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## Obtaining Logs

- Viewing the Eventlog
- Obtaining Logs for the Video Administration Component

## Viewing the Eventlog

All Cisco Unified MeetingPlace logging is made to the Gateway SIM eventlog, except logs for the Video Administration component. For those logs, see Obtaining Logs for the Video Administration Component.

To view the event log, right-click the Cisco Unified MeetingPlace icon (the orange door) in the system tray and choose Eventlog.

### To Set the Level of Logging Detail

1. In the Windows Control Panel, double-click **MeetingPlace Gateways**.
2. Click the **Video** tab.
3. In the Tracing Level field, enter a value from the following table. All entries are case-sensitive.

| For This Level of Detail |
|--------------------------|
|--------------------------|

|   | <b>Set the Tracing Level To</b>                  |
|---|--|
| Minimal logging information, including error and video conference status from Cisco Unified MeetingPlace Video Integration.           | <b>Retail.</b><br><br>This is the default value. |
| More detailed logging than the Retail setting, less detailed than the Detail setting.   | <b>Mid.</b>                                      |
| Detailed data for debugging purposes.<br><br>Set the key for this level only when needed, because this setting quickly fills the log. | <b>Detail.</b>                                   |

4. Click **OK**. This change may take up to one minute to take effect.

## Obtaining Logs for the Video Administration Component

**To open a list of all log files on the server:**

1. On the Video Administration server, choose Start menu > Programs > Cisco Video Admin > Video Admin Logs.
2. Copy the most recent files you want to send including the server.log files.  
The server.log files are at: Program Files\Cisco\Video Admin\VA\jboss-3.2.5\server\all\log\server.log\*.

## General Troubleshooting Guidelines

The items in this section are general things to check if you are experiencing problems with your system.

The Cisco Unified MeetingPlace system and the Cisco Unified Videoconferencing system must each be running successfully in order for Cisco Unified MeetingPlace Video Integration to work. If you have problems, first verify that each of these systems is working correctly, independently of the Video Integration:

- Create and attend an audio and web conference in Cisco Unified MeetingPlace.
- Create and attend a video conference on the Cisco Unified Videoconferencing MCU. If you have already configured the Cisco Unified Videoconferencing MCU to allow Cisco Unified MeetingPlace to control its resources, you cannot test the independent video-conferencing functionality until you disable the authorization you set in the External Conference Authorization Policy field on the Cisco Unified Videoconferencing MCU.

In addition, consider the following general guidelines:

- Check to be sure that all components are configured correctly for Video Integration, according to the instructions in the [Installing the Cisco Unified MeetingPlace Video Integration Component](#) chapter.
- Check the eventlog for errors and warnings.
- Use the gwcprtrace CLI command for Cisco Unified MeetingPlace Audio Server to look for items related to the Video Integration. These items are identified by MPVidSvc.
- Setting Authorization Mode? Authorization Mode enables Video Administration to monitor and authorize point-to-point calls routed through the Cisco Internal Gatekeeper (ECS). Authorization Mode is enabled by default, and no additional configuration is need. The default authorization port is 7777.

## Problems Configuring and Initiating Cisco Unified MeetingPlace Video Integration

**Problem:** Cisco Unified MeetingPlace Video Integration failed to initialize.

**Solution:** Video Integration was unable to do at least one of the following, and will continue to attempt to initialize until it is successful or the Video Integration service is stopped.

**Note:** See the specific error messages below for each of these possible problems/solutions.

- ◇ Connect to the Cisco Unified Videoconferencing MCU.
- ◇ Register as authorizer to the Cisco Unified Videoconferencing MCU.
- ◇ Synchronize with the Cisco Unified MeetingPlace Audio Server the status of an existing conference on the Cisco Unified Videoconferencing MCU.

**Error Message:** CMcuController::initialize(), ERROR: Failed to invoke MPCGICOM.\n");

**Explanation:** Video Integration is unable to establish a connection with Cisco Unified MeetingPlace Web Conferencing.

**Recommended Action:** Allow it to try again; if it continues to be unsuccessful, restart the Web Conferencing service.

**Explanation:** Web Conferencing is not running.

**Error Message:** CMcuController::initialize(), ERROR: XmlMsgHandler failed to initialize: %d\n", ret)

**Recommended Action:** Contact your Cisco technical support representative.

**Error Message:** CMcuController::initialize(), ERROR: XmlSocket failed to initialize: %d\n", ret)

**Explanation:** Video Integration is unable to establish a connection to the Cisco Unified Videoconferencing MCU.

**Recommended Action:** Ping the Cisco Unified Videoconferencing MCU to check the connectivity.

**Error Message:** CMcuController::initialize(), ERROR: CmdHandler failed to initialize.\n")

**Recommended Action:** Contact your Cisco technical support representative.

**Error Message:** CMcuController::initialize(), ERROR: Repeatedly failed to send resource info to MP Server. \n")

**Explanation:** Web Conferencing is still starting up or is not running. Video Integration will try three times at 15-second intervals to connect to Web Conferencing.

**Recommended Action:** Wait for Web Conferencing to initialize.

**Error Message:** CMcuController::initialize(), ERROR: Failed to register MPVideo as authorizer.\n")

**Explanation:** Video Integration is unable to register itself as the authorizer on the Cisco Unified Videoconferencing MCU.

**Recommended Action:** Check the authorization settings on the Cisco Unified Videoconferencing MCU. See the [Setting Cisco Unified Videoconferencing MCU Parameters That Are Required to Support Cisco Unified MeetingPlace](#).

**Recommended Action:** Check to see if another application has previously declared itself as the authorizer on the Cisco Unified Videoconferencing MCU. If necessary, reboot the Cisco Unified Videoconferencing MCU to disconnect all applications.

**Error Message:** CMcuController::initialize(), ERROR: Failed to register MPVideo for Notifications.\n")

**Recommended Action:** Wait a few moments to allow Video Integration to try again to reinitialize.

**Recommended Action:** If this error continues to appear, contact your Cisco technical support representative.

**Problem:** Error in Eventlog after installing Video Integration: "Conference Technology Provider Initialization Failed, MCU Controller initialization failed."

**Explanation:** Video Integration and Web Conferencing are not yet ready to establish the connection.

**Recommended Action:** Wait a few minutes; Video Integration will try again to establish the connection.

**Problem:** Video Integration does not seem to be running.

**Recommended Action:** Check the eventlog. You should see the message "Status: Cisco Unified MeetingPlace Video Integration ready to receive requests from MPAgent."

**Recommended Action:** From the Cisco Unified MeetingPlace command-line interface (CLI), enter **gwstatus**. If Video Integration is running correctly, its status will be OK.

**Problem:** The Eventlog shows socket failure during Video Integration initiation, and Video Integration is unable to communicate with the Cisco Unified Videoconferencing MCU.

**Explanation:** Video Integration may be on a different network domain than the Cisco Unified Videoconferencing MCU and an IP port between the two has not been opened.

**Recommended Action:** Open port 3336.

**Explanation:** The Cisco Unified Videoconferencing MCU is down.

**Problem:** Errors in Eventlog of a Web Conferencing server that does not have Video Integration installed: "Could not find a video meeting type with name:" and "1 exceeds the number of invited terminals."

**Explanation:** The non-video Web Conferencing server is attached to an Audio Server that does not have video enabled. This would only be valid in a WebConnect configuration. In a WebConnect deployment that includes video, all Cisco Unified MeetingPlace Audio Servers at all sites must have the default video service code configured in MeetingTime.

**Recommended Action:** For each Audio Server: In MeetingTime, click the Configure tab, look for the Company Specific Information heading, click Scheduling Parameters, then scroll down the panel on the right to the Video Service Code field under the Video meetings heading.

## Problems Scheduling a Video Conference

**Problem:** A user attempted to schedule a video meeting but the meeting could not be scheduled.

**Explanation:** One of the following may be the cause:

- ◇ Insufficient video ports are available for the time specified. If this occurs often, consider deploying more MCUs.
- ◇ If the required minimum number of video ports per conference is not available, the meeting cannot be scheduled. Consider decreasing the minimum number of video ports per conference or deploying more MCUs.

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**Problem:** When attempting to schedule a video meeting from the Web Conferencing interface, the following errors are returned:

Error:[12288] Operation failed.  
Error:[22929] Failed to schedule a video meeting.

**Explanation:** The Web Conferencing database VideoMeeting table is a mapping of the Video Administration internal meeting IDs to the Cisco Unified MeetingPlace meeting IDs. If the Video Administration database has been rebuilt or recently reinstalled, it may be sending meeting IDs that are already in the Web Conferencing database VideoMeeting table. The error is due to the perceived ID conflict.

**Solution:** If you know that the Video Administration database has been rebuilt or wiped out recently, delete

all the rows in the Web Conferencing database VideoMeeting table. Do this only if you are sure that the errors are due to the Video Administration database.

**CAUTION:** This is a destructive procedure that will delete all video meetings stored on your system. Any pre-existing meetings will continue to reside on the Audio Server and will have to be manually deleted and then rescheduled. For more information about restoring the Video Administration database, see [Restrictions about Backing Up and Restoring Video Administration](#).

**NOTE:** The above error messages could also be caused by other issues. It is VERY IMPORTANT that you carefully study this issue and determine if these error messages are the result of a user having replaced their Video Administration or deleting the database on their Video Administration.

Replacing the Video Administration or deleting the existing database from the Video Administration are very rare events and do not happen often. That is why before executing the solution above, it is very important that you confirm that the error was not caused by some other issue (by troubleshooting and looking at logs) and that you know for sure that you have recently created a condition such that the data in the database on Video Administration is now completely different from the data in the database on Cisco Unified MeetingPlace, due to the fact that you had replaced Video Administration or deleted the database on Video Administration which caused a brand new database to be created.

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**Problem:** Some video terminals are not displaying.

**Explanation:** When the Cisco Unified MeetingPlace Video Integration is deployed on the external web server or cluster of servers in a Segmented Meeting Access configuration, all internal Cisco Unified MeetingPlace Web Conferencing servers must also have the Video Integration installed but not activated. This allows you to utilize the Update All Terminals command of the Replication Service on these servers to manually refresh the list of video terminals from Cisco Unified MeetingPlace Video Administration. However, in some cases, the internal server online administrative interface will not display the Update All Terminals command even though the Video Integration has been installed on the server. To fix this problem, do the following procedure.

#### To Activate the Update All Terminals Replication Service Command

1. Verify the Host Video Conferences setting on each Web Conferencing server. (The setting should be checked on one DMZ (external) server and unchecked on all other internal and external servers.)
  1. In the Windows Control Panel, double-click **MeetingPlace Gateways**.
  2. Click the **Video** tab.
  3. Verify that the **Host Video Conferences** check box is checked or unchecked as appropriate.  
**Note:** If you need to change the Host Video Conferences setting, you must stop the Cisco Unified MeetingPlace Web Conferencing service, change the value, and then restart the Cisco Unified MeetingPlace Web Conferencing service.
2. From the internal web server on which the problem occurs, sign in to Cisco Unified MeetingPlace Web Conferencing by using a System Manager-level user profile.
3. From the Welcome page, click **Admin**, then click **Web Server**.
4. In the View section, click the name of the DMZ web server. The configuration data for the DMZ server appears on the upper section of the page.
5. Click **Submit** without changing any configuration fields.
6. Click **Back**.
7. Click **Replication Service**. The Replication Service page opens.

8. Verify whether the **Update All Terminals** field appears in the Replication Service Command drop-down menu.

## Problems Joining a Video Conference

**Problem:** Cisco Unified MeetingPlace is unable to initiate the link connecting the audio channel of video conferences on the Cisco Unified Videoconferencing MCU with the Cisco Unified MeetingPlace audio conference.

**Recommended Action:** Make sure that every MCU has the External Conference Authorization Policy parameter set to None. For more information, see the [Setting Cisco Unified Videoconferencing MCU Parameters That Are Required to Support Cisco Unified MeetingPlace](#).

**Recommended Action:** Verify that the Cisco Unified MeetingPlace H.323/SIP Gateway is set correctly. To test this, create a Cisco Unified MeetingPlace audio conference and try outdialing to an IP phone. If the IP phone connects successfully to the audio conference, the H.323/SIP Gateway is set correctly; check your Cisco Unified CallManager and MCU gatekeeper settings. If the IP phone does not connect successfully to the audio conference, see information for [Cisco Unified MeetingPlace H.323/SIP IP Gateway, Release 5.3](#).

**Recommended Action:** Check the connectivity to the Cisco Unified Videoconferencing MCU. To test that the routing is occurring correctly, try outdialing from a Cisco Unified MeetingPlace conference to the corresponding video conference on the Cisco Unified Videoconferencing MCU.

**Recommended Action:** Check the Cisco Unified MeetingPlace Audio Server to make sure the outdial actually occurred.

**Recommended Action:** It is possible but highly unlikely that no video port is available for the link.

**Recommended Action:** Check in MeetingTime to be sure your video license is activated.

**Problem:** User is unable to initiate or connect to a video conference.

**Recommended Action:** Verify that Video Integration is running.

**Recommended Action:** If the participant is attempting to join on an ad-hoc basis, video resources cannot be guaranteed and may not be available.

**Recommended Action:** Verify that all connectivity is set correctly, all calls are routed to their intended destinations, and the intended endpoint is reachable.

**Recommended Action:** Check the eventlog.

**Recommended Action:** See also other problem/solution sets in this section related to outdialing and dialing in.

**Problem:** Cannot dial in to a meeting from the video endpoint.

**Explanation:** The problem may be temporary.

**Recommended Action:** Try again.

**Explanation:** It is not possible to create an ad-hoc conference simply by dialing in to the Video Administration for Cisco Unified MeetingPlace from a video endpoint. The meeting must first be either in progress or scheduled in Cisco Unified MeetingPlace.

**Recommended Action:** To start an ad-hoc conference in Cisco Unified MeetingPlace, see the [Attending Ad-Hoc Video Conferences](#). After the Cisco Unified MeetingPlace conference is in session, then initiate the video conference.

**Explanation:** If the meeting requires a password, or is restricted to profiled or invited users, users must join the meeting by outdialing from Web Conferencing or from a Cisco Unified MeetingPlace for Outlook notification.

**Explanation:** The call may not have successfully reached its intended destination.

**Recommended Action:** Check your routing patterns. For example, make sure all the service prefixes for Cisco Unified MeetingPlace meetings are unique in the Cisco Unified Videoconferencing MCUs, and that the gatekeeper and Cisco Unified CallManager have no initial strings that are identical to or begin with any of these codes. For example, if you have a service prefix 87, verify that the gatekeeper and Cisco Unified CallManager do not have a routing instruction that routes all calls beginning with 8\* to an unintended destination.

**Explanation:** Some endpoints may have a maximum dial string length that is shorter than the dial-in number.

**Problem:** Unable to outdial successfully to SCCP endpoints.

**Recommended Action:** Verify that the technology prefix is correctly set in Cisco Unified CallManager.

**Problem:** A user attempts to outdial to join the video conference but nothing happens, or an outdial failure message appears.

**Explanation:** The video endpoint must be running before the user attempts to join the video conference.

**Explanation:** Video Integration may be configured with the wrong E.164 number.

**Explanation:** There may be no more ports available on the system.

**Explanation:** The line to be outdialed to may be already in use (busy), not connected, nonexistent, entered incorrectly, or configured incorrectly.

**Problem:** (For load-balancing configurations only) The voice and web conferences are up and running but the video conference is unavailable.



**Explanation:** The Web Conferencing server on which Video Integration is installed may have been down or unavailable at the start of a conference. If this happens, the meeting rolls to a server on which Video Integration is not installed, and video conferencing is not possible for this conference. See the [Configuring Load-Balancing Configurations for Video Conferencing](#).

**Problem:** Error message when dialing out to a video endpoint: "Error:[513] A video call is already in progress. Please wait for the call to complete."

**Explanation:** The E.164 number that the user has specified in the Connect dialog box is associated with an endpoint that is already participating in the video conference, or is currently being called.

**Problem:** A user who is trying to dial in to a conference hears a message that the call has been rejected.

**Explanation:** The video conference is not in session, or resources are not available to accommodate the participant.

**Problem:** The option to join the video conference is not available from within the web conference.

**Explanation:** In a DMZ or load-balancing configuration, if the conference is held on a server that Video Integration is not installed on, video conferencing is not available for that conference.

**Problem:** No video-conferencing ports are available, but ports should be available.

**Explanation:** SCCP and H.323 share the resources on the Cisco Unified Videoconferencing MCU.

**Recommended Action:** Verify that SCCP services are not using ports you expect to be available to Cisco Unified MeetingPlace.

**Problem:** When using the Outdial All Video Term. at Mgt Start option, the invited video terminals are outdialed and they can hear each other, but they cannot see conference video. They can only see themselves locally.

**Recommended Action:** In Video Administration, confirm that the video terminal bandwidth setting is not set to Audio.

**Problem:** When using the Outdial All Video Term. at Mgt Start option, the invited video terminals are outdialed earlier than the meeting start time.

**Explanation:** Video Administration includes the meeting start guard time as part of the meeting duration.

**Recommended Action:** Set the Mtg Start Guard Time (Min) parameter to zero.

## Problems During a Video Conference

**Problem:** Video participants can hear audio participants, but audio participants cannot hear video participants.

**Recommended Action:** Verify that the audio codec priority settings on the Cisco Unified Videoconferencing MCU are consistent with the settings on the Cisco Unified MeetingPlace Audio Server.

**Problem:** The video image is transmitted, but no audio is transmitted.

**Recommended Action:** Verify that the video endpoint is not muted at the endpoint.

**Problem:** The audio channel from the video endpoint is transmitted, but no video image is transmitted.

**Explanation:** The conference may be set to a bandwidth that the endpoint does not support.

**Explanation:** The endpoint may not support the video format (codec) being used.

**Problem:** No video is available when joining a video meeting with Cisco Unified Video Advantage.

**Recommended Action:** Verify that the video codecs match on the Cisco Unified Videoconferencing MCU and Cisco Unified CallManager.

**Problem:** Only View Active Speaker is available; users cannot choose to View Multiple People.

**Explanation:** If the Cisco Unified Videoconferencing MCU has only an MP card and not an EMP card, and the MCU is configured to allow SCCP endpoints to attend the conference, participants can view only the current speaker.

**Recommended Action:** If the Cisco Unified Videoconferencing MCU has an EMP card, verify that the Continuous Presence view has been set correctly. See the [To Set Conference View Parameters for Cisco Unified Videoconferencing MCU Release 4.x](#).

**Problem:** Poor sound quality, static, or echoes coming from the video endpoint.

**Explanation:** These issues are not related to Cisco Unified MeetingPlace.

**Recommended Action:** Minimize background noise by choosing a quiet location and by using the most directional microphone available.

**Recommended Action:** If connected via both a video endpoint with a microphone and a phone, or more than one audio device of any kind, mute or hang up all but one device.

**Recommended Action:** If your network uses Cisco Unified CallManager, turn off silence suppression (the comfort noise) in Cisco Unified CallManager.

**Recommended Action:** Configure all endpoints to optimize sound quality, according to the documentation that came with the endpoint. Cisco Systems cannot provide technical support for third-party endpoints.

**Recommended Action:** If other solutions do not solve the problem, try muting the audio channel of the video endpoint at the endpoint, then connect to the conference via phone.

**Recommended Action:** For desktop video endpoints, try the following in addition to the previous recommended actions:

- ◇ Reduce the input gain (volume) of the endpoint that is generating unwanted noise.
- ◇ Increase the output volume of an endpoint that is not loud enough.
- ◇ The microphone built into most computers generally has poor sound quality. We recommend using an external microphone instead.
- ◇ There may be multiple microphones sending signal from a single user. Check for a microphone on the computer, a microphone on the video camera, and an external microphone plugged in to your audio card. Turn off all but one.
- ◇ Use a headset with a directional microphone.
- ◇ Do not use a desktop video endpoint and a soft phone (such as Cisco Unified Video Advantage and Cisco Communicator) on the same system to attend a single conference.
- ◇ Software-based endpoints generally have lower sound quality than hardware-based endpoints.

**Problem:** The video image does not update to the current speaker.

**Explanation:** The current speaker may not be video-enabled.

**Recommended Action:** Check settings in the Cisco Unified Videoconferencing MCU. The Voice Activated view should be set to All See One.

**Problem:** Multiple audio links are established.

**Explanation:** You have specified an incorrect E.164 address in Video Integration.

**Recommended Action:** To change the entry, see the [Changing Values Entered During Installation of Cisco Unified MeetingPlace Video Integration](#).

**Problem:** When the first video participant joins a web conference, an additional "mystery" participant is displayed in the Participants List.

**Explanation:** This mystery participant is likely the number that video participants dial to join a conference. This means that the E.164 number (or numbers) assigned to the Cisco Unified MeetingPlace H.323/SIP

Gateway has not been entered correctly.

**Recommended Action:** To change the entry, see the [Changing Values Entered During Installation of Cisco Unified MeetingPlace Video Integration](#).

**Problem:** During a successful video conference, after a period of time the video displays terminate but the audio portion on the Video conference stays connected.

**Explanation:** This can be caused by mismatched duplex settings on the Cisco Unified Videoconferencing EMP cards, which can cause port errors on the respective connected switch port, which will eventually set the ports offline or create port errors, causing the video portion of the video meeting to drop.

**Recommended Action:** Confirm that the Cisco Unified Videoconferencing EMP cards and their associated switch ports are set to **Auto**.

**Problem:** During a successful video conference, after a period of time the video meeting terminates.

**Explanation:** This can be caused by mismatched duplex settings on the Cisco Unified Videoconferencing MCU, which can cause port errors on the respective connected switch port, which will eventually set the ports offline or create port errors, causing the video meeting to drop.

**Recommended Action:** Confirm that the Cisco Unified Videoconferencing MCU cards and their associated switch ports are set to **Auto**.

**Problem:** Phone keypad commands do not work (for example, pressing #5 to mute).

**Explanation:** This is correct behavior. Video endpoints are connected to the Cisco Unified Videoconferencing MCU, not directly to the Cisco Unified MeetingPlace Audio Server, so Cisco Unified MeetingPlace key commands do not apply.

## Problems with the Video Administration for Cisco Unified MeetingPlace Server

**Problem:** After a restart of the Video Administration server, the internal gatekeeper authorization connection status displays as "Disconnected."

**Explanation:** The Authorization Connection indicates whether or not the Video Administration internal gatekeeper authorization link is established. This connection is only established as needed, therefore sometimes it can appear as disconnected, which is not an error. A connection will be established when the first endpoint dials into a meeting.

## Problems with a Service Prefix (or Dialing Plan) that Starts With 6

**Problem:** Cisco Unified MeetingPlace video outdials fail when those video devices have E.164 numbers starting with the digit 6, or the service code that you created for Cisco Unified MeetingPlace to use, starts with the digit 6.

**Explanation:** Video Administration has a built-in endpoint called a "fake terminal". This device is internal to the Video Administration and is there to support the video desktop feature, which Cisco Unified MeetingPlace does not use and does not support. (The video desktop is feature used by CUVC products.) This "fake terminal" is set to 6 by default. This 6 represents a service code that could interfere with your deployment if you are also creating service codes that start with 6, or if your video devices have E.164 numbers that start with 6. Due to this conflict, when Cisco Unified MeetingPlace tries to outdial, the call is routed within the Video Administration (to the "fake terminal" inside the Video Administration) instead of to the IOS Gatekeeper, so call routing to the video endpoints failed.

**Solution:** Change the default service prefix assigned to the "fake terminal" by following these steps:

1. In an internet browser, enter this address:  
`http://<your server IP>:8080/va-config`
2. Click **Launch Configuration Tool** on the Resource Manager Configuration Tool Launch page.
3. Click **Run** in the Security window.
4. Enter the administrator login ID and password in the Resource Manager Configuration Tool window, and then click **Login**.  
**Note:** The default administrator login ID is "admin". No password is necessary by default.
5. Click the Scheduling Settings tab in the Video Administration Configuration Tool window.
6. Locate the parameter Meeting ID Prefix, and change current value of 6 to some other number that will not conflict with your existing dial-plans or service codes.
7. Click **Save**.
8. Click **Save** to confirm the change.
9. Click **Close** in the Video Administration Configuration Tool window.
10. Click **Yes** to confirm closing the Resource Manager Configuration tool.
11. Restart the Cisco Unified MeetingPlace Video Administration service, or reboot the Video Administration server.