



CHAPTER 16

Troubleshooting Cisco TelePresence System Registration

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

- [Troubleshooting CTS Registration, page 16-2](#)
- [Related Information, page 16-4](#)

Troubleshooting CTS Registration

Use the information in [Table 16-1](#) to troubleshoot CTS registration issues.

Table 16-1 Troubleshooting Your CTS Registration

Problem	Possible Cause or Description	Action
CTS is configured as a secure endpoint, but registration is rejected.	<p>Certificate issues:</p> <ul style="list-style-type: none"> CTS does not have the Manufacturing Installed Certificate (MIC) in place, or the certificate is corrupted. The following error message appears in the sysop log: <pre> "WARNING: No valid Manufacturing Installed Certificate" </pre> <p>Or</p> <pre> "No certificates, unable to make secure calls, MIC is missing." </pre>	<ul style="list-style-type: none"> Perform a factory reset on the codec by entering the following admin CLI command: <p style="text-align: center;">utils system reset factory</p> This command attempts to regenerate the MIC certificate "on the fly." If the certificate fails to regenerate, contact TAC. <p>See the Cisco TelePresence Administration Software Command References home page on Cisco.com for information about CLI commands.</p>
CTS was moved to a different Cisco Unified CM and the registration is rejected.	<p>CTL file issues:</p> <p>The CTS was associated with a different secure Cisco Unified CM at one time and the CTS preserved the previous Certificate Trust List (CTL) file.</p>	<p>Remove the CTL file from admin graphical user interface (GUI) in the Cisco Unified CM Administration interface.</p> <p>See the Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System on Cisco.com.</p>
The Cisco TelePresence unit does not register.	<p>Cisco TelePresence System could be unknown:</p> <ul style="list-style-type: none"> Cisco Unified CM does not know about the CTS. CTS is not registered because it is unplugged. CTS MAC address is entered incorrectly. 	<ol style="list-style-type: none"> Test the network connection to the master codec by doing the following: <ol style="list-style-type: none"> Plug the codec network cable directly into the IP phone. If the IP address displays, the problem is with the codec. Verify the phone registration by doing the following: <ol style="list-style-type: none"> Log in to the Cisco Unified CM web page at the administration terminal. Click on the IP address and verify the phone registration. <p>See the Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System on Cisco.com.</p>

Table 16-1 Troubleshooting Your CTS Registration (continued)

Problem	Possible Cause or Description	Action
CTS does not register with Cisco Unified CM: <ul style="list-style-type: none"> From the Cisco Unified CM device page, the CTS status shows unregistered or unknown. From the CTS codec Web user interface (UI), CTS status shows unknown or inaccessible for Cisco Unified CM. 	<ul style="list-style-type: none"> CTS profile is not provisioned properly in Cisco Unified CM. Directory Number (DN) is not configured. 	<ul style="list-style-type: none"> Log onto Cisco Unified CM, make sure that the CTS profile and the directory number (DN) are created and configured properly. Completely delete from Cisco Unified CM the CTS and the phone, including its associated DN, then add them back to Cisco Unified CM. <p>Tip Even if you make minor changes on the Cisco Unified CM CTS Device page, (in the Description field, for example), remember to click Save and restart the CTS.</p> <p>See the Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System on Cisco.com.</p>
	<ul style="list-style-type: none"> Cisco Unified CM or TFTP service issue. TFTP port 6970 is blocked so that the CTS cannot download the “device config.xml” file from Cisco Unified CM TFTP server. XML configuration file is suspected to be corrupted on the Cisco Unified CM database. 	<ul style="list-style-type: none"> Make sure Cisco Unified CM and TFTP service is running. Restart services if necessary. Make sure there is no firewall or device between the CTS and Cisco Unified CM that blocks the 6970 port. <p>See the Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System on Cisco.com.</p>
	<ul style="list-style-type: none"> Cannot resolve hostname of Cisco Unified CM. 	<p>If you are using the Cisco Unified CM hostname as the TFTP server on the CTS, make sure that the hostname can be resolved by the domain name system (DNS).</p>
CTS un-registers from time to time.	<ul style="list-style-type: none"> The system experiences a SIP registration timeout. Intermittent network issues could cause packets to be dropped. 	<ol style="list-style-type: none"> Confirm that Cisco Unified CM is receiving SIP messages and whether the system is responding. Collect a packet capture if necessary to submit to Cisco technical response for further review.

Related Information

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

- [Cisco TelePresence System Administration Guide](#)
- [Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System](#)
- [Cisco TelePresence Administration Software Error and System Messages](#)
- [Cisco TelePresence Administration Software Command References](#)