<**C H A P T E R**> **1**

FAQs and Troubleshooting

This chapter provides FAQs and troubleshooting hints for various Cisco WebEx Social components.

This chapter is organized as follows:

Core Functionality FAQs and Troubleshooting

Core Functionality Troubleshooting

This section provides the following troubleshooting information:

- Symptom   File attached to an update is not visible in full page view.

Symptom   File attached to an update is not visible in full page view.

Possible Cause   This issue can appear when you have your browser idle in Cisco WebEx Social for a long period (for example: > 8 hours). More specifically, these conditions must have all been true:

- The Cisco Social session timeout has been increased in Web.xml to more than the default 8 hours.

- The attachment clean-up interval parameter (com.cisco.ecp.vdl.attachment.cleanup.job.interval) has not been changed.

- The update has been posted after waiting on the compose screen for a significant amount of time (more than com.cisco.ecp.vdl.attachment.cleanup.job.interval).

Recommended Action   To prevent this issue from appearing again, sign in to the Director, go to Application>Portal>Advanced Portal Properties and search for com.cisco.ecp.vdl.attachment.cleanup.job.interval. Set its value to be one hour longer than the session timeout. (Note that the com.cisco.ecp.vdl.attachment.cleanup.job.interval is in minutes while the session timeout is in hours.)

Email Integration FAQs and Troubleshooting

Email Integration Troubleshooting

This section provides the following troubleshooting information:

- Symptom   A reply created using Outlook/OWA is added as first level comment in WebEx Social instead of as a reply.

- Symptom   Out of the Office auto replies to WebEx Social email notifications are added as content in WebEx Social.

- Symptom   A number of (or all) users did not receive their email digests (summary of important updates).

- Symptom   Users receive multiple daily digests.

- Symptom   Users receive multiple weekly digests.

- Symptom   Inbound email does not appear as content in Cisco WebEx Social.

- Symptom   Some replies are saved as new posts containing the entire email thread as opposed to comments to the original content.

- Symptom   Users are not receiving any emails generated by Cisco WebEx Social.

Symptom   A reply created using Outlook/OWA is added as first level comment in WebEx Social instead of as a reply.

Possible Cause   Your organization is using Microsoft Exchange Server 2003 without the KB908027 fix applied.

Recommended Action   Apply the fix or upgrade to the latest version of Microsoft Exchange Server 2003. For more information, see http://support.microsoft.com/kb/908027.

Symptom Out of the Office auto replies to WebEx Social email notifications are added as content in WebEx Social.

Possible Cause The user account sending the Out of Office message is hosted on Microsoft Exchange Server 2003.

Recommended Action Mail accounts running on later versions of Microsoft Exchange Server or IBM Lotus Domino should not run into this issue.

Symptom A number of (or all) users did not receive their email digests (summary of important updates).

Possible Cause You have recently increased or decreased worker.digestscheduler.mainJobRepeatInterval. After the value has been modified and saved, the Digest Scheduler waits for that interval before it runs again. Depending on a number of related factors some users may be skipped when creating digests.

Recommended Action Wait for worker.digestscheduler.mainJobRepeatInterval to run out (30 min. if left at its default), then the digests should start arriving on schedule.

Possible Cause The user has requested a daily digest and you have set worker.digestscheduler.mainJobRepeatInterval to a large value that makes the next run of the Digest Scheduler to fall into the next day.

Recommended Action When you are setting the worker.digestscheduler.mainJobRepeatInterval parameter, take the "Daily Digest Notification Time" value (Director > Application > Portal > Email Digest) in consideration. Set worker.digestscheduler.mainJobRepeatInterval to a value that allows the Digest Scheduler to run at least once in the time frame between "Daily Digest Notification Time" and the end of the day.

For example if you have set "Daily Digest Notification Time" to 23:00 (11 pm), that leaves the Digest Scheduler only 1 hour to start and complete its run; ensure this by setting worker.digestscheduler.mainJobRepeatInterval to less than an hour.

Possible Cause The user has recently changed their time zone. If the new time zone has already been notified, the affected user does not receive their daily report.

Recommended Action Keeping the time zone setting should allow the user to receive future daily reports on schedule.

Symptom Users receive multiple daily digests.

Possible Cause The Administrator has changed the Daily Digest Notification Time after the daily digest has been sent out for the day.

Recommended Action If you want to avoid duplicate daily digests when changing Daily Digest Notification Time to an earlier time, ensure you make the change before the original time comes for the day.

Possible Cause The user has recently changed their time zone. If the new time zone has not been notified yet, the affected user receives a second report.

Recommended Action Keeping the time zone setting should allow the user to receive future daily reports on schedule.

Symptom Users receive multiple weekly digests.

Possible Cause The Administrator has changed the Weekly Digest Notification Date forward after the weekly digest has been sent out for the week.

Recommended Action If you want to avoid duplicate weekly digests, ensure you make the change to Weekly Digest Notification Date before the original time comes for the week.

Symptom Inbound email does not appear as content in Cisco WebEx Social.

Possible Cause The Worker node is restarting or has just been restarted.

Recommended Action Wait for about 10 minutes. After that, the emails that have been sent should appear as content.

Symptom Some replies are saved as new posts containing the entire email thread as opposed to comments to the original content.

Possible Cause This issue can arise if the original email has not yet been processed by Cisco WebEx Social.

Recommended Action If you experience this issue often, check the Dashboard for the Worker nodes (Director GUI > Stats). If the App Server/Worker nodes are under heavy load—as indicated by the CPU and Load charts—then consider adding more App Server or Worker nodes, or both.

Symptom Users are not receiving any emails generated by Cisco WebEx Social.

Possible Cause Your email relay is not relaying messages coming from Cisco WebEx Social.

Recommended Action Configure your email relay host to properly relay messages coming from Worker nodes.

Calendar FAQs and Troubleshooting

Calendar FAQs

Q. How do I set the log trace levels for the Calendar?

A. As system administrator, go to Account Settings > Server > Server Administration > Log Properties and set the Calendar category to:

- ERROR for normal operation.
- INFO to track cache misses. This level should be relatively safe to use for long periods of time.
- DEBUG to track all calls to the cache. Avoid using this level for long periods on production environments.
- TRACE if you want to see the responses from the different servers and should be used for troubleshooting purposes on a case by case basis.

When viewing logs, look for the AGGREGATED_CALENDAR log key.

Q. Can I switch a user from Microsoft Exchange to Lotus Domino (or vice versa)?

A. The described is not possible in the current release. After the user account has been configured to connect to a certain type of calendar server, it cannot be changed. In Account Settings, the user continues to see the same type of calendar server even if the administrator changes the type for the organization in Control Panel.

Q. In what time zone are the calendar events displayed?

A. The Calendar application displays events in the time zone of the browser. Server-side, all dates are accepted and returned in UTC. Date transformation to user time is performed in the browser.

Calendar Troubleshooting

This section provides the following troubleshooting information:

- Symptom   LDAP user cannot connect to Microsoft Exchange Server through WebDAV.
- Symptom   Domino users who connect through SSL cannot connect after upgrading WebEx Social.

Symptom LDAP user cannot connect to Microsoft Exchange Server through WebDAV.

Possible Cause (Only if "Use LDAP Directory Synchronization" is checked in the Calendar Configuration under Server > Common Configurations.) The user email address has been changed. Because WebEx Social uses the prefix of the email address to construct the WebDAV URL, the user can be prevented from connecting to Microsoft Exchange.

Recommended Action Ask the user to complete these steps:

Step 1   Open your profile menu and click Account Settings.

Step 2   Click Calendar and WebEx login.

Step 3   Under Microsoft Exchange, change the Server URL as follows:

  1. Identify your email prefix in the URL. It is the ending part starting right after the last forward slash (/). For example if your URL is http://dev.example.com/Exchange/emma.jones, "emma.jones" is your email prefix.

  2. Replace your previous email prefix with your new email prefix. For example if your email prefix has been changed from emma.jones to ejones, your URL should look like this: http://dev.example.com/Exchange/ejones

Step 4   Click Test.

The connection should succeed.

Symptom Domino users who connect through SSL cannot connect after upgrading WebEx Social.

Possible Cause The IBM Lotus Domino SSL security certificate has been invalidated by WebEx Social.

Recommended Action Reimport the SSL security certificate. See the Administration Guide for detailed instructions.

Symptom I added a new attendee to a recurring meeting using Microsoft Outlook but the new name does not appear in the Calendar application in Cisco WebEx Social.

Possible Cause There is a know issue with some versions of Microsoft Exchange Server when calendaring information is fetched over WebDAV.

Recommended Action Use Microsoft Outlook Web Access to edit the recurring meeting instead of Microsoft Outlook.

Video Calls FAQs and Troubleshooting

Video Calls FAQs

Q. How do I check what Call Plug-in version is available on WebEx Social?

A. Open the following URL:

http://*<WS base url>*/plugin/cwc/CWICPluginVersion

where *<WS base url>* is the URL you use to access WebEx Social.

Q. Is there a direct URL to download the Call Plug-in?

A. Yes. Use this URL:

For the Windows plug-in: http://*<WS base url>*/plugin/cwc/CiscoWebCommunicator.exe

For the Mac plug-in: http://*<WS base url>*/plugin/cwc/CiscoWebCommunicator.dmg

where *<WS base url>* is the URL you use to access WebEx Social.

Q. Why does the video always appear on top hiding other WebEx Social elements?

A. With the intention to provide the best possible video experience to users, WebEx Social tries to use hardware acceleration when available. Because of that most other HTML elements cannot be placed on top of the video frame. Some web browsers may behave differently than others.

Q. Does the WebEx Social Call Plug-in log information during installation?

A. If you face problems when installing or uninstalling the WebEx Social Call Plug-in, locate the installation log under:

Windows 7: %USERPROFILE%\AppData\Local\Temp\WebCommunicator.LOG

Windows XP: %USERPROFILE%\Local Settings\Temp\WebCommunicator.LOG

Mac OSX: /private/var/log/install.log

Q. Does the WebEx Social Call Plug-in log information during operation?

A. If you suspect the WebEx Social Call Plug-in is not operating correctly, locate the operation log under:

Windows 7: %USERPROFILE%\AppData\Local\softphone.log

Windows XP: %USERPROFILE%\Local Settings\Application Data\softphone.log

Mac OSX: /Users/{$USER}/Library/Application Support/softphone.log

Video Calls Troubleshooting

This section provides the following troubleshooting information:

- Symptom   I choose to send my video but the remote device does not display it.
- Symptom   Video originating from WebEx Social does not utilize the entire screen on some hardware communication devices.

Symptom   I choose to send my video but the remote device does not display it.

> **Possible Cause**   A network/Internet security softwere on your computer is blocking the outbound connection.

> **Recommended Action**   The security software may or may not notify you of blocked connections. In both cases the solution is to whitelist the WebEx Social Call Plug-in in your security software.

Symptom   Video originating from WebEx Social does not utilize the entire screen on some hardware communication devices.

> **Possible Cause**   The device does not have RTCP enabled. RTCP allows devices connected to CUCM to negotiate the best possible video resolution between endpoints. The option is enabled on the WebEx Social Call Plug-in by default.

> **Recommended Action**   In your Cisco Unified Communications Manager, ensure RTC is enabled for any devices that receives video from WebEx Social.

Search FAQs and Troubleshooting

Search Troubleshooting

This section provides the following troubleshooting information:

Symptom   When I do a global or local search I get the "Internal Server 500" error.

Possible Cause   Unfunctioning service.

Recommended Action   Check if the master Search Store, all slave Search Store nodes and the Index Store (if enabled) are operational. These are actions you can take:

On Search Store nodes, run this command as admin:

sudo service search status

On the Index Store node, run this command as admin:

sudo service searchcache status

Check if the Java process is running by running this command on all nodes, as admin:

sudo ps -ef | grep start.jar

Log in to the solr administrator portal page to check if solr/searchcache is up.

Possible Cause   Misconfiguration.

Recommended Action   Check if the master Search Store, all slave Search Store nodes and the Index Store (if enabled) are properly configured in portal-ext.properties on the App Server. These parameters must be set in accordance with your specific deployment:

solr.masters

solr.slave.region.1 (and other slaves if solr.slave.regions > 1)

search.cache.url

search.cache.post.url

search.cache.video.url

search.cache.social.url

search.cache.follower.url

Possible Cause   Not enough disk space.

Recommended Action   Check disk space on each Search Store machine using the "df -h" command and if the machine has run out of disk space, stop Search ("service search stop"), clean up disk space and then restart Search ("service search start").

Possible Cause   Server errors (500 Internal Server Error).

Recommended Action   If you are getting "500 Internal Server Error" in the logs (the App Server logs, the master/slave Search Store logs, or the Index Store request logs under insread of 200 status codes for each request, then the machine may be out of disk space or the indexes may be corrupt.

If the machine is out of disk space, see the "Out of disk space" Possible Cause above.

Otherwise the indexes may be corrupt. Take these corrective steps:

Step 1   First verify that the indexes are indeed corrupted. Check solr-out.log in solr\bin\logs. Indexes are most probably corrupt if the log file contains either of the following:

- "lucene" error messages
- Non-200 statuses of HTTP requests
- Lock-related error messages such as "org.apache.solr.common.SolrException: Lock obtain timed out: SimpleFSLock"

Another symptom is to see a core or more missing in the Index Store administrator portal. There should be a total of 5 cores linked as "Admin post", "Admin video", "Admin social", "Admin follower", and "Admin autocomplete". If any of those cores is missing, chances are that it is corrupt and you should see 404 error messages in the Index Store logs for the missing core.

Step 2   After you have identified the machine that stores the corrupt indexes, log in to it as admin and stop solr:

- For Search Store machines:

  sudo service search stop

- For Index Store machines:

  sudo service searchcache stop

Step 3   Delete data directories for all cores. See Checking Where solr Indexes Reside, page 2-2 to understand how to indentify the data directories.

Step 4   Restart solr:

- For Search Store machines, run this command as admin:

  sudo service search start

- For Index Store machines, run this command as admin:

  sudo service searchcache start

Symptom   When I open My Library I get the "An unexpected error occurred" message.

Possible Cause   For possible causes and recommended actions, see Symptom   When I do a global or local search I get the "Internal Server 500" error., page 1-8.

Health and Performance Monitoring FAQs and Troubleshooting

- Health and Performance Monitoring FAQs, page 1-10
- Health and Performance Monitoring Troubleshooting, page 1-10

Health and Performance Monitoring FAQs

- Q. How do I set the log trace levels for health and performance monitoring?

Q. How do I set the log trace levels for health and performance monitoring?

A. See the respective FAQ in the Analytics FAQs section.

Health and Performance Monitoring Troubleshooting

This section provides the following troubleshooting information:

- Symptom   I restarted monit but monitoring does not seem to be working for that node.
- Symptom   I do not recieve health data for a node.

Symptom   I restarted monit but monitoring does not seem to be working for that node.

Possible Cause   The initialization of monit has not completed.

Recommended Action   Wait for the initialization delay of monit (about 2 minutes).

Symptom   I do not recieve health data for a node.

Possible Cause   If a node is marked as "Disabled" in the Topology page on the Director, monit does not perform checks on that node.

Recommended Action   Enable the node.

Logs FAQs and Troubleshooting

Logs FAQs

- Q. How do I access Cisco WebEx Social logs?
- Q. What is security logging?
- Q. What message categories are defined in the security and auditing log?
- Q. What is the message format used in the security and auditing log?
- Q. I see a particular log for one day, but not another. Why is this?
- Q. I want to check a log file for a past date but the directory for that date seems to have disappeared.

Q. How do I access Cisco WebEx Social logs?

A. All logs are accessible through HTTP from the Director. Visit this URL to see them:

http://*<director>*/logs

Where <director> is the URL you use to access the Director web UI.

Alternativly, if you need to perform advanced actions with logs such as tracing logs in real time, log in to the Director node, go to /opt/logs and then enter the directory for the date you need.

Q. What is security logging?

A. Starting from this release, security and auditing logs have been grouped into high level security categories and consolidated into one audit.log per App Server node. In addition, the log message format has been improved to make it easier to process and aggregate.

Note, however, that you can enable debugging in the App Server logs to cause the same logging to show in the normal App Server application logs.

Q. What message categories are defined in the security and auditing log?

A. The following categories are defined:

- security.auth—Authentication events related to signing in, signing out, and so on.
- security.authentication—Authentication events related to signing in, signing out, and so on.
- security.authorization—Authorization events, such as creating a Post, sharing a Post with a user, editing a Post, and so on.
- security.admin—Changes to administrative screens, such as those on the control panel, as well as configuration changes to control panels of applications (for example: External Document Repository, Community Calendar, and so on).
- security.threat—Log messages from AntiSamy (post security HTML sanitizer), CSRF mismatch token violations, and so on.
- security.policy—Reserved for future use.

Q. What is the message format used in the security and auditing log?

A. The basic security event logging format is shown below. Some of the fields may be empty if they are not applicable to that event.

Date/time Date and time the message was logged.

Host Originating host.

Process Name: quad

Log Level: Is always INFO.

Category: What type of security event this is. See Q. What message categories are defined in the security and auditing log?

Thread Name: What thread within Tomcat did the event originate in.

Principal: User account this message pertains to.

Source: Where the message comes from, for example the IP address of the system performing the action.

Component: What area is affected.

Action: What type of action is taking place on the resource.

Resource: What is being affected (for example: Post, Message Boards).

Status: Success or Failure.

Reason: Additional information.

Q. I see a particular log for one day, but not another. Why is this?

A. Logs does not show up unless that log was written to.

Q. I want to check a log file for a past date but the directory for that date seems to have disappeared.

A. To prevent the disk space from filling up, the oldest log directories are deleted when the /opt partition on the Director exceeds 85% disk usage.

Director FAQs and Troubleshooting

Director FAQs

- Q. Enable/Disable buttons are missing for some roles on the Topology page.
- Q. What is Certificate Management?

Q. Enable/Disable buttons are missing for some roles on the Topology page.

A. Starting from this release, you do not have the option to Enable/Disable most roles. Only the App Server, Worker, and Cache roles have Enable/Disable buttons.

Q. What is Certificate Management?

A. Certificate Management is a new feature of the Director UI. Its main function is to help streamline the management and deployment of various certificates and keys used throughout Cisco WebEx Social from one centralized UI. Additionally, because the uploaded keystores/certificates are persisted as part of the Director DB, they are preserved during backup and restores.

In the current version the following functional areas are managed by Certificate Management:

- WebEx Meetings SSO keystore management
- WebEx Instant Messaging keystore management
- Certificate Authority/Trust Certificate management, including LDAPS (LDAP over SSL), Visual Voicemail (replaces the existing Visual Voicemail keystore UI), OpenSocial, Show and Share integration (when connecting over SSL), and Sharepoint integration (when connecting over SSL).

Director Troubleshooting

This section provides the following troubleshooting information:

- Symptom   I have uploaded a new security cerfiticate using Application > Security but it does not seem to be taking effect.

Symptom I have uploaded a new security cerfiticate using Application > Security but it does not seem to be taking effect.

Possible Cause Puppet did not restart the nodes the certificates were pushed to.

Recommended Action Manually restart all App Server and Worker nodes.

Worker FAQs and Troubleshooting

Worker FAQs

Q. What tasks are processed by the Worker role?

A. In the current release the following features leverage the worker framework.

- Email digest generation
- Outbound email processing
- Metrics and reports generation
- Activity feed processing
- Data migration

Message Queue FAQs and Troubleshooting

Message Queue Troubleshooting

This section provides the following troubleshooting information:

- **Symptom** Executing "service rabbitmq-server stop" doesn't seem to stop RabbitMQ.
- **Symptom** I removed a node from a cluster and now rabbitmq is not functioning correctly.
- **Symptom** RabbitMQ fails to start and shows this error "ERROR: failed to load application amqp_client: {"no such file or directory","amqp_client.app"}"

Symptom Executing "service rabbitmq-server stop" doesn't seem to stop RabbitMQ.

Possible Cause The described case is a known defect.

Recommended Action Try executing **sudo killall -u rabbitmq** as admin.

Symptom I removed a node from a cluster and now rabbitmq is not functioning correctly.

Possible Cause The described case is a known defect.

Recommended Action As admin, stop rabbitmq on the remaining cluster nodes, then execute "**rm -rf /opt/cisco/rabbitmq/data**" and finally restart rabbitmq on all nodes.

Symptom RabbitMQ fails to start and shows this error "ERROR: failed to load application amqp_client: {"no such file or directory","amqp_client.app"}"

Possible Cause A RabbitMQ plug-in has freezed.

Recommended Action Run the following commands as admin to reset the amqp_client plug-in:

sudo rabbitmq-plugins disable rabbitmq_management

sudo service rabbitmq-server stop

sudo service rabbitmq-server start

sudo rabbitmq-plugins enable rabbitmq_management

Analytics FAQs and Troubleshooting

Analytics FAQs

Q. How do I set the log trace levels for analytics?

A. As system administrator, go to Account Settings > Server > Server Administration > Log Properties and set the Analytics category for the App Server and Worker roles:

- ERROR for normal operation.
- DEBUG to get more information.

To log events such as sending or receiving to/from Message Queue, also set the QUAD_EVENT category to DEBUG.

When viewing logs, look for the AGGREGATED_CALENDAR log key.

Be sure to restart the Worker nodes for the log level to go into effect on that role.

Analytics log messages can appear in *_appserver.log, *_worker.log, or *_analyticsmrscheduler.log.

My Library FAQs and Troubleshooting

My Library Troubleshooting

This section provides the following troubleshooting information:

- Symptom   The My Library page does not seem to be responding to user actions: dialogs are not opening up, the Delete button does nothing, and so on.

Symptom   The My Library page does not seem to be responding to user actions: dialogs are not opening up, the Delete button does nothing, and so on.

Possible Cause   A Javascript error has occurred on the page. Possible Javascript errors include:

- File not found/loaded. This type of error is displayed in red color and contains the missing file name.

- Inline Javascript failure. This error occurs if Javascript code inside a .jsp file has failed and any processing of the rest of the code in the .jsp file has been halted. Example follows:

```
$LAB.wait() error caught:
SyntaxError: missing ; before statement
```

Recommended Action   Try reloading the page; if the problem persists, try loading the page with another web browser.

Framework FAQs and Troubleshooting

- Framework FAQs, page 1-15

Framework FAQs

- Q. How do I set the log trace levels for the framework?

Q.   How do I set the log trace levels for the framework?

A.   As system administrator, go to Account Settings > Server > Server Administration > Log Properties and set the Portal UI Framework category:

- ERROR for normal operation.

- DEBUG to get more information.

Streams FAQs and Troubleshooting

- Streams FAQs, page 1-15

Streams FAQs

- Q. How do I set the log trace levels for Streams?

Q.   How do I set the log trace levels for Streams?

A. As system administrator, go to Account Settings > Server > Server Administration > Log Properties and set these categories:

- SocialActivity Application—For general logging. Set ERROR for normal operation and DEBUG to get more information. Note that leaving the DEBUG level on significantly affects the performance of the system.

- Notification—If you want to check logs for dynamic (XMPP) updates. Set ERROR for normal operation and DEBUG to get more information. Note that leaving the DEBUG level on significantly affects the performance of the system.

- QUAD_EVENTING—If you still need further information (because activity creation depends on rabbitmq events). Note that turning this category to DEBUG will log every event that is occurring in WebEx Social.

UC Integrations FAQs and Troubleshooting

UC Integrations Troubleshooting

This section provides the following troubleshooting information:

- Symptom   These errors appear when the user tries to switch the Cisco Call Plug-in from computer audio to desktop phone mode: [cwic] eUnknownFailure, [cwic] Login Error, and [cwic] unregisterPhone

Symptom   These errors appear when the user tries to switch the Cisco Call Plug-in from computer audio to desktop phone mode: [cwic] eUnknownFailure, [cwic] Login Error, and [cwic] unregisterPhone

Possible Cause   The list of Unified Communications Manager (UCM) servers contains an IP address that does not correspond to a UCM server.

Recommended Action   Sign in to Cisco WebEx Social as Administrator, go to Account Settings > Server > Common Configurations > WebDialer, find the offending entry in the list of Registered UCM Clusters and correct or remove it. Use the Cisco Call Plug-in log on the user computer to identify the offending UCM entry.