

Troubleshoot the Cisco Unified Presence Server (CUPS) and Cisco Unified Personal Communicator (CUPC)

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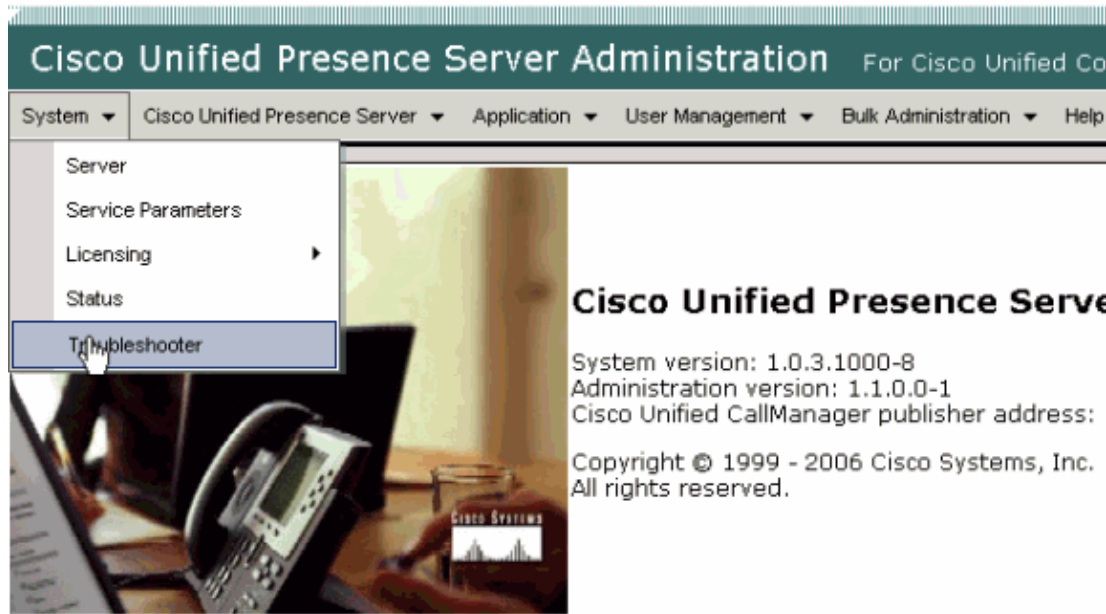
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Introduction

This document provides basic Cisco Unified Presence Server (CUPS) and Cisco Unified Personal Communicator (CUPC) troubleshooting steps.

Note: Troubleshooting issues with Cisco Unified Presence (CUP) and CUPC should begin with the Cisco Unified Presence troubleshooter.

In order to access the troubleshooter, choose **System > Troubleshooter**.



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Resolve all problems identified by the troubleshooter before you proceed with this document. The troubleshooter alerts you to some basic issues that can affect all aspects of CUP and CUPC.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on the CUPS and CUPC.

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.

Understanding the CUPC Boot-up Process

The CUPC connects via SSL to CUPS, then retrieves the server configuration and user preferences.

The CUPC registers via Session Initiation Protocol (SIP) to CUPS and subscribes to the user's buddy list (username–contacts). As the CUPC obtains presence notifications from the CUP, it connects to the Lightweight Directory Access Protocol (LDAP) [as configured via CUP, not Cisco Unified CallManager

(CUCM)] in order to resolve the contact names to LDAP entries. If the CUPC cannot connect to the LDAP, the contacts' names will be listed as user IDs instead of display names, and will not have phone numbers in their contact cards.

Based on what user preferences dictate, the CUPC either connects to CUCM via CTI (desk phone mode) or SIP (soft-phone mode). The default is to connect via desk phone mode if the CUPC has never been launched by that user account before. In parallel, the CUPC connects to Internet Message Access Protocol (IMAP) for voicemail if configured via CUP.

Once the CUPC has connected to the CUP and CUCM, the CUPC application displays **connected** as its status. The user can now make calls.

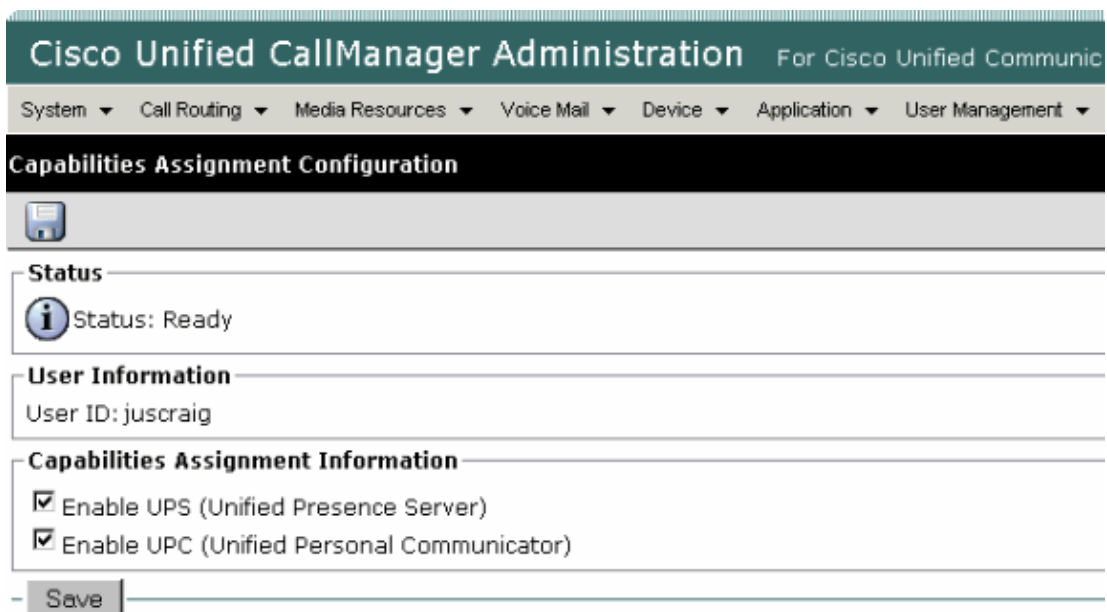
Note: If the CUPC cannot connect to the CUCM, it shows **Disabled** as the phone mode selection. You can try to switch phone modes and see if the phone goes to connected or not.

Cannot Login to the CUPC When Troubleshooter Shows All Green

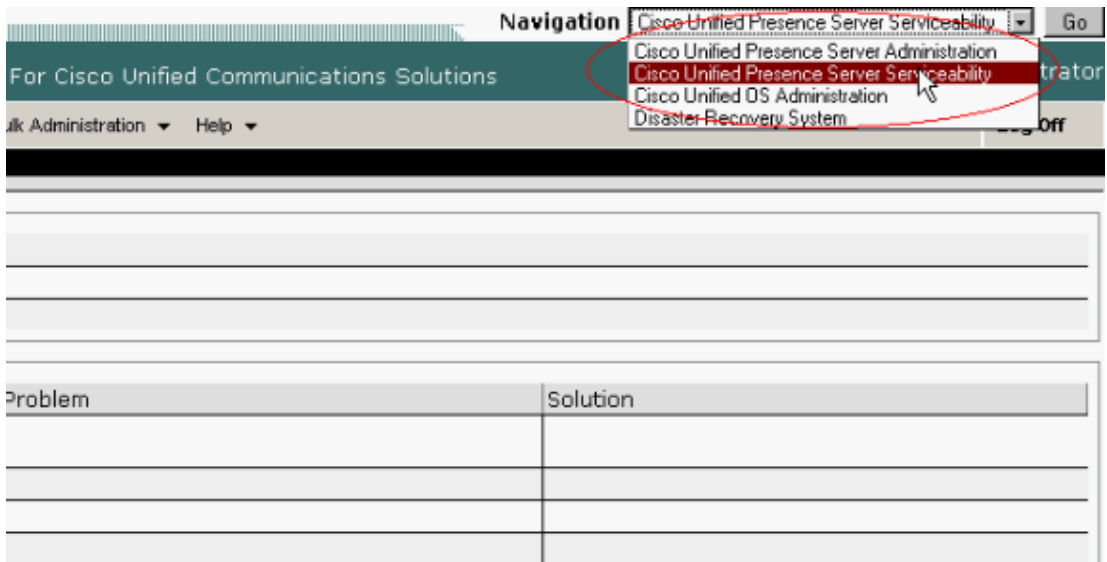
Solution

Complete these steps:

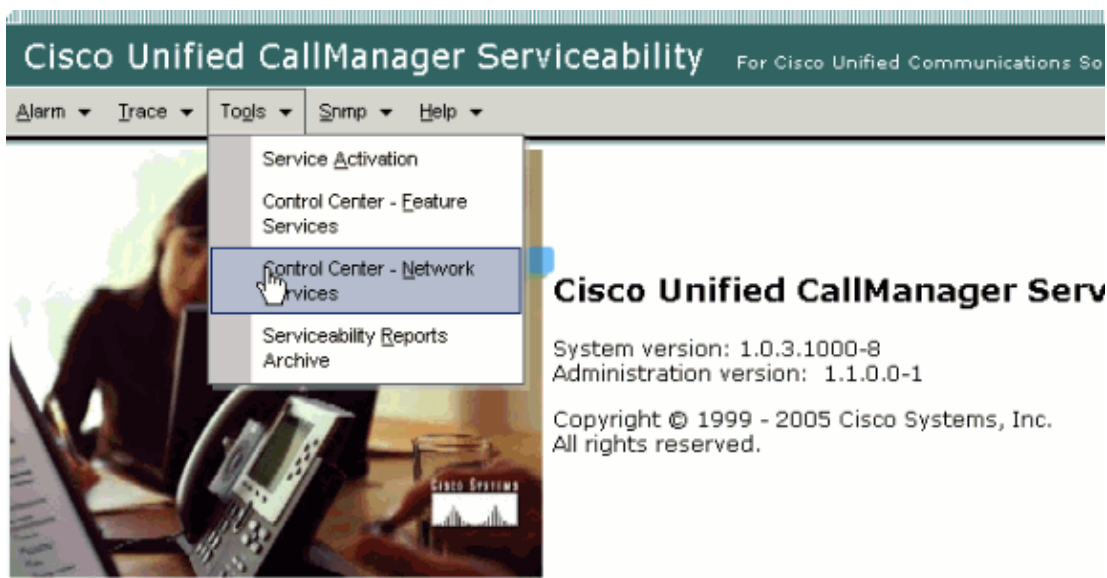
1. Ensure that the username and password are correct.
2. Go to **Application > Cisco Unified Personal Communicator > User Settings** in order to verify that the user has replicated over to the CUP server by visiting the CUP administration pages and searching for the user.
3. Go to **System > Licensing > Capabilities Assignment** in order to ensure that the user has been given the proper Capabilities Assignment from the CUCM Administration page.



4. If the user has the proper Capability Assignment and does not show up in the list of users, you can either wait or restart the Cisco UP Sync Agent from the Cisco Unified Presence Server Serviceability. Use the drop-down Navigation and choose **Cisco Unified Presence Server Serviceability**.



5. Go to **Tools > Control Center – Network Services**.



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Cannot Enter Desk Phone Mode

Solution

Complete these steps:

1. Go to **User Management > End User** in order to verify that the user logged in is a member of the Standard CTI Enabled group in CUCM.
2. Go to **User Management > End User** and verify the **Device Association**.

This verifies that the user device is associated with their CUCM user profile.

3. Go to **Application > Cisco Unified Personal Communicator > User Settings** in order to verify that the device is the Preferred CTI Device in CUPS.
4. Go to **User Management > End User** in order to verify that the CUCM user has a primary extension specified.
5. The DN of the device you are trying to control must be specified in that user's Active Directory (AD) profile under **Telephone Number**.
6. With CUP 6.0 and CUPC 1.2, specify the TFTP server address of the CUCM under **Cisco Unified Presence – Settings**.
7. Ensure that the DNS server the PC uses can resolve the fully qualified name of the CUPS server.

The host entry will not suffice, you must resolve via DNS.

Note: If your CUCM user authentication is deferred to the AD rather than done on the CUCM, then you might want to change the port where you query the AD from 389 to 3268. This allows you to query the global catalog instead of the LDAP server in the AD. This also eliminates AD referrals that can cause timeouts, or fail if you cannot reach the address you have been referred to.

Cannot Enter Soft–Phone Mode

Solution

Complete these steps:

1. Confirm that the CUPC device configured in CUCM matches the UPC *<username>* pattern, where *<username>* is the CUCM/CUPC username of the end user.

This table shows examples of username conversions for the CUPC:

Cisco Unified CallManager Username	Associated Cisco Unified Personal Communicator Device Name
jjackson	UPCJJACKSON
johnnie_jackson	UPCJOHNNIEJACKS
johnniejackson	UPCJOHNNIEJACKS
john.jackson	UPCJOHNJACKSON

Note: The usernames johnnie_jackson and johnniejackson translate to the same soft–phone device name and are said to collide. You must create usernames that will not result in a collision when the soft–phone device name is configured. If the CUPC is unable to derive its soft–phone device name, it will not be able to properly register and will not function as expected. You might have to reconfigure a user to use a name other than their normal username in order to avoid this problem.

2. Go to **User Management > End User** in order to verify that the UPC *<username>* CUPC device is associated with the CUCM user.
3. Go to **User Management > End User** in order to verify that the CUCM user has a primary extension specified.
4. The DN of the device you are trying to control must be specified in that user s AD profile under **Telephone Number**.
5. With CUP 6.0 and CUPC 1.2, you need to specify the TFTP server address of the CUCM under **Cisco Unified Presence – Settings**.

6. Ensure that the DNS server the PC is pointed to can resolve the fully qualified name of the CUPS server.

The host entry will not suffice, you must resolve via DNS.

No Presence Information After Login

Solution

Complete these steps:

1. Ensure that the DNS server the PC is pointed to can resolve the fully qualified name of the CUPS server.

The host entry will not suffice, you must resolve via DNS.

2. Check the SUBSCRIBE CSS on the SIP trunk to CUP.

This CSS must include the partitions of the devices you are trying to receive status on.

3. The CUP SIP proxy incoming access control list (ACL) is not allowing incoming SIP presence messages to reach the presence engine. As a test, set the incoming ACL to **ALL** and reset the SIP proxy and presence engine. Then, re-login to the CUPC. After this, you can try to reconfigure the incoming ACL properly.

Presence Does Not Update Automatically During Use

Solution

Complete these steps:

1. Check the SUBSCRIBE CSS on the SIP trunk to CUP.

This CSS must include the partitions of the devices you are trying to receive status on.

2. The CUP SIP proxy incoming ACL is not allowing incoming SIP presence messages to reach the presence engine. As a test, set the incoming ACL to **ALL** and reset the SIP proxy and presence engine. Then, re-login to the CUPC. After this, you can try to reconfigure the incoming ACL properly.
3. With CUP 6.0 and CUPC 1.2, you are required to link the DN to a user via the DN configuration page on the device.

This setting is at the bottom of the page.

Cannot Search Directory from the CUPC

Solution

CUP/CUPC integration with CUCM requires that the CUCM be integrated with an LDAP directory.

1. Go to **Application > Cisco Unified Personal Communicator > User Settings** in order to verify that the CUPC user has an LDAP profile assigned.
2. If the LDAP profile is incorrect, verify that the username and password for your AD binding user are correct.

The CUPC uses the distinguished name to bind to the AD, not the username.

3. Ensure that the distinguished name is being used in the LDAP profile in CUP under **Application Cisco Unified Personal Communicator LDAP Profile**.

Directory Server Not Responding

Solution

In the Cisco CallManager 5.x environment, when a search is performed for a user after the CUP server and client are installed, the `directory server is not responding` error message appears. The user is unable to see the status of the contacts in the newly installed CUPS 1.0(3). In addition, it is not possible to add a new user.

This issue occurs due to an incorrect AVVID XML Layer (AXL) password. The AXL Application Programming Interface (API) username and password is used in order to allow the proprietary SyncAgent mechanism on the CUPS first node to access database information on the CUCM first node.

1. Enter the username and password for the application user that has the Standard AXL API access role assigned on the associated CUCM first node.

By default, the Standard AXL API access role is assigned to the CCMAdministrator UserID.

2. Confirm that the CUPS and CUPC configurations meet requirements mentioned in the Compatibility Matrix and Supported Upgrades section of the Release Notes for Cisco Unified Personal Communicator, Release 1.1.

Note: When a user is added, try setting **Application > CUPC > Settings > UserID** and IM field to **sAMAccountName**. If the AD is used, then the user ID must be **sAMAccountName** in exact case. Also, try to set some other empty field, such as NamePrefix, to **nameprefix**.

Error: SystemVersionMismatched

This error message appears in the RTMT:

```
SystemVersionMismatched occured. Unknown Version
```

Solution

This error appears when the **CUP server** is not defined in the System Application Server. In the Cisco Unified Communications Manager, choose **System > Application Server** and verify that the CUP server is defined.

Related Information

- [Voice Technology Support](#)
- [Voice and Unified Communications Product Support](#)
- [Recommended Reading: Troubleshooting Cisco IP Telephony](#)
- [Technical Support & Documentation – Cisco Systems](#)

