



CHAPTER 7

Troubleshooting the Cisco TelePresence System Commercial Express Virtual Machine Solution

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This chapter contains information about troubleshooting the Cisco TelePresence System (CTS) and includes the following sections:

- [Troubleshooting the Cisco Commercial Express Solution, page 7-1](#)
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Troubleshooting the Cisco Commercial Express Solution

[Table 7-1](#) contains information about troubleshooting Cisco applications that have been installed on the virtual machine

Table 7-1 Troubleshooting Cisco TelePresence Applications

Cisco TelePresence Recording Server (CTRS)		
Problem	Description	Solution
System does not recognize a Cisco application on the Cisco MCS server; license not recognized.	<p>If any of the following changes on your system, you will need to get a new license file (re-host):</p> <ul style="list-style-type: none"> • CTS-Manager license MAC address—Cisco TelePresence Manager must be installed to access the license MAC address. • NTP change • Subnet mask change • DNS server change • Reinstall on the same server • License file changes 	<p>Before registering your Commercial Express Bundle, make sure that you have configured the following:</p> <ul style="list-style-type: none"> • Time zone • NTP server 1 (or None) • NIC speed (or Auto) • Hostname • IP Address (or DHCP) • IP Mask (or DHCP) • Gateway Address (or DHCP) • Primary DNS (or DHCP) • SMTP server (or None) • Certificate Information (Organization, Unit, Location, State, Country) <p>See Chapter 3, “Installing CTS-Manager on the Virtual Machine” of the <i>Cisco TelePresence System Commercial Express Installation Guide</i>.</p>
<p>CTRS does not update the licensed capabilities in the following situations:</p> <ul style="list-style-type: none"> • After a fresh CTS-Manager installation. • If Cisco MCS 7835-I3 Media Convergence Server registration fails. 	<p>Licensing issues—CTRS can function alone even without CTS-Manager in the bundle if registration and license information was set once before.</p> <p>License information is stored in the database for CTRS and in a flat file for CTMS.</p> <p>Note CTMS and CTRS licenses, once set, do not change based on CTS-Manager availability.</p>	<p>Re-install or re-register with CTS-Manager.</p> <p>See Chapter 3, “Installing CTS-Manager on the Virtual Machine” of the <i>Cisco TelePresence System Commercial Express Installation Guide</i>.</p>
Error message appears during bootup.	<p>If the Operating System is not found, you will see the following error message:</p> <p><i>The guest OS cannot be restarted because VMware Tools is not installed, is not running, or is not responding.</i></p>	<ul style="list-style-type: none"> • Restart the guest OS from the console or reset the VM from the Context menu or Inventory menu. <p>Or</p> <ul style="list-style-type: none"> • Press Enter several times until the error screen disappears. • Click OK to dismiss the error window.

Table 7-1 Troubleshooting Cisco TelePresence Applications

Cisco TelePresence Recording Server (CTRS)		
Problem	Description	Solution
CTMS or CTRS does not install correctly or operate as expected.	Licensing issues— Installation of Cisco applications was not performed in proper sequence to recognize license.	Install, configure, and set up licensing for CTS-Manager first to distribute the licenses to CTMS and CTRS. See Chapter 3, “Installing CTS-Manager on the Virtual Machine” of the <i>Cisco TelePresence System Commercial Express Installation Guide</i> .
Status of the virtual machine is shown as stopped.	—	Restart the virtual machine.
System performance is slow.	There are too many applications running as virtual machines on your Cisco MCS server.	Only CTS-Manager, CTMS, and CTRS are supported in the Cisco Commercial Express Solution. Close or remove all other programs.

Related Information

For more information about setting up, testing, and troubleshooting the CTS, see the following documentation on Cisco.com:

- [Cisco TelePresence System Commercial Express Installation Guide](#)
- [Cisco TelePresence System Administration Guide](#)
- [Cisco TelePresence System User Guide](#)
- [Cisco TelePresence Manager Administration and Installation Guide](#)
- [Cisco TelePresence Multipoint Switch Administration Guide](#)
- [Cisco TelePresence Recording Server Guides](#)

