



---

## A

- administration page not displaying, troubleshooting [4-3](#)
- administrator account not associated with Cisco Unity subscriber [8-3](#)
- admission rejects [5-17](#)
- allowing remote access, how to [A-4](#)
- analyzing captured packets [2-10](#)
- assistant console displays error, Cisco IPMA service unreachable [9-8](#)
- attendant cannot access server error message displays [9-15](#)
- authentication error [9-25](#)
- automatic installation of MS Virtual Machine is no longer provided for download [9-6](#)

---

## B

- barge, troubleshooting [9-22](#)
- B-channel remains locked when restart\_ack does not contain channel IE, troubleshooting [5-18](#)

---

## C

- caller misses availability notification before phone reset [9-29](#)
- call flow traces [B-9,C-1](#)
- Calling Search Space [6-3](#)
- calls do not get routed when filtering is on or off [9-9](#)
- calls forwarded to voice mail treated as direct call, troubleshooting [8-2](#)
- cannot search for Unicode languages [9-19](#)
- captured packets, analyzing [2-10](#)
- Case Study
  - troubleshooting Cisco Unified IP Phone calls [B-1](#)

### troubleshooting

- Cisco Unified IP Phone-to-Cisco IOS Gateway calls [C-1](#)
- CCO cases, opening a case [A-3](#)
- Certificate Authority Proxy Function (CAPF)
  - LSC validation fails [4-17](#)
  - troubleshooting [4-16](#)
  - verifying CAPF certificate installation [4-17](#)
  - verifying MIC exists [4-17](#)
- certificates, troubleshooting [4-15](#)
- Cisco CTIManager down [9-26](#)
- Cisco CTL client, troubleshooting [4-15](#)
- Cisco discovery protocol support [2-3](#)
- Cisco Extension Mobility
  - error clearing [9-2](#)
  - troubleshooting [9-1](#)
- Cisco IOS Gateway
  - T1/CAS interface [C-9](#)
  - T1/PRI interface [C-8](#)
- Cisco Live!, reporting a case [A-4](#)
- Cisco product security overview [xv](#)
- Cisco Secure Telnet
  - design [A-5](#)
  - overview [2-5](#)
  - server access [A-4](#)
  - structure [A-5](#)
  - system [A-5](#)
- Cisco Syslog Analysis
  - Cisco Syslog Analyzer [2-3](#)
  - Cisco Syslog Analyzer Collector [2-3](#)
- Cisco Technical Support website [xvi](#)
- Cisco Unified CallManager
  - administration page does not display [4-3](#)
  - Assistant, troubleshooting [9-4](#)

assistant troubleshooting tools and client desktop 9-4

Attendant Console Issues

- collecting server logs 9-21
- directory issues 9-17
- initialization of telephony errors 9-13
- interface issues 9-18
- problems making and receiving calls 9-15
- serviceability does not generate JTAPI logs 9-20
- voice mail issues 9-18

Extension Mobility, general problems clearing 9-1

initialization process B-3

intracluster call flow traces B-5

keepalive process B-5

registration process B-4

Serviceability does not generate JTAPI logs 9-20

services issues 7-1

system issues 4-1

system not responding 4-1

system stops responding 4-2

troubleshooting tools 2-5

Cisco Unified IP Phone

- troubleshooting
  - authentication string 4-16
  - verifying LSC 4-17

Cisco Unified IP Phone

- initialization process B-2
- troubleshooting audio problems 5-3

Cisco Unity does not rollover, troubleshooting 8-2

CiscoWorks2000 2-3

codec and region mismatches 5-9

collecting

- debugs 2-4
- sniffer traces 2-4

collecting server logs 9-21

Command Line Interface 2-2

configuration checklist for packet capturing 2-6

configuring packet capturing

- gateway and trunk configuration windows 2-8
- phone configuration window 2-7

- service parameters 2-7
- correcting audio problems from the Cisco IP Phone 5-3
- CTL client, troubleshooting 4-15

---

## D

debug messages and show commands

- Cisco IOS Gatekeeper C-4
- Cisco IOS Gateway C-5

debugs,collecting 2-4

definitions of service request severity xvii

destination not reachable 9-27

device issues

- introduction 5-1
- troubleshooting 5-1

diagnosing slow server response 4-7

dial plan issues 6-3

dial plans and routing issues 6-1

directory issues 9-17

directory numbers appear in an unknown line state 9-20

directory service down 9-26

domain names 6-3

dropped calls 5-11

---

## E

echo 5-4

encryption

- troubleshooting SRTP/SCCP 2-5
- troubleshooting with packet capturing 4-17

error messages for Cisco Call Back 9-29

etoken, troubleshooting 4-15

exception, java.lang.ClassNotFoundException 9-6

---

## F

failed call flow B-10

failed to open device/line 9-27

features, troubleshooting [8-1](#)  
 firewall protection [A-5](#)

---

## G

gatekeeper issues [5-17](#)  
 gateway issues [5-11](#)  
 gateway registration failure [5-12](#)  
 gateway reorder tone [5-11](#)  
 general model of problem solving [1-2](#)  
 group pickup configuration [6-3](#)

---

## H

hardware transcoder not working as expected [7-2](#)

---

## I

immediate divert, troubleshooting [9-24](#)  
 improper network setting exists in the remote machine [4-6](#)  
 initialization of call control fails [9-14](#)  
 initialization of telephony errors [9-13](#)  
 initialization of telephony fails [9-13](#)  
 intercluster H.323 communication [B-9](#)  
 IPMAConsoleInstall.jsp displays error, no page found [9-5](#)  
 IP Phone, troubleshooting  
   authentication string [4-16](#)  
   verifying LSC [4-17](#)

---

## J

JTAPI subsystem  
   is in PARTIAL\_SERVICE [4-12](#)  
   is OUT\_OF\_SERVICE [4-8](#)  
   startup problems [4-8](#)

---

## K

key is not active [9-24](#)

---

## L

line not available [9-16](#)  
 lines disabled on phone [9-16](#)  
 locally significant certificate (LSC), troubleshooting  
   validation fails [4-17](#)  
   verifying installation [4-17](#)  
 locating the Cisco Call Back log files [9-30](#)  
 location and bandwidth [5-9](#)  
 log files, troubleshooting [4-15](#)  
 logs, echo log [5-5](#)  
 lost or distorted audio [5-2](#)

---

## M

manager cannot intercept calls ringing on Assistant proxy line [9-11](#)  
 manager is logged out while the service is still running [9-10](#)  
 manufacture-installed certificate (MIC), verifying [4-17](#)  
 MIVR-SS\_TEL-1-ModuleRunTimeFailure [4-11](#)  
 MIVR-SS\_TEL-4-ModuleRunTimeFailure [4-8](#)

---

## N

name to address resolution failing, troubleshooting [4-5](#)  
 network failure preparation [1-3](#)  
 network layout [A-2](#)  
 no conference bridge available [7-1](#)  
 no connectivity, remote server [4-6](#)  
 no supplementary services available on an established call [7-4](#)

## O

obtaining additional publications and information [xvii](#)  
 obtaining documentation [xiv](#)  
 obtaining technical assistance [xvi](#)  
 one-way audio or no audio [5-5](#)  
 open a TAC case, required information [A-2](#)  
 opening a CCO case, url location [A-3](#)  
 ordering documentation [xiv](#)  
 overview [2-3](#)  
   Cisco Secure Telnet [2-5](#)  
   CiscoWorks2000 [2-3](#)  
   serviceability [1-1](#)  
   troubleshooting [1-1](#)

## P

packet capturing  
   analyzing [2-10](#)  
   configuration checklist (table) [2-6](#)  
   configuration settings [2-9](#)  
   overview [2-5](#)  
   service parameters [2-7](#)  
   settings [2-9](#)  
 partitioning [6-3](#)  
 Perfmon data logging [2-16](#)  
 performance tool  
   function [2-11](#)  
   statistics monitor and display [2-11](#)  
 phone issues [5-10](#)  
 phone resets [5-10](#)  
 port 80 blocked, troubleshooting [4-5](#)  
 problems  
   displaying or adding users [4-4](#)  
   making and receiving calls [9-15](#)  
   using Attendant Console Interface [9-18](#)  
   using cisco call back [9-28](#)  
   when dialing a number [6-3](#)  
 problem solving guidelines [1-2](#)

## R

registration rejects [5-17](#)  
 remote access [A-4](#)  
 remote server, no connectivity [4-6](#)  
 replication, reestablishing [4-6](#)  
 reporting security problems in Cisco products [xv](#)  
 route partitions and calling search spaces [6-1](#)

## S

sample topology of intracluster Cisco IP Phone-to Cisco IP  
 Phone calls [B-2](#)  
 secure dial plan [6-5](#)  
 security  
   tokens [4-15](#)  
   troubleshooting, packet capturing [2-5](#)  
 security, firewall integrity [A-5](#)  
 self-starting processes [B-3](#)  
 serviceability  
   overview [1-1](#)  
   tools [2-2](#)  
 services, troubleshooting [7-1](#)  
 service temporarily unavailable [9-25](#)  
 session expired, please login again [9-26](#)  
 slow server response [4-7](#)  
 sniffer traces, collecting [2-4](#)  
 SNMP  
   defined [2-3](#)  
   remote monitoring with [2-3](#)  
   support [2-3](#)  
 speed dial and directory windows display incorrect line  
 state [9-20](#)  
 submitting a service request [xvi](#)  
 summary of CLI commands and GUI selections [2-18, 2-19](#)  
 syslog analysis, described [2-3](#)  
 system issues, troubleshooting [4-1](#)  
 system logging, described [2-3](#)  
 system log management [2-3](#)

system not responding  
 troubleshooting [4-2](#)  
 troubleshooting overview [4-1](#)

---

## T

### TAC

allowing remote access [A-4](#)  
 Cisco Live! [A-4](#)  
 required information [A-2](#)

### Telnet, Cisco Secure

description [2-5](#)  
 design [A-5](#)  
 structure [A-4](#)

temporary failure [9-24](#)

testing gateways [5-4](#)

text displays incorrect language [9-19](#)

### troubleshooting

administration page not displaying [4-3](#)  
 administrator account not associated with Cisco Unity subscriber [8-3](#)  
 admission rejects [5-17](#)  
 alarms [4-13](#)  
 ARJs [5-17](#)  
 audio problems from Cisco Unified IP Phone [5-3](#)  
 authentication string entered incorrectly on phone [4-16](#)  
 barge [9-22](#)  
 B-channel remains locked when restart\_ack does not contain channel IE [5-18](#)  
 calling search spaces [6-1](#)  
 CAPF [4-16](#)  
 certificates [4-15](#)  
 Cisco Call Back [9-28](#)  
 Cisco CallManager Extension Mobility [9-2](#)  
 Cisco CTL client [4-15](#)  
 Cisco Extension Mobility  
   error messages [9-2](#)  
   overview [9-1](#)  
 Cisco Unified CallManager Assistant [9-4](#)

Cisco Unified CallManager system not responding [4-1](#)

### Cisco Unified IP Phone calls

intercluster [B-9](#)  
 intracluster [B-1](#)

Cisco WebDialer [9-25](#)

codec and region mismatches [5-9](#)

CTL security tokens [4-15](#)

device issues [5-1](#)

dial plan problems [6-3](#)

dropped calls [5-11](#)

echo [5-4](#)

features [8-1](#)

features and services [9-1](#)

gatekeeper issues [5-17](#)

gateway registration failure [5-12](#)

gateway reorder tone issues [5-11](#)

immediate divert [9-24](#)

location and bandwidth issues [5-9](#)

log files [4-15](#)

lost or distorted audio problems [5-2](#)

LSC validation fails [4-17](#)

name to address resolution failing [4-5](#)

no connectivity to other devices [4-6](#)

not authorized to view page [4-4](#)

one-way or no audio [5-5](#)

opening a case [A-3](#)

opening a case with TAC [A-1](#)

overview [1-1](#)

packet capturing [4-17](#)

packet capturing with encryption [4-17](#)

### Perfmon data logging

configuring [2-16](#)  
 parameters [2-17](#)  
 viewing log files [2-17](#)

performance monitor counter descriptions (table) [4-14](#)

performance monitor counters [4-13](#)

phone resets [5-10](#)

port 80 blocked [4-5](#)

registration rejects [5-17](#)

remote access for TAC [A-4](#)  
 required preliminary information [A-2](#)  
 route partition problems [6-1](#)  
 RRJs [5-17](#)  
 secure dial plans [6-5](#)  
 security  
   analyzing captured packets [2-10](#)  
   packet-capturing configuration checklist (table) [2-6](#)  
   packet-capturing configuration settings [2-9](#)  
   packet-capturing service parameters [2-7](#)  
   SRTP/SCCP overview [2-5](#)  
 services [7-1](#)  
 system issues [4-1](#)  
 system stops responding [4-2](#)  
 tips [2-20](#)  
 tools [2-1](#)  
 trace files [4-15](#)  
 unity does not rollover [8-2](#)  
 using Cisco Live! [A-4](#)  
 verifying CAPF certificate installation [4-17](#)  
 verifying LSC installation [4-17](#)  
 verifying MIC exists [4-17](#)  
 voice mail stops after 30 seconds [8-1](#)  
 voice quality issues [5-1](#)  
 WebDialer [9-25](#)  
 troubleshooting server without root access [2-18](#)  
 troubleshooting tools [2-1](#)

---

## U

unable to communicate with Attendant Console  
 server [9-18](#)  
 unable to place calls to pilot point [9-15](#)  
 Unity does not roll over, receive busy tone [8-2](#)  
 User authentication fails [9-7](#)  
 User not logged in on any device [9-27](#)  
 User presses callback softkey before phone rings. [9-28](#)  
 User unplugs or resets phone after pressing the CallBack  
 softkey but before Call Back occurs. [9-28](#)

---

## V

verify Cisco Unified CallManager services are  
 running [2-21](#)  
 viewing Perfmon log files with Microsoft performance  
 tool [2-17](#)  
 voice mail Issues [9-18](#)  
 voice mail stops after 30 seconds, troubleshooting [8-1](#)  
 voice messaging issues [8-1](#)  
 voice messaging stops after 30 seconds [8-1](#)  
 voice quality [5-1](#)

---

## W

WebDialer, troubleshooting [9-25](#)

---

## Y

you are not authorized to view this page [4-4](#)  
 you attempted to access a machine where access is  
 explicitly denied [4-6](#)