



APPENDIX **A**

Troubleshooting Cisco TelePresence Manager

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Cisco TelePresence Manager Scheduled Meeting and Room Issues

Meeting information is retrieved via processing room notifications from a Microsoft Exchange or an IBM Domino Calendar server. A notification is generated when a meeting is added, modified, or deleted.

The Cisco TelePresence Manager database is periodically synchronized with the Calendar server to retrieve and maintain room schedules. Synchronization resolves any problems that might have occurred when Exchange or Domino connectivity was not available and notifications were not received. If required, you can also trigger a manual synchronization of the room meeting schedule using the Re-sync Operation in the Microsoft Exchange or IBM Domino window.

Meeting information is stored in the database, and the Room Phone UI service is notified when it is time to send the meeting schedule to the CTS Cisco Unified IP Phone.

The Rooms window displays the room status as “In Use” when a call is placed. The Scheduled Meeting window displays meetings as “In Progress” or “Completed” reflecting the actual state of the call.

If the Live Desk is called, this condition will be reflected in the Room UI view and Scheduled Meeting view as “Needs Help”.

Refer to troubleshooting information in [Table A-1](#) to solve common problems that prevent Cisco TelePresence meetings from being scheduled correctly.

Table A-1 Scheduled Meeting and Room Issues

Problem or Message	Possible Cause or Descriptions	Recommended Action
Detailed view of Meetings reports that the Cisco TelePresence meeting is “Pending for more information from Exchange.”	<p>This message appears when one of the two following conditions occurs:</p> <ul style="list-style-type: none"> • When Cisco TelePresence Manager receives notice of an event, it waits 30 seconds to see if any further event details are forthcoming from Microsoft Exchange and then validates the meeting. • If the room is in manual-accept mode and the room’s delegate has accepted a meeting only tentatively or has not responded to meeting e-mail notification 	<ul style="list-style-type: none"> • Wait a few moments and view Meetings status again to see if the meeting has been validated. • Advise the room delegate to respond to meeting e-mail notification.
The meeting organizer receives no e-mail to confirm the meeting is scheduled.	The room is not in auto-accept mode.	<p>Make sure reserved rooms are in auto-accept mode.</p> <p>If a room is in manual-accept mode, the meeting invitation must be accepted by the room’s delegate using Microsoft Outlook or Lotus Notes.</p>
Scheduled Meetings do not show the status “In Progress” or rooms do not show “In Use” when a call is placed.	Connectivity between the Cisco TelePresence system and CTS-Manager is lost.	<p>Check the Rooms window for status.</p> <p>The SSH username and password should be configured for the Cisco TelePresence System. See the Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System.</p> <p>Verify that the Calendar service is running on the Cisco TelePresence system.</p>

Table A-1 Scheduled Meeting and Room Issues (continued)

Problem or Message	Possible Cause or Descriptions	Recommended Action
Room status indicates an error condition.	Place your mouse over the status to see the error described in a tooltip. This problem can occur when: <ul style="list-style-type: none"> • The phone associated with the Cisco TelePresence meeting room is not included in Cisco TelePresence Manager application user profile. • The phone associated with the Cisco TelePresence meeting room is not registered with the Cisco Unified CM. • More than one CTS Cisco Unified IP Phone could be configured with the same room name. 	CTS Cisco Unified IP Phone associated with participating rooms must be added to the CTS-Manager Application User Profile. Update the CTS-Manager Application User Profile with correct room data. Check the Rooms window for status. Check the IP connectivity between the equipment and CTS-Manager. Missing Secure Shell username and password for the CTS Cisco Unified IP Phone should be configured in the Cisco Unified CM configuration. See the Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System .
A recurring meeting is not listed in the Scheduled Meetings window	The first occurrence of the meeting is scheduled more than one year in the past.	Reschedule the meeting so that the start date for the recurring meeting is less than one year in the past.
Two instances of the same meeting (either a single meeting or an instance of a recurring meeting) are listed in the Scheduled Meetings window.	The date or time of the meeting was modified after the start time of the meeting, but before the meeting was initiated or the before the meeting end time has occurred.	This is expected behavior. The meeting instance with the new start date or start time is treated as a new meeting.
A recurring point-to-point meeting listed in the Scheduled Meetings window displays an Error status. OR A recurring multipoint meeting is listed in the Scheduled Meetings window as a point-to-point meeting (only two rooms are scheduled).	The rooms included in the meeting are in manual-accept mode (delegates must accept meeting invitations). If the recurring meeting is a point-to-point meeting (R1 & R2) and a room delegate has declined one instance (R1), all meeting instances show only one room scheduled. If the recurring meeting is a multi-point meeting (R1, R2, & R3) and a room delegate has declined one instance (R1), all meeting instances show only two rooms scheduled (R2 & R3).	<ul style="list-style-type: none"> • In Microsoft Exchange, select the checkbox for the room(s) missing from the scheduled meeting and Re-sync. • In IBM Domino, click Re-sync to re-sync the database.

Table A-1 Scheduled Meeting and Room Issues (continued)

Problem or Message	Possible Cause or Descriptions	Recommended Action
Room Status reports a Subscription or Synchronization error with Microsoft Exchange	A Discovery operation attempted to sync to a newly added Room calendar before even one meeting was added to the calendar.	<p>A Room calendar must contain at least one scheduled meeting in order for Cisco TelePresence Manager to successfully subscribe and sync.</p> <p>To remove the error status:</p> <ol style="list-style-type: none"> 1. Schedule at least one meeting on the Room calendar. 2. From the System Configuration > Microsoft Exchange window, select the room showing the subscription error and click Re-sync. 3. From the Support > Rooms Summary tab, select the room showing the Exchange subscription or sync error (on the Status tab), and click Update Schedule.
Recurring or single meeting with only one room is displayed with an Error status after meeting start time has passed.	<p>If a meeting organizer deletes a meeting that was</p> <ol style="list-style-type: none"> 1. not launched, 2. after the meeting start time <p>all but one rooms are removed from the scheduled meeting and the meeting is set to an Error status.</p> <p>If the meeting was a recurring meeting and the meeting series was deleted after the first instance of the meeting was</p> <ol style="list-style-type: none"> 1. not launched, 2. after the 1st meeting instance start time <p>all but one rooms are removed from the scheduled meeting and the meeting is set to an Error status.</p>	This is expected behavior. All rooms calendars are available for scheduled meetings.
Meeting Confirmation email refers to upcoming meeting instance, not to meeting instance whose details were updated.	The Send Email button in the Meeting Details window is available to any user (Live Desk or Administrator) logging into Cisco TelePresence Manager. If you make changes to a future instance of a recurring meeting and click Send Email , the confirmation email sent to the Meeting Organizer refers to the upcoming meeting and not to the future instance that was changed.	The Meeting Organizer must click the link in the Confirmation email to open the Meeting Details window and select the future meeting instance to see the changes made.

Table A-1 Scheduled Meeting and Room Issues (continued)

Problem or Message	Possible Cause or Descriptions	Recommended Action
Meeting instances in a recurring meeting are not listed in the Action Required emails.	Action Required emails list only the first 50 instances of a recurring meeting.	To view additional instances of a recurring meeting, the Meeting Organizer must click the link in the Action Required email and display the Meeting Details window.
A scheduled meeting is not listed in the Scheduled Meetings window. (For IBM Domino deployment.)	The date of a scheduled meeting must fall between two days prior to the current date and two calendar years in the future (-2 days — +12 months), in order for Cisco TelePresence Manager to sync the meeting between the Domino database and the Cisco TelePresence Manager database. Note If a meeting is scheduled while Cisco TelePresence Manager is down, and more than two days pass before CTS-Manager is restarted, the meeting will not be synchronized and must be rescheduled.	Verify the rooms are registered properly in the System Configuration > IBM Domino window. The room name appearing in the Associated Rooms column must exactly match the room names added to the profile in Unified CM. Note In Cisco Unified CM the Product Specific Configuration Layout window refers to “Room Name (from Exchange)”. This is the room name that must match the room name in the Domino server database in order for CTS-Manager to successfully sync.
A deleted meeting still appears in CTS-Manager. (For IBM Domino deployment.)	The CTS-Manager database is set to delete scheduled meetings according to the (Polling Interval * 3). The Polling Interval is set in the IBM Domino window. If the scheduled meeting does not fall within two days prior to the current date and two calendar years in the future (-2 days — +12 months), the meeting is not deleted from the CTS-Manager database.	Please wait the prescribed amount of time to ensure the meeting is deleted.
Scheduled meetings show an error. OR New meetings are not appearing in the Scheduled Meetings window.	After the Microsoft Exchange server is down, CTS-Manager does not regain a connection.	Re-sync the rooms with scheduled meeting errors or missing meetings. After the room re-sync Exchange may still display an error status. This can be fixed by either: <ul style="list-style-type: none"> • waiting for CTS-Manager to renew subscription to the affected rooms (occurs every 55 minutes) OR • restarting the CTS-Manager server.
New meetings are not processed by CTS-Manager after a software upgrade.	The Domino or Exchange server was down during the upgrade and the initialization process did not complete properly.	<ul style="list-style-type: none"> • Initiate Discovery manually to initialize the processes. OR <ul style="list-style-type: none"> • Restart CTS-Manager

Table A-1 Scheduled Meeting and Room Issues (continued)

Problem or Message	Possible Cause or Descriptions	Recommended Action
An Action Required email does not list the error for all instances of a recurring meeting (Domino Calendar Server issue).	If a recurring meeting is created with two endpoints, and is then modified by removing one endpoint for all meeting instances, the Action Required email does not list out all the meeting instances.	This is expected behavior. The meeting organizer should modify the meeting series using Lotus Notes and add a second Cisco TelePresence room.
A deleted meeting still appears in the Scheduled Meetings window.	The meeting was deleted from the Exchange room calendar, but the meeting is not deleted in CTS-Manager. This can happen if room reservations are managed using Outlook Auto Accept.	Delete the meeting from the room calendar. Refer to Microsoft Knowledge Base article 280854 for more information.
A room shows a sync error with a calendar server.	<ol style="list-style-type: none"> 1. A new room with no scheduled meetings is included in a multipoint recurring meeting. 2. Meeting goes into error state, because of reduced bridge or server resources. 3. The meeting series is deleted through Outlook. 4. The new room now has a 'one room' meeting error. 5. Exchange returns '0' meetings for the new room during daily maintenance, but the CTS-Manager database still contains a meeting for the room. 	Perform one of the following procedures to correct the room sync error: <ul style="list-style-type: none"> • Create a meeting using this room (P2P, multipoint, single or recurring). The next daily maintenance corrects the sync error. • Perform a manual sync for the room.
Scheduled meeting is in error state for a new room.	A new room is included in two separate meetings and one of the meetings is deleted. Note In this scenario a Clarification email may be sent to the meeting organizer for a 'missing rooms' issue. The email should not have been sent.	Re-sync the room with Exchange.
Meeting does not show up in CTS-Manager Web UI nor is it pushed to the phone UI.	Room mailbox attending the meeting has been switched between auto-accept mode and manual accept mode.	Re-accept the meeting manually again. It is recommended not to switch room mailbox acceptance mode.
No clarification email sent when a meeting is modified to include only one room.	If the meeting organizer is using OWA and deletes one of two rooms for a scheduled meeting no clarification email is sent.	Refer to Microsoft Knowledge Base article 916160 for more information.
Only one instance of a yearly recurring meeting is seen in CTS-Manager.	The meeting organizer did not specify an end date.	Update meeting to include an end date.
Two different meetings appear as scheduled for the same time slot.	One of the meeting's scheduled had its "Show time as" attribute set to "free".	Do not set the "Show time as" attribute to "free". Reschedule the meeting.

Table A-1 Scheduled Meeting and Room Issues (continued)

Problem or Message	Possible Cause or Descriptions	Recommended Action
Both past and present scheduled meetings are updated when enabling interoperability.	When enabling interoperability for a scheduled meeting and the meeting organizer chooses “all future occurrences”, all past and present meeting instances have interop enabled.	This is standard functionality.
Deleted scheduled meetings still appear in CTS-Manager.	If all meetings for a room are deleted CTS-Manager is not updated to reflect the meeting deletions in Exchange.	Create a new scheduled meeting for the room to re-sync CTS-Manager and Exchange.
Meetings scheduled past one year duration only show the first year of scheduled meetings.	CTS-Manager only displays the first 365 days of any scheduled meeting.	Meetings scheduled prior to CTS-Manager 1.4 will continue to display meeting dates past a 365 day window. Meetings scheduled using CTS-Manager 1.4 only display meeting dates for the first 365 days.
CTS-Manager shows extra meeting instances for some recurring meetings.	An additional room, in proxy mode is added to an existing recurring meeting by the Meeting Organizer, who then makes additional changes to the series. The room delegate then accepts the invite to the meeting using an out-of-date meeting invitation.	Make sure the room delegate uses the latest meeting invitation when accepting the invitation.
A meeting organizer may receive two emails from CTS-Manager for a non-recurring multipoint meeting.		Use AAA for acceptance.
A meeting state is displayed as complete even if some participants remain active.	Meetings scheduled between endpoints supporting secure mode (earlier than 1.5) and 1.5 endpoints, that have been modified to be an intercompany meeting may not end the call properly for 1.5 endpoints.	Manually end the call from each version 1.5 endpoint.
After changing the hostname or IP address of Cisco Unified Communications Manager (Cisco Unified CM) with same configuration in CTS-Manager, the custom meeting data is lost.	<ol style="list-style-type: none"> 1. Cisco Unified CM’s IP address is changed so that the IP address in CTS-Manager needs to be changed. 2. Cisco Unified CM is restored on a different server and now CTS-Manager is configured with new Cisco Unified CM IP address. <p>In such cases, even though there is no change in the CTS conference rooms, CTS-Manager deletes all rooms and meetings, adds new rooms, and syncs again with the Exchange/Domino. This causes all custom data to be lost.</p>	Change Cisco Unified CM to use the previous configuration; restore using the CTS-Manager backup so that all the custom changes to the meetings are restored.

Table A-1 Scheduled Meeting and Room Issues (continued)

Problem or Message	Possible Cause or Descriptions	Recommended Action
If a recurring meeting is started at a local time which is shifted by the daylight savings time change (for example in the U.S., between March 14, 2:00 to 2:59 AM), future recurring meeting instances could be shown in a wrong local time.	Meeting is scheduled during the date and time that daylight savings time begins.	Modify the time of all future instances after daylight savings time has begun to the correct time.
After system upgrade to CTS-Manager 1.7 and after the maintenance cycle, most of the multipoint meetings are displaying the following error: "WARNING: The system is waiting for more information on this meeting from the calendar server. Try to view the meeting again after a few minutes."	This normally occurs if the meeting processing/resource allocation takes longer than 2 minutes, blocking other threads that are trying to acquire the lock on the same meeting. This can occur when there are many long recurring meetings (more than 300 occurrences) with many rooms (70 or more).	Modify the meeting time and/or recurring pattern, so the meeting gets revalidated.
Cancelled meeting still shows active in Microsoft Exchange scheduler.	CTS Manager does not detect the meeting modification.	Log into Microsoft Web Access (OWA) using the room user ID and delete the meeting from the room calendar.

Cisco TelePresence Manager Phone Issues

Once a scheduled Cisco TelePresence meeting has been confirmed by participating rooms in Microsoft Exchange or IBM Domino, it should be listed on the CTS Cisco Unified IP Phone in less than three minutes. Use [Table A-2](#) to troubleshoot problems between scheduled meetings and the phone.

Table A-2 CTS Cisco Unified IP Phone Issues

Problem or Message	Possible Cause or Descriptions	Recommended Action
The CTS Cisco Unified IP Phone displays the standard idle screen instead of the meeting list managed by CTS-Manager.	<ul style="list-style-type: none"> There is no connectivity between the CTS Cisco Unified IP Phone and Cisco TelePresence Manager. The scheduled meeting is outside the user-specified time window. The Secure Shell username and password for the CTS Cisco Unified IP Phone in the Cisco Unified CM configuration are missing. CTS-Manager has not sent required information to the CTS Cisco Unified IP Phone. The network is not properly configured or is down. 	<ul style="list-style-type: none"> Check the dashboard for phone status. Only meetings within the user-specified time window are displayed on the phone. The administrator can configure the number of days displayed. Verify that the Calendar service is running in the Cisco TelePresence system.

Table A-2 CTS Cisco Unified IP Phone Issues

Problem or Message	Possible Cause or Descriptions	Recommended Action
A scheduled meeting does not appear on the CTS Cisco Unified IP Phone.	<ul style="list-style-type: none"> The room name configured in Cisco Unified CM does not match the actual room name (e-mail alias) configured in the Directory Server. Duplicate room names are configured. CTS Cisco Unified IP Phone associated with participating rooms has not been added to the CTS-Manager Application User Profile. The Exchange or Domino user account for CTS-Manager does not have permission to retrieve calendar data. 	<ul style="list-style-type: none"> The room name must exactly match the name (e-mail alias) provided in the Directory Server. Remove duplicate room names configured in Cisco Unified CM. Update the CTS-Manager Application User Profile with correct room data. Change the CTS-Manager user account for Exchange or Domino so it has permissions to retrieve (read) room and calendar data.
A proposed meeting was deleted from Microsoft Outlook, but it still appears on the CTS Cisco Unified IP Phone.	<ul style="list-style-type: none"> Outlook Web Access (OWA) is used to schedule meetings because OWA does not receive delete updates. CTS-Manager is not synchronized with the Exchange database. 	<ul style="list-style-type: none"> Log into Microsoft Outlook and use that application to delete the meeting. Use the Re-Sync Operations under Microsoft Exchange to resynchronize the database and meeting schedule.

Cisco TelePresence Manager Web Browser Error Messages



Tip

CTS-Manager supports Internet Explorer Version 6.

Use information in the following sections to help you resolve web browser problems.

- [JavaScript Error Message, page A-10](#)
- [Enabling JavaScript in IE v6, page A-10](#)
- [Safe ActiveX Checking Message, page A-10](#)
- [Enabling Safe ActiveX Control in IE v6, page A-10](#)

JavaScript Error Message

Error Message JavaScript is not enabled on this browser. Log-in is not allowed.

Explanation CTS-Manager must have JavaScript enabled in the web browser in order to work. Without it, the login screen will appear and users can enter a username and password, but the Login button is disabled.

Recommended Action Users must enable JavaScript in their web browser to log into the Cisco TelePresence Manager user interface.

Enabling JavaScript in IE v6

To enable JavaScript, follow these steps in Internet Explorer Version 6:

-
- Step 1** Click **Tools**. Select **Internet Options** from the choices.
 - Step 2** Click the **Security** tab.
 - Step 3** Select the zone in which the CTS-Manager server resides. This zone is usually the Local intranet.
 - Step 4** Click the Custom Level button.
 - Step 5** Scroll down to the Active scripting section and click **Enable**.
 - Step 6** Click **OK** to apply the changes.
-

Safe ActiveX Checking Message

Error Message WARNING: Your security settings do not allow the use of safe ActiveX controls installed on your computer. Most features will not work properly.

Explanation CTS-Manager uses XMLHttpRequest technology. In Microsoft IE Version 6, this technology is implemented as a safe ActiveX control, and it is bundled with IE by default. However, if ActiveX controls have been disabled in the browser, CTS-Manager will not work correctly. For example, the status pane will not display any meeting counts.

Recommended Action Enable safe ActiveX control in the web browser so CTS-Manager works correctly.

Enabling Safe ActiveX Control in IE v6

To enable safe ActiveX control, follow these steps in Internet Explorer Version 6:

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- Step 1** Click **Tools**. Select **Internet Options** from the choices.
 - Step 2** Click the **Security** tab.
 - Step 3** Select the zone in which the CTS-Manager server resides. This zone is usually the Local intranet.

- Step 4** Click the **Custom Level** button.
- Step 5** Scroll down to the ActiveX controls and plug-ins section.
- Step 6** Enable the following items:
- Run ActiveX controls and plugins.
 - Script ActiveX controls marked safe for scripting.
- Step 7** Click **OK** to apply the changes.

Cisco TelePresence Manager System Alert Notifications

Each day after the CTS-Manager maintenance cycle, the following emails are sent to the email address specified in the Copy Outgoing Email To field in the **Configure > Application Settings > Email** window, if the appropriate conditions exist:

- [No-Show Meetings and Meetings without Usage Survey Responses, page A-11](#)
- [Mailbox Alert, page A-12](#)
- [Certificate Expiry, page A-12](#)

No-Show Meetings and Meetings without Usage Survey Responses

This email is sent if there are any meetings that were scheduled but never took place (no-show meetings), and/or meetings for which the survey was not completed by the meeting organizer.

The following information is provided:

Table A-3 *Organizers of No-Show Meetings*

Field Name	Description
Organizer Name	The meeting organizer who scheduled the meeting.
Meeting Count	The number of scheduled meetings that never took place.
Total Hours	The total number of hours associated with the meetings that never took place.

Table A-4 *Meetings without Usage Survey Responses*

Field Name	Description
Organizer Name	The meeting organizer who scheduled the meeting.
Meeting Count	The number of scheduled meetings for which the Usage Survey has not been completed.



Note

The Meetings without Usage Survey Responses information will not be available if the Metrics Dashboard and Reporting API license is not uploaded. To upload the Metrics Dashboard and Reporting API license, go to the **Configure > Licenses** window, click the **License Files** tab and click **Upload**.

Mailbox Alert

This email is sent if the CTS-Manager mailbox has exceeded its size limit and is no longer able to send emails to meeting organizers. In this situation, it is important to delete all emails no longer required. Cisco recommends setting policies to automatically purge emails when the mailbox reaches 75% of its allocated threshold.


Note

Refer to the documentation for your calendaring and messaging software for more information.

[Table A-5](#) contains mailbox quota information.

Table A-5 Mailbox Quota Information

Field Name	Description
Mailbox Quota	The total available mailbox space.
Current Mailbox Size	The current mailbox size.

Certificate Expiry

This email is sent if one or more security certificates are about to expire. In this situation, it is important to replace the expiring certificate(s) as soon as possible, so CTS-Manager will continue to function properly.

[Table A-6](#) contains certificate expiry information.

Table A-6 Certificate Expiry Information

Field Name	Description
Certificate Name	Name of expiring certificate.
Certificate Unit	Unit of expiring certificate.
Certificate Type	Type of expiring certificate.
Certificate Expiration	Date certificate will expire.

Related Information

See the Troubleshooting Cisco TelePresence Manager chapter of the [Cisco TelePresence Manager Administration and Installation Guide](#) for complete information about troubleshooting Cisco TelePresence Manager.