

S

Screen resolution (0) not supported

Message Added to Release

1.6

Severity

Informational

Explanation

The screen resolution setting of the laptop/desktop computer is not supported.

Recommended Action

Verify that the screen resolution is set to 1024 x 768. If this condition persists, collect the CTS log files, and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the [“Obtaining Technical Assistance”](#) section on page 6.

SelfView on a CTS-1300 (for left, right or center camera) Request

Message Added to Release

1.7

Severity

Informational

Explanation

While in SelfView mode, a request to toggle between the left, center, or right screens was made.

Recommended Action

No action is required.

SelfView Page Access Request

Message Added to Release

1.7, 1..8, 1.9

Severity

Informational

Explanation

A request to enter SelfView mode has been made.

Recommended Action

No action is required.

SelfView Page Exit Request

Message Added to Release

1.7

Severity

Informational

Explanation

A request to exit from SelfView mode has been made.

Recommended Action

No action is required.

SelfView request was not fulfilled

Message Added to Release

1.7

Severity

Error

Explanation

A problem occurred, and as a result, the SelfView request could not be fulfilled.

Recommended Action

Retry the SelfView request. If this condition persists, collect the CTS log files, and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the [“Obtaining Technical Assistance”](#) section on page 6.

SelfView request was successful

Message Added to Release

1.7

Severity

Informational

Explanation

The SelfView request was successfully executed.

Recommended Action

No action is required.

SNMP is disabled**Message Added to Release**

1.6

Severity

Warning

Explanation

SNMP is currently not running.

Recommended Action

Enable SNMP to manage the network.

Software downgrade denied for this CUCM device type**Message Added to Release**

1.9

Severity

Warning

Explanation

The software downgrade was denied for this Cisco Unified CM device type due to the software version being unsupported on the device type.

Recommended Action

Install a software version supported by the device type.

Software upgrade denied for this CUCM device type**Message Added to Release**

1.6

Severity

Informational

Explanation

The software upgrade was denied for this Cisco Unified CM device type.

Recommended Action

Change the device type for this endpoint in Cisco Unified CM. You can specify a CTS model-specific device, for example, the CTS 1100 or CTS 3000.

Software upgrade skipped as secondary codec(s) unavailable**Message Added to Release**

1.6

Severity

Warning

Explanation

The software upgrade was skipped because the secondary codec(s) were unavailable.

Recommended Action

Retry the software upgrade. If this condition persists, check the connections and the power to the secondary codec.

Started in [chars] mode Either CUCM or non-CUCM mode**Message Added to Release**

1.5

Severity

Information not available

Explanation

The system started in the mode that is specified in the message text.

Recommended Action

Check the Cisco TelePresence System configuration in Cisco Unified CM to ensure it is correct. If this condition persists, collect the CTS log files, and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the [“Obtaining Technical Assistance”](#) section on page 6.

{0} State Change To : {1}{2}**Message Added to Release**

1.7

Severity

Informational

Explanation

The device temperature state changed as indicated.

Recommended Action

If the temperature reaches a critical state, cool down or power off the device.

{0} status is Not Ready({1}).**Message Added to Release**

1.7

Severity

Error

Explanation

The peripheral is in an error state.

Recommended Action

Check the peripheral cabling and configuration.

{0} status is Ready.

Message Added to Release

1.7

Severity

Informational

Explanation

The indicated peripheral is up and running.

Recommended Action

No action is required.

Switch CTS Image from {0} to {1} on Slot {2}

Message Added to Release

1.6

Severity

Informational

Explanation

The CTS image location has changed to the indicated slot.

Recommended Action

No action is required.

System is in demo mode for Cisco Unified CM configuration

Message Added to Release

1.5

Severity

Information not available

Explanation

The system is in demo mode.

Recommended Action

No action is required.

System Provisioning: No response to SUBSCRIBE SIP message

Message Added to Release

TX6.1

Severity

Error

Explanation

The VCS did not respond to a Subscribe SIP message from the Cisco TelePresence system.

Recommended Action

Check your configuration with the VCS to make sure that it is valid. The type of SIP message that was received should help you to determine the problem.

System Provisioning: Received {0} response to SUBSCRIBE SIP message

Message Added to Release

TX6.1

Severity

Error

Explanation

The VCS responded to a SIP message from the Cisco TelePresence system. The numeric message is specified in place of the {0}. Possible values are shown in [Table 5-1](#).

Table 5-1 *SIP Message and Explanation*

Message Number	Explanation
401	Unauthorized. This request requires user authentication.
403	Forbidden. VCS understood this request, but is refusing to fulfill it.
404	Not Found. The user name does not exist, or an incorrect domain name has been configured for the Cisco TelePresence system.
407	Proxy Authentication Required. The proxy server responded that this request requires user authentication.
503	Service Unavailable. VCS cannot process the request. VCS is either inoperative or busy.

Recommended Action

Check your configuration with the VCS to make sure that it is valid. The type of SIP message that was received should help you to determine the problem.

System Provisioning: Received unchanged configuration

Message Added to Release

TX6.1

Severity

Informational

Explanation

This system successfully received the full configuration from the VCS, and has noted that there is no change between this configuration and the local copy of the last-received configuration.

Recommended Action

No action is required.

System Provisioning: Received updated configuration

Message Added to Release

TX6.1

Severity

Informational

Explanation

This system successfully received the full configuration from the VCS, and has noted the change between this configuration and the local copy of the last-received configuration.

Recommended Action

No action is required.

System reset requested by Cisco Unified CM

Message Added to Release

1.6

Severity

Informational

Explanation

The CTS has been reset by Cisco Unified CM.

Recommended Action

No action is required.

System reset requested by user

Message Added to Release

1.6

Severity

Informational

Explanation

The user has reset the system.

Recommended Action

No action is required.

System resetting**Message Added to Release**

1.6

Severity

Informational

Explanation

The CTS is resetting.

Recommended Action

No action is required.

System restart requested by Cisco Unified CM**Message Added to Release**

1.6

Severity

Informational

Explanation

The CTS has been restarted by the Cisco Unified CM.

Recommended Action

No action is required.

System restart requested by user**Message Added to Release**

1.6

Severity

Informational

Explanation

The user has restarted the system.

Recommended Action

No action is required.

System restarting**Message Added to Release**

1.6

Severity

Informational

Explanation

The CTS is restarting.

Recommended Action

No action is required.

System shutdown at (0) UTC**Message Added to Release**

1.6

Severity

Informational

Explanation

After you initiated it, the system is shutting down.

Recommended Action

No action is required.

System shutdown initiated**Message Added to Release**

1.6

Severity

Informational

Explanation

You initiated a system shutdown.

Recommended Action

No action is required.

T

Table configuration expected, but not found**Message Added to Release**

1.8

Severity

Error

Explanation

The CTS supports audio table configurations, but no table configuration was provided.

Recommended Action

Check that the table configuration in the CTS Administrative UI matches the actual table configuration.

Terminate call due to unsupported CTS (mux version [dec]) mux_version=[dec]**Message Added to Release**

1.5

Severity

Information not available

Explanation

The remote Cisco TelePresence Multipoint Switch (CTMS) or Cisco TelePresence System (CTS) is running a older software version.

Recommended Action

Upgrade the remote CTS or work with your CTMS administrator to upgrade the CTMS to a recommended compatible software version. For more information, refer to the Release Notes for CTMS or CTS.

The Release Notes for CTMS are located at the following URL:

http://www.cisco.com/en/US/products/ps7315/prod_release_notes_list.html

The Release Notes for CTS are located at the following URL:

http://www.cisco.com/en/US/products/ps8332/prod_release_notes_list.html

**Terminate call: not enough remote bandwidth
remote_topology=[dec]****Message Added to Release**

1.5

Severity

Information not available

Explanation

The bandwidth that is offered in the Session Initiation Protocol (SIP) Session Description Protocol (SDP) is below the acceptable bandwidth. This bandwidth is calculated on the basis of the remote topology and the type of Cisco TelePresence system.

Recommended Action

Check the bandwidth settings in Cisco Unified CM to ensure that they are adequate. If this conditions persists, work with your network administrator to determine if this condition is transient or longer term, and take the appropriate action.

Terminated call due to DSP failure**Message Added to Release**

1.5

Severity

Information not available

Explanation

The call terminated because of a digital signal processor (DSP) issue. The hardware should reset.

Recommended Action

If this condition persists, turn the hardware off then back on again.

Terminated call due to DSP failure on remote**Message Added to Release**

1.5

Severity

Information not available

Explanation

The call terminated because of a digital signal processor (DSP) issue on the remote endpoint.

Recommended Action

Determine the problem that occurred on the remote endpoint. If you need further assistance, collect the CTS log files, and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the [“Obtaining Technical Assistance”](#) section on page 6.

Terminated call due to incompatible software versions**Message Added to Release**

1.5

Severity

Information not available

Explanation

An endpoint that does not support interoperability has joined a Cisco TelePresence Multipoint System (CTMS) call that has interoperability enabled. The call is rejected with a cause code of FACILITY_REJECTED (29). This condition can occur if the endpoint is running a Cisco TelePresence System (CTS) software version that is older than 1.3.

Recommended Action

Upgrade the CTS software on the endpoint to a version that supports interoperability. Remember to check the [Software Compatibility Information for the Cisco TelePresence System](#) to ensure that the CTS software version you select is compatible with the other software running in your CTS topology.

Terminated call due to network congestion**Message Added to Release**

1.5

Severity

Information not available

Explanation

The remote endpoint terminated the call because of network congestion.

Recommended Action

Work with your network administrator to determine if this condition is transient or longer term, and take the appropriate action.

Terminated call due to resources unavailable**Message Added to Release**

1.5

Severity

Information not available

Explanation

The remote endpoint terminated the call because a resource was unavailable.

Recommended Action

Determine the problem that occurred on the remote endpoint. If you need further assistance, collect the CTS log files, and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the [“Obtaining Technical Assistance” section on page 6](#).

Terminated call due to security mismatch**Message Added to Release**

1.5

Severity

Information not available

Explanation

One of the following events has occurred:

- A nonsecure endpoint has attempted to join a secure multipoint call. This endpoint is dropped and a security mismatch message is shown on the display.
- The secure key exchange was unsuccessful during the call setup.

Recommended Action

Take the following action:

- Make sure that the local endpoint is secure when you join a secure multipoint conference.
- Retry the call. If the same issue persists, check the compatibility of the security certificate with the other endpoints.
- Change the conference to be a security level of best-effort.

Terminated call due to security mismatch after add-in**Message Added to Release**

1.5

Severity

Information not available

Explanation

A nonsecure audio device attempted to join a secure multipoint conference by using audio add-in. The audio call could not be added in to the Cisco TelePresence System because the security status between the two calls does not match. The nonsecure audio call is dropped.

Recommended Action

Either change the security of the multipoint conference to best-effort, or configure the device that is designated for the audio add-in as a secure device. In addition, if the audio device is a Cisco Unified IP Phone and the version of Cisco Unified CM is 6.x or older, ensure that the Cisco Unified IP Phone and the Cisco TelePresence System are on the same Cisco Unified CM cluster.

The [left | center | right] TelePresence screen was left in Self View mode. The system returned the screen to normal mode.**Message Added to Release**

1.6

Severity

Warning

Explanation

The indicated TelePresence screen was left in Self View mode. The system detected this condition, and returned the screen to normal mode.

Recommended Action

No action is required.

The conference control connection to the CTMS or TS is restored for meeting ID {0}**Message Added to Release**

1.9

Severity

Informational

Explanation

The conference control connection has been restored.

Recommended Action

No action is required.

The conference control connection to the CTMS or TS was lost for meeting ID {0}**Message Added to Release**

1.9

Severity

Error

Explanation

The conference control connection has been lost.

Recommended Action

Work with your network administrator to determine if there are network connectivity issues to the CTMS or TS.

The phone interface configuration is invalid**Message Added to Release**

1.6

Severity

Error

Explanation

The phone XML specification identifier (XSI) interface configuration is invalid.

Recommended Action

Check the phone configuration in Cisco Unified CM to ensure that it is correct. If this condition persists, collect the CTS log files, and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the [“Obtaining Technical Assistance”](#) section on page 6.

The presentation has been negotiated to 1 FPS**Message Added to Release**

1.7

Severity

Informational

Explanation

The Cisco TelePresence System will receive the speed of the presentation at 1 frame per second (FPS).

Recommended Action

No action is required.

The presentation has been negotiated to 5 FPS**Message Added to Release**

1.7

Severity

Informational

Explanation

The Cisco TelePresence System will receive the speed of the presentation at 5 frames per second (FPS).

Recommended Action

No action is required.

The presentation has been negotiated to 30 FPS**Message Added to Release**

1.7

Severity

Informational

Explanation

The Cisco TelePresence System will receive the speed of the presentation at 30 frames per second (FPS).

Recommended Action

No action is required.

The presentation has been negotiated to 30 & 5 FPS**Message Added to Release**

1.7

Severity

Informational

Explanation

The Cisco TelePresence System will receive the speed of the presentation at both 30 and 5 frames per second (FPS).

Recommended Action

No action is required.

The Presentation Negotiated to 5 FPS Receive**Message Added to Release**

1.5

Severity

Information not available

Explanation

The Cisco TelePresence System will receive the presentation at 5 frames per second (FPS).

Recommended Action

No action is required.

The Presentation Negotiated to 30 FPS Receive**Message Added to Release**

1.5

Severity

Information not available

Explanation

The Cisco TelePresence System will receive the speed of the presentation at 30 frames per second (FPS).

Recommended Action

No action is required.

The Presentation Negotiated to 30 FPS Transmit**Message Added to Release**

1.5

Severity

Information not available

Explanation

The Cisco TelePresence System will transmit the presentation at 30 frames per second (FPS).

Recommended Action

No action is required.

The user interface firmware version (XSI) running on the Cisco TelePresence System phone is no longer supported.**Message Added to Release**

1.7

Severity

Error

Explanation

The phone is using the XML specification identifier (XSI) user interface, which is no longer supported.

Recommended Action

Check the [Software Compatibility Information for the Cisco TelePresence System](#) to ensure that the software for your CTS options, for example, the CTMS, CTRS, and so on, are compatible. If one or more of the devices are not compatible, work with the appropriate member of your technical support team to upgrade the software on those devices. You can also upgrade the older XSI user interface to the Enhanced Phone User Interface (MIDlets).

This CTS version does not support this bandwidth capability. Please contact system administrator

Message Added to Release

1.8

Severity

Error

Explanation

The CTS does not support the T1 bandwidth.

Recommended Action

Contact your system administrator.

TP Type=[dec] Remote Topo=[dec] Local BW=[dec] Remote BW=[dec] Negotiated BW=[dec] Presentation Bw=[int]

Message Added to Release

1.5

Severity

Information not available

Explanation

The network bandwidth was negotiated, and the system changed to the new bandwidth.

Recommended Action

No action is required.

Transfer of file {0} successful

Message Added to Release

1.6

Severity

Informational

Explanation

The transfer of the indicated file from the CTS to the remote host was successful.

Recommended Action

No action is required.

Transfer of file {0} unsuccessful: {1}**Message Added to Release**

1.6

Severity

Warning

Explanation

The transfer of the indicated file from the CTS to the remote host was unsuccessful.

Recommended Action

Change the External CTS Log Destination setting in the Cisco Unified CM for this endpoint.

Transmit audio only**Message Added to Release**

1.7

Severity

Informational

Explanation

The participant is transmitting audio only.

Recommended Action

No action is required.

Transmit Video is resumed**Message Added to Release**

1.7

Severity

Informational

Explanation

The video transmission was resumed.

Recommended Action

No action is required.

Trap destination matching same version already exists**Message Added to Release**

1.6

Severity

Warning

Explanation

The specified SNMP trap destination already exists.

Recommended Action

Choose a different version or SNMP trap destination.

Trap destination unable to be discovered**Message Added to Release**

1.6

Severity

Warning

Explanation

The specified engineID does not exist.

Recommended Action

Specify a valid engineID, or try an empty engineID.

Trap number must be between 1 and the number of trap destinations**Message Added to Release**

1.6

Severity

Warning

Explanation

The specified SNMP trap number is invalid.

Recommended Action

Choose a valid trap number, which must be between 1 and the number of existing trap destinations.

U

Unable to allocate media port, resource clean up started

Message Added to Release

1.5

Severity

Information not available

Explanation

There is a media port leak in the system. A recovery process has started to clean up the unused ports.

Recommended Action

Collect the CTS log files, and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the [“Obtaining Technical Assistance” section on page 6](#).

Unable to allocate RTP ports

Message Added to Release

1.6

Severity

Error

Explanation

Unable to allocate the Real-time Transport Protocol (RTP) port.

Recommended Action

If this condition persists, collect the CTS log files, and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the [“Obtaining Technical Assistance” section on page 6](#).

Unable to allocate video media port

Message Added to Release

1.6

Severity

Warning

Explanation

The call service component cannot allocate the video port. This problem can occur when there is a leak in the resource usage.

Recommended Action

No action is required. The call service will find the leak and reuse the port.

Unable to connect to Cisco Unified CM.**Message Added to Release**

1.6

Severity

Error

Explanation

The Transport Layer Security (TLS) client connection to Cisco Unified CM could not complete the handshake.

Recommended Action

Verify that both sides of the connection have valid certificates. For example, use **tcpdump** to capture the ethereal trace during the handshake and check the error code.

Unable to convert CUCM name [chars] to IP-**Message Added to Release**

1.5

Severity

Information not available

Explanation

The system could not resolve the name provided by Cisco Unified CM to an IP address. The system will attempt to use the configured TFTP IP address.

Recommended Action

Work with the appropriate member of your technical support team to ensure that the Domain Name System (DNS) configuration for the CTS is correct.

Unable to detect camera. Calls cannot be made or received. Ensure all camera cables are plugged in and working**Message Added to Release**

1.6

Severity

Error

Explanation

Indicates that the camera is not detected. Calls cannot be made or received.

Recommended Action

Verify that all camera cables are plugged in and working. If this condition persists, collect the CTS log files, and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the [“Obtaining Technical Assistance” section on page 6](#).

Unable to determine operating mode

Message Added to Release

1.6

Severity

Error

Explanation

The call service is not available because the TFTP configuration file could not be read.

Recommended Action

If this condition persists, collect the CTS log files, and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the [“Obtaining Technical Assistance”](#) section on page 6.

Unable to find matching certificate for {0}

Message Added to Release

1.6

Severity

Error

Explanation

The received Cisco Unified CM certificate did not match any certificates in the Certificate Trust List (CTL) file.

Recommended Action

Verify that the Cisco Unified CM certificate is included in the CTL file. For example, if the CTL file is from another Cisco Unified CM server, remove the CTL file. Or, if the Cisco Unified CM certificate accidentally regenerated, rerun the Cisco Unified CM CTL client to regenerate the CTL file.

Unable to load calendar meeting information

Message Added to Release

1.8

Severity

Warning

Explanation

Cisco Touch device failed to load the calendar for scheduled meetings.

Recommended Action

Verify that the file `/nv/state/SRCalendar` exists on the CTS. Verify that CTS has read access to the file.

Unable to load Certificate Authority file (0)**Message Added to Release**

1.6

Severity

Error

Explanation

Unable to load the CA certificate file.

Recommended Action

Verify that the CA certificate file is valid.

Unable to load certificate file (0)**Message Added to Release**

1.6

Severity

Error

Explanation

Unable to load manufacturing installed certification (MIC) or locally significant certificate (LSC).

Recommended Action

Verify that the LSC and MIC are valid.

Unable to load private key file (0)**Message Added to Release**

1.6

Severity

Error

Explanation

Unable to load the private key file for the LSC or MIC.

Recommended Action

Verify that the private key file for the LSC or MIC is valid.

Unable to log call records for CTS-Manager**Message Added to Release**

1.6

Severity

Informational

Explanation

The log file could not be opened, and as a result, the call data record could not be maintained.

Recommended Action

Restart the CTS during the next regular maintenance cycle.

Unable to parse CUCM configuration**Message Added to Release**

1.5

Severity

Information not available

Explanation

The Cisco Unified CM configuration could not be parsed.

Recommended Action

Restart the calling services. If this condition persists, contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the [“Obtaining Technical Assistance”](#) section on page 6.

Unable to read CUCM configuration file**Message Added to Release**

1.5

Severity

Information not available

Explanation

The calling services could not be started because it could not read the Cisco Unified CM configuration file.

Recommended Action

Take one or more of the following actions:

1. Verify that the Cisco TelePresence System (CTS) is using the correct Cisco Unified CM IP address by checking the IP address in the CTS Administration interface.
2. Work with your network administrator to verify the network connection between the CTS and the Cisco Unified CM.
3. Make sure that the CTS device has been created in the Cisco Unified CM with the correct MAC address.
4. If the problem persists, collect the CTS log files, and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the [“Obtaining Technical Assistance”](#) section on page 6.

Unable to read Cisco Unified CM configuration**Message Added to Release**

1.6

Severity

Error

Explanation

The Cisco Unified CM configuration is not readable.

Recommended Action

Restart the calling services. If this condition persists, collect the CTS log files, and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the [“Obtaining Technical Assistance”](#) section on page 6.

Unable to receive video from remote endpoint {0}. Blank screen will be observed during this time.**Message Added to Release**

1.8

Severity

Informational

Explanation

The CTS has received an invalid video resolution from the remote endpoint, and has downgraded video image resolution, but the remote endpoint has not changed its video resolution.

Recommended Action

Change video resolution on remote endpoint.

Unable to resolve CUCM IP from TFTP server [chars]**Message Added to Release**

1.5

Severity

Information not available

Explanation

The system could not resolve the Cisco Unified CM IP address from the TFTP server.

Recommended Action

Work with the appropriate member of your technical support team to ensure that the DNS configuration of the CTS is correct.

Unable to resolve Cisco Unified CM hostname

Message Added to Release

1.6

Severity

Error

Explanation

The Cisco Unified CM hostname/IP address could not be resolved.

Recommended Action

Work with the appropriate member of your technical support team to ensure that the DNS configuration of the CTS is correct.

Unable to resolve Cisco Unified CM IP address, using TFTP Server IP address: {0}

Message Added to Release

1.6

Severity

Error

Explanation

The Cisco Unified CM IP address cannot be resolved. The IP address of the TFTP server is used instead.

Recommended Action

Work with the appropriate member of your technical support team to ensure that the DNS configuration of the CTS is correct.

Undefined media port range in Cisco Unified CM. Default to {{0},{1}}

Message Added to Release

1.6

Severity

Warning

Explanation

The media port range is not defined in Cisco Unified CM. The default range is used instead.

Recommended Action

Configure the media port range in Cisco Unified CM. If this condition persists, collect the CTS log files, and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the [“Obtaining Technical Assistance”](#) section on page 6.

Cisco Unified CM hostname/IP address is not configured**Message Added to Release**

1.6

Severity

Error

Explanation

The Cisco Unified CM hostname/IP address is not configured.

Recommended Action

Configure the hostname or IP address of the CTS.

Cisco Unified CM IP address is not configured**Message Added to Release**

1.6

Severity

Error

Explanation

The Cisco Unified CM IP address is not configured.

Recommended Action

Configure the hostname or IP address of the CTS.

Unsupported signal of [chars]**Message Added to Release**

1.5

Severity

Information not available

Explanation

The connected presentation device is not supported.

Recommended Action

Make sure that your presentation device is set at a resolution of 1024x768 pixels.

Unsupported version of Endpoint detected in a call, the call may become non-secure**Message Added to Release**

1.5

Severity

Information not available

Explanation

An endpoint that is running Cisco TelePresence System Release 1.3 software is participating in a conference with endpoints that are running either Cisco TelePresence System release 1.4 or 1.5 software. Due to the differences in SSL versions, the call cannot be set up as a secure call and will be set up as a nonsecure call.

Recommended Action

To create a secure conference, make sure that all endpoints are running Cisco TelePresence System release 1.4 or later. If required, upgrade to a later software release.

Unsupported video resolution received from remote end point {0}. Video resolution will be reduced from {1} to {2}. A blank screen may be observed for a short time while the video stream is reduced.

Message Added to Release

1.8

Severity

Informational

Explanation

The CTS has performed a video resolution downgrade because an invalid resolution was received from the remote endpoint.

Recommended Action

No action is required.

Upgrade Primary CTS Image from {0} to {1}**Message Added to Release**

1.6

Severity

Informational

Explanation

The primary CTS image has been upgraded as indicated.

Recommended Action

No action is required.

Upgrade successful**Message Added to Release**

1.6

Severity

Informational

Explanation

The software upgrade was successful.

Recommended Action

No action is required.

Upgrade unsuccessful: Could not connect to host**Message Added to Release**

1.6

Severity

Error

Explanation

A connection to the host could not be established, and as a result, the upgrade was unsuccessful.

Recommended Action

Make sure that the codecs are connecting properly. If this condition persists, collect the CTS log files, and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the [“Obtaining Technical Assistance”](#) section on page 6.

Upgrade unsuccessful: Could not save file**Message Added to Release**

1.6

Severity

Error

Explanation

The file could not be saved because the /tmp directory might not have enough space.

Recommended Action

Restart the CTS. If this condition persists, collect the CTS log files, and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the [“Obtaining Technical Assistance”](#) section on page 6.

Upgrade unsuccessful: File not found on host**Message Added to Release**

1.6

Severity

Error

Explanation

The CTS image file was not found on the TFTP server, and as a result, the upgrade was unsuccessful.

Recommended Action

Take the following action:

- Make sure that the CTS image file is on the TFTP server.
- Make sure that the CTS image name is correct.
- Work with the appropriate member of your technical support team to restart the TFTP server.

Upgrade unsuccessful: File security violation**Message Added to Release**

1.6

Severity

Error

Explanation

A file security violation occurred, and as a result, the upgrade was unsuccessful.

Recommended Action

Make sure that a valid file security scheme has been implemented. If this condition persists, collect the CTS log files, and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the [“Obtaining Technical Assistance”](#) section on page 6.

Upgrade unsuccessful: File transfer timeout**Message Added to Release**

1.6

Severity

Error

Explanation

The file transfer timed out, probably because of a communication problem with the TFTP server, and as a result, the upgrade was unsuccessful.

Recommended Action

Retry the upgrade. If this condition persists, check the network status of the TFTP server.

Upgrade unsuccessful: File type invalid**Message Added to Release**

1.6

Severity

Error

Explanation

The file type was invalid, and as a result, the upgrade was unsuccessful.

Recommended Action

Verify that the file is on the TFTP server, and that the file is a CTS image.

Upgrade unsuccessful: Incorrect checksum**Message Added to Release**

1.6

Severity

Error

Explanation

An incorrect checksum was received, and as a result, the upgrade was unsuccessful.

Recommended Action

Upload the CTS image again, and retry the upgrade. If this condition persists, collect the CTS log files, then obtain a valid software image by contacting the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the [“Obtaining Technical Assistance” section on page 6](#).

Upgrade unsuccessful: Invalid host name**Message Added to Release**

1.6

Severity

Error

Explanation

The retrieval of the new CTS image, and hence, the upgrade was unsuccessful because an incorrect hostname was specified or could not be resolved.

Recommended Action

Take the following action:

- Check the DNS server.
- Check, and if needed, correct the relevant TFTP configuration in the Cisco Unified CM Settings page of the CTS Administration interface.

Upgrade unsuccessful: Invalid operation**Message Added to Release**

1.6

Severity

Error

Explanation

An software issue occurred, and as a result, the upgrade was unsuccessful.

Recommended Action

Collect the CTS log files, and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the [“Obtaining Technical Assistance” section on page 6](#).

Upgrade unsuccessful: Out of disk space**Message Added to Release**

1.9

Severity

Error

Explanation

The upgrade was unsuccessful due to a lack of disk space.

Recommended Action

Reboot the system, and wait for system to auto-upgrade

Upgrade unsuccessful: Software does not support current hardware**Message Added to Release**

1.6

Severity

Error

Explanation

The CTS hardware and software are incompatible, and as a result, the upgrade was unsuccessful.

Recommended Action

Check the [Software Compatibility Information for the Cisco TelePresence System](#) to determine the CTS software versions that are compatible with the CTS hardware, and upgrade the software or hardware accordingly.

Upgrade unsuccessful: Unable to transfer file**Message Added to Release**

1.6

Severity

Error

Explanation

A file could not be transferred, and as a result, the upgrade was unsuccessful.

Recommended Action

Retry the file transfer. If this condition persists, work with your network administrator to determine if this condition is transient or longer term, and take the appropriate action.

Upgrade unsuccessful: Unspecified**Message Added to Release**

1.6

Severity

Error

Explanation

The upgrade was unsuccessful for an unknown reason.

Recommended Action

Take this action:

- Retry the upgrade.
- Work with the appropriate member of your technical support team to determine the status of the TFTP server.
- If this condition persists, collect the CTS log files, and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the [“Obtaining Technical Assistance” section on page 6](#).

User has chosen not to share {0} device**Message Added to Release**

1.7

Severity

Informational

Explanation

The user has chosen the dismiss option from the UI.

Recommended Action

No action is required.

User has chosen to share {0} device**Message Added to Release**

1.7

Severity

Informational

Explanation

The user has chosen the share option from the UI.

Recommended Action

No action is required.

User has plugged in {0} device**Message Added to Release**

1.7

Severity

Informational

Explanation

The user has plugged in a device for sharing the presentation.

Recommended Action

No action is required.

User has unplugged {0} device**Message Added to Release**

1.7

Severity

Informational

Explanation

The user has unplugged a device.

Recommended Action

No action is required.

Using existing CTL**Message Added to Release**

1.6

Severity

Informational

Explanation

The existing Certificate Trust List (CTL) is being used.

Recommended Action

No action is required.

Using Cisco Unified CM

Message Added to Release

1.6

Severity

Informational

Explanation

Cisco Unified CM has been configured.

Recommended Action

No action is required.

V

Video call ended due to security mismatch from non-secure audio add-in

Message Added to Release

1.6

Severity

Error

Explanation

The add-in call was disconnected because the audio/video call to the secured multipoint call was not allowed to downgrade to a non-secured state.

Recommended Action

Work with your CTMS administrator to verify that the security configuration on the CTMS is correct. If this condition persists, collect the CTS log files, and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the [“Obtaining Technical Assistance”](#) section on page 6.

Video driver not responding ({0} codec)

Message Added to Release

1.6

Severity

Error

Explanation

The call ended because the video driver was not responding.

Recommended Action

Retry the call. If this condition persists, collect the CTS log files, and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the [“Obtaining Technical Assistance”](#) section on page 6.

Video driver successfully reloaded on {0} codec

Message Added to Release

1.6

Severity

Warning

Explanation

The firmware has been reloaded to recover from an error.

Recommended Action

No action is required.

Video DSP buffer overflowed ({0} codec)**Message Added to Release**

1.6

Severity

Error

Explanation

The call ended because the video DSP buffer overflowed.

Recommended Action

Retry the call. If this condition persists, collect the CTS log files, and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the [“Obtaining Technical Assistance”](#) section on page 6.

Video quality reduced to (0)**Message Added to Release**

1.6

Severity

Warning

Explanation

The call quality has been reduced because of network congestion.

Recommended Action

Work with your network administrator to determine if this condition is transient or longer term, and take the appropriate action.

W

WARNING= No valid Manufacturing Installed Certificate found Secure mode operation may not be possible

Message Added to Release

1.6, 1.7, 1.8

Severity

Warning

Explanation

An invalid manufacturing installed certificate was found for a secured endpoint.

Recommended Action

Collect the CTS log files, and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the [“Obtaining Technical Assistance” section on page 6](#).

