



CHAPTER 10

FAQs and Troubleshooting

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FAQs

This section provides frequently asked questions about the Cisco Unified Application Environment.

Q. Who do I contact for technical support?

A. The Cisco Unified Application Environment provides product and developer support as follows:

- **Product Support**—Provided by the Technical Assistance Center (TAC), specifically for upgrading and installing the Cisco Unified Application Environment, administering it, and running applications.

Contact the TAC at the following URL if you have purchased a Cisco Unified Communications Essential Operate Service contract for your Cisco Unified Application Server and Cisco Unified Media Engine:

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

- **Developer Support**—Provided by Developer Services, specifically for problems related to developing applications, or when your applications are not operating correctly.

Contact Developer Services at the following URL if you have purchased a Developer Services contract:

<http://www.cisco.com/web/developer/cuae/content/support.html>

However, before contacting Developer Services, check the log files to try and locate a probable root cause. Reviewing the log messages will also help you determine whether the problem should be routed to the TAC instead.

Q. Do I have to have a Cisco Unified Media Engine and if yes, does it have to be installed on a separate hardware platform from the Cisco Unified Application Server?

A. No. If the applications you are running do not have any media components, a Cisco Unified Media Engine is not required, and yes, it can be installed on the same hardware platform as the Cisco Unified Application Server.

BETA DRAFT

Troubleshooting

This section provides troubleshooting tips for the Cisco Unified Application Environment Management.

Symptom An H.323 gateway connection is created with the name ABC prior to creating a Cisco Unified Communications Manager connection with the name XYZ. After a about an hour, the H.323 gateway name is changed from ABC to XYZ.

Possible Cause You did not select Call Control when you created the Cisco Unified Communications Manager cluster. The system assumed you did not want call control, and removed the H.323 gateway you created.

Recommended Action When you create the H.323 gateway before a Cisco Unified Communications Manager cluster, click Call Control.