



CHAPTER 5

Troubleshooting Cisco Unified Communications for RTX

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Setting Logging Levels Before You Create a Problem Report

By default, when you start Cisco Unified Communications for RTX (Cisco UC for RTX) and Client Services Framework, the logging level is set to Reduced.

If you want to report a problem with Cisco UC for RTX, you must set the logging level in Cisco UC for RTX to Verbose before you create the problem report. To set the logging level, select **File > Cisco UC Settings > General**. Select **Verbose** as the logging level, then select **OK**.

To obtain logs for Cisco UC for RTX from a user, ask the user to create a problem report and send the report to you. For information about how to create a problem report, see the FAQ help or the user documentation for Cisco UC for RTX at the following URL:

http://www.cisco.com/en/US/products/ps11241/tsd_products_support_series_home.html

Alternatively, you can view the log files in the following locations:

Operating System	Log File Location
Windows XP	<code><drive>:\Documents and Settings<username>\Local Settings\Application Data\Cisco\Unified Communications\Cucrtx\Logs</code> <code><drive>:\Documents and Settings<username>\Local Settings\Application Data\Cisco\Unified Communications\CUCIPlugin</code> <code><drive>:\Documents and Settings<username>\Local Settings\Application Data\Cisco\Unified Communications\Client Services Framework</code>
Windows Vista Windows 7	<code><drive>:\Users<username>\AppData\Local\Cisco\Unified Communications\Cucrtx\Logs</code> <code><drive>:\Users<username>\AppData\Local\Cisco\Unified Communications\CUCIPlugin</code> <code><drive>:\Users<username>\AppData\Local\Cisco\Unified Communications\Client Services Framework</code>

Moving a Device to Another Cluster

If you configure security in your Cisco Unified Communications system, you use Certificate Trust List (CTL) files. The CTL file contains certificates for all of the servers in your Cisco Unified Communications system with which Client Services Framework might need to communicate securely.

When a device connects to a server in your Cisco Unified Communications system, the server is verified against this list. Client Services Framework does not allow secure connections to servers that are not explicitly listed in the CTL.

If a device is moved from one cluster to another, you must update the CTL file for the device list of servers in the new cluster.

Procedure

- Step 1** Delete the contents of the appropriate folder as described in the following table:

Operating System	Folder
Windows XP	<code><drive>:\Documents and Settings<username>\Application Data\Cisco\Unified Communications\Client Services Framework\Security\sec</code>
Windows Vista Windows 7	<code><drive>:\Users<username>\AppData\Roaming\Cisco\Unified Communications\Client Services Framework\Security\sec</code>

- Step 2** Delete the contents of the appropriate folder as described in the following table:

Operating System	Folder
Windows XP	<drive>:\Documents and Settings\<username>\Application Data\Cisco\Unified Communications\Client Services Framework\Config
Windows Vista Windows 7	<drive>:\Users\<username>\AppData\Roaming\Cisco\Unified Communications\Client Services Framework\Config

- Step 3** Update the device settings for the user to point to the new cluster. For example, update the references to the Cisco Unified Communications Manager IP Phone (CCMCIP) server, Trivial File Transfer Protocol (TFTP) server, and Computer Telephony Integration (CTI) servers.

How to Resolve General Problems with Cisco UC for RTX

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- [Users Lose Control of the Active Call on the Desk Phone, page 5-6](#)
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- [Cannot See All Calls in Progress on Cisco Unified IP Phone 9900, 8900, and 6900 Model Series, page 5-7](#)
- [How to Resolve Synchronization Problems, page 5-7](#)
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Cisco UC for RTX Is Slow To Start

Problem When users start Cisco UC for RTX, more than a minute might pass before the Cisco UC user interface components are displayed. This occurs when the user cannot create an SSL connection to Verisign, the Digital Signature Certificate Authority for Cisco. This problem typically occurs if the user is in an organization that uses web proxies, content filtering, or strict web access controls.

By default, .NET Framework applications validate the certificate of the publisher before the user interface is displayed. The application creates an SSL connection to Verisign. If the application cannot connect to Verisign, the standard HTTP timeout of 60 seconds occurs. After this timeout, the application starts and validation of the certificate is deferred.

Solution Open the Internet Options item in your Control Panel. Select the **Advanced** tab, and uncheck **Check for publisher's certificate revocation** in the Security section.

Cisco Unified IP Phone 7931G Users Cannot Control Desk Phone from Cisco UC for RTX

Problem Users who have a Cisco Unified IP Phone 7931G cannot use their desk phone from Cisco UC for RTX.

Solution Set the value of the Outbound Call Rollover field to **No Rollover** in Cisco Unified Communications Manager, as follows:

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- Step 1** Select **Device > Phone** in Cisco Unified Communications Manager Administration.
 - Step 2** Search for the Cisco Unified IP Phone 7931G phone of the user in the Find and List Phones window.
 - Step 3** Select the Cisco Unified IP Phone 7931G phone.
 - Step 4** Select **No Rollover** from the Outbound Call Rollover list box in the Protocol Specific Information section.
 - Step 5** Select **Save**.
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Cisco UC for RTX Fails To Start

Problem Cisco UC for RTX fails to start. Warnings are displayed for some of the failures.

Solution Host Intrusion Protection Software (HIPS) software might unexpectedly terminate the cucrtx.exe process. Start the Task Manager, then check if the cucrtx.exe process is running. If the process is not running, check if there is HIPS software running on your computer. Disabling HIPS software might help to resolve this problem. For information about HIPS software updates that might resolve this issue, please contact your HIPS vendor.

The exact cause of the process termination is not clear. Please report such incidents to Cisco support to help to determine the root cause of the problem and to help identify a solution.

[Table 5-1](#) lists warning messages that are displayed for other loading failures.

Table 5-1 **Failures and Solutions**

Warning Message	Solution
Failed to start Cisco UC for RTX.	Perform each of the following steps until Cisco UC for RTX is successfully loaded. <ol style="list-style-type: none"> 1. Exit RTX and start it again. 2. Restart the computer. 3. Reinstall Cisco UC for RTX. 4. Create problem report. To do this, select Help > Cisco UC > Create Problem Report.
Cisco UC for RTX exited unexpectedly.	See above.
Registry subkeys of Cisco UC for RTX do not exist.	For mass deployment, ensure that the registry settings that you deployed to the client computers of your end users are correct. For standalone installation, ensure that the template file of registry settings on RTX server is correct.
Registry subkeys of Cisco UC for RTX cannot be added or modified.	See above.

Cisco UC Features Unavailable If Host Name Resolution Fails

Problem After a successful sign-in to Cisco UC for RTX, the user cannot use Cisco UC features.

Solution This failure is typically due to the inability of the client computer to connect to a domain controller. This can be caused by name resolution failure. The DNS server of the client computer is not available, or is not configured correctly, and the client computer cannot find a domain controller.

If the cause of failure is resolved, sign out of RTX, then sign in to it again. Alternatively, restart RTX.

Incorrect Caller Name Displayed for Shared Lines

Problem When users are configured in Cisco Unified Communications Manager to share a line, the incorrect caller name might be displayed in notification windows or in the conversations window.

Solution This is expected behavior. In Cisco Unified Communications Manager, caller names are sent to the phones when the phones are initially configured. However, Cisco UC for RTX must search for the caller name in RTX contact information.

If lines are shared, when Cisco UC for RTX performs a search based on the phone number, the caller name in the first set of results returned that is the closest match to the Cisco Unified Communications Manager caller name is displayed. When shared lines are not configured, there is usually only one match in RTX contact information for the phone number and the caller name associated with this number is displayed.

CAST Connection from Cisco Unified IP Phone Times Out

Problem When attempting to start a Cisco Audio Session Tunnel (CAST) connection from a Cisco Unified IP Phone, the connection times out.

Solution To resolve this issue, check to ensure that:

- The Cisco Unified IP Phone is configured as an SCCP phone in Cisco Unified Communications Manager.
- The Cisco Unified IP Phone is enabled for video capabilities in Cisco Unified Communications Manager.
- The following ports are enabled in Cisco Unified Communications Manager:
 - Cisco Discovery Protocol (CDP): Switch Port
 - Cisco Discovery Protocol (CDP): PC Port
- The video icon is displayed in the lower right corner of the LCD screen on the Cisco Unified IP Phone.
- The client computer that is running Cisco UC for RTX is tethered to the Cisco Unified IP Phone.
- Cisco Unified Video Advantage is not running. Cisco Unified Video Advantage should not be running, see [Removing Applications Before Installation, page 4-1](#) for more information.

For more information about how to perform the checks outlined above, see [Configuring Failover to Cisco Unified Survivable Remote Site Telephony \(SRST\), page 2-14](#).

Users Lose Control of the Active Call on the Desk Phone

Problem A user can no longer control the active call on the desk phone.

Solution If a user docks, undocks, hibernates, resumes, or suspends the computer while a call is in progress on the desk phone, the call remains active, but the user cannot control the call from the computer. This is expected behavior.

Users Cannot See the Participant List for the Conference Call

Problem If users have a conference call that involves users in different clusters, some users might not be able to see the participant list for the conference call. Instead, the conference call resembles a call between two users.

Solution This is expected behavior.

Users Can Only Control One Line on Phones Configured for Multiple Lines

Problem Cisco UC for RTX can only control one call session button on a phone that is configured for multiple lines.

Solution Cisco UC for RTX can control the first line in the list of lines returned by the Cisco Unified Communications Manager CTI service. You cannot change which line is controlled when the lines are partitioned. You *can* change which line is controlled by Cisco UC for RTX if the lines are not partitioned, that is, they have different directory numbers.

Cannot See All Calls in Progress on Cisco Unified IP Phone 9900, 8900, and 6900 Model Series

Problem Cisco UC for RTX monitors only one call session button on the desk phone that is associated with it. The Cisco Unified IP Phone 9900, 8900, and 6900 model series allow simultaneous calls on multiple call session buttons. Any call operations that happen on buttons other than the one that Cisco UC for RTX monitors are not reflected in the Cisco UC for RTX user interface.

If you place or answer a call on a call session button that is not the one that Cisco UC for RTX monitors, the call does not appear in Cisco UC for RTX as an active call.

Solution You cannot use Cisco UC for RTX to control calls on the buttons that Cisco UC for RTX does not monitor.

The impact of Join Across Line (JAL) and Direct Transfer Across Line (DTAL) operations on a call that Cisco UC for RTX controls depends on whether the operation moves a call to a monitored call session button.

If a JAL operation moves a call to a monitored call session button, the call transitions to a conference call. If a JAL operation moves a call to an unmonitored button, the call disappears from the Cisco UC for RTX user interface. Cisco UC for RTX cannot control the call.

Similarly, a DTAL operation moves a call to a monitored call session button, Cisco UC for RTX can control the call, but if the call moves to an unmonitored button, Cisco UC for RTX cannot control the call.

How to Resolve Synchronization Problems

Problem A contact updates the office or the mobile phone number in the personal settings of RTX. When other users make calls to the contact, Cisco UC for RTX may still use the outdated phone numbers for phone calls.

Solution This is the expected behavior. The RTX client synchronizes the local contact information when any of the following events occur:

- A user moves the mouse over a contact in the contact list, and the contact information window appears.
- A user starts an IM chat with a contact.
- A user views the contact card of a contact.

To resolve this issue, ask the user to perform one of these actions, then restart RTX.

How to Resolve Availability Status Problems

Problem Users might observe some unusual availability statuses.

Solution This is expected behavior. RTX provides the availability information in Cisco UC for RTX. In particular circumstances, Cisco UC for RTX provides custom phone availability status information which can result in unusual availability statuses.

The following table lists the circumstances that result in these unusual availability statuses:

Initial Availability Status	Event	Availability Status Is Updated To...
Away	Call starts	<i>Away</i> When a call starts, your availability does not change if you are away.
On the phone	Call starts	<i>On the phone</i> When a call starts, your availability does not change if you are on the phone.
Away	All calls end	<i>Away</i> When all calls end, your availability does not change if you are away.

RTX can set your availability to away or offline when the system detects no mouse or keyboard actions within a certain period. You can enable or disable this feature in the personal settings of RTX.

How to Resolve Voicemail Problems

Problem If users are using desk phone for phone calls, they cannot access their voicemail service on Cisco UC for RTX.

Solution When you set Cisco UC for RTX to use your desk phone for phone calls, you must configure the voicemail pilot number registry subkey, VoicemailPilotNumber. For more information, see the [“Specifying Voicemail Registry Settings” section on page 3-4](#).

Error Connecting to the CSF Device

Problem When Cisco UC for RTX tries to connect to the Client Services Framework (CSF) device on Cisco Unified Communications Manager after an upgrade, the user sees the error "CTL reset is required [1002]" and the phone on the computer does not function.

Solution If you configure security in your Cisco Unified Communications system, you use Certificate Trust List (CTL) files. The CTL file contains certificates for all of the servers in your Cisco Unified Communications system with which Client Services Framework might need to communicate securely.

When a device connects to a server in your Cisco Unified Communications system, the server is verified against this list. Client Services Framework does not allow secure connections to servers that are not explicitly listed in the CTL.

If a device is moved from one cluster to another or you upgrade to a new version of Cisco Unified Communications Manager, you must update the CTL file for the device list of servers in the new cluster.

Procedure

Step 1 Delete the contents of the appropriate folder as described in the following table:

Operating System	Folder
Windows XP	<drive>:\Documents and Settings\<username>\Application Data\Cisco\Unified Communications\Client Services Framework\Security\sec
Windows Vista Windows 7	<drive>:\Users\<username>\AppData\Roaming\Cisco\Unified Communications\Client Services Framework\Security\sec

Step 2 Delete the contents of the appropriate folder as described in the following table:

Operating System	Folder
Windows XP	<drive>:\Documents and Settings\<username>\Application Data\Cisco\Unified Communications\Client Services Framework\Config
Windows Vista Windows 7	<drive>:\Users\<username>\AppData\Roaming\Cisco\Unified Communications\Client Services Framework\Config

Step 3 Update the device settings for the user to point to the new cluster. For example, update the references to the Cisco Unified Communications Manager IP Phone (CCMCIP) server, Trivial File Transfer Protocol (TFTP) server, and Computer Telephony Integration (CTI) servers.

How to Resolve Video Problems

- [Users Cannot Use Video Features on Their Computers When They Use Their Desk Phone, page 5-9](#)
- [Users Cannot See Video in Ad-Hoc Conference Calls, page 5-10](#)

For more information about video problems, see the release notes for the product at the following URL:
http://www.cisco.com/en/US/products/ps11241/prod_release_notes_list.html

Users Cannot Use Video Features on Their Computers When They Use Their Desk Phone

Problem When users have selected to use their desk phone for phone calls, they might not be able to use video on their calls, even when the phone is configured for video. A warning icon appears in the status bar on the RTX main panel. If a user selects **Help > Cisco UC > Server Status and Error Notifications**, the following error is displayed in the Server Status tab as the value of the Status field in the Desk Phone (CAST) entry:

“CSF can't detect phone - no phone attached.”

Solution To resolve this problem, check the following, in the order shown below:

1. The camera or built-in camera is functioning correctly. Check that the camera is attached correctly to the computer.
2. The computer is tethered to the desk phone.

3. The desk phone is running SCCP firmware. SIP firmware does not support video when Cisco UC for RTX is set to use the desk phone for phone calls.
4. The operating system of your computer is not Microsoft Windows 7 (64-bit).
5. In Cisco Unified Communications Manager Administration, ensure that the Video Capabilities option is set to Enabled for the desk phone.
6. Symantec Endpoint Protection might be blocking the addresses used by Cisco Discovery Protocol (CDP). To resolve this problem, create a rule in Symantec Network Threat Protection (NTP) to allow the following MAC addresses:

01-00-0c-cc-cc-cc

01-00-0c-cc-cc-cd

For more information about how to create this rule, see the following URL:

<http://service1.symantec.com/SUPPORT/ent-security.nsf/docid/2008062616331948>

Users Cannot See Video in Ad-Hoc Conference Calls

Problem Users cannot see video in an ad-hoc conference call.

Solution This could be as a result of either of the following settings:

- Minimum Video Capable Participants To Allocate Video Conference setting in Cisco Unified Communications Manager
- Media Resource Configuration setting in Cisco Unified MeetingPlace Application Server.

Related Topics

- [\(Optional\) Specifying a Minimum Number of Video-Capable Participants for Ad-Hoc Conferences, page 2-11](#)
- [Configuring a Cisco Unified MeetingPlace Application Server for Ad-Hoc Video Conferencing, page 2-15](#)

How to Resolve Camera Problems

- [Camera Troubleshooting Tips, page 5-10](#)
- [Some Cameras Zoom In Suddenly During a Call, page 5-11](#)

For more information about video problems, see the release notes for the product at the following URL:

http://www.cisco.com/en/US/products/ps11241/prod_release_notes_list.html

Camera Troubleshooting Tips

The following are some general tips to avoid camera issues:

- Ensure that you have installed the correct driver for your camera.
- To configure the camera that you want to use with Cisco UC for RTX, select **Actions > Audio/Video > Audio/Video setting** in the RTX main panel. The tool allows you to preview the video output from the camera.

Some Cameras Zoom In Suddenly During a Call

Problem During a call, the camera sometimes zooms in suddenly. This problem may occur on cameras that support the autofocus feature, as the camera tries to regain focus of the image.

Solution Place the call on hold and resume the call to see if the image is restored correctly.

