

Troubleshoot TelePresence Endpoint Configuration Reversion After Integration with TMS



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Introduction

This document describes a problem that is encountered when an automatic change occurs in the configuration of a Cisco TelePresence Endpoint after it is integrated with a Cisco TelePresence Management Server (TMS).

Note: The scenarios, symptoms, and steps that are described in this document are provided for troubleshooting purposes after the initial setup is already completed.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on a Cisco TelePresence endpoint that runs Cisco TelePresence Codec (TC) software or MXP and TMS.

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 configuration.

Problem

The endpoints that are added to the TMS encounter a configuration reversion to unknown values every night or at random times. There can be multiple reasons for these configuration changes on the endpoint. The issue that occurs when the configuration reverts is due to either a codec reboot or a TMS reprovision of the endpoint.

You must verify whether the changes are made by the TMS or completed manually by the user.

Verify the Cause of the Configuration Change

This log snippet shows an output that can be observed when the change is made by the user *admin*:

```
ppc appl[2743]: 854597.29 CuilApp  User admin(1001) successfully changed
configuration 'Config/H323/Profile[1]/CallSetup/Mode' to 'Direct'
from 64.X.X.X.
```

As shown in the output:

- The IP address from which the web interface is accessed is **64.X.X.X**.
- The user logged in as *admin*.
- This is the change that was made: '*Config/H323/Profile[1]/CallSetup/Mode*' to '*Direct*'.

It is important that you verify the IP address. Refer to the sections that follow in order to troubleshoot the issue when the IP address is that of a TMS, which confirms that the TMS made the configuration change.

Possible Causes

This section describes two possible causes for this issue.

TMS Reverts the Configuration Backup

For the examples that are described in this document, a change in the H323 call setup to the Gatekeeper on the endpoint is made manually; however, the backup on the TMS is set to *Direct*.

After you have determined the endpoint for which the configuration is reverted, go to the TMS web interface and navigate to the specific endpoint:

1. Log into the TMS web interface.
2. Navigate to *System* and look for the endpoint.
3. After you select the endpoint on the left-hand side of the screen, move the cursor to the *Settings* tab on the right-hand side of the screen.
4. Click *compare setting*.
5. Search for the configuration that encountered the change. If you observe that the *System Setting* is highlighted in red, it indicates that the TMS finds a conflict between the system configuration and the TMS backed up configuration.

Here is an image for reference purposes:



The TMS restores the configuration on the endpoint when it restores the backup, which causes the issue.

Persistent Template is Applied/Persistent Settings Exist

Another possible reason for the configuration change can be some persistent configuration settings on the TMS for the endpoint.

Verify whether you have any configuration template that has been configured and applied to the endpoint as a *persistent* template.

Complete these steps in order to verify the configuration template:

1. Navigate to *Systems > Configuration Templates > Configuration Templates Activity Status*.
2. Check for any event that has succeeded and identify whether the endpoint in question is listed.

If the endpoint is listed, then remove the persistent settings template or the configuration. You can also edit the persistent configuration as required.

Solutions

This section provides solutions to the problem causes that are described in the previous sections.

TMS Reverts the Configuration Backup

In order to resolve this issue, you must back up the configuration on the TMS once the change on the endpoint is complete.

Complete these steps in order to take a backup on the TMS:

1. Navigate to *Systems > Configuration backup > Perform backup*.
2. Select the endpoint for which you want to take the backup and click *Make backup*.
3. View the configuration backup/restore activity status and verify that the event has completed 100% successfully.

Persistent Template is Applied/Persistent Settings Exist

In order to resolve this issue, change the persistent template to *No template*, or you can change the persistent template configuration as required.

This image provides an example of the persistent settings on a configuration template:

Summary	Settings	Call Status	Phone Book	Connection	Permissions	Logs
View Settings	Edit Settings	Extended Settings	Compare Settings	Persistent Settings		
Persistent Settings						
Persistent Template:	New Configuration Template					
System Name:	<input type="text"/>	Current System Name:	No Name (10.1			
E.164 Alias:	<input type="text"/>	Current E.164 Alias:				
H.323 ID:	<input type="text"/>	Current H.323 ID:	vivekksi@cisco			
SIP URI:	<input type="text"/>	Current SIP URI:	4657@tplab1.c			
<input type="button" value="Save"/> <input type="button" value="Cancel"/>						