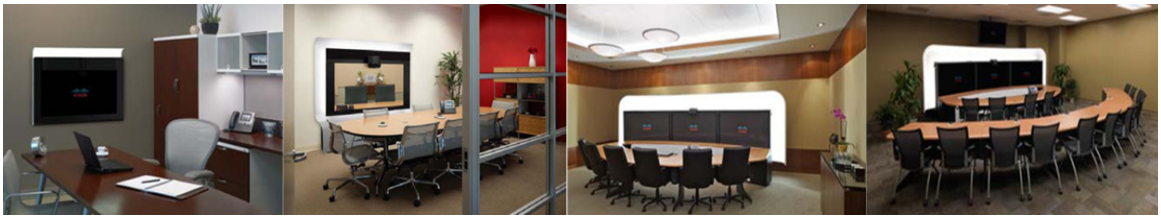

CHAPTER 1

Troubleshooting Cisco TelePresence System Administration

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Contents

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

Troubleshooting CTS System Administration

Use the information in Table 1-1 to troubleshoot system issues, including the administration Web interface.

Table 1-1 Troubleshooting CTS System Issues

Problem	Possible Cause or Description	Action
• Cannot ping primary codec. • Phone shows "requesting service" message. • Display shows the IP address 192.168.100.2 when codec boots up.	There is no DHCP Server available on the network. The codec looks for DHCP by default during first-time bootup. If there is no DHCP available, the codec times out or gets stuck in the boot up sequence.	1. Connect your laptop to the camera port on the codec. The laptop should get a DHCP IP address assigned. 2. Use SSH to access the codec and restart calling service by entering the following admin CLI command: **utils service restart calling** See the Cisco TelePresence Administration Software Command References home page on Cisco.com for information about CLI commands. 3. Once service is up and running, log in to the CTS Web UI and configure the CTS to use static IP rather than DHCP. See the Cisco TelePresence System Administration Guide for information about configuring DHCP and static IP addresses.
• Cannot ping the primary codec or the phone from the switch port. • On the switch, Cisco Discovery Protocol (CDP) data is received about the codec and the phone.	The switch port is configured for the same VLAN ID on both voice and access VLAN, which is not recommended.	On the switch to which the codec is connected, configure a different VLAN ID for the following: • Voice • Access VLAN
• Unable to reach the secondary codec. • Web UI shows a red X on the secondary codec.	If the primary codec cannot ping the secondary codec: • The secondary codec may be down. • There could be another hardware failure. If the primary codec can ping the secondary codec, but the primary codec still indicates that the secondary codec is not reachable, there may be nonvolatile (NV) corruption or another software related issue.	1. Check the physical cable connections. 2. On multi-screen systems, reboot all three codecs and verify that the correct IP address shows on all three main display screens upon reboot. 3. If you are denied SSH access to the codec through the camera port using your administration account, the problem may be NV corruption. Contact TAC for assistance. 4. If SSH access is granted, try a factory reset on the secondary codec.
Upon CTS bootup, the system does not pass all six green checks, or gets stuck on one of them.	This may be hardware failure or nonvolatile (NV) corruption.	Contact TAC for assistance.

Table 1-1 Troubleshooting CTS System Issues (continued)

Problem	Possible Cause or Description	Action
CTS reboots by itself without user intervention.	• Unstable power source. • Kernel panic: Check whether a kernelpanic.log exists in the /nv/log directory. **Note** If the secondary codec cannot get a DHCP IP address from the primary codec, the CTS will reboot periodically.	1. Check your power source and cabling. 2. If a kernelpanic.log exists: a. Analyze the log for the possible root cause. b. Check and re-seat all Ethernet cable connections; networks experiencing route flapping might consume significant amounts of memory resources leading to kernel panic. 3. Check and re-seat the Ethernet connection between the primary and secondary codecs. Reboot the primary codec if necessary.
• CTS locks up and access through SSH or GUI gives error. • While the system responds to regular ping requests, an "internal server error" is shown on the Web UI.	Possible memory leak or system resource exhausted: Some process consumes majority of memory resources or hog CPU resource, hence system locks up.	1. If you can still access the system through SSH, enter the following CLI command to get a snapshot of the system state: **show tech runtime** 2. Reboot the codec if necessary to recover the system. **Note** Avoid excessive concurrent Web or SSH logins. See the Cisco TelePresence Administration Software Command References home page on Cisco.com for information about CLI commands.
The Web GUI denies username/password login, but SSH access is accepted.	Login issues: • The codec is in the process of booting up or upgrading. • Calling service is not running. • There is password file corruption on the GUI access.	1. Wait until boot or upgrade is complete. 2. Restart calling service using the admin CLI. See the Cisco TelePresence Administration Software Command References home page on Cisco.com for information about CLI commands. 3. Factory reset the codec only as a last resort. Contact TAC for assistance if necessary.
Connectivity to codec keeps dropping, users are kicked out of SSH or Web GUI session periodically.	Possible duplicate IP address on the network that kicks users out of codec connectivity.	1. Go to another computer and do the following: a. Disconnect the uplink Ethernet cable on the CTS. b. Ping the IP address. If this ping is successful, there is a duplicate IP address. 2. Identify the device with the duplicate IP address to correct the issue.

Table 1-1 Troubleshooting CTS System Issues (continued)

Problem	Possible Cause or Description	Action
Time does not show correctly on the CTS or phone.	Network Time Protocol (NTP) is not configured properly or the codec does not sync up with NTP.	1. If NTP is not configured, access Cisco Unified CM date/time group, configure NTP properly and assign to a CTS device pool. See the *Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System* on Cisco.com. 2. Make sure that the CTS can ping NTP, and there is no firewall blocking the 123 NTP port. See also the Cisco TelePresence System Administration Guide.
SNMP query does not work.	SNMP is not configured properly in Cisco Unified CM or the configuration is not accepted by the CTS.	1. Make sure SNMP is configured properly in Cisco Unified CM and that the configuration has been pushed to the CTS. **Tip** Pay special attention to the username and password fields as well as to the v2c/v3 mode to make sure that the entries are accurate and that there are no unsupported special characters. 2. Modify the SNMP configuration in Cisco Unified CM so that the updated configuration can be pushed to the CTS. 3. Reboot the CTS if necessary. See the MIBs, RFCs, and SNMP Trap Messages for the Cisco TelePresence System chapter of the *Cisco TelePresence System Message Guide*.
Cannot download logs from Web UI.	Not enough disk space.	1. Make sure disk space is not full. 2. Check disk space using the following CLI command: **show status** 3. Use the following admin CLI commands to check whether any previous logs have been generated: **utils logs status** 4. Use the following admin CLI command to see if logs can be sent out using FTP: **utils logs ftp** See the Cisco TelePresence Administration Software Command References home page on Cisco.com for information about CLI commands.

Table 1-1 Troubleshooting CTS System Issues (continued)

Problem	Possible Cause or Description	Action
Peripheral shows red X on Web GUI, sometimes triggering SNMP alarms.	Could be introduced by transient state changes on various CTS components or false alarms.	Reboot the codec to clear up the error condition.
Status Details Window—Microphone and Speaker status show false positives (green check-mark, when they should show red X).	Administration Web interface issues: There is no way to determine what the status of the microphones that are connected directly to the codec, only the ones connected to the Audio Extension Box.	To determine individual microphone and speaker functionality, use the hardware troubleshooting interface for your system. See the *Cisco TelePresence System Administration Guide* on Cisco.com to access troubleshooting information.

Resetting the CTS Factory Image

When you change the CTS model while performing configuration tasks in the administration interface (switching from a CTS 1000 to a CTS 1300-65, for instance), the CTS must be rebooted. This caveat applies when you switch any CTS model in the CTS administration interface.

Related Information

See the "Restoring Connectivity to the Codec" section on page 5-5. 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