



# Finding Troubleshooting Information for Cisco IPICS

This chapter provides information about how to find troubleshooting information for Cisco IPICS. See [Table 1-1](#) for references that pertain to troubleshooting information for problems that you may encounter.

**Table 1-1** *Locating Troubleshooting Information*

Source of Problem	Where to Find Help
Cisco IPICS installation	To troubleshoot problems that are related to the installation of Cisco IPICS, see the “Troubleshooting Cisco IPICS Installation Issues” chapter in the Cisco IPICS installation document for your Cisco IPICS release.
One of the following areas: <ul style="list-style-type: none"> <li>• The Cisco IPICS server</li> <li>• Policy engine</li> <li>• Communications between Cisco IPICS end-user devices</li> <li>• Equipment, such as Cisco Unified IP Phones or radios</li> <li>• RMS configuration</li> <li>• General operation</li> </ul>	For problems that are related to the Cisco IPICS server, the policy engine, or the devices that communicate with the server, see <a href="#">Chapter 3, “Troubleshooting the Cisco IPICS Server.”</a>  For help with gathering log information to aid your problem determination and resolution process, see <a href="#">Chapter 6, “Understanding the Cisco IPICS Logs.”</a>
One of the following areas: <ul style="list-style-type: none"> <li>• Communications between Cisco IPICS endpoints</li> <li>• Hardware, such as Cisco Unified IP Phones</li> <li>• Router and RMS configuration</li> <li>• Voice quality</li> </ul>	For communications-related problems, problems with endpoint devices, and voice quality issues, see <a href="#">Chapter 4, “Troubleshooting Communication, Voice Quality and Other Equipment Issues.”</a>

**Table 1-1** Locating Troubleshooting Information (continued)

<b>Source of Problem</b>	<b>Where to Find Help</b>
One of the following areas: <ul style="list-style-type: none"> <li>• IDC</li> <li>• Cisco Instant Connect for Windows</li> <li>• Cisco Instant Connect for Android Devices</li> </ul>	To troubleshoot problems that you may encounter when you install or use the IDC, see <a href="#">Chapter 5, “Troubleshooting the IDC and Cisco Instant Connect.”</a> For help with gathering IDC log information to aid your problem determination and resolution process, see “Understanding Cisco IPICS Serviceability the and Diagnostic Information” chapter in <i>Cisco IPICS Server Administration Guide</i> for your Cisco IPICS release.
Backup and restore	To obtain information about backing up or restoring the Cisco IPICS database, or to troubleshoot problems that you encounter during the backup or restore process, see the “Performing Cisco IPICS Database Backup and Restore Operations” chapter in <i>Cisco IPICS Server Administration Guide</i> for your Cisco IPICS release.
License	For information about problems that are related to the installation and use of licenses, see the <a href="#">“Troubleshooting License Issues” section on page 3-17.</a>