



# **Cisco Unified Videoconferencing Manager Troubleshooting Guide**

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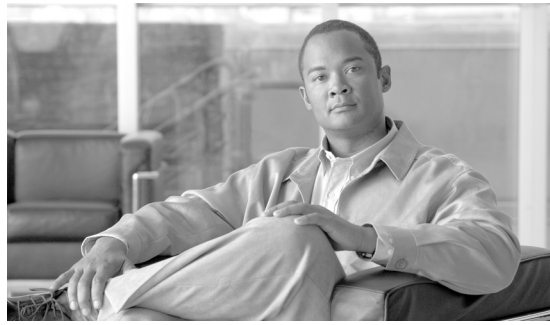
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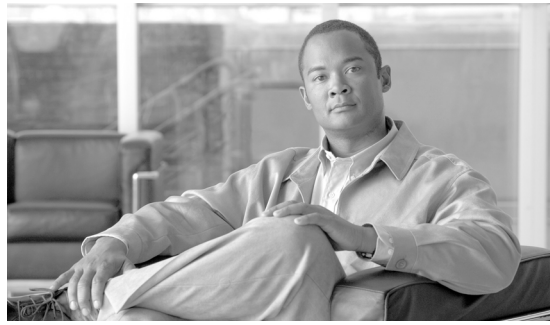
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# Preface

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## Purpose

This guide describes issues that may arise when using Cisco Unified Videoconferencing Manager and provides related troubleshooting procedures and other information for resolving those issues.

## Audience

This guide is intended for Cisco Unified Videoconferencing Manager users who require troubleshooting procedures to resolve issues that may occur.

## Organization

This manual is organized as follows:

Chapter	Description
<a href="#">Chapter 1, “Introducing Cisco Unified Videoconferencing Manager”</a>	This chapter provides an introduction to Cisco Unified Videoconferencing Manager.
<a href="#">Chapter 2, “Troubleshooting”</a>	This chapter contains information about issues that may arise when using Cisco Unified Videoconferencing Manager and procedural troubleshooting information for resolving those issues.

## Document Conventions

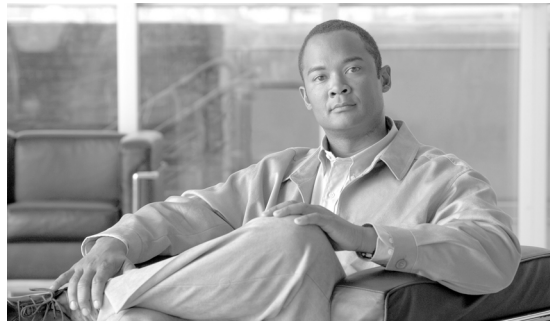
This document uses the following conventions:

Convention	Description
<b>boldface</b> font	Commands and keywords are in <b>boldface</b> .
<i>italic</i> font	Arguments for which you supply values are in <i>italics</i> .
[ ]	Elements in square brackets are optional.
{ x   y   z }	Alternative keywords are grouped in braces and separated by vertical bars.
[ x   y   z ]	Optional alternative keywords are grouped in brackets and separated by vertical bars.
string	A nonquoted set of characters. Do not use quotation marks around the string or the string will include the quotation marks.
screen font	Terminal sessions and information the system displays are in screen font.
<b>boldface screen</b> font	Information you must enter is in <b>boldface screen</b> font.
<i>italic screen</i> font	Arguments for which you supply values are in <i>italic screen</i> font.
^	The symbol ^ represents the key labeled Control—for example, the key combination ^D in a screen display means hold down the Control key while you press the D key.
< >	Nonprinting characters, such as passwords are in angle brackets.

## Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, see the monthly *What's New* in Cisco Product Documentation, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>



# CHAPTER 1

## Introducing Cisco Unified Videoconferencing Manager

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### Overview

Cisco Unified Videoconferencing Manager is a single-installation product that contains the following components:

- Resource Manager is a simple-to-use, web-based application for managing visual communications in multi-site organization deployments. It provides resource management of network devices for video and audio meetings as well as scheduling, call-routing, and conference control functionalities.

Resource Manager optionally includes an internal ITU-T H.323 version4-compliant gatekeeper to provide call control for IP telephony and multimedia communication networks and an internal SIP User Agent to provide management and call control for IP telephony and multimedia communication on the SIP network.

- Network Manager provides a central management interface, enabling network administrators to easily and intuitively control, configure, and maintain Cisco Unified Videoconferencing deployments.





## CHAPTER 2

# Troubleshooting

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This section contains information about issues that may arise when using Cisco Unified Videoconferencing Manager. It includes troubleshooting procedures for resolving these issues. The following topics are included in this section:

- [Resolving Browser Authentication Issues, page 2-1](#)
- [Resolving Outlook Add-on Configuration Issues, page 2-2](#)
- [Resolving User Experience Issues, page 2-2](#)
- [Resolving Administration Issues, page 2-4](#)
- [Resolving a Port Conflict, page 2-5](#)
- [Resolving a Scheduling Failure, page 2-5](#)
- [Resolving a Failed Terminal Invitation, page 2-6](#)
- [Resolving a Meeting Creation Failure, page 2-8](#)
- [Additional Troubleshooting Procedure for Resolving Meeting Creation and Meeting Invitation Issues, page 2-8](#)

## Resolving Browser Authentication Issues

The following sections describes issues that may arise that are related to user authentication by the browser, and suggestions for resolving them.

If the browser does not recognize Resource Manager as a local Intranet site and an authentication window appears, take one of the following actions:

- Provide users with a link to Cisco Unified Videoconferencing Manager that includes the necessary fully qualified domain name (FDQN), rather than only the Resource Manager IP address.
- Configure the browser for the user so that Resource Manager is a local Intranet site.

## Enabling Single Sign-on

Single Sign-on (SSO) enables users to access Cisco Unified Videoconferencing Manager web pages without having to enter a user name or password. Users are authenticated transparently using domain account and password credentials.

To enable Single Sign-on, during installation choose the **Single Sign-on** check box.

## Configuring Outlook Add-on for Single Sign-on

When working with the SSO and Resource Manager Microsoft Outlook Add-on, go to **Tools > Options > Cisco Unified Videoconferencing Manager Meetings**. In the Outlook options, make sure the User ID, Password, and Organization fields are blank. Resource Manager automatically performs authentication using the domain account/password credentials.

## Resolving Outlook Add-on Configuration Issues

After installing the Resource Manager Microsoft Outlook Add-on, go to **Tools > Options > Cisco Unified Videoconferencing Manager Meetings** and enter the URL of your server in the Web Site field. For example, `http://server-cuvc-m/cuvc`.

## Disabling Pop-up Messages

To prevent the standard Microsoft Outlook 2003 pop-up message, that warns that another application is trying to access Outlook information, from appearing, use the new registry key **HKEY\_CURRENT\_USER\Software\Policies\Microsoft\Security\CheckAdminSettings** for the Outlook client machine, and then set the value to 1.

**Note**

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To disable the pop-up message from the exchange-server side, refer to Microsoft documentation.

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Meetings scheduled from Resource Manager Microsoft Outlook Add-on, use the meeting organizer time zone setting from Cisco Unified Videoconferencing Manager. Time zone settings on the work station of a Meeting Organizers should match the settings in Cisco Unified Videoconferencing Manager. You can change time zone settings in Resource Manager in My Profile.

**Note**

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Cisco recommends that meetings created via the Resource Manager Microsoft Outlook Add-on contain no more than 100 participants.

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## Resolving User Experience Issues

This section provides information and solutions related to user experience issues that may occur in Cisco Unified Videoconferencing Manager.

## Enabling Internet Explorer Pop-up Blocker

If you are using Microsoft Windows XP SP2 or Windows 2003 SPI, to enable Internet Explorer Pop-up Blocker, add the Resource Manager site to the list of allowed sites. To do this, go to **Tools > Internet Options > Privacy > Pop-up Blocker Settings**, and then add the Resource Manager site as `http://<CUVC-M IP address>`.

## Navigating Between Pages

Use the **Next** and **Back** buttons in Cisco Unified Videoconferencing Manager to navigate between pages instead of the Internet Explorer browser navigation buttons (Back, Forward and Refresh).

## Configuring Maximum Time Period for Recurring Meetings Scheduling

When scheduling recurring meetings via the Cisco Unified Videoconferencing Manager Web user interface, occurrences are scheduled within 730 days (maximum limit). You can configure the 730-day time period in the Resource Manager Configuration Tool.

## Terminating Multiple Meetings

When many meetings are terminated at the same time, there may be a short delay before they are cleared from the **All Meetings** list.

## Adding Area Code for Ad-hoc Endpoint Meetings

If the gateway and the invited ISDN party are located in a different area within the same country, use one of the following methods:

- Add the dialing string, the area code for endpoint ad-hoc meetings to the dialing string or in Resource Manager
- Choose **Always dial area code**, in Resource Management > Gateway.

## Web Page and Pop-up Window Display

To ensure that Web pages and pop-up windows are displayed normally, it is recommended that the screen resolution is set to a standard resolution such as 800 x 600 pixels or 1024 x 768 pixels. The minimum recommended resolution is 800 x 600 pixels and the recommended font size is Normal or Large.

## Removing Users from Meeting Templates

If you delete a user from the Address Book, the user is not automatically removed from meeting templates.

## Configuring Control Status Termination

If you are in Take Control mode for a meeting via Resource Manager and Cisco Unified Videoconferencing Manager is inactive for five minutes, your control status is automatically terminated.

# Resolving Administration Issues

This section provides information and solutions relating to administration issues that may arise in Cisco Unified Videoconferencing Manager.

## Database Issues

If the database is not available when Cisco Unified Videoconferencing Manager is initially started, restart the service when the database is ready.

**Note**

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If the connection between the database and Cisco Unified Videoconferencing Manager is lost after initially starting Cisco Unified Videoconferencing Manager, Cisco Unified Videoconferencing Manager works normally when the database is operating.

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## Using Double-Byte Characters in the MCU Service Template

In the MCU service template, the Name, Description, Terminal Name and Gateway Service Prefix can only contain ASCII text. Unicode and other double-byte characters (such as Chinese, Japanese, Korean, and Hebrew characters) cause device exception.

## Configuring Terminal Area Codes

Make sure that you define terminal area codes correctly. Do not include domestic long distance prefixes.

## Assigning DID Numbers

Direct inward dialing (DID) numbers are currently assigned on a per-endpoint basis rather than on a per-meeting basis. This is an internal configuration that cannot be changed via the Configuration Tool or the Cisco Unified Videoconferencing Manager Web interface. To manually change the host name, perform the following procedure.

**Procedure**

- 
- Step 1** Go to **C:\Program Files\Cisco\Cisco Unified Videoconferencing Manager\Resource Manager\jboss-3.2.5\bin.** (with C being the local drive)
  - Step 2** Make a backup copy of the **vcs-config.xml** file.
  - Step 3** Open the **vcs-config.xml** file with a text editing tool and modify the **<host-url>** element to the required value.
  - Step 4** Save the file in the text editor.
  - Step 5** Restart Cisco Unified Videoconferencing Manager.
-

## Resolving a Port Conflict

To resolve a port conflict in the event that the port you require is in use by another application, use the following procedure.

### Procedure

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- Step 1** Restart the computer.
  - Step 2** In DOS, enter the **netset** command to start the netstet application.  
The ports that are in use appear. Resource Manager does not initialize correctly if it is using one of the ports that is listed.
  - Step 3** Make sure the Cisco IOS H.323 Gatekeeper / Resource Manager authorization is active. In the Resource Manager, in the Resource Management > Gatekeeper/SIP Server tab, in the Connection column, make sure that in the connected status appears.
  - Step 4** In the MCU user-interface, make sure the MCU is registered to the Cisco IOS H.323 Gatekeeper and that the MCU is also being used by Resource Manager.
  - Step 5** Make sure that no MCU is in Authorization mode.
  - Step 6** When you have located the application that is using the port required for Cisco Unified Videoconferencing Manager, go to **Start > Programs > Cisco Unified Videoconferencing Manager > Resource Manager Logs**, and then from the log list, select **Kill Processes Of Selected Ports**.
- 

## Resolving a Scheduling Failure

In Resource Manager, in My Meetings or All Meetings, on the Current tab, if Failed appears, if you click **Failed**, the message that opens reads: "Unable to create the meeting as scheduled. Please check your meeting settings." To resolve this scheduling failure, use the procedures contained in this section.

### Resolving a Scheduling Failure Caused by Incompatible Meeting Types

A scheduling failure may occur if a meeting type is downloaded, and then the meeting type is changed on the MCU but the Resource Manager does not update the meeting types.

#### Procedure

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- Step 1** To confirm that the reason for the failure is an incompatible meeting type, in Admin > Meeting Types section, click **Download**.
- Step 2** If the meeting type that you specified appears in the Meeting Types (Service) Conflicts list, the reason for the scheduling failure is, at least in part, an incompatible meeting type.



**Note** If a meeting is created even though the specified meeting type is incompatible, there may be resource-calculation errors.

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**Step 3** To resolve the conflict, repeat the download of the meeting type you require.

---

## Resolving a Scheduling Failure Caused by an Incompatible MCU

If you determine that a meeting-scheduling failure is not caused by a meeting-type conflict, the reason for the failure may be an incompatible MCU. If actual MCU resources are changed after an MCU is added in Resource Manager but Resource Manager does not update or synchronize the actual MCU information, then the result may be an incompatible MCU.

### Procedure

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- Step 1** To determine which MCU is actually assigned to the meeting, select **Admin > All Meetings**, and then on the Current tab, in the MCU column, check the list of MCUs.
- Step 2** Click an MCU in the list.
- Step 3** In the Modify MCU window, click **Update**. The MCU profile is updated.
- Step 4** Make sure the MCU gateway is configured correctly.
- Step 5** Make sure the connection configuration in Admin > Network Management > IP Topology is correct.

**Note**

The Network Management section is hidden by default in Resource Manager. Use the Resource Manager Configuration Tool to change default settings in the user-interface.

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## Resolving a Failed Terminal Invitation

If you are not able to invite a terminal to a meeting, one of the following reasons may be the cause of the failure:

- Incompatible gatekeeper registration—See [“Resolving an Incompatible Gatekeeper Registration” section on page 2-7](#)
- Authorization failure—[“Resolving an Authorization Failure” section on page 2-7](#)
- Unconnected location for an MCU and a terminal—[“Resolving Unconnected MCU and Terminal Locations” section on page 2-7](#)

## Resolving an Incompatible Gatekeeper Registration

The MCU may be registered to a gatekeeper that is different than the one specified in the MCU profile in Resource Manager.

### Procedure

- 
- Step 1** In the MCU section of the Cisco Unified Videoconferencing 3545 MCU application, check that the Cisco IOS H.323 Gatekeeper that is listed is the same as the one designated in Resource Manager.
  - Step 2** If the gatekeeper is not the same, then in Resource Manager, select the same gatekeeper to which the MCU is registered.
- 

## Resolving an Authorization Failure

The Cisco IOS H.323 Gatekeeper does not function correctly in Authorization mode. By default, Resource Manager initiates a meeting via the virtual conference ID. You must use Authorization Mode to enable the terminal to dial into the conference via the virtual conference ID.

In order to assign the Internal Gatekeeper to switch the Resource Manager to Authorization Mode, in the Cisco Unified Videoconferencing 3545 MCU application, on the **ECU** tab, in the **Authorization** section, select **Connect to Authorization** server.

## Resolving Unconnected MCU and Terminal Locations

If a meeting is set up on an MCU that belongs to a specific location, and then a terminal is invited to a different location, the location to which the MCU is assigned may not be able to connect to the location to which the terminal is assigned.

### Procedure

- 
- Step 1** In Resource Manager, on the IP Topology tab, check that there is a link between the two different locations.
  - Step 2** Make sure that if there is a connection, that Bandwidth and Location are correctly defined.
  - Step 3** Alternatively, assign the MCU and the terminal to the same location.
  - Step 4** Make sure that the gatekeeper that the terminal is assigned to is in Authorization Mode since the cascading mechanism is on the local MCU and cannot be changed.



### Note

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Cascading between MCUs is an important function in Resource Manager. Cascading is set up in Resource Manager in the Network Management section, on the IP Topology tab. If the IP Topology tab is hidden, in the Resource Manager Configuration Tool, in **System Configuration > UI Settings**, check **IP Topology** to activate the **IP Topology** tab.

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## Resolving a Meeting Creation Failure

If a meeting is successfully scheduled but cannot actually be created, use the following procedure to resolve the issue:

### Procedure

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- Step 1** Make a POP call, making sure that the POP call is successful from within Resource Manager. If the POP call is successful, this indicates that the Internal Gatekeeper and Resource Manager are configured correctly.
  - Step 2** Make a scheduled call.
  - Step 3** If the scheduled call is successful, make an endpoint-initiated call by dialing directly to an MCU.
  - Step 4** If a call made directly via the MCU is not successful, try the call directly from the MCU.
  - Step 5** If there is no Internal Gatekeeper and a call cannot be made successfully, disable the Internal Gatekeeper / Resource Manager Authorization connection and then make the same POP call on the MCU.
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## Additional Troubleshooting Procedure for Resolving Meeting Creation and Meeting Invitation Issues

In the event that the troubleshooting procedures in this section do not resolve a meeting creation or meeting invitation issue, use the procedure in this section.

### Procedure

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- Step 1** Attempt the same meeting creation or invitation directly on the MCU without using the Resource Manager.
  - Step 2** If the same meeting creation or invitation does not succeed directly on the MCU, restart the MCU.
  - Step 3** If restarting the MCU does not resolve the issue, contact your MCU service representative.
-