



Troubleshooting Cisco IP Phone Service Applications

This chapter contains the following sections:

- [Troubleshooting Tips](#)
- [XML Parsing Errors](#)
- [Error Messages](#)

Troubleshooting Tips

The following tips apply to troubleshooting Cisco IP Phone service applications:



Tip

Microsoft Internet Explorer 5 or higher can display the XML source with its default style sheet.



Tip

Understand that standard IP troubleshooting techniques are important for HTTP errors.



Tip

Externally verify name resolution (Phone has DNS set).

**Tip**

If DNS is suspected, use IP addresses in URLs.

**Tip**

Browse the URL in question with IE5 or download and verify with Netscape.

Use a logged telnet session to verify that the desired HTTP headers are returned (Telnet to the server on port 80; then, enter get /path/page).

XML Parsing Errors

The following tips apply to troubleshooting XML parsing errors in Cisco IP Phone services applications:

- Verify the object tags (the object tags are case sensitive).
- Verify that “&” and the other four special characters are used per the restrictions while inside the XML objects. See [Chapter 2, “CiscoIPPhone XML Objects,”](#) for more information.

Error Messages

The following error messages may appear on the prompt line of the Cisco IP Phone display.

- XML Error[4] = XML Parser error (Invalid Object)
- HTTP Error[8] = Unknown HTTP Error
- HTTP Error[10] = HTTP Connection Failed

Refer to the *Cisco IP Phone Administration Guide for Cisco CallManager* for more information.

Free Manuals Download Website

<http://myh66.com>

<http://usermanuals.us>

<http://www.somanuals.com>

<http://www.4manuals.cc>

<http://www.manual-lib.com>

<http://www.404manual.com>

<http://www.luxmanual.com>

<http://aubethermostatmanual.com>

Golf course search by state

<http://golfingnear.com>

Email search by domain

<http://emailbydomain.com>

Auto manuals search

<http://auto.somanuals.com>

TV manuals search

<http://tv.somanuals.com>