Troubleshoot

Locate chip.log File

If you are asked to send the `chip.log` file, use the following procedure.

Procedure

Step 1 Do one of the following:

- For Windows, navigate to `%HOMEPATH%\Appdata\LocalLow\Cisco\chip`.
  Note `%HOMEPATH%` is generally of the form 'C:\Users*username*'.

- For Mac OS X, navigate to `~/Library/"Internet Plug-Ins"/"Cisco Jabber Guest Plug-in.`*version-number*`.plugin"/Contents/Frameworks/Logs`.

- For Chrome on Mac OS X, navigate to `~/Applications/"Cisco Jabber Guest Add-on.`*version-number*`"/Contents/Frameworks/Logs`

Step 2 Compress the file and email it back to the requester.

Locate chip.dmp File

If your plug-in crashes, a dump file called `chip.dmp` is created. Currently, this file is created only for plug-in crashes on Microsoft Windows. If you are asked to send the `chip.dmp` file, follow this procedure.

Procedure

Step 1   Navigate to `%HOMEPATH%\Appdata\LocalLow\Cisco\chip`.

Note   `%HOMEPATH%` is generally of the form `'C:\Users\username'`.

Step 2   Compress the file and email it back to the requester.

Reset Admin Password for Cisco Jabber Guest Administration

Procedure

Step 1   Sign in to the Cisco Jabber Guest server as root.

Step 2   Change directory to `/opt/cisco/webcommon/scripts`:
`cd /opt/cisco/webcommon/scripts`

Step 3   Enter the following command:
`python mongo_admin_reset.py`
The password is reset to its default value: jabbercserver.

Reset Root Password for Cisco Jabber Guest Server

Procedure

Step 1   Open a console session for the Cisco Jabber Guest server and restart the server.

Step 2   Press any key to interrupt the start process.

Step 3   Press e to edit.

Step 4   From the entries, select **kernel** and press e to edit.

```
GNU GRUB  version 0.97  (632K lower / 3140608K upper memory)

 root (hd0,0)
 kernel /vmlinuz-2.6.32-220.el6.x86_64 ro root=/dev/mapper/vg_kitllcbu→
 initrd /initramfs-2.6.32-220.el6.x86_64.img




      Use the ↑ and ↓ keys to select which entry is highlighted.
      Press 'b' to boot, 'e' to edit the selected command in the
      boot sequence, 'c' for a command-line, 'o' to open a new line
      after ('O' for before) the selected line, 'd' to remove the
      selected line, or escape to go back to the main menu.
```

Step 5 Start the server in single-user mode:

a) Add the word **single** to the end of the line.

b) Press the Enter key.

```
 [ Minimal BASH-like line editing is supported.  For the first word, TAB
   lists possible command completions.  Anywhere else TAB lists the possible
   completions of a device/filename.  ESC at any time cancels.  ENTER
   at any time accepts your changes.]

<ABEL=79d3d2d4 single█
```

Step 6 Press b to start the server.

The Cisco Jabber Guest server starts in single-user mode.

Step 7 Enter **passwd root**, and then enter a new password.

Step 8 Restart the server.

Audio and Video Issues

One-Way Video When Using VPN

Problem Callers experience one-way video when using Cisco Jabber Guest over VPN.

> **Possible Cause** The default Maximum Transmission Unit (MTU) on Cisco Expressway-E is too high and can cause packet loss.

Solution Change the MTU.

Related Topics

> Change MTU Size

No Audio or Video on Single NIC Deployment

Problem No audio or video on single NIC deployment; media is terminating on the Cisco Expressway-E

> **Possible Cause** On the Cisco Expressway-C, for the zone to the Cisco Jabber Guest server, **Media encryption mode** is not set to **Best effort**.

Solution Set **Media encryption mode** to **Best effort**. *Best effort* forces media from the Cisco Expressway-E to terminate on the Cisco Expressway-C.

Related Topics

[Configure Cisco Expressway-E and Cisco Expressway-C: Cisco Expressway-E with Single NIC Deployment](#)

Don't See Screen Share in Production Deployment

Problem Callers don't see the screen share.

Possible Cause User Datagram Protocol (UDP)/Binary Floor Control Protocol (BFCP) settings have changed and the BFCP session may not be negotiated.

Solution On the Cisco Expressway-C, make sure that **SIP UDP/BFCP filter mode** is set to *Off*. On Cisco Unified Communications Manager, for endpoints that support BFCP and SIP trunk to Cisco Expressway-C, make sure that the SIP Profile is set to **Allow Presentation Sharing using BFCP**. For more information, see *Check BFCP Settings for Screen Sharing*.

Related Topics

[Check BFCP Settings for Screen Sharing, on page 5](#)

Check BFCP Settings for Screen Sharing

By default, Cisco Expressway-C passes the User Datagram Protocol (UDP)/Binary Floor Control Protocol (BFCP) setting untouched to and from Cisco Unified Communications Manager. That is, the **SIP UDP BFCP filter mode** setting, which determines whether INVITE requests sent to this zone filter out UDP/BFCP is set to *Off*. If the setting is set to *On*, UDP/BFCP settings are modified and the BFCP session may not be negotiated.

Procedure

Step 1 On the Cisco Expressway-C setting, do one of the following:

- From the administrator command-line interface, enter the following command:
  ```
  xConfiguration Zones Zone <index> Neighbor SIP UDP BFCP Filter Mode: <On/Off>
  ```
  Make sure that **SIP UDP/BFCP filter mode** is set to *Off*.

  Off means that INVITE requests are not modified; *On* means that any media line referring to the UDP/BFCP protocol is replaced with TCP/BFCP and disabled.

- From the administrator web page, **"Configuration Zones Edit Zones Advanced**," set the profile to **Custom** and make sure that **SIP UDP/BFCP filter mode** is set to *Off*.

Step 2 On Cisco Unified Communications Manager, for endpoints that support BFCP and SIP trunk to Cisco Expressway-C, make sure that the SIP Profile is set to **Allow Presentation Sharing using BFCP**.

Don't See Screen Share in Lab Deployment

Problem In a lab deployment in which Cisco Jabber Guest is pointed directly to Cisco Unified Communications Manager, without configuring Expressway, callers see a black screen instead of the screen share.

Possible Cause The media stream is blocked by a firewall.

Solution Enable a client-side firewall rule to allow the incoming screen share.

Call Links Redirect to Cisco Expressway-E Web Page

Problem Call links redirect to the Cisco Expressway-E web page.

Possible Cause The Cisco Expressway-E administrator already uses ports 80 and 443.

Solution Remap incoming requests from the Cisco Jabber Guest client to Cisco Expressway-E on ports 80 and 443 to ports 9980 and 9443, respectively, using a firewall or similar in front of Cisco Expressway-E. For the mobile client, using `9980` or `9443` in call links is not supported; you must use port remapping on your firewall to remap port 80 to port 9880 and port 443 to port 9443.

Related Topics

Ports and Protocols

Plug-in Crashes

Problem The plug-in crashes.

Possible Cause The video drivers may not be current.

Solution Make sure that the video drivers are up to date on the system.

Error Messages

Table 1: Error Messages

Location	Error Message	What It Means

Cisco Jabber Guest webcommon logs	"IOException closing sock javax.net.ssl.SSLHandshakeException: General SSLEngine problem" appears In the Cisco Jabber Guest `webcommon-tomcat.log` file.	When one of these messages appears, it may indicate a problem with the Expressway certificate that is uploaded to Cisco Jabber Guest Administration.
		
		Verify that the Expressway certificate that is uploaded to Cisco Jabber Guest Administration is either an Expressway certificate or the CA certificate that signed it:
		
		1 Check the common name (CN) of the issuer and the subject of the certificate that is uploaded to Expressway:
		
		  1 On the Expressway, choose **Maintenance** > **Security certificates** > **Server certificate**.
		
		  2 Click **Show (decoded)**.
		
		2 Check the CN of the issuer and the subject of the certificate that is uploaded to Cisco Jabber Guest Administration:
		
		  1 Sign in to Cisco Jabber Guest Administration.
		
		  2 Click **Settings**, and then click **Secure SIP Trust Certificate**.
		
		3 Make sure that Tomcat was restarted:
		`service tomcat-as-standalone.sh restart`

Cisco Expressway Event Log	tvcs: Event="Outbound TLS Negotiation Error" Service="SIP" Src-ip="<ip address>" Src-port="27510" Dst-ip="<ip address>" Dst-port="5061" Detail="No SSL error available, probably remote disconnect" Protocol="TLS" Level="1" UTCTime="*yyyy-mm-dd hh*:*mm*:*ss*,732"	
On Cisco Expressway, status of zone for Cisco Jabber Guest server shows *Failed*	SIP: Failed to connect to <*IP address*>:5061 : TLS negotiation failure	

Location	Error Message	What It Means
Cisco Jabber Guest client	Failed to acquire TURN credentials	This message may mean that the call control and media settings for Cisco Expressway-C may not be configured correctly. Check the settings: 1 Sign in to Cisco Jabber Guest Administration as an administrator. 2 Click **Settings**, and then click **Call Control and Media**. 3 Under Cisco Expressway-C, if **Request short-term TURN credentials from** is set to **Expressway-C server specified above**, make sure that the value in the **Expressway-C (IP address or DNS name)** field is correct. 4 Check the value in the **HTTP port** field. The default value is 443. 5 Check the values in the Cisco Expressway-C administrator **Username** and **Password** fields: • The administrator account is created on the Cisco Expressway-C (**Users** > **Administrator accounts**). • The Cisco Expressway-C administrator must have read-write and API access.
Cisco Jabber Guest client	Link Not Found	Make sure that the link is active: Click **Links**, click the link, and check the **State** settings to make sure that the link has not expired.
Cisco Jabber Guest client	Link not valid	This message may mean that the link that has not yet been replicated to the Cisco Jabber Guest server that handles the request. When you create a click-to-call link on a Cisco Jabber Guest server that is a member of a cluster, you must allow a small amount of time before that link is active on all servers in the cluster. If you deploy an application that creates links dynamically by using the link API and pushes them to the Cisco Jabber Guest client, we recommend that you factor this replication delay into your design.

Location	Error Message	What It Means
Cisco Jabber Guest client	Missing SDP. There was a networking error between your device and the server.	This message may mean that Cisco Jabber Guest is unable to contact the TURN server. One possible cause is that multiple network interfaces are enabled, including SW VPN. Another possible cause is that a firewall or NAT blocking UDP port 3478 between the client and the Cisco Expressway-E (publicly accessible IP). Some home routers block all UDP.
Cisco Jabber Guest client	Not found on Accelerator	You may see this message because the link between the Cisco Expressway-C and Cisco Expressway-E is down and domain information hasn't replicated from the Cisco Expressway-C to Cisco Expressway-E. On Cisco Expressway-E, when viewing Unified Communications status (choose **Status** > **Unified Communications** and click **View ssh tunnel status**), make sure that: - The Cisco Jabber Guest domain is listed. - The SSH tunnel is active.
Cisco Jabber Guest client	Server error: class java.lang.IllegalStateException: Error creating sipServletRequest ROAP_EXCEPTION	Apache Tomcat may not be running, perhaps after an upgrade or server interruption. Restart Tomcat on the Cisco Jabber Guest Server: `service tomcat-as-standalone.sh restart`.
Cisco Jabber Guest client	SIP Error. The destination associated with this link is not reachable.	You may see this message for one of the following reasons: - The directory number (DN) embedded in the link or associated with the link, does not exist on the Cisco Unified Communications Manager or Cisco TelePresence Video Communication Server. - The link contains a URI (*user@domain.com*) but the Cisco Unified Communications Manager is not configured to route calls by URI. Use a DN instead.

Location	Error Message	What It Means
Cisco Jabber Guest client	TURN Error. Your call attempt has failed due to incompatibility with your home or company security infrastructure. Please contact your network administrator or check your home network security settings.	This message indicates that the web client could not allocate the TURN relay on the TURN server. This could occur for one of the following reasons: • UDP port 3478 is blocked. You must allow this port inbound from the public Internet to the Cisco Expressway-E. • The DNS record for the TURN server is not resolvable (must be a DNS A-record). • The **Expressway-E TURN Server (IP Address or DNS Name)** field and **Turn Port** fields are not configured correctly in Cisco Jabber Guest Administration (**Settings** > **Call Control and Media**). • The **Domain** name (**Settings** > **Call Control and Media**, under **Cisco Expressway-C**) is not a configured domain name on Cisco Expressway-C or is not configured for Cisco Jabber Guest services.

Related Topics

Set Up TURN Server Information

Configure Cisco Expressway-E and Cisco Expressway-C: Cisco Expressway-E with Single NIC Deployment

Configure TURN Credential Provisioning