



Troubleshooting Cisco TelePresence Manager

First Published: November 27, 2006
Revised: November 27, 2006, OL-11324-01

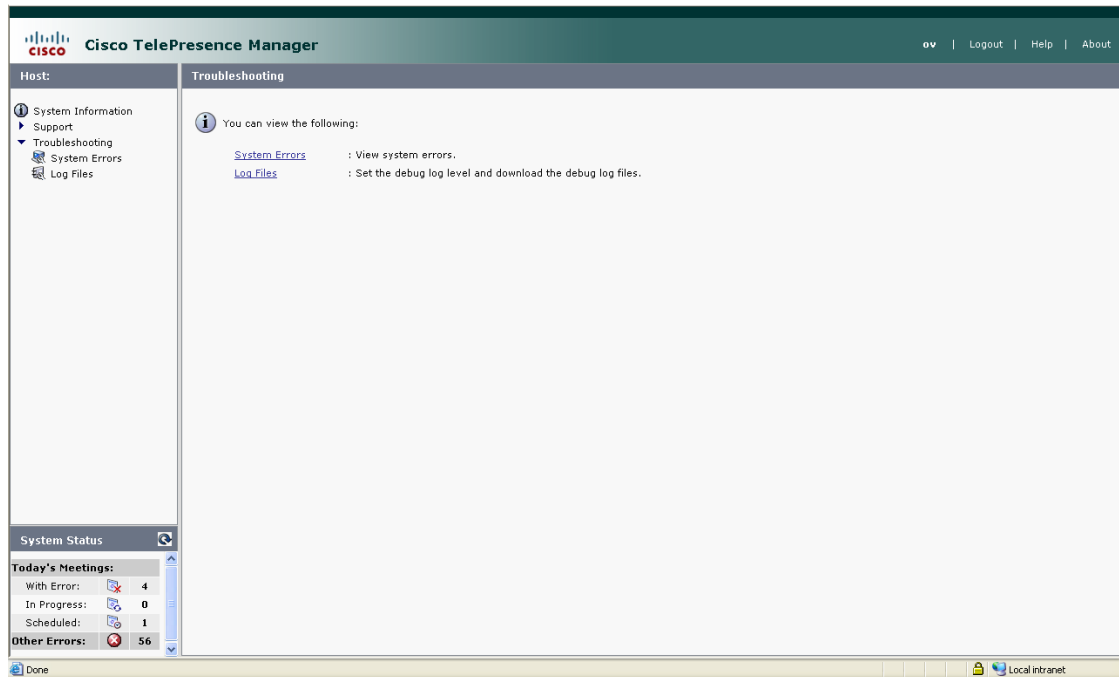
Contents

- [Introduction, page 3-1](#)
- [Troubleshooting Tasks, page 3-2](#)
- [System Errors, page 3-3](#)
- [Log Files, page 3-3](#)

Introduction

Gathering troubleshooting information is one of the more important responsibilities of the Cisco TelePresence concierge. When a problem is detected, you must quickly collect log files so problems can be analyzed for prompt resolution. [Figure 3-1](#) shows the tools available to assist you with the troubleshooting tasks.

Figure 3-1 Troubleshooting Window



Troubleshooting Tasks

Table 3-1 Troubleshooting Tasks

Task	Location of Information
System Messages	
Sort errors by date, ID number, and module.	“System Errors” section on page 3-3.
View error messages.	“System Errors” section on page 3-3.
System Log Files	
Set the level for logging error messages from the following services: <ul style="list-style-type: none"> • Discovery Service • Exchange Adapter Service • Room Phone UI Service • Admin UI Service 	“Log Files” section on page 3-3.
Create a list of specific message types.	“Log Files” section on page 3-3.
Download messages to a file.	“Log Files” section on page 3-3.

System Errors

Choose the System Errors window to see a list of system messages. You can filter the list by starting and ending dates and message type All, Fatal, Severe, Moderate, Warning, and Info, as follows:

- Use the Calendar icon to choose dates, or type the dates in the **Start On** and **End On** fields using the MM/DD/YYYY date format.
- Click **Filter** to generate the list.

Table 3-2 lists information provided.

Table 3-2 System Error Report

Field	Description
Timestamp	Date and time the message was logged. You can sort the messages in ascending or descending order by the time stamp.
Type	Message type.
ID	Message identification number. You can sort the reports in ascending or descending order by ID.
Module	Component within Cisco TelePresence Manager that generated the error.
Message	Explanation of problem detected. Move your mouse pointer over a message field to see a complete description.

Log Files

At the Log Files window, you can set the level for logging system errors from the following services that contribute messages:

- Discovery Service
- Exchange Adapter Service
- Room Phone UI Service
- Admin UI Service

You can set the message types from these services to the following levels:

- **DEBUG**—Detailed errors and information messages.
- **ERROR**—Errors that are likely to terminate system activity.
- **FATAL**—Errors that will automatically terminate system activity.



Note

The default logging level is typically set to **ERROR**. There may be times when Cisco technical personnel will instruct you to modify the logging level for one or more of the services, to help them diagnose a problem. Be sure to reset the logging level immediately after the problem has been resolved, or else disk space may become filled with messages and negatively impact system performance.

Once you have made your logging level choices for each service:

- Click **Apply** to register new or modified settings, or click **Reset** to restore the original settings.

You can generate a list of specific error types.

- From the Service drop-down list, choose one of the following to specify the type of errors to display:
 - All
 - Discovery
 - Exchange Adapter
 - Room Phone UI
 - Admin UI
- Click **Filter** to generate the list.

Log files are named with a .log extension. The log filename provides a link to the contents of the error log file. This window also shows the date the file was last modified and the size of the log file. The lists can be sorted by filename and time last modified.

- To update the error log, click the **Refresh** button.

Download All Files

Use the Download All button to collect all log data for Cisco technical support personnel when submitting a case for problem solution. The data is automatically compressed in a file that can be e-mailed.