TMS Fails to Receive CDR or Trap Log Entries

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Introduction

This document describes how to troubleshoot the issue encountered where Cisco TelePresence Management Suite (TMS) fails to receive Call Detail Record (CDR) or trap log entries.

Fail to Receive CDR or Trap Log Entries

If you do not receive feedback from an endpoint, navigate to *Logs > Call Log* for the endpoint in *Systems > Navigator* in order to verify call activity. Then go to the endpoint's *history.xml* document in order to determine if the latest calls on the endpoint match the most recent call history in Cisco TMS for that endpoint.

If they do not match, it means that Cisco TMS is not receiving any feedback events from the system. When systems are added to Cisco TMS, they are automatically configured to send back information. If this information is absent or misconfigured, systems cannot send events to Cisco TMS.

In order to check the settings on the system, complete these steps:

1. Telnet or Secure Shell (SSH) into the System and enter `xstatus externalmanager`.

2. The output should "point to" the address of your Cisco TMS server. If this address is wrong:

   a. Navigate to *Administrative Tools > Configuration > Network > Advanced Network Settings*.
   b. Check the *TMS Server Address* settings and correct the values as necessary.

   c. Save your changes.

3. In Cisco TMS, navigate to the system in *Systems > Navigator*, and open the *Edit Settings* page.

4. Click *Enforce Management Settings*.

5. Check the endpoint's xstatus output again, which command you use depends on the endpoint type, and you should see the new values.

6. Reboot the endpoint.

7. If after one minute you do not get a boot entry in the trap log for the system in Cisco TMS, then feedback is blocked by the network or web server.