



Frequently Asked Questions



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VoiceObjects 9.0

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Frequently Asked Questions

The *Frequently Asked Questions (FAQ)* contains a collection of short articles from the VoiceObjects Technical Support knowledgebase, which deal with issues that might be of general interest. They are intended to serve as a starting point and where appropriate link to the respective topics in the VoiceObjects product documentation for further reading. The articles have been categorized according to the major areas in which issues can occur:

- Analysis
- Application Development
- Call Time Behavior
- Deployment
- Installation/Maintenance

If your question is not covered here, refer to the relevant parts of the VoiceObjects product documentation for more detailed descriptions. If the documentation also does not offer a solution, refer to your Software Maintenance Agreement on how to get support from VoiceObjects.

Analysis

Empty date selections in VoiceObjects Analyzer reports

Symptoms

I am using VoiceObjects Analyzer reports containing date filters. When I execute these reports, a selection box comes up containing the message *No values selected*. There are no date values given that can be selected and thus I cannot run the report.

Resolution

There are some issues with SAP BusinessObjects regarding the synchronization of selection list values used for prompting filters. This especially seems to occur when you re-import database tables into the underlying Infostore database (e.g. you completely truncate tables and import the table data afterwards). In this case it might happen that the selection lists are not refreshed. So empty lists are shown when prompting filters are executed.

1. Start *BusinessObjects Designer* and log on as user with the role *Designer*.
2. Import the universe from the BusinessObjects repository into the Designer.
3. Stop the BusinessObjects server.
4. Export the universe from the Designer to the BusinessObjects repository.
5. Start the BusinessObjects server again.

Refer to the BusinessObjects documentation for details on these steps.



Date conversion problems in VoiceObjects Analyzer

Symptoms

I am using VoiceObjects Analyzer reports containing date filters to analyze Infostore data in a Microsoft SQL Server database. When I execute the reports I get an error message saying there was an error converting character data into date formats.

Resolution

When executing VoiceObjects Analyzer reports, BusinessObjects converts the specified values of date filters into a specific date representation format. This specific format is sent to the database server by the BusinessObjects server.

BusinessObjects requires the language setting of the database server to be *English*.

If the language setting of the database is not *English* (e.g. *German*) the data BusinessObjects writes into the SQL statements is incompatible to the data the database server expects for dates.

- **Change the date format setting of the database server.**
Check the database language setting. Change the language setting to *English* if required. Refer to the documentation of your database system for details on how to do this.
- **Restart the BusinessObjects server** as described in the BusinessObjects documentation.

System logging does not write to VOLDAGG* tables

Symptoms

The system logging writes correct data to all tables – only one or more of the tables VOLDAGGRSS, VOLDAGGRES, VOLDAGGRSV and VOLDAGGSIT is not filled with any data.

Resolution

The table VOLDAGGRSS is only filled by the master of a cluster. If the setting for the logging database is only specified for all server instances but not for the Desktop and the Desktop gets master instance, the data cannot be logged any longer.

Please note, that this behavior has changed from VoiceObjects X5 to VoiceObjects 6.

When all instances (server and Desktop) in the cluster get the same settings for the system and custom logging databases (in *VODesktop_Configuration.xml* or *VOServer_Configuration.xml*, dependent on the instance type) all data will be logged to the database independently from the active master instance. For more information on changing these settings, refer to Reconfiguring Initial Settings in Chapter 1 – *Advanced Configuration of VoiceObjects* in the *Administration Guide*.



Application Development

How do I resolve issues with grammar types that are reported to be unsupported?

Symptoms

I get error messages saying that the grammar type I am using is not supported by the media platform. I have already checked the media platform documentation and according to this my grammar type is supported.

Resolution

Grammars are typically delivered to the media platform via HTTP. They are either directly delivered by VoiceObjects Server (e.g. embedded grammars) or by external resource servers.

When an HTTP server delivers content to a client (in this case to the media platform) it is expected to inform the client what kind of content is being returned by means of the HTTP content type header. Sometimes the content type is also called MIME type. The client usually interprets the content type and processes the content accordingly. If no value is given for the content type the client may attempt to guess the content type.

Besides the HTTP level setting of content types, types for grammars can also be set in the VoiceXML code in the type attribute of the `<grammar>` tag.

If the content type for the grammar files is set to the wrong value or is not set at all the media platform can misinterpret the grammar, which leads to different kinds of errors.

Check the content type setting of the HTTP server

When using the Web application server that is running VoiceObjects Server to deliver the grammars (e.g. *Jetty* or *Tomcat*), make sure the content types are set correctly in the file *web.xml.VOServer*.

To set the content types, add the following lines to the file *web.xml.VOServer* after the `<session-config>` block:

```
<mime-mapping>
  <extension>gsl</extension>
  <mime-type>application/x-gsl</mime-type>
</mime-mapping>

<mime-mapping>
  <extension>jsgf</extension>
  <mime-type>application/x-jsgf</mime-type>
</mime-mapping>

<mime-mapping>
  <extension>grxml</extension>
  <mime-type>application/srgs+xml</mime-type>
</mime-mapping>

<mime-mapping>
  <extension>gram</extension>
  <mime-type>application/srgs</mime-type>
</mime-mapping>
```

Make sure that you take the corresponding types for the platform you are using. There are a couple of proprietary formats that can cause problems. One example is the *Nuance OSR SpeechWorks* system, that expects the content type of *.gram* files to be `application/x-swi-grammar` for compiled grammars.



If you use a chain of Web servers and/or proxies to pass the grammar file from the resource server to the media platform, make sure the content types are properly configured for all servers involved.

Check the type setting in the Grammar object

The second configuration setting to be checked is the type setting of the respective Grammar objects. For each Grammar object the value of the *type* parameter must match the actual type of the grammar.

TTS is used instead of assigned audio file

Symptoms

During a call the assigned audio file for an Audio object is not played back. Instead you hear the assigned alternative text as TTS.

Resolution

This behavior may have different reasons. The following list serves as a checklist for an appropriate solution. Use the Debug Viewer to get the link to the audio file inside the call. Once you have the complete link to the file, use any Web browser to open the location of the file and any media player to play back the file itself.

- The filename is wrong.
Check the filename in the Audio object.
- The path is wrong.
Check the path in the Resource Locator object that is referenced within the Audio object.
- The file does not exist.
Place the missing audio file in the specified folder on the file system.
- The file is corrupt.
Replace the corrupt file with a file that can be played back with your media player.
- The format is not supported by the media platform.
Convert the audio file to a supported format. Do not forget to synchronize the file extension in the Audio object to reflect the new audio format.

If the file exists at the given location and the file can be played back with a media player, you should additionally check the following:

- The service is set to prefer TTS prior to audio files.
Check the setting of the output mode in the Service object that holds your start object. It should be *Audio:TTS* to always get the audio played back.
- The location cannot be accessed from the media platform.
The URL pointing to the audio might be accessible from your local machine using the Debug Viewer, but not from the machine hosting the media platform. This can have different reasons, such as having a firewall between the media platform and the file server or a different network setup. Contact your responsible network administrator to resolve this.




Application change is not reflected in service

Symptoms

After modifying an application the changes do not seem to be taking effect when calling the service.

Resolution

When a change made to an application does not seem to have any effect when calling the corresponding service again, this might have different reasons that are listed below (sorted by probability).

- The service has not been redeployed after modifying the application. Each application change requires redeploying the service, otherwise the changes will not get effective. Does the **Control Center** show a yellow triangle icon  next to the service? This indicates that a problem occurred when trying to redeploy the service. Check the tooltip of the icon and/or open the service info box to get more information about the occurred problem.
- The project or project version is wrong. If you have several project versions, you might work on a different version than the one that is currently deployed – or you might work on a different project. Only one project version can be deployed for a project. To find out which version this is, open the info box for the corresponding service in the **Control Center**. The name of the deployed project version is displayed here. To change the project version change the start object in the **Service** editor.
- The VSN has been changed for the number you dialed. In a test environment it may also happen that the media platform is connecting to a different service (VSN) than expected. Check the URL, which is used for the number you are calling; make sure the correct VSN is used.
- In case of a grammar change: The old version/file is still in the cache. Set *Resource Fetching - Grammar Max Age* (and *Grammar Max Stale*) in the **Tuning** section of the start object to 1 sec (not all platforms support *Grammar Max Age*). Don't forget to set it back to a higher value later on. If this tuning property is not supported by your media platform clean the media platform cache manually.
- After changing a jar or JSP file: The old version/file is still in the cache/RAM. Restart the server. If there are frequent changes, set the component `id="DynamicClassManager"` to true (in the file *WEB-INF/config/components.xml*) and use "file://..." instead of "http://..." in the **URI** field of the Resource Locator object which is linked with the Connector object executing the jar or JSP file.



Call Time Behavior

Dialogs are aborted after the first step: Change submit address configuration

Symptoms

Any call you place on your server is terminated after the first dialog step.

The VoiceXML that is generated by the server contains the wrong submit address. This causes dialogs to be terminated after the first step.

This behavior is most likely caused by having different network adaptors installed.

Resolution

If the IP address locally detected on the machine running VoiceObjects Server differs from the IP address that is used by the media platform to request the next VoiceXML page, you need to manually specify the address using the parameter connectorURL.

Do the following:

1. Open the file *VOServer_Configuration.xml* (located in */WEB-INF/config/*).
2. Search for the XML element `<connectorURL></connectorURL>` (empty by default).
3. Inside this element, define the URL for this server instance, e.g. *http://localhost:8099/VoiceObjects/DialogMapping*.
4. Save the file and completely restart the respective server process.

Error Message: Cannot insert NULL into VOLDMODSEQ

Symptoms

System DB logging throws exceptions when trying to insert module sequences or module sets.

Typical error message that can be found in the log files:

```
2006-06-07 13:37:37:676 [VoiceObjects.VoiceServerMessage.Exception] :  
Database connection terminated:ORA-01400: cannot insert NULL into  
("VO_SYSTEM"."VOLDMODSEQ"."MOD_SEQ_REFID")
```

Resolution

This error might occur when your application does not make use of Module objects or if all Module objects have the option **Enable history tracking** disabled. To resolve this, add at least one root Module object to your application, which is used as the start object and make sure the option **Enable history tracking** is selected.

In addition you should activate System DB logging on both the server and the service. To activate changes for these settings you need to reset the server or redeploy the service respectively.



Default media platform driver language is not taking effect

Symptoms

The default media platform driver language is set to *de-DE* in the *VO_Server_Configuration.xml* (e.g. during the initial installation). However, it doesn't seem to be taking effect.

Although the Service object specifies *German (DE)* (equals *de-DE*) specifically, the media platform default (e.g. *en-US*) is used in the generated VXML.

Resolution

If the Service object does not specify a language (i.e. the setting is left at *Default*), the language which is used in the rendered VXML is determined as follows:

1. Determine the driver to be used and use its default language setting.
2. If no language can be determined this way, use the server default (specified in the file *VO_Server_Configuration.xml*).

If you need to use a language in your service different to the language which is given by the media platform driver, set the language for each service individually.

It is also possible, to adapt the media platform driver to the language being used. Contact Voxeo Extreme Support at support@voxeo.com for details.

For further information refer to Configuring a Service in Chapter 2 – *Configuring Servers and Services* in the *Deployment Guide*.

Deployment

Server or services are not visible in the Control Center or Object Browser

Symptoms

In the **Server Manager** section of the **Control Center** or in the *Configuration* folder you cannot see servers or services.

Resolution

There are four main reasons why a server or service might not be visible in the **Control Center** or even in the *Configuration* folder:

- The *Configuration* folder is not visible at all.
The user that is logged in does not have the privileges to see any Configuration objects.
Contact your administrator to get the required privileges or log in as a more privileged user.
- A service or server is not visible in the *Configuration* folder.
The user is not invited to the Server or Service object.
Contact your administrator or log in as a more privileged user and check if you are listed in the ACL list of the Server object.
- A service is visible in the *Configuration* folder, but not in the **Control Center**.
If only a certain service cannot be seen in the **Control Center**, check if this service is on the list of hosted services on your server.
If the service is on this list, but not visible in the **Control Center**, you will need to reload the service list. To do so, right-click the server name and from the context



menu select **Reload service list**. If this command is not shown in the context menu, you will need to contact your administrator to reload the service list.

- A server is visible in the *Configuration* folder, but the **Control Center** for this server shows no data.
If the server and the hosted services are not visible in the **Control Center** but in the *Configuration* folder, you will need to check for the following:
 - Is the server process started?
If not, start the server process.
 - Does the Server object reference ID correspond to the `<servername>` specified in the *VOServer_Configuration.xml* file?
You will need to restart the server process to activate your changes.
For details refer to Configuring a Server in Chapter 2 – *Configuring Servers and Services* in the *Deployment Guide*.
 - Is the Control Center URL correct?
Check the Control Center URL in your Server object. It should be of the format `http://server:port/VoiceObjects/Services/WSPProvider?wsdl`.
VoiceObjects requires this setting to display the **Control Center** since version VoiceObjects 7.1.
For details refer to Configuring a Server in Chapter 2 – *Configuring Servers and Services* in the *Deployment Guide*.
 - Does your license contain the right to use the Web Services Interface (WSI)?
Since VoiceObjects 7.1, a WSI license is required for the **Control Center**. If your license does not contain WSI (can be checked in the **License** editor), contact your VoiceObjects Account Manager.
 - If nothing of the above applies, you need to change the network communication according to the machine settings. For further details refer to Reconfiguring Initial Settings in Chapter 1 – *Advanced Configuration of VoiceObjects* in the *Administration Guide*.

Why is the amount of memory shown in the Control Center not equivalent to the configured value for the JVM?

The memory amount we show in the **Control Center** may differ from the actual configuration. VoiceObjects shows the amount of memory which the system can use or already has in use.

To this value, you need to add the memory which is used for

- the thread stack
- the Java Virtual Machine (JVM) management (e.g. the classloader).

The entire Java process on your machine may also be larger than configured, as it is possible that the JVM processes some threads outside the assigned memory (depending on the actual process).

How can I troubleshoot unresponsive communication services?

Symptoms

A service has been deployed, but it is not responsive to incoming calls. When it is called, the media platform immediately terminates the call. Nevertheless, the dialog trace shows Input objects, Output objects and Menu objects being executed as well as



prompts being played. In the **Control Center** the calls are shown as being active until they time out.

Resolution

Some media platforms (applies to Genesys GVP and others) prefetch grammar files before they are actually needed. If the media platform encounters an error in a grammar file that will be used further on in the dialog, it stops the execution of the dialog and does not play any audio output. It immediately terminates the call instead.

1. Create a trace file of your dialog.

Activate dialog tracing for your service as described in Chapter 3 – *Managing Servers and Services* in the *Deployment Guide*.

2. Identify the malformed grammar.

Open the trace file that has just been created and check the Voice XML for the endmost executed object. The `<grammar>` elements contain links to the grammar files that are used in this step.

3. Fix syntax errors in your grammars.

Open the grammar files used in the object you just identified and check for syntax errors. Make sure the grammar files are well-formed and valid according to your platform's grammar development guide and call your application again.

Connection with media platform to a service on a server is not possible

Symptoms



The media platform cannot connect to one or all services (VSN) of a server.

The error message from the media platform is something like:

The page you have requested is currently unavailable or *The service you have tried to reach is not available at the moment.*

Resolution

There are several possible reasons for this behavior:

- The VSN (VoiceObjects Service Name) or URL connecting the media platform to the server respectively to the service is wrong.
Make sure that the media platform uses the correct URL to initiate the service on the server. For more information on how the URL pointing to a service hosted on a server should look like, refer to Media Platform Setup in Chapter 4 - *Service Deployment* in the *Deployment Guide*
- The server and/or service cannot serve the request.
If the service cannot serve the request because it is stopped or idled, a corresponding message will be played: *The service you have tried to reach is not available at the moment.*
Make sure that the server and/or service has been started (indicated by a green light in the **Control Center**). Refer to the *Deployment Guide* for further information.
Make sure, that there is no yellow triangle icon  next to this service in the **Control Center**. This indicates that a problem has occurred when trying to start the service. Open the info box to see the error message corresponding to the yellow triangle icon .



Installation / Maintenance

How do I improve the performance of VoiceObjects Desktop for Web if icons seem to be reloaded upon every page refresh?

Symptoms

I am experiencing a slow VoiceObjects Desktop for Web that seems to be reloading icons permanently – especially when I move the mouse over the icons.

Resolution

Concept

Microsoft Internet Explorer caches elements of Web pages to improve performance. From time to time it checks for new versions of the respective original object. There is a configuration option that allows you to specify when to check for new versions.

Solution

Set checking for newer versions to automatic.

In your Internet Explorer, open the **Tools** menu and click **Internet Options**. In the *Temporary Internet Files* section on the **General** tab, click **Settings**. Make sure that the option *Check for newer versions of stored pages* is set to **Automatically**.

If the option is set to **At every page access** the browser checks each icon for updates upon every page refresh. As this is time-consuming especially via slow internet connections, this has significant impact on the speed of displaying an entire page.

Accessing VoiceObjects Desktop for Web does not work - HTTP error 404

Symptoms

When I try to access VoiceObjects Desktop for Web through the Internet Explorer, the VoiceObjects splash screen comes up. Then an HTTP error message 404 (*Page Not Found - Requested Resource Does Not Exist*) appears instead of the **Login** screen.

Resolution

There are three possible solutions to this problem:

- The port configured for VoiceObjects Desktop is already occupied. Another program running on the system already uses the port number that has been configured for VoiceObjects Desktop. On Linux systems you may verify this by executing

```
netstat -a | grep .*LISTEN
```

(e.g. `netstat -a | grep [PORT].*LISTEN`) while VoiceObjects Desktop is not running, where [PORT] is the port number you want to run VoiceObjects Desktop on (e.g. 8080). If the result delivers a line with this port number and LISTEN, then another program occupies the port. To solve this problem set the port number for VoiceObjects Desktop to another value above 1024. This needs to be done within the configuration files:
 - /Platform/WEB-INF/config/VODesktop_Configuration.xml
 - /Platform/WEB-INF/etc/Jetty5/VODesktop.xml.Restart the Desktop process afterwards.



- The application context is wrong.
This is the common behavior, when you try to access VoiceObjects Desktop, but use the server application context instead.
The application context is the second part of the URL. Example:
`http://<host>:<port>/<application-context>/<servlet-mapping>`
(e.g.: `http://127.0.0.1:80/VoiceObjects/Desktop/index.jsp`)
Make sure that VoiceObjects Desktop is running.
Change the URL you are using to connect to VoiceObjects Desktop by using the valid Desktop port and Desktop application context. If you have installed VoiceObjects with the Installer, the URL should be similar to the example above. If you are running VoiceObjects from a customized environment, the application context may be different. In this case, contact your VoiceObjects administrator to get the complete URL for the Desktop access.
- Accessing VoiceObjects Desktop does not work - HTTP error 404Servlet deployment descriptor (web.xml) is wrong.
This can only happen if you build your own WAR or EAR file to be deployed on a Web application server.
Make sure, that the deployment descriptor (web.xml) is the one for the Desktop. You cannot use the same web.xml for VoiceObjects Server and VoiceObjects Desktop.

All data is lost after installing an upgrade

Symptoms

After installing an upgrade of VoiceObjects, all previously known users and projects are no longer available.

Resolution

The VoiceObjects Installer asks you during installation if the metadata should be overwritten or upgraded to the latest version. If the option *Force initialization* has been selected, the metadata is lost, as all existing tables in the database have been deleted and new ones have been created.

Restore the backup from the database and run the upgrade scripts manually.




Caution: If no backups were created prior to the upgrade all data is lost.

For further information refer to Configuration in Chapter 3 - *Installing VoiceObjects 9 of the Installation Guide*.

Yellow triangle icon next to a service in the Control Center after metadata upgrade

Symptoms

After the upgrade of the Metadata Repository there is a yellow triangle icon  next to the service in the **Control Center** and the service cannot be started.

Resolution

Check the error message in the info box of the service.

Most likely, the server has been started before the project has been upgraded. The server tries to load the old project definition.



Open the project version that contains the start object of the service. This will (if not already done) upgrade the project to the current version of VoiceObjects. Open the respective Service object and replace the start object with the corresponding object (same name) of the upgraded project. Redeploy the service and start it. For further information refer to Chapter 3 - *Managing Servers and Services* in the *Deployment Guide* and Upgrading a VoiceObjects Installation in Chapter 3 - *Installing VoiceObjects 9* in the *Installation Guide*.

Login problems: Reset password or re-activate user account

Symptoms

A user cannot login to VoiceObjects Desktop since he has forgotten his password or the user account has been deactivated.

VoiceObjects deactivates a user account after three consecutive unsuccessful login attempts. Standard user accounts can be activated again by a Site Administrator (for the same site) or Server Administrator. This is not possible for the initial VoiceObjects Administrator (*voadmin*) account, as this is a system user.

This paragraph explains how to activate a standard user by resetting his password or by reactivating the user account. Additionally it shows how to get access to a deactivated VoiceObjects Administrator.



Note: It is not possible to change or reset the VoiceObjects Administrator password within the VoiceObjects Metadata Repository. Therefore it is strongly recommended to store the password for the initial VoiceObjects Administrator in a safe place. The password, which is set during the installation of VoiceObjects, can only be changed later on when opening VoiceObjects Desktop as VoiceObjects Administrator.

Resolution

Standard users

1. If a user has forgotten the password for his account, reset the password of the respective User object in the **User** editor, being logged in with user role Site Administrator (for the same site) or Server Administrator.
Refer to Change passwords in Chapter 2 – *User Management - Basic Topics* in the *Administration Guide* for additional information on how to change user passwords.
2. If a user has deactivated his user account with three consecutive failed login attempts, the user account can be re-activated with user role Site Administrator (for the same site) or Server Administrator.
In the **User** editor, change the account status of the respective User object to *Active*.
Refer to Deactivate users in Chapter 2 – *User Management - Basic Topics* in the *Administration Guide* for additional information on user activation and deactivation.

VoiceObjects Administrator

1. It is not possible to reset the password for the VoiceObjects Administrator (*voadmin*) account.
It is strongly recommended to create a second user with Server Administrator role for the administration of your VoiceObjects installation as described in First Steps in Chapter 2 – *User Management - Basic Topics* in the *Administration Guide*. The *voadmin* account should only be used in emergency situations. If you lose your



voadmin password without having created a second Server Administrator user, your VoiceObjects installation may become unmanageable.

2. If the *voadmin* account has been deactivated due to three consecutive failed login attempts, the activation will not work as described above for standard users, as the *voadmin* User object cannot be saved.
To enable the account again, follow the steps described in Failed login attempts under Password Policies in Chapter 2 – *User Management - Basic Topics* in the *Administration Guide*.

VoiceObjects Server or VoiceObjects Desktop do not start

Symptoms

VoiceObjects Server and/or VoiceObjects Desktop cannot be started after installation of a new release (or upgrade). A message like *Failed to initialize component ...* is displayed.

Resolution

There are several reasons why an instance of VoiceObjects might fail to start.

- No database access
Make sure the database is available and you use the correct login.
- The required database tables in the metadata repository were not created or configured during the installation.
If VoiceObjects was installed from scratch you may need to run the appropriate database scripts from the folder *[VoiceObjects]/Platform/WEB-INF/driver/db/* if this hasn't been done during installation.
It is strongly recommended to first read the relevant paragraph in the product documentation (see Chapter 5 – *Subsequent Configuration* in the *Installation Guide*).
- The existing metadata repository has not been upgraded to the new release or upgrade.
The metadata and logging repositories need to be upgraded with the appropriate upgrade scripts located in the *[VoiceObjects]/Platform/WEB-INF/driver/db/*.
It is strongly recommended to first read the relevant paragraph in the product documentation (see Chapter 5 – *Subsequent Configuration* in the *Installation Guide*).
- There is no license key available in the repository or the existing license key is invalid or has expired.
To start VoiceObjects Server a valid license key has to be provided. For details refer to Applying License Information for VoiceObjects 9 in Chapter 5 – *Subsequent Configuration* in the *Installation Guide*.

Disabling the Desktop for Eclipse plug-in

Symptoms

Each time I start Eclipse, VoiceObjects Desktop for Eclipse is automatically loaded as well. As I don't need Desktop for Eclipse on every restart of Eclipse, I would like to trigger the startup of Desktop for Eclipse manually.



Resolution

The Desktop for Eclipse plug-in can be disabled by closing the VoiceObjects perspective in Eclipse and restarting Eclipse. To close the VoiceObjects perspective, select **Close Perspective** from the **Windows** menu.

To load the Desktop for Eclipse plug-in manually from within Eclipse, open the VoiceObjects perspective. To do so, open the **Windows** menu, click **Open Perspective**, then **Other ...** and from the list of perspectives select **VoiceObjects**.

VoiceObjects Installer hangs up

Symptoms

VoiceObjects Installer hangs up after the start.

A dialog comes up saying *Please select another location to extract the installer to* and providing two options **Choose...** and **Cancel**. **Cancel** closes the Installer while **Choose...** allows selecting a new destination, but then nothing happens - the Installer hangs up.

Resolution

When downloading the VoiceObjects Installer from the Internet it might happen that the downloaded file gets corrupted or truncated. In this case InstallAnywhere, the software used to create and run the Installer, might display a window asking you to select another location to extract the Installer to. However, this dialog will not allow you to really select another location.

The described behavior is a known bug of InstallAnywhere.

If this happens you need to download a new copy of the VoiceObjects Installer. Note that, starting with VoiceObjects 7.2, we also provide corresponding MD5 checksums on our FTP server in order to enable you to directly verify the validation of the downloaded VoiceObjects Installer.

Failover licenses

Symptoms

I can see messages like the following in my log files.

```
[VoiceObjects.LicenseManager] [ ] : Failed to retrieve a license from
ServerManager '192.168.1.2:7800' within 6s 8ms seconds. Checking failover
license availability.
[VoiceObjects.LicenseManager] [ ] [ ] [ ] [ ] [ ] [ ]: LicenseManager not available,
returning failover license (71h 59m 30s 30ms of the grace period remaining,
'198' sessions left).
```

Where do they come from?

Does this affect my productive system?

Can I avoid getting these messages?

Resolution

These messages show a default failover behavior of VoiceObjects. They indicate that the server instance processing a call was unable to communicate with the cluster master and therefore could not obtain a "normal" license for the call session.



The process behind it is as follows:

License information is loaded from the Metadata Repository database to all VoiceObjects instances' caches at startup, but only the respective master instance is responsible for the administration of licenses across the entire VoiceObjects cluster at any point in time.

Therefore, when a new call comes in, every instance will contact the master instance for a license. Per default, the instance will wait for 6 seconds for the license.

When this request fails (times out), as shown in the first part of the log message above, the instance itself enters the grace period mode and for 72 hours issue up to 200 simultaneous failover licenses (second part of log message). The number of sessions left will decrease until the instance either gets the next regular license from the master or another call ends so that this failover license can be used.

The time counter is reset every time a regular license could be retrieved from the instance.

This failover ability of VoiceObjects was created to process calls even when there are e.g. network problems preventing the communication between server instances, or the master server instance should fail (e.g. because a machine goes down). Failover licenses are also used when the master instance cannot answer the license request within 6 seconds. This happens when either the machine or the master instance itself are busy - for example when the system is under high CPU load.

The messages may appear under normal working conditions of a cluster from time to time. They are not a clear sign for a failure, but can be indicators for unwanted behavior in a cluster:

- In case the messages appear only seldom and without regular pattern they can be ignored.
- If the failover messages always appear when there is a high call volume, there may be an issue with the network capacity or the machine hosting VoiceObjects may be running at its limits (either CPU or RAM) under certain conditions.
- If the time counter for the remaining failover licenses time drops below 60 hours, this instance was not able to reach the master instance for more than 12 hours. If there is only one instance affected, this instance should be restarted. If there is more than one instance affected the master instance should be restarted.

If SNMP is enabled, failover messages will be sent as SNMP trap.

It might be required to configure the timeout of 6 seconds, e.g. to avoid the collision of different timeouts in the system.

To configure the timeout, change the setting

```
<component id="ServerManagerLicenseHandler"  
    <licenseTimeout>6000</licenseTimeout>  
    ...
```

in the file */WEB-INF/config/system-components.xml* to the desired value in milliseconds. The default is 6000 ms = 6s. Note that changing this setting to a lower value might lead to more messages concerning failover licenses. Setting this to a quite high value might lead to a too long initial silence before the call starts.