D

Data display status changed DataDisplayState status [[dec]] Presentation State [[dec]]

Message Added to Release

1.5

Severity

Information not available

Explanation

The data display status has changed.

Recommended Action

No action is required.

Data display status changed to [(0)]. Presentation state changed to [(1)]

Message Added to Release

1.6

Severity

Informational

Explanation

Indicates whether or not the state of the presentation display has changed. The possible display states are unknown, on, off, or error.

Recommended Action

If the display state is unknown or error, and this condition persists, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

[dec] has no activity and is deleted

OL-21124-03

Message Added to Release

1.5

Severity

Information not available

Explanation

The conference is in an idle state (only one participant has joined the conference) for a period of time that is configured in the Cisco TelePresence Multipoint Switch (CTMS). The system stops the conference and drops the call. The default timeout period is 10 minutes. You can change the time period in the CTMS Administration interface.

No action is required.

Detected unsupported version of Endpoint in the call, Call might become non secure

Message Added to Release

1.6

Severity

Informational

Explanation

An unsupported software version was detected on an endpoint, and as a result, the call might become a non-secure call.

Recommended Action

Determine if the remote and local endpoints have supported software versions installed. If not, upgrade the software on the endpoint(s) as appropriate. If this condition persists, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Dial number is not configured. Please use Cisco Unified CM administration to set up the dial number

Message Added to Release

1.6

Severity

Error

Explanation

The dial number is not configured.

Recommended Action

Configure the dial number in Cisco Unified CM. If this condition persists, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Dialing Audio Add-In [chars] remote_dn=[dec]

Message Added to Release

1.5

Severity

Information not available

Explanation

A user has pressed the **Conf** button and is dialing the number.

No action is required.

Dialing [chars] remote_dn=[dec]

Message Added to Release

1.5

Severity

Information not available

Explanation

The user is dialing a new call.

Recommended Action

No action is required.

Directory number (0) registered to Cisco Unified CM

Message Added to Release

1.6

Severity

Informational

Explanation

The directory number (DN) is successfully registered to Cisco Unified CM.

Recommended Action

No action is required.

Download bad host (0)

Message Added to Release

1.6

Severity

Warning

Explanation

The download was not completed because an incorrect hostname was specified or could not be resolved. The variable "(0)" indicates the name of the host or TFTP server that caused the issue.

Recommended Action

Take the following action:

· Check the DNS server.

• Check, and if needed, correct the relevant TFTP configuration in the Cisco Unified CM Settings page of the CTS Administration interface.

Download unsuccessful: Could not connect to host (0)

Message Added to Release

1.6

Severity

Error

Explanation

The download was not completed because a problem arose when connecting to the host.

Recommended Action

Work with the appropriate member of your technical support group to determine if the TFTP configuration in the Cisco Unified CM Settings page of the CTS Administration interface are correct. If this condition persists, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Download unsuccessful: File (1) not found on host (0)

Message Added to Release

1.6

Severity

Error

Explanation

The download was not completed because the indicated file could not be found on the indicated host.

Recommended Action

Verify that the file exists on the Cisco Unified CM TFTP server. If not, determine on which host the file resides, and retry the download. If this condition persists, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

(0) Download unsuccessful: Invalid operation

Message Added to Release

1.6

Severity

Error

Explanation

The file download was unsuccessful because of an invalid operation.

Work with the appropriate member of your technical support group to determine the cause of the unsuccessful download, and resolve the problem if possible. If this condition persists, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Download unsuccessful: Timeout from host (0)

Message Added to Release

1.6

Severity

Error

Explanation

The download was not completed because the indicated host timed out.

Recommended Action

Work with the appropriate member of your technical support group to determine the cause of the host timeout, and resolve the problem if possible. If this condition persists, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

(0) downloaded and rejected

Message Added to Release

1.6

Severity

Warning

Explanation

A configuration file (license or CCP) was downloaded and rejected because it was invalid. The variable "(0)" indicates the name of the configuration file.

Recommended Action

If the indicated file is a license file, reload the license file to the TFTP server. If the indicated file is a CCP file, verify the correct format of the file.

(0) downloaded and validated

Message Added to Release

1.6

Severity

Informational

Explanation

The indicated file was downloaded and validated.

No action is required.

(0) downloaded ((1) bytes)

Message Added to Release

1.6

Severity

Informational

Explanation

The indicated file with the indicated number of bytes was downloaded.

Recommended Action

No action is required.

(0) DSCP Current Marking: [(1)], Previous Marking: [(2)]

Message Added to Release

1.6

Severity

Informational

Explanation

The Differentiated Services Code Point (DSCP) call quality has changed.

Recommended Action

No action is required.

DSCP or CoS has changed

Message Added to Release

1.5

Severity

Information not available

Explanation

The Differentiated Services Code Point (DSCP) or Class of Service (CoS) has changed.

Recommended Action

No action is required.

DSP failure on host [chars] codec_hostname=<codec_hostname>

Message Added to Release

1.5

Severity

Information not available

Explanation

A DSP issue from the codec was detected. The hardware should reset.

Recommended Action

If the problem persists, turn the hardware off then back on again.

DVI signal state is active

Message Added to Release

1.5

Severity

Information not available

Explanation

The presentation device is plugged into DVI interface and it is active.

Recommended Action

No action is required.

F

Endpoint used protocol (0) version (1) for this call

Message Added to Release

1.7

Severity

Informational

Explanation

Indicates the protocol and version used by the remote endpoint when the call was established.

Recommended Action

No action is required.

Error initializing Phone UI

Message Added to Release

1.5

Severity

Information not available

Explanation

The system could not start the phone user interface.

Recommended Action

Check the Cisco TelePresence System Enhanced Phone User Interface (MIDlet) configuration. If you need further assistance, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Execution Manager detected a process([chars] [chars]=[dec]) abort, will try shutdown CTMS processes shortly

Message Added to Release

1.5

Severity

Information not available

Explanation

A process in the Cisco TelePresence Multipoint Switch (CTMS) has terminated. This problem might be in the libraries that are used by CTMS process. CTMS terminates for debugging purposes.

Work with your CTMS administrator to collect the CTMS log files, then open a case with the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6. After Cisco determines the cause of the problem, restart the CTMS server to clear any inconsistent states between processes.

Execution Manager have started all CTMS processes

Message Added to Release

1.5

Severity

Information not available

Explanation

The Cisco TelePresence Multipoint Switch (CTMS) has started all processes. This message displays after you turn the system on or after a system restart.

Recommended Action

No action is required.

Extract CTL Certificate unsuccessful: (0)

Message Added to Release

1.6

Severity

Error

Explanation

The extraction of the Certificate Trust List (CTL) certificate was unsuccessful.

Recommended Action

Determine the cause of the extraction issue, and resolve it if possible. If this condition persists, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

F

factory init aborted as secondary \$convHost codec is unavailable

Message Added to Release

1.6

Severity

Informational

Explanation

The factory initialization was aborted because the secondary codec was unavailable.

Recommended Action

Check the cable connections between the codecs. If this condition persists, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

factory reset aborted as secondary \$convHost codec is unavailable

Message Added to Release

1.6

Severity

Informational

Explanation

The factory reset was aborted because the secondary codec was unavailable.

Recommended Action

Make sure that all configured secondary codecs are powered on and have network connectivity to the primary codec. If this condition persists, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Failed to get start media port range

Message Added to Release

1.5

Severity

Information not available

Explanation

The Cisco TelePresence System could not obtain the port range from Cisco Unified CM.

Log into Cisco Unified CM and make sure that the port range that is configured for the Cisco TelePresence System is valid.

Failed to set local mute off

Message Added to Release

1.5

Severity

Information not available

Explanation

The system could not display the mute icon on the screen.

Recommended Action

Collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Failed to set local mute on

Message Added to Release

1.5

Severity

Information not available

Explanation

The system could not remove the mute icon from the screen. This message indicates an internal error.

Recommended Action

Collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Н

Hangup the call due to [chars] reason_str=<string>

Message Added to Release

1.5

Severity

Information not available

Explanation

The system detected one of these conditions:

- · Latency error
- · Jitter error
- · Packet loss

Recommended Action

Work with your network administrator to determine if this condition is transient or longer term, and take the appropriate action. If this condition persists, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

HDMI signal state is active

Message Added to Release

1.5

Severity

Information not available

Explanation

The cable for the presentation device was plugged into HDMI interface and it is active.

Recommended Action

No action is required.

Heartbeat missed between CTS and Cisco Touch; MAC addr {0}, IP addr {1}

Message Added to Release

1.8

Severity

Warning

Explanation

CTS stopped receiving a heartbeat message from Cisco Touch.

Cisco Touch might reregister automatically with CTS.

Incompatible video from remote end point {0}. Resolution reduced from {1} to {2}. Video may be distorted for a short time while the video stream resolution is reduced.

Message Added to Release

1.8

Severity

Informational

Explanation

The CTS has downgraded the call video resolution from $\{1\}$ to $\{2\}$ because an invalid timestamp was received from endpoint $\{0\}$.

Recommended Action

No action is necessary.

Invalid audio encoder/decoder checksum detected

Message Added to Release

1.6

Severity

Error

Explanation

The call ended because an invalid audio encoder/decoder checksum was detected.

Recommended Action

If this condition persists, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Invalid end media port [dec], default to [dec] end_port=[dec]

Message Added to Release

1.5

Severity

Information not available

Explanation

The ending port number of the port range is invalid.

Log into the Cisco Unified CM, and make sure that the port range that is configured for the Cisco TelePresence System is valid.

Invalid media port configuration

ı

Message Added to Release

1.6

Severity

Informational

Explanation

The media port configuration retrieved from Cisco Unified CM is invalid. The default range of 16384 to 32766 is used instead.

Recommended Action

Log into the Cisco Unified CM, and make sure that the port range configured for the Cisco TelePresence System is valid.

Invalid media port range [[dec],[dec]], default to [[dec],[dec]]port_range=[[dec],[dec]]

Message Added to Release

1.5

Severity

Information not available

Explanation

The port range is invalid and has been changed to the default port range.

Recommended Action

Log into the Cisco Unified CM, and make sure that the port range configured for the Cisco TelePresence System is valid.

Invalid phone load

Message Added to Release

1.7

Severity

Error

Explanation

An invalid phone load was detected.

Recommended Action

Upload the supported phone load.

Invalid security certificate from Cisco Unified CM

Message Added to Release

1.6

Severity

Error

Explanation

Hash could not be generated from the received Cisco Unified CM certificate.

Recommended Action

Check to make sure that the Cisco Unified CM has a valid security certificate.

Invalid SNMP community specified (should be 2 - 48 characters) in Cisco Unified CM

Message Added to Release

1.6

Severity

Warning

Explanation

The SNMP community specified in the Cisco Unified CM Administration interface is not within the 2 through 48 character range or has invalid characters.

Recommended Action

Specify a valid community with 2 through 48 valid characters. For a list of valid SNMP characters, see the "SNMP Supported Characters" section on page 9-6.

Invalid SNMP mode

Message Added to Release

1.6

Severity

Warning

Explanation

An invalid SNMP mode was specified.

Recommended Action

Specify a valid mode, which can be r(ead), w(rite), or rw (read-write).

Invalid SNMP password specified (should be 8 - 48 characters)

Message Added to Release

1.6

Severity

Warning

Explanation

The specified SNMP password is not within the 8 through 48 character range or includes invalid characters.

Recommended Action

Specify an SNMP password with 8 through 48 valid characters. For a list of valid SNMP characters, see the "SNMP Supported Characters" section on page 9-6.

Invalid SNMP Trap IP

ı

Message Added to Release

1.6

Severity

Warning

Explanation

The specified SNMP Trap IP address is invalid.

Recommended Action

Verify the IP address of the trap. Specify the trap IP address in dotted decimal notation or as a hostname.

Invalid SNMP username specified

Message Added to Release

1.6

Severity

Warning

Explanation

The specified SNMP username is not within the 2 through 48 characters range or includes invalid characters.

Recommended Action

Specify an SNMP username with 2 through 48 valid characters. For a list of valid SNMP characters, see the "SNMP Supported Characters" section on page 9-6.

Invalid SNMP version

Message Added to Release

1.6

Severity

Warning

Explanation

An invalid SNMP version was specified.

Recommended Action

Specify SNMP version 2c or 3.

Invalid start media port [dec], default to [dec] start_port=[dec]

Message Added to Release

1.5

Severity

Information not available

Explanation

The starting port number of the port range is invalid.

Recommended Action

Log into the Cisco Unified CM, and make sure that the port range that is configured for the Cisco TelePresence System is valid.

Invalid Syslog port number. Valid range is from 0 to {0}.

Message Added to Release

1.7

Severity

Error

Explanation

The specified syslog port number is invalid.

Recommended Action

Specify a syslog port number within the indicated range.

Invalid username or password for {0} from {1} port 0

Message Added to Release

1.6

Severity

Warning

Explanation

An invalid username or password was specified in the CTS Administration interface.

Recommended Action

Verify that the indicated user is a valid user and that the specified password is correct.

Invalid username specified

Message Added to Release

1.6

Severity

Warning

Explanation

The specified username and community combination is not allowed.

Recommended Action

Check the list of restricted communities to ensure that the community you specified is not on the list. Ensure that the specified username is valid.

Invalid username specified (exists)

Message Added to Release

1.6

Severity

Warning

Explanation

The specified username already exists.

Recommended Action

Specify a unique username.

Invalid video encoder/decoder checksum detected ({0} codec)

Message Added to Release

1.6

Severity

Error

Explanation

The call ended because an invalid video encoder/decoder checksum was detected.

Recommended Action

If this condition persists, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

(0) is an invalid configuration file

Message Added to Release

1.6, 1.7, 1.8

Severity

Warning

Explanation

The configuration file received from Cisco Unified CM is not valid. The variable "{0}" indicates the name of the configuration file.

Recommended Action

Check the Cisco Unified CM configuration settings to make sure they are correct. Also, validate that the MAC address specified in the Cisco Unified CM configuration matches the MAC address of the codec.

(0) is not in supported resolution

Message Added to Release

1.7, 1.8

Severity

Warning

Explanation

The resolution of the peripheral is not supported.

Recommended Action

Change the resolution of the peripheral to a supported value.

J

Jitter buffers decreased

Message Added to Release

1.7

Severity

Informational

Explanation

The video jitter buffer has decreased.

Recommended Action

No action is required.

Jitter buffers decreased, video jitter buffer (0) ms

Message Added to Release

1.6

Severity

Informational

Explanation

The video jitter buffer has decreased.

Recommended Action

No action is required.

Jitter buffers have decreased, video jitter buffer is [int] ms video_jitter_buffer=[dec] ms

Message Added to Release

1.5

Severity

Information not available

Explanation

The jitter buffers have decreased.

Recommended Action

No action is required.

Jitter buffers have increased, video jitter buffer is [int] ms video_jitter_buffer=[dec]ms

Message Added to Release

1.5

Severity

Information not available

Explanation

The jitter buffers have increased.

Recommended Action

No action is required.

Jitter buffers increased

Message Added to Release

1.7

Severity

Informational

Explanation

The video jitter buffer has increased.

Recommended Action

No action is required.

Jitter buffers increased, video jitter buffer (0) ms

Message Added to Release

1.6

Severity

Informational

Explanation

The video jitter buffer has increased.

Recommended Action

No action is required.

K

Key Exchange service restarted

Message Added to Release

1.6

Severity

Error

Explanation

The Key Exchange service was restarted, and as a result, the secured call was connected as a non-secured call.

Recommended Action

If this condition persists, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

L

Latency error message is displayed

Message Added to Release

1.5

Severity

Information not available

Explanation

The system displayed the "Latency Error" message. If the condition persists for 15 seconds after this message displays, the call terminates.

Recommended Action

Work with your network administrator to check the network for packet loss and latency. If you require further assistance, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Latency warning message is displayed

Message Added to Release

1.5

Severity

Information not available

Explanation

The system displayed the "Latency Warning" message on the screen.

Recommended Action

Work with your network administrator to check the network for packet loss and latency. If you require further assistance, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Line name is not defined in Cisco Unified CM configuration

Message Added to Release

1.5

Severity

Information not available

Explanation

The calling services process is terminated because the line name is not defined in Cisco Unified CM.

Recommended Action

Set up the line name in the Cisco Unified CM Administration interface.

Local call disconnected

Message Added to Release

1.6

Severity

Informational

Explanation

The call is disconnected at the local end.

Recommended Action

No action is required.

Local call disconnected from [chars] remote_dn=[dec]

Message Added to Release

1.5

Severity

Information not available

Explanation

The call was terminated.

Recommended Action

No action is required.

Local hold message is displayed

Message Added to Release

1.5

Severity

Information not available

Explanation

The local end is on hold.

Recommended Action

No action is required.

Local hold with [chars] remote_dn=[dec]

Message Added to Release

1.5

Severity

Information not available

Explanation

The call to the remote dial number is on hold. The dial number is indicated in the message text.

Recommended Action

No action is required.

Local media port for [chars] is null callId=<inCallID>

Message Added to Release

1.5

Severity

Information not available

Explanation

The calling services cannot obtain the Session Description Protocol (SDP) audio or video media port information.

Recommended Action

Reset the calling services from the CTS Administration command-line interface (CLI). If this condition persists, collect the CTS log files, and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Local mute off

Message Added to Release

1.5

Severity

Information not available

Explanation

The microphone is not muted.

Recommended Action

No action is required.

Local mute on

Message Added to Release

1.5

Severity

Information not available

Explanation

The microphone is muted.

Recommended Action

No action is required.

Local resume with [chars]remote_dn=[dec]

Message Added to Release

1.5

Severity

Information not available

Explanation

The call to the remote dial number is resumed. The dial number is indicated in the message text.

Recommended Action

No action is required.

Local share: (0) presentation stream shared (1)

Message Added to Release

1.9

Severity

Informational

Explanation

Indicates the device type that is sharing locally on the presentation stream and the device frame rate.

Recommended Action

No action is required.

Local share: presentation stream negotiated to 1 FPS

Message Added to Release

1.5, 1.6

Severity

Informational

Explanation

The presentation stream is locally shared and negotiated to receive at 1 frame per second.

Recommended Action

No action is required.

Local share: presentation stream negotiated to 5 FPS

Message Added to Release

1.6

Severity

Informational

Explanation

The presentation stream is locally shared and negotiated to receive at 5 frames per second.

Recommended Action

No action is required.

Local share: presentation stream negotiated to 30 FPS

Message Added to Release

1.6

Severity

Informational

Explanation

The presentation stream is locally shared and negotiated to receive at 30 frames per second.

Recommended Action

No action is required.

Local user dialing (0)

Message Added to Release

1.6

Severity

Informational

Explanation

Indicates that the user is dialing.

Recommended Action

No action is required.

Local user dialing audio add-in (0)

Message Added to Release

1.6

Severity

Informational

Explanation

The user is adding an audio participant into the call.

Recommended Action

No action is required.

Local user hold

Message Added to Release

1.6

Severity

Informational

Explanation

The user has pressed the **hold** button on the phone display.

Recommended Action

No action is required.

Local user resume

Message Added to Release

1.6

Severity

Informational

Explanation

The user has pressed the **resume** button on the phone display.

Recommended Action

No action is required.

Log archive available for download

Message Added to Release

1.5

Severity

Information not available

Explanation

A previous request to generate and save log files has completed. The compressed log files are available for download.

Download the requested log files at your convenience.

Lowering video transmit bitrate to 720p best to honour the preferred resolution conveyed by far-end.

Message Added to Release

1.8

Severity

Informational

Explanation

Video resolution has been lowered to match bandwidth restriction on remote endpoint.

Recommended Action

No action is required.

LSC deleted by CAPF

Message Added to Release

1.6

Severity

Informational

Explanation

The Locally Significant Certificate (LSC) was deleted by the Certificate Authority Proxy Function (CAPF) on Cisco Unified CM.

Recommended Action

No action is required.

LSC update unsuccessful

Message Added to Release

1.6

Severity

Error

Explanation

The Locally Significant Certificate (LSC) update was unsuccessful.

Recommended Action

Check the security configuration in Cisco Unified CM to ensure that it is correct. If this condition persists, collect the CTS log files, and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

LSC update unsuccessful: no authentication string set

Message Added to Release

1.6

Severity

Error

Explanation

The LSC update was unsuccessful because an authentication string was not set.

Recommended Action

Check the security configuration in Cisco Unified CM and the CTS Administration interface to ensure that it is correct.

LSC update unsuccessful: possible authentication string mismatch

Message Added to Release

1.6

Severity

Error

Explanation

The LSC update was unsuccessful because a possible authentication string mismatch occurred.

Recommended Action

Check the security configuration in Cisco Unified CM and the CTS Administration interface to ensure that it is correct.

LSC update unsuccessful to initiate

Message Added to Release

1.6

Severity

Error

Explanation

An LSC update could not be initiated.

Recommended Action

Check the security configuration in Cisco Unified CM to ensure that it is correct. If this condition persists, collect the CTS log files, and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

LSC updated by CAPF

Message Added to Release

1.6

Severity

Informational

Explanation

The LSC was updated by CAPF.

Recommended Action

No action is required.

L