



## CHAPTER 8

# Troubleshooting Cisco IP Communicator

---

Revised: 1/19/11

This chapter provides troubleshooting information for common Cisco IP Communicator issues. Some tasks in this chapter require configuration in Cisco Unified Communications Manager, formerly known as Cisco Unified CallManager.

- [How to Use Diagnostic Tools](#), page 8-1
- [How to Resolve Installation Problems](#), page 8-4
- [How to Resolve Startup Problems](#), page 8-5
- [How to Resolve Security Problems](#), page 8-7
- [How to Resolve Voice-Quality Issues](#), page 8-9
- [How to Resolve General Application Problems](#), page 8-14

For additional troubleshooting information, see these documents:

- *User Guide for Cisco IP Communicator*—Contains detailed information about installation and voice-quality issues in the troubleshooting section. It is available at this URL:  
[http://www.cisco.com/en/US/products/sw/voicesw/ps5475/products\\_user\\_guide\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps5475/products_user_guide_list.html)
- *Using the 79xx Status Information For Troubleshooting*—This technical note is geared toward hardware Cisco Unified IP Phones but contains information that you might find useful for Cisco IP Communicator. It is available at this URL:  
[http://www.cisco.com/en/US/products/hw/phones/ps379/products\\_tech\\_note09186a00800945bd.shtml](http://www.cisco.com/en/US/products/hw/phones/ps379/products_tech_note09186a00800945bd.shtml)

## How to Use Diagnostic Tools

- [Diagnosing Problems by Using the TAC Case Collection Tool](#), page 8-2
- [Reporting Voice-Quality and Other Issues](#), page 8-2
- [Capturing Logs Automatically When the Application Crashes](#), page 8-3
- [Capturing Detailed Logs for Other Application Problems](#), page 8-4

## Diagnosing Problems by Using the TAC Case Collection Tool

By using the Cisco Technical Assistance Center (TAC) Case Collection tool, you can interactively diagnose common problems involving hardware, configuration, and performance issues with solutions provided by Cisco TAC engineers.

### Restrictions

This tool is available only to registered Cisco.com users with a Cisco service contract.

### Procedure

---

- Step 1** Log in to Cisco.com.
- Step 2** Choose **Support > Tools and Resources**, and select **TAC Case Collection**.
- Step 3** Select a technology or product area to begin troubleshooting.

For example, if you select **Voice**, you access a knowledge base for voice-over-data networks and IP telephony:

- Voice applications, Cisco Unified Communications Manager, Cisco Unity Connection, and so forth
  - Voice quality (with diagnostic sound samples)
  - Voice gateways
  - Other voice-related issues
- 

For more information, click the **TAC Case Collection** link at this URL:

<http://www.cisco.com/public/support/tac/tools.shtml>

### Related Topics

- [Reporting Voice-Quality and Other Issues, page 8-2](#)
- [Capturing Logs Automatically When the Application Crashes, page 8-3](#)

## Reporting Voice-Quality and Other Issues

The Quality Report Tool (QRT) is a voice-quality and general problem-reporting tool for Cisco IP Communicator and other Cisco Unified IP Phone devices. The QRT is installed as part of the Cisco Unified Communications Manager installation.

### Restrictions

The QRT softkey is available only when Cisco IP Communicator is in the Connected, Connected Conference, Connected Transfer, or OnHook states.

### Procedure

---

- Step 1** Configure Cisco IP Communicator to use with QRT so users can report problems with phone calls. For details about QRT, see the *Cisco Unified Communications Manager Serviceability Administration Guide* and the *Cisco Unified Communications Manager Serviceability System Guide* at this URL: [http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod\\_maintenance\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html)
- Step 2** Tell users to report issues by clicking the QRT softkey and by choosing the appropriate problem category. Feedback is logged in an XML file. Actual information logged depends on the user selection and whether the destination device is Cisco IP Communicator.
- 

### Related Topics

- [Capturing Logs Automatically When the Application Crashes, page 8-3](#)

## Capturing Logs Automatically When the Application Crashes

If Cisco IP Communicator unexpectedly crashes, the Cisco Unified Problem Reporting Tool automatically collects installation, application, and client PC system information to automate the trace and crash-dump collection process on the client PC. It also creates a dump file.

### Before You Begin

For users who roam from one computer to another, they must generate the problem report on the PC from which the problem occurred so that the correct logs are attached. By design, log files do not roam with a user from computer to computer.

### Procedure

---

- Step 1** Tell users to follow the troubleshooting instructions in the online help and in the user guide at this URL: [http://www.cisco.com/en/US/products/sw/voicesw/ps5475/products\\_user\\_guide\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps5475/products_user_guide_list.html)
- Locate the automatically generated Zip file on their desktop.
  - Send the Zip file from their desktop to you through e-mail.
- Step 2** Provide the Zip file to the Cisco Technical Assistance Center (TAC) representative, if requested.
- 

### Troubleshooting Tips

If a blue screen failure occurs, the Cisco Unified Problem Reporting Tool might not generate an application crash dump even if the cause of the blue screen might be attributed to an interoperability issue between Cisco IP Communicator and the Windows OS.

### Related Topics

- [Capturing Detailed Logs for Other Application Problems, page 8-4](#)

## Capturing Detailed Logs for Other Application Problems

Sometimes, you need detailed log files to help troubleshoot problems with Cisco IP Communicator. Detailed logs have these characteristics:

- By default, detailed logging is enabled, and logs are collected at the verbose level.
- When enabled, detailed logging applies only to the client PC on which Cisco IP Communicator is running when users enabled it.

### Procedure

- 
- Step 1** Verify detailed logging is enabled. Right click **Preferences > User tab > Enable Logging** before launching the Problem Reporting Tool.
- Step 2** If possible, restart Cisco IP Communicator to put the application in a known state and to provide accurate logs. If the problem is intermittent or unexpected, capture the logs without restarting the application.
- Step 3** Recreate the problem, if possible.
- Step 4** Manually launch the Problem Reporting Tool (**Start > All Programs > Cisco IP Communicator > Create CIPC Problem Report**) and send the report to you.
- Step 5** Provide the Zip file to the Cisco Technical Assistance Center (TAC) representative, if requested.
- 

### Related Topics

- [Reporting Voice-Quality and Other Issues, page 8-2](#)

## How to Resolve Installation Problems

- [Not Enough Disk Space on Drive C, page 8-4](#)
- [Uninstall Does Not Remove All Files, page 8-5](#)

## Not Enough Disk Space on Drive C

**Problem** The user reports that there is not enough space on the C drive.

**Solution** Even if the TEMP variable is set to D:\temp, the installation program copies files by default in the C:\Program Files\InstallShield folder for repairing existing installations. Approximately 100 MB of additional space is required for the installation. To fix the problem, ask the user to free up additional space on the C drive.

### Related Topics

- [How to Resolve Startup Problems, page 8-5](#)

## Uninstall Does Not Remove All Files

**Problem** The user reports that the uninstall does not remove all files.

**Solution** The uninstall program does not remove files that are added or modified during runtime; you need to manually delete these files:

C:\Documents and Settings\*username*\Application Data\Cisco\Communicator

Note that the Application Data folder is hidden.

### Related Topics

- [How to Resolve Startup Problems, page 8-5](#)

## How to Resolve Startup Problems

- [Application Does Not Start Up Properly, page 8-5](#)
- [Application Startup is Unresponsive or Slow, page 8-6](#)
- [Error Messages “Registering” or “Defaulting to TFTP Server” Repeat, page 8-6](#)
- [Application Fails to Register and Shows the “Error DBConfig” Message, page 8-6](#)
- [Application Cannot Find the Network Interface Device or Shows the Wrong Extension Number, page 8-7](#)

## Application Does Not Start Up Properly

**Problem** The user reports that the application does not start up properly.

**Solution** After installing Cisco IP Communicator and adding it to Cisco Unified Communications Manager, Cisco IP Communicator should start up. If the application does not start up properly, try these solutions:

- Check network connectivity. If the network is down between Cisco IP Communicator and the TFTP server or Cisco Unified Communications Manager, Cisco IP Communicator cannot start up properly.
- Verify TFTP settings. Make sure that the correct TFTP settings are selected in Cisco IP Communicator (**right-click** > **Preferences** > **Network** tab). First-time remote users with a freshly installed application might not be able to use Cisco IP Communicator until specifying a TFTP address.
- Verify that the device name in Cisco IP Communicator (**right-click** > **Preferences** > **Network** tab) is correct and matches the device name specified in Cisco Unified Communications Manager.
- Verify that Cisco IP Communicator has been added to Cisco Unified Communications Manager.
- If Cisco IP Communicator is in the Cisco Unified Communications Manager database, and the criteria in the previous bullet points have been met, the device might experience startup problems if its configuration file is damaged. In this case, delete the device from the Cisco Unified Communications Manager database, make a copy of a configuration file for a functional device of the same type as the problematic device, and rename the file. Use the convention `SEPMAC_address.cnf.xml`, where `MAC_address` is the MAC address (or device name) of the deleted device. Replace the old configuration file with the new one, and add the device to the Cisco Unified Communications Manager database.

**Related Topics**

- [How Cisco IP Communicator Interacts With the Network at Startup, page 1-5](#)
- [About Methods for Adding Devices to the Cisco Unified Communications Manager Database, page 2-6](#)

## Application Startup is Unresponsive or Slow

**Problem** The user reports the Cisco IP Communicator startup seems unresponsive or slow.

Enable HTTP access to the Communicator folder on the TFTP server. To do this, run the Cisco IP Communicator Administration Tool, and select the option to enable HTTP access. Obtain the tool from the product software download web site:

<http://tools.cisco.com/support/downloads/pub/Redirect.x?mdfid=278468661>.

It is located inside the zipped folder with your build.

**Related Topics**

- [Table 4-3 on page 4-12](#)
- [Resolving Audio IP Address Auto-Detection Problems, page 4-10](#)

## Error Messages “Registering” or “Defaulting to TFTP Server” Repeat

**Problem** The user reports that error messages *Registering* or *Defaulting to TFTP server* repeat, and lines never appear.

**Solution** Cisco IP Communicator is unable to contact the TFTP server. Try these solutions:

- Check network connectivity to the TFTP server. If you can ping the server, ensure that DHCP option 150 is correctly set.
- If you are not using DHCP in your network, make sure that the TFTP server address is specified in Cisco IP Communicator (**right-click** > **Preferences** > **Network** tab).
- Make sure remote users can establish network connectivity before launching Cisco IP Communicator.

**Related Topics**

- [Status Messages Displayed, page 7-9](#)

## Application Fails to Register and Shows the “Error DBConfig” Message

**Problem** The user reports that Cisco IP Communicator fails to register and shows the error *Error DBConfig*.

**Solution** There is no device record for this Cisco IP Communicator device in Cisco Unified Communications Manager, or auto-registration is disabled. Try these solutions:

- Ensure that device record that you have created matches the device name chosen with Cisco IP Communicator (**right-click** > **Preferences** > **Network** tab).
- Ensure that the selected network adapter still exists in the computer (for example, ensure that a selected wireless card has not been removed).

- Ensure that Cisco IP Communicator is configured to use the correct TFTP server setting (**right-click > Preferences > Network** tab).

**Related Topics**

- [Specifying a TFTP Server, page 4-6](#)
- [About Selecting a Device Name, page 4-7](#)
- [Status Messages Displayed, page 7-9](#)

## Application Cannot Find the Network Interface Device or Shows the Wrong Extension Number

**Problem** The user reports that Cisco IP Communicator cannot find the network interface device and prompts the user to re-insert it or choose a new one, or Cisco IP Communicator shows the wrong extension number at startup.

**Solution** Try these solutions:

- Ensure that the network interface chosen for Cisco IP Communicator (**right-click > Preferences > Network** tab > **Network Adapter**) is installed on the system.

The network adapter setting allows Cisco IP Communicator to identify itself to the network; it is not used for audio transmission. For this reason, you do not need to change this setting once it is established unless you are permanently removing or disabling the selected network interface. In this case, select the new interface, re-administer the device in Cisco Unified Communications Manager administration, and delete the old device record.

- As a rule, users with laptops that use docking stations should undock before launching Cisco IP Communicator for the first time after installation.

**Related Topics**

- [About Selecting a Device Name, page 4-7](#)
- [Status Messages Displayed, page 7-9](#)
- [How to Resolve Installation Problems, page 8-4](#)

## How to Resolve Security Problems

- [LSC Does Not Install on the Client PC, page 8-7](#)
- [Message “Registration Rejected: Security Error” Appears on the Cisco IP Communicator Phone Screen, page 8-8](#)
- [Message “Configuring IP” Appears on the Cisco IP Communicator Phone Screen, page 8-9](#)

## LSC Does Not Install on the Client PC

**Problem** The LSC does not install on the client PC.

**Solution** The LSC should install on the client PC before Cisco IP Communicator registers with Cisco Unified Communications Manager. If this is not the case, perform these steps in Cisco Unified Communications Manager:

**Procedure**

- 
- Step 1** If Cisco IP Communicator does not register, verify the CAPF settings on the Phone Configuration page. Make sure that Certificate Operation is set to **Install/Upgrade** (not **No Pending**).
- Step 2** For Cisco Unified Communications Manager Releases other than 4.x, click **Save**, and then click **Reset** to reset Cisco IP Communicator.
- For Cisco Unified Communications Manager Release 4.x, click **Update**, and then click **Reset Phone** to reset Cisco IP Communicator.
- 

**Related Topics**

- [Status Messages Displayed, page 7-9](#)

## Message “Registration Rejected: Security Error” Appears on the Cisco IP Communicator Phone Screen

**Problem** The user reports that the message *Registration rejected: security error* appears on the Cisco IP Communicator phone screen.

**Solution** Complete this procedure:

**Procedure**

- 
- Step 1** Make sure the LSC is installed under the personal certificate store. From **Start > Run**, enter **certmgr.msc**.
- Step 2** Select **Personal > Certificates**, and make sure the device name on the certificate matches the Cisco IP Communicator device name (**right-click > Preferences > Network** tab > **Device Name** section).



- Step 3** For Cisco Unified Communications Manager Releases other than 4.x, on the Phone Configuration page, click **Reset** to clear the configuration cache on the TFTP server.
- For Cisco Unified Communications Manager Release 4.x, on the Phone Configuration page, click **Reset Phone** to clear the configuration cache on the TFTP server.
- 

**Related Topics**

- [Status Messages Displayed, page 7-9](#)

## Message “Configuring IP” Appears on the Cisco IP Communicator Phone Screen

**Problem** The user reports that the message *Configuring IP* message appears on the Cisco IP Communicator phone screen.

**Solution** Complete this procedure:

**Procedure**

- Step 1** In Cisco IP Communicator, verify that the CTL file downloaded. Choose **Settings > Security Configuration > CTL File**. The display should show a string of 32 hexadecimal digits (instead of showing *Not Installed*).
- Step 2** In Cisco IP Communicator, make sure that the correct Cisco Unified Communications Manager is listed under the CTL File menu. Choose **Settings > Security Configuration > CTL File**, and click **Select**.
- 

**Related Topics**

- [Status Messages Displayed, page 7-9](#)

## How to Resolve Voice-Quality Issues

- [Poor Audio Quality When Calling Digital Cell Phones Using a Low-Bandwidth Codec, page 8-10](#)
- [Codec Mismatch Between Cisco IP Communicator and Another Device, page 8-10](#)
- [Sound Sample Mismatch Between Cisco IP Communicator and Another Device, page 8-10](#)
- [Gaps in Voice Calls, page 8-10](#)
- [User Cannot Hear Audio or Dial Tone, page 8-10](#)
- [One-Way Audio Problems, page 8-11](#)
- [Echo Problems, page 8-11](#)
- [Voice of Remote Party Is Disrupted, page 8-12](#)
- [Remote Party Hears Distorted Or Robotic Audio or Background Noise, page 8-12](#)
- [Voice Quality is Degraded, page 8-13](#)

## Poor Audio Quality When Calling Digital Cell Phones Using a Low-Bandwidth Codec

**Problem** The user reports poor quality when calling digital cell phones using a low-bandwidth codec.

**Solution** When the user chooses to use low bandwidth, calls between Cisco IP Communicator and a digital cellular phone might have poor voice quality. Use the low-bandwidth setting only when absolutely necessary.

## Codec Mismatch Between Cisco IP Communicator and Another Device

**Problem** A codec mismatch occurred between Cisco IP Communicator and another device.

**Solution** The RxType and the TxType statistics show the codec that is being used for a codec conversation between this IP device and the other device. The values of these statistics should match. If they do not, verify that the other device can handle the codec conversation or that a transcoder is in place to handle the service.

### Related Topics

- [Call Statistic Information, page 7-13](#)

## Sound Sample Mismatch Between Cisco IP Communicator and Another Device

**Problem** A sound sample mismatch occurred between Cisco IP Communicator and another device.

**Solution** The RxSize and the TxSize statistics show the size of the voice packets that is being used in a conversation between this IP device and the other device. The values of these statistics should match.

### Related Topics

- [Call Statistic Information, page 7-13](#)

## Gaps in Voice Calls

**Problem** The user reports that there are gaps in voice calls.

**Solution** Check the AvgJtr and the MaxJtr statistics. A large variance between these statistics might indicate a problem with jitter on the network or periodic high rates of network activity.

### Related Topics

- [Call Statistic Information, page 7-13](#)

## User Cannot Hear Audio or Dial Tone

**Problem** The user reports that there is no audio, not even a dial tone.

**Solution** See the troubleshooting section of the Cisco IP Communicator user guide at this URL:

[http://www.cisco.com/en/US/products/sw/voicesw/ps5475/products\\_user\\_guide\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps5475/products_user_guide_list.html)

## One-Way Audio Problems

**Problem** The user reports one-way audio problems.

**Solution** If the remote party cannot hear the person who placed the call on a Cisco IP Communicator, it might be for one of these reasons:

- The Cisco IP Communicator party has muted the recording device.
- The Cisco IP Communicator party has plugged the headset and speaker plugs into the wrong ports on the PC.
- The Cisco IP Communicator party is running another application that is using the microphone, such as a sound recorder or another software-based phone.
- The Cisco IP Communicator audio settings are incorrect. See the *User Guide for Cisco IP Communicator* for more information.

If the Cisco IP Communicator party cannot hear the remote party, it might be for these reasons:

- The Cisco IP Communicator user is relying on a unsupported VPN. To resolve the issue, you must set up a web reflector page or manually specify the IP address in the Network Audio Settings window (**right-click** > **Audio** tab > **Network** button).
- The Cisco IP Communicator user is relying on a unsupported VPN, and Cisco IP Communicator is integrated with a Linux-based Cisco Unified Communications Manager (Releases other than 4.x). To resolve this issue, run the Cisco IP Communicator Administration Tool on a Windows server to resolve the audio IP address auto-detection problem.
- If Cisco IP Communicator is behind a firewall, make sure that the firewall is configured to pass TFTP and RTP traffic by using the appropriate port range.



---

**Tip** In cases of occasional one-way audio, try holding and resuming the call while the symptom is occurring. This can resolve the problem.

---

### Related Topics

- [Supported Software VPN Clients, page 4-9](#)
- [About Audio IP Address Auto-Detection Problems, page 4-9](#)
- [Resolving Audio IP Address Auto-Detection Problems, page 4-10](#)
- [Selections for Audio Port Range, page 4-11](#)

## Echo Problems

**Problem** The user reports hearing echoes during calls with Cisco IP Communicator.

**Solution** If the local or remote user hears echo, see the troubleshooting section of the Cisco IP Communicator user guide at this URL:

[http://www.cisco.com/en/US/products/sw/voicesw/ps5475/products\\_user\\_guide\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps5475/products_user_guide_list.html)

## Voice of Remote Party Is Disrupted

**Problem** The user reports that the voice of the remote party is disrupted by unintended silences or sounds jittery.

**Solution** Try these solutions:

- Close any unnecessary applications. Be aware that launching applications and performing network-intensive tasks, such as sending e-mail, might affect audio quality.
- Occasional pops, clicks, or broken audio might occur if the network is experiencing congestion or data traffic problems.
- If the user is using Cisco IP Communicator over a remote connection (for example, on a VPN connection from home or a hotel), voice quality is probably suffering from insufficient bandwidth. Enable the Optimize for Low Bandwidth feature (**right-click > Preferences > Audio** tab). If the problem persists, verify that sound cards and audio drivers are correctly installed on client PCs.

## Remote Party Hears Distorted Or Robotic Audio or Background Noise

**Problem** The remote party hears distorted or robotic audio, background noise, or inconsistent volume levels.

**Solution** The volume slider in Cisco IP Communicator might be set too high. This can cause various kinds of problems, including robotic transmitted audio, background noise, and sometimes changing volume levels in received audio.

### Procedure

- 
- Step 1** Test the volume level of Cisco IP Communicator for each audio mode (handset mode, speakerphone mode, or headset mode) by going off-hook with each mode. (To test handset mode, lift the handset. To test speakerphone or headset mode, make sure that only the speakerphone or headset button is lit.)
  - Step 2** Once you hear a dial tone, click the volume button in the main interface. A volume slider appears above the volume button. If the position of the slider is not in the middle of the range, press the volume button to reposition the slider so that the volume level is near the middle of the range.
  - Step 3** Repeat steps 1 and 2 for each audio mode.
  - Step 4** Run the Audio Tuning Wizard (**right-click > Audio Tuning Wizard**) to verify that the sound levels are satisfactory.
  - Step 5** If the problem is not volume related, suppress background noise. Enable noise suppression or increase the noise suppression aggressiveness level (**right-click > Preferences > Audio** tab > **Advanced** button). Noise suppression is applied to the microphone (input device) to prevent the transmission of noise to the remote end.
-

## Voice Quality is Degraded

**Problem** The user reports voice quality is degraded when Cisco IP Communicator is used while Windows is starting up.

**Solution** Verify that Windows has completed its startup process and that no other applications are still loading before using Cisco IP Communicator.

**Problem** The user reports voice quality is degraded when workstation physical memory becomes low.

**Solution** Cisco IP Communicator is recommended to operate with approximately 60MB of available physical memory - this is different from minimum required workstation memory as other applications will be consuming workstation memory. By ensuring other applications - including the operating system - have left enough available memory for Cisco IP Communicator will reduce sound distortions based on low-available RAM conditions. If users experience this condition, you may want to have them close some applications when running Cisco IP Communicator or increase the RAM in their system.

**Problem** The user reports voice quality is degraded when using Cisco IP Communicator with other applications that consume available bandwidth.

**Solution** Minimize the use of applications that consume large amounts of bandwidth (examples: applications that transfer large files, send or receive video, perform “screen sharing” operations, etc.) while on an active call.

**Problem** The user reports voice quality is degraded when the laptop is physically moved.

**Solution** Some computer manufacturers have introduced a feature called “HDD Protection” which prevents damage to the computer’s hard drive when the laptop experiences movement. This feature may also temporarily affect applications which are currently running on the workstation. The recommendation is to not physically move a computer enabled with this feature while on an active call.

# How to Resolve General Application Problems

- [Application Resets Unexpectedly, page 8-14](#)
- [Application is Slow to Load, page 8-14](#)
- [Digits Are Not Recognized By the Application, page 8-14](#)
- [Degraded Application Performance, page 8-15](#)
- [Quick Search Does Not Work, page 8-15](#)
- [Build Versions in the About Window Vary, page 8-15](#)

## Application Resets Unexpectedly

**Problem** The user reports that the application resets unexpectedly.

**Solution** Cisco IP Communicator resets when it loses contact with the Cisco Unified Communications Manager server. This lost connection can be caused by these conditions:

- Any network connectivity disruption such as cable breaks, switch outages, and switch reboots.
- Roaming out of range while using a wireless network connection.
- Another system administrator with access to Cisco Unified Communications Manager might have intentionally reset the devices.

## Application is Slow to Load

**Problem** The user reports the Cisco IP Communicator is slow to load.

**Solution** Verify that the desktop system where Cisco IP Communicator is installed is in same domain as Cisco Unified Communications Manager. You can also verify that the desktop system where Cisco IP Communicator is installed can resolve Cisco Unified Communications Manager by both FQDN and by name.

If the desktop where Cisco IP Communicator is installed cannot resolve Cisco Unified Communications Manager by name, go to Control Panel > Network Connections> choose your network connection -> Properties -> Internet Protocol (TCP/IP) -> Properties -> Advanced -> DNS -> Append These DNS Suffixes. Add a suffix that corresponds to the Cisco Unified Communications Manager suffix in the DNS entry.

## Digits Are Not Recognized By the Application

**Problem** The user reports that when trying to make a call, digits are not recognized by the application.

**Solution** The user is experiencing DTMF delay and should enter the digits more slowly.

## Degraded Application Performance

**Problem** Users complain of degraded application performance when Cisco IP Communicator and other applications are running.

**Solution** Assess the CPU usage under these conditions by using the Windows Performance Tool.

### Related Topics

- [Setting Up and Running the Windows XP Performance Tool, page 7-20](#)
- [Setting Up and Running the Windows Vista Performance Tool, page 7-21](#)

## Quick Search Does Not Work

**Problem** The user reports that Quick Search does not work.

**Solution** If you want to configure Quick Search to work with an external directory, you cannot use the Directory Wizard. Instead you must create a custom configuration file. The user might need to enter credential information.

Quick Search of the Personal Address Book is not supported with all Cisco Unified Communications Manager releases.

**Solution** Cisco IP Communicator cannot read the user information if anonymous bind is disabled in the Active Directory. Anonymous bind is disabled by default. For Cisco IP Communicator to download the user information for quick search you must enable the anonymous bind in Active Directory.

### Related Topics

- [How to Configure Quick Search, page 5-15](#)
- [Configuring Quick Search Manually with Windows-Based Cisco Unified Communications Managers, page 5-17](#)

## Build Versions in the About Window Vary

**Problem** Build version numbers that are listed in the Cisco IP Communicator About window vary by software component.

**Solution** This is a normal outcome of installing or upgrading the application and does not indicate a problem with the installation or upgrade process.

To view build versions for software components, **right-click** > **About Cisco IP Communicator**. Build versions are listed in the right column.

