



CHAPTER 20

Troubleshooting for Cisco Unified Conferencing for TelePresence

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Topics in this section provide information about troubleshooting user access issues from the Administration Center.

For general system troubleshooting information, see the [Troubleshooting Guide for Cisco Unified Conferencing for TelePresence Version 1.1](#).

Troubleshooting User Access Issues

- [User Cannot Log In, page 20-1](#)
- [User Cannot Access a Meeting, page 20-1](#)

User Cannot Log In

If an end user cannot log in to the Cisco Unified Conferencing for TelePresence system, check the following:

- Is the User active field on the Edit User Profiles Details page set to No or Locked? It should be set to Group Default (Yes) or Yes for active users.
- Is the password expired? Passwords expire after the amount of time specified by the Change profile password (days) parameter on the Usage Configuration page.
- Does the end user exist in the database?
- Did the end user enter the username and password correctly? The password is case-sensitive.

User Cannot Access a Meeting

If an end user can get into the Cisco Unified Conferencing for TelePresence system but cannot join a meeting, check the following:

- Are there enough available ports for the meeting? As the system administrator, try to join a meeting. If you can join, then there are enough ports.

- Check that there are enough licenses. If other users are using all the licenses, then this end user may have to wait for a license to become free.
- Ensure that the end user dialed a valid meeting number.
- Ensure that the meeting is actually scheduled at this time.

Troubleshooting Meeting Scheduling Issues

- [User Cannot Schedule a Meeting, page 20-2](#)
- [User Cannot See Scheduled Meetings on the Web, page 20-2](#)
- [Meeting Scheduling Fails, page 20-2](#)

User Cannot Schedule a Meeting

If an end user cannot schedule a meeting via the scheduling interfaces, check the following:

- Check that the default number of rooms per meeting been specified on the Usage Configuration page if the end user did not include a Cisco TelePresence System during meeting scheduling.
- Verify that a user profile exists for the end user.
- Check the All Meetings page in Video Administration to determine if resources available for the meeting time.
- Check the following Cisco Unified Conferencing for TelePresence log for the name of the user and any authentication errors: `/opt/cisco/meetingplace_telepresence/tomcat/current/logs/mpt_sys.out`
- Verify that the AXL setting in the Usage Configuration page is correct if end user authenticates with with Cisco Unified Communications Manager.

User Cannot See Scheduled Meetings on the Web

If an end user does not see scheduled meetings on the web, check the following:

- Confirm that the meeting was indeed successfully scheduled by viewing the All Meetings page in Video Administration.
- Verify that a user profile exists for the end user to view future scheduled meetings.

Meeting Scheduling Fails

If scheduling fails, check the following:

- Log in to CLI and check the following Cisco Unified Conferencing for TelePresence log for errors: `/var/mp/mculogger/mculogger.out`
- Ensure that the MCU is online.
- Verify that schedule requests can be satisfied by the number of installed licenses and port capacity of hardware.

