



# CHAPTER 11

## Troubleshooting Cisco TelePresence System DSP Errors

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This chapter contains information about troubleshooting the Cisco TelePresence System (CTS) and includes the following sections:

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- [Troubleshooting CTS DSP Issues, page 11-2](#)
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### CTS DSP Error Troubleshooting Quick Reference

The following DSP issues may be found on the CTS:

- [Call Drop Issues - Audio, page 11-2](#)
- [Call Drop Issues - Cameras, page 11-2](#)
- [Call Drop Issues - Video, page 11-2](#)
- [Switching Issues - Cameras, page 11-2](#)

# Troubleshooting CTS DSP Issues

Use the information in [Table 11-1](#) to troubleshoot DSP issues.

**Table 11-1** Troubleshooting DSP Issues

Problem	Possible Cause or Description	Action
Call drops due to an audio DSP reset.	<p><b>Call Drop Issues - Audio</b></p> <ul style="list-style-type: none"> <li>Audio DSP error could be related to a temporary checksum error, or bad hardware.</li> </ul>	<ol style="list-style-type: none"> <li>Re-dial the call.</li> <li>If the error is a one time issue and re-dial works, it is likely a soft checksum error, which is resolved by doing a DSP reload.</li> <li>If the DSP is constantly in error, contact TAC to run diagnostics against the audio DSP.</li> </ol>
Call drops for non-standard cameras.	<p><b>Call Drop Issues - Cameras</b></p> <ul style="list-style-type: none"> <li>These types of errors are encoder errors because the codec cannot detect non-standard cameras.</li> </ul>	<p>To support non-standard cameras, configure the CTS using the following admin CLI command:</p> <p style="text-align: center;"><b>set camera-sync-inhibit enable</b></p> <p><b>Note</b> This action must be performed on any codec to which non-standard cameras are connected.</p> <p>See the <a href="#">Cisco TelePresence Administration Software Command References</a> home page on Cisco.com for information about CLI commands.</p>
Call drops due to a video DSP reset.	<p><b>Call Drop Issues - Video</b></p> <p>Call drops due to DSP error. There are two types of DSP errors:</p> <ul style="list-style-type: none"> <li>Encoder—Might be caused by loose camera cable, or a hardware issue if consistent.</li> <li>Decoder—Might be caused by corrupted network abstraction layer (NAL) from remote source, or a hardware issue if consistent.</li> </ul>	<ol style="list-style-type: none"> <li>Determine from your sysop logs which codec has the DSP error, and whether it is an encoder or a decoder error.</li> <li>For encoder DSP errors: <ol style="list-style-type: none"> <li>Make sure that the camera cable is properly seated. Re-seat the cable if needed.</li> <li>Perform a camera loopback test to make sure the video shows up fine.</li> <li>Reboot the codec if needed.</li> <li>If the problem is not resolved, contact TAC for assistance.</li> </ol> </li> <li>For decoder DSP errors: <ol style="list-style-type: none"> <li>Observe whether the error occurs with a specific remote room.</li> <li>If the error is present, reset the remote room.</li> <li>Reboot the codec if needed.</li> <li>If the problem is not resolved, contact TAC for assistance.</li> </ol> </li> </ol>
Camera top-to-bottom switching discontinuity.	<p><b>Switching Issues - Cameras</b></p> <p>Image may take up to 1 second to normalize when the camera switches to the person who is speaking.</p>	<p>This is normal DSP behavior. Can also occur during Audio Addin.</p>

## Related Information

For more information about setting up, testing, and troubleshooting the CTS, see the following documentation on Cisco.com:

- [Cisco TelePresence System Administration Guide](#)
- [Cisco TelePresence Administration Software Release Notes](#)
- [Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System](#)
- [Cisco TelePresence Administration Software Error and System Messages](#)
- [Cisco TelePresence Administration Software Command References](#)

