Troubleshooting and Program Messages

This chapter provides troubleshooting tips for some common issues that you may encounter while using the IPICS Mobile Client and provides possible solutions. It also explains program message that the IPICS Mobile Client may display.

This chapter includes these topics:

Troubleshooting Tips

Symptom   Cannot log in to the Cisco IPICS server.

Possible Cause

- A user name and password are not configured for you on the Cisco IPICS server.
- Your iPhone does not have WiFi or 3G over VPN connectivity.
- The Cisco IPICS server is down or unreachable.

– High availability is configured for the Cisco IPICS server, a failover has occurred and the secondary server has become the active server, but you have never logged in to the primary server or your iPhone has not yet received information about the secondary server.

Recommended Action

– Make sure that a Cisco IPICS administrator or operator configures you as a Cisco IPICS user.

– Make sure that you iPhone has network connectivity.

– Contact your system administrator to make sure that the Cisco IPICS server is up and reachable.

– If you have never logged in to the primary Cisco IPICS server and a secondary is the active server due to a failover, log in to the secondary server.

Symptom   iPhone cannot transmit or receive audio and the signal loss icon appears in the PTT panel.

Possible Cause

– Your iPhone is not operating on a wireless network

– Your iPhone is not on the same wireless network as the Cisco IPICS RMS or UMS component

– The RMS or UMS component is down or unreachable

– There is no talk group active in the incident.

Recommended Action   To reestablish a connection, touch the **Reconnect** icon . A IPICS Mobile Client does not automatically attempt to reestablish connection. If this action does not solve the problem, take these actions:

– Make sure that you are using a Wi-Fi connection and that your iPhone is in range for the connection

– Make sure that your iPhone is on the same wireless network as the Cisco IPICS RMS or UMS component

– Contact your system administrator to make sure that the RMS or UMS component is up and reachable

       – Contact your Cisco IPICS dispatcher to determine whether there is an active talk group

Program Messages

This section lists the program messages that you might see on your IPICS Mobile Client. The messages are presented in alphabetical order, and each message includes an explanation of the possible cause and recommended actions that you can take to resolve an issue.

Message (question mark icon) appears if you are trying to view an unsupported incident image or live video.

    Possible Cause The image or live video that you are trying to access is of a type that the iPhone does not support.

    Recommended Action

      – If you uploaded a resource via your IDC, make sure that it is compatible with the iPhone. For more information, see *Cisco IPICS Compatibility Matrix*.

      – If another user uploaded the resource, contact your system administrator.

Message `Error in Connection: no internet connection`

Explanation This message appears on the Log In screen if you are using the iPhone in an area with no 3G or WiFi signal, or if Airplane Mode is enabled on the iPhone (this mode blocks internet connections).

Recommended Action

- – Move to an area with a stronger 3G or WiFi signal
- – Join a WiFi network
- – Make sure 3G is enabled (touch **Settings > General > Network > Enable 3G > On**)
- – Turn off airplane mode (touch **Settings > Airplane Mode > Off**)

Message `Error in Connection: untrusted certificate`

Explanation This message appears on the Log In screen if the iPhone does not have a valid SSL certificate for the Cisco IPICS server that you are attempting to log in to.

Recommended Action Touch **Settings > General > Profiles** to see a list of certificates on the phone. The name of an SSL certificate for a Cisco IPICS server matches the hostname of that server. If there is no certificate for the server, download one. If there is a certificate, delete it and then download a new one.

For detailed information about downloading and deleting certificates, see the "Obtaining an SSL Certificate" section on page 1-4.

Message `Error: connection with invalid version. You may not be able to see incidents.`

> **Possible Cause** This message appears after you log in if the IPICS Mobile Client version and the Cisco IPICS server version are not compatible.
>
> **Recommended Action**
>
> – Make sure that you are using a compatible version of the IPICS Mobile Client
>
> – Contact your system administrator to make sure that the version of the Cisco IPICS server is compatible

Message `Error: mobile license exceeded`

> **Possible Cause** This message appears on the Log In screen if Cisco IPICS does not have enough available mobile endpoint licenses to allow you to log in.
>
> **Recommended Action** Wait for another IPICS Mobile Client user to log out, or contact your system administrator regarding obtaining additional mobile endpoint licenses for the server.

Message `Error: parsing server response`

> **Possible Cause** This message appears on the Log In screen if the Cisco IPICS server is initializing, shutting down, or experiencing a problem.
>
> **Recommended Action**
>
> – Wait a few minutes and try to log in again
>
> – Contact your system administrator to determine whether the Cisco IPICS server is experiencing a problem

Message `Error: service unavailable`

Possible Cause This message appears on the Log In screen if the IPICS Mobile Client cannot access the Cisco IPICS server. The server may be initializing, shutting down, or experiencing a problem.

Recommended Action

– Wait a few minutes and try to log in again

– If high availability is configured for your system, try logging in to the secondary Cisco IPICS server

– Contact your system administrator to determine whether the Cisco IPICS server is experiencing a problem

Message `File Server is Down`

Possible Cause This message appears if you are trying to upload a journal, image, or video and the Cisco IPICS server is not available or its disk is full.

Recommended Action

– Wait a few minutes and try again

– Contact your system administrator to determine whether the server is experiencing a problem

Message `Internal server error`

Possible Cause The Cisco IPICS server has encountered a problem and cannot process your request to upload a journal, image, or video.

Recommended Action

– Wait a few minutes and try again

– Contact your system administrator to determine whether the server is experiencing a problem

Message `Server Connection Lost: Problem with your connection or the server <host_name>`

Possible Cause The IPICS Mobile Client has lost its connection to the Cisco IPICS server with the hostname that the message shows.

Recommended Action

– Check your internet connection and try logging in again.

– If high availability is configured and a failover has occurred, try logging in to the primary server again, which should automatically redirect you to the secondary server. If you cannot log in to the primary server, try logging in to the secondary server.

– Contact your system administrator to determine whether there is a problem with the Cisco IPICS server.

Message `Server IO failure`

Possible Cause The Cisco IPICS server has encountered a problem while processing the journal, image, or video that you are uploading.

Recommended Action

– Wait a few minutes and try again

– Contact your system administrator to determine whether the server is experiencing a problem

Message `Server module failure`

Possible Cause The Cisco IPICS server has encountered a problem and cannot process your request to upload a journal, image, or video.

Recommended Action

– Wait a few minutes and try again

– Contact your system administrator to determine whether the server is experiencing a problem

Message `This movie format is not supported.`

> **Possible Cause**   You are trying to view a video clip in a format that the IPICS Mobile Client does not support.
>
> **Recommended Action**   For information about supported formats, see *Cisco IPICS Compatibility Matrix*.

Message `Unsupported file format`

> **Possible Cause**   The image or video format that you are attempting to upload is not supported by the server.
>
> **Recommended Action**   Make sure that you are uploading a resource with a valid format. For information about supported formats, see *Cisco IPICS Compatibility Matrix*.

Message `User Deactivated: either the password was changed or the account was deactivated`

> **Possible Cause**   A Cisco IPICS administrator or operator removed or deactivated your Cisco IPICS user account or changed your Cisco IPICS password.
>
> **Recommended Action**   Contact your Cisco IPICS system administrator or operator to obtain your new log in credentials.