

**VoIP Monitor tab of the CDA gives an error**

<b>Problem Summary</b>	With both the CCM and CME deployments, the VoIP Monitor tab of the CDA gives error messages if not properly configured.
<b>Error Message</b>	Error Reading from Directory services.
<b>Possible Cause</b>	For the CCM deployment, associate the phones to the RmCm application user in Cisco Unified CM.
<b>Recommended Action</b>	For CME deployment, execute the following commands on the CME router to see the configured phones under VoIP tab of the CDA:  Cisco2800(config)#ixi transport http  Cisco2800(conf-xml-trans)#response size 64  Cisco2800(conf-xml-trans)#no shutdown  Cisco2800(conf-xml-trans)#exit
<b>Release</b>	Release 7.0(1)
<b>Associated CDETS #</b>	None.