



Appendix A: Troubleshooting Tips

This appendix provides troubleshooting tips.

- Ensure that you have Microsoft CRM running. You need to be logged in and connected before any of the integration macros can work.
- Ensure that you have Cisco Unified CallConnector for Microsoft Dynamics CRM running. It should appear in the Tray on the right side of the Windows Task bar.
- Confirm that events are exactly as described. Misspellings and missing and extra spaces cause problems.
- If you see the “cadlink.exe is not recognized...” error message:
 - Confirm that CADLink is installed in the proper location. Use “Start | Search | for files or folders” on the client machine and enter cadlink.exe in the “Search for files or folders named:” field. It should appear at C:\Program Files\Cisco Systems\Cisco Unified CRM Connector Client\CADLink.exe.
 - If cadlink.exe is found somewhere else, copy it to the C:\Program Files\Cisco Systems\Cisco Unified CRM Connector Client\ folder.

For assistance with troubleshooting, use these resources:

Related Websites

Related Topic	URL
Cisco and Microsoft Website	http://www.ciscomicrosoftsmb.com
Cisco Unified Contact Center Express	http://www.cisco.com/en/US/products/sw/custcosw/ps1846/index.html

Related Support Aliases

Related Topic	Alias
For assistance for Cisco Unified IPCC Express	Ask-icd-ivr-support@external.cisco.com
For assistance for configuring and using Cisco Agent Desktop	Ask-cad@external.cisco.com
For product plans and marketing information	Ask-icd-ivr-pm@external.cisco.com

Technical Assistance

Description	Link
The Cisco Technical Support & Documentation website contains thousands of pages of searchable technical content, including links to products, technologies, solutions, technical tips, and tools. Registered Cisco.com users can log in from this page to access even more content.	http://www.cisco.com/techsupport