



CHAPTER 1

Finding Troubleshooting Information for Cisco IPICS

This chapter provides information about how to find troubleshooting information for Cisco IPICS. See [Table 1-1](#) for links that pertain to available troubleshooting information for problems that you may encounter.

Table 1-1 **Locating Troubleshooting Information**

Source of Problem	Where to Find Help
Cisco IPICS installation	To troubleshoot problems that are related to the Cisco IPICS installation, refer to the “Troubleshooting the Installation” chapter of the Cisco IPICS Server Installation and Upgrade Guide, Release 2.1(1) .
One of the following areas: • The Cisco IPICS server • Policy engine • Communications between Cisco IPICS end-user devices • Equipment, such as Cisco Unified IP Phones or radios • RMS configuration • General operation	For problems that are related to the server, the policy engine, and the devices that communicate with the server, see Chapter 3, “Troubleshooting the Cisco IPICS Server.” For help in gathering log information to aid your problem determination and resolution process, see Chapter 7, “Understanding the Cisco IPICS Logs.”

Table 1-1 Locating Troubleshooting Information (continued)

Source of Problem	Where to Find Help
One of the following areas: • Communications between Cisco IPICS endpoints • Hardware, such as Cisco Unified IP Phones • Router and RMS configuration • Voice quality	For communications-related problems, problems with endpoint devices, and voice quality issues, see Chapter 4, “Troubleshooting Communication, Voice Quality and Other Equipment Issues.”
PMC issues	To troubleshoot problems that you may encounter when you install or use the PMC application, see Chapter 5, “Troubleshooting Tips for the PMC Application.” For help in gathering PMC log information to aid your problem determination and resolution process, see the “Generating and Modifying the PMC Log Levels” section on page 7-7.
Backup and restore	To obtain information about backing up or restoring the Cisco IPICS database, or to troubleshoot problems that you encounter in the backup or restore process, refer to the “Performing Cisco IPICS Database Backup and Restore Operations” chapter in the Cisco IPICS Server Administration Guide, Release 2.1(1).
License	For information about problems that are related to the installation and usage of licenses, see the “Troubleshooting License Issues” section on page 3-27.