



Cisco TelePresence System Syslog Messages

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Contents

This chapter presents Cisco TelePresence syslog log (syslog) messages by number. Each ID number corresponds to a software module that generates the system message. [Table 6-1](#) maps the ID number ranges to their respective application types.

Table 6-1 CTS-Manager ID Number Range and Software Module Mapping

Message Code Number Range	Application Name
• 201000 to 201009	CCA_PRES
• 201010 to 201044	CCA_OSD
• 201100 to 201119	CCA_INIT
• 201150 to 201178	CCA_CALL
• 201200 to 201216	
• 201180 to 201187	CCA_SRV
• 201500 to 201523	MEDIA
• 201600	PHONE_INIT
• 201601	PHONE_XSI
• 201650	KEYXCHG
• 201800 to 201801	CONFCTRL

201000 to 201009

201000

Message Text

HDMI signal state is active.

Message ID

PRES_SIGNAL_HDMIACTIVE

Message Added to Release

1.7.1

Severity

Information

Explanation

Generated at bootup and if the document camera is connected to the HDMI cable and port.

Recommended Action

No action is necessary.

201001**Message Text**

DVI signal state is active.

Message ID

PRES_SIGNAL_DVIACTIVE

Message Added to Release

1.7.1

Severity

Information

Explanation

Generated at bootup and if the document camera is connected to the DVI cable and port.

Recommended Action

No action is necessary.

201002**Message Text**

Projector state changed to on.

Message ID

PRES_PROJ_STATE_ON

Message Added to Release

1.7.1

Severity

Information

Explanation

Generated when the display is turned on.

Recommended Action

No action is necessary.

201003**Message Text**

Projector state changed to off.

Message ID

PRES_PROJ_STATE_OFF

Message Added to Release

1.7.1

Severity

Information

Explanation

Generated when the display is turned off.

Recommended Action

No action is necessary.

201004**Message Text**

The data display state is changed to %.10s.

Message ID

PRES_DATADISP_STATUSCHG

Message Added to Release

1.7.1

Severity

Information

Explanation

Generated when the data display state is changed.

Recommended Action

No action is necessary.

201005**Message Text**

Unsupported signal of %.10s.

Message ID

PRES_SIGNAL_UNSUPPORTED

Message Added to Release

1.7.1

Severity

Warning

Explanation

Generated when the user plugs in a laptop whose resolution is not supported.

Recommended Action

Adjust the resolution to 1024x768.

201006**Message Text**

The presentation has been negotiated to 30 and 5 FPS.

Message ID

PRES_305FPS_NEGOTIATED

Message Added to Release

1.7.1

Severity

Information

Explanation

Generated when the call is setting up and presentation negotiation is complete.

Recommended Action

No action is necessary.

201007**Message Text**

The presentation has been negotiated to 30 FPS.

Message ID
PRES_30FPS_NEGOTIATED

Message Added to Release
1.7.1

Severity
Information

Explanation
Generated when the call is setting up and presentation negotiation is complete.

Recommended Action
No action is necessary.

201008

Message Text
The presentation has been negotiated to 5 FPS.

Message ID
PRES_5FPS_NEGOTIATED

Message Added to Release
1.7.1

Severity
Information

Explanation
Generated when the call is setting up and presentation negotiation is complete.

Recommended Action
No action is necessary.

201009

Message Text
The presentation has been negotiated to 1 FPS.

Message ID
PRES_1FPS_NEGOTIATED

Message Added to Release

1.7.1

Severity

Information

Explanation

Generated when the call is setting up and presentation negotiation is complete.

Recommended Action

No action is necessary.

201010 to 201044

201010

Message Text

Display the remote hold icon.

Message ID

ICON_HOLD_REMOTE

Message Added to Release

1.7.1

Severity

Information

Explanation

The remote party puts the call on hold. The remote hold icon is displayed.

Recommended Action

No action is necessary.

201011

Message Text

Display the local hold icon.

Message ID

ICON_HOLD_LOCAL

Message Added to Release

1.7.1

Severity

Information

Explanation

The call is put on hold. The local hold icon is displayed.

Recommended Action

No action is necessary.

201012**Message Text**

Display bit rate reduction message.

Message ID

ICON_BITRATE_REDUCTION

Message Added to Release

1.7.1

Severity

Information

Explanation

The bandwidth is reduced. The text message is displayed on the main display.

Recommended Action

No action is necessary.

201013**Message Text**

Display bit rate reduction message due to network congestion. The text message is displayed on the main display.

Message ID

ICON_BITRATE_REDUC_CONG

Message Added to Release

1.7.1

Severity

Warning

Explanation

The bitrate is reduced due to network congestion.

Recommended Action

Contact the Network Administrator if this occurs too many times.

201014**Message Text**

Displayed network congestion message.

Message ID

ICON_NETWORK_CONGESTION

Message Added to Release

1.7.1

Severity

Warning

Explanation

Network congestion is detected. The text message is displayed on the main display.

Recommended Action

Contact the Network Administrator if this occurs too many times.

201015**Message Text**

Displayed the network latency warning message.

Message ID

ICON_NETWORK_LATENCY_WARN

Message Added to Release

1.7.1

Severity

Warning

Explanation

The network latency warning message is displayed when the latency has passed the latency network warning threshold.

Recommended Action

Contact the Network Administrator if this occurs too many times.

201016**Message Text**

Displayed the message indicating network latency has passed the maximum threshold.

Message ID

ICON_NETWORK_LATENCY_ERR

Message Added to Release

1.7.1

Severity

Warning

Explanation

The network latency error message is displayed when the latency has passed the latency network error threshold.

Recommended Action

Contact the Network Administrator if this occurs too many times.

201017**Message Text**

Displayed the non-secure icon.

Message ID

ICON_SECURITY_NONSECURE

Message Added to Release

1.7.1

Severity

Information

Explanation

The non-security icon is displayed indicating the call is non-secured.

Recommended Action

No action is necessary.

201018**Message Text**

Displayed the authenticate icon.

Message ID

ICON_SECURITY_AUTH

Message Added to Release

1.7.1

Severity

Information

Explanation

The authenticate icon is displayed indicating the call is authenticated.

Recommended Action

No action is necessary.

201019**Message Text**

Displayed the secured icon.

Message ID

ICON_SECURITY_SECURED

Message Added to Release

1.7.1

Severity

Information

Explanation

The secured icon is displayed indicating the call is secured.

Recommended Action

No action is necessary.

201020**Message Text**

Displayed the presentation disabled icon.

Message ID

ICON_PRESENTATION_OFF

Message Added to Release

1.7.1

Severity

Information

Explanation

The presentation is disconnected.

Recommended Action

No action is necessary.

201021**Message Text**

Displayed the satellite icon.

Message ID

ICON_SATELLITE

Message Added to Release

1.7.1

Severity

Information

Explanation

The call is a satellite call.

Recommended Action

No action is necessary.

201022**Message Text**

Displayed the mute icon.

Message ID

ICON_MUTE_LOCAL_ON

Message Added to Release

1.7.1

Severity

Information

Explanation

The mute icon is displayed on the main display indicating the user has muted the call.

Recommended Action

No action is necessary.

201023**Message Text**

Unable to display the mute icon on the main display.

Message ID

ICON_MUTE_LOCAL_ON_FAIL

Message Added to Release

1.7.1

Severity

Error

Explanation

Unable to display the mute icon.

Recommended Action

Contact the network administrator. If you require 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](#).

201024**Message Text**

Removed the mute icon on the main display.

Message ID

ICON_MUTE_LOCAL_OFF

Message Added to Release

1.7.1

Severity

Information

Explanation

The mute icon is removed from the main display indicating the user has unmuted the call.

Recommended Action

No action is necessary.

201025

Message Text

Unable to remove the mute icon on the main display.

Message ID

ICON_MUTE_LOCAL_OFF_FAIL

Message Added to Release

1.7.1

Severity

Error

Explanation

The mute icon has failed to be removed from the main display.

Recommended Action

Contact the network administrator. If you require 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](#).

201026

Message Text

Display %d-bar icon.

Message ID

ICON_BAR_DISPLAYED

Message Added to Release

1.7.1

Severity

Information

Explanation

Quality bar has changed. Display the bar icon.

Recommended Action

No action is necessary.

201027**Message Text**

Display black code SchedConfNotStarted.

Message ID

SCHEDCONFNOTSTARTED

Message Added to Release

1.7.1

Severity

Information

Explanation

Black screen code—Schedule conference not started yet.

Recommended Action

No action is necessary.

201028**Message Text**

Display black code ConfStartedInsuffRsc.

Message ID

CONFINSUFFRSC

Message Added to Release

1.7.1

Severity

Information

Explanation

Black screen code—Conference started with insufficient resource.

Recommended Action

No action is necessary.

201029**Message Text**

Display black code FirstAndOnlyPart.

Message ID

FIRSTANDONLYPART

Message Added to Release

1.7.1

Severity

Information

Explanation

Black screen code—First and only participant in the meeting.

Recommended Action

No action is necessary.

201030**Message Text**

Display black code RemaingPart.

Message ID

REMAININGPART

Message Added to Release

1.7.1

Severity

Information

Explanation

Black screen code—Remaining participant in the meeting.

Recommended Action

No action is necessary.

201031**Message Text**

Display black code ConfWaitingForHost.

Message ID
CONFWAITING4HOST

Message Added to Release
1.7.1

Severity
Information

Explanation
Black screen code—Conference is waiting for host to join.

Recommended Action
No action is necessary.

201032

Message Text
Display black code ConfLockedByHost.

Message ID
CONFLOCKEDBYHOST

Message Added to Release
1.7.1

Severity
Information

Explanation
Black screen code—Conference locked by host.

Recommended Action
No action is necessary.

201033

Message Text
Display black code ConfIsSecuredOnly.

Message ID
CONFISSECUREDONLY

Message Added to Release

1.7.1

Severity

Information

Explanation

Black screen code—Conference is secured only.

Recommended Action

No action is necessary.

201034**Message Text**

Display black code ConnWithNoVideo.

Message ID

CONNWITHNOVIDEO

Message Added to Release

1.7.1

Severity

Information

Explanation

Black screen code—Conference with no video.

Recommended Action

No action is necessary.

201035**Message Text**

Display black code OnlyOneTPIInWebEx.

Message ID

ONLYONETPINWEBEX

Message Added to Release

1.7.1

Severity

Information

Explanation

Black screen code—Only one participant in the Cisco WebEx meeting.

Recommended Action

No action is necessary.

201036**Message Text**

Display black code ConfTxVideoSuspend.

Message ID

CONFCTXVIDEOSUSPENDED

Message Added to Release

1.7.1

Severity

Information

Explanation

Black screen code—Conference is changed to audio only.

Recommended Action

No action is necessary.

201100 to 201119

201100**Message Text**

Unable to communicate with media service. Restart Call Control service.

Message ID

MEDIA_SRV_START_TIMEOUT

Message Added to Release

1.7.1

Severity

Error

Explanation

The Call Control Service failed to connect to the media service.

Recommended Action

Contact the network administrator. If you require 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.

201101

Message Text

Unable to communicate with media service. Restart Call Control service.

Message ID

START_MEDIA_SRV_FAIL

Message Added to Release

1.7.1

Severity

Error

Explanation

DSP suicide detected.

Recommended Action

Contact the network administrator. If you require 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.

201102

Message Text

Unified CM hostname/IP address is not configured.

Message ID

TNPINIT_CUCM_MISSING

Message Added to Release

1.7.1

Severity

Error

Explanation

Check your Unified CM administration settings to make sure the hostname and IP address are configured properly. See the *Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System*.

Recommended Action

Resolve Configuration Error.

201103

Message Text

Unable to resolve Unified CM hostname(% .20s).

Message ID

TNPINIT_CUCM_NAME_FAIL

Message Added to Release

1.7.1

Severity

Error

Explanation

Check your Unified CM administration settings to make sure the hostname is configured properly.

Recommended Action

Resolve Configuration Error. See the [Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System](#).

201104**Message Text**

Unable to resolve Unified CM IP address, using TFTP Server IP address: %.20s.

Message ID

TNPINIT_CUCM_TFTPIP_FAIL

Message Added to Release

1.7.1

Severity

Error

Explanation

Check your Unified CM administration settings to make sure the IP address is configured properly.

Recommended Action

Resolve Configuration Error. See the [Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System](#).

201105**Message Text**

Unable to read Unified CM configuration.

Message ID

TNPINIT_CUCM_READ_ERR

Message Added to Release

1.7.1

Severity

Error

Explanation

Check your Unified CM administration settings to make sure there are no typos.

Recommended Action

Resolve Configuration Error. See the [Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System](#).

201106

Message Text

Unable to parse Unified CM configuration.

Message ID

TNPINIT_CUCM_PARSE_ERR

Message Added to Release

1.7.1

Severity

Error

Explanation

You did not enter a directory number (DN) in the Unified CM configuration. Make sure that you have entered a DN into your Unified CM configuration. If the number is entered, make sure there are no typos and that you are using supported special characters.

Recommended Action

Resolve Configuration Error. See the [Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System](#).

201106

Message Text

Unable to parse Unified CM configuration.

Message ID

TNPINIT_CUCM_PARSE_ERR

Message Added to Release

1.7.1

Severity

Error

Explanation

Check your Unified CM administration settings to make sure there are no typos and that you are using supported special characters.

Recommended Action

Resolve Configuration Error. See the [Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System](#).

201107**Message Text**

Unified CM IP address is not configured.

Message ID

TNPINIT_CUCM_IP_NOTDEFINED

Message Added to Release

1.7.1

Severity

Error

Explanation

Check your Unified CM administration settings to make sure that the IP address is configured properly.

Recommended Action

Resolve Configuration Error. See the [Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System](#).

201108**Message Text**

Dial number is not configured. Please use Unified CM administration to set up the dial number.

Message ID

TNPINIT_CUCM_LNNAME_NOTDEF

Message Added to Release

1.7.1

Severity

Error

Explanation

Check your Unified CM administration settings to make sure that the dial in number is configured properly.

Recommended Action

Resolve Configuration Error. See the [Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System](#).

201109**Message Text**

System is in demo mode for CUCM configuration.

Message ID

TNPINIT_CUCM_DEMO_MODE

Message Added to Release

1.7.1

Severity

Warning

Explanation

One of the following conditions has occurred:

- The CTS is set up in demo mode, rather than normal operating mode.
- In some cases, this message displays after a system was upgraded to a later image, then downgraded to an earlier image.

Recommended Action

A workaround is to make a change to your Cisco TelePresence system call control settings (for example, Unified CM settings) using command-line interface (CLI) commands, which overwrites the demo mode and should bring your system up to a usable state. See the [Cisco TelePresence System Command-Line Interface Reference Guide](#) for more information.

201110**Message Text**

Media port range configured is [%d,%d].

Message ID

TNPINIT_MED_PORTRANGE_USED

Message Added to Release

1.7.1

Severity

Information

Explanation

The port range has been set for your system.

Recommended Action

This is only an informational message. No action is required.

201111**Message Text**

Unable to allocate RTP ports.

Message ID

TNPINIT_MED_PORT_AVAIL_FAIL

Message Added to Release

1.7.1

Severity

Error

Explanation

During normal system operation, media ports are used for calls, and are freed after the call completes. This message indicates that the maximum number of ports have been used and no more ports are available.

Recommended Action

Reboot the system to free the ports.

201112**Message Text**

Unable to read TFTP configuration file.

Message ID

TNPINIT_CUCM_READ_ERR

Message Added to Release

1.7.1

Severity

Error

Explanation

Check your Unified CM administration settings to make sure that your TFTP file is set up properly. Contact the administrator if the problem persists.

Recommended Action

Resolve Configuration Error. See the [Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System](#).

201113**Message Text**

Started in CUCM mode.

Message ID

TNPINIT_MODE_STARTED

Message Added to Release

1.7.1

Severity

Information

Recommended Action

No action is necessary.

201114**Message Text**

Started in non-CUCM mode.

Message ID

TNPINIT_MODE_STARTED

Message Added to Release

1.7.1

Severity

Information

Recommended Action

No action is necessary.

201115**Message Text**

Auto upgrade is enabled.

Message ID

TNPINIT_AUTO_UPGRADE_EN

Message Added to Release

1.7.1

Severity

Information

Recommended Action

No action is necessary.

201116**Message Text**

Auto upgrade is disabled.

Message ID

TNPINIT_AUTO_UPGRADE_DIS

Message Added to Release

1.7.1

Severity

Error

Recommended Action

Contact the network administrator. If you require 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.

201117**Message Text**

Camera is resetting. Calls cannot be made or received.

Message ID

CAMERA_RESETTING

Message Added to Release

1.7.1

Severity

Warning

Recommended Action

No action is necessary.

201118**Message Text**

Unable to detect camera. Ensure all camera cables are plugged in and working.

Message ID

CAMERA_UNPLUGGED

Message Added to Release

1.7.1

Severity

Error

Recommended Action

Check that camera cables are plugged in and working.

201119**Message Text**

Camera cables are verified plugged in properly.

Message ID

CAMERA_GOOD_STATUS

Message Added to Release

1.7.1

Severity

Information

Recommended Action

No action is necessary.

