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Calls Cannot Be Made Into or Out of the System

Symptom: End users cannot make calls out of the system.

Possible Cause: The H.323 ID field on the H.323 Configuration page is blank.

Solution: Ensure that the H.323 ID field is not blank.

1. Log in to Cisco Unified MeetingPlace Express and click **Administration**.
2. Click **System Configuration > Call Configuration > H.323 Configuration**.
3. Enter a value in the H.323 ID field.

Symptom: Calls cannot be made into the Cisco Unified MeetingPlace Express system.

Possible Cause: Cisco Unified Communications Manager or another gateway is not configured properly.

Solution: Make sure that the call attempts actually make it to Cisco Unified MeetingPlace Express.

1. Log in to the CLI.
2. Enter the following: **eventlog -T -t**
3. Call the system.
4. Monitor the eventlog output and see if anything shows up. You might not initially see anything because of a delay in the trace queue. However, once you hang up the phone, that flushes the queue and you should see everything.

If everything worked correctly, you should not see any errors. Below is an example of what the output should look like:

```
05/01 10:23:05.80 INFO cca_call.cc:45 (9065) --new_call
```

```
05/01 10:23:05.80 INFO rv323_call.cc:56 (9065) (ID=0xe) SIP: Recv'd  
incoming call. hApp=0x90ff920 hsCall=0xb68e8520
```

Cisco Unified MeetingPlace Express, Release 2.x -- Troubleshooting Telephone Issues

```
05/01 10:23:05.80 INFO rv323_call.cc:101 (9065) (ID=0xe) SIP: Call state
change. State=6 Mode=10 hsCall=0xb68e8520
```

```
05/01 10:23:05.80 INFO rv323_call.cc:623 (9021) (ID=0xe) SIP: Calling
Party ID: TEL:1793,NAME:1793,1793
```

```
05/01 10:23:05.80 INFO rv323_call.cc:637 (9021) (ID=0xe) SIP: Called
Party ID: TEL:5111,5111
```

```
05/01 10:23:05.80 INFO rv323_call.cc:705 (9022) (ID=0xe) SIP: Sent Call
Proceeding
```

Symptom: Calls cannot be made out of the Cisco Unified MeetingPlace Express system.

Possible Cause: Cisco Unified Communications Manager or another gateway is not configured properly.

Solution: Make sure that the call attempts actually make out of Cisco Unified MeetingPlace Express.

1. Log in to the CLI.
2. Enter the following: **eventlog -T -t**
3. Make a call from out of the system.
4. Monitor the eventlog output and see if anything shows up. You might not initially see anything because of a delay in the trace queue. However, once you hang up the phone, that flushes the queue and you should see everything.

If everything worked correctly, you should not see any errors. You should see something with "received" in it to indicate that Cisco Unified Communications Manager or the far-end call gateway has responded. Below is an example of what the output should look like:

```
05/01 10:28:06.91 INFO cca_call.cc:256 (9063) MeetingPlace outdial.
Phone#=1019 IRC=18946 PSTN=248 Unit=0
```

```
05/01 10:28:06.91 INFO cca_call.cc:45 (9063) --new_call
```

```
05/01 10:28:06.91 INFO rv323_call.cc:1084 (9063) (ID=0x12) SIP: Placing
outdial.
```

```
05/01 10:28:06.91 INFO rv323_call.cc:1098 (9063) (ID=0x12) SIP: MP RTP:
172.27.106.11:18946
```

```
05/01 10:28:06.91 INFO rv323_call.cc:1101 (9063) (ID=0x12) SIP: MP RTCP:
172.27.106.11:18947
```

```
05/01 10:28:06.91 INFO rv323_call.cc:1140 (9063) (ID=0x12) SIP:
Destination: TEL:1019,TA:172.27.6.137:1720,1019
```

```
05/01 10:28:06.91 INFO rv323_call.cc:1148 (9063) (ID=0x12) SIP: Source:
TEL:5111,NAME:larsen,5111
```

Cisco_Unified_MeetingPlace_Express,_Release_2.x_--_Troubleshooting_Telephone_Issues

```
05/01 10:28:06.91 INFO rv323_call.cc:1169 (9063) (ID=0x12) SIP: GUCID:
203da12840f7db1180050016356a29a7

05/01 10:28:06.91 INFO rv323_call.cc:101 (9065) (ID=0x12) SIP: Call state
change. State=0 Mode=0 hsCall=0xb68e9050

05/01 10:28:07.00 INFO rv323_call.cc:101 (9065) (ID=0x12) SIP: Call state
change. State=1 Mode=0 hsCall=0xb68e9050

05/01 10:28:07.00 INFO rv323_call.cc:101 (9065) (ID=0x12) SIP: Call state
change. State=2 Mode=0 hsCall=0xb68e9050

05/01 10:28:12.64 INFO rv323_call.cc:101 (9065) (ID=0x12) SIP: Call state
change. State=3 Mode=7 hsCall=0xb68e9050

05/01 10:28:12.64 INFO rv323_call.cc:271 (9065) (ID=0x12) SIP: Control
state change. State=2 Mode=0

05/01 10:28:12.64 INFO rv323_call.cc:960 (9021) (ID=0x12) SIP: Handle
control state change. State=2 Mode=0

05/01 10:28:12.65 INFO rv323_call.cc:439 (9065) (ID=0x12) SIP: Received
terminal capability set

05/01 10:28:12.65 INFO rv323_call.cc:467 (9065) (ID=0x12) SIP: Remote
codec=g711Ulaw64k

05/01 10:28:12.65 INFO rv323_call.cc:467 (9065) (ID=0x12) SIP: Remote
codec=hookflash

05/01 10:28:12.65 INFO rv323_call.cc:467 (9065) (ID=0x12) SIP: Remote
codec=basicString

05/01 10:28:12.65 INFO rv323_call.cc:467 (9065) (ID=0x12) SIP: Remote
codec=dtmf
```

Solution: Make sure that the call attempts actually make out of Cisco Unified MeetingPlace Express.

1. Log in to the CLI.
2. Enter the following: **activity**
3. At the prompt, enter **4** to make a test call.
4. Enter the destination phone number for the call.
5. At the prompt asking if you want specific ports, enter **F**.

The system places the call and if successful, displays a message.

Possible Cause: Ensure that the Cisco Unified MeetingPlace Express system is set to full-duplex with 100 Mbps network speed.

Solution: Use the **net** command to change the duplex value.

1. Log in to the Cisco Unified MeetingPlace Express operating system as the **root** user.
2. At the password prompt, enter the root password. The Cisco Unified MeetingPlace Express operating system desktop appears.
3. Right-click on the desktop.
4. From the menu, select **New Terminal**. This brings up a terminal session.
5. At the CLI, enter **net**
6. Follow the prompts.

Possible Cause: The local switch port for the Cisco Unified MeetingPlace Express system does not have the same auto-negotiation setting as the Cisco Unified MeetingPlace Express system.

Solution: Use the **mii-tool** command to check the auto-negotiation status.

1. Log in to the Cisco Unified MeetingPlace Express operating system as the **root** user.
2. At the password prompt, enter the root password. The Cisco Unified MeetingPlace Express operating system desktop appears.
3. Right-click on the desktop.
4. From the menu, select **New Terminal**. This brings up a terminal session.
5. At the CLI, enter **mii-tool**
6. Follow the prompts.

Possible Cause: The Cisco Unified MeetingPlace Express and the local switch (or router) are not configured correctly.

Solution: Ensure that the network on the other side of the switch or router is also set to 100 Mbps, full duplex.

Possible Cause: The system works best if micro-segmented to use a single switch port rather than share a bus with other devices. Sharing a bus can cause excessive collisions which reduce bandwidth and cause unpredictable bandwidth availability.

Solution: Ensure that the Cisco Unified MeetingPlace Express system is not connected to a multiple-device Ethernet bus.

Possible Cause: There is network congestion.

Solution: Reduce traffic in the local LAN by adding more switches and distributing the network devices between them.

Solution: Reduce the number of devices on the local LAN (and thus the traffic) by adding more routers to create more (but smaller) LANs. There might also be unused ports on the local router in which case more routers are not needed.

Solution: Change network device settings to reduce unnecessary traffic such as adding Access Control Lists (ACLs) to the local router to filter out irrelevant traffic.

Solution: Get a trace of network traffic. This trace should be taken as close to the eth0 port as possible.

Possible Cause: Bad frames were received.

Solution: Some phones provide network error statistics about how many bad frames have been received. See if the particular phone has these statistics. If so, see if the phone has registered the reception of a large number of bad frames.

Solution: Verify the configuration of the device that routes calls to Cisco Unified MeetingPlace Express.

Solution: Check for any firewalls between the phone and Cisco Unified MeetingPlace Express that may prevent calls.

Related Topics

- [Running Application CLI Commands](#)

The System Does Not Detect Key Presses

Symptom: The Cisco Unified MeetingPlace Express system cannot detect you when you press the keys on your phone.

Solution: Look at the event log.

1. Log in to the Cisco Unified MeetingPlace Express operating system as the **root** user.
2. At the password prompt, enter the root password. The Cisco Unified MeetingPlace Express operating system desktop appears.
3. Right-click on the desktop.
4. From the menu, select **New Terminal**. This brings up a terminal session.

5. At the CLI, enter the following:
eventlog -b<yymmddhhmm> -e<yymmddhhmm>
For the start time (the -b value), enter a time shortly before the call failed.
For the stop time (the -e value), enter a time shortly after the call failed.
6. Check the DID/DNIS and input events to determine which port is yours.
7. Look later in the trace to see if DTMFs sent from your phone were being detected.
8. If they are not detected, then check the following:
 - ◆ Verify that the telephony network is using RFC2833 digits or out-of-band digits. (The Cisco Unified MeetingPlace Express system does not support in-band digits.)
 - ◆ Network congestion might be preventing the RFC2833 digits or out-of-band digits from reaching the system.
 - ◆ Check if G.729 coders are being used somewhere in your network, instead of G.711. G.729 will seriously corrupt in-band digits (DTMF) causing these digits to either be lost or changed. If this is happening and RFC2833 is *not* a good choice, consider converting to a pure G.711 network.

Related Topics

- [Running Application CLI Commands](#)

Calls Cannot Come Into the System

Symptom: Calls cannot come in to the system.

Solution: Check the event log.

1. Log in to the Cisco Unified MeetingPlace Express operating system as the **root** user.
2. At the password prompt, enter the root password. The Cisco Unified MeetingPlace Express operating system desktop appears.
3. Right-click on the desktop.
4. From the menu, select **New Terminal**. This brings up a terminal session.
5. At the CLI, enter the following:
eventlog -b<yymmddhhmm> -e<yymmddhhmm>
For the start time (the -b value), enter a time shortly before the call failed. For the stop time (the -e value), enter a time shortly after the call failed.
6. Determine if the Cisco Unified MeetingPlace Express system registered the call signaling packets.
7. If the system registered the call, look for a reason in the trace log why the call was disconnected.
Enter one of these commands:
 - ◆ **eventlog -b<yymmddhhmm> -e<yymmddhhmm> -v**
 - ◆ **eventlog -b<yymmddhhmm> -e<yymmddhhmm> -G -v**
8. If the system did not register the call in the trace log, the problem might be a configuration problem on the device that routes calls to Cisco Unified MeetingPlace Express. Also, check if any firewalls may be preventing the call from reaching the system.

Related Topics

- [Running Application CLI Commands](#)

The System Drops Calls

Symptom: Call between users and the Cisco Unified MeetingPlace Express system are dropped.

Solution: Check the event log.

1. Log in to the Cisco Unified MeetingPlace Express operating system as the **root** user.
2. At the password prompt, enter the root password. The Cisco Unified MeetingPlace Express operating system desktop appears.
3. Right-click on the desktop.
4. From the menu, select **New Terminal**. This brings up a terminal session.
5. At the CLI, enter the following:
eventlog -b<mmddhhmm> -e<mmddhhmm>
For the start time (the -b value), enter a time shortly before the call failed. For the stop time (the -e value), enter a time shortly after the call failed.
6. Check for a "far end disconnect event." If you see this, the disconnect may have been initiated outside of the Cisco Unified MeetingPlace Express system. Check for errors on the devices between the phone and the Cisco Unified MeetingPlace Express system.
7. If you do not see a "far end disconnect event," the Cisco Unified MeetingPlace Express system hung up on you first. Review the trace log to try to determine why the system hung up on you.
8. If your system uses Cisco Unified Communications Manager (formerly called Cisco Unified CallManager) contact the Cisco Unified CallManager network administrator to get a call session trace indicating why Cisco Unified Communications Manager sent the disconnect event to you.

Related Topics

- [Running Application CLI Commands](#)

Users Hear Dead Air During Calls

Symptom: Your phone still shows that a call is active, but you think that your call has been disconnected.

Solution: While still on the phone in a meeting, enter **#21** to hear a roll call of all meeting participants. If you hear anything, then you have at least one-way audio (that is, you can hear but not speak). If you do not hear anything, either there is no audio either way or Cisco Unified MeetingPlace Express cannot detect your DTMF keypresses. Provide this information to your network administrator and try to get a call session trace from Cisco Unified Communications Manager.

Dropped Packets

If you determine that packets are being dropped (as determined by RTCP statistics) or delivered with errors and then dropped at the endpoints, consider changing the following call configuration parameters:

1. Log in to Cisco Unified MeetingPlace Express and click **Administration**.
2. Click **System Configuration > Call Configuration > Media Parameters**.
3. Set the Voice activity detect field to **yes**.

This reduces outgoing packets to callers. The Cisco Unified MeetingPlace Express system only transmits packets if someone is actively speaking during a meeting. However, there might be a slight delay when someone starts speaking causing part of their initial syllable to not be heard.
4. Determine how to configure the phones in your organization to use Voice Activity Detect (VAD).

This way, the phones only send packets to the Cisco Unified MeetingPlace Express system when the phone detects sound on your handset or headset.
5. Set the Maximum jitter buffer (milliseconds) field to **250**.

This is the maximum value allowed. This higher value introduces more delays into conversations, but also reduces packet loss due to sudden surges in traffic.
6. To maximize bandwidth, have the network administrator check that the your Cisco Unified MeetingPlace Express system and the local switch that your system connects to are both running in 100 Mbps full duplex mode.