

TOMORROW starts here.



Cisco *live!*

Troubleshooting the TelePresence Experience

BRKEVT-3661

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Agenda

• TelePresence Troubleshooting approach

• Signalling & Media issues

• Troubleshooting Tools

• Recovery Tools

• Questions and Answers

Session Objective

The participants will be able to

- Follow best practices for troubleshooting
- Utilise the best of the Serviceability features
- Capture the relevant data



TelePresence Troubleshooting Approach

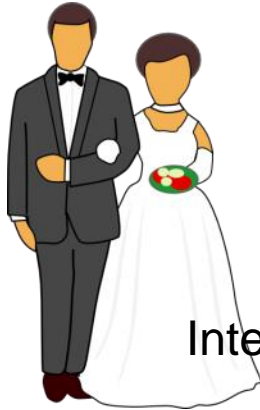
Challenges



Clarity of the problem



Influence from network



Integration challenges



Expectation & Perception

Occurrence



Common Issues

Video Pixelated

Red lines

Video Discoloured

Audio chopping

No Video

Video Patches

Video Flickering

External call fail

Video Ghosting

Audio-only

B2B call fail

Low bandwidth

Third party call fail

No video refresh

Single Screen on TX9K

Blurry video

No camera control

Traversal zone error

No Content channel

Video Blocking

No audio

Video skipping

Cannot join conference

Video Freeze

Call drop

Purple lines

Call doesn't connect

One-way media

Audio dial-out fail

No presentation

Troubleshooting Approach

■ Clarify

- Problem Identification
- Observation vs Expectations
- Problem scenario
- Deployment scenario
- Issue impact



■ Classify

- Problem classification
- Problem isolation



■ Confirm

- Factual, relevant evidence
- Problem trigger and conditions
- Other working scenario data



■ Checklist

- Problem based checklist
- Do we have the required evidence?
- Did we verify the basics?



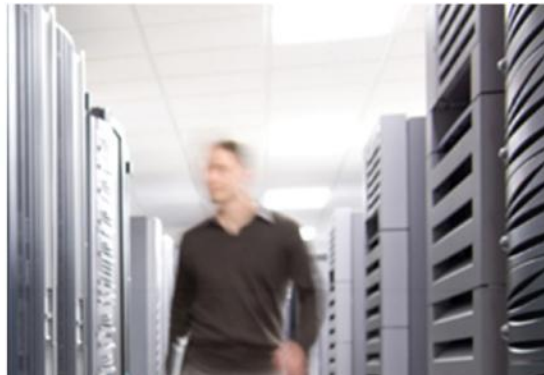
Issue Classification

Signalling issue

- Events
 - Call setup
 - SIP/H.323 messages
 - SDP/Capability negotiation
- Causes
 - Endpoint misconfiguration
 - Call Server misconfigurations
 - Firewall misconfiguration

Media issue

- Events
 - Established call
 - RTP/RTCP media stream
 - Media codecs
- Causes
 - Network impairments
 - Decoder / Encoded errors



Signalling Issues - Troubleshooting Approach



“The misconfiguration is the primary cause
of signalling issues.”

Signalling Issues - Troubleshooting Approach

The Problem

How do you describe your Signalling issue?

Audio-only

B2B call fail

External call fail

Third party call fail

Single Screen on TX9K

Low bandwidth

No Content channel

No camera control

Traversal zone error

Cannot join conference

Call drop

No presentation

One-way media

Audio dial-out fail

Call doesn't connect

Troubleshooting Approach

- Clarify

- Problem Identification
- Observation vs Expectations
- Problem scenario
- Deployment scenario
- Issue impact



- Classify

- Problem classification
- Problem isolation

- Confirm

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- Checklist

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- Do we have the required evidence?
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Signalling Issues - Troubleshooting Approach

Clarify: VCS Traversal Zone Working Scenario

Edit zone You are here: [VCS configuration](#) > [Zones](#) > [Zones](#) > [Edit zone](#)

Location

Peer 1 address: ⓘ H.323: Active: 10.106.93.72:6001
SIP: Active: 10.106.93.72:7001

Peer 2 address: ⓘ

Peer 3 address: ⓘ

Peer 4 address: ⓘ

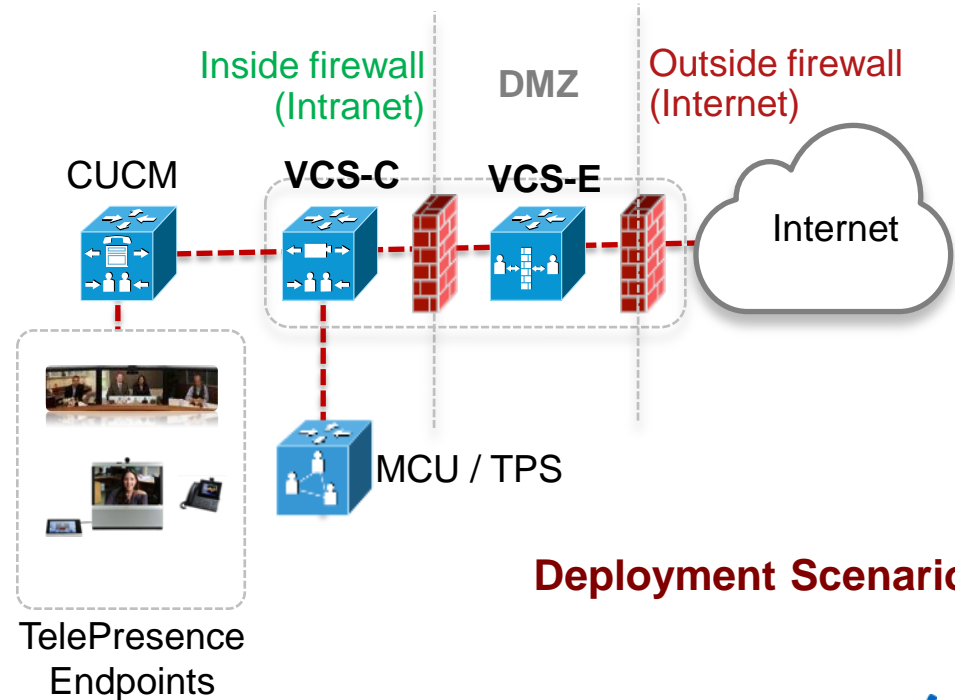
Peer 5 address: ⓘ

Peer 6 address: ⓘ

Status

State	Active
Number of calls to this zone	0
Bandwidth used on this VCS	0 kbps
Total bandwidth used across this cluster	0 kbps
Search rules targeting this zone	3

Expected status

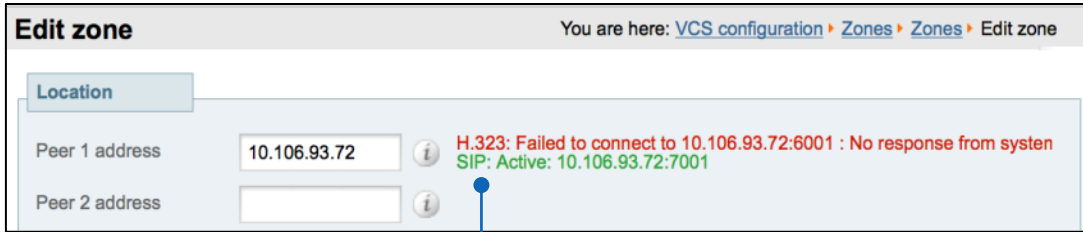


Deployment Scenario

VCS-Control Traversal zone status

Signalling Issues - Troubleshooting Approach

Clarify: Traversal Zone Error (H.323 peer link failed)



VCS-C zone peer status

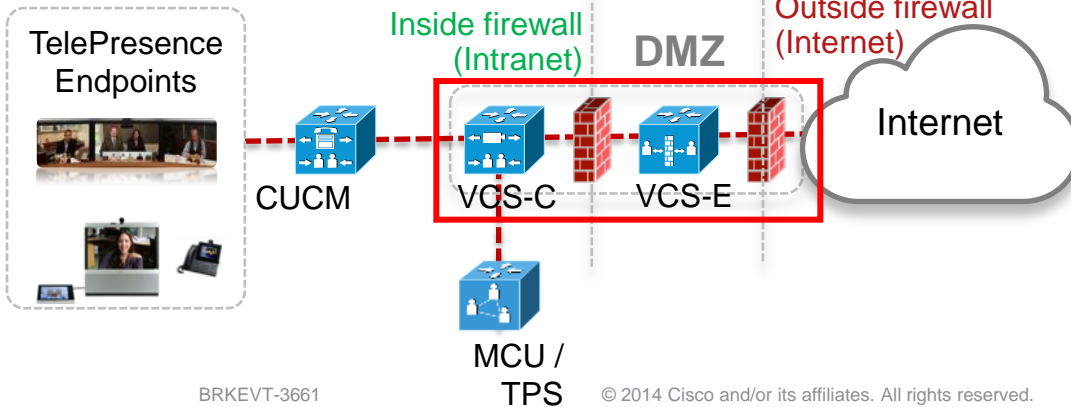
Observations [VCS-C]

- H323 traversal zone status: **Failed**
- Error: **“No response from system”**
- SIP traversal zone link: **Active**
- Occurrence: Always

Deployment

- VCS-C in corporate network
- VCS-E in dual subnet DMZ
- H323 Traversal Protocol: Assent

Priority & Impact: Medium



Troubleshooting Approach

- Clarify

- Problem Identification
- Observation vs Expectations
- Problem scenario
- Deployment scenario
- Issue impact

- Confirm

- Factual, relevant evidence
- Problem trigger and conditions
- Other working scenario data

- Classify

- Problem classification
- Problem isolation

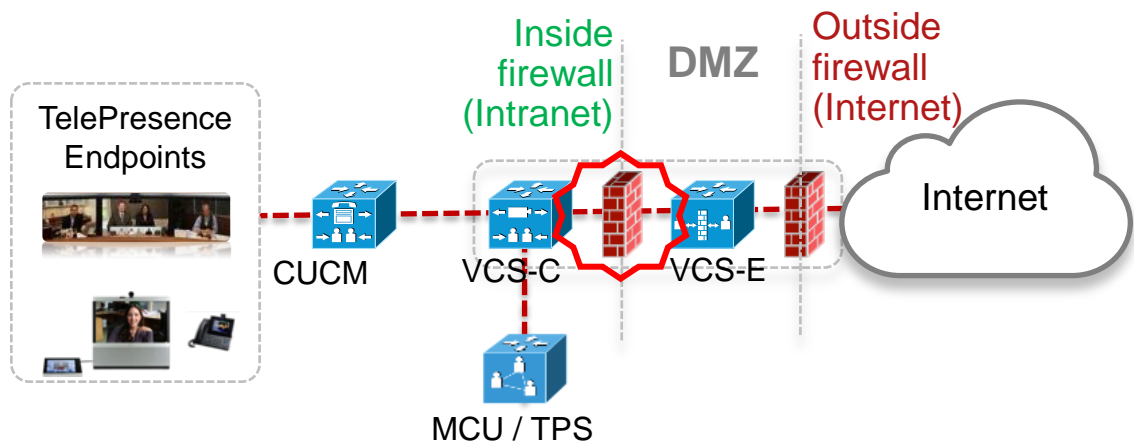


- Checklist

- Problem based checklist
- Do we have the required evidence?
- Did we verify the basics?

Signalling Issues - Troubleshooting Approach

Classify: Traversal Zone Error (H.323 peer link failed)



Problem Classification

- Signalling issue
- H.323 / Assent signalling

Problem Isolation

- VCS traversal zone
- VCS-C & VCS-E communication
- Inside Firewall

Troubleshooting Approach

- Clarify

- Problem Identification
- Observation vs Expectations
- Problem scenario
- Deployment scenario
- Issue impact

- Confirm

- Factual, relevant evidence
- Problem trigger and conditions
- Other working scenario data



- Classify

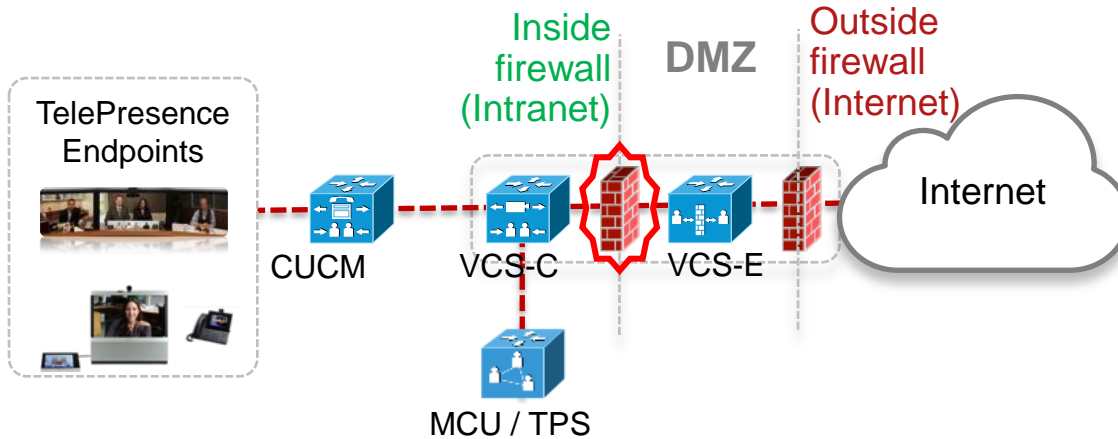
- Problem classification
- Problem isolation

- Checklist

- Problem based checklist
- Do we have the required evidence?
- Did we verify the basics?

Signalling Issues - Troubleshooting Approach

Confirm: Traversal Zone Error (H.323 peer link failed)



Trigger

- Not known

Conditions

- VCS-E at DMZ

Evidence

- VCS-C Traversal Zone peer status
- VCS Event logs, Diagnostics logs
- Configuration backup

Troubleshooting Approach

- Clarify

- Problem Identification
- Observation vs Expectations
- Problem scenario
- Deployment scenario
- Issue impact

- Confirm

- Factual, relevant evidence
- Problem trigger and conditions
- Other working scenario data

- Classify

- Problem classification
- Problem isolation

- Checklist

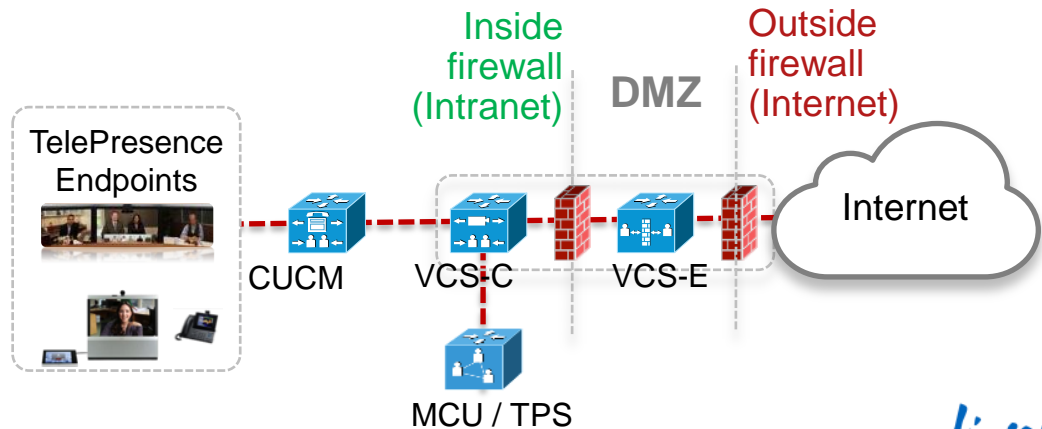
- Problem based checklist
- Do we have the required evidence?
- Did we verify the basics?



Signalling Issues - Troubleshooting Approach

Checklist: Traversal Zone Error (H.323 peer link failed)

- Event logs & Diagnostics logs
 - Has H.323 packets delivered from VCS-C? : YES
 - Has H.323 packets received at VCS-E? : **NO**
- Configuration backup
 - VCS-C & VCS-E Traversal Zone Configuration: **OK**
- Inside Firewall
 - Outbound ports allow : **OK**
 - Inbound ports allow : N/A
- Packet capture
 - VCS-Control
 - VCS-Expressway
 - Firewall



Signalling Issues - Troubleshooting Approach

Root Cause: Traversal Zone Error (H.323 peer link failed)

- VCS-C & VCS-E packet capture analysis

1415	38.543798	10.9.235.6	10.102.4.20	H.323 C 229 RAS: gatekeeperrequest
1450	38.551160	10.102.0.252	10.9.235.6	ICMP 70 Time-to-live exceeded (Time to live exceeded in transit)
1451	38.552656	10.100.0.252	10.9.235.6	ICMP 70 Time-to-live exceeded (Time to live exceeded in transit)
1776	44.543899	10.9.235.6	10.102.4.20	H.323 C 229 RAS: gatekeeperrequest
1778	44.551188	10.102.0.252	10.9.235.6	ICMP 70 Time-to-live exceeded (Time to live exceeded in transit)
1779	44.553533	10.100.0.252	10.9.235.6	ICMP 70 Time-to-live exceeded (Time to live exceeded in transit)

VCS-C capture

```
Internet Control Message Protocol
  Type: 11 (Time-to-live exceeded)
  Code: 0 (Time to live exceeded in transit)
  Checksum: 0xf558 [correct]
  Internet Protocol Version 4, src: 10.9.235.6 (10.9.235.6)
    version: 4
    Header length: 20 bytes
    Differentiated Services Field: 0x88 (DSCP 0x22: Assured Forwarding 41; ECN: 0x00: Not-ECT (Not ECN-Capable Transport))
    Total Length: 215
    Identification: 0x0000 (0)
    Flags: 0x02 (Don't Fragment)
    Fragment offset: 0
    Time to live: 1
    Protocol: UDP (17)
    Header checksum: 0x7505 [correct]
    Source: 10.9.235.6 (10.9.235.6)
    Destination: 10.102.4.20 (10.102.4.20)
  User Datagram Protocol, Src Port: h323gatestat (1719), Dst Port: 6001 (6001)
```

Source received "TTL exceeded"

Loop observed at internal firewall's ingress side

Firewall sending packets to wrong interface

Signalling Issues - Troubleshooting Approach

The Fix & Beyond: Traversal Zone Error (H.323 peer link failed)

- Question the cause
 - What caused this issue?
 - Where else could this cause lead to a problem?
- Question the fix
 - What issues could the fix cause?
 - Where else may we need a similar fix?



Media Issues - Troubleshooting Approach



A picture is worth a thousand words!

A video is worth a million words!!!



Media Issues – Troubleshooting Approach

The Problem

How do you describe the “poor” video quality?

Pixelated

Red lines

Discoloured

Striping

Skipping

Ghosting

Pulsating

blurry

Patches

Freeze

No refresh

Flickering

Blocking

Zebra

Wavy

Purple lines

Troubleshooting Approach

- Clarify

- Problem Identification
- Observation vs Expectations
- Problem scenario
- Deployment scenario
- Issue impact



- Classify

- Problem classification
- Problem isolation

- Confirm

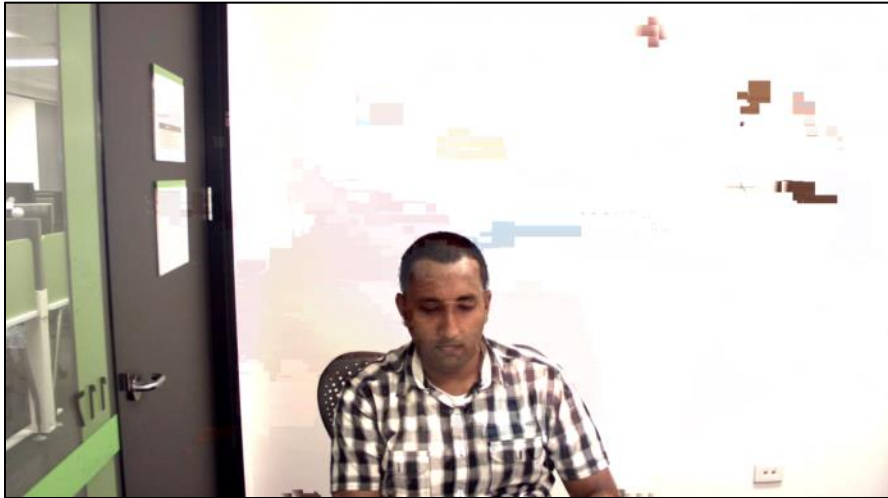
- Factual, relevant evidence
- Problem trigger and conditions
- Other working scenario data

- Checklist

- Problem based checklist
- Do we have the required evidence?
- Did we verify the basics?

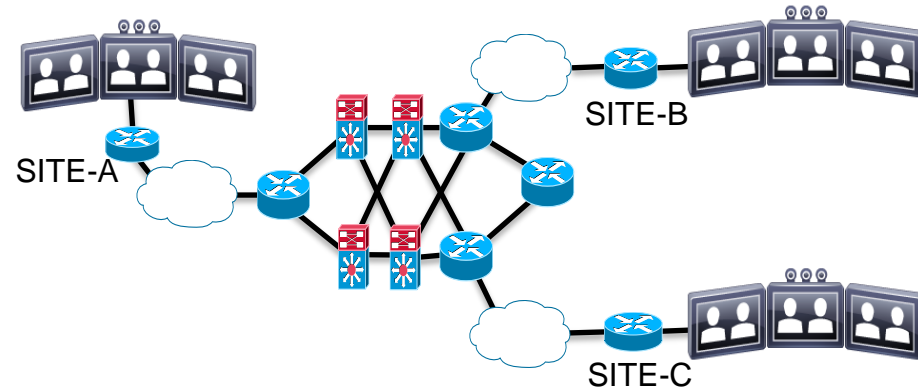
Media Issues – Troubleshooting Approach

Clarify: Poor Video Quality at CTS



Observations

- Continuous video patches
- CTS Touch status indicate “packet loss”
- Issue observed at only one site
- Occurrence: Intermittent



Deployment

- CTS deployed across all the branch locations
- MPLS network connecting the branch offices

Troubleshooting Approach

- Clarify

- Problem Identification
- Observation vs Expectations
- Problem scenario
- Deployment scenario
- Issue impact

- Confirm

- Factual, relevant evidence
- Problem trigger and conditions
- Other working scenario data

- Classify

- Problem classification
- Problem isolation

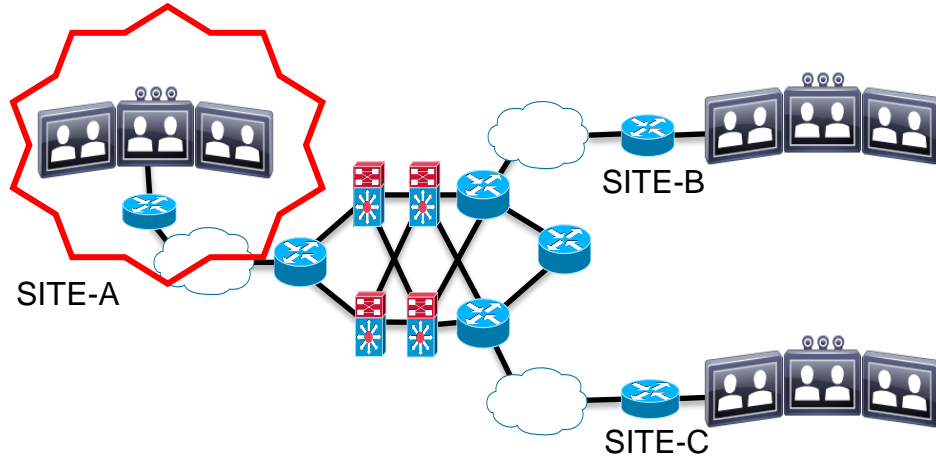


- Checklist

- Problem based checklist
- Do we have the required evidence?
- Did we verify the basics?

Media Issues – Troubleshooting Approach

Classify: Poor Video Quality at CTS



Problem Classification

- Media issue
- Video patches due to packet loss

Problem Isolation

- Point to Point and Multipoint calls
- Multi-site intra company calls
- Issue observed at one site (SITE-A)

Troubleshooting Approach

- Clarify

- Problem Identification
- Observation vs Expectations
- Problem scenario
- Deployment scenario
- Issue impact

- Confirm

- Factual, relevant evidence
- Problem trigger and conditions
- Other working scenario data



- Classify

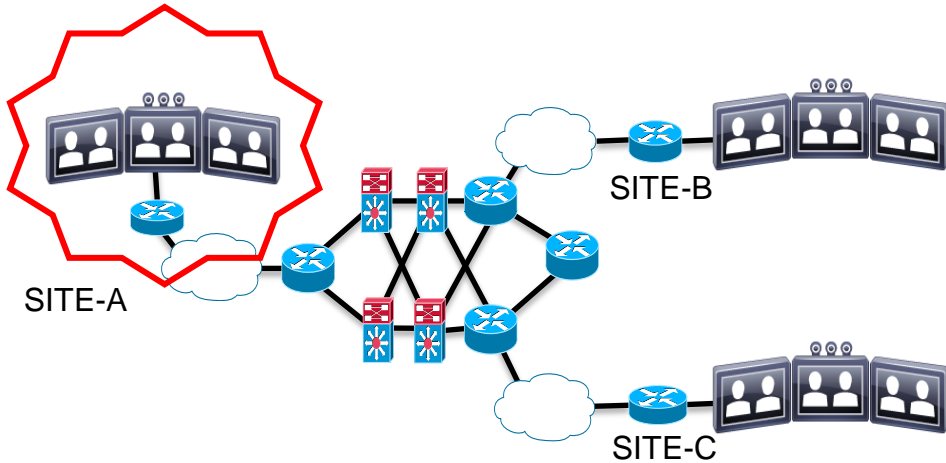
- Problem classification
- Problem isolation

- Checklist

- Problem based checklist
- Do we have the required evidence?
- Did we verify the basics?

Media Issues – Troubleshooting Approach

Confirm: Poor Video Quality at CTS



Trigger

- Not known

Conditions

- Multi-site intra company calls

Evidence

- Call statistics [CTS Touch, Sysop stats]
- CTS logs
- Packet capture

Media Issues – Troubleshooting Approach

Confirm: Poor Video Quality at CTS

Troubleshooting > Log Files

Sysop Log Log Files SIP Messages

-- Video --

Statistics	Left	Center	Right
Rx Media Type	H.264	H.264	H.264
Rx Frames Per Second	30	30	30
Rx Bytes	0	24705092	0
Rx Bit Rate Per Call	0	312	0
Rx Bit Rate Per Period	0	315	0
Rx Packets	0	27096	0
Rx Packets Lost	0	7962	0
Pkts % Call	0.0000	22.7109	0.0000
Pkts % Period	0.0000	22.2423	0.0000
Max Pkts % Period	0.0000	26.0345	0.0000

Packet loss

dest stats: sysop log

src: settings

Configuration > Telephony Settings

Auto Answer:	No
Maximum Call Length (mins):	0
DSCP For Audio:	EF DSCP (101110)
DSCP For TelePresence:	CS4(precedence 4) DSCP (100000)
Start Media Port:	16384
End Media Port:	32766

Note: Use Unified CM to change these settings.

Troubleshooting > Log Files

Sysop Log Log Files SIP Messages

```
2014-01-15 03:13:00: INFO Audio DSCP Current Marking: [BE], Previous Marking: [BE]
2014-01-15 03:13:00: INFO Audio COS Current Priority: [0], Previous Priority: [0]
2014-01-15 03:13:00: INFO Video DSCP Current Marking: [BE], Previous Marking: [BE]
2014-01-15 03:13:00: INFO Video COS Current Priority: [0], Previous Priority: [0]
```

dest: sysop logs

Troubleshooting Approach

- Clarify

- Problem Identification
- Observation vs Expectations
- Problem scenario
- Deployment scenario
- Issue impact

- Confirm

- Factual, relevant evidence
- Problem trigger and conditions
- Other working scenario data

- Classify

- Problem classification
- Problem isolation

- Checklist

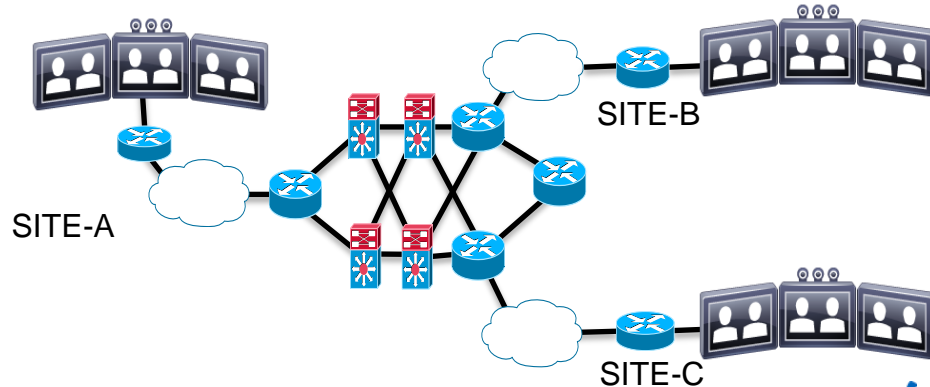
- Problem based checklist
- Do we have the required evidence?
- Did we verify the basics?



Media Issues – Troubleshooting Approach

Checklist: Poor Video Quality at CTS

- Sysop stats & logs
 - Packet loss reported at destination : YES
 - DSCP marking at Destination CTS: **BE**
- Configuration
 - DSCP marking at Source CTS: **OK**
- Packet capture
 - Source CTS
 - Destination CTS at SITE-A



Media Issues - Troubleshooting Approach

Root Cause: Poor Video Quality at CTS

Source capture

No.	Time	Source	Destination	Protocol	Length	Info
204	0.154198	10.132.30.252	10.36.163.9	UDP	224	Source port: 25588 Destination port: 17862
205	0.155657	10.132.30.252	10.36.163.9	UDP	1299	Source port: 30090 Destination port: 25682
206	0.159579	10.132.30.252	10.36.163.9	UDP	1320	Source port: 30090 Destination port: 25682

Internet Protocol Version 4, Src: 10.132.30.252 (10.132.30.252), Dst: 10.36.163.9 (10.36.163.9)

Version: 4
Header length: 20 bytes
+ Differentiated Services Field
Total Length: 1285
Identification: 0x0000 (0)
+ Flags: 0x02 (Don't Fragment)
Fragment offset: 0
Time to live: 64
Protocol: UDP (17)
+ Header checksum: 0x5ebb [correct]
source: 10.132.30.252 (10.132.30.252)
destination: 10.36.163.9 (10.36.163.9)
+ User Datagram Protocol, Src Port: 30090

No.	Time	Source	Destination	Protocol	Length	Info
265	0.320805	10.132.30.252	10.36.163.9	UDP	224	Source port: 25588 Destination port: 17862
266	0.322403	10.132.30.252	10.36.163.9	UDP	1354	Source port: 30090 Destination port: 25682
269	0.327886	10.132.30.252	10.36.163.9	UDP	102	Source port: 30091 Destination port: 25683

Internet Protocol Version 4, Src: 10.132.30.252 (10.132.30.252), Dst: 10.36.163.9 (10.36.163.9)

Version: 4
Header length: 20 bytes
+ Differentiated Services Field: 0x00 (DSCP 0x00: Default; ECN: 0x00: Not-ECT (Not ECN-Capable Transport))
Total Length: 1340
Identification: 0x0000 (0)
+ Flags: 0x02 (Don't Fragment)
Fragment offset: 0
Time to live: 58
Protocol: UDP (17)
+ Header checksum: 0x6504 [correct]
source: 10.132.30.252 (10.132.30.252)
destination: 10.36.163.9 (10.36.163.9)
User Datagram Protocol, Src Port: 30090 (30090), Dst Port: 25682 (25682)

Packets remarked to BE at destination

Misconfiguration in switch(s) at SITE-A

Destination capture

Media Issues - Troubleshooting Approach

The Fix & Beyond: Poor Video Quality at CTS

- Question the cause
 - What caused this issue?
 - Where else could this cause lead to a problem?
- Question the fix
 - What issues could the fix cause?
 - Where else may we need a similar fix?



Signalling and Media issues - Evidence

Signalling / Media Issues – Evidence

Troubleshooting Tools

Device	During Call	Q/E	After Call	Q/E
CTS	Touch Panel	1/3	Sysop Logs	3/1
	WebUI – Call Statistics	2/2		
	Sysop Logs	3/1		
TC Codecs	Touch: Call Status	2/3	Web: Log Files	3/1
	Web: Call Control	2/2		
	API: xstatus	3/2		
VCS	Call Status	2/2	Call History	2/2
MCU / TPS	Participant details on conference	3/2	CDR Logs – Media summary	2/1
	Statistics Tab on Active Conference	3/2	Web: Log files	3/1

Q=Quality of data
 E=Ease of collection /reading
 1=OK
 2=Better
 3=Best

Signalling / Media Issues – Troubleshooting Tools

CTS Devices

TC Codecs

VCS & Conductor

Call Manager

MCU & TelePresence Server



Signalling / Media Issues – Troubleshooting Tools

CTS Devices

Tools	Signalling issue	Media issue
Call Statistics from Touch panel		✓
Call Statistics from WebUI		✓
Sysop Logs	✓	✓
SIP Messages	✓	✓
CTS log files	✓	✓
Network packet Capture		✓

Signalling / Media Issues – Troubleshooting Tools

CTS Devices: Touch Panel Call Statistics

The screenshot shows the Cisco TelePresence interface. At the top left is the Cisco logo and 'Cisco TelePresence'. At the top right is the date and time 'January 15 | 3:34 | 6110082'. Below the header is a user profile for 'Sunjay Dutt' with the ID 'sdutt'. A 'Call Status' window is open, displaying the following information:

System Status	Call Status
Call Status >	Resolution: 360p
System Status >	Security: Non-secure
Peripherals >	Network Quality: 18% packet loss
Report Problem >	Network Latency: Good
	Jitter: Poor
	Transmit Bitrate: 448 kbps

At the bottom of the interface are five buttons: Meetings, New Call, Directory, Presentation, and More.

- 1st checkpoint on media issues
 - Resolution
 - Packet loss
 - Latency
 - Jitter
 - Bitrate

Signalling / Media Issues – Troubleshooting Tools

CTS Devices: WebUI Call Statistics

Monitoring > Call Statistics				
<input checked="" type="checkbox"/> Audio/Video Call: Video Stream Statistics				
Local	10.104.134.204:25514			
Remote	10.67.203.210:21542			
Average Latency (Call)	0			
Average Latency (Period)	0			
Time Period (seconds)	10			
DSCP	Current Marking: [EF]; Previous Marking: [EF]			
CoS	Current Priority: [5]; Previous Priority: [5]			
	Left	Center	Right	
Transmit				
Is Active	0	0	0	
Media Type	H.264	H.264	H.264	
Frames Per Second	30.00	30.00	30.00	
Total Bytes	0	0	0	
Bit Rate kbps (Call)	0	0	0	
Bit Rate kbps (Period)	0	0	0	
Total Packets	0	0	0	
Receive				
Is Active	1	1	1	
Media Type	H.264	H.264	H.264	
Frames Per Second	30.00	30.00	30.00	
Total Bytes	0	6669850	0	
Bit Rate kbps (Call)	0	194	0	
Bit Rate kbps (Period)	0	305	0	
Total Packets	0	7556	0	
Lost Packets	0	47	0	
Lost Packets % (Call)	0.0000	0.6182	0.0000	
Lost Packets % (Period)	0.0000	10.0000	0.0000	
Maximum Lost Packets % (Period)	0.0000	10.0000	0.0000	
Duplicate Packets	0	0	0	
Late Packets	0	0	0	
Failed SRTP Authentication Packets	0	0	0	
Average Frame Jitter (Call)	0	279	0	
Average Frame Jitter (Period)	0	805	0	
Maximum Frame Jitter (Average - Call)	0	279	0	
Maximum Frame Jitter (Range - Period)	0	842	0	

Address, Port, DSCP

Transmit stats

Receive stats

Packet loss, Jitter, Delay

Signalling / Media Issues – Troubleshooting Tools

CTS Devices: Sysop Log

Troubleshooting > Log Files

Sysop Log Log Files SIP Messages

```
2014-01-13 10:54:42: INFO Main Video negotiated Frame Rate is 30fps.
2014-01-13 10:54:44: INFO BFCP Status: Negotiated
2014-01-13 10:54:44: INFO Center Encoder Resolution is: 1280x720.
2014-01-13 10:54:44: INFO Left Encoder Resolution is: 1280x720.
2014-01-13 10:54:44: INFO Right Encoder Resolution is: 1280x720.
2014-01-13 10:54:44: INFO CTS is in an interop call and is not using TIP or MUX.
2014-01-13 10:54:44: INFO Bandwidth Negotiated: Local Bandwidth/Remote Bandwidth/Ne
2014-01-13 10:54:44: INFO After applying bandwidth allocation weights, main video v
2014-01-13 10:54:44: INFO Main display: Stop displaying mute icon
2014-01-13 10:54:53: INFO Audio DSCP Current Marking: [BE], Previous Marking: [BE]
2014-01-13 10:54:53: INFO Audio COS Current Priority: [0], Previous Priority: [0]
2014-01-13 10:54:53: INFO Video DSCP Current Marking: [BE], Previous Marking: [BE]
2014-01-13 10:54:53: INFO Video COS Current Priority: [0], Previous Priority: [0]
```

Download Sysop Files

- Crucial data here!
 - Event trace
 - Call history and trace
 - Call / Media Statistics
 - Bandwidth, Resolution
 - Call error logs
 - Timestamp is in UTC

Signalling / Media Issues – Troubleshooting Tools

CTS Devices: SIP Messages

Troubleshooting > Log Files

Sysop Log Log Files **SIP Messages**

SIP Messages

Filter where SIP Message Type is: <enter here or select from list> <select message type> Filter

Showing 1 - 50 of 5350 records

Date	Direction	Message Type	Message	To	From
01/14/2014 @ 15:05:16.234	TX	200	bd6ffc00-2d4	6110082	Sunjay Dutt
01/14/2014 @ 15:05:16.228	RX	BYE	bd6ffc00-2d4	6110082	Sunjay Dutt
01/14/2014 @ 15:03:58.703	RX	200	1cdf0f76-fcf0	6110082	6110082
01/14/2014 @ 15:03:58.699	RX	100	1cdf0f76-fcf0	6110082	6110082
01/14/2014 @ 15:03:58.691	TX	REGISTER	1cdf0f76-fcf0	6110082	6110082
01/14/2014 @ 15:03:03.024	TX	200	bd6ffc00-2d4	6110082	Sunjay Dutt
01/14/2014 @ 15:03:03.022	RX	UPDATE	bd6ffc00-2d4	6110082	Sunjay Dutt
01/14/2014 @ 15:03:03.020	RX	ACK	bd6ffc00-2d4	6110082	Sunjay Dutt
01/14/2014 @ 15:03:03.014	TX	200	bd6ffc00-2d4	6110082	Sunjay Dutt
01/14/2014 @ 15:03:02.556	TX	100	bd6ffc00-2d4	6110082	Sunjay Dutt
01/14/2014 @ 15:03:02.548	RX	INVITE	bd6ffc00-2d4	6110082	Sunjay Dutt

SIP message filter

Click for message details

Signalling / Media Issues – Troubleshooting Tools

CTS Devices: SIP Messages

INVITE sip	58378c54-2950-2537-1e58-604e9251d3c5@10.104.134.204:41856;transport=tcp SIP/2.0
Via	SIP/2.0/TCP 10.106.93.71:5060;branch=z9hG4bK2ae557b4c7f
From	"Sunjay Dutt" <sip:sdutt@ciscolab.com>;tag=22169~69869e3a-c19c-4a1d-ba28-39c6d4f4a222-21799426
To	<sip:6110082@10.106.93.71>;tag=1cdf0f76fcf00007727f5c5f-5f622481
Date	Tue, 14 Jan 2014 04:10:42 GMT
Call-ID	bd6ffc00-2d41b541-2a3c-475d6a0a@10.106.93.71
Supported	timer,resource-priority,replaces
Min-SE	1800
User-Agent	TANDBERG/774 (MCX 4.5.7.16762) - Mac OS X
Allow	INVITE, OPTIONS, INFO, BYE, CANCEL, ACK, PRACK, UPDATE, REFER, SUBSCRIBE, NOTIFY
CSeq	103 INVITE
Max-Forwards	70
Expires	180
Allow-Events	presence
Call-Info	<urn:x-cisco-remotecc:callinfo>; security= NotAuthenticated; orientation= from; gci= 1-14005; call-instance= 1
Remote-Party-ID	"Sunjay Dutt" <sip:sdutt@ciscolab.com>;party=calling;screen=yes;privacy=off
Contact	<sip:sdutt.movi@10.106.93.71:5060;transport=tcp>;video;audio
Content-Type	application/sdp
Content-Length	809
	v=0 o=CiscoSystemsCCM-SIP 22169 2 IN IP4 10.106.93.71 s=SIP Call t=140114041042000

Related SIP Messages				
Showing 1 - 21 of 21 records				
Date ^	Direction	Message Type	To	From
01/14/2014 @ 15:05:17.844	RX	200	Sunjay Dutt	6110082
01/14/2014 @ 15:05:17.806	TX	NOTIFY	Sunjay Dutt	6110082
01/14/2014 @ 15:05:17.805	TX	200	6110082	Sunjay Dutt
01/14/2014 @ 15:05:16.258	RX	SUBSCRIBE	6110082	Sunjay Dutt
01/14/2014 @ 15:05:16.234	TX	200	6110082	Sunjay Dutt
01/14/2014 @ 15:05:16.228	RX	BYE	6110082	Sunjay Dutt
01/14/2014 @ 15:03:03.024	TX	200	6110082	Sunjay Dutt

Message header

SDP

Related SIP messages

Signalling / Media Issues – Troubleshooting Tools

CTS Devices: Log Capture

Phone: 6110082

Troubleshooting > Log Files

Sysop Log **Log Files** SIP Messages

Log Files

Log Capture Status:	Not Generated (0%)
Previous Logs Captured At:	Not Generated
Problem Type:	Not Generated

None

Download existing log files

Capture new log files --Select Problem Type--

Capture New Log Files

- Recreate the problem
- Select the 'Problem Type'
- Capture new log files
- Download existing log files
- Collect logs soon after the issue

Capture log

Select the problem type

Signalling / Media Issues – Troubleshooting Tools

CTS Devices

TC Codecs

VCS & Conductor

Call Manager

MCU & TelePresence Server



Signalling / Media Issues – Troubleshooting Tools

TC Codecs

Tools	Signalling issue	Media issue
Call Statistics from Touch panel		✓
Call Statistics from WebUI		✓
xStatus API	✓	✓
Diagnostics logs / Extended logging	✓	✓
Network packet Capture		✓

Signalling / Media Issues – Troubleshooting Tools

TC Codecs: Touch & WebUI Call Statistics

Participants

Change Layout End All

Sunjay Dutt
sdutt@ciscolab.com

Call

Protocol	SIP	
Transmit call rate	4000 kbps	
Receive call rate	6000 kbps	
Encryption	NONE	

Audio

	Transmit	Receive
Protocol	AACLD	AACLD
Channel rate	63 kbps	63 kbps
Total packet loss	0.0%	0.4%
Current packet loss	0.0%	0.0%
Jitter	0 ms	0 ms

Video

	Transmit	Receive
Protocol	H264	H264
Resolution	1920x1080	1280x720
Frame rate	30 fps	19 fps
Channel rate	5000 bps	473 kbps
Total packet loss	0.2%	0.4%
Current packet loss	0.0%	0.0%
Jitter	1 ms	2 ms

Call statistics from Touch Panel

Settings

Ringtone & Sound

Bluetooth Headset

Camera Control

Main Source Selection

Display

Language

Date, Time & Location

System Information

Call Status

Diagnostics

Exit

PARTICIPANT(S)

URI: sdutt@ciscolab.com

Call Rate: 4000 kbps Encryption Type: None

Protocol: sip Encryption Status: Off

VIDEO

	Transmit	Presentation	Receive	Presentation
Protocol:	H264	Off	H264	Off
Resolution:	1920x1080	n/a	1280x720	n/a
Frame Rate:	30	n/a	17	n/a
Channel Rate:	410 kbps	n/a	916 kbps	n/a
Total Packet Loss (%):	0.0%		0.4%	
Current Packet Loss (%):	0.0%		0.0%	
Jitter:	0 ms		2 ms	

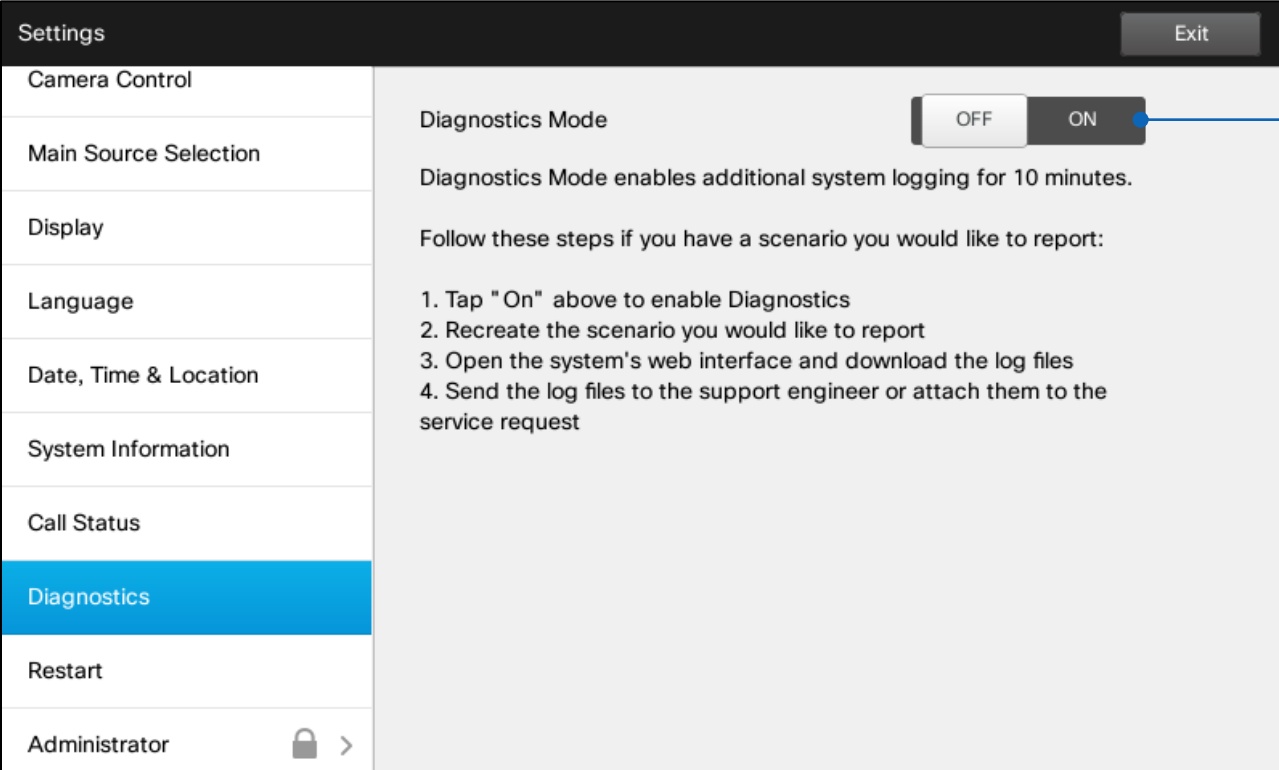
AUDIO

	Transmit	Receive
Protocol:	AACLD - Mono	AACLD - Mono
Channel Rate:	64 kbps	63 kbps
Total Packet Loss (%):	0.0%	0.4%
Current Packet Loss (%):	0.0%	0.8%
Jitter:	0 ms	0 ms

Call statistics from WebUI

Signalling / Media Issues – Troubleshooting Tools

TC Codecs: Diagnostics Mode



The screenshot shows the 'Settings' application interface. On the left is a navigation menu with the following items: Camera Control, Main Source Selection, Display, Language, Date, Time & Location, System Information, Call Status, Diagnostics (highlighted in blue), Restart, and Administrator. The main content area is titled 'Diagnostics Mode' and features a toggle switch currently set to 'ON'. Below the toggle, there is a descriptive paragraph: 'Diagnostics Mode enables additional system logging for 10 minutes.' followed by a list of four steps: 1. Tap "On" above to enable Diagnostics, 2. Recreate the scenario you would like to report, 3. Open the system's web interface and download the log files, and 4. Send the log files to the support engineer or attach them to the service request. An 'Exit' button is located in the top right corner of the settings panel.

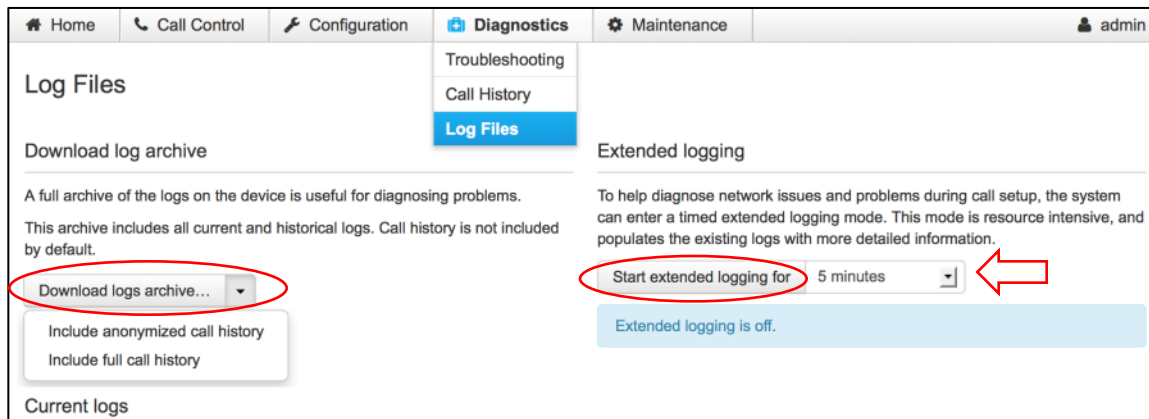
On / Off diagnostic mode

- Diagnostic Mode
 - Tap “On” to enable logs
 - Recreate issue
 - Tap “Off” to disable logs
 - Download logs from WebUI

Signalling / Media Issues – Troubleshooting Tools

TC Codecs: Extended Logging & Log Capture

- No ssh to enable logs
- One place for log collection
- Easy start/stop log
- Issue recreate after Start log
- Stop Extended logging
- Download log archive
- Call history
 - Anonymised call history
 - Full call history



Home Call Control Configuration **Diagnostics** Maintenance admin

Log Files

Troubleshooting
Call History
Log Files

Download log archive

A full archive of the logs on the device is useful for diagnosing problems. This archive includes all current and historical logs. Call history is not included by default.

Download logs archive...

Include anonymized call history
Include full call history

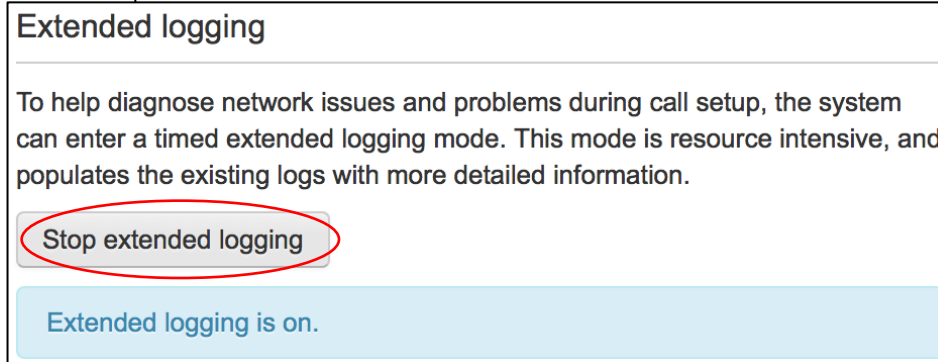
Current logs

Extended logging

To help diagnose network issues and problems during call setup, the system can enter a timed extended logging mode. This mode is resource intensive, and populates the existing logs with more detailed information.

Start extended logging for 5 minutes

Extended logging is off.



Extended logging

To help diagnose network issues and problems during call setup, the system can enter a timed extended logging mode. This mode is resource intensive, and populates the existing logs with more detailed information.

Stop extended logging

Extended logging is on.

Size	Last Modified
11 KB	2014-01-14 01:48
11 KB	2014-01-14 01:48

Signalling / Media Issues – Troubleshooting Tools

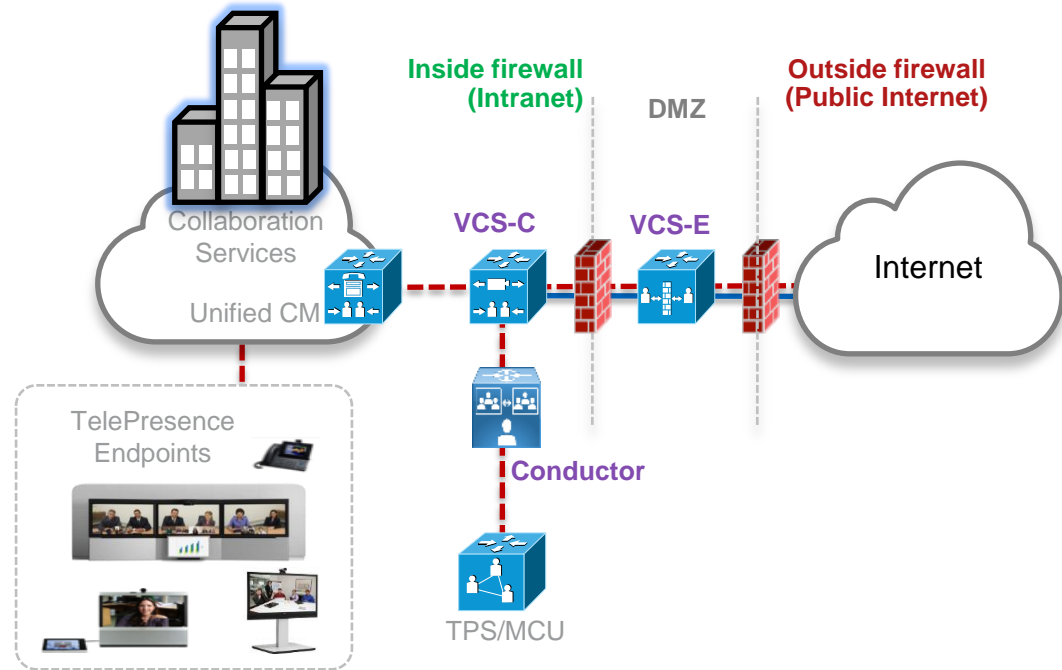
CTS Devices

TC Codecs

VCS & Conductor

Call Manager

MCU & TelePresence Server



Signalling / Media Issues – Troubleshooting Tools

VCS & Conductor

Tools	Signalling issue	Media issue
VCS Search history	✓	
Call history, Call status	✓	✓
Diagnostic logs	✓	✓
Maintenance Tools		
Check pattern	✓	✓
Locate	✓	
Port usage	✓	✓
Network utilities	✓	✓
Network packet Capture		✓

Signalling / Media Issues – Troubleshooting Tools

VCS: Search history

Search history

You are here: [Status](#) ▸ [Search](#)

Start time ▲	Search type	Source	Destination	Status	Actions
2013-11-19 09:49:13	SIP (INVITE)	abegeorg.office.ex90@cicolab.com	sip:7805789@cicolab.com	Found	View
2013-11-14 14:27:30	H323 (LRQ)	iwf@10.106.93.72	7013123@cicolab.com	Not found	View
2013-11-14 14:27:30	SIP (OPTIONS)	iwf@10.106.93.72	sip:7013123@cicolab.com	Not found	View
2013-11-14 14:27:30	H323 (LRQ)	6111067@10.106.93.71	7013123@cicolab.com	Not found	View
2013-11-14 14:27:30	SIP (INVITE)	6111067@10.106.93.71	sip:7013123@10.106.93.69:5060	Loop Detected	View
2013-11-14 14:19:28	SIP (INVITE)	6111067@10.106.93.71	sip:7103123@10.106.93.69:5060	Found	View

Link to Search details

- Important tool for call failure analysis
- Status with reason for failure
- Search details for analysis

Signalling / Media Issues – Troubleshooting Tools

VCS & Conductor: Call History, Call Status

Call history You are here: [Status](#) > [Calls](#) > [History](#)

Records: 64 Page 1 of 1

Start time ^	End time	Duration	Source	Destination	Type	Protocol	Status	Peer	Actions
2013-11-28 10:38:51	2013-11-28 10:41:44	2 minutes 53 seconds	7200097@ciscolab.com	6110010	Traversal	H323 <-> SIP	Normal call clearing	This system	View
2013-11-28 09:33:49	2013-11-28 10:37:15	1 hour 3 minutes 26 seconds	sip:abegeorg.office.ex90@ciscolab.com	sip:6110010@ciscolab.com	Non-traversal	SIP <-> SIP	200 OK	This system	View
2013-11-28 09:33:03	2013-11-28 09:33:14	11 seconds	sip:abegeorg.office.ex90@ciscolab.com	sip:6110010@ciscolab.com	Non-traversal	SIP <-> SIP	200 OK	This system	View
2013-11-21 09:39:51	2013-11-21 10:05:43	25 minutes 52 seconds	sip:thanks.movi@ciscolab.com	sip:7805789@ciscolab.com	Non-traversal	SIP <-> SIP	200 OK	This system	View

- Call history
- Live Call status
- Call details
 - Call information
 - Call legs
 - Bandwidth information

Call status You are here: [Status](#) > [Calls](#) > [Calls](#) > [View](#)

Status	
Status	Connected
Tag	2b375f2a-57eb-11e3-9520-005056ad6673
Box-unique call serial number	2b375cb4-57eb-11e3-88a3-005056ad6673
Source alias	7200097@ciscolab.com
Destination alias	6110010
Start time	2013-11-28 10:38:51
Duration	21 seconds

Call components

Local call serial number	Source alias	Destination alias	Protocol	Type
2b375db8-57eb-11e3-adce-005056ad6673	7200097@ciscolab.com	6110010	H323 <-> SIP	VCS

Call details

Signalling / Media Issues – Troubleshooting Tools

VCS & Conductor: Maintenance Tools

- Check Pattern
- Locate
- Port Usage
- Network Utilities
 - Ping
 - Traceroute
 - Tracepath
 - DNS lookup

Signalling / Media Issues – Troubleshooting Tools

VCS & Conductor: Network Utilities - DNS Lookup

DNS lookup You are here: [Maintenance](#) ▶ [Tools](#) ▶ [Network utilities](#) ▶ DNS lookup

DNS lookup

Host ⓘ

Query type ⓘ

Lookup

Query type	Name	TTL	Class	Type	Response
A	cisco.com.	86400	IN	A	72.163.4.161
AAAA	cisco.com.	86400	IN	AAAA	2001:420:1101:1::a
SRV	_h323ls._udp.cisco.com.	3600	IN	SRV	1 0 1719 vcsgw.cisco.com.
SRV	_h323cs._tcp.cisco.com.	3600	IN	SRV	1 0 1720 vcsgw.cisco.com.
SRV	_sips._tcp.cisco.com.	1305	IN	SRV	1 0 5061 vcsgw.cisco.com.
SRV	_sip._tcp.cisco.com.	1477	IN	SRV	1 0 5060 vcsgw.cisco.com.

Host & Query type

Lookup results

- DNS Lookup
 - B2B call verification
 - DNS Zone
 - SRV records

Signalling / Media Issues – Troubleshooting Tools

VCS & Conductor: Diagnostics Log

- The diagnostic file contains
 - SIP & H.323 packet logs
 - Detailed debug level data to troubleshoot signalling & media issue
 - Traces for network transactions
- Log collection process
 - Set the log level to “DEBUG”
 - Start New logs
 - Recreate the issue
 - Stop logging and Download log
 - Capture the same from all cluster peer(s)

The screenshot displays the 'Diagnostic logging' configuration page. At the top right, the breadcrumb path is 'You are here: Maintenance > Diagnostics > Diagnostic logging'. The main content area is titled 'Logging status' and contains the following information:

- Started logging at:** Friday 15th of November 2013 12:41:10 AM
- Stopped logging at:** Friday 15th of November 2013 12:42:33 AM
- Marker:** An empty text input field with an 'Add marker' button to its right.
- Network log level:** A dropdown menu set to 'DEBUG' with an information icon.
- Interworking log level:** A dropdown menu set to 'DEBUG' with an information icon.
- B2BUA calls log level:** A dropdown menu set to 'DEBUG' with an information icon.

At the bottom of the interface, there are three buttons: 'Start new log' (circled in red), 'Stop logging', and 'Download log'.

Signalling / Media Issues – Troubleshooting Tools

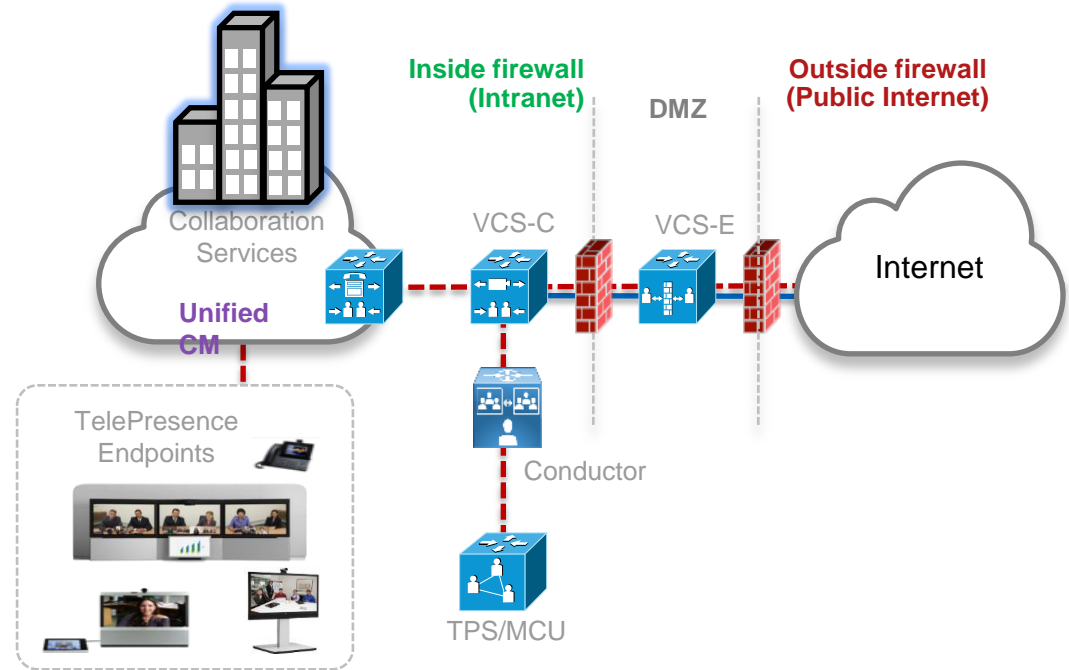
CTS Devices

TC Codecs

VCS & Conductor

Call Manager

MCU & TelePresence Server



Signalling / Media Issues – Troubleshooting Tools

Call Manager: Trace Filter Settings

Status:
 Ready

Select Server, Service Group and Service

Server*

Service Group*

Service*

Apply to All Nodes

Trace On

Trace Filter Settings

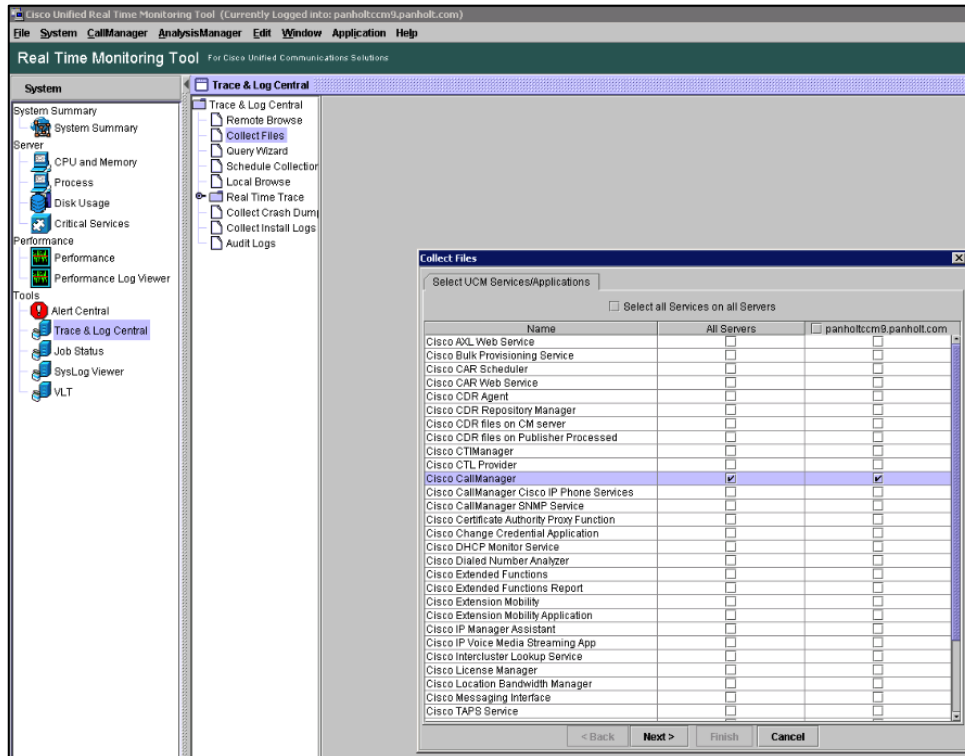
Debug Trace Level

<input checked="" type="checkbox"/> Enable H245 Message Trace	<input checked="" type="checkbox"/> Enable CDR Trace
<input checked="" type="checkbox"/> Enable DT-24+/DE-30+ Trace	<input checked="" type="checkbox"/> Enable Analog Trunk Trace
<input checked="" type="checkbox"/> Enable PRI Trace	<input checked="" type="checkbox"/> Enable All Phone Device Trace
<input checked="" type="checkbox"/> Enable ISDN Translation Trace	<input checked="" type="checkbox"/> Enable MTP Trace
<input checked="" type="checkbox"/> Enable H225 & Gatekeeper Trace	<input type="checkbox"/> Enable All GateWay Trace
<input type="checkbox"/> Enable Miscellaneous Trace	<input checked="" type="checkbox"/> Enable Forward & Miscellaneous Trace
<input checked="" type="checkbox"/> Enable Conference Bridge Trace	<input checked="" type="checkbox"/> Enable MGCP Trace
<input checked="" type="checkbox"/> Enable Music On Hold Trace	<input checked="" type="checkbox"/> Enable Media Resource Manager Trace
<input checked="" type="checkbox"/> Enable CM Real-Time Information Server Trace	<input checked="" type="checkbox"/> Enable SIP Call Processing Trace
<input checked="" type="checkbox"/> Enable SIP Stack Trace	<input type="checkbox"/> Enable SCCP Keep Alive Trace
<input checked="" type="checkbox"/> Enable Annunciator Trace	<input type="checkbox"/> Enable SpeedDial Trace
<input type="checkbox"/> Enable SoftKey Trace	<input type="checkbox"/> Enable SIP Keep Alive (REGISTER Refresh) Trace
<input type="checkbox"/> Enable Route or Hunt List Trace	

- Trace Filter Settings
 - Enable SIP Stack Trace
 - Enable CDR Trace
 - Enable SIP Call Processing Trace
 - Enable SIP Keep Alive Trace
 - Enable All Phone Device Trace

Signalling / Media Issues – Troubleshooting Tools

Call Manager: Log Capture



- Download logs using RTMT
 - Select “Trace & Log Central”
 - Select “Collect Files”
 - Select “All Servers” under the “Cisco CallManager” UCM Service.
 - Proceed to download logs

Signalling / Media Issues – Troubleshooting Tools

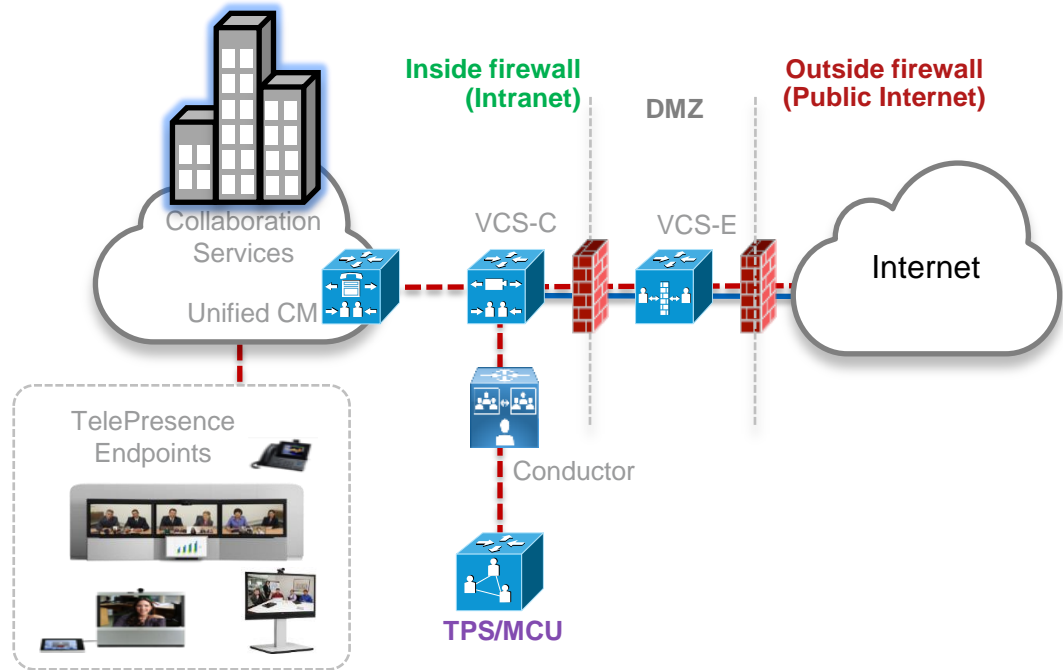
CTS Devices

TC Codecs

VCS & Conductor

Call Manager

MCU & TelePresence Server



Signalling / Media Issues – Troubleshooting Tools

MCU & TelePresence Server

Tools	Signalling issue	Media issue
Conference Status	✓	✓
Event log	✓	✓
Syslog	✓	✓
Protocol log	✓	✓
CDR log	✓	✓
Network packet Capture		✓

Signalling / Media Issues – Troubleshooting Tools

MCU & TelePresence Server: Protocol Log

Home > Logs > H.323/SIP log

Event log | Event capture filter | Event display filter | Syslog | **H.323/SIP log**

Status
Current status **Enabled**
Messages logged **31**
Enable H323/SIP logging | Disable H323/SIP logging

31 messages logged
Download as XML | Clear log

#	Time
116	03:28:42.598
117	03:28:42.603
118	03:28:42.603
119	03:28:42.607
120	03:28:43.479
121	03:28:43.481
122	03:28:47.421
123	03:28:47.423
124	03:28:49.327

Protocols log You are here: Logs > Protocols log

Status
Current status **Enabled**
Messages logged **28**
Protocol filters
 BFCP H.323 SIP XCCP
Enable protocols logging | Disable protocols logging

28 messages logged
Download as XML | Clear log

#	Time	Handle	Source	Destination	Protocol	Description
1	05:22:02.743	00000000	10.106.93.70:25030	10.104.214.212:5060	SIP	RX OPTIONS
2	05:22:02.744	00000000	10.104.214.212:5060	10.106.93.70:25030	SIP	TX 200_OK
3	05:22:10.304	00000000	10.106.93.69:5060	10.104.214.212:54506	SIP	RX INVITE
4	05:22:10.306	C0020000	10.104.214.212:54506	10.106.93.69:5060	SIP	TX 420_Required_Options_Not_Implemented
5	05:22:10.309	00000000	10.106.93.69:5060	10.104.214.212:54506	SIP	RX ACK
6	05:22:10.409	00000000	10.106.93.69:5060	10.104.214.212:54506	SIP	RX INVITE
7	05:22:10.410	C0020001	10.104.214.212:54506	10.106.93.69:5060	SIP	TX 100_Trying
8	05:22:10.415	C0020001	10.104.214.212:54506	10.106.93.69:5060	SIP	TX 180_Ringing
9	05:22:10.520	C0020001	10.104.214.212:54506	10.106.93.69:5060	SIP	TX 200_OK

MCU

TS

Signalling / Media Issues – Troubleshooting Tools

Packet Capture

- Capture on
 - Media issue
 - Signalling issues, when logs are not sufficient
 - Other network related issues
- Before starting the capture
 - Analyse the problem
 - Decide on the packet capturing nodes
- Capture from
 - Device(s) involved in the signalling / media flow
 - VCS on H.323-SIP interworking call
 - Potential suspect for the network related issues

Signalling / Media Issues – Troubleshooting Tools

Packet Capture

- Don't forget to
 - Disable TLS for the signalling
 - Disable encryption for the media
- Capture using
 - Port spanning
 - Built-in tool (tcpdump) available in the product
- Capture while
 - The problem is recreated



System Errors - Evidence

System Errors - Evidence

Troubleshooting Tools

Device	Tools	Q/E
CTS	Touch Panel	1/3
	Web UI	2/2
	CLI	3/1
TC Codecs	Touch: System Info	1/3
	Web: Diagnostics -> Troubleshooting	2/2
	API: xStatus	3/1
VCS / Conductor	Alarms	2/1
	Event logs	3/2
TPS / MCU	Status	1/3
	Event logs	2/2

Q=Quality of data

E=Ease of collection/reading

1=OK

2=Better

3=Best

System Errors – Troubleshooting Tools

CTS Devices

TC Codecs

VCS & Conductor

MCU & TelePresence Server



System Errors – Troubleshooting Tools

CTS Devices

- Touch Panel
 - System & peripheral status

- Web UI
 - System Status
 - System Information & Status Details
 - Sysop logs
 - Hardware troubleshooting

- Diagnostics commands
 - diag
 - show
 - utils

System Errors – Troubleshooting Tools

CTS Devices: Sysop logs

Troubleshooting > Log Files

Sysop Log Log Files SIP Messages

```
2013-12-13 06:43:53: ERROR IP Phone status is Not Ready( Check Device).
2013-12-13 06:44:20: ERROR Download unsuccessful: File CTLFile.tlv not found on host 10.106.93.71
2013-12-13 06:44:20: WARN No CTL found
2013-12-13 06:44:22: ERROR Download unsuccessful: File cts-ccp-servers.txt not found on host 10.106.93.71
2013-12-13 06:44:52: ERROR Center Camera status is Not Ready( Check Device).
2013-12-13 06:45:04: ERROR IP Phone status is Not Ready( Check Device).
2013-12-13 06:45:09: INFO DisplayTemperature State Change To : NOTFUNCTIONING[ 0]
2013-12-13 06:45:27: ERROR Audio Extension Board status is Not Ready( Software Issue).
```

- Detailed error logs
- Recommendations given
- Event trace

System Errors – Troubleshooting Tools

CTS Devices: Hardware Troubleshooting

Displays

Current Device: Display

- Please select a test
- ✓ Display OSD State
- Display On/Off
- Display Edid
- Display Error Status
- Display Diagnostics
- Display Information

Test Results:

```
Center Display
main_tx power is ON

Left Display
main_tx power is ON

Right Display
main_tx power is ON
```

LCU

Current Device: LCU

Current Test:

- Please select a test
- LCU Serial Baud Rate
- LCU Up Time
- LCU Heartbeat Timer
- ✓ LCU Firmware
- LCU Hardware Model

Test Results:

```
System Firmware: 01.10
```

Cameras

Current Device: Camera

- Please select a test
- ✓ Camera Cable Connectivity
- Camera Reset
- Camera Settings
- Camera Settings File

Test Status: Idle

Test Results:

```
Center System Camera Connection
... cable: CBE_CABLE_PLUGGED
... power: CBE_POWER_ON

Left System Camera Connection
... cable: CBE_CABLE_PLUGGED
... power: CBE_POWER_ON

Right System Camera Connection
... cable: CBE_CABLE_PLUGGED
... power: CBE_POWER_ON
```

System Errors – Troubleshooting Tools

CTS Devices: Diagnostics Commands

■ Diagnostics commands

admin: diag audio*
admin: diag camera*
admin: diag display*
admin: diag system*
admin diag ui_device*



■ Utils commands

admin: utils ntp*
admin utils network*
admin utils system*



■ Show commands

admin: show status
admin: show hardware*
<more...>



Diagnostics commands
provides recommendations
for corrective action for
issues detected

System Errors – Troubleshooting Tools

CTS Devices: Diagnostic Commands

```
Aug 15 04:41:52 LCU LAMP1 State "Unknown"           Failed *
Aug 15 04:41:52 LCU LAMP2 State "Unknown"           Failed *
Aug 15 04:41:52 DVI Cable Status "Unplugged"        Failed *
Aug 15 04:41:52 VGA Device Cable Status "Unplugged"  Failed *
Aug 15 04:41:52 System Video Alive/Load Tests       Passed
Aug 15 04:41:52 System Video GPIO Tests             Passed
Aug 15 04:41:52 System Video PCI Tests              Passed
Aug 15 04:41:52 Total 97 Tests: 93 Passed, 4 Failed and 0 Warning
Aug 15 04:41:52 ===== Summary =====
Aug 15 04:41:52 System Peripheral Test              Failed
Aug 15 04:41:52 Light Control Unit (LCU) Test        Passed
Aug 15 04:41:52 System Network Test                 Passed
Aug 15 04:41:52 System Video Test                   Passed
Aug 15 04:41:52 System Video Alive/Load Tests       Passed
Aug 15 04:41:52 System Video GPIO Tests             Passed
Aug 15 04:41:52 System Video PCI Tests              Passed
Aug 15 04:41:52 System Audio Test                   Passed
Aug 15 04:41:52 System Hardware Component Tests     Failed
```

```
Aug 15 04:41:52 Recommended Action:
Aug 15 04:41:52 Auxiliary Document Lamp failure. Please check cable connections
                    from Codec to Auxiliary LAMP.
Aug 15 04:41:52 DVI Cable failure. Please check DVI cable connections.
Aug 15 04:41:52 VGA Cable failure. Please check VGA cable connections.
Please reboot or power-cycle Codec system.
```

If the problem persists, please contact your local Admin or Cisco Systems.

System Errors – Troubleshooting Tools

CTS Devices

TC Codecs

VCS & Conductor

MCU & TelePresence Server



System Errors – Troubleshooting Tools

TC Codecs

- Touch Panel
 - System Information

- Web UI interface
 - System Information
 - Troubleshooting page

- Command Line Interface
 - xStatus

System Errors – Troubleshooting Tools

TC Codecs: WebUI System Information

System Information

There are possible issues with your system. See [Diagnostics - Troubleshooting](#) for more info.

General

H323

Product: Cisco EX90
Serial number: A1AR16F00212
Software version: TC6.3.0 Alpha8
Installed options: DualDisplay
MultiSite
PremiumResolution
Valid release key: Yes
System name: Abey.K.George.Office
IPv4 address: 64.104.205.82
IPv6 address:
MAC address: D8:67:D9:73:08:5B
Temperature: 65.0°C / 149.0°F

Status: H323 is disabled

SIP

Status: Registered
Proxy: 64.104.237.68
URI: abegeorg.office.ex90@cisco.com

Alert & Link to Troubleshooting page

System Errors – Troubleshooting Tools

TC Codex: Troubleshooting Page

Home Call Control Configuration **Diagnostics** Maintenance admin

Troubleshooting

Deactivate standby Re-run diagnostics **Test**

Diagnostics that helps to identify issues that may cause the TelePresence system to underperform or fail to work as expected.

ERROR: SIP Profile Registration
SIP registration failed: Failed to send. Verify SIP configuration and connectivity to SIP proxy.

WARNING: Default Call Protocol
The default call protocol is set to SIP, but system is not registered on that protocol. The system the default call protocol, verify that the protocol is enabled, or verify the SIP configuration.

OK: System Name
The device has a system name set.

Link to Configuration & Status section

SIP Configuration

SIP

ANAT	On	Save
AuthenticateTransferor	Off	Save
ListenPort	On	Save
PreferredIPMedia	IPv4	Save
PreferredIPSignaling	IPv4	Save

OCSIP

DefaultResponder		Save (0 to 255 characters)
Mode	Off	Save

Profile 1

DefaultTransport	TCP	Save
DisplayName		Save (0 to 255 characters)

Fix

System Errors – Logs

TC Codex: Log Capture

Download log archive

Current logs

Historical logs

Home Call Control Configuration **Diagnostics** Maintenance admin

Troubleshooting
Call History
Log Files

Log Files

Download log archive

A full archive of the logs on the device is useful for diagnosing problems. This archive includes all current and historical logs. Call history is not included by default.

Download logs archive...

Extended logging

To help diagnose network issues and problems during call setup, the system can enter a timed extended logging mode. This mode is resource intensive, and populates the existing logs with more detailed information.

Start extended logging for 5 minutes

Extended logging is off.

Current logs

File Name	Size	Last Modified
arm0-system.log	11 KB	2014-01-14 01:48
arm1-system.log	11 KB	2014-01-14 01:48
arm2-system.log	11 KB	2014-01-14 01:48

Historical logs

File Name	Size	Last Modified
log.0.tar.gz	294 KB	2014-01-14 01:46
log.1.tar.gz	660 KB	2013-11-28 03:49

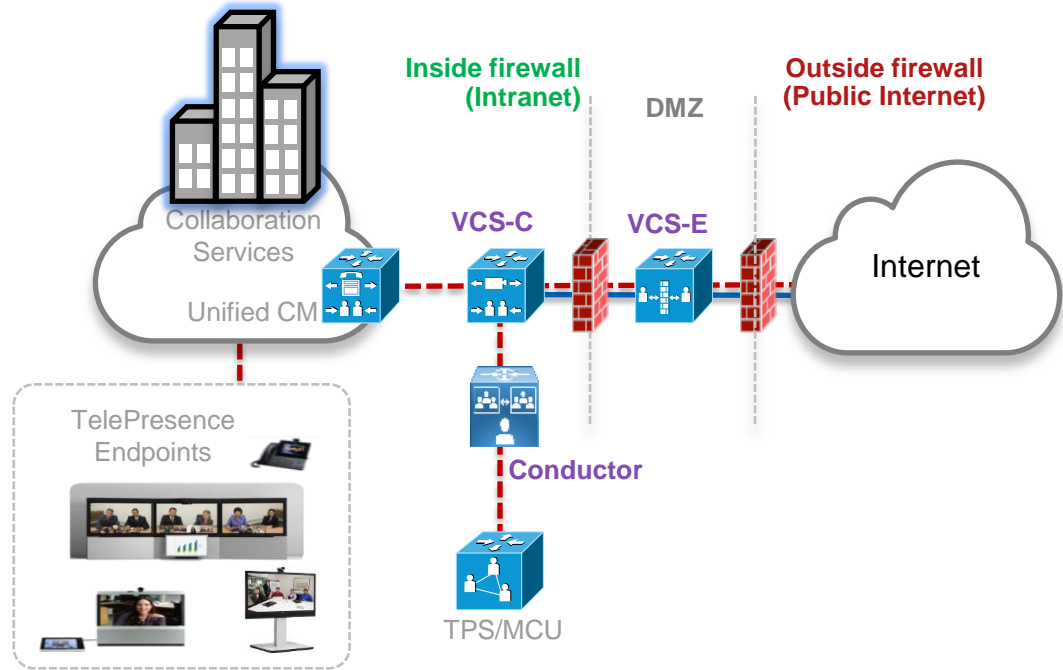
System Errors – Troubleshooting Tools

CTS Devices

TC Codecs

VCS & Conductor

MCU & TelePresence Server



System Errors – Troubleshooting Tools

VCS & Conductor

- On Device
 - Device status LED
 - Device LCD

- Web UI
 - Alarms
 - Event Log
 - Configuration Log
 - Network Log
 - Hardware Status

- Command Line Interface
 - xStatus

System Errors – Troubleshooting Tools

VCS & Conductor: Alarms

Status System Conference configuration Users Maintenance

Alarms You are here: [Status](#) > Alarms

Alarm	Description	State	Severity	Peer	Action	First raised	Last raised	ID
<input type="checkbox"/> One or more conference bridges unusable	One or more conference bridges have a status of 'Unusable'	Raised	Warning		Check that the address, username and password are correct and that the conference bridge is reachable	2013-11-05 15:17:47	2013-11-21 14:29:15	50006
<input type="checkbox"/> Security alert	Firewall rules are not synchronized with network interfaces	Raised	Warning		Restart the system; if the problem persists, contact your Cisco representative	2013-11-05 15:12:10	2013-11-05 15:12:10	40100
<input type="checkbox"/> TelePresence MCU pool resource warning	TelePresence MCU pool port usage is approaching or has reached full capacity	Raised	Warning		Add an additional TelePresence MCU to the pool	2013-11-19 13:47:57	2013-11-19 13:47:57	50068
<input type="checkbox"/> TelePresence MCU resource warning	TelePresence MCU port usage is approaching or has reached full capacity	Raised	Warning		Add an additional TelePresence MCU to the pool	2013-11-19 13:47:57	2013-11-19 13:47:57	50017
<input type="checkbox"/> Unreferenced conference template	A conference template is not referenced by either an alias or a Unified CM location.	Raised	Warning		Ensure that all conference templates are referenced by either an alias or a Unified CM location	2013-11-05 15:12:13	2013-11-05 15:12:13	50100

[Acknowledge](#) [Select all](#) [Unselect all](#)

- Alarm indicator
- Recommended actions, link to configuration & actions
- Link to related event logs

System Errors – Troubleshooting Tools

VCS & Conductor: Event Logs

Status System Conference configuration Users Maintenance [Help](#) [Logout](#)

Event Log

You are here: [Status](#) > [Logs](#) > Event Log

Filter

Contains all of the words: [more options](#)

[Filter](#) [Reset](#)

[Configure the log settings | Download results](#)

Page 1 of 1

Results

2014-01-13T05:23:12+05:30	conferencefactory.config_checker: Level="INFO" Event="Alarm Raised" Id="50100" UUID="b15fb964-f390-11e1-83a5-af3a22e63ef9" Severity="warning" Detail="Unreferenced conference template : A conference template is not referenced by either an alias or a Unified CM location." UTCTime="2014-01-12 23:53:12.409"
2014-01-08T13:30:43+05:30	conferencefactory.config_checker: Level="INFO" Event="Alarm Raised" Id="50100" UUID="b15fb964-f390-11e1-83a5-af3a22e63ef9" Severity="warning" Detail="Unreferenced conference template : A conference template is not referenced by either an alias or a Unified CM location." UTCTime="2014-01-08 08:00:43.311"

- Display filter options
- Link to quick filter
- Simple and detailed log with timestamp
- Download option

System Errors – Logs

VCS & Conductor: System Snapshot

- Status snapshot
 - Configuration and status
- Logs snapshot
 - Last two instances of logs
- Full snapshot
 - All logs
 - Sysinit logs, coredumps, clusterdb, kernel logs
 - Disk usage, i-node usage, alarms
 - Many more information to diagnose the system errors
- System Snapshots are local to cluster peer

The screenshot displays the 'System snapshot' page in the VCS & Conductor interface. The page is divided into several sections:

- System information:** A table with two rows: 'Software version' (X7.2.2) and 'Hardware serial number' (03B1DB47).
- System snapshot:** A section containing a 'WARNING' message: 'The system snapshot process may take several minutes to complete. You may experience a drop in system performance during this time.'
- Buttons:** Three buttons are visible: 'Create status snapshot', 'Create logs snapshot', and 'Create full snapshot'. A red arrow points to the 'Create full snapshot' button.
- Snapshot status:** A section at the bottom indicating 'No snapshot currently available for download.'

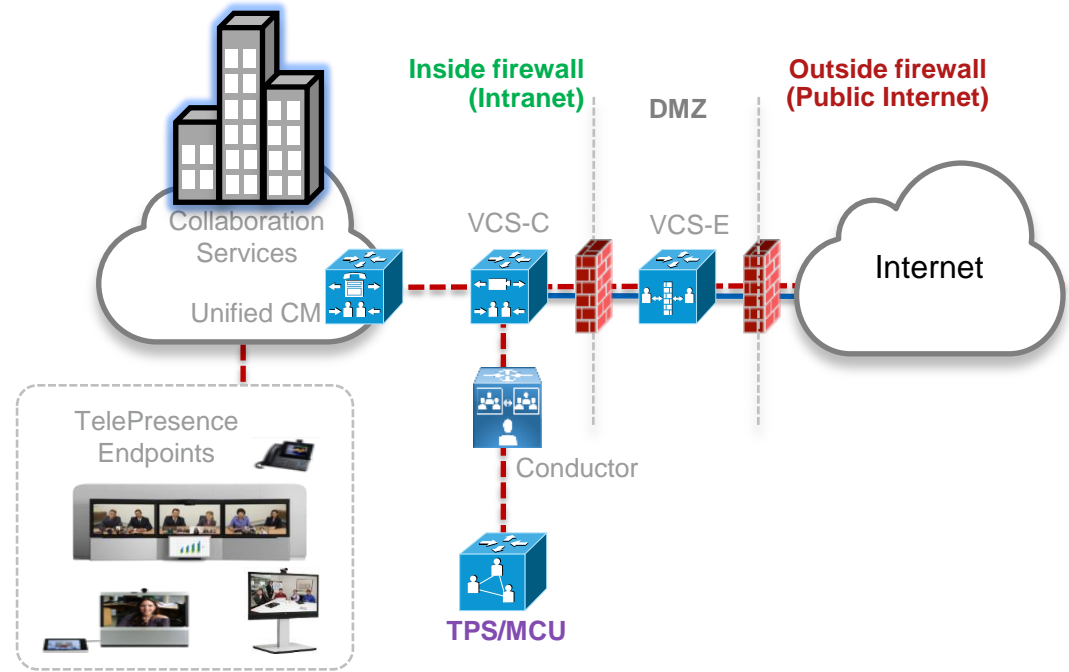
System Errors – Troubleshooting Tools

CTS Devices

TC Codecs

VCS & Conductor

MCU & TelePresence Server



System Errors – Troubleshooting Tools

TelePresence Server & MCU

- Device status LED(s)
- System Status
- Health Status
- Event log
- Syslog
- Console logs
- Packet capture

System Errors – Troubleshooting Tools

TelePresence Server & MCU: System Status

Home > Status > General

General Conferences Health

System status

Model **Codian MCU 4501**
Serial number **SM002EE3**
Software version **4.1(1.59)**
Build **6.16(1.59)**
Uptime **9 days, 0 hours, 20 minutes**
Host name **labmcu4501**
IP address **10.104.214.215**
CPU load **32.5%**
Media processing load **0% (video-0%, audio-0%)**

System time

Current time **06:54, January 9 2014**
[New time](#)

System log

06:34:08.00 31/12/13 - User requested shutdown
06:29:36.00 31/12/13 - User requested upgrade
09:33:12.00 29/12/13 - Unknown

Diagnostic information

[Download diagnostic information](#)
[Download conference information](#)

MCU

CISCO Cisco TelePresence Server

Status Network Configuration Conferences Endpoints Users Logs User: admin ?

Status You are here: > Status > Status

Video ports	0 / 24
Audio ports	0 / 10
Content ports	0 / 24

System log

	03:12:25.00 08/01/14 - Unknown
	03:11:10.00 08/01/14 - Unknown

Diagnostic information

Diagnostic information	Download file
Network capture file	Download file [Delete network capture]
System logs	Download file

TS

System Errors – Logs

TelePresence Server & MCU: Event log

Home > Logs > Event log

Event log | Event capture filter | Event display filter | Syslog | H.323/SIP log | Audit log

1999 messages logged

Download as text | Clear log

#	Time	Module	Severity	Message
November 28 2013				
44089	05:15:38.775	H.323		
44090	05:15:41.706	API		
44091	05:15:56.031	FEEDBACK_NOTIFIERS		
44092	05:16:07.103	API		
44093	05:16:08.747	H.323		
44094	05:16:08.777	H.323		
44095	05:16:36.899	SIP		
44096	05:16:36.899	SIP		
44097	05:16:36.899	SIP		
44098	05:16:36.900	SIP		
44099	05:16:38.750	H.323		
44100	05:16:38.779	H.323		
44101	05:16:45.529	API		
44102	05:16:56.032	FEEDBACK_NOTIFIERS		
44103	05:16:57.982	API		
44104	05:17:02.148	API		
44105	05:17:05.072	API		

TS

Status	Network	Configuration	Conferences	Endpoints	Users	Logs
Event log						
1946577	09:39:33.506	APP		Info		call 56: now joined conference "7805789"
1946578	09:39:42.657	SIP		Info		Incoming call
1946579	09:39:42.659	APP		Info		call 57: new incoming SIP call from "abegeorg.office.ex90"
1946580	09:39:43.223	APP		Info		call 57: now joined conference "7805789"
1946581	09:39:47.914	API		Warning		unable to handle XML RPC request system.info from 10.104.215.29:34110 - invalid user / password
1946582	09:39:51.702	SIP		Info		Incoming call
1946583	09:39:51.704	APP		Info		call 58: new incoming SIP call from "Tom Hanks"
1946584	09:39:53.621	APP		Info		call 58: now joined conference "7805789"
1946585	09:40:49.019	NETWORK		Error		Connect failed with errno 60
1946586	09:40:49.019	FEEDBACK_NOTIFIERS		Warning		Notifier (index: 1) unable to connect to 10.76.74.177:80 for sending event notification
1946587	09:41:23.992	API		Warning		unable to handle XML RPC request system.info from 10.104.215.29:34120 - invalid user / password
1946588	09:42:59.966	API		Warning		unable to handle XML RPC request system.info from 10.104.215.29:34134 - invalid user / password
1946589	09:43:04.522	NETWORK		Error		Connect failed with errno 60
1946590	09:43:04.522	FEEDBACK_NOTIFIERS		Warning		Notifier (index: 1) unable to connect to 10.76.74.177:80 for sending event notification
1946591	09:44:35.993	API		Warning		unable to handle XML RPC request system.info from 10.104.215.29:34145 - invalid user / password
1946592	09:45:20.023	NETWORK		Error		Connect failed with errno 60
1946593	09:45:20.024	FEEDBACK_NOTIFIERS		Warning		Notifier (index: 1) unable to connect to 10.76.74.177:80 for sending event notification

MCU

User: admin | You are here: > Logs > Event log

Download as text | Clear log



Recovery Tools

Recovery Tools

- General Tools
 - Revert to factory default configuration
 - Swap software image
 - Configuration backup and restore
- CTS Hardware troubleshooting
 - Displays
 - Cameras
 - Speakers
 - Microphones

Mitigation of Network Impairment by Codecs

- C/EX Series and Movi utilise ClearPath
 - Dynamic bitrate adjustment
 - Long Term Reference Frames (LTRF)
 - Video aware Forward Error Correction (FEC)
- CTS/CTMS utilise Smart Media
 - Long Term Reference Picture (LTRP)
 - Rate adaption
 - Call Drop
 - Notification
- ClearPath Whitepaper
 - http://www.cisco.com/en/US/docs/telepresence/endpoint/software/clearpath/clearpath_whitepaper.pdf



Q & A

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Appendix

Reference

- Troubleshooting Guide TC 6.0
 - http://www.cisco.com/en/US/docs/telepresence/endpoint/codec-c-series/tc6/troubleshooting_guide/tc_troubleshooting_guide_tc60.pdf
- Troubleshooting Procedures for Cisco VCS
 - <http://www.cisco.com/en/US/docs/telepresence/infrastructure/vcs/troubleshooting/Cisco-VCS-Troubleshooting-Procedures.pdf>
- Cisco TelePresence Server Troubleshooting Guides
 - http://www.cisco.com/en/US/partner/products/ps11339/prod_troubleshooting_guides_list.html
- Cisco TelePresence Infrastructure & Endpoint Technical Handbook
 - <https://supportforums.cisco.com/docs/DOC-15644>
 - <https://supportforums.cisco.com/docs/DOC-15643>

Signalling / Media Issues – Troubleshooting Tools

CTS Devices: WebUI Call Statistics

Monitoring > Call Statistics	
Real Time Call Statistics	
Call Connected	Yes
Registered to Cisco Unified Communications Manager	Yes
Local Number	6110082
Audio/Video Call	
Call Start Time	Tue Jan 14 03:48:06 2014
Call Duration	278 seconds
Call Type	Incoming
Remote Number	sdutt
Call State	Answered
Security Level	Non-Secure
Actual Bit Rate	384000 bps, 640x480
Negotiated Bit Rate	448000 bps
Historical Call Statistics (Not including current call, if any)	
Call Statistics Clear Time	Fri Jul 20 06:33:09 2012
Number of Calls Since System Setup	256
Time in Calls Since System Setup (seconds)	394894
Number of Calls Since Last Reboot	0
Time in Calls Since Last Reboot (seconds)	0
Registered to Cisco Unified Communications Manager	Yes
Configured Bit Rate	Highest Detail, Best Motion: 1080p

Detailed real time call stats

call start time

Remote number

Bitrate and resolution

Signalling / Media Issues – Troubleshooting Tools

CTS Devices: Sysop Log

```
Sysop Log Log Files SIP Messages
Call Statistics
Registered to Cisco Unified Communications Manager : Yes
Call Connected : Yes

-- Audio --
IP Addr Src : 10.104.134.204:24898 Dst : 64.103.228.117:16384
Jitter Period : 10
Latency Avg : 0 Period : 0
Currently Active : No

Statistics
Tx Media Type AAC-LD AAC-LD AAC-LD Legacy AAC-LD Presentation Audio Add-in AAC-LD
Tx Bytes 0 93687 0 0 0
Tx Bit Rate Per Call 0 62 0 0 0
Tx Bit Rate Per Period 0 64 0 0 0
Tx Packets 0 1171 0 0 0
Rx Media Type AAC-LD AAC-LD AAC-LD G.711U AAC-LD
Rx Bytes 0 82862 0 0 0
Rx Bit Rate Per Call 0 74 0 0 0
Rx Bit Rate Per Period 0 72 0 0 0
Rx Packets 0 518 0 0 0
Rx Packets Lost 0 0 0 0 0
Pkts % Call 0.0000 0.0000 0.0000 0.0000 0.0000
Pkts % Period 0.0000 0.0000 0.0000 0.0000 0.0000
Max Pkts % Period 0.0000 0.0000 0.0000 0.0000 0.0000
Rx Pkts Dup'd 0 0 0 0 0
Rx Pkts Late 0 0 0 0 0
Rx Pkts AuthFail 0 0 0 0 0
Rx Avg Jitter/Call 0 2 0 0 0
Rx Avg Jitter/Period 0 2 0 0 0
Rx Max Jitter/Call 0 2 0 0 0
Rx Max Jitter/Period 0 2 0 0 0

-- Video --
IP Addr Src : 10.104.134.204:31978 Dst : 64.103.228.117:16386
Jitter Period : 10
Latency Avg : 0 Period : 0
```

- Call statistics and history
- Packet loss, jitter
- Address, port

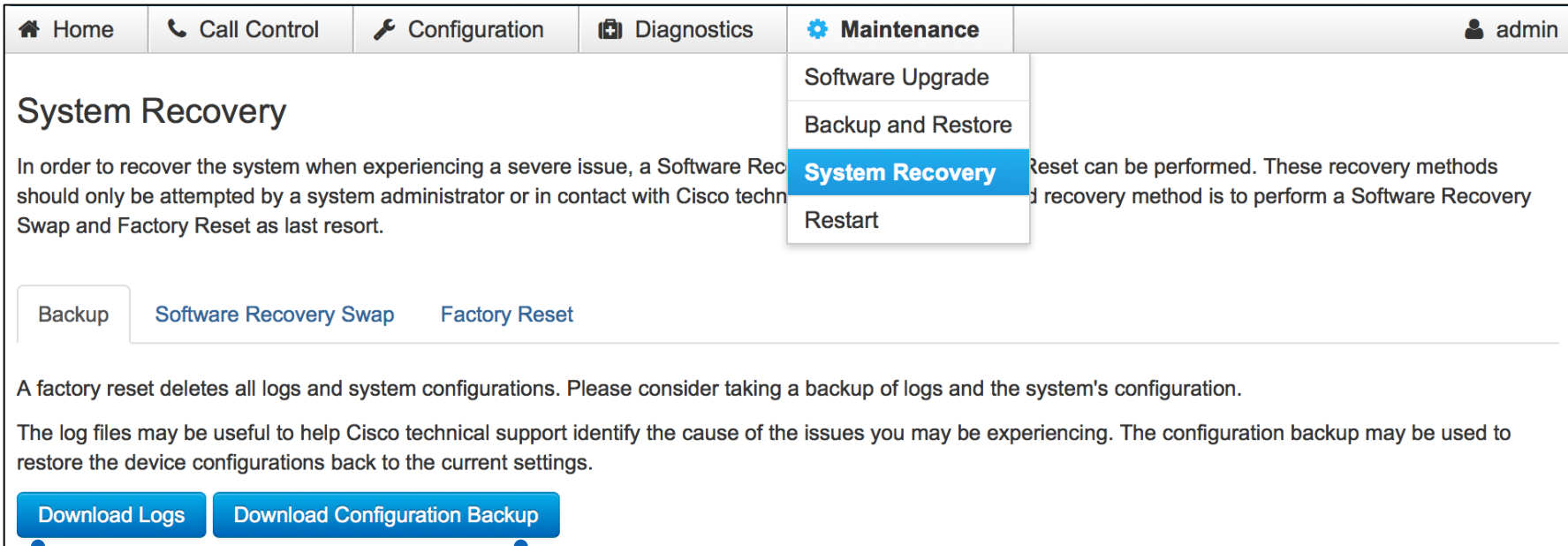
Signalling / Media Issues – Troubleshooting Tools

TC Codecs: xStatus API

- xStatus H323
- xStatus SIP
- xStatus Call
- xStatus Conference
- xStatus Media
- xStatus MediaChannels

Signalling / Media Issues – Troubleshooting Tools

TC Codecs: Log Capture



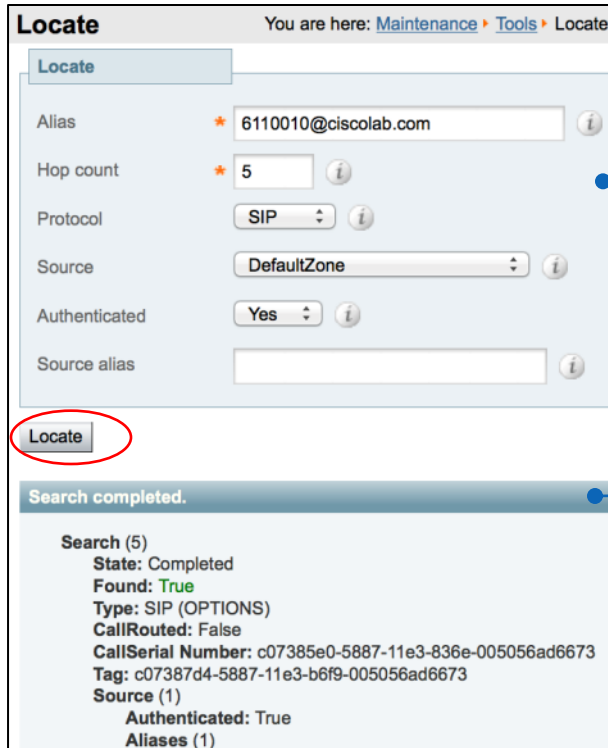
The screenshot shows the Cisco IOS web interface. The top navigation bar includes Home, Call Control, Configuration, Diagnostics, and Maintenance. The Maintenance menu is open, showing options for Software Upgrade, Backup and Restore, System Recovery (highlighted), and Restart. The main content area is titled 'System Recovery' and contains text explaining that recovery methods should only be attempted by a system administrator. Below the text are three tabs: Backup, Software Recovery Swap, and Factory Reset. At the bottom of the content area are two blue buttons: 'Download Logs' and 'Download Configuration Backup'. Blue lines connect these buttons to their respective labels below the screenshot.

Download log achieve

Download configuration backup

Signalling / Media Issues – Troubleshooting Tools

VCS & Conductor: Utilities - Locate



Locate You are here: [Maintenance](#) > [Tools](#) > Locate

Locate

Alias * 6110010@cicolab.com ⓘ

Hop count * 5 ⓘ

Protocol SIP ⓘ

Source DefaultZone ⓘ

Authenticated Yes ⓘ

Source alias ⓘ

Locate

Search completed.

Search (5)
State: Completed
Found: True
Type: SIP (OPTIONS)
CallRouted: False
CallSerial Number: c07385e0-5887-11e3-836e-005056ad6673
Tag: c07387d4-5887-11e3-b6f9-005056ad6673
Source (1)
Authenticated: True
Aliases (1)

Destination alias details

Search results

- Locate
 - Search rules validation
 - Call search failures

Signalling / Media Issues – Troubleshooting Tools

VCS & Conductor: API & Logs

- VCS xStatus CLI options
 - xStatus Call
 - xStatus H323
 - xStatus SIP
 - xStatus Registrations

- VCS and Conductor logs
 - Event Logs
 - Configuration Logs
 - Network Logs
 - Diagnostics Logs

- Conductor Conference status

Signalling / Media Issues – Troubleshooting Tools

TMS: CDR Collection

The screenshot displays the Cisco TelePresence Management Suite (TMS) interface. The top navigation bar includes 'Portal', 'Booking', 'Monitoring', 'Systems', 'Phone Books', 'Reporting', and 'Administrative Tools'. A search bar is located in the top right corner.

The main content area is divided into several sections:

- Portal:** A sidebar on the left lists system categories with counts: Endpoints (10), MCUs (1), Gatekeepers (1), Gateways (0), Rooms (0), Border Controllers (0), Recording and streaming devices (0), Equipment (0), and Other (0). Summary statistics show 12 total systems, 135 total licences, and 123 free licences.
- Systems sorted by ticket:** A list of systems with warning icons and links to 'Open Ticketing Service'.
- Reporting:** A dropdown menu is open, showing options like 'Call Detail Record', 'Billing Code Statistics', 'Conferences', 'System', 'Network', 'Return On Investment', 'CO2 Savings', and 'Reporting Templates'. A sub-menu for 'All Endpoints and MCUs' is also visible, listing 'Endpoint', 'MCU', 'Content Server', 'Gateway', and 'Gatekeeper and VCS'.
- System Usage:** A line graph showing 'Booked Endpoints' (green line) and 'Endpoints in Call' (blue area) from 3/20/2012 to 4/19/2012. The y-axis ranges from 0 to 4.

Signalling / Media Issues – Troubleshooting Tools

TMS: CDR Collection

- Endpoint and MCU

The screenshot displays the Cisco TelePresence Management Suite interface. The main navigation bar includes 'Portal', 'Booking', 'Monitoring', 'Systems', 'Phone Books', 'Reporting', and 'Administrative Tools'. The current page is titled 'All Endpoints and MCUs' and shows a 'Query' section with filters for Start Date (3/5/2012), End Date (4/4/2012), Start Time (12:00 AM), End Time (12:00 AM), System Category (Endpoint and MCU), Call Protocols (All Call Protocols), Graph Type (By Date Range), and Calculate By (Duration). A 'Filter Systems' dropdown is set to 'Steve Wayne Wayne'. Below the query section, there are tabs for 'Chart', 'Data', and 'Report', with 'Data' selected. The 'Grid Options' section shows 'Number of records to show: 10' and a 'Refresh' button. The main data table lists call records with columns for Start Time, System Name, Network Address, Remote Site, Duration, Call Direction, Call Type, Call Protocol, Encryption Mode, Bandwidth, Cause Code, Billing Code, Specific Type, and Conference Id. The table contains 13 rows of data. At the bottom, there are 'Previous', 'Next', and 'Export Excel' buttons.

Start Time	System Name	Network Address	Remote Site	Duration	Call Direction	Call Type	Call Protocol	Encryption Mode	Bandwidth	Cause Code	Billing Code	Specific Type	Conference Id
4/4/2012 9:21:49 AM	Steve	171.69.87.3	sip.wayne@cisco.com	00:01:13	Outgoing	Video	SIP	AES128	768 kbps	-1		TANDBERG EX90	977
4/4/2012 9:21:49 AM	Wayne	171.69.87.254	sip.steve@cisco.com	00:01:13	Incoming	Video	SIP	AES128	768 kbps	16		TANDBERG EX90	978
4/4/2012 9:18:59 AM	Steve	171.69.87.3	sip.wayne@cisco.com	00:00:06	Outgoing	Video	SIP	AES128	768 kbps	-1		TANDBERG EX90	974
4/4/2012 9:18:59 AM	Wayne	171.69.87.254	sip.steve@cisco.com	00:00:06	Incoming	Video	SIP	AES128	768 kbps	16		TANDBERG EX90	976
4/4/2012 9:17:56 AM	Steve	171.69.87.3	sip.wayne@cisco.com	00:00:04	Outgoing	Video	SIP	AES128	768 kbps	-1		TANDBERG EX90	974
4/4/2012 9:13:11 AM	Steve	171.69.87.3	sip.wayne@cisco.com	00:00:11	Outgoing	Video	SIP	AES128	768 kbps	-1		TANDBERG EX90	973
4/4/2012 9:12:49 AM	Steve	171.69.87.3	sip.wayne@cisco.com	00:00:00	Outgoing	Unknown	SIP	AES128	768 kbps	16		TANDBERG EX90	972
4/4/2012 9:10:57 AM	Steve	171.69.87.3	h323.wayne@cisco.com	00:00:36	Incoming	Video	H.323	AES128	768 kbps	-1		TANDBERG EX90	971
4/4/2012 9:09:03 AM	Steve	171.69.87.3	h323.wayne@cisco.com	00:00:03	Incoming	Video	H.323	AES128	768 kbps	-1		TANDBERG EX90	971
4/4/2012 9:05:08 AM	Steve	171.69.87.3	h323.wayne@cisco.com	00:00:06	Incoming	Video	H.323	AES128	768 kbps	-1		TANDBERG EX90	970

System Errors – Troubleshooting Tools

CTS Devices: Touch Panel

System Status	Peripheral Status	X
Call Status >	Camera: ✓ ✓ ✓	
System Status >	Display: ✓ ✓ ✓	
Peripherals >	Microphone: ✓	
Report Problem >	VGA / DVI: ✗	
	Document Camera: --	
	Projector / LCD: ✓	

- System Status
 - Touch & CTS IP
 - Touch & CTS MAC
 - Software version
 - DNS details
- Peripheral Status

System Errors – Logs

CTS Devices: Log Capture

Phone: 1000

Troubleshooting > Log Files

Sysop Log **Log Files** SIP Messages

Log Files

Log Capture Status:	Complete (100%)
Previous Logs Captured At:	Mon Sep 9 06:35:17 GMT 2013
Problem Type:	Other/Unknown

None
 Download existing log files
 Capture new log files

--Select Problem Type--

- Audio (Speakers, Microphones)
- Video (Displays, Cameras)
- Projector, LCD, Document Camera
- Phone
- Recording
- Other/Unknown

Device Information

Configuration

- IP Settings
- Network Settings
- Unified CM Settings
- Address Book
- Telephony Settings
- SNMP Settings
- System Settings
- Security Settings

Troubleshooting

- Hardware Setup
- Diagnostics
- Log Files**
- Touch Screenshot
- Audio
- Network Connection
- Configuration Issues
- System Restart

Monitoring

- Call Statistics
- Network Statistics
- Services Statuses

System Errors – Logs

CTS Devices: Log Capture

Phone: 1000

Troubleshooting > Log Files

Sysop Log **Log Files** SIP Messages

Log Files

Log Capture Status:	Complete (100%)
Previous Logs Captured At:	Thu Oct 3 03:43:27 GMT 2013
Problem Type:	Other/Unknown

None

Download existing log files

Capture new log files --Select Problem Type--

Capture New Log Files

Log capture is complete.
Please use 'Download existing log files' to retrieve logs.

Device Information

Configuration

- IP Settings
- Network Settings
- Unified CM Settings
- Address Book
- Telephony Settings
- SNMP Settings
- System Settings
- Security Settings

Troubleshooting

- Hardware Setup
- Diagnostics
- Log Files**
- Touch Screenshot
- Audio
- Network Connection
- Configuration Issues
- System Restart

Monitoring

- Call Statistics
- Network Statistics
- Services Statuses

System Errors – Logs

CTS Devices: Log Capture

Phone: 1000

Troubleshooting > Log Files

Sysop Log **Log Files** SIP Messages

Log Files

Log Capture Status:	Complete (100%)
Previous Logs Captured At:	Thu Oct 3 03:43:27 GMT 2013
Problem Type:	Other/Unknown

None

Download existing log files

Capture new log files

--Select Problem Type--

Download Existing Log Files

A WinZip download will start momentarily.
Please wait...

System Errors – Logs

CTS Devices: Log Capture

Phone: 1000

Troubleshooting > Log Files


Sysop Log **Log Files** SIP Messages

Log Files

Log Capture Status:	Complete (100%)
Previous Logs Captured At:	Thu Oct 3 03:43:27 GMT 2013
Prot...	...

Opening logFiles_SEP1CDF0F76FCF0_2013.10.3.0343.tar.gz

You have chosen to open:

 **logFiles_SEP1CDF0F76FCF0_2013.10.3.0343.tar.gz**
which is: **gzip compressed archive (6.8 MB)**
from: **https://10.104.134.204**

Would you like to save this file?

Cancel Save File

Device Information
Configuration
IP Settings
Network Settings
Unified CM Settings
Address Book
Telephony Settings
SNMP Settings
System Settings
Security Settings
Troubleshooting
Hardware Setup
Diagnostics
Log Files
Touch Screenshot
Audio
Network Connection
Configuration Issues
System Restart
Monitoring
Call Statistics
Network Statistics
Services Statuses

System Errors – Logs

VCS & Conductor: System Snapshot Capture

Status System VCS configuration Applications **Maintenance**

[? Help](#) [Logout](#)

System snapshot

You are here: [Maintenance](#) > [Diagnostics](#) > System snapshot

System information

Software version	X7.2.2
Hardware serial number	03B1DB47

System snapshot

WARNING The system snapshot process may take several minutes to complete. You may experience a drop in system performance during this time.

Create status snapshot

Create logs snapshot

Create full snapshot



Snapshot status

No snapshot currently available for download.

System Errors – Logs

VCS & Conductor: System Snapshot Capture

Status System VCS configuration Applications **Maintenance** [Help](#) [Logout](#)

System snapshot

You are here: [Maintenance](#) > [Diagnostics](#) > System snapshot

System information

Software version	X7.2.2
Hardware serial number	03B1DB47

System snapshot

WARNING


The system snapshot process may take several minutes to complete. You may experience a drop in system performance during this time.

Create status snapshot

Create logs snapshot

Create full snapshot

Snapshot status

 Creating snapshot, please wait...

System Errors – Logs

VCS & Conductor: System Snapshot Capture

The screenshot shows a web interface with a navigation menu at the top: Status, System, VCS configuration, Applications, and Maintenance. The main content area is titled "System snapshot" and contains two sections. The first section, "System information", displays "Software version" as X7.2.2 and "Hardware serial number" as 03B1DB47. The second section, "System snapshot", shows a "WARNING" and the text "The system snapshot is not available during this time." Below this are three buttons: "Create status snapshot", "Create logs snapshot", and "Create full snapshot". At the bottom, a "Snapshot status" section contains a "Download snapshot" button, which is circled in red. A Firefox dialog box is overlaid on the right side, titled "Opening 03B1DB47_2013_11_22_08_28_38_logs_sysd...". It displays the filename "03B1DB47_2013_11_22_08_28_38_logs_sysdump.tar.gz" and states it is a "gzip compressed archive (12.0 MB)" from "https://10.106.93.69". The dialog asks "What should Firefox do with this file?" and offers three options: "Open with Archive Utility (default)", "Save File" (which is selected), and "Do this automatically for files like this from now on." The "Cancel" and "OK" buttons are at the bottom of the dialog.

Status System VCS configuration Applications Maintenance

System snapshot

System information

Software version	X7.2.2
Hardware serial number	03B1DB47

System snapshot

WARNING The system snapshot is not available during this time.

Create status snapshot Create logs snapshot Create full snapshot

Snapshot status

Download snapshot

Opening 03B1DB47_2013_11_22_08_28_38_logs_sysd... Help Logout

You have chosen to open:

03B1DB47_2013_11_22_08_28_38_logs_sysdump.tar.gz
which is: gzip compressed archive (12.0 MB)
from: **https://10.106.93.69**

What should Firefox do with this file?

Open with Archive Utility (default)

Save File

Do this automatically for files like this from now on.

Cancel OK

System Errors – Troubleshooting Tools

CTS Devices: Web UI System Status

Device information

Device Information

System Model:	Cisco TelePresence TX9000
System Configuration:	Triple
Phone Number:	6110082
Meeting Room:	
TelePresence MAC Address:	1C:0E:0A:76:FC:F0
TelePresence Host Name:	SEP1C0E0A76FCF0
TelePresence IP Address:	10.104.134.204
Cisco TelePresence Touch MAC Address:	30:1E:A1:0B:DE:15:0A:62
Cisco TelePresence Touch Software Version:	CTS-CTRL-DV12 6.0.3(33) 2013-07-12

Hardware/Software Versions

Unit	Hardware Version	Slot 1 Image	Slot 2 Image
Left	0400	TX 6.0.3(20) P2 2013-06-06 13:38	TX 6.0.3(33) P2 2013-06-06 13:38
Center ‡	0400	TX 6.0.3(20) P2 2013-06-06 13:38	TX 6.0.3(33) P2 2013-06-06 13:38
Right	0400	TX 6.0.3(20) P2 2013-06-06 13:38	TX 6.0.3(33) P2 2013-06-06 13:38
Presentation	0400	TX 6.0.3(20) P2 2013-06-06 13:38	TX 6.0.3(33) P2 2013-06-06 13:38

‡ Primary Unit * Active Image

System Information Details...

System Status

Cameras:	✓	✓	✓
Displays:	✓	✓	✓
Doc Camera:		✓	
LCD:		✓	
Touch:		✓	
Unified CM:			OK
In a Call:	Yes/Non-Secure		

Brief system status

Image	Factory Image
..9.0(46) P2 2012-03-16 01:3	
..9.0(46) P2 2012-03-16 01:3	
..9.0(46) P2 2012-03-16 01:3	
..9.0(46) P2 2012-03-16 01:3	

HW/SW versions

Detailed system status

System Errors – Troubleshooting Tools

CTS Devices: Status Details

System Information Details	Status Details	Left	Center	Right	Presentation
Peripheral Status					
Cameras					
Video Cable Connection	OK	OK	OK		
USB Cable Connection		OK			
Telnet Connection		OK			
Displays					
Status	OK	OK	OK		
Microphones					
Status		OK			
Document Camera					
Video Cable Connection					unplugged
Power Status					Unknown
Unified CM Configuration		Not Enabled			
Ethernet Connection					Cannot access Document Camera over Ethernet
LCD					
Video Cable Connection					OK
Serial Cable Connection				Unknown	
Power Status					Unknown
Unified CM Configuration		Enabled			
Cisco TelePresence Touch					
Status	OK				
System Status					
Unified CM		OK			
In a Call		Yes/Non-Secure			
Audio/Video Expansion Box		OK			
Light Control Unit		OK			

Peripheral status

Monitoring > Services Statuses		
Service	State	Restart
System_Log	Running	
Cisco_Log	Running	
DHCP_Srvr	Running	<input type="button" value="Restart"/>
NTP	Running	
SNMP_Srvr	Stopped	<input type="button" value="Restart"/>
Discovery_Protocol	Running	
TouchCtrl_Srvr	Running	
MSI_Services	Stopped	
8021x	Running	
Calling_Services	Running	<input type="button" value="Restart"/>
HTTP_Srvr	Running	
Security_Srvr	Running	
Telephone_Srvr	Running	<input type="button" value="Restart"/>

System status



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