



CHAPTER 18

Troubleshooting Cisco TelePresence System Messages

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Contents

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

- [Troubleshooting CTS System Messages, page 18-2](#)
- [Related Information, page 18-5](#)

Troubleshooting CTS System Messages

Use the information in [Table 18-1](#) to troubleshoot CTS system messages.

Table 18-1 Troubleshooting CTS System Messages

Problem	Possible Cause or Description	Action
<ul style="list-style-type: none"> No certificates, unable to make secure calls. The following message is received: WARNING= No valid Manufacturing Installed Certificate found. Secure mode operation may not be possible 	<ul style="list-style-type: none"> Cannot find manufacturing installed certification (MIC) or Locally Significant Controller (LSC) certificate. Invalid manufacturing installed certification for configure secured endpoint. 	<ol style="list-style-type: none"> Using the Web UI, verify whether the MIC or LSC license is installed on the CTS. If the certificate is missing or invalid, contact TAC for assistance.
<ul style="list-style-type: none"> Main display: Adjusting to lower video resolution to match available resources. Call ended due to video quality configuration mismatch. 	<ul style="list-style-type: none"> Video quality has been downgraded to match the available resource/configuration. For example, if the 1080p endpoint calls a 720p endpoint, the bandwidth of the 1080p endpoint is downgraded to 720p. The call is ended due to a video quality configuration mismatch. For example, the 720p endpoint tries to join the Cisco TelePresence Multipoint Switch (CTMS) 1080p conference. 	<p>Verify that the device or resource is configured properly in Cisco Unified CM.</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"> Main display: Expect lower quality due to local or remote network congestion. Call ended due to network congestion. 	<ul style="list-style-type: none"> Video quality has been downgraded due to the local/remote network congestion. The call is ended due to the network congestion exceeding predefined thresholds. 	<p>Check packet loss or jitters to identify the network problem.</p>
<p>Unable to detect camera. Calls cannot be made or received.</p>	<p>System camera cannot be detected due to a loose or malfunctioning cable.</p>	<p>Ensure that all camera cables are plugged in and are working by performing a camera loopback test.</p>
<p>Call ended due to incompatible software versions.</p>	<p>The call is ended because the remote endpoint is running a lower release software version, which is not compatible with the local endpoint software version.</p>	<p>Verify supported software versions by referencing the Cisco TelePresence Administration Software Compatibility Information home page on Cisco.com.</p>

Table 18-1 Troubleshooting CTS System Messages (continued)

Problem	Possible Cause or Description	Action
Call ended due to remote DSP reset.	The call ended because the remote endpoint DSP reset.	This remote CTS endpoint will recover and the user can make the call again. Contact TAC for assistance if the problem persists.
<ul style="list-style-type: none"> • Call ended due to 100% packet loss. • Call ended due to packet loss exceeding the 10% threshold. 	<ul style="list-style-type: none"> • No packets have been received for the last 60 seconds. • More than 10% packet loss was detected for more than 60 seconds, and there was no more bitrate to downgrade. 	Check packet loss or jitters to identify the network problem.
Codec firmware upgrade is disabled.	The auto upgrade setting is disabled.	Contact TAC for assistance.

Table 18-1 Troubleshooting CTS System Messages (continued)

Problem	Possible Cause or Description	Action
<p>Cannot Continue Troubleshooting: Please restart troubleshooting.</p> <ul style="list-style-type: none"> CCA is in Init failure mode: <pre>ccanotify exitStatus = 0, result = -1,</pre> "Cannot continue Troubleshooting. Please restart troubleshooting." While troubleshooting (Any Test) and CCA goes down: Message 1— <pre>ccanotify exitStatus = -1</pre> "The Cisco TelePresence system is updating. Depending on which components are being updated, this could take less than a minute up to 30 minutes. TS is disabled until the updates complete. Please try again in a few minutes." While troubleshooting and CCA comes back up: Message 2— <pre>ccanotify exitStatus = 0, result = 3.</pre> "System has exited troubleshooting mode. Please restart troubleshooting to continue." 	<ul style="list-style-type: none"> CCA is in init failure: You are unable to enter the Troubleshooting screen and you see the warning message. May be caused by CTS errors. Call Services are not available while in the Troubleshooting screen and before any tests are run: The system may be upgrading a component or CCA is being restarted to update the Cisco Unified CM settings. CCA goes down while troubleshooting the displays, microphones, or camera. The system closes the Troubleshooting screen and you are returned to the start / stop menu, ending the test on the web UI side. The images from the display or microphones remain on the screen while CCA is down but when CCA comes back up the screen is cleared of the images. Likewise during a camera test, the loopback on the screen continues while CCA is down; when CCA comes back up the screen is cleared out of loopback. 	<ul style="list-style-type: none"> Check the system logs for errors and try to enter the Troubleshooting screen again. In many cases after you receive a troubleshooting error message, CCA returns to the ready state with the display off and the phone in normal mode so that you can retry your component test: <ul style="list-style-type: none"> To regain troubleshooting capabilities if you are still in the Troubleshooting screen, simply select a component to test and click the Start button to try testing again. <p>Or</p> Exit the Troubleshooting screen then re-enter the screen to try troubleshooting again.
<p>"Packet latency reached {0} ms."</p>	<p>No video for secure point-to-point call. With a 4-second network latency, the call connects, but there is no video. With a reduced network latency (2-3 seconds), the call connects and video transmits.</p> <p>Latency in the network causes timeout during call setup.</p>	<p>Reduce the network latency to < 4 seconds and try the call again.</p>

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

