



# Troubleshooting and Program Messages

This chapter provides troubleshooting tips for some common issues that you may encounter while using Cisco Instant Connect. It also explains program messages that Cisco Instant Connect may display.

This chapter includes these topics:

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- [Program Messages, page 3-2](#)

## 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 Android device does not have WiFi, 3G, or 4G 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 Android device 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 your Android device 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** Cisco Instant Connect cannot transmit or receive audio.

### Possible Cause

- Your Android device is not operating on a wireless network
- The UMS component is down or unreachable

**Recommended Action** To reestablish a connection, wait, and reconnection starts automatically.

- Make sure that you are using a Wi-Fi connection and that your Android device is in range for the connection
- Make sure that your Android device is on the same wireless network as the Cisco IPICS UMS component
- Contact your system administrator to make sure that the 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 Cisco Instant Connect program messages that can appear when a situation requires you to take corrective action. This chapter also provides an explanation of each message and recommended actions that you can take to resolve an issue.

**Message** Not connected to Internet.

**Explanation** This message is generated by an Android device if the device loses network connectivity.

**Recommended Action** Check your network connectivity.

**Message** A talkgroup needs to be selected.

**Explanation** You tapped the **Quick Connect** button on the Cisco Instant Connect Talk Groups screen but there is no active talk group.

**Recommended Action** Select the talk group with which you want to communicate as described in the [“Using the Talk Groups Screen” section on page 2-7](#).

**Message** Failed to join a call.

**Explanation** An error occurred when Cisco Instant Connect tried to set up a PTT session.

**Recommended Action** Contact your system administrator.

**Message** Invalid user name or password.

**Explanation** You are trying to log in to the Cisco IPICS Server from the Cisco Instant Connect Log In screen and have entered an invalid user name or password.

**Recommended Action** Enter your correct user name and password. If the problem persists, contact your system administrator.

**Message** IPICS Server is offline.

**Explanation** The Cisco IPICS service has been restarted, the Cisco IPICS service has stopped on a standalone Cisco IPICS server, or a Cisco IPICS failover has occurred in a high availability environment.

**Recommended Action** Retry the operation that you were performing. If the problem persists, contact your system administrator.

**Message** IPICS Server unreachable.

**Explanation** Your Android device does not have connectivity to the network in which the Cisco IPICS server is located.

**Recommended Action** Verify that your Android device is connected to the correct network.

**Message** No result from the server while logging in.

**Explanation** Cisco Instant Connect cannot access the Cisco IPICS server.

**Recommended Action** Try to log in to a different Cisco IPICS server or contact your system administrator.

**Message** No result from the server while logging in.

**Explanation** You are trying to log in to the Cisco IPICS Server from the Cisco Instant Connect Log In screen and have entered an invalid IP address or FQDN for the Cisco IPICS server.

**Recommended Action** Enter the correct IP address or FQDN for the Cisco IPICS server. If the problem persists, contact your system administrator.

**Message** Password field cannot be empty.

**Explanation** You are trying to log in to the Cisco IPICS Server from the Cisco Instant Connect Log In screen and the Password field is blank.

**Recommended Action** Enter your Cisco IPICS Password in the Password field.

**Message** Server address cannot be empty.

**Explanation** You are trying to log in to the Cisco IPICS Server from the Cisco Instant Connect Log In screen and the IPICS Server field is blank.

**Recommended Action** Enter the IP address of the Cisco IPICS server in the IPICS Server field.

**Message** User logged out.

**Explanation** A system administrator removed you from Cisco IPICS.

**Recommended Action** Contact your system administrator.

**Message** Username cannot be empty.

**Explanation** You are trying to log in to the Cisco IPICS Server from the Cisco Instant Connect Log In screen and the User field is blank.

**Recommended Action** Enter your Cisco IPICS user name in the User field.