

The Contact Manager lookup doesn't work - Troubleshooting basics

Applies to:

Application Suite

Description:

Troubleshooting XML service in Contact Manager

Solution:

Contact Manager Directory Lookup - Caller ID Service

Please double-check the Contact Manager configuration in the system guide.

Cisco PBX Configuration

It can be that the Directories are available on the IP Phone when pressing the Directory button, but the Caller ID popup is not displayed.

When the Application Suite configuration is not correct, no error is displayed on the IP Phone but the popup is not displayed.

These are the most common problems:

License expired

This can be easily checked through the "Licenses" web page.

Some Imagicle Services are stopped

Please check in the Windows Service Manager that the following services are running (start | Run | services.msc):

"ImagicleService Host", "Imagicle AXL service", "Imagicle Phone Control"

No IAS user can be associated to the IP Phone

Please check that in IAS such user exists, and that his/her properties which are used to associate the IP phone are correctly set (primary extension, MAC address, Pbx username). Please verify the device association in the IAS diagnostic page (Main | Support | PBX Devices: Details). From this page you can also test the popup through a button. A message should be displayed on the associated IP device.

The phone IP address is not available in the IAS database

Please check the device IP address through the IAS diagnostic page. If it is missing, please check that AXL is correctly configured (and double-check the password)

Enabling AXL



The AXL service must be running on the CUCM node configured on the IAS (On CUCM9.1: CiscoUnified Serviceability --> Tools --> Service Activation --> Cisco AXLWeb Service).

You can restart such service on the CuCM through Cisco Unified Serviceability.

The IP Phone cannot be controller by the IAS through TAPI

Please check the flag on the IAS diagnostic webpage in the "Detected by TAPI" column. You could also look for the device and line in the Windows TAPI snap-in (running "tapimgmt.msc"). If the device is not listed there, you need to associate the IP phone to the ImagicleCTI application user in CUCM.

Another helpful tool is "Phone.exe", located in <StonevoiceAS install dir>\Troubleshooting

Failed IP Phone authorization

Please execute a test from the IAS diagnostic page (see above). If the "authorization error" message is displayed in the webpage, please check the "URL authentication" on the IP phone and set it on the CuCM in the IP Phone properties (or in the Enterprise Parameters) like this:

`http://[APP_SUITE_IP]/fw/authenticate.asp`

Calling number is not matched

This can have several causes.

a) The calling number is not listed in any directory available to the IAS user associated to the phone. It can be listed in a directory which is owned by another user or associated to a specific department. Check that the contact is available to the user searching for it through the directories button on the IP phone.

b) Number mismatch because of the Incoming Prefix

If the voice gateway or the PBX adds a '0' (or another prefix) before the calling number, that prefix must also be specified in the IAS (Administration | System Parameters | Numbering Plan Settings) as Incoming Prefix.

WARNING: some CuCM configurations cause the calling number to be displayed on the IP Phone to be different to the one received by Contact Manager in the TAPI signaling. Please check the true number through the Call History of the IP phone, which, usually, is the same number seen through TAPI.

Other information can be gathered enabling debug logs in Speedy, placing a test call and looking in this file: `varlogApplicationSuite.Core.ServiceSpeedy.log.txt` for a line similar to:

DEBUG { 32}[LookupAgent] FormatDetailsOfCallerNumber(user=nome_utente,CLI=034567890123):Search returned no contact in 52 ms.

This tells the user associated to the IP device, to the calling number received by Contact Manager (CLI), and to the number of matches in the directories.

When the call arrives, the Display name has already been set by the PBX in the signaling

In this case, by design, Contact Manager does not send the popup to the phone. You can force the popup to be sent anyway through a hidden parameter. Contact Manager Caller ID service does not rely on the calling number length (as the Imagicle Attendant Console does).

The popup http message is too long

The maximum body size for the message supported by Cisco IP Phones is 512 bytes. This case can be verified through Contact Manager logs and it is triggered when you add too many custom fields to the information to be displayed or if a First Name/Last Name is too long. In this case you have to disable some additional field or to shorten the contact data.



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