



# CHAPTER 5

## Troubleshooting Cisco Unified Communications for RTX

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### Setting Logging Levels Before Users Create a Problem Report

If you want to report a problem with Cisco UC for RTX, ask users to set the logging level in Cisco UC for RTX to higher levels than the default level before they create the problem report.

- [Setting Logging Levels for Voicemail Problems, page 5-1](#)
- [Setting Logging Levels for Other Problems, page 5-2](#)

After users set the appropriate logging level, they select **Help > Create Problem Report** and send the report that is saved to the desktop to you.

### Setting Logging Levels for Voicemail Problems

#### Procedure

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- Step 1** Modify the value of log4j.rootLogger in the corresponding logging file as follows:

Operating System	Log Level Setting Location
Windows XP	<drive>:\Program Files\Tencent\RTXC\Plugins\cucrtpplugin\log4cxxXP.properties
Windows Vista Windows 7	<drive>:\Program Files (x86)\Tencent\RTXC\Plugins\cucrtpplugin\log4cxx.properties

For example, set the value as follows:

```
log4j.rootLogger=debug, R
```

The following logging level list is from low to high:

- trace (maximum logs)
- debug
- info (default logging level)
- warning
- error
- fatal (minimum logs)

**Step 2** Save the file.

**Step 3** Restart RTX.

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## Setting Logging Levels for Other Problems

### Procedure

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**Step 1** Modify the value of Level in the corresponding logging file as follows:

Operating System	Log Level Setting Location
Windows XP	<drive>:\Program Files\Tencent\RTXC\Plugins\cucrtpplugin\apConfig.ini
Windows Vista Windows 7	<drive>:\Program Files (x86)\Tencent\RTXC\Plugins\cucrtpplugin\apConfig.ini

For example, set the value as follows:

```
Level=DEBUG
```

The following logging level list is from low to high:

- DEBUG (maximum logs)
- INFO (default logging level)
- OFF (no log)

**Step 2** Save the file.

**Step 3** Restart RTX.

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## Moving a Device to Another Cluster

If you configure security in your Cisco Unified Communications system, you use Certificate Trust List (CTL) files. The CTL file contains certificates for all of the servers in your Cisco Unified Communications system with which Client Services Framework might need to communicate securely.

When a device connects to a server in your Cisco Unified Communications system, the server is verified against this list. Client Services Framework does not allow secure connections to servers that are not explicitly listed in the CTL.

If a device is moved from one cluster to another, you must update the CTL file for the device list of servers in the new cluster.



### Note

When Cisco UC for RTX tries to connect to the Client Services Framework (CSF) device on Cisco Unified Communications Manager after an upgrade of Cisco Unified Communications Manager, the user sees the error “CTL reset is required [1002]” and the phone on the computer does not function. You can use the same procedure as follows.

### Procedure

**Step 1** Exit RTX.

**Step 2** Delete the contents of the appropriate folder as described in the following table:

Operating System	Folder
Windows XP	<drive>:\Documents and Settings\<username>\Application Data\Cisco\Unified Communications\Cucrtx
Windows Vista Windows 7	<drive>:\Users\<username>\AppData\Roaming\Cisco\Unified Communications\Cucrtx

**Step 3** Update the device settings for the user to point to the new cluster. For example, update the references to the Cisco Unified Communications Manager IP Phone (CCMCIP) server, Trivial File Transfer Protocol (TFTP) server, and Computer Telephony Integration (CTI) servers.

## How to Resolve General Problems with Cisco UC for RTX

- [Cannot Make Phone Calls or Use Other Telephony Services, page 5-4](#)
- [Cisco Unified IP Phone 7931G Users Cannot Control Desk Phone from Cisco UC for RTX, page 5-4](#)
- [Incorrect Caller Name Displayed for Shared Lines, page 5-4](#)
- [CAST Connection from Cisco Unified IP Phone Times Out, page 5-5](#)
- [Users Lose Control of the Active Call on the Desk Phone, page 5-5](#)
- [Users Cannot See the Participant List for the Conference Call, page 5-5](#)
- [Users Can Control Only One Line on Phones Configured for Multiple Lines, page 5-6](#)

- [Cannot See All Calls in Progress on Cisco Unified IP Phones 6900, 8900, and 9900 Series, page 5-6](#)
- [How to Resolve Synchronization Problems, page 5-6](#)
- [How to Resolve Availability Status Problems, page 5-7](#)

## Cannot Make Phone Calls or Use Other Telephony Services

**Problem** After users successfully sign in to Cisco UC for RTX, they cannot make phone calls. The alert message shows that telephony service registration fails.

**Solution** This problem can be caused by name resolution failure. If the Cisco Unified Communications Manager is not in the same domain as Cisco UC for RTX, add hostname in hosts file for Cisco Unified Communications Manager. If Cisco Unified Communications Manager is in the same domain as Cisco UC for RTX, make sure that the IP address of the fully qualified domain name of Cisco Unified Communications Manager is valid.

If the cause of failure is resolved, sign out of RTX, then sign in to it again. Alternatively, restart RTX.

## Cisco Unified IP Phone 7931G Users Cannot Control Desk Phone from Cisco UC for RTX

**Problem** Users who have a Cisco Unified IP Phone 7931G cannot use their desk phone from Cisco UC for RTX.

**Solution** Specify the value of the Outbound Call Rollover field to **No Rollover** in Cisco Unified Communications Manager, as follows:

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- Step 1** Select **Device > Phone** in Cisco Unified Communications Manager Administration.
  - Step 2** Search for the Cisco Unified IP Phone 7931G phone of the user in the Find and List Phones window.
  - Step 3** Select the Cisco Unified IP Phone 7931G phone.
  - Step 4** Select **No Rollover** from the Outbound Call Rollover list box in the Protocol Specific Information section.
  - Step 5** Select **Save**.
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## Incorrect Caller Name Displayed for Shared Lines

**Problem** When users are configured in Cisco Unified Communications Manager to share a line, the incorrect caller name might be displayed in notification windows or in the conversations window.

**Solution** This is expected behavior. In Cisco Unified Communications Manager, caller names are sent to the phones when the phones are initially configured. However, Cisco UC for RTX must search for the caller name in RTX contact information.

If lines are shared, when Cisco UC for RTX performs a search based on the phone number, the caller name in the first set of results returned that is the closest match to the Cisco Unified Communications Manager caller name is displayed. When shared lines are not configured, there is usually only one match in RTX contact information for the phone number and the caller name that is associated with this number is displayed.

## CAST Connection from Cisco Unified IP Phone Times Out

**Problem** When attempting to start a Cisco Audio Session Tunnel (CAST) connection from a Cisco Unified IP Phone, the connection times out.

**Solution** To resolve this issue, check to ensure that:

- The Cisco Unified IP Phone is configured as an SCCP phone in Cisco Unified Communications Manager.
- The Cisco Unified IP Phone is enabled for video capabilities in Cisco Unified Communications Manager.
- The following ports are enabled in Cisco Unified Communications Manager:
  - Cisco Discovery Protocol (CDP): Switch Port
  - Cisco Discovery Protocol (CDP): PC Port
- The video icon is displayed in the lower right corner of the LCD screen on the Cisco Unified IP Phone.
- The client computer that is running Cisco UC for RTX is tethered to the Cisco Unified IP Phone.
- Cisco Unified Video Advantage is not running. Cisco Unified Video Advantage should not be running; see [Removing Applications Before Installation, page 4-1](#) for more information.
- Cisco CDP KMDF NDIS Protocol Driver is correctly installed on your LAN connection.

The driver is included in the rpi package of Cisco UC for RTX. If Cisco UC for RTX is not correctly installed, you can install Cisco UC for RTX again.

For more information about how to perform the checks outlined above, see [Configuring Failover to Cisco Unified Survivable Remote Site Telephony, page 2-15](#).

## Users Lose Control of the Active Call on the Desk Phone

**Problem** A user can no longer control the active call on the desk phone.

**Solution** If a user docks, undocks, resumes, suspends or initiates hibernate mode on the computer while a call is in progress on the desk phone, the call remains active, but the user cannot control the call from the computer. This is expected behavior.

## Users Cannot See the Participant List for the Conference Call

**Problem** If users have a conference call that involves users in different clusters, some users might not be able to see the participant list for the conference call. Instead, the conference call resembles a call between two users.

**Solution** This is expected behavior.

## Users Can Control Only One Line on Phones Configured for Multiple Lines

**Problem** Cisco UC for RTX can control only one call session button on a phone that is configured for multiple lines.

**Solution** Cisco UC for RTX can control the first line in the list of lines that is returned by the Cisco Unified Communications Manager CTI service. You cannot change which line is controlled when the lines are partitioned. You *can* change which line is controlled by Cisco UC for RTX if the lines are not partitioned, that is, if they have different directory numbers.

## Cannot See All Calls in Progress on Cisco Unified IP Phones 6900, 8900, and 9900 Series

**Problem** Cisco UC for RTX monitors only one call session button on the desk phone that is associated with it. The Cisco Unified IP Phones 6900, 8900, and 9900 series allow simultaneous calls on multiple call session buttons. Any call operations that happen on buttons other than the one that Cisco UC for RTX monitors are not reflected in the Cisco UC for RTX user interface.

If you place or answer a call on a call session button that is not the one that Cisco UC for RTX monitors, the call does not appear in Cisco UC for RTX as an active call.

**Solution** You cannot use Cisco UC for RTX to control calls on the buttons that Cisco UC for RTX does not monitor.

The impact of Join Across Line (JAL) and Direct Transfer Across Line (DTAL) operations on a call that Cisco UC for RTX controls depends on whether the operation moves a call to a monitored call session button.

If a JAL operation moves a call to a monitored call session button, the call transitions to a conference call. If a JAL operation moves a call to an unmonitored button, the call disappears from the Cisco UC for RTX user interface. Cisco UC for RTX cannot control the call.

Similarly, a DTAL operation moves a call to a monitored call session button, Cisco UC for RTX can control the call, but if the call moves to an unmonitored button, Cisco UC for RTX cannot control the call.

## How to Resolve Synchronization Problems

**Problem** A contact updates the office or the mobile phone number in the personal settings of RTX. When other users make calls to the contact, Cisco UC for RTX may still use the outdated phone numbers for phone calls.

**Solution** This is expected behavior. The RTX client synchronizes the local contact information when any of the following events occur:

- A user moves the mouse over a contact in the contact list, and the contact information window appears.
- A user starts an IM chat with a contact.
- A user views the contact card of a contact.

To resolve this issue, ask the user to perform one of these actions, then restart RTX.

## How to Resolve Availability Status Problems

**Problem** Users might observe some incorrect availability statuses.

**Solution** This is expected behavior. RTX provides the availability information in Cisco UC for RTX. In particular circumstances, Cisco UC for RTX provides custom phone availability status information that can result in incorrect availability statuses.

The following table lists the circumstances that result in these incorrect availability statuses:

Initial Availability Status	Event	Availability Status Is Updated To...
Away	Call starts	<i>Away</i> When a call starts, your availability does not change if your current presence is “Away”.
On the phone	Call starts	<i>On the phone</i> When a call starts, your availability does not change if your current presence is “On the phone”.
Away	All calls end	<i>Away</i> When all calls end, your availability does not change if your presence is “Away”.

RTX can set your availability to away or offline when the system detects no mouse or keyboard actions within a certain period. You can enable or disable this feature in the personal settings of RTX.

## How to Resolve Voicemail Problems

- [Users Cannot Call Voicemail Service, page 5-7](#)
- [Users Cannot Access Voice Messages Visually, page 5-7](#)
- [Users Cannot Play Voice Messages, page 5-8](#)

### Users Cannot Call Voicemail Service

**Problem** If users are using desk phone for phone calls, they cannot access their voicemail service on Cisco UC for RTX.

**Solution** When you set Cisco UC for RTX to use your desk phone for phone calls, you must configure the voicemail pilot number registry subkey, VoicemailPilotNumber. For more information, see the [“Voicemail and Visual Voicemail Registry Settings”](#) section on page 3-10.

### Users Cannot Access Voice Messages Visually

**Problem** Users cannot view voice messages in the visual voicemail window.

**Solution** To resolve this problem, check the following, in the order shown below:

1. The network connection to the Cisco Unity Connection server is fine.

2. You have configured a valid account for the user on the Cisco Unity Connection server.
3. The username and password are correct for visual voicemail in **Cisco UC Settings > Accounts**.

## Users Cannot Play Voice Messages

**Problem** Users can view voice messages but cannot play a voice message by selecting the **Play** button.

**Solution** Loading voice messages may take a while. Users can wait a moment and try to play that message again. If they still cannot play that message, check if the message is a secure one and if the registry subkey, VVM\_Mailstore\_ImapPort\_0, or VVM\_Mailstore\_ImapPort\_1 is set to 143. If so, manually set the subkey value to 7993 (TLS) or 993(SSL) for the user.

For more information on the registry subkey, see the “[Voicemail and Visual Voicemail Registry Settings](#)” section on page 3-10.

## How to Resolve Video Problems

- [Users Cannot Use Video Features on Their Computers When They Use Their Desk Phone](#), page 5-8
- [Users Cannot See Video in Ad Hoc Conference Calls](#), page 5-9
- [Users Cannot Make Video Calls](#), page 5-9

For more information about video problems, see the release notes for the product at the following URL:

[http://www.cisco.com/en/US/products/ps11241/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/ps11241/prod_release_notes_list.html)

## Users Cannot Use Video Features on Their Computers When They Use Their Desk Phone

**Problem** When users have selected to use their desk phone for phone calls, they might not be able to use video on their calls, even when the phone is configured for video. A warning icon appears in the status bar on the RTX main panel. If a user selects **Cisco UC > Server Status and Error Notifications**, a warning is displayed in the Desk Phone (CAST) entry of the **Server Status** tab.

**Solution** To resolve this problem, check the following, in the order shown below:

1. The camera or built-in camera is functioning correctly. Check that the camera is attached correctly to the computer. Additionally, make sure the camera is not occupied by other applications.
2. The computer is tethered to the desk phone.
3. The desk phone is running SCCP firmware. SIP firmware does not support video when Cisco UC for RTX is set to use the desk phone for phone calls.
4. In Cisco Unified Communications Manager Administration, ensure that the Video Capabilities option is set to Enabled for the desk phone.
5. Symantec Endpoint Protection might be blocking the addresses that are used by Cisco Discovery Protocol (CDP). To resolve this problem, create a rule in Symantec Network Threat Protection (NTP) to allow the following MAC addresses:

01-00-0c-cc-cc-cc

01-00-0c-cc-cc-cd



For more information about how to create this rule, see the following URL:

[http://www.symantec.com/business/support/index?page=content&id=TECH105234&locale=en\\_US](http://www.symantec.com/business/support/index?page=content&id=TECH105234&locale=en_US)

## Users Cannot See Video in Ad Hoc Conference Calls

**Problem** Users cannot see video in an ad hoc conference call.

**Solution** This problem could be a result of either of the following settings:

- Minimum Video Capable Participants To Allocate Video Conference setting in Cisco Unified Communications Manager
- Media Resource Configuration setting in Cisco Unified MeetingPlace Application Server

### Related Topics

- [Specifying a Minimum Number of Video-Capable Participants for Ad Hoc Conferences, page 2-14](#)
- [Configuring a Cisco Unified MeetingPlace Application Server for Ad Hoc Video Conferencing, page 2-18](#)

## Users Cannot Make Video Calls

**Problem** Users cannot make video calls because video call options are not selectable.

**Solution** To resolve this problem, check the following, in the order shown below:

1. Users set up video devices.
2. You allow users from making video calls when you configure Cisco UC for RTX features.

For more information on configuring Cisco UC for RTX features, see the “[How to Configure Cisco UC for RTX Features](#)” section on page 3-6.

## How to Resolve Camera Problems

- [Camera Troubleshooting Tips, page 5-9](#)
- [Some Cameras Zoom In Suddenly During a Call, page 5-10](#)

For more information about video problems, see the release notes for the product at the following URL:

[http://www.cisco.com/en/US/products/ps11241/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/ps11241/prod_release_notes_list.html)

## Camera Troubleshooting Tips

The following are some general tips to prevent camera issues:

- Ensure that you have installed the correct driver for your camera.
- To configure the camera that you want to use with Cisco UC for RTX, select the Menu button in the RTX title bar. Then select **Action > Audio/Video > Audio/Video setting**. The tool allows you to preview the video output from the camera.

## Some Cameras Zoom In Suddenly During a Call

**Problem** During a call, the camera sometimes zooms in suddenly. This problem may occur on cameras that support the auto focus feature, as the camera tries to regain focus of the image.

**Solution** Place the call on hold and resume the call to see if the image is restored correctly.