

## VoIP Monitor does not list some phone devices

<b>Problem Summary</b>	With the Cisco Communications Manager Express (CME) deployment, when you click the <b>VOIP Monitoring Device</b> tab in the web based <b>Cisco Desktop Administrator</b> , the following error message appears.
<b>Error Message</b>	CDAUI2000 An error has occurred. Contact technical support.
<b>Possible Cause</b>	Unknown.
<b>Recommended Action</b>	<p>Do the following:</p> <ol style="list-style-type: none"> <li>1. Login to the Cisco CME router (through a hyper terminal or telnet session) and enter the username and password.</li> <li>2. Enter <b>enable</b> to <b>Turn on the Privilege</b> command.</li> <li>3. Press the Return key.</li> <li>4. You are prompted to authenticate your session; enter password: <b>enable</b>.</li> <li>5. Press the <b>Return</b> key.</li> <li>6. Enter <b>Configure t</b>.</li> <li>7. Press the <b>Return</b> key (You enter the configuration mode and are allowed to do the configuration changes on the CME router through the terminal).</li> <li>8. Execute the following commands to increase the buffer size from 4K to 64K: <ul style="list-style-type: none"> <li>◆ ixi transport http</li> <li>◆ response size 64</li> <li>◆ no shutdown</li> <li>◆ request outstanding 1</li> </ul> </li> <li>9. Execute the <b>write</b> command on the CME router. This will write the existing configuration details to the memory, network, or terminal.</li> <li>10. Launch the web based Cisco Desktop Administrator.</li> <li>11. Go to: <b>Services Configuration &gt; Silent Monitoring and Recording &gt; VOIP Monitor Device</b>.</li> </ol> <p style="text-align: center;">After making the above changes, the phone devices should be listed under <b>VOIP Monitor Device</b>.</p>
<b>Release</b>	Release 7.0(1)
<b>Associated CETS #</b>	None.