



Cisco Unified Videoconferencing Manager Troubleshooting Guide

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Preface

Purpose

This guide describes issues that may arise when using and related troubleshooting procedures and other information for resolving those issues.

Audience

This guide is intended for who require troubleshooting procedures to resolve issues that may occur.

Organization

This guide is organized as follows:

Chapter	Description
Chapter 1, “Troubleshooting Information for Cisco Unified Videoconferencing Manager”	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
boldface font	Commands and keywords are in boldface .
<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.

Convention	Description
[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 <i>screen font</i> .
boldface screen font	Information 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> .
^	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

Cisco documentation and additional literature are available on Cisco.com. This section explains the product documentation resources that Cisco offers.

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

The Product Documentation DVD is a library of technical product documentation on a portable medium. The DVD enables you to access installation, configuration, and command guides for Cisco hardware and software products. With the DVD, you have access to the HTML documentation and some of the PDF files found on the Cisco website at this URL:

<http://www.cisco.com/univercd/home/home.htm>

The Product Documentation DVD is created and released regularly. DVDs are available singly or by subscription. Registered Cisco.com users can order a Product Documentation DVD (product number DOC-DOCDVD= or DOC-DOCDVD=SUB) from Cisco Marketplace at the Product Documentation Store at this URL:

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

Ordering Documentation

You must be a registered Cisco.com user to access Cisco Marketplace. Registered users may order Cisco documentation at the Product Documentation Store at this URL:

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

If you do not have a user ID or password, you can register at this URL:

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

Documentation Feedback

You can provide feedback about Cisco technical documentation on the Cisco Technical Support & Documentation site area by entering your comments in the feedback form available in every online document.

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 will find information about how to do the following:

- 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, security notices, and security responses for Cisco products is available at this URL:

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

To see security advisories, security notices, and security responses as they are updated in real time, you can subscribe to the Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed. Information about how to subscribe to the PSIRT RSS feed is found at 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 have identified a vulnerability in a Cisco product, contact PSIRT:

- For emergencies only—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.

- For 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 (for example, GnuPG) to encrypt any sensitive information that you send to Cisco. PSIRT can work with information that has been encrypted with PGP versions 2.x through 9.x.

Never use a revoked encryption key 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.

If you do not have or use PGP, contact PSIRT to find other means of encrypting the data before sending any sensitive material.

Product Alerts and Field Notices

Modifications to or updates about Cisco products are announced in Cisco Product Alerts and Cisco Field Notices. You can receive Cisco Product Alerts and Cisco Field Notices by using the Product Alert Tool on Cisco.com. This tool enables you to create a profile and choose those products for which you want to receive information.

To access the Product Alert Tool, you must be a registered Cisco.com user. (To register as a Cisco.com user, go to this URL: <http://tools.cisco.com/RPF/register/register.do>) Registered users can access the tool at this URL: <http://tools.cisco.com/Support/PAT/do/ViewMyProfiles.do?local=en>

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 Tool** to locate your product serial number before submitting a request for service online or by phone. You can access this tool from the Cisco Technical Support & Documentation website by clicking the **Tools & Resources** link, clicking the **All Tools (A-Z)** tab, and then choosing **Cisco Product Identification Tool** from the alphabetical list. This 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.



Tip

Displaying and Searching on Cisco.com

If you suspect that the browser is not refreshing a web page, force the browser to update the web page by holding down the Ctrl key while pressing F5.

To find technical information, narrow your search to look in technical documentation, not the entire Cisco.com website. On the Cisco.com home page, click the **Advanced Search** link under the Search box and then click the **Technical Support & Documentation** radio button.

To provide feedback about the Cisco.com website or a particular technical document, click **Contacts & Feedback** at the top of any Cisco.com web page.

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)—An existing 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 operations 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 the network is impaired while 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.

- The Cisco Online Subscription Center is the website where you can sign up for a variety of Cisco e-mail newsletters and other communications. Create a profile and then select the subscriptions that you would like to receive. To visit the Cisco Online Subscription Center, go to this URL:
<http://www.cisco.com/offer/subscribe>
- The *Cisco Product Quick Reference Guide* is a handy, compact reference tool that includes brief product overviews, key features, sample part numbers, and abbreviated technical specifications for many Cisco products that are sold through channel partners. It is updated twice a year and includes the latest Cisco channel product offerings. To order and find out more about the *Cisco Product Quick Reference Guide*, go to this URL:
<http://www.cisco.com/go/guide>
- 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>
- *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 where networking professionals 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>
- “What’s New in Cisco Documentation” is an online publication that provides information about the latest documentation releases for Cisco products. Updated monthly, this online publication is organized by product category to direct you quickly to the documentation for your products. You can view the latest release of “What’s New in Cisco Documentation” at this URL:
<http://www.cisco.com/univercd/cc/td/doc/abtunicd/136957.htm>
- 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>



Troubleshooting Information for Cisco Unified Videoconferencing Manager

This chapter contains information about issues that may arise when using Cisco Unified Videoconferencing Manager. Use the troubleshooting information contained in this chapter to resolve those issues.

The Cisco Unified Videoconferencing Manager contains the following components:

- **Resource Manager**—The Resource Manager component of Cisco Unified Videoconferencing Manager is a simple-to-use, web-based application for managing and monitoring visual communication in multi-site organization deployments. The Resource Manager component provides scheduling, monitoring and management of Cisco Unified Videoconferencing Manager capacity, resources, and network devices for video and audio meetings.
- **Network Manager**—The Network Manager component of Cisco Unified Videoconferencing Manager provides a central management interface, enabling network administrators to easily and intuitively control, configure, and maintain Cisco-based collaborative communications networks. Backed by the Cisco track record for industry-leading innovation, Network Manager is the ideal choice to help you get the most out of your rich media network solutions.
- **Internal Gatekeeper**—The Internal Gatekeeper component of Cisco Unified Videoconferencing Manager is a simple-to-use, ITU-T H.323 version 4-compliant gatekeeper application that is essential for the management of IP telephony and multimedia communication networks.

Topics in this section include:

- [Resolving a Port Conflict, page 1-1](#)
- [Resolving a Scheduling Failure, page 1-2](#)
- [Resolving a Terminal-Invitation Failure, page 1-3](#)
- [Supplementary Troubleshooting Information, page 1-4](#)

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

- Step 1** In the DOS window, enter "netstat" or use a third party tool to determine which ports are currently in use.

- Step 2** If port 1098 and 1099 are in use by applications other than Cisco Unified Videoconferencing Manager, then close those applications to free the ports.
- Step 3** Make sure the Internal Gatekeeper/Resource Manager authorization connection is connected.
- In Resource Manager, in **Resource Management > Gatekeeper**, the connection status should appear in the Authorization Connection column.
-

Resolving a Scheduling Failure

In Resource Manager, in the event of a scheduling failure, in My Meetings or All Meetings, on the Current tab, Failed appears. Click **Failed** to open a message that 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

- Step 1** To confirm that the reason for the failure is an incompatible meeting type, in the 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.

- 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

- 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 screen, click **Update**. The MCU profile is updated.



Note The Update button only appears if the MCU is online.

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.

Resolving a Terminal-Invitation Failure

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 1-3](#)
- Unconnected location for an MCU and a terminal—See [“Resolving Unconnected MCU and Terminal Locations” section on page 1-3](#)

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 Cisco Unified Videoconferencing 3545 MCU application interface, on the Protocols tab, make sure that the gatekeeper listed there is the same as the one configured 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 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**

Cascading between MCUs is an important function in Resource Manager. Network configuration for better cascading management 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.

Supplementary Troubleshooting Information

The procedures in this section are intended for use when the troubleshooting procedures suggested previously in this guide do not resolve an issue.

Resolving Meeting Creation and Meeting Invitation Issues

If previously suggested troubleshooting procedures in this guide do not resolve a meeting creation or meeting invitation issue, use the following procedure.

Procedure

- Step 1** On the MCU, without using the Resource Manager, create the same meeting or invitation that caused an issue to occur
- Step 2** If the meeting creation or invitation does not succeed, restart the MCU.
- Step 3** If restarting the MCU does not resolve the issue, contact your MCU service representative.