



A

access denied

troubleshooting [4-17](#)

add a new user does not work and you are
unable to access the administration

DC directory [5-11](#)

administration page not displaying

troubleshooting [4-4](#)

alarms

overview [2-6](#)

allowing remote access

how to [A-5](#)

application profiles do not display

troubleshooting [5-8](#)

AST

overview [2-5](#)

attachments

reports [A-4](#)

B

backup folder

troubleshooting [3-12](#)

backups

quick backup tips [3-2](#)

troubleshooting [3-9](#)

backup utility

unable to locate [3-12](#)

B-channel remains locked when restart_ack
does not contain channel IE

troubleshooting [6-29](#)

BIOS upgrade for MCS-7830

troubleshooting [3-6](#)

blank enterprise parameters page after upgrade

troubleshooting [3-8](#)

boot failure

recovery [3-4](#)

browser

unable to access administration page [4-6](#)

C

calls forwarded to voice mail treated as direct
call

troubleshooting [9-3](#)

cancelling backup process

troubleshooting [3-11](#)

CCO cases

opening a case [A-4](#)

changing IIS parameters

- troubleshooting [4-22](#)
- changing server name
 - troubleshooting [3-4](#)
- changing the IP address
 - troubleshooting [3-4](#)
- checking
 - RTP header compression [6-10](#)
- Cisco CallManager locks B-channel and sends restart
 - troubleshooting [6-25](#)
- Cisco CallManager service
 - overview [1-1](#)
- Cisco IP Phone
 - troubleshooting audio problems [6-5](#)
- Cisco Live!
 - reporting a case [A-5](#)
- Cisco Secure Telnet
 - design [A-6](#)
 - overview [2-18](#)
 - structure [A-6, A-7](#)
- Cisco Unity does not rollover
 - troubleshooting [9-3](#)
- CiscoWorks2000 [2-21](#)
- Code Red II
 - recovery [4-24](#)
- code red II recovery
 - virus protection [4-24](#)
- collecting
 - debugs [2-2](#)
 - sniffer traces [2-1](#)

- command line tools
 - overview [2-18](#)
- commands
 - show [2-18](#)
 - show command
 - options [2-19](#)
- compatibility matrix
 - hardware and software [1-3](#)
- control center
 - overview [2-13](#)
- counters
 - Microsoft performance [2-13](#)

D

- database corrupt after restore
 - troubleshooting [3-14](#)
- databases not in synch
 - troubleshooting [3-5](#)
- DC directory
 - add a new user does not work and you are unable to access the administration [5-11](#)
 - basic user search returns nothing [5-10](#)
 - troubleshooting [5-2](#)
 - users list not visible from Cisco CallManager Administration [5-10](#)
- debugs
 - collecting [2-2](#)
- default web site under IIS has improper setting

troubleshooting [4-15](#)
device issues
troubleshooting [6-1](#)
diagnosing
slow server response [4-21](#)
directory issues
troubleshooting [5-1](#)
directory replication
troubleshooting [5-5](#)

E

error code 1165
troubleshooting [3-11](#)

F

features
troubleshooting [8-1, 9-1](#)

G

guidelines
problem solving [1-3](#)

H

hardware and software
compatibility matrix [1-3](#)

I

installation
troubleshooting [3-3](#)
IP Telephony networks
troubleshooting [1-5](#)

L

LDAP replication
troubleshooting [5-7](#)
logs
echo log [6-8](#)
long term solutions
security [4-23](#)

M

Microsoft Event Viewer
overview [2-17](#)
Microsoft performance counters
overview [2-13](#)

N

name to address resolution failing
troubleshooting [4-14](#)
near term solutions
security [4-23](#)

network failure
preparation [1-4](#)
no connectivity
remote server [4-18](#)

O

open a TAC case
required information [A-1](#)
opening a CCO case
url location [A-4](#)
overview [2-21](#)
alarms [2-6](#)
AST [2-5](#)
Cisco Secure Telnet [2-18](#)
CiscoWorks2000 [2-21](#)
command line tools [2-18](#)
control center [2-13](#)
Microsoft Event Viewer [2-17](#)
Microsoft performance counters [2-13](#)
of Cisco CallManager [1-1](#)
real-time monitoring [2-11](#)
serviceability [1-2, 2-5](#)
service activation [2-12](#)
show command [2-18](#)
traces [2-6](#)
troubleshooting [1-1](#)

P

port 80 blocked
troubleshooting [4-16](#)
preparation
network failure [1-4](#)
problem solving
guidelines [1-3](#)

Q

quick backup tips
troubleshooting [3-2](#)

R

real-time monitoring
overview [2-11](#)
recovery
boot failure [3-4](#)
Code Red II [4-24](#)
remote server
no connectivity [4-18](#)
unable to access administration page [4-14](#)
replication failure
troubleshooting [4-20](#)
required information
open a TAC case [A-1](#)

-
- ## S
- security
 - long term solutions [4-23](#)
 - near term solutions [4-23](#)
 - troubleshooting [4-22](#)
 - security, firewall integrity [A-6](#)
 - serviceability
 - overview [1-2](#)
 - serviceability tool
 - overview [2-5](#)
 - service activation
 - overview [2-12](#)
 - show
 - commands [2-18](#)
 - show command
 - options [2-19](#)
 - overview [2-18](#)
 - sniffer traces
 - collecting [2-1](#)
 - SNMP
 - defined [2-20](#)
 - remote monitoring with [2-20](#)
 - system
 - troubleshooting [3-1](#)
 - system issues
 - troubleshooting [4-1](#)
 - system not responding
 - troubleshooting [4-2, 4-3](#)
- ## T
- TAC
 - allowing remote access [A-5](#)
 - Cisco Live! [A-5](#)
 - required information [A-1](#)
 - TAC case
 - attaching reports [A-4](#)
 - TAC web
 - url location [A-4](#)
 - Telnet
 - Cisco Secure Telnet [2-18](#)
 - Telnet, Cisco Secure
 - design [A-6](#)
 - structure [A-6, A-7](#)
 - testing
 - Cisco CallManager configuration [6-10](#)
 - gateways [6-8](#)
 - tips
 - troubleshooting [2-22](#)
 - tools
 - troubleshooting [2-1, 2-3](#)
 - traces
 - overview [2-6](#)
 - troubleshooting
 - access denied [4-17](#)
 - administration page not displaying [4-4](#)
 - administrator account not associated with Cisco Unity subscriber [9-4](#)
 - admission rejects [6-24](#)

- after restore database corrupt [3-14](#)
- application profiles do not display [5-8](#)
- ARJs [6-24](#)
- audio problems from Cisco IP Phone [6-5](#)
- backup error code 1165 [3-11](#)
- backups [3-9](#)
- B-channel remains locked when restart_ack does not contain channel IE [6-29](#)
- BIOS for MCS-7830 [3-6](#)
- blank enterprise parameters page [3-8](#)
- boot failure [3-4](#)
- browser server failed to retrieve backup list [3-7](#)
- calling search spaces [7-1](#)
- changing IIS parameters [4-22](#)
- changing server name [3-4](#)
- changing the IP address [3-4](#)
- Cisco CallManager locks B-channel and sends restart [6-25](#)
- Cisco CallManager system not responding [4-2](#)
- codec and region mismatches [6-11](#)
- Code Red II [4-24](#)
- conference bridge problems [8-1](#)
- databases not in synch [3-5](#)
- DC directory [5-2](#)
- default web site under IIS has improper setting [4-15](#)
- device issues [6-1](#)
- dial plan problems [7-4](#)
- directory issues [5-1](#)
- directory replication [5-5](#)
- dropped calls [6-13](#)
- echo [6-7](#)
- features [8-1, 9-1](#)
- gatekeeper issues [6-23](#)
- gateway registration failure [6-16](#)
- gateway reorder tone issues [6-15](#)
- H.225 gateway [6-24](#)
- installation [3-3](#)
- inter-cluster trunks [6-24](#)
- IP Telephony networks [1-5](#)
- LDAP replication [5-7](#)
- location and bandwidth issues [6-12](#)
- lost or distorted audio problems [6-2](#)
- MTP resource problems [8-6](#)
- name to address resolution failing [4-14](#)
- no connectivity to other devices [4-18](#)
- noise in recorded message [9-6](#)
- not authorized to view page [4-11](#)
- one-way or no audio [6-9](#)
- opening a case [A-4](#)
- opening a case with TAC [A-1](#)
- overview [1-1](#)
- phone resets [6-12](#)
- port 80 blocked [4-16](#)
- quick backup tips [3-2](#)
- registration rejects [6-25](#)
- remote access for TAC [A-5](#)
- replication failure [4-20](#)

required preliminary information [A-1](#)
route partition problems [7-1](#)
RRJs [6-25](#)
secure dial plans [7-6](#)
security [4-22](#)
sending attachments to TAC [A-4](#)
system [3-1](#)
system issues [4-1](#)
system stops responding [4-3](#)
TAC url location [A-4](#)
tips [2-22](#)
tools [2-3](#)
transcoding problems [8-3](#)
unable to access administration page from
remote server [4-14](#)
unable to access administration page from the
browser [4-6](#)
unable to cancel backup process [3-11](#)
unable to locate backup folder [3-12](#)
unable to locate backup utility [3-12](#)
unity does not rollover [9-3](#)
upgrades [3-6](#)
using Cisco Live! [A-5](#)
viruses [4-9](#)
voice mail stops after 30 seconds [9-1](#)
voice messaging [9-1](#)
voice quality issues [6-2](#)

U

unable to cancel backup process
troubleshooting [3-11](#)
upgrade
blank enterprise parameters page [3-8](#)
upgrades
troubleshooting [3-6](#)
URL location
opening a CCO case [A-4](#)
TAC web [A-4](#)

V

viruses
troubleshooting [4-9](#)
virus protection
code red II recovery [4-24](#)
voice mail stops after 30 seconds
troubleshooting [9-1](#)
voice messaging
troubleshooting [9-1](#)

