



CHAPTER 7

Troubleshooting and Getting Help

This section provides troubleshooting information for common Cisco Unified Conferencing for TelePresence issues.

- [Finding End-User Documentation, page 7-1](#)
 - [How to Resolve Log In Problems, page 7-2](#)
 - [How to Resolve Schedule Meeting Problems, page 7-3](#)
 - [How to Resolve Find Meeting Problems, page 7-4](#)
 - [How to Resolve Meeting Notification Problems, page 7-5](#)
 - [How to Resolve Password Problems, page 7-6](#)
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Finding End-User Documentation

includes online help links in the application, a PDF version of the online help, and Quick Start Guides.

For the latest version of all end-user documentation, go to the following URL:

http://www.cisco.com/en/US/products/ps7266/products_user_guide_list.html

How to Resolve Log In Problems

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Cannot Log In

Problem I get an error when I log in (“user profile is not active” or “user does not exist.”)

Possible Cause Your profile is locked or no longer in the database.

Solution Contact your system administrator.

Cannot Log In with the Same User Name

Problem Remember Me

Step 1	Log Off
Step 2	
Step 3	
Step 4	Log In

Related Topics

-

Cannot See Login Entries

Problem

Solution

Step 1

Step 2

How to Resolve Schedule Meeting Problems

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Cannot See the Schedule Link

Problem After entering the URL for my Cisco Unified Conferencing for TelePresence server, I see the Cisco Unified Conferencing for TelePresence home page but a number of links, including Schedule and Find, are missing.

Possible Cause You are not logged in.

Solution See the [“Logging In on the Web”](#) section on page 1-2.

Schedule Meeting Failed Error

Problem

Solution

- You did not enter all the required information.

There are not enough resources available on the system at the date and time for which you are trying to schedule the meeting. Try choosing a different date or time or entering a smaller number of participants, if possible.

When I try to schedule a meeting, I receive this error: “No TelePresence Service is available to satisfy Switching Mode or Video Quality requirements error.”

This error is generated for the following reasons:

The system administrator has not configured a meeting type that meets your scheduling needs.

You have not scheduled any Cisco TelePresence resources, and the system administrator has not configured a meeting type that meets the requirements for default resources.

Try changing the switching mode or video quality. If that does not work, contact your system administrator.

[My Meetings Option is Unavailable, page 7-4](#)

[Meeting is Missing, page 7-5](#)

My Meetings Option is Unavailable

Problem

Solution

Meeting is Missing

Problem

Solution

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- Check the date range of your search. Be sure you entered the year using four digits.

Refresh the Meetings page in your web browser.

How to Resolve Meeting Notification Problems

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Scheduler Does Not Receive Meeting Notifications

Problem

Solution

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Invitees Do Not Receive Meeting Notifications

Problem

Solution

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How to Resolve Password Problems

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Forgotten Password

Problem

Solution

Password Does Not Work

Problem

Solution

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Related Topics

-

Resolving Problems Logging in to the Web

Problem

Possible Cause

Solution

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again later to join and see if capacity has become available.

What to Do Next

How to Resolve In-Progress Meeting Problems

- [Unable to Join Meeting](#), page 7-8
- [Need to Resolve Problems on the Cisco Unified Videoconferencing MCU](#), page 7-8
- [Cannot See Image When Using Cisco Unified Video Advantage](#), page 7-8
- [Time Delay When Switching Between Active Speakers](#), page 7-8

Need to Resolve Problems with a Cisco TelePresence System

User's Guide *Cisco TelePresence System Phone*
Cisco TelePresence Meeting Quick Reference

http://www.cisco.com/en/US/products/ps7074/products_user_guide_list.html

Videoconferencing MCU

Cannot See Image When Using Cisco Unified Video Advantage

Problem

Solution

Time Delay When Switching Between Active Speakers

Problem

Solution

■ How to Resolve In-Progress Meeting Problems