



CHAPTER 10

FAQs and Troubleshooting

This chapter includes:

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FAQs

This section provides frequently asked questions (FAQs) about the following topics:

- [General FAQs, page 10-1](#)
- [Hardware FAQs, page 10-2](#)
- [Software FAQs, page 10-2](#)

General FAQs

Q. Who do I contact for technical support?

A. The Cisco Unified Application Environment provides product and developer support as follows:

- **Product Support**—Provided by the Technical Assistance Center (TAC), specifically for upgrading and installing the Cisco Unified Application Environment, administering it, and running applications.

Contact the TAC at the following URL if you have purchased a Cisco Unified Communications Essential Operate Service contract for your Cisco Unified Application Server and Cisco Unified Media Engine:

<http://www.cisco.com/techsupport>

- **Developer Support**—Provided by Developer Services, specifically for problems related to developing applications, or when your applications are not operating correctly.

Contact Developer Services at the following URL if you have purchased a Developer Services contract:

<http://www.cisco.com/web/developer/cuae/content/support.html>

However, before contacting Developer Services, check the log files to try and locate a probable root cause. Reviewing the log messages will also help you determine whether the problem should be routed to the TAC instead.

Hardware FAQs

- Q.** Do I have to have a Cisco Unified Media Engine, and if I do, does it have to be installed on a separate hardware platform from the Cisco Unified Application Server?
- A.** No. If the applications you are running do not have any media components, a Cisco Unified Media Engine is not required; and yes, it can be installed on the same hardware platform as the Cisco Unified Application Server.

Software FAQs

- Q.** Can a provider created with Release 2.4.3 or later run without being recompiled on Release 8.5?
- A.** Yes, a provider built with Release 2.4.3 or later does not have to be recompiled to run on Release 8.5.
- Q.** Can an application built under 2.4.3 or later run without recompile on 8.5?
- A.** Yes, a provider created with Release 2.4.3 or later does not have to be recompiled to run on Release 8.5.

Troubleshooting

This section provides troubleshooting tips about the following topics:

- [Connections, page 10-2](#)
- [Licensing, page 10-3](#)

Connections

Symptom An H.323 gateway connection is created with the name ABC prior to creating a Cisco Unified Communications Manager connection with the name XYZ. After a about an hour, the H.323 gateway name is changed from ABC to XYZ.

Possible Cause The Call Control option was not selected when creating the Cisco Unified Communications Manager cluster. The system assumed no call control, and removed the H.323.

Recommended Action When the H.323 gateway is created before a Cisco Unified Communications Manager cluster, select the Call Control option.

Licensing

Symptom When a license file sent from the licensing team, and which has the correct MAC address, is uploaded to the machine, an error message displays stating that the MAC address on the license file does not match the MAC address on the machine.

Possible Cause The license file has an extension of .txt.

Recommended Action Change the file extension to .lic.

