

# Troubleshoot Missing Speed Dials Issue in IPMA

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## Introduction

Cisco Unified Communications Manager Assistant allows assistants to utilize an assistant console installed on their PC to help take calls on behalf of a manager or managers. The assistant console application allows the assistant to configure speed dials to aid in efficiency. Assistants can easily program and activate speed dials with a point and click without the need to type numbers on the phone keypad.

Normally speed dials are not lost, since all assistant settings are stored in the server database. However, under certain conditions, the Cisco Unified Communications Manager Assistant Console can lose speed dials. Speed dials are mapped to the user ID of the assistant who logs into the Cisco Unified Communications Manager Assistant Console. This document describes how to resolve the issue of missing speed dials as well as describes the conditions under which speed dials can be lost.

**Note:** Cisco Unified Communications Manager Assistant was formerly known as Cisco IP Manager Assistant.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unified Communications Manager Administration

### Components Used

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

- Cisco Unified Communications Manager 5.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.

### Conventions

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

# Problem

When a manager assistant opens the Cisco Unified Communications Manager Assistant Console, all the tabs with speed dials are absent. These are the reasons speed dials can be lost:

- CCMAAdmin deletes the assistant and then adds the assistant again.
- The PC of the assistant is rebuilt.
- The assistant is associated to another manager. In this instance, the assistant end user is removed as an assistant and then re-associated with the manager as a new assistant, which can lead to lost speed dials.
- The speed dials are stored in the **ipmastaticdata** database table. Run the **admin:run sql select \* from ipmastaticdata;** command in order to check this. This information is saved in encrypted form under the **settingsdata** column. If any corruption happens to this database, speed dials can be lost.

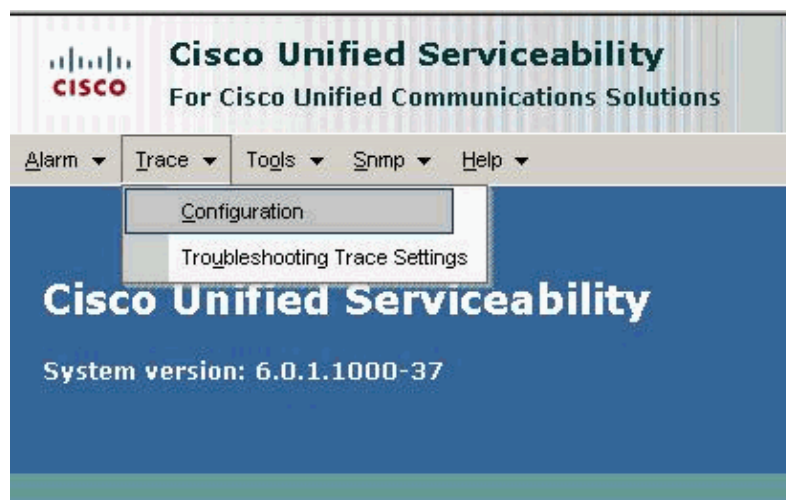
You can set up the IPMA log at the debug level and the assistant console log from the client side in order to determine why the speed dials are lost.

The PC of the assistant fetches the encrypted settings data from the server and applies those while the console is shown. The **settings data** must be checked for in the **logs** in order to confirm what speed dial entries are received on the PC of the assistant. Refer to the steps in this document for information on how to setup traces and logs.

In order to set the IPMA logs at the debug level, complete these steps.

1. Open the **Cisco Unified Serviceability** from the main page of Cisco Unified Call Manager Administration.
2. From the Cisco Unified Serviceability main page, choose **Trace > Configuration**, as mentioned in Figure 1.

**Figure 1**



3. In order to capture IPMA Server traces, apply these settings, as shown in Figure 2.

- a. Choose the Publisher as the server.
- b. Choose **CTI Services** as the Service Group.
- c. Choose **Cisco IPMA Manager Assistant** as the Service.
- d. Choose **Debug** as the Debug Trace Level.
- e. Under Trace Filter Settings check the **Enable IPMA Service Trace**, **Enable IPMA CTI Trace**, **Enable IPMA Manager Configuration Change Log**, and **Enable IPMA CTI**

**Security Trace** check boxes.

- f. Check the **Apply to All Nodes** check box. This must be done since traces had to be taken from all servers that have IPMA enabled.
4. Click **Save**, and close the window.

**Figure 2**

The screenshot displays the 'Trace Configuration' interface in Cisco Unified Serviceability. At the top, there's a navigation bar with 'Alarm', 'Trace', 'Tools', 'Snmp', and 'Help' menus. Below this, the 'Trace Configuration' section is active. It features a 'Status' indicator showing 'Update Completed'. The main configuration area is divided into several sections: 'Select Server, Service Group and Service' with dropdown menus for 'Server\*' (cm601), 'Service Group\*' (CTI Services), and 'Service\*' (Cisco IP Manager Assistant (Active)), each with a 'Go' button; a checked 'Apply to All Nodes' checkbox; a checked 'Trace On' checkbox; 'Trace Filter Settings' including a 'Debug Trace Level' dropdown set to 'Debug', and several checked checkboxes for 'Cisco IP Manager Assistant Trace Fields' (Enable IPMA Service Trace, Enable IPMA Manager Configuration Change Log, Enable IPMA CTI Trace, Enable IPMA CTI Security Trace) and an unchecked 'Device Name Based Trace Monitoring' checkbox; a 'Select Devices' button; and an unchecked 'Include Non-device Traces' checkbox; 'Trace Output Settings' with input fields for 'Maximum No. of Files\*' (45) and 'Maximum File Size (MB)\*' (1); and finally, 'Save' and 'Set Default' buttons. A footer note states '\* - indicates required item.'

5. The log files reside on the server that runs the Cisco IP Manager Assistant service. Use one of these methods in order to download these files from the server:

- ◆ Issue the **file get activelog tomcat/logs/ipma/log4j** CLI command.
- ◆ Use the trace collection features in the Cisco Unified Communications Manager Real-Time Monitoring Tool (RTMT).

In order to Collect IPMA Client traces, you must take the log from the hard disk of Assistant's machine. Complete these steps:

1. **\$INSTALL\_DIR\logs\ACLog\*.txt** on the client desktop in the same location where the Cisco Unified Communications Manager Assistant assistant console resides.
2. In order to enable debug tracing, go to the **Settings** dialog box in the Cisco Unified Communications Manager Assistant Console. In the **Advanced** panel, check the **Enable Trace** check box.

- Note:** This enables only debug tracing, and error tracing always remains on.
3. By default, the location is: C:\Program Files\Cisco\IPMA Assistant Console\ACLog\*.txt . Browse to this location to read the file.
  4. From the file, note the time you discovered that the speed dials were lost.
  5. Check the IPMA logs on the server side at the debug level for the time stamp the speed dials were lost.

## Solution

In order to resolve the issue, you need to backup the speed dials of Cisco Unified Communications Manager Assistant. Complete these steps in order to backup the speed dials and retrieve them when needed:

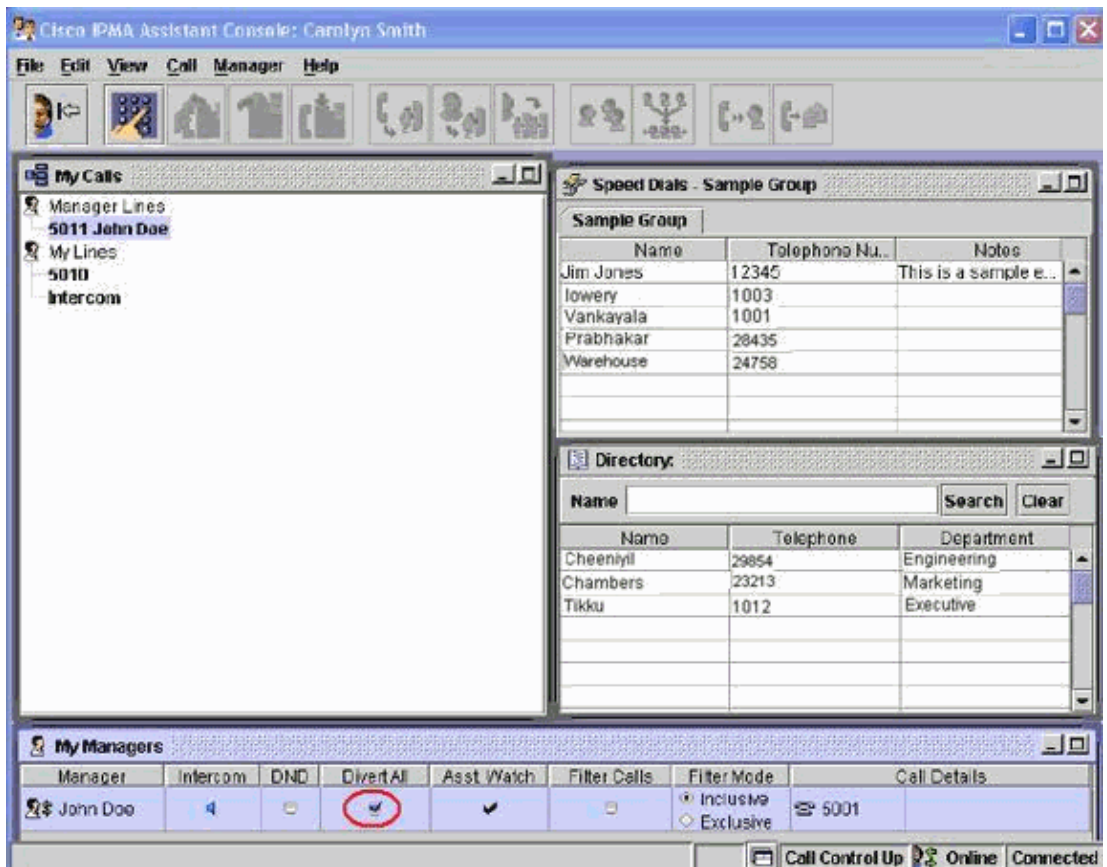
1. Log in to the Cisco Unified Communications Manager Assistant Console application, as shown in Figure 3, and configure all the speed dials.

**Figure 3**



2. Once you have all the speed dials configured on the assistant console, as shown in Figure 4, disable the network connectivity from the computer where the assistant console application is installed.

**Figure 4**



3. Close the assistant console application.

The application tries to connect to Cisco Unified Communications Manager in order to send the new speed dial configuration, but it fails as expected. So, it takes a backup of the speed dials in an XML file located at **C:\Program Files\Cisco\Unified Call Manager Assistant Console\data\<assistant userid>.xml**.

This xml file contains the speed dials configuration.

4. Make a copy of this file, such as **C:\Program Files\Cisco\Unified Call Manager Assistant Console\data\<assistant userid>.xml**, in another location as a backup file.
5. Plug the network cable back into the PC, and log in to the Cisco Unified Communications Manager Assistant Console. The **C:\Program Files\Cisco\Unified Call Manager Assistant Console\data\<assistant userid>.xml** file is immediately sent to Cisco Unified Communications Manager and is not on the local PC anymore.

If you find that the speed dials are lost, you can copy your backup file that you saved in another location to **C:\Program Files\Cisco\Unified Call Manager Assistant Console\data\<assistant user id>.xml**. After you copy the xml file, you can log in again and see that you have your speed dials.

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## Related Information

- [Copy Speed Dials from One Attendant Console User to Another Configuration Example](#)
  - [Cisco Unified CallManager Assistant for Cisco Unified CallManager Version 5.0](#)
  - [Technical Support & Documentation – Cisco Systems](#)
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