

CHAPTER 21

Troubleshooting Cisco TelePresence WebEx OneTouch

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Verifying and Testing Cisco WebEx OneTouch

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Cisco WebEx Site Administration Online Help

For complete information about managing your Cisco WebEx Administration Site account, go to the [Cisco WebEx Administration Site Help](#) pages at the following URL and search on TelePresence:

https://go.webex.com/docs/T27LB/common_docs/en_US/siteadmin/help/wwhelp/wwhimpl/js/html/wwhelp.htm

Testing the Audio Dialback Number

To validate the Cisco WebEx audio number, call it from the PSTN (from a cell phone, for instance). Making a test call from outside the VoIP network ensures the following:

- The PSTN trunk/GW is active and the [DID](#) number is correct.

- The route pattern and trunk are correct.
- The called party transform mask is correct.
- The CTMS recognizes the called number as “the WebEx callback number” and is ready to accept calls.
- The DTMF relay works (KPML or RFC-2833).

If all of this is correct, the caller on the cell phone will hear three DTMF tones “###”



Tip

This test call can be made at any time, there does not need to be a meeting scheduled.

Cisco WebEx Troubleshooting Tips

Table 21-1 contains specific troubleshooting scenarios found in Cisco WebEx-enabled Cisco TelePresence meetings.

Table 21-1 *Tips for Troubleshooting Cisco TelePresence WebEx OneTouch*

Problem	Conditions	Solution
Unable to Schedule Cisco WebEx Sessions with Cisco TelePresence.	<ul style="list-style-type: none"> • Have a Cisco or WebEx support representative check with the Site Verification Tool. • Make sure configurations are correct. • Make sure the API responses show “SUCCESS.” • Ensure the CTSMAN Access Code matches the Cisco WebEx Site Administration entry. • Ensure that you are scheduling two or more meeting rooms if you are using Cisco TelePresence for the meeting. Non-Cisco TelePresence meetings can be scheduled with only one meeting room but you will receive an error email from CTS-Manager instructing you to log into CTS-Manager to verify that you do not require the meeting to be TelePresence-enabled. • Make sure that you are connected to the Exchange Server. • Verify that you receive the CTS-Manager Confirmation Email. If you do receive the email, does the “Add WebEx” button display? 	
The following error code appears: 501229, SCH, WEBEX_KEY_RESERVE_ERROR, Unable to get WebEx meeting key to reserve WebEx for meeting.	Unable to obtain Cisco WebEx meeting key to reserve Cisco WebEx for meeting. The Cisco WebEx account was not provisioned correctly during initial Cisco WebEx setup.	“Meeting Center Telepresence Privilege” must be set during the one-time authentication process. See the “Setting the Meeting Center Cisco TelePresence Privilege” section of the Integrating Cisco TelePresence with Your Cisco WebEx Site Administration Account .

Table 21-1 *Tips for Troubleshooting Cisco TelePresence WebEx OneTouch*

Problem	Conditions	Solution
Cisco WebEx Welcome screen does not appear; no “welcome to WebEx” audio greeting.	When a user starts a Cisco TelePresence WebEx OneTouch meeting, the Cisco WebEx Welcome screen should appear and a “Welcome to WebEx” audio prompt is heard. If these are not present, the Cisco WebEx password might need to be reset. This could be due to a company policy or an administrator setting the system to require periodic password reset.	<ol style="list-style-type: none"> 1. Log into the Cisco WebEx administration site using your Cisco WebEx account information. If your account requires a password reset, you will be prompted to do so upon logging into the site. 2. Follow the prompts to reset your password. 3. After resetting the password, you should be able to join the Cisco TelePresence WebEx OneTouch meeting. <p>Note If you cannot successfully log into the Cisco WebEx site, contact your Cisco WebEx Account Team.</p>
Cisco TelePresence room participants hear only “...has joined the conference” rather than the person’s name in the audio announcement.	<p>When a Cisco TelePresence WebEx OneTouch meeting is initiated from the Cisco TelePresence room, the meeting participants in the room hear the audio announcement: “[yourname] ...has joined the conference.”</p> <p>For meetings initiated from the Cisco WebEx Client rather than the Cisco TelePresence room, participants in the room may hear this abbreviated announcement.</p>	This is an expected condition that does not affect functionality.
Cisco WebEx video view window cascades in a video loop when presenting.	An undesirable window cascading effect can occur if you plug in the presentation cable while you have your Cisco WebEx video view panel open.	<p>Close the Cisco WebEx application before connecting your presentation cable to your laptop to present.</p> <p>See the Managing the Cisco WebEx Video View Window for more information.</p>
Poor video quality for some Cisco WebEx participants but not others.	<p>If a particular Cisco WebEx client does not have enough bandwidth to send the CIF video, the accumulated packets on the server side will be dropped until next I-frame.</p> <p>The CIF/video/VOIP/desktop sharing quality depends on the client PC’s network bandwidth and CPU power. When a network/CPU is not performing at an optimum level, you may experience blurred/temporary stuck/jumping effects because the server is discarding unsent packets.</p>	Network bandwidth should be at least 1 Mbps. Suggested CPU power (depends on running applications) is dual core CPU, 2.5 GHz memory running at least 2G.

Table 21-1 *Tips for Troubleshooting Cisco TelePresence WebEx OneTouch*

Problem	Conditions	Solution
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.
Conference bridge may show the wrong caller as the active speaker.	<p>When a Cisco Telepresence endpoint has an active add-in caller that dials into a conferencing bridge, the conference bridge may show the CTS caller as the active speaker when the add-in caller is talking.</p> <p>When the add-in speaker speaks, the audio from that endpoint is forwarded by the CTS endpoint to the conference bridge. The conference bridge has as roster list entry only for the CTS caller.</p> <p>When the add-in caller speaks, the conference bridge will show an active speaker indication on the roster for the CTS caller, even though it is really the add-in caller that is speaking.</p>	<p>This scenario happens with Cisco Telepresence callers that are connected to conference bridges, and have previously added another caller using the Conf softkey on the phone.</p> <p>No action is required.</p>
Unable to See Data Sharing in the WebEx Meeting (from Auto-Collaborate)	Find out if there are other participants having the same issue.	<ul style="list-style-type: none"> • Ensure there is a CTS system listed in the participant list on the CTS Cisco Unified IP Phone and that the WebEx ball icon is next to it. • Check the meeting information on the site. • Have presenter unplug and re-plug in the VGA cable. • Have presenter re-join the TelePresence session.
Unable to see Cisco TelePresence Video in Cisco WebEx	Find out if there are other participants having the same issue.	<ul style="list-style-type: none"> • Ensure there is a CTS system listed in the participant list on the CTS Cisco Unified IP Phone and that the WebEx ball icon is next to it. • Check the meeting information on the site. • Have the TelePresence room leave and re-join the meeting.

Table 21-1 *Tips for Troubleshooting Cisco TelePresence WebEx OneTouch*

Problem	Conditions	Solution
Unable to Hear Cisco TelePresence Participants in the Cisco WebEx Audio.		<ul style="list-style-type: none"> • Ensure there is a CTS system listed in the participant list on the CTS Cisco Unified IP Phone and that the WebEx ball icon is next to it. • Check the audio type for the meeting and ensure that it is supported for Cisco TelePresence WebEx OneTouch. • Check to see if you can dial into the CTS system directly. See Testing the Audio Dialback Number.
Meeting does not start, connection fails after 30 seconds.	At meeting start time, CTM sends the callback number to WebEx. WebEx dials out to the CTMS then uses DTMF to signal the meeting instance to be bridged. The CTMS waits 30 seconds for the audio to arrive. The number must be a DID number on the PSTN with support for 24 calls. The Dial Number in the SIP INVITE arriving at the CTMS must match the specified number exactly. The 30-second timer can be adjusted as necessary.	<p>Verify that you have entered the WebEx Dial In Number correctly (for example, “4085551234”). This number should match exactly in the CTMS WebEx Dial In > CTMS Dial In Number field and in the Called Party Transform Mask field of the Cisco Unified CM administration interface.</p> <p>See the following sections to verify:</p> <ul style="list-style-type: none"> • The “Configuring Cisco WebEx Details in CTMS” section of Configuring Cisco TelePresence WebEx OneTouch on the Cisco TelePresence Multipoint Switch • The “Defining a Route Pattern for Cisco WebEx” section of Configuring Cisco TelePresence WebEx OneTouch on Cisco Unified Communications Manager

Cisco WebEx Account Expiration Notification

If your Cisco WebEx account expires, you will receive an email containing the following information:

“Your WebEx account with the username <*YourWebExAccountName*> has expired. You will not be able to schedule Cisco WebEx-enabled Cisco TelePresence meetings until you have a valid Cisco WebEx user account.”

To reactivate your account, do the following:

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- Step 1** Contact your Cisco WebEx administrator who will re-activate your account.
- Step 2** Open any confirmation email for an upcoming Cisco TelePresence meeting that you scheduled. If you have no upcoming meetings, schedule a new one now.
- Step 3** Click the **WebEx** button in the confirmation email.

- Step 4** Log in to Cisco TelePresence Manager using your enterprise user ID and password.
- Step 5** Click the **Authenticate with WebEx** button and log in to Cisco WebEx using your reactivated account username and password.
- Step 6** After successful login, you will be redirected to Cisco TelePresence Manager where you can enable Cisco WebEx for your Cisco TelePresence meeting.

See [Cisco WebEx Status Alerts on the Phone](#).

Cisco WebEx Status Alerts on the Phone

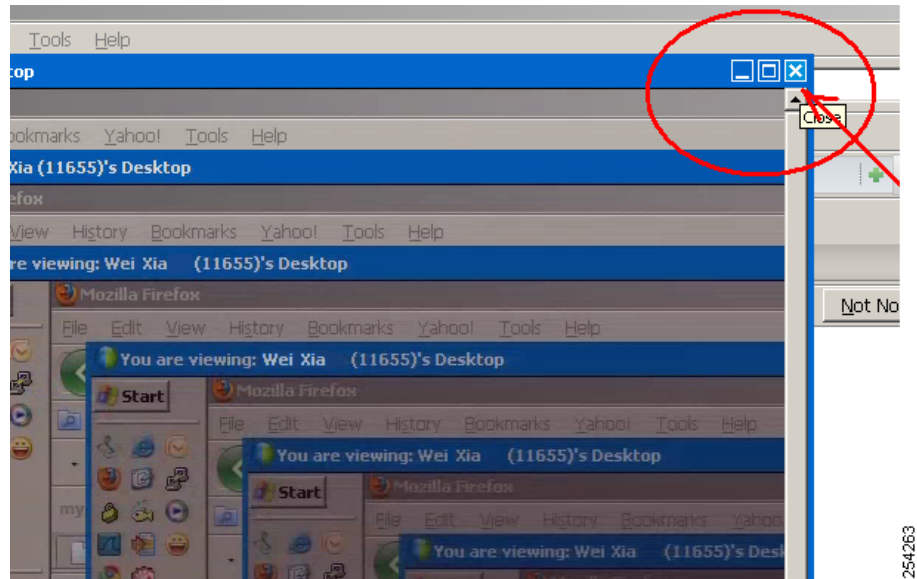
[Table 21-2](#) describes meeting status information messages that appear on the main display screen. These messages appear while the screen is dark (not showing video meeting images).

Table 21-2 Phone Screen Text Messages

Phone Text Message	Description
Cisco WebEx	
WebEx account issue, please check your WebEx account	Cisco WebEx informational messages appear on the CTS Cisco Unified IP Phone for the following situations:
Unable to connect to WebEx	
	<ul style="list-style-type: none"> • Cisco WebEx has lost connection. • Cisco WebEx connection is re-established. • Cisco WebEx account updates like account expiration.
	See also Cisco WebEx Account Expiration Notification .

Managing the Cisco WebEx Video View Window

A window cascading effect can occur if you plug in the presentation (VGA) cable while you have your Cisco WebEx video view panel open. To prevent this issue, close the Cisco WebEx video view application before connecting your presentation cable to your laptop to present. If you receive a cascading screen, simply close the video view window, as shown in [Figure 21-1](#).

Figure 21-1 Cascading Cisco WebEx Video View Window

Related Information

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

- [Cisco TelePresence System User Guide](#)
- [Cisco TelePresence WebEx OneTouch Configuration Guide for the Cisco TelePresence System](#)

