APPENDIX **A**

Frequently Asked Questions (FAQs)

September 28, 2015

Appendix Overview

This appendix provides answers to the frequently asked questions.

Topics in this appendix include:

- "General Questions"
- "Remote Expert Manager (REM) Installation Questions"
- "Remote Expert Admin Console (REAC) Questions"
- "Remote Expert Session Control (RESC) Questions"
- "Remote Expert Interactive Console (REIC) Questions"
- "Direct Connect Questions"

General Questions

Q. Why does the NTP server need to be configured separately?

A. NTP servers are used to synchronize the timestamp of the recording file in MediaSense with the timestamp of a session in REM.

Q. The Remote Expert system seems to take a long time to perform an operation. What can I do to improve speed?

A. Make sure that REM server's network is adequate and works fine. Since REM is a complicated platform with several sub-systems running in the background, ensure that the server has enough resources to operate. Consult the "Create the Virtual Machine" section of Chapter 1 to configure the virtual machine with the necessary resources (at least 8 GB RAM, 300 GB hard drive, and 2 CPU sockets with 4 cores on each socket).

Remote Expert Manager (REM) Installation Questions

Q. After restarting the network service, the REM indicates that the "Network is unreachable". What should I do?

A. This issue is caused by an incorrectly configured static or gateway IP address. Refer to the "Configure the REM's Virtual Machine" section of Chapter 1 to reconfigure the network settings.

Q. After restarting the network service, the IP updating script indicates "unary operator expected". What should I do?

A. This issue is caused by an incorrectly configured static or gateway IP address. Refer to the "Configure the REM's Virtual Machine" section of Chapter 1 to reconfigure the network settings

Q. After restarting the network service, PostgresSQL throws the error message "value too long for type character varying (15)". What should I do?

A. This issue is caused by an incorrectly configured static or gateway IP address. Refer to the "Configure the REM's Virtual Machine" section of Chapter 1 to reconfigure the network settings.

Q. After restarting the network service, the system shows that one of the Nameservers is down. What should I do?

A. Make sure DNS is up and running. If DNS works fine, the DNS may have been configured incorrectly. Refer to the "Configure the REM's Virtual Machine" section of Chapter 1 to reconfigure the network settings.

Q. While running the main.sh script, the system becomes non-responsive for a period of time and throws error messages and exceptions. What should I do?

A. During the initial setup process, the script will keep trying to make a connection to the database. If the system is non-responsive, it is most likely due to an incorrect IP address. Check the rem.properties file and verify that the following entries have the correct IP addresses: [REM_VIRTUAL_IP], [RESC_IP], and [NODE_IP_1]. Refer to the "Modify the REM Properties File" section of Chapter 1 for instructions on configuring the rem.properties file.

Q. While running the main.sh script, the system throws the error message "Connection timed out". What should I do?

A. Ensure that the system's network connection works properly. If the network connection works fine, the problem is most likely due to an incorrect IP address. Check the rem.properties file and verify that the following entries have the correct IP addresses: [REM_VIRTUAL_IP], [RESC_IP], and [NODE_IP_1]. Refer to the "Modify the REM Properties File" section of Chapter 1 for instructions on configuring the rem.properties file.

Remote Expert Admin Console (REAC) Questions

Q. After adding an agent in the Expert tab of the REAC, the agent's registration status is red instead of green. What should I do?

A. The registration status indicates the communication status between Cisco Unified Communications Manager (CUCM) and REM. There are two possible reasons for the agent being shown as not registered in the REM:

1. The directory number (DN) for that agent has not been registered with the CUCM successfully: Use the keypad of the agent's endpoint to dial any DN managed by the same CUCM. If a phone call can be made, the problem is most likely in the entries within the CUCM Credentials section of the rem.properties file. Refer to the "Modify the REM Properties File" section of Chapter 1 for instructions on configuring the rem.properties file. After updating the information in the rem.properties file, remember to execute the script main.sh again.

2. The Agent Observer is not registered in Remote Expert Session Controller (RESC): In this case, the DN or endpoint could be registered with CUCM but the Agent Observer is not registered in the RESC. Check that the endpoint is part of the JTAPI application account.

Q. After changing the endpoint's partition in CUCM, the agent's registration status becomes red under the Expert tab in REAC. What should I do?

A. A possible cause of this issue is that one of the REM's internal services does not publish the required JTAPI event properly when the partition of endpoint is changed. To resolve this issue, delete the problematic agent and then add the agent back to the REAC.

Q. When trying to upload a document file in the Document tab of the REAC, a pop-up window appears with the error message "The server encountered an error". What should I do?

A. Verify that both PostgresSQL and Tomcat are running (use the ps command to verify). If both processes are up and running, the issue is most likely that the default Francisco skin package is not installed properly. In order for REM's database to function properly, the default Francisco skin package must be installed. Refer to the "Install the Default Francisco Skin Package" section of Chapter 1 for instructions on how to reinstall the skin package.

Q. After adding a new customer pod to the Kiosk tab of the REAC, the customer pod's screen shows the error message "Kiosk is not registered". What should I do?

A. Follow these steps to troubleshoot the issue:

Step 1   Ensure that the Interactive Experience Client (IEC) in the customer pod has a network connection.

Step 2   In the Interactive Experience Manager (IEM), verify that the IEC has been registered in the IEM.

Step 3   In the IEM, verify that the REM policy has been applied to the IEC.

Step 4   In the CUCM, verify that the endpoint (i.e. EX 60 & 90) has been created and configured properly.

Step 5   In the REAC, verify that all settings are correct, in particular, check the entries in the TP IP Address and IEC Serial Number fields.

Q. According to the DB Cluster tab of the REAC, one of DB Cluster Nodes is down. What should I do?

A. When a database does not function properly in REM, the REAC will show red boxes in the DB Cluster Nodes column.

Use TUI to restart Postgres by performing these steps:

Step 1   Using TUI, go to the Main Menu and choose **c) Services Control**.

Step 2   In the Services Control menu, choose **c) Database Server**.

Step 3   In the Database Server menu, choose **c) Stop Service**.

Step 4   After the service has stopped, go back to the Database Server menu and choose **b) Start Service**.

Step 5   Log back in REAC, go to the DB Cluster tab, select the database with the red box, and click **Activate**.

Q. According to the DB Cluster tab of the REAC, one of DB Cluster Managers is down. What should I do?

A. When Apache Tomcat does not function properly in REM, the REAC will show a red box in the DB Cluster Manager column.

Use TUI to restart Tomcat by performing these steps:

Step 1   Using TUI, go to the Main Menu and choose **c) Services Control**.

Step 2   In the Services Control menu, choose **b) Application Server**.

Step 3   In the Application Server menu, choose **c) Stop Service**.

Step 4   After the service has stopped, go back to the Application Server menu and choose **b) Start Service**.

Step 5   Log back in REAC, go to the DB Cluster tab, select the cluster manager with the red box, and click **Activate**.

Q. Where can video files be placed in the Adobe Media Server?

A. Video files can be placed in the /opt/adobe/ams/webroot/vod directory.

Q. What format should be used for the video URL is using Adobe Media Server (AMS)?

A. Using RTMP as an example, the following format should be used for the video URL: rtmp://<AMS IP>/vod/mp4:aTestClip.ext

- The extensions could be flv, f4v, mov, or mp4.
- Upper case extensions, such as FLV files running on rtmp, are not currently supported.
- Special characters, such as space ( ) and #, are not supported in video file names.
- If AMS is configured to use a port other than 80 (for example, 8080), add the port number after the IP address, for example, rtmp://192.168.100.200:8080/vod/mp4:aTestClip.mp4.

Q. A MediaSense recording populates intermittently in the Session tab of the REAC?

A. First, ensure that the timestamps of MediaSense and REM servers are synchronized. Refer to the "Configure Network Time Protocol" section of Chapter 1 for instructions on how to configure the NTP server.

If the servers' timestamps are synchronized and you still have issues, try to increase REM and MediaSense responding time.

Step 1   Using TUI, go to the Main Menu and choose **d) REM Server Administration**.

Step 2   In the REM Server Administration menu, choose **c) Edit REM Templates**.

Step 3   In the Edit REM Templates menu, choose **a) REAC Properties**.

Step 4   Find the entry "media_sense_time_offset=5000", which is the default responding time in milliseconds.

Step 5   Change the value of milliseconds to either "**15000**" or "**20000**".

Step 6   Save the file and go back to the REM Server Administration menu.

Step 7   Choose **d) Run Configuration Tool** and follow on screen instructions.

Q. Is it possible to modify the maximum file size that can be uploaded into REAC?

A. The default maximum file size that can be uploaded into REAC is 50Mb. However, that size can be increased to allow larger files to be uploaded. To modify the maximum size value, follow these steps:

Step 1   Using TUI, go to the Main Menu and choose **d) REM Server Administration**.

Step 2   In the REM Server Administration menu, choose **c) Edit REM Templates**.

Step 3   In the Edit REM Templates menu, choose **a) REAC Properties**.

Step 4   Find the entry "maximum_file_upload_size=50000000", which is the default file size in bytes.

Step 5   Change the value.

> ✎
>
> **Note**   The value is limited to the browser's capability.

Step 6   Save the file and go back to the REM Server Administration menu.

Step 7   Choose **d) Run Configuration Tool** and follow on screen instructions.

Remote Expert Session Control (RESC) Questions

Q. How do I view session results?

A. Reports are generated in REAC. Refer to the "Generating Session Reports" section of the *Cisco Remote Expert Manager Administration Guide* for instructions on how to generate reports.

Q. If the REM's session questions and answers are in languages other than English, strange characters are present in the CSV files. What should I do?

A. Open the file using a text editor program in your OS.

If you have Microsoft Windows, for example, you could use Microsoft Excel to import the CSV file since REM uses UTF-8 to encode the data. If you want to use Microsoft Windows, follow these steps:

Step 1   Open Microsoft Excel.

Step 2   Click the **Data** menu bar option.

Step 3   Click the **From Text** icon.

Step 4   Navigate to the location of the file that you want to import. Click the filename and then click the **Import** button.

Step 5   In the Text Import Wizard, choose **Delimited** in the Original data type section.

Step 6   Choose **65001: Unicode (UTF-8)** from the drop-down list that appears next to File origin.

Step 7   Click the **Next** button.

Step 8   Place a checkmark in the delimiter - comma check box (only leave Comma checked).

Step 9   Click the **Finish** button to finish importing the data into Microsoft Excel.

If you have an Apple Macintosh OS, there is an issue with importing UTF-8 file to MS Excel. Review this post of a Microsoft Support Engineer:
http://answers.microsoft.com/en-us/mac/forum/macoffice2011-macexcel/mac-excel-converts-utf-8-characters-to-underlines/7c4cdaa7-bfa3-41a2-8482-554ae235227b?msgId=49d349d7-35d4-4cc0-b8ba-cd8abb5bff8c

If you want to use an Apple Macintosh to open the file, try the following two options:

1. Use TextEdit to open the CSV file as a text file.

2. Use OpenOffice to open the CSV file if you want to have a spreadsheet-type presentation.

Remote Expert Interactive Console (REIC) Questions

Q.   The expert icons do not display properly on the customer pod screens or the icons for document and video files do not display properly in the READ windows of CAD. What should I do?

A.   These scenarios may be caused by an incorrect installation of the web application package.

Step 1   Go to Locale tab of REAC, find a valid image file name in a local bundle you select (i.e. english_220_80.png under the English locale).

Step 2   Open your browser and enter the following URL:
https://[REM_server_ip]:8443/images/english_220_80.png, for example.

Step 3   If the English is not displayed properly, the default REM skin package did not install properly.

Step 4   Refer to the "Install the Skin Package" section of Chapter 1 for instructions on how to reinstall the skin package.

Q.   The screen at the customer pod displays the "Server is down" message. What should I do?

A.   When an IEC loses its network connectivity or the Tomcat service in REM is down, the screen at the customer pod will show the "Server is down" message.

Step 1   Step 1 Using TUI, go to the Main Menu and choose c) Service Control

Step 2   Step 2 in the Service Control menu, choose b) Application Server

Step 3   Step 3 Choose a) Show Status

Step 4   Step 4 If Tomcat is not running is displayed, go back and choose b) Start Service

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Q.   The screen at the customer pod displays the "Expert not Available" message. What should I do?

A. When an IEC or REM loses communications with the TelePresence (TP) endpoint (i.e. EX), or the codec for TP is incorrect in REAC, the screen at the customer pod will show the "Designer not Available" message.

Step 1   Check if the codec is correct for the TP endpoint in the Kiosk tab of the REAC.

Step 2   Check if the TP endpoint still has its network connectivity. To verify, either make a call to another TP endpoint by using the dial pad or ping the TP endpoint from REM. If you could not get responses from the TP endpoint, contact your system administrator.

Q. The screen at the customer pod displays the "Startup URL not found" message. What should I do?

A. This behavior is usually caused by incorrect configurations of the IEC. If the IEC does not have a proper policy (initial configuration that includes startup URL) in the IEM, the IEC will not load the proper REIC application. Verify that the IEC has the correct policy applied.

Another possibility is that the IEC is not registered with the IEM. Verify that the IEC is shown in the main window of IEM. Also make sure that the IEM's gateway is turned on.

Q. The REIC static image on the TP endpoint in the customer pod disappears after 10 minutes. However, the image appears again after making a call. What should I do?

A. Most likely, the screen is going into sleep mode. Check the configuration in CUCM for the TP endpoint by performing the following steps:

Step 1   Log into the CUCM.

Step 2   Go to **Device** and choose **Phone**.

Step 3   Choose the endpoint in the customer pod.

Step 4   In the User Preferences dialog box, set the Display On Duration to **10:30** so that the monitor will stay on for 10 hours and 30 minutes.

Step 5   If you still have issue, contact your system administrator.

Q. How can I limit the phone at the customer pod to accept only one call at a time?

A. To limit the number of calls, change the phone's configuration in the CUCM by following these steps:

Step 1   Log into the CUCM.

Step 2   In the Device menu, choose **Phone**.

Step 3   Find the phone and choose it.

Step 4   Choose the line number under the Association Information section in the left panel.

Step 5   In the subsequent page, enter **1** into the Maximum Number of Calls and Busy Trigger fields to limit the number of incoming call to one.

Q. In the UCCX environment, there are no call events detected by REM. How is this issue resolved?

A. Verify that the value of [IS_CCX] within the CCX Credentials section of the rem.properties file is set to "true" and the value of the [IS_CVP] within the CVP Credential section is set to "false". If you make any changes to the rem.properties file, run the main.sh command again.

Q. If the video endpoint at the customer pod goes down after the agent accepts the call (i.e. the session is in progress), what should the agent do?

A. Due to technical limitations of TelePresence, it could take a period of time (more than seven minutes) to reflect the status of the customer pod's video endpoint at the agent side (including CAD). The agent should not wait for the call to disconnect. Instead, the agent should disconnect the call from CAD manually.

Q. If the video endpoint at the customer pod goes down after the agent makes an outbound call to the customer pod (i.e. the session is in progress), what should I do?

A. Due to technical limitation of TelePresence, it could take more than three minutes for the agent's CAD to reflect the status. As a result, CAD will be in a hung state. The agent should not wait for the call to disconnect. To recover from this situation, the call has to be disconnected from the customer pod side. Since CAD is in a hung state, the call cannot be disconnected by the agent using CAD.

Q. How do I change the volume on the IEC?

A. An IEC's volume can be changed by creating a new policy in the IEM. Follow these steps to create a volume policy:

Step 1 Log into the IEM, and create a new policy.

Step 2 Within the policy, go to the **volume > master** property.

Step 3 Enter a numeric value (0 is minimum; 100 is maximum).

Step 4 Go to the **volume > master > muted** property and make sure that the value is set to **false**.

Step 5 Click the **Apply** button.

Step 6 Add this policy to the IEC in the IEM.

Step 7 Reboot the IEC.

Q. The customer pod touch screen does not display the correct resolution that is configured in the IEM. How can I fix the issue?

A. Make sure that the video cable is connected securely. Although a regular VGA cable may be used with a variety of supported VGA resolutions, higher-quality cables typically produce better results. Shorter VGA cables are less likely to introduce significant degradation. Moreover, the VGA port used by the IEC is Display Data Channel (DDC) enabled. To take a full advantage of the REIC, a VGA cable with the presence of pins 9 and 15 is required to operate correctly. Make sure that the VGA cable you use has pins 9 and 15. If you still have issues, contact your system administrator.

Q. The touch screen has a resolution of less than 1024 in height. What should be done to ensure that the REIC main page is displayed fully?

A. In REM, the standard resolution supported is 1280 x1024 (aspect ratio 5:4). The REIC main page may not display properly if the screen has a resolution that is less than 1024 in height. You can adjust the IEC display resolution to fit within the REM default resolution using the policy in the IEM.

Step 1 Create a new policy.

Step 2   In the policy, go to the **Display > Resolution > Custom** property.

Step 3   Change the height and width values as necessary.

Direct Connect Questions

Q. What should I do if the "Pureweb 503 error" message displays on the customer pod screen when the agent starts a Direct Connect (DC) sharing session during a call?

A. If the "Pureweb 503 error" message is seen for just a short period of time (less than 3 seconds) during a sharing session, restart the DC server on the agent's desktop by clicking the Restart DC Server icon.

This issue may also be caused by IEC's Watchdog, which is a daemon program monitoring Cobra browser's activity. When there is any resource issue, the Watchdog restarts or terminates incompatible processes. Sometimes, it may terminate DC unexpectedly. If you see the "Pureweb 503" message, make sure that Watchdog related functionalities are turned off in the IEM policy that is applied to the IEC. Refer to the "Create a Policy in the IEM" section of Chapter 1 for instructions.

If you still have problem with Direct Connect, contact your System Administrator for further assistance.

Q. What should I do if when trying to connect DC the message "Waiting (Cancel)" is displayed and DC never connects?

A. There are two possibilities why Direct Connect does not connect:

1. The REM IP is incorrect or the URL contains "https" instead of "http". Perform these steps to correct the REM IP:

Step 1   Navigate to C:\CSI\DirectConnect\bin\DirectConnect.

Step 2   Open the DirectConnect.exe.config file.

Step 3   Edit the value of cv_service_url to the correct REM IP address and correct protocol (http).

```
<ArrestedDevelopment.Properties.Settings>
<setting name="cv_service_url" serializeAs="String">
<value>http://REM_IP/resc/services/VirtualAgentServices.VirtualAge
ntServicesHttpSoap11Endpoint/</value>
</setting>
```

Step 4   Save the file before closing.

Step 5   Click **Restart DC Server** on the agent's desktop.

2. The Cisco Security Agent is turned on. Perform these steps to turn off the Cisco Security Agent:

Step 1   Click the **Show Hidden Icons** button in the notification area of Windows taskbar.

Step 2   Right-click the **Cisco Security Agent** icon.

Step 3   Select **Off** as the Security Level.

If neither of the above two resolutions solve the issue, please contact your System Administrator.

Q. Is it possible to reduce bandwidth utilization of Direct Connect?

A. You can modify the RemotingService.exe.config file in the
C:\CSI\DirectConnect\bin\DirectConnect\ directory to reduce bandwidth utilization of DC. You can
get the bandwidth utilization down to around 450Kbps and still provide a good user experience. Use
the following suggested configuration and change the values in the red lines of code.

```
<userSettings>

<RemotingService.Properties.Settings>

<setting name="FilterClientInput" serializeAs="String">

<value>True</value>

</setting>

<setting name="ShowApplicationWaitInterval" serializeAs="String">

<value>200</value>

</setting> 11

<setting name="ShowApplicationTimeout" serializeAs="String">

<value>10000</value>

</setting>

<setting name="ThumbnailAcquisitionInterval" serializeAs="String">

<value>1000</value>

</setting>

<setting name="ImageFormatIsJpeg" serializeAs="String">

<value>True</value>

</setting>

<setting name="ImageMaxQuality" serializeAs="String">

<value>85</value>

</setting>

<setting name="ImageLowBandwidthWidth" serializeAs="String">

<value>1280</value>

</setting>

<setting name="ImageAcquisitionIntervalMillis"
serializeAs="String">

<value>1000</value>

</setting>

<setting name="ClientDisplayStatus" serializeAs="String">

<value>False</value>

</setting>
```

```
<setting name="ImageMinQuality" serializeAs="String">
<value>30</value>
</setting>
<setting name="ImageDynamicQuality" serializeAs="String">
<value>True</value>
</setting>
<setting name="ImageMaxBitrate" serializeAs="String">
<value>0.4</value>
</setting>
<setting name="ImageLowBandwidthHeight" serializeAs="String">
<value>1024</value>
</setting>
<setting name="BitrateBufferFactor" serializeAs="String">
<value>4</value>
</setting>
<setting name="WindowRestorationDelay" serializeAs="String">
<value>750</value>
</setting>
</RemotingService.Properties.Settings>
</userSettings>
```