



INDEX

A

- administration page not displaying, troubleshooting [3-2](#)
- administrator account not associated with Cisco Unity subscriber [7-3](#)
- admission rejects [4-17](#)
- allowing remote access, how to [A-4](#)
- analyzing captured packets [2-10](#)
- assistant console displays error, Cisco IPMA service unreachable [8-12](#)
- attendant cannot access server error message displays [8-19](#)
- authentication error [8-27](#)
- automatic installation of MS Virtual Machine is no longer provided for download [8-10](#)

B

- barge, troubleshooting [8-1](#)
- B-channel remains locked when restart_ack does not contain channel IE, troubleshooting [4-18](#)

C

- caller misses availability notification before phone reset [8-3](#)
- call flow traces [B-10](#), [C-1](#)
- Calling Search Space [5-3](#)
- call park
 - troubleshooting [8-2](#)
- calls do not get routed when filtering is on or off [8-13](#)
- calls forwarded to voice mail treated as direct call, troubleshooting [7-2](#)
- cannot search for Unicode languages [8-24](#)
- captured packets, analyzing [2-10](#)

Case Study

- troubleshooting Cisco Unified IP Phone calls [B-1](#)
- troubleshooting Cisco Unified IP Phone-to-Cisco IOS Gateway calls [C-1](#)
- CCO cases, opening a case [A-3](#)
- Certificate Authority Proxy Function (CAPF)
 - LSC validation fails [3-16](#)
 - troubleshooting [3-15](#)
 - verifying CAPF certificate installation [3-16](#)
 - verifying MIC exists [3-16](#)
- certificates, troubleshooting [3-14](#)
- Cisco CTIManager down [8-28](#)
- Cisco CTL client, troubleshooting [3-14](#)
- Cisco discovery protocol support [2-3](#)
- Cisco Extension Mobility
 - error clearing [8-6](#)
 - troubleshooting [8-5](#)
- Cisco IOS Gateway
 - T1/CAS interface [C-9](#)
 - T1/PRI interface [C-8](#)
- Cisco Live!, reporting a case [A-4](#)
- Cisco Secure Telnet
 - design [A-5](#)
 - overview [2-5](#)
 - server access [A-4](#)
 - structure [A-5](#)
 - system [A-5](#)
- Cisco Syslog Analysis
 - Cisco Syslog Analyzer [2-3](#)
 - Cisco Syslog Analyzer Collector [2-3](#)
- Cisco Unified Communications Manager
 - administration page does not display [3-2](#)
 - Assistant, troubleshooting [8-7](#)

assistant troubleshooting tools and client desktop [8-8](#)

Attendant Console Issues

- collecting server logs [8-25](#)
- directory issues [8-21](#)
- initialization of telephony errors [8-17](#)
- interface issues [8-22](#)
- problems making and receiving calls [8-19](#)
- voice mail issues [8-22](#)

Attendant Console Issues, serviceability does not generate JTAPI logs [8-25](#)

Extension Mobility, general problems clearing [8-5](#)

initialization process [B-3](#)

intracluster call flow traces [B-6](#)

keepalive process [B-5](#)

registration process [B-5](#)

Serviceability does not generate JTAPI logs [8-25](#)

services issues [6-1](#)

system issues [3-1](#)

system not responding [3-1](#)

system stops responding [3-2](#)

troubleshooting tools [2-5](#)

Cisco Unified IP Phone

- initialization process [B-2](#)
- troubleshooting
 - authentication string [3-15](#)
 - verifying LSC [3-16](#)
- troubleshooting audio problems [4-3](#)

Cisco Unity does not rollover, troubleshooting [7-2](#)

CiscoWorks2000 [2-3](#)

codec and region mismatches [4-9](#)

collecting

- debugs [2-4](#)
- sniffer traces [2-4](#)

collecting server logs [8-25](#)

Command Line Interface [2-2](#)

configuration checklist for packet capturing [2-6](#)

configuring packet capturing

- gateway and trunk configuration windows [2-8](#)
- phone configuration window [2-7](#)
- service parameters [2-7](#)

correcting audio problems from the Cisco IP Phone [4-3](#)

CTL client, troubleshooting [3-14](#)

D

debug messages and show commands

- Cisco IOS Gatekeeper [C-4](#)
- Cisco IOS Gateway [C-5](#)

debugs,collecting [2-4](#)

destination not reachable [8-29](#)

device issues

- introduction [4-1](#)
- troubleshooting [4-1](#)

diagnosing slow server response [3-7](#)

dial plan issues [5-3](#)

dial plans and routing issues [5-1](#)

directed call park, troubleshooting [8-30](#)

directory issues [8-21](#)

directory numbers appear in an unknown line state [8-25](#)

directory service down [8-27](#)

domain names [5-3](#)

dropped calls [4-11](#)

E

echo [4-4](#)

encryption

- troubleshooting SRTP/SCCP [2-5](#)
- troubleshooting with packet capturing [3-16](#)

error messages for Cisco Call Back [8-4](#)

etoken, troubleshooting [3-14](#)

exception, java.lang.ClassNotFoundException [8-10](#)

F

failed call flow [B-11](#)
 failed to open device/line [8-29](#)
 features, troubleshooting [7-1](#)
 firewall protection [A-5](#)

G

gatekeeper issues [4-17](#)
 gateway issues [4-12](#)
 gateway registration failure [4-12](#)
 gateway reorder tone [4-12](#)
 general model of problem solving [1-2](#)
 group pickup configuration [5-3](#)

H

hardware transcoder not working as expected [6-2](#)

I

immediate divert, troubleshooting [8-31](#)
 initialization of call control fails [8-18](#)
 initialization of telephony errors [8-17](#)
 initialization of telephony fails [8-17](#)
 intercluster H.323 communication [B-9](#)
 IPMAConsoleInstall.jsp displays error, no page found [8-9](#)
 IP Phone, troubleshooting

- authentication string [3-15](#)
- verifying LSC [3-16](#)

J

JTAPI subsystem

- is in PARTIAL_SERVICE [3-11](#)
- is OUT_OF_SERVICE [3-8](#)
- startup problems [3-8](#)

K

key is not active [8-31](#)

L

line not available [8-20](#)
 lines disabled on phone [8-21](#)
 locally significant certificate (LSC), troubleshooting

- validation fails [3-16](#)
- verifying installation [3-16](#)

 locating the Cisco Call Back log files [8-5](#)
 location and bandwidth [4-9](#)
 log files, troubleshooting [3-13](#)
 logs, echo log [4-5](#)
 lost or distorted audio [4-2](#)

M

manager cannot intercept calls ringing on Assistant proxy line [8-15](#)
 manager is logged out while the service is still running [8-14](#)
 manufacture-installed certificate (MIC), verifying [3-16](#)
 MIVR-SS_TEL-1-ModuleRunTimeFailure [3-11](#)
 MIVR-SS_TEL-4-ModuleRunTimeFailure [3-8](#)

N

name to address resolution failing, troubleshooting [3-5](#)
 network failure preparation [1-3](#)
 network layout [A-2](#)
 no conference bridge available [6-1](#)
 no connectivity, remote server [3-6](#)
 no supplementary services available on an established call [6-4](#)

O

- one-way audio or no audio [4-5](#)
- open a TAC case, required information [A-2](#)
- opening a CCO case, url location [A-3](#)
- overview [2-3](#)
 - Cisco Secure Telnet [2-5](#)
 - CiscoWorks2000 [2-3](#)
 - serviceability [1-1](#)
 - troubleshooting [1-1](#)

P

- packet capturing
 - analyzing [2-10](#)
 - configuration checklist (table) [2-6](#)
 - configuration settings [2-9](#)
 - overview [2-5](#)
 - service parameters [2-7](#)
 - settings [2-9](#)
- partitioning [5-3](#)
- phone issues [4-10](#)
- phone resets [4-10](#)
- port 80 blocked, troubleshooting [3-5](#)
- problems
 - displaying or adding users [3-4](#)
 - making and receiving calls [8-19](#)
 - using Attendant Console Interface [8-22](#)
 - using cisco call back [8-2](#)
 - when dialing a number [5-3](#)
- problem solving guidelines [1-2](#)

R

- registration rejects [4-18](#)
- remote access [A-4](#)
- remote server, no connectivity [3-6](#)
- replication, reestablishing [3-6](#)
- route partitions and calling search spaces [5-1](#)

S

- sample topology of intracluster Cisco IP Phone-to-Cisco IP Phone calls [B-2](#)
- secure dial plan [5-5](#)
- security
 - tokens [3-14](#)
 - troubleshooting, packet capturing [2-5](#)
- security, firewall integrity [A-5](#)
- self-starting processes [B-3](#)
- serviceability
 - overview [1-1](#)
 - tools [2-2](#)
- services, troubleshooting [6-1](#)
- service temporarily unavailable [8-27](#)
- session expired, please login again [8-28](#)
- slow server response [3-7](#)
- sniffer traces, collecting [2-4](#)
- SNMP
 - defined [2-3](#)
 - remote monitoring with [2-3](#)
 - support [2-3](#)
- speed dial and directory windows display incorrect line state [8-24](#)
- summary of CLI commands and GUI selections [2-11, 2-12](#)
- syslog analysis, described [2-3](#)
- system issues, troubleshooting [3-1](#)
- system logging, described [2-3](#)
- system log management [2-3](#)
- system not responding
 - troubleshooting [3-2](#)
 - troubleshooting overview [3-1](#)

T

- TAC
 - allowing remote access [A-4](#)
 - Cisco Live! [A-4](#)
 - required information [A-2](#)

- Telnet, Cisco Secure
 - description [2-5](#)
 - design [A-5](#)
 - structure [A-4](#)
- temporary failure [8-31](#)
- testing gateways [4-4](#)
- text displays incorrect language [8-24](#)
- troubleshooting
 - administration page not displaying [3-2](#)
 - administrator account not associated with Cisco Unity subscriber [7-3](#)
 - admission rejects [4-17](#)
 - alarms [3-12](#)
 - ARJs [4-17](#)
 - audio problems from Cisco Unified IP Phone [4-3](#)
 - authentication string entered incorrectly on phone [3-15](#)
 - barge [8-1](#)
 - B-channel remains locked when restart_ack does not contain channel IE [4-18](#)
 - calling search spaces [5-1](#)
 - CAPF [3-15](#)
 - certificates [3-14](#)
 - Cisco Call Back [8-2](#)
 - Cisco CTL client [3-14](#)
 - Cisco Extension Mobility
 - error messages [8-6](#)
 - overview [8-5](#)
 - Cisco Unified Communications Manager Assistant [8-7](#)
 - Cisco Unified Communications Manager system not responding [3-1](#)
 - Cisco Unified IP Phone calls
 - intercluster [B-9](#)
 - intracluster [B-1](#)
 - Cisco Web Dialer [8-26](#)
 - codec and region mismatches [4-9](#)
 - CTL security tokens [3-14](#)
 - device issues [4-1](#)
 - dial plan problems [5-3](#)
 - dropped calls [4-11](#)
 - echo [4-4](#)
 - features [7-1](#)
 - features and services [8-1](#)
 - gatekeeper issues [4-17](#)
 - gateway registration failure [4-12](#)
 - gateway reorder tone issues [4-12](#)
 - immediate divert [8-31](#)
 - location and bandwidth issues [4-9](#)
 - log files [3-13](#)
 - lost or distorted audio problems [4-2](#)
 - LSC validation fails [3-16](#)
 - name to address resolution failing [3-5](#)
 - no connectivity to other devices [3-6](#)
 - not authorized to view page [3-3](#)
 - one-way or no audio [4-5](#)
 - opening a case [A-3](#)
 - opening a case with TAC [A-1](#)
 - overview [1-1](#)
 - packet capturing [3-16](#)
 - packet capturing with encryption [3-16](#)
 - performance monitor counter descriptions (table) [3-13](#)
 - performance monitor counters [3-12](#)
 - phone resets [4-10](#)
 - port 80 blocked [3-5](#)
 - registration rejects [4-18](#)
 - remote access for TAC [A-4](#)
 - required preliminary information [A-2](#)
 - route partition problems [5-1](#)
 - RRJs [4-18](#)
 - secure dial plans [5-5](#)
 - security
 - analyzing captured packets [2-10](#)
 - packet-capturing configuration checklist (table) [2-6](#)
 - packet-capturing configuration settings [2-9](#)
 - packet-capturing service parameters [2-7](#)
 - SRTP/SCCP overview [2-5](#)

services [6-1](#)
system issues [3-1](#)
system stops responding [3-2](#)
tips [2-13](#)
tools [2-1](#)
trace files [3-13](#)
unity does not rollover [7-2](#)
using Cisco Live! [A-4](#)
verifying CAPF certificate installation [3-16](#)
verifying LSC installation [3-16](#)
verifying MIC exists [3-16](#)
voice mail stops after 30 seconds [7-1](#)
voice quality issues [4-1](#)
troubleshooting server without root access [2-11](#)
troubleshooting tools [2-1](#)

W

Web Dialer, troubleshooting [8-26](#)

U

unable to communicate with Attendant Console server [8-23](#)
unable to place calls to pilot point [8-19](#)
Unity does not roll over, receive busy tone [7-2](#)
User authentication fails [8-11](#)
User not logged in on any device [8-28](#)
User presses callback softkey before phone rings. [8-2](#)
User unplugs or resets phone after pressing the CallBack softkey but before Call Back occurs. [8-3](#)

V

verify Cisco Unified Communications Manager services are running [2-14](#)
voice mail Issues [8-22](#)
voice mail stops after 30 seconds, troubleshooting [7-1](#)
voice messaging issues [7-1](#)
voice messaging stops after 30 seconds [7-1](#)
voice quality [4-1](#)