



# Troubleshooting

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The following topics can assist you with troubleshooting.

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# Installation Problems

**Problem** When I double-click the disk image, I do not see an opportunity to install the application.

**Solution** Make sure the Finder is set to display in Icon View. Choose **Finder > Preferences** and uncheck the check box to **Open new windows in column view**.

# Problems Logging In and Connecting to the Network

**Problem** On initial login, I see an error message.

**Solution** Make sure you have entered your username, password, and login server information correctly. If you still have problems, contact your system administrator.

**Problem** When I try to log in, the Login window reappears.

**Solution** Respond to the error message that appears near the bottom of the Login window.

# Configuration Problems

**Problem** When I choose a phone, the active phone reverts to **Disabled** and I cannot make or receive calls.

**Solution** Try the following:

- Choose the other phone option.
- If you are trying to choose your desk phone, make sure you are connected to the network to which your desk phone is connected.
- Contact your system administrator.

**Problem** I'm trying to choose a desk phone other than the one on my desk, but the phone I want is not listed.

**Solution** Not all phones are set up for extension mobility; contact your system administrator.

# Problems with the Console

**Problem** The console is too big; it does not fit on my screen.

**Solution** The minimum recommended screen resolution is 1024x768.

Choose Apple menu > **System Preferences** and click **Displays**.

For more information, see the Help for your operating system.

**Problem** The menu item, button, or other option that I want to use is dimmed.

**Solution** Possible solutions include:

- You may need to click a contact or communication, then click the button.
- The option may not be available for the contact or communication that you have currently selected.
- The option may not apply in the current situation. For example, “Mark Unread” is not available if you have selected an item that is already marked Unread.
- See also [Problems Making Calls, page 10-4](#).

**Problem** Columns in the console are too narrow to display all of the information.

**Solution** Possible solutions include:

- Hover your mouse pointer over an item in a list to view more information.
- Resize the columns. See the “[Changing the View of the Console and Its Panes](#)” section on page 1-9.
- Make the entire console larger. See the “[Changing the View of the Console and Its Panes](#)” section on page 1-9.

# Problems with Reachability

**Problem** Reachability indicators are not appearing correctly.

**Solution** Make sure your firewall settings are correct. Contact your system administrator. If necessary, see the online help or documentation for your operating system.

# Problems Making Calls

**Problem** I want to start an audio or video call or send an e-mail, but the button and menu item are dimmed.

**Solution** Possible solutions include:

- You must first click the name of a contact or communication in the console.
- The contact card for the contact you have selected does not have the required information. For example, phone number or e-mail address is missing.
- If you have further questions, contact your system administrator.

# Problems With Incoming Calls

**Problem** A notification did not appear on my screen when someone called.

**Solution** Notifications only operate when Cisco Unified Personal Communicator is running. Make sure you launch the application each time you turn on your computer.

# Problems During a Conversation

See also:

- [Problems with Video, page 10-6](#)
- [Problems with Web Conferencing, page 10-7](#)

**Problem** I am using my soft phone on a call and I hear no sound. However, the conversation window indicates that I am connected.

**Solution** Try the following:

- Look at the conversation window and make sure that the volume is not too low and that the conversation is not on hold.

- Make sure your computer is not muted or set to very low volume. To test this, see if you can hear other sounds that your computer normally makes, such as beeps when you press an incorrect key, or sounds that signal that a message has arrived.
- Verify that the sound output device (for example, headset) you are using is selected and not muted. Choose **System Preferences > Sound**, then click **Output** and examine the selections. If you make changes, you may need to restart the computer.
- If you are connecting via virtual private network (VPN): In the VPN application window, click the **Options** menu. The **Stateful Firewall** option should NOT have a check mark beside it. If it does, select **Stateful Firewall** to remove the check mark.

**Problem** Other participants cannot hear me.

**Solution** Try the following:

- Make sure any Mute button on your headset is not on.
- Look at the conversation window and make sure that your audio is not muted.
- Verify that the sound input device (for example, headset or camera) you are using is selected and not muted. Choose **System Preferences > Sound**, then click **Input** and examine the selections. If you make changes, you may need to restart the computer.

**Problem** The buttons and controls in my conversation window are dimmed.

**Solution** The call may be on hold. See the [“Putting Conversations on Hold and Retrieving Them”](#) section on page 2-12.

**Problem** I am trying to merge two calls but the Merge button is dimmed.

**Solution** Note the following:

- You cannot merge two conference calls. At least one call must have only one participant besides yourself. To merge multiple participants into a single call, see the [“Creating Conference Calls”](#) section on page 5-1.
- Make sure one of the calls is not on hold. If a conversation is on hold, the merge button is dimmed.

# Problems with Video

**Problem** The options to start a video conversation, add video to my conversation, answer a call with video, or “View local video” are dimmed.

**Solution** You can use video only if your soft phone is the active phone. See the [“Choosing the Active Phone” section on page 9-5](#). You will need to end any current conversation and start a new one with the soft phone.

**Problem** The computer does not properly recognize the camera, or I cannot see my own video image.

**Solution** Try the following:

- Make sure you meet the criteria in the [“Before You Use Video” section on page 3-2](#).
- Unplug the camera and plug it in again.
- Plug the camera into a different USB port.
- Quit Cisco Unified Personal Communicator if it is running, then relaunch it.

**Problem** I added video to a conversation, but the video image of the other person does not appear.

**Solution** The other person may not have a video camera, or may have declined to add video to the conversation.

**Problem** Video is slow or of poor quality, or does not appear.

**Solution** Try the following:

- If you are running on battery power, plug in the AC adaptor.
- Click the **Help** menu and make sure there is no check mark beside **Enable Detailed Logging**. For more information, see [“Enabling Detailed Logging” section on page 10-9](#).

## Problems with Web Conferencing

**Problem** I cannot add web conferencing. Or, when I click the button to start a web conference, I see an error message.

**Solution** Possible solutions include:

- You may not have correctly specified your Cisco Unified MeetingPlace Express account information. See the [“Setting Up Voice Mail and Web Conferencing”](#) section on page 9-2. If you do not know your username and password, contact your system administrator.
- You may need to have a profile (account) in Cisco Unified MeetingPlace Express. Contact your system administrator.

**Problem** I have lost connection to the web conference.

**Solution** Click the **Rejoin Conference** button in the conversation window.

**Problem** Some participants in the conversation do not see the web conferencing window.

**Solution** Possible solutions include:

- Participants who are not using Cisco Unified Personal Communicator do not automatically see the web conferencing window. Follow the instructions in the [“Adding Participants to Web Conferencing Sessions”](#) section on page 4-2.
- The Cisco Unified MeetingPlace Express system may not have enough available resources to accommodate all participants. Contact your system administrator.

## Problems in the Recent Communications Pane

**Problem** Recent Communications does not list calls that I know occurred.

**Solution** Calls that you make and receive using your desk phone while Cisco Unified Personal Communicator is not running do not appear in Recent Communications.

**Problem** A person in my company has called me, but the Recent Communications pane shows the phone number of the person, not the name.

**Solution** The person may have called from a number that the system does not recognize (for example, a home phone), or the corporate directory may be out of date.

## Problems with Search

**Problem** Search seems to find incorrect results.

**Solution** The system searches several different attributes, and depending on how the administrator has configured them, can include results that you might not expect.

## Capturing Information About Problems

If you experience problems, your system administrator may request log files. Use the following procedure to collect these files.



### Note

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If you see the message **The application Cisco Unified Personal Communicator-K9 quit unexpectedly**, click **Close**. Do not send a report to Apple.

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### Note

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If you experience a problem follow these instructions immediately, before you relaunch the application.

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**Step 1** Collect the following files:

File	In This Folder
UnifiedClientLog.txt	<Your hard disk>/Users/<your user name>/Library/Logs/Cisco/
Cisco Unified Personal Communicator-K9.crash.log	<Your hard disk>/Users/<your user name>/Library/Logs/CrashReporter/ or <Your hard disk>/Library/Logs/CrashReporter/ (There may not be a file in either place.)

- Step 2** Collect information about your computer:
- a. Choose Apple menu > **About This Mac**.
  - b. Click **More Info**.
  - c. Choose **File** > **Save As** and save the file in any available file format.

- Step 3** Send the following to your system administrator:
- All files you collected or saved in this procedure.
  - A description of what you were doing when the problem occurred
  - Any error messages you received

#### Related Topics

- [Enabling Detailed Logging, page 10-9](#)

## Enabling Detailed Logging

If you are experiencing problems using Cisco Unified Personal Communicator and your administrator tells you to do so, enable detailed logging: Choose **Help** > **Enable Detailed Logging**.

Use the same procedure to turn off detailed logging.

Your setting remains until you change it, even after you restart. Detailed logging may impair performance, so you should turn it off as soon as you no longer need it.