# Troubleshooting

**Revised: October 2013**

## Contents

## Verifying and Testing

### Cisco WebEx Site Administration Online Help

For complete information about using Cisco WebEx Site Administration, go to the Cisco WebEx Site Administration Help:

**Step 1**    Log in to Site Administration for your WebEx site.

This is the URL for your WebEx site, followed by a forward slash (/) and the word "admin".

Example—*https://example.webex.com/admin*

**Step 2**    In the left-hand side of page under Assistance, click the **Help** link.

## Troubleshooting Tips

This section provides troubleshooting tips for problems with the following aspects of a Cisco WebEx Enabled TelePresence meeting:

# Problems with Scheduling a Meeting

This section describes possible issues the meeting organizer may experience when scheduling a meeting using Cisco TMS.

Refer to troubleshooting information in Table 12-1 to solve common problems that prevent meetings from being scheduled correctly.

*Table 12-1        Problems with Scheduling Meetings*

| Problem or Message | Possible Causes | Recommended Action |
|---|---|---|
| The meeting organizer receives no email from Cisco TMS to confirm the meeting is scheduled. | Cisco TMS configure to send confirmation email. | Check Cisco TMS configuration. <br><br>If Cisco TMS configuration is correct, check antivirus/firewall program(s) to see if they are blocking the Cisco TMS from sending. |
| After meeting organizer schedules a meeting using TMS, the following error is displayed: "An unexpected error occurred while communicating with WebEx." The meeting is created, but there are problems with the WebEx configuration. They receive a meeting confirmation email that contains no WebEx information. | Meeting organizer's WebEx host account is not provisioned with the Meeting Center TelePresence session type. | Log into WebEx Site Administration for your WebEx site and make sure the meeting organizer's host account has the Meeting Center TelePresence session type enabled. For more information, refer to: Assigning the Meeting Center TelePresence Session Type, page 10-3. |
| Meeting is not listed on the endpoint display. | More than one scheduling server is managing the endpoint (Example: Cisco TMS and CTS-Manager and at the same time). <br><br>Other causes: <br>- Scheduled meeting type is not One-Button-to-Push (OBTP). Only OBTP meetings appear on an endpoint. <br>- Network connection failure between endpoint and Cisco TMS. | If pushed to all but one endpoint, then check the network connection. <br><br>If not pushed to any endpoints, check to see if Cisco TMS is down. <br><br>In Administrative Tools > Configuration > WebEx Settings, select the WebEx site and make sure Connection Status is "Connection OK". |

***Table 12-1        Problems with Scheduling Meetings (continued)***

| Problem or Message | Possible Causes | Recommended Action |
|---|---|---|
| WebEx scheduling error in Cisco TMS (when clicking Save)<br><br>**Symptom**: Cisco TMS displays 'Unable to include WebEx conference. Incorrect WebEx username or password.' | Network problems with WebEx site.<br><br>WebEx user doesn't exist on WebEx site.<br><br>**Cause**: WebEx site configured for this organizer does not recognize the WebEx username/password configure for the meeting organizer. | Check WebEx account user profile.<br><br>**Recommended Action**: Check the WebEx Username/Password for the WebEx site in the user personal information page. Or the WebEx site user credential information may have changed. In this case, check with WebEx site administrator.<br><br>Refer to Cisco TMS Troubleshooting information. This issue is not limited to Cisco WebEx Enabled TelePresence. |
| No confirmation emails from WebEx | Email is not enabled on the WebEx site | Check the WebEx site administrator. |
| Meeting is booked on the TMS but the WebEx does not exist. | Endpoints booked for the meeting are configured as mailboxes in Exchange but are not set to AutoAccept invitations. | Ensure that all endpoints that are available as mailboxes for booking in a Cisco WebEx Enabled TelePresence meeting are set to AutoAccept in Exchange. |
| "We've hit a glitch in connecting to the telepresence scheduling system. Try again later." | TMSXE | Contact the TMSXE administrator. |
| I don't see the WebEx option when scheduling a meeting in TMS. | Your WebEx Username and Password have not been added to your TMS user profile. | Edit your TMS user and enter your WebEx username and password and then save. The WebEx option should now appear in the TMS scheduling UI. |

## Problems with Starting or Joining a Meeting

This section describes possible issues meeting participants may experience when starting or joining a meeting.

Refer to troubleshooting information in Table 12-2 to solve common problems that prevent participants from starting or joining meetings.

***Table 12-2        Problems with Starting or Joining Meetings***

| Problem or Message | Possible Causes | Recommended Action |
|---|---|---|
| Can't join the WebEx meeting | Meeting hasn't started yet | wait for meeting to start |
| No endpoint can join the TelePresence meeting. | TelePresence meeting doesn't exist.<br><br>Call failed to be routed correctly. | 1. Check MCU/TelePresence Server to make sure conference was created.<br><br>2. Check MCU/TelePresence Server event log.<br><br>3. Check VCS search history. |
| TelePresence meeting didn't start early (Early Meeting Start) didn't work | Cisco TMS scheduled meeting doesn't support early start. Endpoint must wait until meeting has started to dial in. | Check Setup Buffer and Tear Down Buffer settings |

*Table 12-2      Problems with Starting or Joining Meetings (continued)*

| Problem or Message | Possible Causes | Recommended Action |
|---|---|---|
| Single TelePresence participant can't join the meeting | Not enough video and audio ports. <br><br> Call routing issue for the endpoint to MCU or TelePresence Server | Check event log for the meeting. Also check meetings in TelePresence Server or MCU. <br><br> Administrator can lift the limit by changing the port value from the TelePresence Server Conferences page. |
| TelePresence participant can only join via audio only. | Not enough video ports are available. | Increase the video ports in Cisco TMS, TelePresence Server or MCU. |
| No TelePresence participants can join the meeting | Meeting hasn't started yet. Cisco TMS scheduled meeting doesn't support early start. Endpoint must wait until meeting has started to dial in. <br><br> Total audio and video ports for the MCU/TelePresence Server have been used up. Another cause is that the port video/audio limit for the meeting has been reached. | If total port capacity of MCU/TelePresence Server has been reached, no action is required. <br><br> For the case of the meeting limit being reached, the administrator can lift the limit from the TelePresence Server Conferences page. |
| MCU/TelePresence server disconnects after WebEx host joins the meeting. | WebEx host is currently joined to another meeting of which they are also the host. | • Do not use the same WebEx host ID to join multiple meetings at the same time. <br><br> Only one WebEx Enabled TelePresence meeting can be run per host at a time. |

## Problems During a Meeting

This section describes possible issues meeting participants may experience during a meeting.

Refer to troubleshooting information in Table 12-3 to solve common problems during the meeting.

*Table 12-3        Problems During the Meeting*

| Problem or Message | Possible Causes | Recommended Action |
|---|---|---|
| No WebEx welcome screen | Content disabled on MCU. Video call from MCU/TelePresence Server to WebEx failed. Call failure occurs for several reasons: - WebEx SIP dialing fails to reach destination due to unresolvable SIP URI - WebEx server(s) down - Issues with search rules in VCS - Media Encryption setting in VCS | • Check MCU configuration and conference status. • Verify search rules to ensure that SIP URI being routed correctly to WebEx site. • Verify encryption setting in VCS for this zone. • If failure persists after above actions are taken, contact WebEx site administrator. |
| TelePresence is not linked to WebEx | Video call from MCU/TelePresence Server to WebEx failed. Call failure occurs for several reasons: - WebEx SIP dialing fails to reach destination due to unresolvable SIP URI - WebEx server(s) down - Issues with search rules in VCS - Media Encryption setting in VCS | • - |
| Don't see video on WebEx | WebEx participant does not enable video. WebEx participant has a problem with their camera. | • Make sure TelePresence and WebEx calls are connected. • Check to see if participants who joined TelePresence are sending video. |
| Don't see video on TelePresence | - | • Check to see if WebEx users have joined and are sending video. |
| Don't hear audio on WebEx | - | • Check TelePresence call statistics and make sure TelePresence endpoint is not muted. • Check to see if WebEx users can hear each other. |
| Don't hear audio on TelePresence | - | • Check TelePresence statistics to see if audio is being received from the WebEx side. In PSTN/TSP audio case check that the audio call is connected. |
| Don't see presentation shared from WebEx side on TelePresence side | - | • Check TelePresence statistic for content channel status. • Check to see if WebEx users can see content from each other. |

*Table 12-3        Problems During the Meeting (continued)*

| Problem or Message | Possible Causes | Recommended Action |
|---|---|---|
| Don't see presentation from TelePresence side on WebEx side | - | • Check TelePresence statistic for content channel status.<br>• Check to see if WebEx users can see content from each other. |
| Don't see presentation from WebEx on WebEx side | - | • Contact the WebEx administrator for assistance. |
| Don't see presentation from TelePresence side on TelePresence side | - | • Check TelePresence call statistics to see if content channel is established.<br>• Try to stop the restart sending content. |
| Presentation is displayed in main video | - | • Check current call statistics for content channel.<br>• Check to see if the SIP call encrypted. |
| Poor quality video from WebEx participants on TelePresence side | - | • Check network bandwidth for possible poor network connection. |
| Poor quality video from TelePresence participants on WebEx side | Poor network connection | • Check call statistics for TelePresence participants. |
| Audio skewed from video (lip sync issues) | In the case of PSTN/TSP audio, lip sync cannot be guaranteed | • - |
| Active speaker does not switch in | - | • Make sure audio and video calls are linked in PSTN/TSP case. |
| Video for active speaker call-in participant does not switch in when they speak and no phone icon associated with them. | 1. WebEx site administrator not configured properly.<br>2. Audio call failed.<br>3. If the MCU sends the wrong participant ID. | • Check in Cisco TMS CCC or on MCU to see if audio call failed.<br>• Call-in user merge requires the site to have 'TSP identity code' enabled in WebEx site administrator. If disabled, call-in merge will not work even if you dial the correct value, and #1 is correct for intercall. |
| Poor quality presentation from TelePresence participants on WebEx side | Possible network issue. | • Check the bandwidth between TelePresence and WebEx. |
| Video from a WebEx participant frozen | Possible network issue. | • Check the bandwidth between TelePresence and WebEx. |
| Meeting ends unexpectedly | - | • Check TelePresence log to see any cause for the call drop. |
| Meeting didn't automatically extend | TelePresence is booked for another meeting starting at the end of the current one. | • Check Cisco TMS booking list to confirm. |

# Problems with a TSP Audio Meeting

This section describes possible issues with a meeting that uses TSP audio.

Refer to troubleshooting information in Table 12-4 to solve common problems with TSP audio meetings.

*Table 12-4    Problems with a TSP Meeting*

| Problem or Message | Possible Causes | Recommended Action |
|---|---|---|
| TelePresence joins audio of host's previously scheduled meeting that had run beyond the scheduled end time. | The TelePresence system will dial into the hosts audio conference at the scheduled time. It is possible that the host is in a previous audio conference that is running overtime.<br><br>Example:<br><br>The host account used by TelePresence is that of a real WebEx host. If that host account has scheduled two back to back meetings (first one is WebEx meeting and the second one is TP+WebEx). Host starts first meeting and it runs overtime. But at the start time of the TelePresence+WebEx meeting, TelePresence dials into the TSP conference using the dumb-dial string, and may get into the conference. Result: TelePresence attendees hear the audio of the previous meeting.<br><br>This may be a pretty well understood circumstance for customers due to the way TSP Audio works. | • Have TelePresence recite audio prompt after joining the TSP audio. "Cisco Telepresence is now in the audio conference" (or similar)<br><br>**Note**  Using API method does not resolve this. |
| TelePresence joins audio of host's previously scheduled meeting where the host had exited with the "keep audio conference running" option. | Similar to the above scenario - the host may have left the first meeting but used the "keep audio conference open" choice. Thus, as the audio conference of the first meeting continues, TelePresence eventually dials in.<br><br>This may be a pretty well understood circumstance for customers due to the way TSP Audio works. | • Have TelePresence recite audio prompt after joining the TSP audio. "Cisco Telepresence is now in the audio conference" (or similar).<br><br>**Note**  Using API method does not resolve this. |

***Table 12-4*** ***Problems with a TSP Meeting (continued)***

| Problem or Message | Possible Causes | Recommended Action |
|---|---|---|
| "Host private conference code" can break DTMF dumb dial entry method in some cases (dial in as host + host has already dialed in). | If the TSP has implemented a "host private conference code" (where the host uses a conference code that is not the same as the one used by the attendees, thus avoiding the need for the host to enter a PIN number), the audio prompt call flow might break the dumb-dial of the MCU if the host has already dialed into the conference. (in our testing, this is when we heard all the foreign language prompts from the TSP bridge - it was the bridge barking about the fact that the host conf code is already in use). | • Use API method....or... <br><br>• Advice to TSP partners: If using a "hosts' private conference code", then consider allowing the TSP audio bridge to tolerate a second user dialing in using the host private conference code. |
| MCU/TelePresence server is unable to dial out. | PSTN calls may not be configured to pass through a PSTN gateway to WebEx. <br><br>Outbound dialing from VCS may not be properly configured. | • Configure calls to pass through a PSTN Gateway to WebEx. <br><br>• Verify the outbound dialing configuration for VCS and MCU/TelePresence Server. |

*Table 12-4        Problems with a TSP Meeting (continued)*

| Problem or Message | Possible Causes | Recommended Action |
|---|---|---|
| Dial sequence cannot be issued on the fly via TSP API (unlike NBR). | The dial sequence for OT 2.0 integration with TSPs is only statically configurable in the Telephony Domain of site. This restricts a TSP somewhat, in case they might have different audio bridge infrastructures, different dial in numbers, etc.<br><br>NBR, by contrast, allows for the static configuration as well as a dynamic configuration. The dynamic configuration is done by having the partner TSP Adapter send WebEx the NBR dial string at the time of meeting start via A2W_RspCreateConference[NBRPhoneNumber]. | • Change the MCU logic, so that it starts the WebEx meeting and then collects the dial in string from WebEx at that time. The sequence will allow for WebEx to collect the dial string dynamically from the TSP as follows:<br><br>1. TelePresence starts TelePresence meeting.<br><br>2. TelePresence starts WebEx meeting.<br><br>3. WebEx sends W2A_CreateConference to TSP.<br><br>4. TSP sends A2W_RspCreateConference to WebEx (this would contain the TP dial string).<br><br>5. WebEx sends dial string to MCU.<br><br>6. MCU dials into the TSP bridge.<br><br>The TSP API and TSP Server would need to change (among other components, of course). |
| The TSP Audio account info, used by the MCU dial string, is obsolete. | Since the MCU collects and stores the TSP dial string at the time of meeting schedule, to be used at the time of meeting start (which can be many weeks later), there is a possibility that the dial string will be obsolete and hence the call into the TSP conference will fail. This will happen if the default (first) TSP Audio account is changed during the time between TelePresence meeting schedule and TelePresence meeting start. | • The above suggestion will solve this problem (making the TelePresence equipment collect the TelePresence dial string from WebEx at the time of meeting start, instead of at the time of meeting schedule. |

# Problems with TelePresence Server and MCU

This section describes possible issues with a meeting caused by TelePresence Server and MCU.

Refer to troubleshooting information in to solve common problems with TelePresence Server and MCU.

**Table 12-5        Problems with TelePresence Server and MCU**

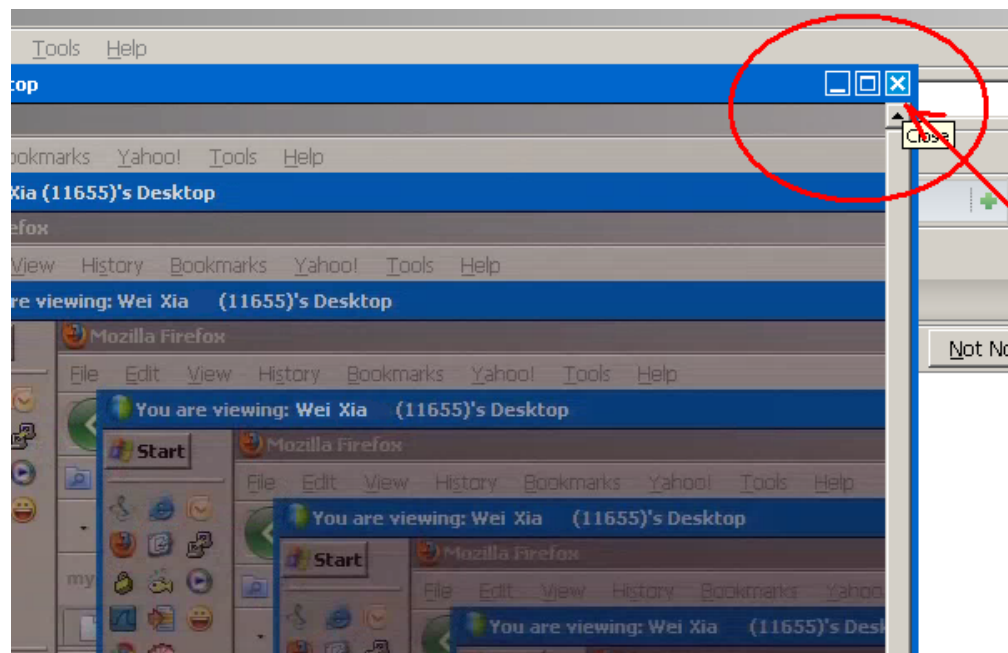| Problem or Message | Possible Causes | Recommended Action |
|---|---|---|
| MCU/TelePresence Server disconnects shortly after connecting to WebEx. A SIP Bye message is received from the WebEx cloud. | WebEx host joins a meeting while already joined to a meeting of which they are also the host. | • Do not use the same WebEx host ID to join multiple meetings at the same time.<br>**Note**    Only one WebEx Enabled TelePresence meeting can be run per host at a time. |

# Managing System Behavior

• Managing the Cisco WebEx Video View Window, page 12-10

## Managing the Cisco WebEx Video View Window

A window cascading effect can occur if you plug in the presentation cable while you have your Cisco WebEx video view panel open. To prevent this issue, close the Cisco WebEx video view application before connecting your presentation cable to your laptop to present. If you receive a cascading screen, simply close the video view window, as shown in Figure 12-1.

**Figure 12-1        Cascading Cisco WebEx Video View Window**