



Troubleshooting Guide for Cisco Unified Videoconferencing Manager Release 5.7

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Americas Headquarters

Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
<http://www.cisco.com>
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 527-0883

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CHAPTER 1

Troubleshooting

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How to Resolve Browser Authentication Issues

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Recognizing a Local Intranet Site

Problem The browser does not recognize Resource Manager as a local Intranet site and an authentication window appears.

Solution 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

Problem Cisco Unified Videoconferencing Manager web pages always require that you enter a user name and password.

Solution Use Single Sign-on (SSO). 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. You must also add the Cisco Unified Videoconferencing Manager host server to the trusted site of the client browser.

Configuring Outlook Add-on for Single Sign-on

Problem Resource Manager authentication fails when working with SSO and Resource Manager Outlook Client.

Solution 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.

How to Resolve Resource Manager Outlook Client Configuration Issues

- [Connecting the Resource Manager Outlook Client to Resource Manager, page 1-2](#)
- [Disabling Pop-up Messages, page 1-2](#)

Connecting the Resource Manager Outlook Client to Resource Manager

Problem The Resource Manager Outlook Client fails to connect to Resource Manager.

Solution After installing the Resource Manager Outlook Client, go to **Tools > Options > Cisco Unified Videoconferencing Manager Meetings** and enter the URL of your server in the Web Site field.

Disabling Pop-up Messages

Problem The standard Microsoft Outlook 2003 pop-up message warning that another application is trying to access Outlook information appears.

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

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 Organizer should match the settings in Cisco Unified Videoconferencing Manager. You can change time zone settings in Resource Manager in My Profile.



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

How to Resolve User Experience Issues

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Enabling Internet Explorer Pop-up Blocker

Problem Internet Explorer Pop-up Blocker is inactive.

Solution If you are using Microsoft Windows XP SP2 or Windows 2003 Service Pack 1, 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.

Navigating Between Pages

Problem Internet Explorer browser navigation buttons (Back, Forward and Refresh) do not work correctly in the Cisco Unified Videoconferencing Manager user interface.

Solution Use the **Next** and **Back** buttons in Cisco Unified Videoconferencing Manager to navigate between pages.

Configuring Maximum Time Period for Recurring Meetings

Problem You want to schedule recurring meetings for a period longer than that allowed in the Cisco Unified Videoconferencing Manager Web user interface.

Solution Use the Resource Manager Configuration Tool to schedule recurring meetings for up to 730 days.

Correcting Web Page and Pop-up Window Display

Problem Some Web pages and pop-up windows do not display normally.

Solution Set the screen resolution 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.

How to Resolve Administration Issues

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- [Using Double-Byte Characters in the MCU Service Template, page 1-4](#)
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Database Unavailable

Problem No database is available when Cisco Unified Videoconferencing Manager is initially started.

Solution Restart the service when the database is ready.

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.

Using Double-Byte Characters in the MCU Service Template

Problem Unicode and other double-byte characters (such as Chinese, Japanese, Korean, and Hebrew characters) cause device exception in MCU service template Name, Description, Terminal Name and Gateway Service Prefix fields.

Solution Use only ASCII text in these fields.

Configuring Terminal Area Codes

Problem Terminal area codes are incorrectly defined.

Solution Do not include domestic long-distance prefixes in terminal area codes.

Assigning DID Numbers

Problem Cannot change Direct Inward Dialing (DID) numbers

Solution DID numbers are 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
where C is 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

Problem A port conflict occurs when you try to install or run certain applications.

Solution Ensure that ports 1098 and 1099 are free. Run the “netstat” command in the DOS window to determine which applications (if any) occupy ports 1098 and 1099.

Resolving a Scheduling Failure

Problem 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.”

Solution 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

-
- Step 1** To confirm that the reason for the failure is an incompatible meeting type, select **Admin > Meeting Types** and 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.

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

Solution If actual MCU resources are changed after the 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

-
- Step 1** To determine which MCU is actually assigned to the meeting, select **Admin > All Meetings**.
- Step 2** Click the required MCU in the MCU column on the Current tab.
- Step 3** In the Modify MCU window, click **Synchronize**.
The MCU profile is updated.
- Step 4** Make sure the MCU registered gatekeeper 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 ManagerConfiguration Tool to change default settings in the user-interface.

Resolving a Failed Terminal Invitation

Problem You are not able to invite a terminal to a meeting.

Solution 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.
-

Problem Authorization failure. Cisco IOS H.323 Gatekeeper version 4.1.5.0 or later allows multiple Resource Manager to connect as authorizer. However, if multiple Resource Manager authorizes a single Cisco IOS H.323 Gatekeeper, the Resource Manager/Cisco IOS H.323 Gatekeeper authorization logic does not work.

Solution Ensure that each Cisco IOS H.323 Gatekeeper has only one Resource Manager as its authorizer. If multiple Resource Manager authorizes a single Cisco IOS H.323 Gatekeeper, remove all other Resource Manager authorization connections, and then restart Cisco IOS H.323 Gatekeeper. Only after this does the remaining Resource Manager work with this Cisco IOS H.323 Gatekeeper properly in authorization mode.



Note Resource Manager initiates the authorization connection to the Cisco IOS H.323 Gatekeeper. Ensure that the Cisco IOS H.323 Gatekeeper server SNMP Community names are set correctly in the Resource Manager user interface.

Problem Unconnected IP location (at Network Management > IP Topology) for the MCU and a terminal. If a meeting is set up on the MCU that belongs to a specific location defined at Network Management > IP Topology, 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.

Solution

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.



Note 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.

Resolving a Meeting Creation Failure

Problem A meeting is successfully scheduled but cannot actually be created.

Solution

Procedure

-
- Step 1** Make a point-to-point call.
 - Step 2** Ensure that the call is successful from within Resource Manager. A successful point-to-point call indicates that the Internal Gatekeeper and Resource Manager are configured correctly.
 - Step 3** Create an endpoint-initiated MCU conference. If the endpoint connects, the MCU, Internal Gatekeeper and Resource Manager are configured properly.
 - Step 4** Schedule a meeting in Resource Manager. If the meeting is scheduled successfully, wait for the meeting to start. If the meeting starts successfully, dial into the meeting using an endpoint.
-

Solution 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

-
- 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.
-

Resolving Video IVR Issues

Problem You have configured the video IVR service parameter to use H.264, but you cannot properly receive video IVR.

Solution In the MCU user interface go to **MCU > Services > Add > Advanced Video Settings** and ensure that H.263 is the first entry in the Selected list.