



Troubleshooting Guide for Cisco Unified Personal Communicator Release 1.1

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Troubleshooting Guide for Cisco Unified Personal Communicator, Release 1.1

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CHAPTER 1

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Preface

Purpose

This guide provides the information a system administrator needs to troubleshoot problems with Cisco Unified Personal Communicator.

Audience

This guide is intended for the system administrator who has a thorough understanding of voice and data networking terminology and concepts. This guide is *not* for end users.

Because of the close interaction among this application and Cisco Unified CallManager, Cisco Unified Presence Server, Cisco Unity Connection, and Cisco Unified MeetingPlace Express, many of the tasks in this guide require familiarity with these products.

For changes that occurred to this product after the publish date of this guide, see the release notes at this URL:

http://www.cisco.com/en/US/products/ps6844/prod_release_notes_list.html

The release notes include important information about system requirements, product limitations, restrictions, caveats, and documentation updates.

Organization

[Table 1](#) provides the organization of this guide.

Table 1 **Document Organization**

Chapter and Title	Description
Chapter 1, “Troubleshooting”	Describes how to troubleshoot problems with the application.

Conventions

Notes, cautions, and timesavers use these conventions and symbols:

**Note**

Means *reader take note*. Notes contain helpful suggestions or references to material not covered in the guide.

**Caution**

Means *reader be careful*. In this situation, you might do something that could result in equipment damage or loss of data.

**Timesaver**

Means *the described action saves time*. You can save time by performing the action described in the paragraph.

**Tip**

Means *the information contains useful tips*.

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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

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- For nonemergencies — psirt@cisco.com

In an emergency, you can also reach PSIRT by telephone:

- 1 877 228-7302
- 1 408 525-6532



Tip

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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

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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

This chapter describes how to troubleshoot Cisco Unified Personal Communicator.

Topics in this section include:

- [Diagnosing Problems by Using the TAC Case Collection Tool, page 1-1](#)
- [Gathering Logs to Report Problems, page 1-2](#)
- [Resolving Audio Problems, page 1-4](#)
- [Resolving Contact List Problems, page 1-4](#)
- [Resolving Desk Phone Problems, page 1-6](#)
- [Resolving Directory Problems, page 1-8](#)
- [Resolving Log In and Network Connection Problems, page 1-9](#)
- [Resolving Reachability Status Problems, page 1-10](#)
- [Resolving Soft Phone Problems, page 1-10](#)
- [Resolving Video Telephony Camera Problems, page 1-10](#)
- [Resolving Voice-Mail Problems, page 1-11](#)
- [Resolving Web Conferencing Problems, page 1-11](#)



Note

The Cisco Unified Personal Communicator online help also contains troubleshooting information that end users can use to solve many problems. You can access this information at this URL: http://www.cisco.com/en/US/products/ps6844/products_user_guide_list.html

Diagnosing Problems by Using the TAC Case Collection Tool

By using the Cisco Technical Assistance Center (TAC) Case Collection tool, you can interactively diagnose common problems involving hardware, configuration, and performance issues with solutions provided by Cisco TAC engineers.



Note

This tool is available only to registered Cisco.com users with a Cisco service contract.

To begin troubleshooting, you select a technology or product area. For example, if you select **Voice**, you access a knowledge base for voice-over-data networks and IP telephony:

- Voice applications, Cisco Unified CallManager, Cisco Unity Connection, and so forth
- Voice quality (with diagnostic sound samples)
- Voice gateways
- Other voice-related issues

For more information, click the **TAC Case Collection** link at this URL:

http://www.cisco.com/en/US/support/tsd_most_requested_tools.html

Gathering Logs to Report Problems

You might need to gather application logs to assist with the resolution of problems that users might encounter on Cisco Unified Personal Communicator. Topics in this section include:

- [Automatic Collection of Logs, page 1-2](#) (for Windows OS)
- [Manual Collection of Logs, page 1-3](#) (for Mac OS X)
- [Detailed Log Collection, page 1-3](#)

Automatic Collection of Logs

In the Windows version of Cisco Unified Personal Communicator, you can use the Cisco Unified Problem Reporting Tool to automate the trace and crash-dump collection process on the client PC. The tool collects installation, application, and client PC system information. It also creates a dump file in the event that the application crashes.

This tool has these features:

- Automatically launches if the application crashes
If a blue screen failure occurs, the Cisco Unified Problem Reporting Tool might not generate an application crash dump even if the cause of the blue screen might be attributed to an interoperability issue between Cisco Unified Personal Communicator and the Windows OS.
- Captures technical information on demand
- Sends the report to an e-mail support alias (if configured) or saves it to the client PC desktop

Advise users to generate a report whenever they run into problems using Cisco Unified Personal Communicator. Users can generate a report by following the instructions in the online help and in the user guide at this URL:

http://www.cisco.com/en/US/products/ps6844/products_user_guide_list.html



Note

For users who roam from one computer to another, they must generate the problem report on the PC from which the problem occurred so that the correct logs are attached. By design, log files do not roam with a user from computer to computer.

You set the support alias at the time the application is deployed or installed. For more information, see the Cisco Unified Personal Communicator installation guide at this URL:

http://www.cisco.com/en/US/products/ps6844/prod_installation_guides_list.html

When troubleshooting some problems with the assistance of the Cisco Technical Assistance Center (TAC), the TAC representative might ask you to provide this report.

Manual Collection of Logs

In the Mac OS X version of Cisco Unified Personal Communicator, if users experience a problem, they must manually gather the logs and e-mail them to you.

For detailed steps, see the Cisco Unified Personal Communicator online help or the user guide at this URL:

http://www.cisco.com/en/US/products/ps6844/products_user_guide_list.html

When troubleshooting some problems with the assistance of the Cisco Technical Assistance Center (TAC), the TAC representative might ask you to provide this information.

Detailed Log Collection

With Cisco Unified Personal Communicator Release 1.1(2), you can instruct users to collect detailed logs.

You should be aware of this information:

- By default, this feature is disabled. Logs are collected at the information level (3).
- When users enable this feature, it applies only to the client PC on which Cisco Unified Personal Communicator is running when they enabled it. Logs are collected at the verbose level (5).
- The feature remains enabled until the user changes the setting.



Caution

You should enable detailed logging only when you are trying to resolve a specific issue. Detailed logging will cause degraded performance especially in lower-end client PCs. Make sure to instruct users to disable detailed logging when your troubleshooting activities are completed.

For information on enabling detailed logging, see the Cisco Unified Personal Communicator online help or the user guide at this URL:

http://www.cisco.com/en/US/products/ps6844/tsd_products_support_series_home.html

Resolving Audio Problems

Problem The user reports very low volume or one-way audio problems.

Solution Verify that the user has correctly identified and established the audio device and tried the troubleshooting solutions described in the Cisco Unified Personal Communicator user guide.

If the one-way audio problem occurs over a software VPN, make sure the Stateful Firewall setting is disabled on the client PC. See the “[Resolving Reachability Status Problems](#)” section on page 1-10.

If the user experiences no audio or one-way audio problems, check the firewall configuration on the client PC or on the network.

Problem The user reports the button and menu item are not selectable (grayed out) when trying to place a call or place a video call, and when sending an e-mail.

Solution Check the LDAP directory server, and make sure that the contact’s information is complete (has a valid e-mail address or phone number). Confirm that you added Cisco Unified Personal Communicator as a phone type to Cisco Unified CallManager for this user to create the soft phone audio and video capability. Confirm that Cisco Unified Personal Communicator is properly integrated with Cisco Unity Connection. For more information, see the Cisco Unified Personal Communicator installation guide at this URL:

http://www.cisco.com/en/US/products/ps6844/prod_installation_guides_list.html

Problem The user on the corporate network reports hearing robotic sounds or experiences one-way audio problems with a remote user. The remote user is dialing through Cisco Unified Personal Communicator in soft-phone mode over a VPN and experiences good audio quality with the user on the corporate network.

Solution In Cisco Unified CallManager Administration, change the Cisco Unified Personal Communicator soft-phone device configuration of the remote user on the VPN to use the G.729 codec. This selection helps reduce the upstream bandwidth consumption and improve voice quality.

In Cisco Unified CallManager Administration, select **Phone > Device**. Search for the Cisco Unified Personal Communicator soft-phone device that needs to be altered. On the Phone Configuration page, change the Device Pool field to a predefined pool that is configured with the G.729 codec.

If you do not have a predefined device pool, create a region (**System > Region**) and in that configuration, change the audio codec selection to G.729. Then create the device pool (**System > Device Pool**), and select the region just created that has the G.729 codec configuration. Complete the configuration changes by following the steps in the preceding paragraph.

Resolving Contact List Problems

Problem The user reports that contacts in the contact lists for all users show ? status.

Solution Try these solutions:

- The Enterprise Presence Server Contact Name is not correctly configured.

In Cisco Unified Presence Server Administration, choose **System > Service Parameters**, select a Cisco Unified Presence Server and the **Cisco UPS Presence Engine** service from the drop-down lists.

The Enterprise Presence Server Contact Name specifies the string that is inserted into the Contact header field of the SIP message. The format is:

Cisco Unified Presence Server IP address:5070;transport=tcp

For example: 172.27.13.111:5070;transport=tcp

- Method/Event-Based Routing Configuration is not correctly configured.

In Cisco Unified Presence Server Administration, choose **Cisco Unified Presence Server > Proxy Server > Method/Event Routing**). Add four method/event routes listed in [Table 1-1](#):

Table 1-1 Method/Event-Based Routing Configuration

Field	1	2	3	4
Name	DBChange_Route	Login_Route	PUBLISH_TCP	SUBSCRIBE_TCP
Description	DBChange_Route	Login_Route	PUBLISH_TCP	SUBSCRIBE_TCP
Content Token	DBChangePkg	LoginPkg	PUBLISH	SUBSCRIBE
Content Category	Event Type-Based	Event Type-Based	Method-Based	Method-Based
Destination Address ¹	Cisco Unified Presence Server IP address or FQN	Cisco Unified Presence Server IP address or FQN	Cisco Unified Presence Server IP address or FQN	Cisco Unified Presence Server IP address or FQN
Destination Port	5065	5065	5070	5070
Protocol Type	UDP	UDP	TCP	TCP

1. Destination address: Cisco Unified Presence Server fully qualified domain name or IP address of the next hop where the SIP message will be sent.

Problem The user reports that another user in the contact list shows offline status (grey circle) even though that user is logged in to Cisco Unified Personal Communicator.

Solution Configure digest credentials for the user with the offline status in Cisco Unified CallManager Administration. Choose **User Management > End User**, and modify the End User Configuration window for this user. Do not leave the digest field blank.

Verify that Cisco Unified Personal Communicator is enabled for the user in Cisco Unified CallManager Administration. Choose **System > Licensing > Capabilities Assignment**, and check the **Enable UPC** check box.

Verify that the user is on the same Cisco Unified CallManager cluster to which the Cisco Unified Presence Server is connected.

Also see the [“Resolving Reachability Status Problems”](#) section on page 1-10.

Problem The user reports not being able to add a contact to any existing group or to any new group. The **Add Contact to Group** option is greyed out on the right-click menu, and the **Actions > Add Contact to Group** menu does not add the contact to the group.

Solution The *uid* attribute in the LDAP Attribute Mapping table might be incorrectly configured in Cisco Unified Presence Server administration (**Application > Unified Personal Communicator > Settings**). For information about configuring the Cisco Unified Presence Server LDAP settings for Active Directory, see the Cisco Unified Personal Communicator installation guide at this URL:

http://www.cisco.com/en/US/products/ps6844/prod_installation_guides_list.html

Resolving Desk Phone Problems

Problem The user reports that when Cisco Unified Personal Communicator is launched, it remains in the *No Phone* mode.

Solution Try these solutions:

- The soft phone could not register at that time.

Instruct the user to try switching to soft-phone mode to see if the phone registers. If the application returns to *No Phone* mode, you should check the configuration in Cisco Unified CallManager Administration and in Cisco Unified Presence Server Administration.

- The Cisco Unified IP Phone is not configured in Cisco Unified CallManager.

You must configure the Cisco Unified IP Phone to be controlled through CTI whether or not users intend to use Cisco Unified Personal Communicator only in soft-phone mode.

In Cisco Unified CallManager Administration, perform these steps:

- Add the Cisco Unified IP Phone to the Cisco Unified CallManager database, and configure it to be controlled from CTI.
- Set up the user account, and associate the directory number (primary extension) to the user.
- Associate the phone to the end user.
- Add the end user to the CTI users group (**Standard CTI Enabled**).
- Add the end user to a Cisco Unified CallManager user group (**Standard CCM End Users**).
- Add Cisco Unified Personal Communicator as a soft-phone device, and configure a shared line between the soft-phone and the phone.

For detailed Cisco Unified CallManager Administration steps, see the Cisco Unified Personal Communicator installation guide at this URL:

http://www.cisco.com/en/US/products/ps6844/prod_installation_guides_list.html

- The preferred CTI device is not configured in Cisco Unified Presence Server.

In Cisco Unified Presence Server Administration, perform these steps:

- Choose **Application > Unified Personal Communicator > User Settings**, and verify that the preferred CTI device is set to the MAC address of the user's primary desk phone in the form of *SEPxxxxxxxxxxx*.

You must select this address whether or not the user intends to use the application only in soft-phone mode. The preferred CTI device is the device that the user wants to control when in phone-association (desk phone) mode.

- Verify that the MAC address is for a supported phone. The phone cannot be Cisco IP Communicator or an unsupported phone. For a list of supported phones, see the release notes at this URL:

http://www.cisco.com/en/US/products/ps6844/prod_release_notes_list.html

For detailed Cisco Unified Presence Server Administration steps, see the Cisco Unified Personal Communicator installation guide at this URL:

http://www.cisco.com/en/US/products/ps6844/prod_installation_guides_list.html

Problem The user reports that after logging in to Cisco Unified Personal Communicator and selecting Desk Phone mode, the application automatically changes to the disabled mode after a few seconds.

Solution One or more servers is incorrectly configured.

In Cisco Unified CallManager Administration, perform these steps:

- Add the Cisco Unified IP Phone to the Cisco Unified CallManager database, and configure it to be controlled from CTI.
- Set up the user account, and associate the directory number (primary extension) to the user.
- Associate the phone to the end user.
- Add the end user to the CTI users group (**Standard CTI Enabled**).
- Add the end user to a Cisco Unified CallManager user group (**Standard CCM End Users**).
- Add Cisco Unified Personal Communicator as a soft-phone device, and configure a shared line between the soft phone and the desk phone.
- Assign capabilities to users.

For detailed Cisco Unified CallManager Administration steps, see the Cisco Unified Personal Communicator installation guide at this URL:

http://www.cisco.com/en/US/products/ps6844/prod_installation_guides_list.html

In Cisco Unified Presence Server Administration, perform these steps:

- Verify that the preferred CTI device is set to the MAC address of the user's primary desk phone in the form of *SEPxxxxxxxxxxx* by choosing **Application > Unified Personal Communicator > User Settings**. You must select this address whether or not the user intends to use the application only in soft-phone mode. The preferred CTI device is the device that the user wants to control when in phone-association (desk phone) mode.
- Verify that the configuration of the CTI gateway server and the CTI gateway profile are correct by choosing **Application > Unified Personal Communicator > CTI Gateway Server** and **Application > Unified Personal Communicator > CTI Gateway Profile**.
- Restart the Cisco Unified Presence Server synchronization agent.

From Cisco Unified Presence Server Administration, select **Cisco Unified Presence Server Serviceability** in the navigation window, and click **Go**. Then choose **Tools > Control Center - Network Services**, and select the presence server. In the CUPS Services section, select **Cisco UPS Sync Agent**, and click **Restart**.

- Restart the Cisco CTIManager service.

From Cisco Unified CallManager Administration, select **Cisco Unified CallManager Serviceability** in the navigation window, and click **Go**. Then choose **Tools > Control Center - Feature Services**, and select the Cisco Unified CallManager server. In the CM Services section, select **Cisco CTIManager**, and click **Restart**.

You can start, stop, or restart only feature services that are activated. Go to the **Tools > Service Activation** menu to do this.

For detailed Cisco Unified Presence Server Administration steps, see the Cisco Unified Personal Communicator installation guide at this URL:

http://www.cisco.com/en/US/products/ps6844/prod_installation_guides_list.html

Resolving Directory Problems

Problem The user reports that a directory search returns no results. The Cisco Unified Personal Communicator log file contains little or no indication of failure.

Solution In Cisco Unified Presence Server Administration, under **Application > Unified Personal Communicator > LDAP Profile**, the server is configured for anonymous binding, but the Active Directory server does not have anonymous binding enabled. For information about configuring Active Directory for anonymous bind, see the Cisco Unified Personal Communicator installation guide at this URL:

http://www.cisco.com/en/US/products/ps6844/prod_installation_guides_list.html

Problem The user cannot connect to the LDAP server to resolve names.

Solution These are the typical reasons for connection errors:

- The LDAP server or the network is down.

If the error is a network error (such as a bad address or a bad port), examine the Cisco Unified Personal Communicator log file for details.

- Anonymous bind failed.

For anonymous bind failure messages, configure the LDAP server to allow anonymous bind. See the Cisco Unified Personal Communicator installation guide at this URL:

http://www.cisco.com/en/US/products/ps6844/prod_installation_guides_list.html

Problem The user experiences slow LDAP directory searches.

Solution This problem might be the result of not having the proper fields indexed on the LDAP server. Cisco Unified Personal Communicator requires these fields to be indexed for maximum performance:

- FirstName
- LastName
- Nickname
- UserID
- UID
- BusinessEmail
- BusinessPhoneNumber

For information on how to enable indexing, see your LDAP server documentation.

Problem After installing Cisco Unified Personal Communicator, the user reports these problems:

- Upon login, the user receives a *cannot communicate with the Cisco Unified MeetingPlace Express server* message.

However, the Cisco Unified MeetingPlace Express server is up. The IP address, port, and protocol configuration for this server is correct in the Cisco Unified Presence Server. The URL being used by the user (found in the Cisco Unified Personal Communicator log file) is valid and can be reached from the client PC.

- The user can escalate to a web conference, but the web browser sublaunch does not occur on the remote client.
- The user cannot add users to groups; the menu option is not selectable (grayed out).

- The user can delete users and groups, but it does not work.
- The user can add groups.

Solution The *uid* attribute in the LDAP Attribute Mapping table might be incorrectly configured in Cisco Unified Presence Server administration (**Application > Unified Personal Communicator > Settings**). For information about configuring the Cisco Unified Presence Server LDAP settings for Active Directory, see the Cisco Unified Personal Communicator installation guide at this URL:

http://www.cisco.com/en/US/products/ps6844/prod_installation_guides_list.html

Problem The user reports that while searching for a single character or a group of characters, the search displays user names that match the search criteria and displays users whose name is blank (does not contain any characters) and whose phone number is shown as *Unknown*.

Solution Check for objects beneath your LDAP directory base that are not users. Isolate your users in one subtree. Modify your search base through Cisco Unified Presence Server Administration under **Application > Unified Personal Communicator > LDAP Profile**. Only search under users, not under the whole tree.

Problem The user reports that when dialing a number for a contact in the corporate directory, the wrong picture is displayed.

Solution Check the dialing rules in Cisco Unified CallManager Administration by choosing **Call Routing > Dial Rules > Application Dial Rules**. Based on the dialed number from Cisco Unified Personal Communicator, the application checks the dialed number against the directory, matches it, and displays the matched name and picture. For detailed conceptual and task-based information on dial rules, see the Cisco Unified CallManager Administration online help or the *Cisco Unified CallManager Administration Guide* at this URL:

http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html

Resolving Log In and Network Connection Problems

Problem The user reports receiving an error message during initial Cisco Unified Personal Communicator log in but has entered the correct username, password, and Cisco Unified Presence Server IP address.

Solution Check the Cisco Unified Presence Server server, and make sure it is up. Verify that Cisco Unified CallManager is up. Verify that the Cisco Unified Personal Communicator-specific configuration on Cisco Unified CallManager and on the Cisco Unified Presence Server is correct. For more information, see the Cisco Unified Personal Communicator installation guide at this URL:

http://www.cisco.com/en/US/products/ps6844/prod_installation_guides_list.html

Verify that the Cisco Unified Personal Communicator installation complies with the server and network requirements as described in the release notes at this URL:

http://www.cisco.com/en/US/products/ps6844/prod_release_notes_list.html

Resolving Reachability Status Problems

Problem The user reports that the reachability status of people in the Contacts list is incorrect or missing.

Solution If the user is connected through Cisco Systems VPN Client software, make sure the user has Cisco Systems VPN Client version 4.0.5. When the VPN client software is launched, from the **Options** menu, deselect (uncheck) **Stateful Firewall**. For Mac OS X, verify that the system firewall is turned off. Choose **System Preferences > Sharing**, and click the **Firewall** tab.

After making these changes, test to see if the reachability status information is correct by logging into Cisco Unified Personal Communicator.

If the problem is not resolved or if disabling the firewall is not acceptable, verify that firewalls on the client PC or on the network are configured to pass Cisco Unified Personal Communicator traffic to avoid blocking reachability status information. For information about the network ports used by Cisco Unified Personal Communicator, see the release notes at this URL:

http://www.cisco.com/en/US/products/ps6844/prod_release_notes_list.html

Also see the “Resolving Contact List Problems” section on page 1-4.

Resolving Soft Phone Problems

Problem The user reports that after logging in to Cisco Unified Personal Communicator and selecting Soft Phone mode, the application automatically changes to either Desk Phone or to Disabled after a few seconds.

Solution Try these solutions:

- The soft phone could not register at that time.

Instruct the user to try switching to soft-phone mode to see if the phone registers. If the application returns to *No Phone* mode, you should check the configuration in Cisco Unified CallManager Administration and in Cisco Unified Presence Server Administration.

- The user is not correctly configured for soft-phone use in Cisco Unified CallManager. For detailed steps, see the Cisco Unified Personal Communicator installation guide at this URL:

http://www.cisco.com/en/US/products/ps6844/prod_installation_guides_list.html

Resolving Video Telephony Camera Problems

Problem The user reports that a supported video telephony camera does not function under Windows XP Professional.

Solution Disconnect the camera from the client PC and then reconnect it.

The Windows OS should automatically identify and locate the correct driver. If it does not, you can point it to this location (depending on the camera type):

drive:\Program Files\Cisco Systems\Cisco Unified Personal Communicator\CameraDriver

drive:\Program Files\Cisco Systems\Cisco Unified Personal Communicator\CameraDriver2

Resolving Voice-Mail Problems

Problem The user reports that voice mail does not appear in the Recent pane. The Cisco Unified Personal Communicator log file contains this entry:

```
[4044] WARN LCVoiceMail - %Logon failure: unknown user name or bad password
```

Solution If the server cannot be contacted, the application attempts to reconnect at regular intervals. When the connection succeeds, the server downloads the voice-mail messages.

These are the typical reasons for connection error:

- The Cisco Unity Connection server or the network is down.
- The user supplied incorrect Cisco Unity Connection credentials in Cisco Unified Personal Communicator (**Preferences > Accounts**).

If the connection to the server fails because the user credentials are incorrect, the application does not attempt to reconnect. The user must log out and then log in with the correct credentials so that the application can try to reconnect.

- Full IMAP (headers and body) access is not enabled on Cisco Unity Connection. The **Allow Users to Access Voice Mail Using an IMAP Client** check box is not checked in Cisco Unity Connection Administration.

The application connects to the server by using the Internet Mail Access Protocol (IMAP) to retrieve the voice-mail headers and to download the voice-mail message contents upon user request.

- If the server can be contacted and the user credentials are correct, but voice-mail messages are not downloaded, check the server configuration to ensure that IMAP is enabled. For more information, see the Cisco Unified Personal Communicator installation guide at this URL:

http://www.cisco.com/en/US/products/ps6844/prod_installation_guides_list.html

Problem The user reports that the **Send to Voicemail** option is not selectable (grayed out).

Solution Verify that the VoiceMail.PilotNumber in the Cisco Unified Personal Communicator log file is valid. Make sure that the Cisco Unity Connection profile is configured in Cisco Unified Presence Server by choosing **Application > Unified Personal Communicator > Unity Connection Profile**. For the Voice Messaging Pilot drop-down list, select the number that the user dials to access their voice messages. Make sure that the user is a member of this profile by choosing **Application > Unified Personal Communicator > User Settings**.

Verify that the Cisco Unified CallManager configuration is correct; verify that a voice-mail pilot number is configured in the **Voice Mail > Voice Mail Pilot** menu. Follow the online help instructions for this page.

Resolving Web Conferencing Problems

Problem The user receives the message “Unable to end the web conferencing session.”

Solution Check the Cisco Unified MeetingPlace Express server, and make sure it is up. Verify that the URL being used by the user (found in the Cisco Unified Personal Communicator log file) is valid and can be reached from the client PC. Make sure the Cisco Unified MeetingPlace Express server and Cisco Unified Personal Communicator are using the same protocol (for example, HTTP versus HTTPS).

If these actions do not resolve the problem, obtain a snapshot of the Cisco Unified MeetingPlace Express System Information Capture log, and send it to the Cisco TAC for assistance. For more information about this log, see the troubleshooting information in the Cisco Unified MeetingPlace Express administrator configuration and maintenance guide at this URL:

http://www.cisco.com/en/US/products/ps6533/prod_maintenance_guides_list.html

Problem The user receives the message “Unable to end the web conferencing session. Error communicating with the web conferencing server.”

Solution Check the Cisco Unified MeetingPlace Express server, and make sure it is up. Verify that the URL being used by the user (found in the Cisco Unified Personal Communicator log file) is valid and can be reached from the client PC. Make sure the Cisco Unified MeetingPlace Express server and Cisco Unified Personal Communicator are using the same protocol (for example, HTTP versus HTTPS).

If these actions do not resolve the problem, obtain a snapshot of the Cisco Unified MeetingPlace Express System Information Capture log, and send it to the Cisco TAC for assistance. For more information about this log, see the troubleshooting information in the Cisco Unified MeetingPlace Express administrator configuration and maintenance guide at this URL:

http://www.cisco.com/en/US/products/ps6533/prod_maintenance_guides_list.html

Problem The user receives the message “Unable to end the web conferencing session. Could not contact the web conferencing server.”

Solution Check the Cisco Unified MeetingPlace Express server, and make sure it is up. Verify that the URL (found in the Cisco Unified Personal Communicator log file) being used by the user is valid and can be reached from the client PC. Make sure the Cisco Unified MeetingPlace Express server and Cisco Unified Personal Communicator are using the same protocol (for example, HTTP versus HTTPS).

Problem The user receives the message “The system attempted to schedule a web conference without a preferred language. Please contact your administrator for assistance.”

Solution Check the Cisco Unified Personal Communicator log file to see what value was used for the language as shown in this example:

```
INFO LCMiddleware - ((CUPC5402 - MMSG_WEBCONF_SCHEDULINGCONF)) Scheduling a web conf
[[HOST:http://<server URL>]], [[USER:<userid>]], duration=60, ports=3, lang=en
```

Check Cisco Unified MeetingPlace Express, and make sure the language licenses were purchased, downloaded, installed, and enabled. Configure language preferences in the user groups or the user profiles. Follow the instructions in the basic operations section of the Cisco Unified MeetingPlace Express administrator configuration and maintenance guide at this URL:

http://www.cisco.com/en/US/products/ps6533/prod_maintenance_guides_list.html

Problem The user receives the message “The web conferencing server has reached its licensed capacity for the current time. Please try your meeting again later.”

Solution Buy more licenses, or change the Cisco Unified MeetingPlace Express web floater ports or web overbook ports settings or both. For more information, see the administrator configuration and maintenance guide for Cisco Unified MeetingPlace Express at this URL:

http://www.cisco.com/en/US/products/ps6533/prod_maintenance_guides_list.html

Problem The user receives the message “Unable to log into the web conferencing server. Internal error, login module exception. Contact your administrator or try again later.”

Solution Verify the Cisco Unified MeetingPlace Express user login credentials by having the user log in to the server directly. Check the Cisco Unified MeetingPlace Express server for errors. For more information, see the troubleshooting information in the Cisco Unified MeetingPlace Express administrator configuration and maintenance guide at this URL:

http://www.cisco.com/en/US/products/ps6533/prod_maintenance_guides_list.html

Obtain a snapshot of the Cisco Unified MeetingPlace Express System Information Capture log, and send it to the Cisco TAC for assistance.

Problem The user receives the message “Your login ID or password for the web conferencing server is invalid. Please verify your Cisco Unified MeetingPlace Express credentials as configured in Account Preferences.”

Solution Have the user check their Cisco Unified MeetingPlace Express credentials in Cisco Unified Personal Communicator (**Preferences > Accounts**) as described in the Cisco Unified Personal Communicator user guide. Verify the Cisco Unified MeetingPlace Express user login credentials by having the user log in to the server directly.

Problem The user receives the message “The web conference you attempted to end no longer exists.”

Solution No action is required. This problem is unlikely to occur, but if it does, it causes no harm.

Problem The user receives the message “The web conference you attempted to end has an invalid meeting type. Please contact your administrator for assistance.”

Solution This problem is most likely a Cisco Unified Personal Communicator software defect. Gather the Cisco Unified Personal Communicator log file. Obtain a snapshot of the Cisco Unified MeetingPlace Express System Information Capture log, and send it to the Cisco TAC for assistance. For more information about this log, see the troubleshooting information in the Cisco Unified MeetingPlace Express administrator configuration and maintenance guide at this URL:

http://www.cisco.com/en/US/products/ps6533/prod_maintenance_guides_list.html

Problem The user receives the message “The system attempted to schedule a web conference with an invalid length. Please contact your administrator for assistance.”

Solution Check the Cisco Unified Personal Communicator log file to see what value was used for the length (duration) as shown in this example:

```
INFO LCMiddleware - ((CUPC5402 - MWMSG_WEBCONF_SCHEDULINGCONF)) Scheduling a web conf
[[HOST:http://<server URL>]], [[USER:<userid>]], duration=60, ports=3, lang=en
```

Check the Cisco Unified MeetingPlace Express “Maximum meeting length” setting on the Meeting Configuration page. Meetings can be scheduled for no longer than this number of minutes.

Compare the conference server setting to the value in the log. If the values are different, change the conference server setting to match the value in the log.

Problem The user receives the message “The system attempted to schedule a web conference with a duration that exceeds the configured maximum on the web conferencing server. Please contact your administrator for assistance.”

Solution Check the Cisco Unified Personal Communicator log file to see what value was used for the length. Check the Cisco Unified MeetingPlace Express “Maximum meeting length” value on the Meeting Configuration page. Users cannot schedule meetings longer than this number of minutes. Consider whether the meeting length accurately reflects the typical meeting duration conducted by your company. Most likely, the configured meeting length is too small.

Problem The user receives the message “The system attempted to schedule a web conference for an invalid number of parties. Please contact your administrator for assistance.”

Solution Check the Cisco Unified Personal Communicator log file to see what value was used for parties (ports) as shown in this sample log file:

```
INFO LCMiddleware - ((CUPC5402 - MWMSG_WEBCONF_SCHEDULINGCONF)) Scheduling a web conf
[[HOST:http://<server URL>]], [[USER:<userid>]], duration=60, ports=3, lang=en
```

On Cisco Unified MeetingPlace Express, check the “Maximum ports per meeting” setting on the Meeting Configuration page.

Compare the conference server setting to the value in the log. If the value in the log is not the number of parties + 1, contact the Cisco TAC.

Problem The user receives the message “The system attempted to end a web conference without specifying a meeting ID. Please report this problem to your administrator.”

Solution This problem is most likely a Cisco Unified Personal Communicator software defect. Contact the Cisco TAC for assistance.

Problem The user receives the message “Your password for the web conferencing server is missing. Please verify your Cisco Unified MeetingPlace Express credentials as configured in Account Preferences.”

Solution Have the user check their Cisco Unified MeetingPlace Express credentials in Cisco Unified Personal Communicator (**Preferences > Accounts**) as described in the Cisco Unified Personal Communicator user guide at this URL:

http://www.cisco.com/en/US/products/ps6844/products_user_guide_list.html

Problem The user receives the message “The web conferencing server could not schedule the meeting. Internal scheduling error. Please contact your administrator for assistance.”

Solution Test to see if this user can schedule the meeting through the Cisco Unified MeetingPlace Express web user interface. If yes, the problem is most likely the result of a Cisco Unified MeetingPlace Express software bug. Obtain a snapshot of the Cisco Unified MeetingPlace Express System Information Capture log, and send it to the Cisco TAC for assistance. For more information about this log, see the troubleshooting information in the Cisco Unified MeetingPlace Express administrator configuration and maintenance guide at this URL:

http://www.cisco.com/en/US/products/ps6533/prod_maintenance_guides_list.html

Problem The user receives the message “The web conferencing server is not currently ready to accept requests. Please try your request again later, or contact your administrator.”

Solution Check the Cisco Unified MeetingPlace Express server, and make sure it is up. Verify that the URL being used by the user (found in the Cisco Unified Personal Communicator log file) is valid and can be reached from the client PC. Make sure the Cisco Unified MeetingPlace Express server and Cisco Unified Personal Communicator are using the same protocol (for example, HTTP versus HTTPS).

If these actions do not resolve the problem, obtain a snapshot of the Cisco Unified MeetingPlace Express System Information Capture log, and send it to the Cisco TAC for assistance. For more information about this log, see the troubleshooting information in the Cisco Unified MeetingPlace Express administrator configuration and maintenance guide at this URL:

http://www.cisco.com/en/US/products/ps6533/prod_maintenance_guides_list.html

Problem The user receives the message “Unable to start a web conferencing session.”

Solution Check the Cisco Unified MeetingPlace Express server, and make sure it is up. Check the Cisco Unified Personal Communicator log file. Obtain a snapshot of the Cisco Unified MeetingPlace Express System Information Capture log, and send it to the Cisco TAC for assistance. For more information about this log, see the troubleshooting information in the Cisco Unified MeetingPlace Express administrator configuration and maintenance guide at this URL:

http://www.cisco.com/en/US/products/ps6533/prod_maintenance_guides_list.html

Problem The user receives the message “Unable to start a web conferencing session. Error communicating with the web conferencing server.”

Solution Check the Cisco Unified MeetingPlace Express server, and make sure it is up. Verify that the URL being used by the user (found in the Cisco Unified Personal Communicator log file) is valid and can be reached from the client PC. Make sure the Cisco Unified MeetingPlace Express server and Cisco Unified Personal Communicator are using the same protocol (for example, HTTP versus HTTPS).

If these actions do not resolve the problem, obtain a snapshot of the Cisco Unified MeetingPlace Express System Information Capture log, and send it to the Cisco TAC for assistance. For more information about this log, see the troubleshooting information in the Cisco Unified MeetingPlace Express administrator configuration and maintenance guide at this URL:

http://www.cisco.com/en/US/products/ps6533/prod_maintenance_guides_list.html

Problem The user receives the message “Unable to start a web conferencing session. Could not contact the web conferencing server.”

Solution Check the Cisco Unified MeetingPlace Express server, and make sure it is up. Verify that the URL being used by the user (found in the Cisco Unified Personal Communicator log file) is valid and can be reached from the client PC. Make sure the Cisco Unified MeetingPlace Express server and Cisco Unified Personal Communicator are using the same protocol (for example, HTTP versus HTTPS).

If these actions do not resolve the problem, obtain a snapshot of the Cisco Unified MeetingPlace Express System Information Capture log, and send it to the Cisco TAC for assistance. For more information about this log, see the troubleshooting information in the Cisco Unified MeetingPlace Express administrator configuration and maintenance guide at this URL:

http://www.cisco.com/en/US/products/ps6533/prod_maintenance_guides_list.html

Problem The user receives the message “Your login ID for the web conferencing server is missing. Please verify your Cisco Unified MeetingPlace Express credentials as configured in Account Preferences.”

Solution Have the user check the Cisco Unified MeetingPlace Express credentials in Cisco Unified Personal Communicator (**Preferences > Accounts**) as described in the Cisco Unified Personal Communicator user guide at this URL:

http://www.cisco.com/en/US/products/ps6844/products_user_guide_list.html

Problem The user reports that the **Web Conferencing** escalation button is not selectable (grayed out) in Cisco Unified Personal Communicator.

Solution Verify that you configured a Cisco Unified MeetingPlace Express server through the Cisco Unified Presence Server Administration web application under the **Application > Unified Personal Communicator > MeetingPlace Express Server** menu. The server name or IP address fields cannot be blank.

Verify that the user entered a username for this account in Cisco Unified MeetingPlace Express credentials in Cisco Unified Personal Communicator (**Preferences > Accounts**) as described in the Cisco Unified Personal Communicator user guide. The Username field cannot be blank.

Problem The user reports that after clicking the **Web Conferencing** escalation button, the conference is initiated only on the host, but the meeting room does not launch for the other Cisco Unified Personal Communicator clients in the call.

Solution The two most common causes of this problem are both configuration issues:

- Your dial plan rules in Cisco Unified CallManager are not correct or are not complete. The phone number used to call the other party needs to be able to match with an LDAP directory entry using the dial rules.
- Your LDAP attribute mappings are incorrect. There must be a mapping between the Cisco Unified Personal Communicator *UserID* attribute and a similar field in the LDAP attribute map (for example, *uid*).

For more information, see the Cisco Unified Personal Communicator installation guide at this URL:

http://www.cisco.com/en/US/products/ps6844/prod_installation_guides_list.html

If these actions do not resolve the problem, gather the Cisco Unified Personal Communicator log file. Obtain a snapshot of the Cisco Unified MeetingPlace Express System Information Capture log, and send it to the Cisco TAC for assistance. For more information about this log, see the troubleshooting information in the Cisco Unified MeetingPlace Express administrator configuration and maintenance guide at this URL:

http://www.cisco.com/en/US/products/ps6533/prod_maintenance_guides_list.html



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