



Troubleshooting Guide for Cisco Unified Videoconferencing Manager Release 7.1

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CHAPTER 1

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How to Resolve Browser Authentication Issues

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 select 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 Microsoft Outlook Add-on.

Solution Perform the procedure in this section.

Procedure

-
- | | |
|---------------|--|
| Step 1 | Select Tools > Options > Cisco Unified Videoconferencing Manager Meeting Settings . |
| Step 2 | Enter a link to Resource Manager that includes the necessary fully qualified domain name (FDQN), rather than only the Resource Manager IP address. |
| Step 3 | Configure the browser for the user so that Resource Manager is a local Intranet site. |
- Resource Manager automatically performs authentication using the domain account/password credentials.
-

Connecting the Resource Manager Outlook Client to Resource Manager

Problem The Resource Manager Microsoft Outlook Add-on fails to connect to Resource Manager.

Solution 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.

Collecting Logs

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Collecting Cisco Unified Videoconferencing Manager Logs

For information about collecting logs in Cisco Unified Videoconferencing Manager, refer to the *Configuration Guide for Cisco Unified Videoconferencing Manager Release 7.1*.

Collecting Cisco Unified Videoconferencing Desktop Logs

Procedure

-
- | | |
|---------------|--|
| Step 1 | Access the Cisco Unified Videoconferencing Desktop Server. |
| Step 2 | Select the Conference Server icon on the taskbar to view the log in the Console window. |
| Step 3 | If necessary, save the log files located at these locations: <ul style="list-style-type: none">• C:\Program Files\Cisco\Cisco Unified Videoconferencing Desktop\ConfSrv\cs.log• C:\Program Files\Cisco\Cisco Unified Videoconferencing Desktop\logs*.xml• C:\Program Files\Cisco\Cisco Unified Videoconferencing Desktop\tomcat\logs\stdout.log, stderr.log |
-

How to Resolve User Experience Issues

Enabling Internet Explorer Pop-ups

Problem Internet Explorer Pop-up Blocker blocks pop-ups for the Resource Manager site.

Solution If you are using Microsoft Windows XP SP2 or Windows 2003 Service Pack 1, and you enable Internet Explorer Pop-up Blocker, add the Resource Manager site to the list of allowed sites.

Procedure

-
- | | |
|---------------|---|
| Step 1 | In the Internet Explorer window, select Tools > Internet Options > Privacy . |
| Step 2 | Select the Block Pop-ups check box in the Pop-up Blocker area. |
| Step 3 | Select Settings . |
| Step 4 | Enter the Resource Manager site address and select Add . |
| Step 5 | Select Close . |
| Step 6 | Select OK . |
-

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

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\Unified Videoconferencing Manager\CUVCMRM\jboss\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. |
-

How to Resolve IVR Issues

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Resolving Virtual Service Issue

Problem If Cisco Unified Videoconferencing Manager is in the standalone mode and a user is configured with a virtual services prefix only on Cisco Unified Videoconferencing Manager, a call cannot be routed to Video IVR when the user calls a virtual conference ID.

Solution Perform the procedure in this section.

Procedure

-
- | | |
|---------------|--|
| Step 1 | Login to Cisco IOS H.323 Gatekeeper. |
| Step 2 | Navigate to Gatekeeper > Endpoints > Endpoints tab. |

- Step 3** Select **Add Predefined**.
- Step 4** Configure settings as follows:
- Endpoint type: Terminal
 - Registration IP: 127.0.0.1 Port: 1719
 - Call signaling IP: 127.0.0.1 Port: 1719
 - Aliases:
 - Value: Virtual Services; Type: Name
 - Value: Your auto virtual services prefix number; Type: Phone number
- Step 5** Select **Upload**.
- Step 6** Navigate to **Gatekeeper > Services > Services** tab.
- Step 7** Select **Add**.
- Step 8** Configure settings as follows:
- Prefix: Your auto virtual services prefix number
 - Prefix type: phone number
 - Description: Virtual Services
 - Conference Hunting: Enabled
 - Global Service: No
 - Allow access for:
 - In-zone non-predefined endpoints: enabled
 - Out-of-zone endpoints: enabled
- Step 9** Select **Upload**.
-

Resolving Video IVR Issue

Problem If Cisco Unified Videoconferencing Manager is in a standalone mode and a user is configured with an auto-attendant number on Cisco Unified Videoconferencing Manager only, a call to the auto-attendant number is not routed to Video IVR.

Solution Perform the procedure in this section.

Procedure

- Step 1** Login to Cisco IOS H.323 Gatekeeper.
- Step 2** Navigate to **Gatekeeper > Endpoints > Endpoints** tab.
- Step 3** Select **Add Predefined**.

- Step 4** Configure settings as follows:
- Endpoint type: Terminal
 - Registration IP: 127.0.0.1 Port: 0
 - Call signaling IP: 127.0.0.1 Port: 0
 - Aliases:
 - IVR Number; Type: Name
 - Your auto attendant number; Type: Phone number
- Step 5** Select **Upload**.
- Step 6** Navigate to **Gatekeeper > Services > Services** tab.
- Step 7** Select **Add**.
- Step 8** Configure settings as follows:
- Prefix: Your auto attendant number
 - Prefix type: phone number
 - Description: End Point
 - Conference Hunting: Enabled
 - Global Service: No
 - Allow access for:
 - In-zone non-predefined endpoints: enabled
 - Out-of-zone endpoints: enabled
- Step 9** Select **Upload**.
-

Resolving Auto Route Incoming Calls Issue

Problem If Cisco Unified Videoconferencing Manager is in the standalone mode and a user is configured with auto route incoming calls only on Cisco Unified Videoconferencing Manager, a call cannot be routed to Video IVR when the user calls an auto route incoming call number.

Solution Perform the procedure in this section.

Procedure

- Step 1** Login to Cisco IOS H.323 Gatekeeper.
- Step 2** Navigate to **Gatekeeper > Endpoints > Endpoints** tab.
- Step 3** Select **Add Predefined**.

- Step 4** Configure settings as follows:
- Endpoint type: Terminal
 - Registration IP: 127.0.0.1 Port: 5
 - Call signaling IP: 127.0.0.1 Port: 5
 - Aliases:
 - Value: Routing Number; Type: Name
 - Value: Your auto route incoming calls number; Type: Phone number
- Step 5** Select **Upload**.
- Step 6** Navigate to **Gatekeeper > Services > Services** tab.
- Step 7** Select **Add**.
- Step 8** Configure settings as follows:
- Prefix: Your auto route incoming calls number
 - Prefix type: phone number
 - Description: Virtual Services
 - Conference Hunting: Enabled
 - Global Service: No
 - Allow access for:
 - In-zone non-predefined endpoints: enabled
 - Out-of-zone endpoints: enabled
- Step 9** Select **Upload**.
-

Resolving a Port Conflict

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

Solution Ensure that ports 11098 and 11099 are free. Run the “netstat” command in the DOS window to determine which applications (if any) occupy ports 11098 and 11099.

Resolving a Scheduling Failure

Problem In Resource Manager, in My Meetings or Meeting Monitoring, on the Current tab, if Failed appears, if you Select 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 select **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 > Resource Management > MCU**.
- Step 2** Select the required MCU in the MCU column on the Current tab.
- Step 3** In the Modify MCU window, select **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.

Possible Cause 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.

Solution Perform the procedure in this section.

Procedure

-
- Step 1** In the MCU section of the Cisco Unified Videoconferencing 3500 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.
-

Possible Cause 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.

Possible Cause 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 Perform the procedure in this section.

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 Perform the procedure in this section.

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 Cisco IOS H.323 Gatekeeper and Resource Manager are configured correctly.
- Step 3** Create an endpoint-initiated MCU conference. If the endpoint connects, the MCU, Cisco IOS H.323 Gatekeeper and Resource Manager are configured properly. 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.
- Step 4** In the event that a meeting creation or meeting invitation issue persists, perform these steps:
- Attempt the same meeting creation or invitation directly on the MCU without using the Resource Manager.
 - If the same meeting creation or invitation does not succeed directly on the MCU, restart the MCU.
 - If restarting the MCU does not resolve the issue, contact your MCU service representative.
-

Synchronizing Cisco Unified Videoconferencing Desktop Server with Cisco Unified Videoconferencing Manager

Problem The Directory Status - CVUCM tab displays a synchronization error.

Solution Perform the procedure.

Procedure

- Step 1** Select the link on the Directory Status - Cisco Unified Videoconferencing Manager tab.
The Directory tab opens.
- Step 2** Select the **Synchronize** button.
-

Updating the IP Address on the Streaming Server

Problem The Desktop Status tab indicates that the Streaming Server is not connected. If you select the Streaming Server indicator, this error is displayed: “5003 Access denied error from proxy”.

Solution When the Streaming or Recording components of Desktop are installed on their own server, separately from the Cisco Unified Videoconferencing Desktop Server, they are configured with the IP address of the Cisco Unified Videoconferencing Desktop Server which is allowed to connect to them. If the IP address of the Cisco Unified Videoconferencing Desktop Server changes, you need to update it on the Streaming and Recording Servers.

Procedure

-
- Step 1** From the Start menu, choose **Programs > Desktop > TCP Proxy Configuration**.
 - Step 2** Run the listServers command to display the address of the Cisco Unified Videoconferencing Desktop Server which is allowed to access the Streaming or Recording Server.
 - Step 3** If the Cisco Unified Videoconferencing Desktop Server address is incorrect, run the removeServer command to remove it.
 - Step 4** Run the addServer command to add the correct address.
 - Step 5** Follow on-screen directions to complete the procedure.
-

Changing IP Address of the Cisco Unified Videoconferencing Desktop Server

Problem The Desktop Status tab indicates that the Cisco Unified Videoconferencing Desktop Server is not connected.

Solution If the IP address of the server on which the Cisco Unified Videoconferencing Desktop Server is installed changes, you need to update Cisco Unified Videoconferencing Desktop Server components with its new IP address.

Procedure

-
- Step 1** Select **Start > Settings > Control Panel**.
 - Step 2** Double-click **Add or Remove Programs**.
 - Step 3** From the list of programs, choose Desktop, and then **Change**.
The Setup Wizard opens.
 - Step 4** In the Welcome screen, select **Next**.
 - Step 5** In the Program Maintenance screen, choose **Modify**, and select **Next**.
 - Step 6** In the Custom Setup screen, select **Next**.
 - Step 7** In the Desktop Serial Key screen, select **Next**.
 - Step 8** In the Desktop Network Configuration screen, select **Next**.

- Step 9** In the Desktop Hostname Configuration screen, select **Next**.
- Step 10** In the Desktop Recording Configuration screen, select **Next**.
- Step 11** Select **Install**.
-

Recording Does Not Start Automatically

Problem Cisco Unified Videoconferencing Manager configured to work with the Cisco Unified Videoconferencing Desktop Server does not record scheduled meetings automatically, even though Cisco Unified Videoconferencing Manager is configured to do so.

Solution Verify that one of the following problems does not interfere with recording:

- There are not enough available recording ports on the Desktop at the time when the meeting is scheduled.
- The maximum number of simultaneous recordings is reached.
- Make sure that the **Allow virtual rooms and scheduled meetings to be recorded automatically** option is enabled on the Cisco Unified Videoconferencing Desktop Administration web user interface.

