C H A P T E R A

Troubleshooting

This appendix describes the errors and warnings that may be encountered when working with the Smart+Connected MS application and their solutions.

Error Messages

This section lists the error messages that may be displayed on the IP phones and the suggested solutions.

Problem 1

Message: "HTTP Error[404]!"...

"Requesting".

Solution Check the deployment status of the application and make sure that the application is deployed and accessible.

Problem 2

Message: "Case not created"

Solution Ensure that the product categories 1, 2, and 3 are specified when creating a fault item on the Fault Menu tab of the Smart+Connected MS portal, and that these match exactly with the options that are available in the trouble ticketing system.

Problem 3

Message: "Light controls are not available for this location."

Solution Check the configuration of the light device in the SDP. Check if the properties of the device in the SDP match those entered in the Building Management System (BMS). Check the status of the light device in the BMS. If the BMS gateway is unresponsive, restart the BMS.

Problem 4

Message: "Blind Controls not available."

Solution Check the configuration of the device in the SDP. Check if the properties of the device in the SDP match those entered in the BMS. Check the status of the blinds device in the BMS. If the BMS gateway is unresponsive, restart the BMS.

Problem 5

Message: "Thermostat set point controls are not available for this location."

Solution Check the configuration of the device in the SDP. Check if the properties of the device in the SDP match those entered in the BMS. Check the status of the VAV device in the BMS. If the BMS gateway is unresponsive, restart the BMS.

Problem 6

Message: "Service not enabled."

Solution Create a configuration in the Smart+Connected MS portal and assign the configuration to the location.

Problem 7

Message: "Audio Visual Controls are not available for this location."

Solution Check if the adapter property details for the audio/video adapter are correct. Also, check if the A/V device is created for the location.

Problem 8

Message: You notice that the conference room details are not displayed on the IP phone.

Solution Enter the exchange server details in the SDP_ADAPTER_PROPERTIES table in the database. Ensure that meeting details are enabled in the configuration which is assigned to the location. Check if any bookings have been made for the conference room. No meetings details would be seen on the IP phone unless at least one booking has been done for the room.

Problem 9

Message: The Blinds feature does not work.

Solution Check the device configuration in the SDP. Also check the BMS configuration in SSP_ADAPTER_PROPERTIES table. Check the device property value in the SSP_DEVICE_PROPERTY table in the database.

Problem 10

Message: The light devices behave erratically.

Solution Check the device configuration in the SDP. Also, check the BMS adapter property values in the SDP_ADAPTER_PROPERTIES table in the database.

Warning Messages

This section lists the warning messages that may be displayed, their descriptions, and solutions:

Problem 1

Message: "Enter a valid display time."

This warning message appears on the Cisco Smart+Connected Meeting Spaces > Signage Menu tab when adding the display time.

Solution Enter a whole number (such as 1,2, 3) in the Display Time (Minutes) field. Entering zero or decimal values is not allowed.

Problem 2

Message: "Select at least one configuration to delete."

This warning appears when you click Delete on the Configurations tab.

Solution By default, the Delete button is disabled if no configuration is selected from the list. However, the button is enabled when a configuration is selected. You must ensure that you check the check box for at least one configuration before you click Delete.

Problem 3

Message: "Set the room positions."

This warning message appears on the Cisco Smart+Connected Meeting Spaces > Signage Content tab when you choose Floor Plan from the Template drop-down list on the Details tab, add conference room(s) on the Rooms tab, and then click **Save**.

Solution On the Signage Content tab > Rooms tab, click Set Room Position. Drag and drop the icons for the selected room(s) to a desired position on the floor plan image. Click Map Positions, and click Save.

Problem 4

Message: **"**Select at least one primary room."

This warning message appears on the Cisco Smart+Connected Meeting Spaces > Signage Content tab when you forget to choose at least one conference room as the primary room in the Included Rooms list.

Solution On the Rooms tab, add at least one conference room to the Included Rooms list. Click the room name and check the Primary Room check box. Click Save.

Problem 5

Message: "Select the floor plan image."

This warning message appears on the Cisco Smart+Connected Meeting Spaces > Signage Content tab when you choose Floor Plan from the Template drop-down list, and click **Save** without uploading an image for the floor plan.

Solution Choose Signage Content tab > Details tab > Image, click Browse and add an image for the floor plan. Click Upload and then click Save.

Problem 6

Message: "Select the template."

This warning appears on the Cisco Smart+Connected Meeting Spaces > Signage Content tab when you click Save on the Details tab or Rooms tab without selecting a template.

Solution On the Signage Content tab > Details tab, choose an option from the Template drop-down list before you make any other changes on the Details or Room tab and click Save.

Problem 7

Message: "Aircon Minutes should be Equal or Multiple of Scheduler Interval Time"

This warning appears on the Cisco Smart+Connected Meeting Spaces > Configurations tab > Energy Saving tab when you to add Aircon to the Included Resources list and click Save.

Solution On the Configurations > Energy Savings tab, click Aircon in the Included Resources list. Enter a number, which is equal to/multiple of the value you gave in the Energy Saving Scheduler Interval, in the Minutes field. Click Save.

Send documentation comments to scc-docfeedback@cisco.com