



INDEX

A

- audience [vii](#)
- audio
 - call statistics [1-3](#)
 - one way [1-8](#)
 - robotic voices over low-bandwidth link [1-8](#)
- audio problems, resolving
 - one-way audio [1-8](#)
 - robotic sounds, low-bandwidth link [1-8](#)

B

- buttons, disabled
 - for web conferencing [1-28, 1-37](#)
 - when making a call [1-9](#)
 - when making a video call [1-9](#)
 - when sending an e-mail [1-9](#)

C

- call statistics
 - audio call statistics fields [1-5](#)
 - Cisco IP phones and RTCP [1-5](#)
 - events that cause collection [1-4](#)
 - gathering [1-3](#)
 - log format [1-4](#)
 - refresh rate [1-4](#)
 - video call statistics fields [1-6](#)

- Cisco TAC Case Collection tool [1-7](#)
- connection status, gathering [1-6](#)
- contact list problems, resolving
 - cannot add a contact [1-9](#)
 - incorrect reachability status [1-19](#)
 - missing reachability information for large contact lists [1-21](#)
 - shows offline status for logged in users [1-17](#)
- conventions, use of [viii](#)

D

- desk phone problems, resolving
 - automatically changes to disabled mode [1-11](#)
 - remains in No Phone (Disabled) mode [1-10](#)
- detailed logs, described [1-2](#)
- directory problems, resolving
 - cannot connect to server [1-13](#)
 - phone number does not resolve to a name [1-14](#)
 - search returns no results, incorrect results, or unexpected results [1-12](#)
 - single character and group of character search results [1-14](#)
 - slow searches [1-13](#)
 - wrong picture displayed when dialing [1-14](#)

F

- firewalls, reachability status incorrect [1-20](#)

G

guide

- audience [vii](#)
- conventions [viii](#)
- organization [vii](#)
- purpose [vii](#)

I

instant messaging problems, resolving

- send instant message option is disabled [1-15](#)
- user has unknown state and cannot receive messages [1-15](#)

Llog-in problems [1-16](#)

logs

- call statistic information saved in [1-3](#)
- capturing detailed [1-2](#)
- collecting when the application crashes [1-3](#)

low-bandwidth link, robotic sound quality [1-8](#)**N**network connection problems [1-16](#)**O**one-way audio [1-8](#)online help, unable to view [1-17](#)**P**performance degraded from detailed logs [1-2](#)place a call button and menu option, disabled [1-9](#)

problem reporting

- caveats for roaming users [1-3](#)
- described [1-3](#)
- GMT date stamp [1-3](#)

R

reachability status

- does not change from Available to Busy while in a call [1-20](#)
- firewall configuration [1-20](#)
- VPN client configuration [1-19](#)

Ssend e-mail button and menu option, disabled [1-9](#)server connection status, gathering [1-6](#)soft-phone audio statistics [1-3](#)

soft-phone problems, resolving

- phone does not connect [1-21](#)
- reverts to Desk Phone or to Disabled [1-22](#)

TTAC Case Collection tool [1-7](#)**U**

URLs

- Cisco Unified Presence troubleshooting information [1-1](#)
- product release notes [vii](#)
- user guide and troubleshooting information [1-1](#)

Vvideo call statistics [1-6](#)

- video problems
 - camera does not function under Windows [1-23](#)
 - full-screen overlaid on second monitor [1-23](#)
 - incoming video is black [1-23](#)
 - video merge creates audio-only conference [1-24](#)
 - video telephony camera, location of drivers [1-23](#)
 - voice-mail problems, resolving
 - does not appear in Recent pane [1-24](#)
 - Send to Voicemail, not selectable [1-27](#)
 - server is up and credential are correct [1-26](#)
 - unlocking accounts with locked passwords on Cisco Unity [1-25](#)
 - unlocking accounts with locked passwords on Cisco Unity Connection [1-25](#)
 - voice quality and voice gateways, diagnosing [1-7](#)
 - VPN clients
 - missing reachability in large contact lists [1-21](#)
 - reachability status incorrect [1-19](#)
-
- ## W
- web conferencing problems with Unified MeetingPlace, resolving
 - host names
 - proxy server name not resolving [1-40](#)
 - web server name not resolving [1-39](#)
 - initiated only on host but not on other clients [1-37](#)
 - meeting no longer exists [1-39](#)
 - passwords
 - access through browser but not through Unified Personal Communicator [1-38](#)
 - expired [1-37](#)
 - missing [1-38](#)
 - security certificates
 - do not match target host name [1-42](#)
 - invalid [1-41](#)
 - invalid or not readable [1-42](#)
 - not verifiable [1-41](#)
 - web conferencing problems with Unified MeetingPlace, resolving (continued)
 - start or end a session [1-38](#)
 - server not connected [1-39](#)
 - user has no permissions [1-38](#)
 - user profile locked or inactive [1-37](#)
 - Web Conferencing button, disabled [1-37](#)
 - web server returns empty response [1-40](#)
 - web server times out [1-40](#)
 - web conferencing problems with Unified MeetingPlace Express, resolving
 - ending a conference
 - conference no longer exists [1-33](#)
 - invalid meeting type [1-33](#)
 - without specifying a meeting ID [1-35](#)
 - initiated only on host but not on other clients [1-28](#)
 - license capacity reached error [1-31](#)
 - login problems
 - login ID missing [1-36](#)
 - login ID or password invalid [1-32](#)
 - login module exception [1-31](#)
 - passwords
 - expired [1-32](#)
 - missing [1-35](#)
 - preferred language error [1-31](#)
 - scheduling a conference
 - internal error [1-35](#)
 - invalid length [1-34](#)
 - invalid number of parties [1-34](#)
 - maximum duration exceeded [1-34](#)
 - server not ready to accept requests [1-35](#)
 - slow performance when escalating [1-29](#)
 - unable to start or end web conferencing session [1-29](#)
 - could not contact server [1-30](#)
 - error communicating with server [1-30](#)
 - user profile locked or inactive [1-33](#)
 - Web Conferencing button, disabled [1-28](#)
 - wrong picture displayed when dialing [1-14](#)

