

Troubleshooting Cisco IP Communicator/IP Phone Issues

Document ID: 100982

Contents

Introduction

Prerequisites

Requirements

Components Used

Conventions

Error: CM Down Features Disabled

Solution

Cisco IP Communicator Audio Fails with DSCP Enabled

Solution

Cisco IP Communicator stuck in Blank Screen during Startup

Solution

Related Information

Introduction

The Cisco IP Communicator is a Microsoft Windows–based SoftPhone application. It enables computers to function as Cisco Unified IP Phones and provides high–quality voice calls on the road, in the office, or from wherever users have access to the corporate network.

This document addresses some of the issues that occur when a call is made from a Cisco IP Communicator/Cisco IP Phone, as well as the solution to fix this problem.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco IP Communicator
- Cisco 79xx IP Phones
- Cisco Unified Communications Manager (CallManager)

Components Used

The information in this document is based on the Cisco IP Communicator 7.x and Cisco 79xx Series IP Phones.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Error: CM Down Features Disabled

When you make calls, the Cisco IP Communicator/IP Phone displays this error message: CM Down Features Disabled.

Solution

This error message indicates that the call preservation feature is active because the application has lost its connection to CallManager.

The workaround for this or any other invocation of the call preservation feature is to hang up manually. If the phone does not return to normal on-hook behavior (all lines shown while idle, softkeys appropriately displayed, and responsive to user input), restart the Communicator application or the Cisco IP Phone.

If the above workaround did not fix the issue, it is recommended that you change the `StationKeepAlive` parameter to **60** or to its maximum allowed.

Note: Make sure that the IP phone can reach the Cisco Unified Communication manager. The IP reachability issues can occur because of IP routing, VLANs, or multiple DHCP servers in the same network. Multiple DHCP servers can create problems if they assign a different subnet to the IP phone from which the IP phones cannot reach the CUCM server; this results in similar errors.

Cisco IP Communicator Audio Fails with DSCP Enabled

When using DSCP in Cisco IP Communicator 7.0.5 and after a PC reboot, the first call to the affected workstation experiences one way audio. This issue only occurs on the first call after a reboot and the subsequent calls are unaffected.

This issue is documented by Cisco bug ID CSCtl18743 (registered customers only).

Solution

As a workaround, perform these steps:

1. If the user has elevated privileges, change the **AudioQOSMode** to **1** in order to enable GQoS, by creating the following registry value. Go to **Start > Run** and type **regedit**. Under `HKCU/Software/Cisco Systems, Inc./Communicator`, create a **DWORD** value **AudioQOSMode** and set the value to **1**.
2. If the user does not have elevated privileges, disable the DSCP marking by creating the following registry value. Go to **Start > Run** and type **regedit**. Under `HKCU/Software/Cisco Systems, Inc./Communicator`, create a **DWORD** value **AudioQOSMode** and set the value to **0**.

Cisco IP Communicator stuck in Blank Screen during Startup

The Cisco IP Communicator gets stuck in a blank screen during startup because of a corrupted registry hive.

Solution

This issue is documented by Cisco bug ID CSCts11852 (registered customers only) . Refer to the bug for a possible fix and workaround.

Related Information

- **Cisco IP Communicator Q&A**
 - **Install and Configure IP Communicator with CallManager 4.x**
 - **Voice Technology Support**
 - **Voice and Unified Communications Product Support**
 - **Troubleshooting Cisco IP Telephony**
 - **Technical Support & Documentation – Cisco Systems**
-

[Contacts & Feedback](#) | [Help](#) | [Site Map](#)

© 2011 – 2012 Cisco Systems, Inc. All rights reserved. [Terms & Conditions](#) | [Privacy Statement](#) | [Cookie Policy](#) | [Trademarks of Cisco Systems, Inc.](#)

Updated: Apr 30, 2012

Document ID: 100982
