Troubleshooting Calls

Revised June 30, 2011

This chapter describes issues with troubleshooting calls, and includes the following topics:

Troubleshooting Interop Calls

Interop endpoints are single and three-screen endpoints that are H.323 and ISDN standards-based. All interop calls are routed through the hosted Cisco VCS.

When there are problems with guest dialout calls or when an interop call drops, there are a number of steps that you can take to isolate the cause of the problem.

Do the applicable procedure, depending on your version of Cisco TelePresence Exchange System:

Troubleshooting an Interop Call in Cisco TelePresence Exchange System Release 1.0(3) and Later

Procedure

To troubleshoot an interop call in Cisco TelePresence Exchange System Release 1.0(3) and later, do the following procedure:

Step 1 Log in to the Cisco TelePresence Exchange System.

Step 2 From the navigation pane, choose **Collaboration Services > Meetings**.

The Meetings window is displayed.

Step 3 Click the applicable meeting to go to the Meeting Details page.

Step 4 From the toolbar, click **Go to Diagnostics**.

The Meeting Diagnostics page is displayed.

Step 5 In the search results, determine when each dialout participant joined and left the call, and the disconnect reason for the call.

Look for endpoints that were disconnected before the end of the meeting time, or for abnormal disconnect reasons such as rejected or resource shutdown. These issues generally indicate that an endpoint is unable to join a meeting.

Step 6 Log in to the Cisco VCS as the administrator.

Step 7 From the tool bar, choose **Status > Calls > History**.

The Call History window is displayed.

Step 8 In the Status column, look at the status of the interop call that is experiencing problems.

- When the call status shows that the call was rejected, determine if the call was routed to the right destination. If not, identify and fix the routing issue on the Cisco VCS.

  For additional information on the Cisco VCS, see
  http://www.cisco.com/en/US/products/ps11337/tsd_products_support_series_home.html.

- When the call status indicates normal call clearing, the problem is not with the Cisco VCS.

  To further diagnose the problem, select one of the following options:

  - For guest dialout calls to ISDN endpoints, check the status of the call on the Cisco TelePresence ISDN Gateway MSE 8321 resource.

    For additional information on the Cisco TelePresence ISDN Gateway MSE 8321, see
    http://www.cisco.com/en/US/products/ps11340/tsd_products_support_series_home.html.

  - For dialout calls placed on enterprise endpoints, check the status of the call on the session border controller (SBC).

  - For URI and IP dialout calls, check the status of the call on the Cisco TelePresence Video Communication Server Expressway.

    For additional information on the Cisco VCS Expressway, see
    http://www.cisco.com/en/US/products/ps11337/tsd_products_support_series_home.html.

- When there is no record of the call on the Cisco VCS, check the status of the call on the appropriate Cisco TelePresence MSE 8000 Series resource in the network (Cisco TelePresence Server MSE 8710 or Cisco TelePresence MCU MSE 8510), and use a static meeting to test why a dialout to an endpoint is failing.

  For additional information on the Cisco MSE 8000 Series, see
  http://www.cisco.com/en/US/products/ps11340/tsd_products_support_series_home.html.

Troubleshooting an Interop Call in Cisco TelePresence Exchange System Release 1.0(2)

Procedure

To troubleshoot an interop call in Cisco TelePresence Exchange System Release 1.0(2), do the following procedure:

Step 1 Log in to the Cisco TelePresence Exchange System.

Step 2 From the navigation pane, choose **Diagnostics > Meetings Diagnostics**.

The Meeting Diagnostics window is displayed.

Step 3   In the search field, enter the Conference ID of the meeting that is experiencing connection problems and click **Search**.

You can find the Conference ID for a meeting by choosing either **Collaboration Services > Meetings** or **Collaboration Services > Standing Meetings**, and then clicking a specific meeting entry from the Subject column to display the Meetings Overview window.

From the Meetings Overview window, you can also go directly to the Meeting Diagnostics windows for that meeting by clicking the **Go to Diagnostics** button (top).

Step 4   In the search results, determine when each dialout participant joined and left the call, and the disconnect reason for the call.

Look for endpoints that were disconnected before the end of the meeting time, or for abnormal disconnect reasons such as rejected or resource shutdown. These issues generally indicate that an endpoint is unable to join a meeting.

Step 5   Log in to the Cisco VCS as the administrator.

Step 6   From the tool bar, choose **Status > Calls > History**.

The Call History window is displayed.

Step 7   In the Status column, look at the status of the interop call that is experiencing problems.

- When the call status shows that the call was rejected, determine if the call was routed to the right destination. If not, identify and fix the routing issue on the Cisco VCS.

  For additional information on the Cisco VCS, see
  http://www.cisco.com/en/US/products/ps11337/tsd_products_support_series_home.html.

- When the call status indicates normal call clearing, the problem is not with the Cisco VCS.

  To further diagnose the problem, select one of the following options:

  – For guest dialout calls to ISDN endpoints, check the status of the call on the Cisco TelePresence ISDN Gateway MSE 8321 resource.

    For additional information on the Cisco TelePresence ISDN Gateway MSE 8321, see
    http://www.cisco.com/en/US/products/ps11340/tsd_products_support_series_home.html.

  – For dialout calls placed on enterprise endpoints, check the status of the call on the session border controller (SBC).

  – For URI and IP dialout calls, check the status of the call on the Cisco TelePresence Video Communication Server Expressway.

    For additional information on the Cisco VCS Expressway, see
    http://www.cisco.com/en/US/products/ps11337/tsd_products_support_series_home.html.

- When there is no record of the call on the Cisco VCS, check the status of the call on the appropriate Cisco TelePresence MSE 8000 Series resource in the network (Cisco TelePresence Server MSE 8710 or Cisco TelePresence MCU MSE 8510), and use a static meeting to test why a dialout to an endpoint is failing.

  For additional information on the Cisco MSE 8000 Series, see
  http://www.cisco.com/en/US/products/ps11340/tsd_products_support_series_home.html.

Troubleshooting Failure of an Endpoint to Call into a Second Meeting

The system allows an endpoint to participate in only one meeting at a time. Therefore, when an endpoint is currently in a meeting, it is not permitted to simultaneously join a second meeting.

Below are examples of instances when a user may not be able to call in to a second meeting:

- The user places the call on hold while in a meeting, and attempts to call into a second meeting. Because the system does not support simultaneous connection to more than one meeting, the user must remove the call from hold before attempting to join another meeting.

- From the system perspective, the endpoint has disconnected abnormally from a meeting and appears to still be connected. From the user perspective, the endpoint currently has no calls that are active or on hold. To help resolve this problem, where the call appears to still be in session from a previous meeting because the endpoint was disconnected abnormally, complete the following procedure:

Procedure

Step 1   From the endpoint that was in the first meeting, try to rejoin that meeting.

Step 2   After successfully rejoining the meeting, end the call as you normally would.

Step 3   Try to join the second meeting.

If this procedure does not resolve the issue and you are still unable to join another meeting, wait until the scheduled end of the first meeting and try again.