RMI Error When Debugging Script in Cisco IPCC Express

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Introduction

This document explains the Remote Method Invocation (RMI) error message, "`Connection refused to host:[localhost:1099]; nested exception is: java.net.ConnectException: Connection refused`" when you debug a script in the Cisco Customer Response Application (CRA) Editor in a Cisco IP Contact Center (IPCC) Express environment. It also provides a workaround.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco CallManager
- Cisco IPCC Express

Components Used

The information in this document is based on these software and hardware versions:

- Cisco IPCC Express 3.0.x and 3.1.x
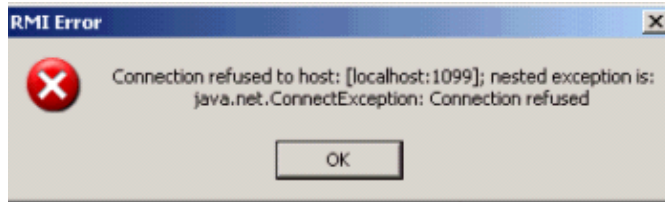- Cisco CRA Editor 3.0.x and 3.1.x

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Problem

When you attempt to debug scripts with the Cisco CRA Editor, this **RMI Error** pop−up window appears.

RMI Error

Connection refused to host: [localhost:1099]; nested exception is:
java.net.ConnectException: Connection refused

OK

Resolution

When the error message is displayed, the **ping** to the Cisco CallManager server by name fails from the remote client desktop. This indicates the client desktop cannot resolve the name of the Cisco CallManager. To correct this problem verify and/or modify the `ccndir.ini` file which is located in the `c:\Winnt\system32\ccn` directory on the client desktop. Use the Cisco CallManager IP address for the LDAPURL property, as shown here.

```
ccndir.ini - Notepad
File  Edit  Format  Help
# USERINFOBASE for profiles
USERINFOBASE      "ou=user_info, ou=CCN, o=cisco.com""""""

# SYSTEM PROFILEBASE for profiles
SYSTEMPROFILEBASE      "ou=systemProfile, ou=CCN, o=cisco.com""""""

# Directory Server URL
LDAPURL  "ldap://dalccm1pub:8404,ldap://dalccm1sub:8404,ldap://dalccm1sub2:8404""""""
```

After the `ccndir.ini` file is modified, below, and the CRA Editor is restarted, and the remote client desktop is able to debug script with the CRA Editor.

```
ccndir.ini - Notepad
File  Edit  Format  Help
# USERINFOBASE for profiles
USERINFOBASE      "ou=user_info, ou=CCN, o=cisco.com""""""

# SYSTEM PROFILEBASE for profiles
SYSTEMPROFILEBASE      "ou=systemProfile, ou=CCN, o=cisco.com""""""

# Directory Server URL
LDAPURL  "ldap://10.10.10.10:8404,ldap://10.10.10.11:8404,ldap://10.10.10.12:8404""""""
```

Related Information

- **Technical Support − Cisco Systems**

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