



# CHAPTER 13

## Troubleshooting Cisco TelePresence Manager

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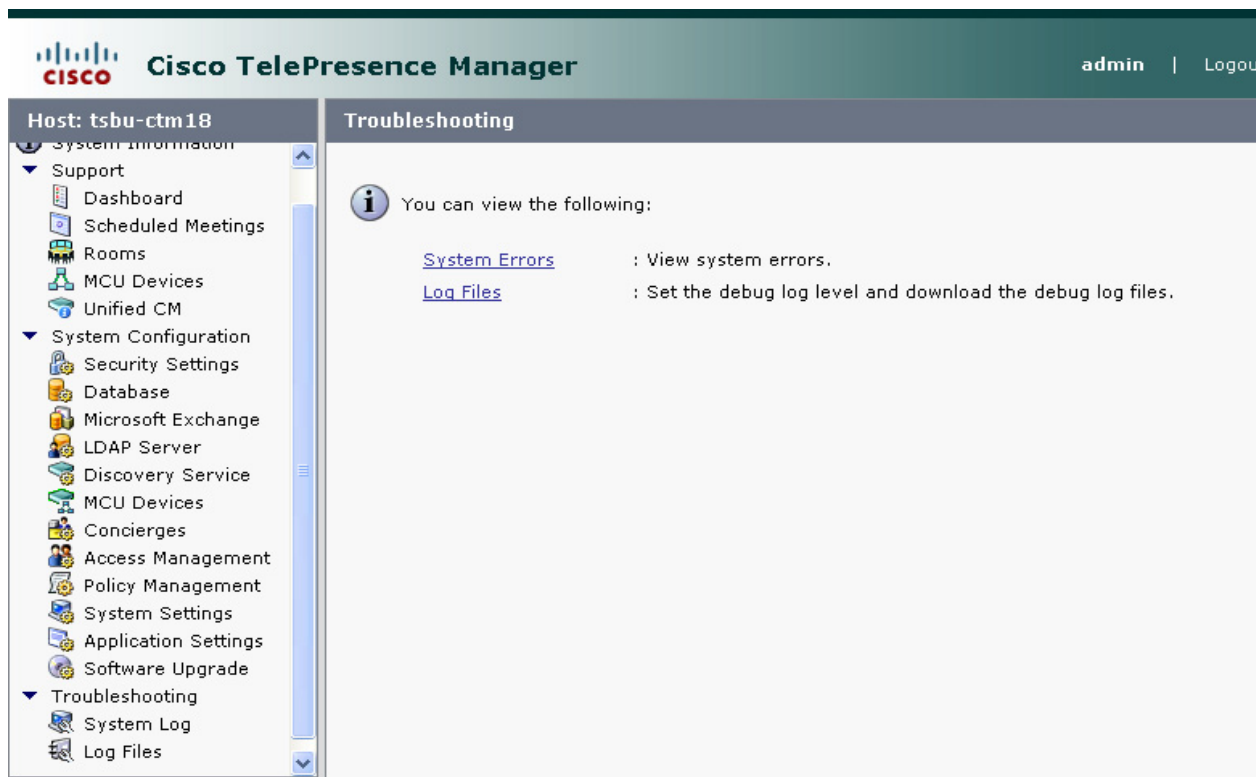
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# Introduction

Troubleshooting meeting connections and network problems is one of the more important responsibilities of the Cisco TelePresence system administrator. When a problem is detected, you must collect system errors and logs files so they can be analyzed for prompt resolution. [Figure 13-1](#) shows the links available to assist you with these troubleshooting tasks.

**Figure 13-1** Troubleshooting Window



## System Log

Choose the System Log window to see a list of system messages. You can filter the list by starting and ending dates and message type All, Fatal, Severe, Moderate, Warning, and Info, as follows:

- Use the Calendar icon to choose dates, or type the dates in the **Start On** and **End On** fields using the MM/DD/YYYY date format.
- Click **Filter** to generate the list.

**Figure 13-2** System Log Window

Troubleshooting > System Log

System Log

Start on: 12/8/2008 End on: 12/8/2008 Type: All Filter

Showing 1 - 1 of 1 records

Time stamp (+) ▾	Type	ID ▾	Module ▾	Message
12/08/2008 11:18 AM	SEVERE	3801	MultipointMgr	Failed to authenticate with MCU 'tsbu-ctm17'.

First < Previous Next > Last Rows Per Page: 10 ▾ Details...

(+) All times are shown in time zone America/Los\_Angeles (GMT -8.0)

Table 13-1 lists the error information provided by the system.

**Table 13-1** System Error Report

Field	Description
Timestamp	Date and time the message was logged. You can sort the messages in ascending or descending order by the time stamp.
Type	Message type.
ID	Message identification number. You can sort the reports in ascending or descending order by ID.
Module	Component within CTS-Manager that generated the error.
Message	Explanation of problem detected. Move your mouse pointer over a message field to see a complete description.

## Log Files

At the Log Files window, you can set the level for logging system errors from the following services that contribute messages:

Figure 13-3 Log File Window

**Troubleshooting > Log Files**

Services	
Discovery:	ERROR ▼
Calendar Server (Microsoft Exchange):	ERROR ▼
Room Phone UI:	ERROR ▼
Admin UI:	ERROR ▼
Multipoint Conference:	ERROR ▼
TelePresence Engine	
Service Providers:	ERROR ▼
Data Access Layer:	ERROR ▼
Interface:	ERROR ▼

Apply Reset

**Log Files**

Service: All ▼ Filter

Showing 1 - 10 of 34 records

Filename ▼	Service	Last Modified (+) ▼	Size (KB)
<a href="#">DiscoveryMgr_itapi01.log</a>	Discovery	10/09/2008 09:43 AM	0.0
<a href="#">CalendarMgr.log.9</a>	Room Phone UI	10/14/2008 06:24 AM	5121.94
<a href="#">CalendarMgr.log.8</a>	Room Phone UI	10/15/2008 04:17 PM	5123.95
<a href="#">CalendarMgr.log.7</a>	Room Phone UI	10/16/2008 09:50 PM	5124.0
<a href="#">CalendarMgr.log.6</a>	Room Phone UI	10/18/2008 03:08 AM	5122.41
<a href="#">CalendarMgr.log.5</a>	Room Phone UI	10/19/2008 08:42 AM	5124.0
<a href="#">CalendarMgr.log.4</a>	Room Phone UI	10/20/2008 02:15 PM	5124.0
<a href="#">CalendarMgr.log.3</a>	Room Phone UI	10/21/2008 07:36 PM	5121.4
<a href="#">CalendarMgr.log.2</a>	Room Phone UI	10/23/2008 12:52 AM	5122.41
<a href="#">CalendarMgr.log.1</a>	Room Phone UI	10/24/2008 06:25 AM	5124.0

First < Previous Next > Last Rows Per Page: 10 ▼ Download All

(+) All times are shown in time zone America/Los\_Angeles (GMT -8.0)

**Services**

- Discovery Service
- Calendar Service
- Room Phone UI Service
- Admin UI Service
- Multipoint Conference

**TelePresence Engine**

- Service Providers
- Data Access Layer

- Interface

You can set the message types from these services to the following levels:

- **DEBUG**—Detailed errors and information messages.
- **ERROR**—Errors that are likely to terminate system activity.
- **FATAL**—Errors that will automatically terminate system activity.

**Note**

The default logging level is typically set to **ERROR**. There may be times when Cisco technical personnel will instruct you to modify the logging level for one or more of the services, to help them diagnose a problem. Be sure to reset the logging level immediately after the problem has been resolved, or else disk space may become filled with messages and negatively impact system performance.

Once you have made your logging level choices for each service:

- Click **Apply** to register new or modified settings, or click **Reset** to restore the original settings.

You can generate a list of specific error types.

- From the Service drop-down list, choose one of the following to specify the type of errors to display:
  - **All**
  - **Discovery**
  - **Groupware Adapter**
  - **Room Phone UI**
  - **Admin UI**
  - **Multipoint Connection**
  - **TelePresence Engine**
- Click **Filter** to generate the list.

Log files are named with a .log extension. The log filename provides a link to the contents of the error log file. This window also shows the date the file was last modified and the size of the log file. The lists can be sorted by filename and time last modified.

- To update the error log, click the **Refresh** button.

## Download All Files

Use the Download All button to collect all log data for Cisco technical support personnel when submitting a case for problem solution. The data is automatically compressed in a file that can be sent via email.

# Scheduled Meeting and Room Issues

Meeting information is retrieved via processing room notifications from a Microsoft Exchange or an IBM Domino Calendar server. A notification is generated when a meeting is added, modified, or deleted.

The Cisco TelePresence Manager database is periodically synchronized with the Calendar server to retrieve and maintain room schedules. Synchronization resolves any problems that might have occurred when Exchange or Domino connectivity was not available and notifications were not received. If required, you can also trigger a manual synchronization of the room meeting schedule using the Re-sync Operation in the Microsoft Exchange or IBM Domino window.

Meeting information is stored in the database, and the Room Phone UI service is notified when it is time to send the meeting schedule to the phone user interface.

The Rooms window displays the room status as “In Use” when a call is placed. The Scheduled Meeting window displays meetings as “In Progress” or “Completed” reflecting the actual state of the call.

If the concierge is called, this condition will be reflected in the Room UI view and Scheduled Meeting view as “Needs Help”.

Refer to troubleshooting information in [Table 13-2](#) to solve common problems that prevent Cisco TelePresence meetings from being scheduled correctly.

**Table 13-2**      **Scheduled Meeting and Room Issues**

Problem or Message	Possible Causes	Recommended Action
Detailed view of Meetings reports that the Cisco TelePresence meeting is “Pending for more information from Exchange”.	<p>This message appears when one of the two following conditions occurs:</p> <ul style="list-style-type: none"> <li>When Cisco TelePresence Manager receives notice of an event, it waits 30 seconds to see if any further event details are forthcoming from Microsoft Exchange and then validates the meeting.</li> <li>If the room is in manual-accept mode and the room’s delegate has accepted a meeting only tentatively or has not responded to meeting e-mail notification</li> </ul>	<ul style="list-style-type: none"> <li>Wait a few moments and view Meetings status again to see if the meeting has been validated.</li> <li>Advise the room delegate to respond to meeting e-mail notification.</li> </ul>
The meeting organizer receives no e-mail to confirm the meeting is scheduled.	This problem occurs when a room is not in auto-accept mode.	<p>Make sure reserved rooms are in auto-accept mode.</p> <p>If a room is in manual-accept mode, the meeting invitation must be accepted by the room’s delegate using Microsoft Outlook or Lotus Notes.</p>
Scheduled Meetings do not show the status “In Progress”, or Rooms do not show “In Use” when a call is placed.	Connectivity between the Cisco TelePresence system and CTS-Manager is lost.	<p>Check the Rooms window for status.</p> <p>The SSH username and password should be configured for the Cisco TelePresence system. See the <i>Unified CM Installation Guide for Cisco TelePresence</i> for more help.</p> <p>Verify that the Calendar service is running on the Cisco TelePresence system.</p>

**Table 13-2**      *Scheduled Meeting and Room Issues (continued)*

Problem or Message	Possible Causes	Recommended Action
Room status indicates an error condition.	<p>Place your mouse over the status to see the error described in a tooltip. This problem can occur when:</p> <ul style="list-style-type: none"> <li>The phone associated with the Cisco TelePresence meeting room is not included in Cisco TelePresence Manager application user profile.</li> <li>The phone associated with the Cisco TelePresence meeting room is not registered with the Unified CM.</li> <li>More than one Cisco TelePresence phone could be configured with the same room name.</li> </ul>	<p>Cisco TelePresence IP phone associated with participating rooms must be added to the CTS-Manager Application User Profile.</p> <p>Update the CTS-Manager Application User Profile with correct room data.</p> <p>Check the Rooms window for status.</p> <p>Check the IP connectivity between the equipment and CTS-Manager.</p> <p>Missing Secure Shell username and password for the Cisco TelePresence IP phone should be configured in the Unified CM configuration.</p>
A recurring meeting is not listed in the Scheduled Meetings window	The first occurrence of the meeting is scheduled more than one year in the past.	Reschedule the meeting so that the start date for the recurring meeting is less than one year in the past.
Two instances of the same meeting (either a single meeting or an instance of a recurring meeting) are listed in the Scheduled Meetings window.	The date or time of the meeting was modified after the start time of the meeting, but before the meeting was initiated or the before the meeting end time has occurred.	This is expected behavior. The meeting instance with the new start date or start time is treated as a new meeting.
<p>A recurring point-to-point meeting listed in the Scheduled Meetings window displays an Error status.</p> <p>OR</p> <p>A recurring multipoint meeting is listed in the Scheduled Meetings window as a point-to-point meeting (only two rooms are scheduled).</p>	<p>The rooms included in the meeting are in manual-accept mode (delegates must accept meeting invitations).</p> <p>If the recurring meeting is a point-to-point meeting (R1 &amp; R2) and a room delegate has declined one instance (R1), all meeting instances show only one room scheduled.</p> <p>If the recurring meeting is a multi-point meeting (R1, R2, &amp; R3) and a room delegate has declined one instance (R1), all meeting instances show only two rooms scheduled (R2 &amp; R3).</p>	<ul style="list-style-type: none"> <li>In Microsoft Exchange, select the checkbox for the room(s) missing from the scheduled meeting and Re-sync.</li> <li>In IBM Domino, click Re-sync to re-sync the database.</li> </ul>

Table 13-2 Scheduled Meeting and Room Issues (continued)

Problem or Message	Possible Causes	Recommended Action
Room Status reports a Subscription or Synchronization error with Microsoft Exchange	A Discovery operation attempted to sync to a newly added Room calendar before even one meeting was added to the calendar.	<p>A Room calendar must contain at least one scheduled meeting in order for Cisco TelePresence Manager to successfully subscribe and sync.</p> <p>To remove the error status:</p> <ol style="list-style-type: none"> <li>1. Schedule at least one meeting on the Room calendar.</li> <li>2. From the System Configuration &gt; Microsoft Exchange window, select the room showing the subscription error and click <b>Re-sync</b>.</li> <li>3. From the Support &gt; Rooms Summary tab, select the room showing the Exchange subscription or sync error (on the Status tab), and click <b>Update Schedule</b>.</li> </ol>
Recurring or single meeting with only one room is displayed with an Error status after meeting start time has passed.	<p>If a meeting organizer deletes a meeting that was</p> <ol style="list-style-type: none"> <li>1. not launched,</li> <li>2. after the meeting start time</li> </ol> <p>all but one rooms are removed from the scheduled meeting and the meeting is set to an Error status.</p> <p>If the meeting was a recurring meeting and the meeting series was deleted after the first instance of the meeting was</p> <ol style="list-style-type: none"> <li>1. not launched,</li> <li>2. after the 1st meeting instance start time</li> </ol> <p>all but one rooms are removed from the scheduled meeting and the meeting is set to an Error status.</p>	This is expected behavior. All rooms calendars are available for scheduled meetings.
Meeting Confirmation email refers to upcoming meeting instance, not to meeting instance whose details were updated.	The <b>Send Email</b> button in the Meeting Details window is available to any user (Concierge or Administrator) logging into Cisco TelePresence Manager. If you make changes to a future instance of a recurring meeting and click <b>Send Email</b> , the confirmation email sent to the Meeting Organizer refers to the upcoming meeting and not to the future instance that was changed.	The Meeting Organizer must click the link in the Confirmation email to open the Meeting Details window and select the future meeting instance to see the changes made.



**Table 13-2**      *Scheduled Meeting and Room Issues (continued)*

Problem or Message	Possible Causes	Recommended Action
Meeting instances in a recurring meeting are not listed in the Action Required emails.	Action Required emails list only the first 50 instances of a recurring meeting.	To view additional instances of a recurring meeting, the Meeting Organizer must click the link in the Action Required email and display the Meeting Details window.
A scheduled meeting is not listed in the Scheduled Meetings window. (For IBM Domino deployment.)	<p>The date of a scheduled meeting must fall between two days prior to the current date and two calendar years in the future ( -2 days — +12 months), in order for Cisco TelePresence Manager to sync the meeting between the Domino database and the Cisco TelePresence Manager database.</p> <p><b>Note</b> If a meeting is scheduled while Cisco TelePresence Manager is down, and more than two days pass before CTS-Manager is restarted, the meeting will not be sync'd and must be rescheduled.</p>	<p>Verify the rooms are registered properly in the System Configuration &gt; IBM Domino window. The room name appearing in the Associated Rooms column must exactly match the room names added to the profile in Unified CM.</p> <p><b>Note</b> In Cisco Unified CM the Product Specific Configuration Layout window refers to “Room Name (from Exchange)”. This is the room name that must match the room name in the Domino server database in order for CTS-Manager to successfully sync.</p>
A deleted meeting still appears in CTS-Manager. (For IBM Domino deployment.)	<p>The CTS-Manager database is set to delete scheduled meetings according to the (Polling Interval * 3). The Polling Interval is set in the IBM Domino window.</p> <p>If the scheduled meeting does not fall within two days prior to the current date and two calendar years in the future ( -2 days — +12 months), the meeting is not deleted from the CTS-Manager database.</p>	Please wait the prescribed amount of time to ensure the meeting is deleted.
<p>Scheduled meetings show an error.</p> <p>OR</p> <p>New meetings are not appearing in the Scheduled Meetings window.</p>	After the Microsoft Exchange server is down, CTS-Manager does not regain a connection.	<p>Re-sync the rooms with scheduled meeting errors or missing meetings. After the room re-sync Exchange may still display an error status.</p> <p>This can be fixed by either:</p> <ul style="list-style-type: none"> <li>• waiting for CTS-Manager to renew subscription to the affected rooms (occurs every 55 minutes) OR</li> <li>• restarting the CTS-Manager server.</li> </ul>
New meetings are not processed by CTS-Manager after a software upgrade.	The Domino or Exchange server was down during the upgrade and the initialization process did not complete properly.	<ul style="list-style-type: none"> <li>• Initiate Discovery manually to initialize the processes.</li> </ul> <p>OR</p> <ul style="list-style-type: none"> <li>• Restart CTS-Manager</li> </ul>

Table 13-2 Scheduled Meeting and Room Issues (continued)

Problem or Message	Possible Causes	Recommended Action
An Action Required email does not list the error for all instances of a recurring meeting (Domino Calendar Server issue).	If a recurring meeting is created with two endpoints, and is then modified by removing one endpoint for all meeting instances, the Action Required email does not list out all the meeting instances.	This is expected behavior. The meeting organizer should modify the meeting series using Lotus Notes and add a second Cisco TelePresence room.
A deleted meeting still appears in the Scheduled Meetings window.	The meeting was deleted from the Exchange room calendar, but the meeting is not deleted in CTS-Manager. This can happen if room reservations are managed using Outlook Auto Accept.	Delete the meeting from the room calendar. Refer to Microsoft Knowledge Base article 280854 for more information.
A room shows a sync error with a calendar server.	<ol style="list-style-type: none"> <li>1. A new room with no scheduled meetings is included in a multipoint recurring meeting.</li> <li>2. Meeting goes into error state, because of reduced MCU resources.</li> <li>3. The meeting series is deleted through Outlook.</li> <li>4. The new room now has a 'one room' meeting error.</li> <li>5. Exchange returns '0' meetings for the new room during daily maintenance, but the CTS-Manager database still contains a meeting for the room.</li> </ol>	Perform one of the following procedures to correct the room sync error: <ul style="list-style-type: none"> <li>• Create a meeting using this room (P2P, multipoint, single or recurring). The next daily maintenance corrects the sync error.</li> <li>• Perform a manual sync for the room.</li> </ul>
Scheduled meeting is in error state for a new room.	A new room is included in two separate meetings and one of the meetings is deleted.  <b>Note</b> In this scenario a Clarification email may be sent to the meeting organizer for a 'missing rooms' issue. The email should not have been sent.	Re-sync the room with Exchange.
Meeting does not show up in CTS-Manager Web UI nor is it pushed to the phone UI.	Room mailbox attending the meeting has been switched between auto-accept mode and manual accept mode.	Re-accept the meeting manually again. It is recommended not to switch room mailbox acceptance mode.
No clarification email sent when a meeting is modified to include only one room.	If the meeting organizer is using OWA and deletes one of two rooms for a scheduled meeting no clarification email is sent.	Refer to Microsoft Knowledge Base article 916160 for more information.
Only one instance of a yearly recurring meeting is seen in CTS-Manager.	The meeting organizer did not specify an end date.	Update meeting to include an end date.
Two different meetings appear as scheduled for the same time slot.	One of the meeting's scheduled had its "Show time as" attribute set to "free".	Do not set the "Show time as" attribute to "free". Reschedule the meeting.

**Table 13-2**      *Scheduled Meeting and Room Issues (continued)*

<b>Problem or Message</b>	<b>Possible Causes</b>	<b>Recommended Action</b>
Both past and present scheduled meetings are updated when enabling interoperability.	When enabling interoperability for a scheduled meeting and the meeting organizer chooses “all future occurrences”, all past and present meeting instances have interop enabled.	This is standard functionality.
Deleted scheduled meetings still appear in CTS-Manager.	If all meetings for a room are deleted CTS-Manager is not updated to reflect the meeting deletions in Exchange.	Create a new scheduled meeting for the room to re-sync CTS-Manager and Exchange.
Meetings scheduled past a one year duration only show the first year of scheduled meetings.	CTS-Manager only displays the first 365 days of any scheduled meeting.	Meetings scheduled prior to CTS-Manager 1.4 will continue to display meeting dates past a 365 day window. Meetings scheduled using CTS-Manager 1.4 only display meeting dates for the first 365 days.
CTS-Manager shows extra meeting instances for some recurring meetings.	An additional room, in proxy mode is added to an existing recurring meeting by the Meeting Organizer, who then makes additional changes to the series. The room delegate then accepts the invite to the meeting using an out-of-date meeting invitation.	Make sure the room delegate uses the latest meeting invitation when accepting the invitation.
A meeting organizer may receive two emails from CTS-Manager for a non-recurring multipoint meeting.		Use AAA for acceptance.
A meeting state is displayed as complete even if some participants remain active.	Meetings scheduled between endpoints supporting secure mode (earlier than 1.5) and 1.5 endpoints, that have been modified to be an intercompany meeting may not end the call properly for 1.5 endpoints.	Manually end the call from each version 1.5 endpoint.
After changing the hostname or IP address of Cisco Unified Communications Manager (Unified CM) with same configuration in CTS-Manager, the custom meeting data is lost.	<ol style="list-style-type: none"> <li>1. Cisco Unified CM’s IP address is changed so that the IP address in CTS-Manager needs to be changed.</li> <li>2. Cisco Unified CM is restored on a different server and now CTS-Manager is configured with new Cisco Unified CM IP address.</li> </ol> <p>In such cases, even though there is no change in the CTS conference rooms, CTS-Manager deletes all rooms and meetings, adds new rooms, and syncs again with the Exchange/Domino. This causes all custom data to be lost.</p>	Change Cisco Unified CM to use the previous configuration; restore using the CTS-Manager backup so that all the custom changes to the meetings are restored.

# IP Phone User Interface Issues

Once a scheduled Cisco TelePresence meeting has been confirmed by participating rooms in Microsoft Exchange or IBM Domino, it should be listed on the IP phone user interface in less than three minutes. Use [Table 13-3](#) to troubleshoot problems between scheduled meetings and the phone user interface.

**Table 13-3** *IP Phone User Interface Issues*

Problem or Message	Possible Causes	Recommended Action
The Cisco TelePresence IP phone displays the standard idle screen instead of the meeting list managed by CTS-Manager.	<p>This problem can occur when:</p> <ul style="list-style-type: none"> <li>There is no connectivity between the Cisco TelePresence IP phone and Cisco TelePresence Manager.</li> <li>The scheduled meeting is outside the user-specified time window.</li> <li>The Secure Shell username and password for the Cisco TelePresence IP phone in the Unified CM configuration are missing.</li> <li>CTS-Manager has not sent required information to the Cisco TelePresence IP phone.</li> <li>The network is not properly configured or is down.</li> </ul>	<ul style="list-style-type: none"> <li>Check the dashboard for phone status.</li> <li>Only meetings within the user-specified time window are displayed on the phone user interface. The administrator can configure the number of days displayed.</li> <li>Verify that the Calendar service is running in the Cisco TelePresence system.</li> </ul>
A scheduled meeting does not appear on the Cisco TelePresence phone user interface.	<ul style="list-style-type: none"> <li>The room name configured in Unified CM does not match the actual room name (e-mail alias) configured in the Directory Server.</li> <li>Duplicate room names are configured.</li> <li>Cisco TelePresence IP phone associated with participating rooms has not been added to the CTS-Manager Application User Profile.</li> <li>The Exchange or Domino user account for CTS-Manager does not have permission to retrieve calendar data.</li> </ul>	<ul style="list-style-type: none"> <li>The room name must exactly match the name (e-mail alias) provided in the Directory Server.</li> <li>Remove duplicate room names configured in Unified CM.</li> <li>Update the CTS-Manager Application User Profile with correct room data.</li> <li>Change the CTS-Manager user account for Exchange or Domino so it has permissions to retrieve (read) room and calendar data.</li> </ul>
A proposed meeting was deleted from Microsoft Outlook, but it still appears on the Cisco TelePresence phone user interface.	<p>This problem can occur when:</p> <ul style="list-style-type: none"> <li>Outlook Web Access (OWA) is used to schedule meetings because OWA does not receive delete updates.</li> <li>CTS-Manager is not synchronized with the Exchange database.</li> </ul>	<ul style="list-style-type: none"> <li>Log into Microsoft Outlook and use that application to delete the meeting.</li> <li>Use the Re-Sync Operations under Microsoft Exchange to resynchronize the database and meeting schedule.</li> </ul>

# Cisco TelePresence Manager Database Issues

Status for database services is displayed on the Dashboard window.

You can verify the CTS-Manager database status using the following CLI command:

**utils service list**

The result should indicate the CTS-Manager database as running.

You can start the CTS-Manager database using the following CLI command:

**utils service start Cisco DB**

You can stop the CTS-Manager database using the following CLI command:

**utils service stop Cisco DB**



## Caution

Use this command with extreme caution: The CTS-Manager server must be stopped before stopping the CTS-Manager database.

**Table 13-4 CTS-Manager Database Issues**

Problem or Message	Possible Causes	Recommended Action
Remote access user names cannot be created with a number.	<p>CLI returns the following error:</p> <pre>admin:utils remote_account create rootuser1 Executed comand unsuccessfully Invalide account name</pre> <p>The Admin UI returns the following error:</p> <pre>"Cisco TelePresence Manager has detected error conditions while processing your request. Code 2617 ID: REMOTE_ACCT_CREATE_ERROR Module: AUI Message: Failed to create remote account 'rootuser1'. Error: 'Invalid account name'.</pre>	Do not create user names that include a number as part of the name.

## Multipoint Conference Unit (MCU) Issues

CTS-Manager supports two types of MCUs, CTMS and CUVC. [Table 13-5](#) documents any issues or anomalies between CTS-Manager and an MCU.

Table 13-5 MCU Issues

Problem or Message	Possible Causes	Recommended Action
A CUVC status is always “OK”.	CUVC status is not monitored by CTS-Manager.	When registering a CUVC with CTS-Manager you must manually confirm all configuration settings.
The value entered in the Max/Min Participants per Conference fields are not validated by CTS-Manager when you click the Save button.		You must manually determine and enter the correct value in these fields.

## Cisco Unified Communications Manager (CUCM) Issues

Table 13-6 Cisco Unified CM Issues

Problem or Message	Possible Causes	Recommended Action
The following message appears in the Support > Cisco Unified CM window: “Cisco Unified CM version 6.1.1 is not supported.”	CTS-Manager is running in secure mode. If Web Services Security is set to ‘Secure’ on the System Configuration > Security Settings window you must be running Cisco Unified CM 6.1.2 or higher to support security.	Set Web Services Security to ‘Unsecure’ or upgrade Cisco Unified CM to 6.1.2 or higher and run Discovery from the System Configuration > Discovery Service window.
Connection failed between secure CTS-Manager (1.6.5) and secure CUCM (8.0.3).  Troubleshooting > System Log window displays the following error: “Provider is null”  The Discovery log (accessible from the Troubleshooting > System Logs window) displays the following error: ERROR cti.CTIAdapter (initJtapi:661) - Failed to create CTI Adapter :Unable to create provider -- Socket Closed com.cisco.jtapi.PlatformExceptionImpl: Unable to create provider -- Socket Closed at com.cisco		Log into the Cisco Unified CM Administration application for the CUCM and restart the “Cisco CTIManager” service.

## Calendar Server and LDAP Interface Issues

Status for the Calendar Server (Microsoft Exchange or IBM Domino), and the LDAP server is displayed in the Dashboard window. If problems are indicated, verify the attribute mappings specified during installation CTS-Manager. See Settings in the LDAP Server window under System Configuration.

**Caution**

The object and attribute mappings for Exchange/Directory Server and Domino/Directory Server deployments are listed in [Table 13-8](#) and [Table 13-9](#) and **should not** be changed after installing and configuring Cisco TelePresence Manager.

**Caution**

The Object Class field and Attribute fields should not be changed. Cisco TelePresence Manager might not function properly if these fields are changed.

For deployments with multiple Directory Server deployments, LDAP uses port 3268 (the Global Catalog port) by default. For a single server deployment, port 389 is generally used, but you can reconfigure this port at the LDAP Server window under System Configuration.

## LDAP Server Issues

**Table 13-7**      *LDAP Server Issues*

Problem or Message	Possible Causes	Recommended Action
Room is not sync'd between Microsoft Exchange and Cisco TelePresence Manager.		<ul style="list-style-type: none"> <li>LDAP user container DN must be configured correctly for all domains.</li> <li>LDAP field mapping should be set to default settings.</li> </ul>

## Microsoft Exchange Calendar Server Issues

**Table 13-8** Microsoft Exchange Calendar Server Issues

Problem or Message	Possible Causes	Recommended Action
<p>Extra room has been added to a specific instance of a recurring meeting.</p> <p><b>Note</b> This issue occurs with Exchange 2007.</p>	<ol style="list-style-type: none"> <li>1. A meeting organizer schedules a recurring meeting with two or more rooms (R1, R2 and R3).</li> <li>2. Meeting organizer deletes R1 from one instance of recurring meeting (M1).</li> <li>3. Meeting organizer adds a fourth room to master series (R4).</li> <li>4. R1 has been re-added to M1.</li> </ol>	<ol style="list-style-type: none"> <li>1. Open the R1 room calendar and delete the scheduled meeting instance.</li> <li>2. In Cisco TelePresence Manager, go to the Configuration&gt;Microsoft Exchange window, select the checkbox next to the room and click the Re-sync button.</li> </ol> <p><b>Note</b> Refer to Microsoft Knowledge Base article 949294 for more information.</p>
Room Status reports a Subscription status error or a sync error with Microsoft Exchange	A Discovery operation attempted to sync to a newly added Room calendar before even one meeting was added to the calendar.	<p>A Room calendar must contain at least one scheduled meeting in order for Cisco TelePresence Manager to successfully subscribe and sync.</p> <p>To remove the error status:</p> <ol style="list-style-type: none"> <li>1. Schedule at least one meeting on the Room calendar.</li> <li>2. From the System Configuration &gt; Microsoft Exchange window, select the room showing the subscription error and click <b>Re-sync</b>.</li> <li>3. From the Support &gt; Rooms Summary tab, select the room showing the Exchange subscription or sync error (on the Status tab), and click <b>Update Schedule</b>.</li> </ol>



**Table 13-8**      *Microsoft Exchange Calendar Server Issues (continued)*

Problem or Message	Possible Causes	Recommended Action
Room is not sync'd between Microsoft Exchange and Cisco TelePresence Manager.		<ul style="list-style-type: none"> <li>• Cisco TelePresence Manager must have Full Access or Read Permission to the Room's mailbox.</li> <li>• The Room mailbox must be created with English as the default language.</li> <li>• The Room user must log into the Room mailbox at least once.</li> <li>• The Room email ID must be uniquely assigned to only one user (Room user).</li> <li>• Room's email ID must be configured correctly in Cisco Unified CM and Exchange.</li> <li>• The Cisco TelePresence System MAC address must be added to the User Profile in Unified CM.</li> <li>• Each Cisco TelePresence System may have only one corresponding IP Phone, that shares the same DN with the Cisco TelePresence System and whose MAC address has been defined in the Cisco Unified CM User Profile.</li> <li>• The Cisco TelePresence Manager's clock must be in sync with the Exchange system clock.</li> <li>• UDP port 3621 cannot be blocked by a firewall between Exchange Cisco TelePresence Manager.</li> <li>• Forms Based Authentication must not be enabled for WebDAV for the Exchange website in the Exchange server that is registered with Cisco TelePresence Manager.</li> <li>• Verify the room is configured for Auto-accept, or the Room Delegate has accepted the meeting invitation.</li> <li>• At least one meeting must be scheduled on a room calendar before syncing with CTS-Manager, or CTS-Manager will return a sync error condition for the room</li> </ul>

**Table 13-8** *Microsoft Exchange Calendar Server Issues (continued)*

Problem or Message	Possible Causes	Recommended Action
In the Microsoft Exchange window, clicking <b>Test Connection</b> returns an error.		<ul style="list-style-type: none"> <li>• Verify Exchange 2007 has a Client Access role.</li> <li>• For IIS Manager on the Exchange server, make sure <b>SSL is required</b> is not checked for the default web site when you are not using secure mode.</li> <li>• In Exchange Management Console, make sure <b>Exchange (Default Website)</b> is not configured with FBA.</li> </ul> <p><b>Note</b> FBA must be disabled for Cisco TelePresence manager to sync meeting information with Exchange. If a new Room mailbox is added to a new Exchange server that has FBA enabled, you can either disable FBA on the second Exchange server, or use the initial Exchange server as the front-end server and point Cisco TelePresence Manager to that server.</p>
In the Scheduled Meetings window the Meeting Subject is deleted.  <b>Note</b> This issue occurs with Exchange 2007.	By default, the Exchange mailbox calendar attributes <b>AllBookInPolicy</b> , <b>DeleteSubject</b> , and <b>AddOrganizerToSubject</b> are set to true. These attribute flags set to true delete the meeting subject and replace it with the organizer's username.	In order to display the original subject of the meeting, set <b>DeleteSubject</b> and <b>AddOrganizerToSubject</b> in the room calendar mailbox setting to false.
Single meeting email confirmation may show incorrect local timezone for meeting start time.	Outlook desktop does not set the meeting timezone for a single occurrence meeting.	Refer to Microsoft Knowledge Base article 925376 for more information.
Meeting shows with error "waiting for more info from Exchange".  <b>Note</b> This issue occurs with Exchange 2007.	This can be caused if OWA is used to schedule the meeting, and the meeting organizer is logged into OWA as one of the rooms included in the meeting.	Do not use OWA to schedule a meeting if you are logging in as one of the meeting rooms included in the scheduled meeting.
CTS-Manager cannot connect to MS Exchange.	The Windows logon name used to log into the MS Exchange server is different from the SMTP LHS.	<p>In the System Configuration &gt; Microsoft Exchange window specify both the logon name and the SMTP LHS if they are different.</p> <p><b>Note</b> After upgrading CTS-Manager make sure both the logon name and the SMTP LHS are specified.</p>

## IBM Domino Calendar Server Issues

**Table 13-9** *IBM Domino Calendar Server Issues*

Problem or Message	Possible Causes	Recommended Action
Failed to authenticate. Check authentication parameters. Username: short form of email address. Password: Internet password	This problem can occur when the incorrect password is specified for the Domino server, or the LDAP server configured with Domino.	Make sure the Internet password is used in the Password fields in the System Configuration> IBM Domino window and the LDAP Server window.
Room is not sync'd between Domino server and Cisco TelePresence Manager.		<ul style="list-style-type: none"> <li>• The Room user must log into the Room mailbox at least once.</li> <li>• The Room email ID must be uniquely assigned to only one user (Room user).</li> <li>• Room's email ID must be configured correctly in Cisco Unified CM and Domino.</li> <li>• The Cisco TelePresence System MAC address must be added to the User Profile in Cisco Unified CM.</li> <li>• Each Cisco TelePresence System may have only one corresponding IP Phone, that shares the same DN with the Cisco TelePresence System and whose MAC address has been defined in the Cisco Unified CM User Profile.</li> <li>• The Cisco TelePresence Manager's clock must be in sync with the Domino system clock.</li> </ul>

**Table 13-9** *IBM Domino Calendar Server Issues (continued)*

Problem or Message	Possible Causes	Recommended Action
Clicking <b>Test Connection</b> returns an error.		<p>The following services should be added to the list of server tasks to load automatically when the IBM Domino servers is started:</p> <ul style="list-style-type: none"> <li>• RNRMGR</li> <li>• DIIOP</li> <li>• HTTP</li> <li>• LDAP</li> <li>• Router</li> <li>• Calconn</li> </ul> <p>In addition to the above services:</p> <ul style="list-style-type: none"> <li>• the Resource Reservations Database must be local to the Domino server</li> <li>• The Resource Reservation Database must be using the Resrc7.ntf or Resrc8.ntf template.</li> <li>• The appropriate Security Settings should be applied to the Domino server.</li> <li>• Verify the Host, Port, Organization Name, Username, and Password are correct.</li> <li>• Verify the server is reachable from the Cisco TelePresence Manager host by performing a telnet to the Domino port.</li> </ul>
Meeting Organizer unable to log into Cisco TelePresence Manager using the link in the Action Required email.	<ul style="list-style-type: none"> <li>• Meeting Organizer is not using the internet password.</li> <li>• Meeting Organizer is not entering their login name correctly.</li> </ul>	<ul style="list-style-type: none"> <li>• Verify the Meeting Organizer's password is set as the Domino internet password.</li> <li>• On the Cisco TelePresence Manager login page, the Meeting Organizer must enter their Username in the standard Lotus Notes format &lt;username&gt;/&lt;organization name&gt; (The organization name must match the value in the Organization Name field on the System Configuration &gt; IBM Domino window).</li> </ul>

# Web Browser Error Messages

The only version of Microsoft Internet Explorer supported on CTS-Manager is version 6. Use information in the following sections to help you resolve web browser problems.

- [JavaScript Error Message, page 13-21](#)
- [Safe ActiveX Checking Message, page 13-21](#)

## JavaScript Error Message

**Error Message** JavaScript is not enabled on this browser. Log-in is not allowed.

**Explanation** CTS-Manager must have JavaScript enabled in the web browser in order to work. Without it, the login screen will appear and users can enter a username and password, but the Login button is disabled.

**Recommended Action** Users must enable JavaScript in their web browser to log into the Cisco TelePresence Manager user interface.

To enable JavaScript, perform the following steps on Microsoft Internet Explorer:

- 
- |               |   |
|---------------|---|
| <b>Step 1</b> | Click <b>Tools</b> . Select <b>Internet Options</b> from the choices.                             |
| <b>Step 2</b> | Click the <b>Security</b> tab.  |
| <b>Step 3</b> | Select the zone in which the CTS-Manager server resides. This zone is usually the Local intranet. |
| <b>Step 4</b> | Click the Custom Level button.  |
| <b>Step 5</b> | Scroll down to the Active scripting section and click <b>Enable</b> .                             |
| <b>Step 6</b> | Click <b>OK</b> to apply the changes.   |
- 

## Safe ActiveX Checking Message

**Error Message** WARNING: Your security settings do not allow the use of safe ActiveX controls installed on your computer. Most features will not work properly.

**Explanation** CTS-Manager uses XMLHttpRequest technology. In Microsoft IE Version 6, this technology is implemented as a safe ActiveX control, and it is bundled with IE by default. However, if ActiveX controls have been disabled in the browser, CTS-Manager will not work correctly. For example, the status pane will not display any meeting counts.

**Recommended Action** Enable safe ActiveX control in the web browser so CTS-Manager works correctly.

To enable safe ActiveX control, perform the following steps on Microsoft IE Version 6:

- 
- |               |   |
|---------------|---|
| <b>Step 1</b> | Click <b>Tools</b> . Select <b>Internet Options</b> from the choices. |
|---------------|---|

- Step 2** Click the **Security** tab.
- Step 3** Select the zone in which the CTS-Manager server resides. This zone is usually the Local intranet.
- Step 4** Click the **Custom Level** button.
- Step 5** Scroll down to the ActiveX controls and plug-ins section.
- Step 6** Enable the following items:
- Run ActiveX controls and plug-ins
  - Script ActiveX controls marked safe for scripting
- Step 7** Click **OK** to apply the changes.

## System Error Messages

Table 13-10 lists messages that are displayed by CTS-Manager, along with possible causes and solutions for correcting the problem that caused the message.

When reading the following messages, consider that “\$1” or “\$2” are placeholder tokens. When the message actually appears in the application, the tokens will be replaced by text or a value.

**Table 13-10** Cisco TelePresence Manager Error Messages

Code	Message	Explanation	Recommended Actions
1000	Internal server error: \$1.	A bucket for all untyped errors. The detail message would contain the actual error.	Contact support.
1001	Failed to parse config file '\$1'. Error: \$2.	The server fails to parse the config/ctis.xml configuration file. The webapp would fail to start up.	Check syntax of ctis.xml. This file should be changed by qualified technicians only. If possible, revert to its original content and restart Tomcat server. Contact support for further assistance.
1004	Version \$1 is not supported for component: \$2.	CTS-Manager does not support the version extracted from the given component.	Deploy CTS-Manager with supported versions of Exchange and LDAP only.
1005	The operation is unsupported on OS '\$1'.	The current operation is not supported on the given platform.	Contact support. Users should not see this error at all as we only deploy on Linux.
1007	Failed to restart host. Error: '\$1'.	CTS-Manager fails to restart the machine as requested. The detail message is given.	Contact support.
1008	The functionality '\$1' is not yet implemented.	The given functionality has not been implemented yet.	Upgrade CTS-Manager.
1009	Error in initialization: '\$1'.	Database maintenance manager fails to initialize due to missing scripts for either backup, purge or cron job.	Contact support. The installation process has failed.

**Table 13-10** Cisco TelePresence Manager Error Messages (continued)

Code	Message	Explanation	Recommended Actions
1010	One or more arguments are null.	Exchange component is failing to test connection because one of the required parameters (host, super user account name/password, bind method) is null.	Check information provided on the Exchange configuration screen.
1011	Unable to dispatch API call.	CTS-Manager component is unable to communicate with the CTS-Manager Engine.	Check for any errors in the logfile. Contact support.
1012	Failed to shutdown host. Error: '\$1'.	The server can not be shut down due to the specified reason.	Verify that user has the right permission to shutdown the server, check for any errors in the logfile. Contact support.
1013	Failed to determine IP address of host \$1	Hostname may be incorrect	Verify hostname
1014	System service '\$1' is shutting down.	Not an error. An info message is logged indicating a system service is being shut down.	Nothing to do.
1015	Service '\$1' is started and ready to process requests.	Not an error. An info message is logged indicating a system service was started.	Nothing to do.
1016	Object class '\$1' does not have property '\$2'.	Internal programming error. Very Unlikely to happen.	Contact support.
1200	Invalid meeting. Error: Field '\$1' (\$2) is invalid.	A field in the given meeting has invalid value.	Contact support.
1201	Invalid single meeting. Error: '\$1' (\$2) is invalid.	The given meeting is not a single meeting as expected.	Contact support.
1202	Invalid master meeting. Error: '\$1' (\$2) is invalid.	The given meeting is not a master meeting as expected.	Contact support.
1203	Invalid exception meeting. Error: '\$1' (\$2) is invalid.	The given meeting is not a exception meeting as expected.	Contact support.
1204	Too many TelePresence rooms.	Used by Exchange component in its email notification to inform meeting organizers that a meeting has more than two TelePresence rooms scheduled.	Remove extra TelePresence rooms from the meeting.
1205	Missing required number of TelePresence rooms.	Used by Exchange component in its email notification to inform meeting organizers that a meeting has less than two TelePresence rooms scheduled.	Add another TelePresence room to the meeting, or provide a dial number using the URL in the confirmation email.
1208	Recurring meeting instance: '\$1'.	An error occurred while calculating the instances for a recurring meeting.	Contact support.
1209	Missing Conference ID and Bridge Number for the Multipoint meeting.	Used by Exchange component in its email notification to inform meeting organizers that a multipoint meeting is missing a conference id or bridge phone number. This is an unlikely case to happen.	Verify that MCU is configured properly, and at least one is available for multipoint meeting allocation.

**Table 13-10** Cisco TelePresence Manager Error Messages (continued)

Code	Message	Explanation	Recommended Actions
1210	Missing required number of TelePresence rooms for the Multipoint meeting.	Used by Exchange component in its email notification to inform schedulers that a meeting has less number of rooms than what is required for a multipoint meeting. This is an unlikely case to happen.	Contact support.
1211	Selected TelePresence rooms are incompatible for multiroom conference. Contact help desk.	Used by Exchange component in its email notification to inform schedulers that a meeting is scheduled with room(s) that can not support multipoint conference.	Check the version of TelePresence equipment of each room and verify that it is a version which can support multipoint meeting. Upgrade if necessary.
1212	Insufficient resources to setup multiroom conference. Contact help desk.	Used by Exchange component in its email notification to inform schedulers that there is no available MCU for a multipoint meeting.	Verify that MCU is configured properly, and at least one is available for multipoint meeting allocation. Add a new MCU if necessary, or reschedule the meeting to a different time.
1213	Resources not setup to support multiroom conference. Contact help desk.	Used by Exchange component in its email notification to inform schedulers that there is no MCU configured for a multipoint meeting.	Verify that MCU is configured properly, and at least one is available for multipoint meeting allocation. Add a new MCU if necessary.
1214	Scheduler does not have enough privileges to setup this TelePresence meeting. Contact help desk.	Used by Exchange component in its email notification to inform schedulers that they don't have enough privilege for scheduling a multipoint meeting.	Verify that the scheduler has been assigned with the required user privilege. Add the scheduler to the user group that has the required privilege if necessary.
1215	Resource allocation error. \$1	There is not enough resource available to migrate all meetings from one MCU to another MCU.	Verify that the target MCU has the proper configuration and that it is available.
1216	Meeting migration error. \$1	An error occurred when attempting to migrate meetings from one MCU to another MCU	Check the error message in the logfile. Contact support.
1217	Insufficient Video Conferencing resources to setup multipoint conference.	There are not enough Video Conferencing resources available to have a Video Conferencing meeting.	Reduce the number of Video Conference participants or increase the number of Video Conferencing resources on the Video Conferencing MCU.
1221	Bulk execution failed	Some meetings update failed.	Contact Support.
1222	Failed to load/parse time zone map file '\$1'. Error: \$2.	The time zone map file maps a user calendaring time zone (from either Exchange or Domino) to a system time zone. The time zone map file is timezonemap.xml under /usr/local/ctis/config. The error would indicate the actual message in the Error portion of the message.	An internal error. Something has occurred during system installation or upgrade. Contact support.



**Table 13-10** Cisco TelePresence Manager Error Messages (continued)

Code	Message	Explanation	Recommended Actions
1223	Unknown time zone target '\$1'.	The time zone map file maps a user calendaring time zone (from either Exchange or Domino) to a system time zone. The time zone map file is timezonemap.xml under /usr/local/ctis/config. The error is indicating that a system time zone in the mapping is wrong.	An internal error. Something has occurred during system installation or upgrade. Contact support.
1225	Unable to find a matching time zone target time zone definition ID: '\$1', Descriptor: '\$2', Definition: '\$3'.	CTS-Manager fails to recognize the user time zone passed from the calendaring application.	Contact support with the error message so that the time zone mapping file can be updated and patched.
1226	A unique conference ID is not available in the requested time window.	All the Video Conferencing Access Numbers exhausted in this time slot.	Modify the meeting to use another time slot and try to convert the meeting to a Video Conferencing meeting.
1227	Duplicate room entries found in Cisco Unified CM.	Two CTS devices have same email address configured in Cisco Unified CM.	Correct the email address and make it unique for the devices having same email address.
1400	Fail to \$1 concierge. Error: \$2.	CTS-Manager fails to perform the given operation for a concierge. The detail error message is given.	Most likely real cause would be DB operation error. DB might be down. Contact support.
1401	This device has \$1 future meetings scheduled. Please migrate the meetings to another device first and try again.	Selected MCU has some future meetings scheduled and therefore it can't be deleted.	Migrate the meetings from the MCU (to be deleted) to another MCU and try the deletion again.
1402	A device with hostname \$1 already exists. Please use a different hostname and try again.	A device with the same hostname and/or IP address already exists, therefore it doesn't allow the addition of the new device.	Check the hostname configuration for any conflict. Correct it and try the addition again.
1403	Duplicate entry. \$1 already exists. Please use a different name and try again.	A configuration entry with the same value already exists, therefore it doesn't allow the addition of the new entry.	Check the entry value uniqueness to make sure it does not have any conflict with any existing configuration. Correct it and try the addition again.
1405	Failed to enable Interoperability support. Error: \$1.	User operation of enabling Interoperability support has failed.	Most likely cause is the Cisco TelePresence Engine server process is not running. Verify its status using CLI command. Contact support if unable to start this server process.
1406	Failed to disable Interoperability support. Error: \$1.	User operation of disabling Interoperability support has failed.	Most likely cause is the Cisco TelePresence Engine server process is not running. Verify its status using CLI command. Contact support if unable to start this server process.
1408	Managed CTMS is not Interop capable. Cannot enable Interop support.	The managed CTMS does not support Video Conferencing Interoperability.	Upgrade the CTMS to a version that supports Interoperability with Video Conference.

**Table 13-10** Cisco TelePresence Manager Error Messages (continued)

Code	Message	Explanation	Recommended Actions
1409	Managed CTS is not Interop capable, cannot enable Interop support.	The managed CTS does not support Video Conferencing Interoperability.	Upgrade the CTS to a version that supports Interoperability with Video Conference.
1410	Cannot disable Interoperability support when there exists an Interoperability MCU.	CTS-Manager does not allow disabling of Video Conferencing Interoperability if there is a Video Conferencing MCU configured in the system.	Delete the Video Conferencing MCU and try disabling Interoperability support.
1411	Only one CUVC is allowed in system.	CTS-Manager allows only one CUVC.	If a new CUVC must be added, first remove the existing CUVC.
1412	Room \$1 does not support Interoperability. Groupware subscription will be denied.	While Video Conferencing Interoperability is enabled a managed CTS is downgraded to not support Interoperability.	Upgrade the CTS to a version that supports Interoperability with Video Conference.
1601	Failed to authenticate. Check authentication parameters.	Self-explanatory.	Check user name and password and try again.
1602	Unsupported authentication type '\$1'.	The authentication specified during configuration (e.g.: for LDAP against Directory Server) is not supported.	Contact support.
1603	Error during encryption: '\$1'.	An error occurred while encrypting a string. The detail error message is given.	Contact support.
1604	Error during decryption: '\$1'.	An error occurred while decrypting a string. The detail error message is given.	Contact support.
1605	Insufficient credential '\$1'. Requires credential '\$2'.	User does not have sufficient privilege to access an URL.	Obtain correct credential and try again.
1606	Access permitted to email ID '\$1' only.	Only scheduler is permitted to access the URL given in the email notification. Any other user trying to log in will be rejected with this error.	Use scheduler's credential to log in.
1607	New password is too simple. New password should contain both mixed-case alphabetic and non-alphabetic characters. It should not base on common words found in dictionary.	Self-explanatory. Happened when user changes super user password.	Use better formed password and try again.
1608	Password was change successfully, but could not be saved for future upgrade.	Could not save new password to platformConfig.xml due to some internal error.	Contact support.
1609	Could not change password: current password does not match.	Users must enter the old password correctly before they are allowed to change to new password.	Enter the correct old password.
1611	Unable to find username '\$1' in the directory	Incorrect username specified in login screen	Enter correct username

**Table 13-10** Cisco TelePresence Manager Error Messages (continued)

Code	Message	Explanation	Recommended Actions
1612	Failed to authenticate.Check authentication parameters.Username:LHS of email address.Password:AD password	CTS-Manager superuser account credentials inside MS-Exchange are invalid	Enter correct username/password
1613	Failed to authenticate.Check authentication parameters.Username:short form of email address.Password:Internet password.	CTS-Manager superuser account credentials inside IBM-Domino are invalid	Enter correct username/password
1700	Unknown configuration component '\$1'.	Configuration for the specified component does not exist.	Ensure that the first time configuration setup is done and all the values are properly specified.
1701	No parameter '\$1' found under configuration component '\$2'.	Specific configuration parameter for a component does not exist in stored configuration.	Ensure that the first time configuration setup is done and all the values are properly specified.
1702	Failed to set parameter '\$1' to value '\$2'. Error: '\$3'.	CTS-Manager is unable to save the given parameter due to the given detail error message. This is likely to be caused by DB error.	Check DB component status using CLI command. Restart it if necessary. Restart Tomcat after DB is running.
1703	Failed to update schedule to rooms '\$1'. Error: '\$2'.	CTS-Manager fails to submit a schedule update request to the given rooms.	Check room equipment and try again.
1704	Failed to validate DN '\$1'.	CTS-Manager fails to validate specified DB in LDAP directory	Check DN configuration.
1705	Failed to validate email '\$1'. The specified email does not exist	Extra email address specified under custom settings is not valid	Correct email address in specified field
1901	Failed to authenticate the TB device:	Username/password does not match for Telepresence Equipment	1. Configure username/password in Cisco Unified CM for specified telepresence equipment. 2. Run Cisco Unified CM Discovery for SR to sync configured username/password.
1902	Failed to send message to the TB device:	Could not deliver updated calendar to Telepresence Equipment due to loss of connectivity	1. Verify if Telepresence equipment is registered with Cisco Unified CM. 2. If Telepresence Equipment is not registered inside, contact Cisco TAC
1903	No Communication link on TB:	Web Service on TelepresenceEquipment is not running	1. Use Telepresence Equipment Troubleshooting guide to ensure the webservice is running
1904	Failed to update the SSH username/password from DB into cache.	Failed to retrieve SSH username password from DB	1. Use trouble shooting section to verify database connectivity

**Table 13-10** Cisco TelePresence Manager Error Messages (continued)

Code	Message	Explanation	Recommended Actions
2000	Data Access Error: \$1.	General error in data access operations	Look into the specific error message. Based on the message, verify if database is running, verify using 'Test Connection' if Directory Server is running, troubleshoot the specific message.
2001	Metaschema Parsing Error: \$1.	An error occurred while parsing metaschema file.	Ensure that the installation and first time configuration has completed successfully.
2002	Error loading Metaschema file: \$1.	The metaschema file is not loaded.	Ensure that the installation and first time configuration has completed successfully. Ensure that the disk is not corrupted.
2003	Datastore '\$1' not found in Metaschema file.	Datastore values are not proper in metaschema file.	Ensure that the installation and first time configuration has completed successfully.
2004	Error updating override metaschema file.	Unable to write the values specified in the FieldMapping tab to the metaschema file.	Ensure that the installation and first time configuration has completed successfully. Ensure that the values specified in the FieldMappings tab are valid.
2005	Data Access Initialization Error: \$1.	An error occurred during data access plugins initialization.	Evaluate specific message and troubleshoot database, LDAP connectivity and first time setup.
2006	Error in object creation: \$1.	An error occurred during object creation in the database.	Evaluate object to be created and troubleshoot based on specific message.
2007	Error during object write: \$1.	An error occurred during object update in the database.	Evaluate object to be updated and troubleshoot based on specific message.
2008	Error during object delete: \$1.	An error occurred during object deletion in the database.	Evaluate object to be deleted and troubleshoot based on specific message.
2009	Error during object get: \$1.	An error occurred during object retrieval from the database.	Evaluate object to be retrieved and troubleshoot based on specific message.
2010	Specified object '\$1' not found in '\$2' datastore.	The specified object does not exist in the data store	Evaluate object to be retrieved and troubleshoot based on specific message.
2011	Invalid Parameter Specified: '\$1'.	The specified parameter is not valid.	Contact support.
2012	Error in Data Purge.	Error in Data Purge.	Evaluate message and contact support.
2013	Error in Data Backup.	Error in Data Backup.	Evaluate message and contact support.
2014	Error in Data Restore.	Error in Data Restore.	Evaluate message and contact support.

**Table 13-10** Cisco TelePresence Manager Error Messages (continued)

Code	Message	Explanation	Recommended Actions
2015	Error in DB Maintenance Operations.	Error during database maintenance operation (Backup/Restore/Purge)	This is an error which is not handled by the categories mentioned above. Evaluate specific message and contact support.
2016	Error returned by spawned process: \$1.	Error returned by script spawned by the server Java process	Evaluate the specific message. Contact support if required.
2017	Error acquiring connection: \$1.	Error in getting a connection from connection pool	Check connection type (DB/LDAP) and verify connectivity. If problem persists, may require server restart. Contact support.
2018	Error closing connection: \$1.	Error in closing a connection from connection pool	This may not be severe, but needs to be monitored. Check connection type (DB/LDAP) and verify connectivity. If problem persists, may require server restart. Contact support.
2019	Error closing statement: \$1.	Error in closing a JDBC SQL statement object.	This may not be severe, but needs to be monitored. Check if database is running.
2020	Error instantiating class: \$1.	Error in using pluggable methods during data access operations	Ensure the installation and first time setup is properly completed. This may be resolved by server restart. Contact support before doing this.
2021	Error instantiating method '\$1' for class: '\$2'.	Error in using pluggable methods during data access operations	Ensure the installation and first time setup is properly completed. This may be resolved by server restart. Contact support before doing this.
2022	Error retrieving field '\$1' for class: '\$2'.	Error in using pluggable methods during data access operations	Ensure the installation and first time setup is properly completed. This may be resolved by server restart. Contact support before doing this.
2023	Error setting value for field '\$1' for class: '\$2'.	Error in using pluggable methods during data access operations	Ensure the installation and first time setup is properly completed. This may be resolved by server restart. Contact support before doing this.
2024	Specified object '\$1' is already deleted.	An object specified to be deleted is already deleted.	This is a warning to be monitored. Contact support.
2025	Object handler not found for specified object: '\$1'.	The object handler for data access operations is not found.	This is a fatal error. Contact support.
2027	Attribute '\$1' was not retrieved.	The requested attribute is not found in the object, either because application does not retrieve all the attributes for the object or it does not use the correct attribute name.	This is a severe error, but need not be fatal. Contact support.
2301	Unknown object interface '\$1'.	An object specified is not accessible anymore.	This is a severe error, but need not be fatal. Contact support.

**Table 13-10** Cisco TelePresence Manager Error Messages (continued)

Code	Message	Explanation	Recommended Actions
2302	The parameter '\$1' with value '\$2' is not valid.	Specified value for a parameter is not valid.	Evaluate the parameter. If it is a configurable parameter, ensure proper value is specified.
2400	Failed to connect to Cisco Unified CM. Error: \$1	Failure in retrieving information from Cisco Unified CM.	Cisco AXL WebService should be in running state.
2401	Failed to authenticate into Cisco Unified CM: Error: \$1.	No Digital certificate found in truststore.	Upload updated Digital cert for Cisco Unified CM.
2402	Failed to locate attached phone to TelePresence device.	No Phone configured on shared line with telepresence equipment.	Configure shared line with IP Phone.
2403	Failed to locate room information attached to TelePresence equipment.	Missing Room information for Telepresence Equipment.	Configure Room information using steps specified in CTS-Manager Configuration guide
2404	Failed to send AXL Message to Cisco Unified CM. Error: \$1.	Failure in sending information request to Cisco Unified CM. 1. Incorrect digital certificate is uploaded. 2. Incorrect credentials specified in Cisco Unified CM Application user.	1. Fix the certificate. 2. Correct Cisco Unified CM AppUser credentials.
2405	Failed to retrieve publisher and/or subscriber nodes.	Failure in discovering Cisco Unified CM Node information from DB. 1. Incompatible Cisco Unified CM version 2. Specified Node is not a Cisco Unified CM publisher.	1. Use compatible Cisco Unified CM version. 2. Publisher node hostname should be used.
2406	Failed to authenticate and connect with Cisco Unified CM '\$1'. Error: \$2.	Invalid credentials and/or hostname. 1. Incorrect Cisco Unified CM App User credentials 2. Incorrect publisher node hostname is specified.	1. Correct App User credentials and publisher node configuration.
2407	Failed to create CTI Adapter to Unified CM '\$1'. Error: \$2.	Failure in authenticating and connecting with CTIManager.	1. Verify Cisco Unified CM App User credentials 2. Verify CTIManager service is activated on the publisher node.
2409	Failed to create or update TelePresence equipment information.	Failure in creating Telepresence Equipment in DB.	1. Ensure DN is configured.
2411	CTI Manager on Cisco Unified CM is down.	Failure in creating provider instance.	1. CTIManager is not running.

**Table 13-10** *Cisco TelePresence Manager Error Messages (continued)*

Code	Message	Explanation	Recommended Actions
2415	Failed to connect to RIS Manager.	Failure in retrieving ip address from CiscoUnified CM.	1. SOAP Webservice for RIS should be running. 2. Check Cisco Unified CM AppUser has correct privileges.
2418	Failed to get list of addresses from CTI Provider.	Cisco Unified CM CTI Provider in error state.	Contact Cisco TAC for Unified CM issues.
2419	Failed to retrieve IP Address for requested device.	Cisco Unified CM RIS WebService is not running.	Active SOAP webservice.
2420	Failed to discovery TelePresence equipment.	One of the Unified CM interface is down.	Contact Cisco TAC for Unified CM issues.
2422	Directory number is not configured.	Directory number is not configured.	Configure Directory number.
2423	Incompatible Cisco Unified CM Configured. Please verify the supported Unified CM version inside Supported versions table.	Incompatible Cisco Unified CM version.	Correct Cisco Unified CM version.
2424	Failure inside scheduled maintenance operation.	Execution of scheduled maintenance for Database or TelepresenceEquipment Discovery or Exchange sync or Calendar schedule push failed.	Contact Cisco TAC for detailed investigation.
2425	Failed to discover timezone information from Cisco Unified CM.	TimeZone information not configured or available in Cisco Unified CM.	Contact Cisco TAC for Cisco Unified CM issues.
2426	Failed to discover telepresence capability information from endpoints.	Failure in discovering capability information from Telepresence equipment endpoints. It is most likely due to an older version of the Telepresence equipment not having the support for capability information.	Check the version of Telepresence equipment, and upgrade to a later version if necessary.
2427	More than one IP Phone configured on shared DN with telepresence equipment.	There is more than one IP phones that share the same DN as the specified Telepresence equipment endpoint.	Remove extra IP Phones or assign them with new DN, such that the Telepresence equipment endpoint only has one IP phone sharing its DN.
2428	CTI Control is disabled for the IP Phone.	The specified Cisco IP Phone that is configured for the Telepresence equipment endpoint is not set with CTI control enabled.	Verify the IP phone configuration in Unified CM Admin, and configure it to allow CTI control.
2429	Failed to update time zone '\$1'. Error: \$2.	An internal server error.	Contact support.
2430	CTS device '\$1' does not support Interoperability.	The CTS does not support Video Conferencing Interoperability.	Upgrade the CTS to a version that supports Interoperability with Video Conference.

**Table 13-10** Cisco TelePresence Manager Error Messages (continued)

Code	Message	Explanation	Recommended Actions
2500	Failed to send message/event.	ActiveMQ message system is failing.	Contact Cisco TAC for detailed investigation.
2601	Error getting detail for meeting ID '\$1'.	CTS-Manager fails to extract meeting detail because either the scheduler ID or the meeting serial ID is null.	Check the URL that is provided in the email notification. The URL cannot be altered in anyway.
2602	Error getting certificate configuration file '\$1'.	The cert-conf.xml does not exist under catalina.home. Something occurred during installation.	Contact support.
2603	Error loading certificate named: '\$1'.	CTS-Manager fails to load the given certificate into the system.	Take corrective action according to the detail message and try again.
2604	Error deleting certificate unit '\$1' of category '\$2'. Error: '\$3'.	CTS-Manager fails to delete the given cert.	Take corrective action according to the detail message and try again.
2605	Error \$1 DHCP setting. CLI error code: \$2.	CTS-Manager fails to enable/disable DHCP setting. Detail error message is given.	Take corrective action according to the detail message and try again.
2606	Error setting IP address and/or subnet mask. CLI error code: \$1.	CTS-Manager fails to set new IP settings.	Take corrective action according to the detail message and try again.
2607	Error setting default gateway. CLI error code: \$1.	CTS-Manager fails to change default gateway setting.	Take corrective action according to the detail message and try again.
2608	Error setting SNMP data. Command executed: '\$1'. Error: '\$2'.	CTS-Manager fails to execute SNMP setting script to set new SNMP setting.	Take corrective action according to the detail message and try again.
2609	Failed to '\$1' SNMP service. Error: '\$2'.	CTS-Manager fails to use ControlCenter to perform the given action on SNMP daemon.	Try to use CLI to activate/deactivate SNMP service. Contact support.
2610	Software upgrade already in progress.	Users attempt to start another software upgrade while there is an upgrade going on. There can be only one upgrade at any time.	Wait until the current upgrade completes and try again.
2611	Failed to upgrade software. Error: '\$1'.	CTS-Manager fails to upgrade software due to the given error message.	Take corrective action according to the detail message and try again.
2612	System is restarting. Try again later.	The system is being restarted. Users are disallowed to log in while the system is being restarted.	Wait a few minutes and try to log in again.
2613	Webapp home directory '\$1' does not exist.	The webapp directory does not exist. Something has occurred during installation.	Users should not see this error. Contact support.
2614	System is being maintained. Try again later.	Either a database restore or system restart is in progress. Users are prevented from logging in, and this error is shown on the log-in page.	Wait a few minutes and try to log in again.
2615	Cannot delete own role mapping: '\$1'.	Users whose role is Administrator is trying to delete his own role mapping on the Access Management screen.	Users cannot delete his own role mapping. Super User can delete anything.



**Table 13-10** Cisco TelePresence Manager Error Messages (continued)

Code	Message	Explanation	Recommended Actions
2616	FQDN '\$1' is not a group FQDN.	Users enter an invalid user FQDN in the Role to LDAP mapping dialog box (during Access Management configuration).	Check the entered FQDN and try again.
2617	Failed to create remote account '\$1'. Error: '\$2'. Account name must contain only lower case alphabetic characters. Upper case, digit, and special characters are not allowed.	CTS-Manager fails to create the requested remote account. Detail error message is given.	Take corrective action according to the detail message and try again.
2618	Cannot view more than one meeting in the same session. Log out of session on meeting '\$1' first.	Viewing more than one meeting in the same UI session is not allowed.	Log out of the session on the other meeting first and try again.
2619	Server is being restarted. Try again later.	An attempt to view the UI while server is being restarted.	Wait a few minutes and try to log in again.
2620	Email ID '\$1' specified in URL is different than ID '\$2' found in database.	The URL that is used to view a meeting contains a different user ID than the meeting scheduler. This request will be blocked with this error shown in the UI.	Make sure the user uses the exact same URL that is provided in the CTS-Manager generated email. After verifying the URL, if it still fails, contact support. In CTS-Manager 1.1, this could occur when switching between versions.
2621	Missing required URL parameter '\$1'. Contact Administrator.	The URL that is used to view a meeting is missing a required parameter to retrieve the meeting information.	Make sure the user uses the exact same URL that is provided in the CTS-Manager generated email. After verifying the URL, if it still fails, contact support.
2622	Error setting primary DNS. CLI error code: \$1	Failed to set requested primary DNS on the platform, CLI returned an error	Verify DNS name again
2623	Error setting secondary DNS. CLI error code: \$1	Failed to set requested secondary DNS on the platform, CLI returned an error	Verify DNS name again
2624	Duplicate entry. Role '\$1' for this Group FQDN already exists	Duplicate name specified for a role.	Verify the role name again
2626	Error setting Domain. CLI error code: \$1.	Failed to set the domain name	Refer to Domino installation and verify domain name
2627	Error deleting the primary DNS. CLI error code: \$1	Failed to delete the DNS name, CLI returned an error	Contact Cisco TAC for detailed investigation.
2628	Error deleting the secondary DNS. CLI error code: \$1	Failed to delete the DNS name, CLI returned an error	Contact Cisco TAC for detailed investigation.
2629	Invalid certificate type named: '\$1'. Valid Certificate file extensions .cer and .der.	Incorrect cert file is used	Self explanatory

**Table 13-10** Cisco TelePresence Manager Error Messages (continued)

Code	Message	Explanation	Recommended Actions
2630	Meeting query results in more than max \$1 instances. Change search criteria and try again.	User has requested more than max allowed meetings inside meetings view.	Change search criteria to narrow down the number of meetings inside meetings view.
2632	Failed to enable Interoperability. Some devices do not support Interoperability. Click on the links to view the error devices.	At least a CTS or CTMS does not support Interoperability. Enabling Video Conferencing Interoperability support requires all CTS and CTMS support Interoperability.	Upgrade the CTS or CTMS that does not support Interoperability to a version that supports Interoperability.
2633	Error updating meeting. Meeting ID not found '\$1'.	The meeting does not exist in the CTS-Manager. It was possibly deleted after the meeting is displayed on the UI.	Refresh the Admin UI web page. If the meeting still exists and the problem persists, contact support.
2644	Failed to enable Intercompany. One or more occurrences have Video Conferencing enabled.	The recurrent meeting has one or more instances as interop meeting .	Change the interop instances to be normal or non-interop meetings and then try to make the meeting as an intercompany meeting.
2700	Failed to display requested certificate :	Invalid Certificate	Reload a new certificate and try again.
2803	Error during configuration policy delete: \$1.	Failed to delete configuration policy	Contact Cisco TAC for detailed investigation.
2808	A configuration policy with this policy name \$1 already exists.	Duplicate name specified for a policy	Self explanatory
3001	Unable to start adapter '\$1'. Error: '\$2'.	CTS-Manager fails to start one of its client adapters. The adapter name and detail message is given.	This is a fatal error. Contact support.
3002	Failed to sync '\$1'.	CTS-Manager fails to perform synchronization for the given Exchange room or database.	Using the Exchange or Domino configuration UI, try to manually start the sync for the given room or database. If unsuccessful then contact support.
3003	Failed to process meeting '\$1'.	CTS-Manager fails to process a meeting with given subject or system ID.	Update the meeting using the calendaring tool (Outlook or Lotus Notes) to see if the meeting can be processed again. Contact support.
3004	Failed to update room '\$1'.	CTS-Manager fails to update some information on the given room.	Contact support.
3005	Failed to process '\$1' event for room '\$2'.	CTS-Manager fails to process a specific room event.	Contact support.
3100	Unexpected Error: \$1.	CTS-Manager Exchange Adapter has encountered internal error.	Contact Cisco TAC for detailed investigation.
3101	Missing Config Param Error: \$1.	Required configuration parameter is missing.	Specify the required parameter and retry operation.
3102	Exchange Connection Error: \$1.	Connection to Exchange could not be established.	Make sure specified connection are correct, Exchange host is reachable.

**Table 13-10 Cisco TelePresence Manager Error Messages (continued)**

Code	Message	Explanation	Recommended Actions
3103	Param Format Error: \$1. Given value:(\$2).	Specified Exchange Adapter parameter format is incorrect.	Correct the parameter based on message and retry operation.
3105	Room Subscription Error: Room:(\$1). Message:(\$2)	Room account does not exist in AD/Exchange, CTS-Manager account does not have proper permission to read room calendar, connection to Exchange might be down, room account on Exchange modified.	Setup room account in AD/Exchange, give CTS-Manager account read access to room's calendar, wait for CTS-Manager to regain connection to Exchange else restart CTS-Manager.
3106	Room Unsubscription Error: Room:(\$1). Message:(\$2)	Connection to Exchange might be down, room account on Exchange modified.	Wait for CTS-Manager to regain connection to Exchange else restart CTS-Manager.
3107	Room Search Error: Room:(\$1). Message:(\$2)	Connection to Exchange might be down, room account on Exchange modified.	Wait for CTS-Manager to regain connection to Exchange else restart CTS-Manager.
3109	Room Renewal Error: Room:(\$1). Message:(\$2)	Connection to Exchange might be down, room account on Exchange modified.	Wait for CTS-Manager to regain connection to Exchange else restart CTS-Manager.
3111	Lock Error: Cannot acquire lock on element:(\$1).	Error in resolving deadlocks in server application threads.	This is a severe error, but need not be fatal. Contact support.
3112	Mailbox Error: Error during mailbox size computation:(\$1).	CTS-Manager is unable to read mailbox quota.	Specify specific mailbox quota for CTS-Manager account in Directory Server.
3113	Mailbox Quota Error: Cleanup account on Exchange. Quota:(\$1) Current size:(\$2).	Super user mailbox has filled up to the quota.	Cleanup super user account on Exchange.
3114	Invalid Domain Name	The specified domain name is invalid. Users would see this error during Test Connection of Exchange settings.	Correct the domain name and try Test Connection again.
3115	Invalid User Name. User name cannot contain space(s).	Invalid User Name. Exchange user name cannot contain space(s).	Correct the user name.
3116	Exchange connection succeeded	Not an error condition.	
3501	Email cannot be sent for meeting in validation state '\$1'.	Internal error.	Contact support.
3502	Unknown email request '\$1'.	Internal error	Contact support
3503	Invalid meeting scheduler (subject '\$1'). Error: field '\$2' has invalid value '\$3'.	Internal error	Contact support
3504	Discarded email request '\$1' after '\$2' attempts.	CTS-Manager has attempted too many times to send email for a meeting but all have failed.	Contact support
3505	Too many email requests submitted for ID '\$1'.	CTS-Manager under possible DoS attack. Too many email requests for the same meeting are being submitted.	Contact support

**Table 13-10** *Cisco TelePresence Manager Error Messages (continued)*

<b>Code</b>	<b>Message</b>	<b>Explanation</b>	<b>Recommended Actions</b>
3601	Room display segments information is missing.	Room does not have any display segment information.	This is a severe error, but it should never happen. Contact support.
3800	MCU is not reachable:	CTS-Manager is unable to communicate with the MCU	Check for any connectivity issue and check the MCU status.
3801	Failed to authenticate with MCU:	MCU is unable to find CTS-Manager hostname/IP address or unable to authenticate the CTS-Manager, therefore it will not process any request from this CTS-Manager.	Verify that the MCU is configured properly with the correct CTS-Manager settings.
3802	An error occurred at MCU:	MCU has reported an error. The error detail is given in the message.	Take corrective action according to the detail message and try again.
3803	MCU failed to authenticate:	CTS-Manager is unable to authenticate the MCU, therefore it will not process any request from this MCU	Verify that the authentication information that are entered in CTS-Manager and MCU match.
3804	HostName or IP Address not found for MCU:	MCU is unknown to CTS-Manager, therefore it will not process any request from this MCU	Verify that this MCU is configured properly in CTS-Manager.
3805	CTMS '\$1' does not support Interoperability.	The CTMS does not support Interoperability.	Upgrade the CTMS to a version that supports Interoperability.
3806	A meeting '\$1' has error. Meeting is not pushed to MCU '\$2'.	Meeting does not have the required information.	Contact Support.
4000	Domino Connection Error: \$1.	Failed to connect to Domino server	Verify IP connectivity to Domino server, DIIOP task should be running
4001	Domino connection was established, but couldn't open the specified Domino resource database	Domino resource may be inaccessible for various reasons.	Contact Cisco TAC for detailed investigation.
4002	Domino Domain value '\$1' specified is not correct.	Domino domain value is incorrect	Verify if Domino domain name is correct or has changed