Troubleshooting Calls and Meetings

This chapter describes issues with troubleshooting calls, and includes the following topics:

Troubleshooting Interop Calls

Interop endpoints are single and three-screen endpoints that are H.323 and ISDN standards-based. All interop calls are routed through the hosted Cisco VCS.

When there are problems with guest dialout calls or when an interop call drops, there are a number of steps that you can take to isolate the cause of the problem.

Procedure

To troubleshoot an interop call, do the following procedure:

Step 1   Log in to the Cisco TelePresence Exchange System.

Step 2   From the navigation pane, choose **Collaboration Services > Meetings**.

The Meetings window is displayed.

Step 3   Click the applicable meeting to go to the Meeting Details page.

Step 4   From the toolbar, click **Go to Diagnostics**.

The Meeting Diagnostics page is displayed.

Step 5   In the search results, determine when each dialout participant joined and left the call, and the disconnect reason for the call.

Look for endpoints that were disconnected before the end of the meeting time, or for abnormal disconnect reasons such as rejected or resource shutdown. These issues generally indicate that an endpoint is unable to join a meeting.

Step 6   Log in to the Cisco VCS as the administrator.

Step 7   From the tool bar, choose **Status > Calls > History**.

The Call History window is displayed.

Step 8   In the Status column, look at the status of the interop call that is experiencing problems.

- When the call status shows that the call was rejected, determine if the call was routed to the right destination. If not, identify and fix the routing issue on the Cisco VCS.

  For additional information on the Cisco VCS, see
  http://www.cisco.com/en/US/products/ps11337/tsd_products_support_series_home.html.

- When the call status indicates normal call clearing, the problem is not with the Cisco VCS.

  To further diagnose the problem, select one of the following options:

  - For guest dialout calls to ISDN endpoints, check the status of the call on the Cisco TelePresence ISDN Gateway MSE 8321 resource.

    For additional information on the Cisco TelePresence ISDN Gateway MSE 8321, see
    http://www.cisco.com/en/US/products/ps11340/tsd_products_support_series_home.html.

  - For ISDN calls, verify that the prefix of the endpoint does not match the ISDN Dialout Prefix configured on the System > Global Configuration window. Also verify that the ISDN Dialout Prefix is not set to null and that it matches the value that is configured within the Cisco VCS.

    See the "Configuring an ISDN Dial Out Prefix" section on page 8-11 for information on changing the ISDN Dialout Prefix.

  - For dialout calls placed on enterprise endpoints, check the status of the call on the session border controller (SBC).

  - For URI and IP dialout calls, check the status of the call on the Cisco TelePresence Video Communication Server Expressway.

    For additional information on the Cisco VCS Expressway, see
    http://www.cisco.com/en/US/products/ps11337/tsd_products_support_series_home.html.

- When there is no record of the call on the Cisco VCS, check the status of the call on the appropriate Cisco TelePresence MSE 8000 Series resource in the network (Cisco TelePresence Server MSE 8710 or Cisco TelePresence MCU MSE 8510), and use a static meeting to test why a dialout to an endpoint is failing.

  For additional information on the Cisco MSE 8000 Series, see
  http://www.cisco.com/en/US/products/ps11340/tsd_products_support_series_home.html.

Troubleshooting Failure of an Endpoint to Call into a Second Meeting

The system allows an endpoint to participate in only one meeting at a time. Therefore, when an endpoint is currently in a meeting, it is not permitted to simultaneously join a second meeting.

Below are examples of instances when a user may not be able to call in to a second meeting:

- The user places the call on hold while in a meeting, and attempts to call into a second meeting. Because the system does not support simultaneous connection to more than one meeting, the user must remove the call from hold before attempting to join another meeting.

- From the system perspective, the endpoint has disconnected abnormally from a meeting and appears to still be connected. From the user perspective, the endpoint currently has no calls that are active or on hold. To help resolve this problem, where the call appears to still be in session from a previous meeting because the endpoint was disconnected abnormally, complete the following procedure:

Procedure

Step 1   From the endpoint that was in the first meeting, try to rejoin that meeting.

Step 2   After successfully rejoining the meeting, end the call as you normally would.

Step 3   Try to join the second meeting.

If this procedure does not resolve the issue and you are still unable to join another meeting, wait until the scheduled end of the first meeting and try again.

Troubleshooting Failure of an EX or C-Series Endpoint to Call into a Meeting Hosted on a CTMS Media Resource

If calls from a Cisco TelePresence endpoint running TC release 5.x (for example, C20/C60/C90, EX60, or Ex90) fail when the endpoint attempts to connect to a meeting hosted on a Cisco TelePresence Multipoint Switch (CTMS), check the value of the Default Call Rate parameter on the endpoint. The CTMS rejects calls that use the default value of the parameter in TC release 5.x (768 kbps) as having insufficient bandwidth. The minimum call rate when dialing in to a CTMS is 2250 kbps. We recommend setting a value of at least 4000 kbps.

Refer to the endpoint documentation for instructions on changing the Default Call Rate parameter. For more information on the issue, see https://supportforums.cisco.com/docs/DOC-23082.

Troubleshooting Smallest Capacity Exceeded Failure when Scheduling a Meeting

If the Cisco TelePresence Exchange System returns the error message "Meeting capacity has exceeded the smallest capacity size available for resource type <Bridge Type>" when you attempt to schedule a meeting, and you have multiple media resources of the listed bridge type, you may need to check the configuration of each media resource of that type, and "level" the Max Capacity setting on each.

When the system attempts to reserve capacity for the meeting at scheduling time, it checks both the size of the pool of resources and the Max Capacity setting of each media resource. Because the system does not actually allocate resources on a specific bridge until the meeting begins, it must ensure that even the smallest bridge resource in the pool can handle the meeting size, in case an insufficient amount of capacity is available on the larger bridges.

If, for example, you have three CTMS resources, two of which have Max Capacity set to 48 and a third which has Max Capacity set to 4, and the meeting requires 6 segments, the system will not be able to schedule the meeting on that bridge type because the smallest bridge cannot handle the meeting capacity. In this case, you will need to either even out the Max Capacity values across the resources, or delete the smallest resource, in order to schedule the meeting. In other words, to handle the 6-segment meeting reservation, there must not be any resources configured with Max Capacity set to less than 6.

For information on configuring Max Capacity for a media resource, see Chapter 9, "Configuring Media Resources."