Appendix A: Troubleshooting Tips

This appendix provides troubleshooting tips.

- Make sure that you have Microsoft CRM running. You need to be logged in and connected before any of the integration macros can work.

- Make sure that you have the Cisco CCC running. You should see it 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 will cause problems.

- (For Cisco IPCC Express only) If you see an error message that states that cadlink.exe is not recognized, perform the following steps:

    - Confirm that cadlink.exe is installed in the proper location.

      Use "Start | Search | for files or folders" on your PC and enter cadlink.exe in the Search for files or folders named: field. The cadlink.exe executable should appear in the C:\Program Files\Cisco Systems\Cisco CRM Communications Connector Client \ CADLink.exe

    - If cadlink.exe is installed in a different location, copy the file to the C:\Program Files\Cisco Systems\Cisco CRM Communications Connector Client\ folder.