



Preface

The *Cisco IP Interoperability and Collaboration System (IPICS) Troubleshooting Guide* provides you with the information that you need to troubleshoot problems you may encounter when you install, configure, or use the Cisco IPICS 1.0(1) software. System administrators should review this document to aid their troubleshooting efforts for problems that they may encounter on the Cisco IPICS Administration Console, the Cisco IPICS PMC application, and other Cisco IPICS components.

Hardware and Software Compatibility

For a list of hardware and software requirements for Cisco IPICS, refer to the *Cisco IPICS Server Installation Guide*.

For a current list of compatible versions for all Cisco IPICS components, see the Cisco IPICS Compatibility Matrix document at the following URL:

http://www.cisco.com/univercd/cc/td/doc/product/cis/c_ipics/index.htm

Where to Find Troubleshooting Information

The Cisco IPICS Administration Console informs you of most errors with messages that display at the top of the current window. Cisco IPICS error messages clearly indicate any incorrect user actions and how to recover from them.

If errors occur in the software or in a Cisco IPICS component such as an RMS, most of these errors are written to the ipics.log file. You can view the latest entries in the ipics.log file in the System Status window of the Administration Console. For information about the System Status window, see the “[The System Status Window](#)” section on page 1.

Some errors that can occur in Cisco IPICS are not written to the ipics.log file and may appear in one of several other logs on the Cisco IPICS server. For information on these logs, see the [“Viewing Cisco IPICS Logs”](#) section on page 11.

For a listing of the information that is available for problems that you might encounter in Cisco IPICS, see [Table 1](#).

Table 1 **Locating Troubleshooting Information**

Source of Problem	Where to Find Help
<p>Issues with one of the following areas:</p> <ul style="list-style-type: none"> • Cisco IPICS installation • Communication between Cisco IPICS users • Equipment, such as Cisco IP Phones • Router configuration • General operation 	<p>Many common issues that can occur in these areas are described in Chapter 5, “Troubleshooting the Cisco IPICS Server.” The descriptions include information on how to resolve the issues or where to look for additional information.</p> <p>If you need more information to resolve the issue, you can gather data from one of the Cisco IPICS logs. For log information, see the “Downloading System Logs” section on page 6 or “Viewing Cisco IPICS Logs” section on page 11</p>
<p>PMC Issues</p>	<p>Problems that you may encounter when installing or using the PMC application are described in Chapter 6, “Troubleshooting the PMC Application.”</p> <p>If you need more information to resolve the issue, you can gather data from one of the PMC logs. For log information, see the “Modifying the PMC Log Levels” section on page 1</p>
<p>Backup and Restore Issues</p>	<p>You can obtain information about backing up or restoring the Cisco IPICS database or about any problems that you encounter in the backup or restore process in the Cisco IPICS Backup and Restore Guide.</p>

For information on other documentation resources, see the [“Related Documentation”](#) section on page xii and the [“Accessing Additional Information”](#) section on page xiii

Audience

The *Cisco IPICS Troubleshooting Guide* targets end users who install, configure, operate, and manage tasks on the Cisco IPICS system. This document also targets end users who communicate with other users by using a PMC or Cisco IP Phone.

Organization

This document is organized as follows:

Chapter 1, “Managing Cisco IPICS Processes”	This chapter includes procedures that are related to Cisco IPICS server processes, such as the Tomcat service and the Informix database.
Chapter 2, “Understanding the Cisco IPICS Logs”	This chapter includes information about the activity and error logs and the configuration files that Cisco IPICS uses or maintains.
Chapter 3, “Monitoring the Cisco IPICS System Status”	This chapter includes information about monitoring the database status, purge activity logs, and view and download system logs.
Chapter 4, “Managing Cisco IPICS Options”	This chapter includes information about setting system preferences in the Options window of the Administration Console.

Chapter 5, “Troubleshooting the Cisco IPICS Server”	This chapter includes information about troubleshooting issues that may arise in the installation of the Cisco Linux operating system and Cisco IPICS server software, the setup and configuration of the Cisco IPICS server, or the use of the Administration Console.
Chapter 6, “Troubleshooting the PMC Application”	This chapter includes information about troubleshooting issues that may arise in the setup, configuration, or use of the PMC Application.
Appendix A, “Changing the Cisco Linux Root Password”	This appendix includes instructions for changing the Cisco Linux root password after the Cisco IPICS server software has been installed.

Related Documentation

For more information about Cisco IPICS software and the PMC application, refer to the following documentation:

- *Cisco IPICS Server Administration Guide, Release 1.0(1)*—This document contains information about the key configuration, operation, and management tasks for the Cisco IPICS server.
- *Cisco IPIS Server Installation Guide, Release 1.0(1)*—This document describes how to install and configure the Cisco IPICS 1.0 server software and Cisco Linux operating system.
- *Cisco IPICS PMC Installation and User Guide, Release 1.0(1)*—This document describes how to install, configure, manage, and operate the Cisco IPICS PMC application

- *Cisco IPICS PMC Quick Start Guide, Release 1.0(1)*—This document provides tips and quick references for the most frequently used procedures that a user can perform on the Cisco IPICS PMC.
- *Cisco IPICS PMC Debug Reference Quick Start Guide, Release 1.0(1)*—This document provides a quick reference for troubleshooting and debugging the Cisco IPICS PMC.
- *Cisco IPICS Backup and Restore Guide, Release 1.0(1)*—This document describes the administrative procedures that you use to backup and restore the database files on the Cisco IPICS server.
- *Cisco IPICS Command Line Interface, Release 1.0(1)*—This document describes the commands that you can use from the command line interface (CLI) to obtain information or to change settings for the Cisco IPICS PMC.
- *Release Notes for Cisco IPICS Release 1.0(1)*—This document contains a description of the new and changed features, important notes, caveats, and documentation updates for Cisco IPICS release 1.0(1).
- *Cisco IPICS Compatibility Matrix*—This document contains information about compatible hardware and software that is supported for use with Cisco IPICS.
- *Cisco IPICS 1.0(1) Resources Card (Documentation Locator)*—This document includes a summary of the documentation that is available for Cisco IPICS release 1.0(1).

To access the documentation suite for Cisco IPICS, see the following URL:

http://www.cisco.com/univercd/cc/td/doc/product/cis/c_ipics/index.htm

Accessing Additional Information

Cisco IPICS Information

See the Cisco IPICS documentation for detailed information and procedures for the Cisco IPICS Administration Console and the PMC application. For a full list of Cisco IPICS documents, see the “[Related Documentation](#)” section on page xii.

Voice Troubleshooting

For information about voice quality problems and symptoms, see the Recognizing and Categorizing Symptoms of Voice Quality Problems documentation, which can be found at the following URL:

http://www.cisco.com/en/US/tech/tk652/tk698/technologies_white_paper_09186a00801545e4.shtml

This document categorizes and defines voice quality problem symptoms and may aid your troubleshooting efforts by helping you to identify specific problems through the use of sample sound recordings. This document also includes a link to the TAC Case Collection Tool, which provides solutions by interactively identifying and troubleshooting common technology or product problems.

You can access the TAC Case Collection Tool at the following URL:

http://www.cisco.com/en/US/customer/support/tsd_tac_case_collection.html

IP Multicast Troubleshooting Information

For a description of common problems and solutions that relate to using IP multicast, see the following link and search for the *IP Multicast Troubleshooting Guide*. You can also use this link to search for general IP multicast information:

<http://www.cisco.com/warp/public/732/Tech/multicast/>

Cisco CallManager Documentation

For information about Cisco CallManager, see the documentation at this URL:

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/index.htm

Cisco 7800 Series Media Convergence Servers Documentation

For information about Cisco 7800 Series Media Convergence Servers, see the MCS data sheets at this URL:

http://www.cisco.com/en/US/products/hw/voiceapp/ps378/products_data_sheets_list.html

Cisco IP Phone Documentation

For information about Cisco IP Phones, see the documentation at this URL:

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/index.htm

Cisco Land Mobile Radio over IP

For information about Cisco Land Mobile Radio (LMR) over IP, see the documentation at this URL:

http://www.cisco.com/univercd/cc/td/doc/product/software/ios123/123newft/123t/123t_7/lmrip/index.htm

Cisco Security Agent

For information about Cisco Security Agent (CSA), see the documentation at this URL:

<http://www.cisco.com/univercd/cc/td/doc/product/vpn/ciscosec/>

Cisco IOS Documentation

The Cisco IOS software documentation set describes the tasks and commands necessary to configure certain system components and other Cisco products, such as access servers, routers, and switches. Each configuration guide can be used in conjunction with its corresponding command reference.

For information about Cisco IOS software configuration, see the documentation at this URL:

<http://www.cisco.com/univercd/cc/td/doc/product/software/>

Document Notes and Conventions

This document uses the following conventions for instructions and information:



Note

Means *reader take note*. Notes contain helpful suggestions or references to materials not contained in this document.

**Caution**

This caution symbol means *reader be careful*. In this situation, you might do something that could result in equipment damage or loss of data.

Table 2 Conventions

Convention	Description
boldface font	Commands and keywords appear in boldface .
<i>italic font</i>	Command input for which you supply the values appear in <i>italics</i> .
[]	Optional keywords and default responses to system prompts appear within square brackets.
{ x x x }	A choice of keywords (represented by x) appears in braces separated by vertical bars. You must select one.
string	A nonquoted set of characters. Do not use quotation marks around the string or the string will include the quotation marks.
^ or Ctrl	Represent the key labeled <i>Control</i> . For example, when you read <i>^D</i> or <i>Ctrl-D</i> , you should hold down the Control key while you press the D key.
screen font	Examples of information displayed on the screen.
boldface screen font	Information that you must enter is in boldface screen font .
<i>italic screen font</i>	Arguments for which you supply values are in <i>italic screen font</i> .

Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain technical assistance and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

You can access the most current Cisco documentation at this URL:

<http://www.cisco.com/techsupport>

You can access the Cisco website at this URL:

<http://www.cisco.com>

You can access international Cisco websites at this URL:

http://www.cisco.com/public/countries_languages.shtml

Product Documentation DVD

Cisco documentation and additional literature are available in the Product Documentation DVD package, which may have shipped with your product. The Product Documentation DVD is updated regularly and may be more current than printed documentation.

The Product Documentation DVD is a comprehensive library of technical product documentation on portable media. The DVD enables you to access multiple versions of hardware and software installation, configuration, and command guides for Cisco products and to view technical documentation in HTML. With the DVD, you have access to the same documentation that is found on the Cisco website without being connected to the Internet. Certain products also have .pdf versions of the documentation available.

The Product Documentation DVD is available as a single unit or as a subscription. Registered Cisco.com users (Cisco direct customers) can order a Product Documentation DVD (product number DOC-DOCDVD=) from the Ordering tool or Cisco Marketplace.

Cisco Ordering tool:

<http://www.cisco.com/en/US/partner/ordering/>

Cisco Marketplace:

<http://www.cisco.com/go/marketplace/>

Ordering Documentation

Beginning June 30, 2005, registered Cisco.com users may order Cisco documentation at the Product Documentation Store in the Cisco Marketplace at this URL:

<http://www.cisco.com/go/marketplace/>

Cisco will continue to support documentation orders using the Ordering tool:

- Registered Cisco.com users (Cisco direct customers) can order documentation from the Ordering tool:

<http://www.cisco.com/en/US/partner/ordering/>

- Instructions for ordering documentation using the Ordering tool are at this URL:

http://www.cisco.com/univercd/cc/td/doc/es_inpk/pdi.htm

- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 1 800 553-NETS (6387).

Documentation Feedback

You can rate and provide feedback about Cisco technical documents by completing the online feedback form that appears with the technical documents on Cisco.com.

You can send comments about Cisco documentation to bug-doc@cisco.com.

You can submit comments by using the response card (if present) behind the front cover of your document or by writing to the following address:

Cisco Systems
Attn: Customer Document Ordering
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Cisco Product Security Overview

Cisco provides a free online Security Vulnerability Policy portal at this URL:

http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

From this site, you can perform these tasks:

- Report security vulnerabilities in Cisco products.
- Obtain assistance with security incidents that involve Cisco products.
- Register to receive security information from Cisco.

A current list of security advisories and notices for Cisco products is available at this URL:

<http://www.cisco.com/go/psirt>

If you prefer to see advisories and notices as they are updated in real time, you can access a Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed from this URL:

http://www.cisco.com/en/US/products/products_psirt_rss_feed.html

Reporting Security Problems in Cisco Products

Cisco is committed to delivering secure products. We test our products internally before we release them, and we strive to correct all vulnerabilities quickly. If you think that you might have identified a vulnerability in a Cisco product, contact PSIRT:

- Emergencies—security-alert@cisco.com

An emergency is either a condition in which a system is under active attack or a condition for which a severe and urgent security vulnerability should be reported. All other conditions are considered nonemergencies.

- Nonemergencies—psirt@cisco.com

In an emergency, you can also reach PSIRT by telephone:

- 1 877 228-7302
- 1 408 525-6532

**Tip**

We encourage you to use Pretty Good Privacy (PGP) or a compatible product to encrypt any sensitive information that you send to Cisco. PSIRT can work from encrypted information that is compatible with PGP versions 2.x through 8.x.

Never use a revoked or an expired encryption key. The correct public key to use in your correspondence with PSIRT is the one linked in the Contact Summary section of the Security Vulnerability Policy page at this URL:

http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

The link on this page has the current PGP key ID in use.

Obtaining Technical Assistance

Cisco Technical Support provides 24-hour-a-day award-winning technical assistance. The Cisco Technical Support & Documentation website on Cisco.com features extensive online support resources. In addition, if you have a valid Cisco service contract, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not have a valid Cisco service contract, contact your reseller.

Cisco Technical Support & Documentation Website

The Cisco Technical Support & Documentation website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day, at this URL:

<http://www.cisco.com/techsupport>

Access to all tools on the Cisco Technical Support & Documentation website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

<http://tools.cisco.com/RPF/register/register.do>

**Note**

Use the Cisco Product Identification (CPI) tool to locate your product serial number before submitting a web or phone request for service. You can access the CPI tool from the Cisco Technical Support & Documentation website by clicking the **Tools & Resources** link under Documentation & Tools. Choose **Cisco Product Identification Tool** from the Alphabetical Index drop-down list, or click the **Cisco Product Identification Tool** link under Alerts & RMAs. The CPI tool offers three search options: by product ID or model name; by tree view; or for certain products, by copying and pasting **show** command output. Search results show an illustration of your product with the serial number label location highlighted. Locate the serial number label on your product and record the information before placing a service call.

Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool provides recommended solutions. If your issue is not resolved using the recommended resources, your service request is assigned to a Cisco engineer. The TAC Service Request Tool is located at this URL:

<http://www.cisco.com/techsupport/servicerequest>

For S1 or S2 service requests or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553-2447

For a complete list of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/techsupport/contacts>

Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Severity 1 (S1)—Your network is “down,” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Severity 2 (S2)—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Severity 3 (S3)—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Severity 4 (S4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- Cisco Marketplace provides a variety of Cisco books, reference guides, documentation, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:

<http://www.cisco.com/go/marketplace/>

- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at this URL:

<http://www.ciscopress.com>

- *Packet* magazine is the Cisco Systems technical user magazine for maximizing Internet and networking investments. Each quarter, Packet delivers coverage of the latest industry trends, technology breakthroughs, and

Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can access Packet magazine at this URL:

<http://www.cisco.com/packet>

- *iQ Magazine* is the quarterly publication from Cisco Systems designed to help growing companies learn how they can use technology to increase revenue, streamline their business, and expand services. The publication identifies the challenges facing these companies and the technologies to help solve them, using real-world case studies and business strategies to help readers make sound technology investment decisions. You can access iQ Magazine at this URL:

<http://www.cisco.com/go/iqmagazine>

or view the digital edition at this URL:

<http://ciscoiq.texterity.com/ciscoiq/sample/>

- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:

<http://www.cisco.com/ipj>

- Networking products offered by Cisco Systems, as well as customer support services, can be obtained at this URL:

<http://www.cisco.com/en/US/products/index.html>

- Networking Professionals Connection is an interactive website for networking professionals to share questions, suggestions, and information about networking products and technologies with Cisco experts and other networking professionals. Join a discussion at this URL:

<http://www.cisco.com/discuss/networking>

- World-class networking training is available from Cisco. You can view current offerings at this URL:

<http://www.cisco.com/en/US/learning/index.html>

