



## Troubleshooting and Program Messages

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This chapter provides troubleshooting tips for some common issues that you may encounter while using Cisco Instant Connect. It also explains program messages that Cisco Instant Connect may display.

This chapter includes these topics:

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### Troubleshooting Tips

**Symptom** Cannot log in to the Cisco IPICS server.

**Possible Cause**

- A user name and password are not configured for you on the Cisco IPICS server
- Your Android device does not have WiFi, 3G, or 4G connectivity
- The Cisco IPICS server is down or unreachable
- High availability is configured for the Cisco IPICS server, a failover has occurred and the secondary server has become the active server, but you have never logged in to the primary server or your Android device has not yet received information about the secondary server

**Recommended Action**

- Make sure that a Cisco IPICS administrator or operator configures you as a Cisco IPICS user
- Make sure that your Android device has network connectivity
- If high availability is configured, try logging into the secondary IPICS server from Cisco Instant Connect. If that attempt also fails, try logging into a Cisco IPICS server from a web browser to verify whether the server is reachable. If the server is reachable, and you have multiple versions of Cisco Instant Connect (or Cisco Instant Connect SDK-based applications) installed on your Android device, try using the Android Application Manager to force stop all of these apps. For additional assistance, contact your system administrator for further assistance.
- If you have never logged in to the primary Cisco IPICS server and a secondary is the active server due to a failover, log in to the secondary server

**Symptom** Cisco Instant Connect cannot transmit or receive audio.

**Possible Cause**

- Your Android device is not operating on a wireless network
- The UMS component is down or unreachable

**Recommended Action** To reestablish a connection, wait, and reconnection starts automatically.

- Make sure that you are using a WiFi connection and that your Android device is in range for the connection
- Make sure that your Android device is on the same wireless network as the Cisco IPICS UMS component
- Contact your system administrator to make sure that the UMS component is up and reachable
- Contact your Cisco IPICS dispatcher to determine whether there is an active talkline

**Symptom** Audio from your Android device is transmitted at a low volume.

**Possible Cause** Some Android devices include two internal microphones. When you choose to use the internal speaker (as described in the [“Using the Settings Screen”](#) section on page 2-26), the microphone at the bottom of the device becomes active. When you choose to use an external speaker, the microphone at the top of the device becomes active.

**Recommended Action** Speak into the active microphone. If you are using a Bluetooth headset, make sure that the headset is sufficient charged. Some devices have a low microphone sensitivity, in which case, it might be necessary to increase the Mic Gain option in the Cisco Instant Connect Settings screen. (Be aware that setting a high Mic Gain values degrades audio quality.)

## Program Messages

This section lists the Cisco Instant Connect program messages that can appear when a situation requires you to take corrective action. This chapter also provides an explanation of each message and recommended actions that you can take to resolve an issue.

**Message** Server error. Is this the correct server?

**Explanation** An error occurred with the Cisco IPICS server.

**Recommended Action** Try the operation again. If the issue persists, contact your system administrator.

**Message** Attempt to modify favorite failed

**Explanation** An communication error with the Cisco IPICS server occurred when you tried to change the favorite status of a contact

**Recommended Action** Try the operation again. If the issue persists, contact your system administrator.

**Message** Download failed

**Explanation** The system cannot access a file such as the Cisco Instant Connect help file or user image.

**Recommended Action** Try the operation again. If the issue persists, contact your system administrator.

**Message** Failed to activate VTG

**Explanation** You pressed the Activate button but the system was not able to activate the VTG. Possible causes of this situation include an issue with the UMS or the Cisco IPICS server, or no available VTG licenses.

**Recommended Action** Try to activate the VTG again. If the issue persists, try deactivating some VTGs or contact your system administrator.

**Message** Failed to create patch

**Explanation** You tried to create a patch VTG system was not able to create it. Possible causes of this situation include an issue with the UMS or the Cisco IPICS server, or no available VTG resources.

**Recommended Action** Try again. If the issue persists, try deactivating some other VTGs or contact your system administrator.

**Message** Failed to deactivate talkline

**Explanation** You pressed the **Deactivate** button but the system was not able to deactivate the VTG. Possible causes of this situation include an issue with the UMS or the Cisco IPICS server, or someone else might have just deactivated the VTG.

**Explanation**

**Recommended Action** Try again. If the issue persists, contact your system administrator.

**Message** Failed to get talklines

**Explanation** An issue occurred with the Cisco IPICS server.

**Recommended Action** Try again. If the issue persists, contact your system administrator.

**Message** Failed to join talkline.  
*Reason*

**Explanation** An error occurred when Cisco Instant Connect tried to set up a PTT session. *Reason* provides information about why the error occurred.

**Recommended Action** Contact your system administrator.

**Message** Failed to setup call.  
*Reason*

**Explanation** An error occurred when you tried to place a point-to-point call. *Reason* provides information about why the error occurred.

**Recommended Action** Try again. If the issue persists, contact your system administrator.

**Message** Invalid server IP address or host name. Please log in with a valid IP address or host name

**Explanation** You are trying to log in to the Cisco IPICS Server from the Cisco Instant Connect Log In screen and have not entered the IP address of the Cisco IPICS server, your Cisco IPICS user name, or your Cisco IPICS password, or have entered one or more of these items incorrectly.

**Recommended Action** Enter the IP address of the Cisco IPICS server, your Cisco IPICS user name, and your Cisco IPICS password in the appropriate fields.

**Message** Invalid username or password

**Explanation** You are trying to log in to the Cisco IPICS Server from the Cisco Instant Connect Log In screen and have entered an invalid user name or password.

**Recommended Action** Enter your correct user name and password. If the issue persists, contact your system administrator.

**Message** IPICS server not reachable.  
Please check network/VPN connectivity

**Explanation** Your Android device cannot access the Cisco IPICS server because of an issue with the network or with the VPN.

**Recommended Action** Make sure that you have network or VPN access to the Cisco IPICS server and try again to connect to the server. If the issue persists, contact your system administrator.

**Message** License not available or license count exceeded. Please contact a system administrator

**Explanation** You are trying to log in to Cisco IPICS but a required license is not available.

**Recommended Action** Wait a few minutes and try to log in to the Cisco IPICS server again. If the issue persists, contact your system administrator.

**Message** Login failed

**Explanation** An error occurred when you tried to log in to the Cisco IPICS server.

**Recommended Action** Make sure that you are entering the correct log IP address or FQDN of the Cisco IPICS server and your correct Cisco IPICS user name and password. If the issue persists, contact your system administrator.

**Message** Media server error

**Explanation** An error occurred with the UMS.

**Recommended Action** Try the operation that you want to perform again. If the issue persists, contact your system administrator.

**Message** Media server unavailable

**Explanation** Cisco Instant Connect cannot reach the UMS during its periodic call assurance check or during a PTT request.

**Recommended Action** If the issue persists, contact your system administrator.

**Message** No internet connectivity

**Explanation** Your Android device cannot access the Cisco IPICS server because of an issue with the network.

**Recommended Action** Make sure that you have network access to the Cisco IPICS server and try again to connect to the server. If the issue persists, contact your system administrator.

**Message** No talklines found

**Explanation** You have not been associated with any talklines.

**Recommended Action** Contact your Cisco IPICS dispatcher or system administrator.

**Message** PTT Denied, Higher priority call in progress

**Explanation** You are trying to communicate on a talkline while someone with a higher is communicating on the same talkline.

**Recommended Action** Wait for silence on the talkline and then try again. For more information, see the [“Talk Priority” section on page 2-19](#)

**Message** Server unreachable

**Explanation** Cisco Instant Connect cannot access the Cisco IPICS server, or you are trying to log in to the Cisco IPICS Server from the Cisco Instant Connect Log In screen and have entered an invalid IP address or FQDN for the Cisco IPICS server.

**Recommended Action** Try to log in to a different Cisco IPICS server, or enter the correct IP address or FQDN for the Cisco IPICS server. If the issue persists, contact your system administrator.

**Message** The certificate from the server is invalid. Please log in to a trusted server

**Explanation** The Cisco IPICS server SSL certificate has expired, been revoked by the certificate authority, or does not match its host name.

**Recommended Action** Contact your system administrator.

**Message** This version of Instant Connect not supported by the IPICS Server

**Explanation** You are trying to log in to the Cisco IPICS server and are using a version of Cisco Instant Connect that the server does not support.

**Recommended Action** Install a supported version of Cisco Instant Connect.

**Error Message** User account has been disabled

**Explanation** A system administrator disabled as a Cisco IPICS user.

**Recommended Action** Contact your system administrator.

**Message** User account has been locked

**Explanation** A system administrator locked your Cisco IPICS account.

**Recommended Action** Contact your system administrator.

**Message** Your account does not have the proper privilege level

**Explanation** You are trying to activate a VTG, deactivate a VTG, add talkline resources, or remove talkline resources, but do not have the required privilege to do so. You must have the Cisco IPICS Dispatcher or All privilege to perform certain Cisco Instant Connect operations.

**Recommended Action** Contact your system administrator.

**Message** Your session has timed out or you have been logged out by a system administrator

**Explanation** You have been logged out of the Cisco IPICS server because you have not performed any Cisco Instant Connect activity for some time, or a system administrator has logged you out from the Cisco IPICS Administration Console.

**Recommended Action** Try to log in to the Cisco IPICS server again. If the issue persists, contact your system administrator.

