Focus from other Windows on Incoming Call

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 and if you click on it you can toggle the **Activate console on new call** feature on and off.

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Related Information

- [Cisco CallManager Attendant Console Frequently Asked Questions](#)
 - [Voice Technology Support](#)
 - [Voice and Unified Communications Product Support](#)
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