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Configuring Logging

If you are encountering a problem with Cisco Unified MeetingPlace for Office Communicator, it may be helpful to begin troubleshooting by configuring verbose logging, attempting to reproduce the problem, examining the eventlog, and then returning the logging level to informational.

To Configure Logging

1. Open the MeetingPlace Gateway Configurations utility by right-clicking the Cisco Unified MeetingPlace icon (orange door) located in the system tray.
2. Enable verbose logging for the Single Sign On Service:
   1. Click the **Single Sign On** tab.
      Note: The Single Sign-On tab is displayed in the Gateway Configurations utility only after the Cisco Unified MeetingPlace LCS Gateway has been installed on the server.
   1. Check the **Verbose Logging** check box.
   2. Click **Apply** to save the change.
3. Enable verbose logging for the Cisco Unified MeetingPlace LCS Gateway:
   1. Click the **LCS Gateway** tab.
      Note: The LCS Gateway tab is displayed in the Gateway Configurations utility only after the Cisco Unified MeetingPlace LCS Gateway has been installed on the server.
   1. For Log Level, choose **Verbose**.
   2. Click **Apply** to save the change.
4. Click **OK** to close the MeetingPlace Gateway Configurations utility.
5. After changing the logging level, stop the Cisco Unified MeetingPlace LCS Gateway service, restart the Cisco Unified MeetingPlace Web Conferencing service, then start the Cisco Unified MeetingPlace LCS Gateway service:
   1. From the Windows Start menu, choose **Settings > Control Panel > Administrative Tools > Services**.
   2. Right-click **Cisco Unified MeetingPlace LCS Gateway** and click **Stop**.
   3. Right-click **Cisco Unified MeetingPlace LCS Gateway** and click **Start**.
   4. Close the Services control panel.

6. To access an eventlog, right-click the Cisco Unified MeetingPlace icon in the system tray and choose **Eventlog**.

Tracking a Conference in the Logs

When a user initiates a conference from Office Communicator, the LCS server assigns a unique conference ID for the conference by using the value configured for Conference ID on the Accounts tab of the Actions > Options window, and sends a conference initiation request to the Cisco Unified MeetingPlace LCS Gateway. The Cisco Unified MeetingPlace LCS Gateway then initiates a Cisco Unified MeetingPlace conference with a random unique Cisco Unified MeetingPlace meeting ID.

For troubleshooting purposes, the LCS Conference ID and Cisco Unified MeetingPlace meeting ID are both logged in the Gateway Systems Integrity Manager (Gateway SIM) log when the meeting is created. When the MOC user ends the conference, the system removes the tie between these two IDs. If the MOC user initiates another conference, the system uses the same LCS Conference ID, but it is mapped to a new Cisco Unified MeetingPlace meeting ID. If the MOC user has the "Use reservationless" parameter set to yes in the user profile, the system sets the MOC-initiated meeting ID to the user's profile ID (phone number). Otherwise, the system randomly generates the meeting ID.

Troubleshooting Cisco Unified MeetingPlace LCS Gateway Startup Problems

Error Message `Service cannot be started...The requested address is not valid in its context.`

Explanation You entered the wrong listening IP address on the LCS Gateway tab in the Cisco Unified MeetingPlace gateway configurations utility.

Recommended Action Enter the correct IP address.

Problem If the Cisco Unified MeetingPlace LCS Gateway service fails to start, check the Gateway Systems Integrity Manager (Gateway SIM) log to see if the LCS Event Receiver Add-In has been loaded into the Cisco Unified MeetingPlace Web Conferencing service.

If the system has not loaded the LCS Event Receiver Add-In, users cannot use DTMF controls in meetings. (For example, #5 for muting and unmuting, #41 for locking or unlocking a meeting, etc.)

Solution Check the LCS Event Receiver Add-In status:

To Check the LCS Event Receiver Add-In Status

1. Right-click the Cisco Unified MeetingPlace icon in the system tray and click **Eventlog**. The Gateway SIM log opens.
2. Search for the following entries in the log:
```
Loading "LCS MPEventBroker" add-in...
Loaded ConferenceTechnologyProvider interface for "LCS
MPEventBroker"
Load of "LCS MPEventBroker" add-In completed
```
3. If the entries are not found, stop the Cisco Unified MeetingPlace LCS Gateway service, restart the Cisco Unified MeetingPlace Web Conferencing service, and then start the Cisco Unified MeetingPlace LCS Gateway service:
    1. From the Windows Start menu, choose **Settings > Control Panel > Administrative Tools > Services**.
    2. Right-click **Cisco Unified MeetingPlace LCS Gateway** and click **Stop**.
    3. Right-click **Cisco Unified MeetingPlace Web Conferencing** and click **Stop**.
    4. Right-click **Cisco Unified MeetingPlace Web Conferencing** and click **Start**.
    5. Right-click **Cisco Unified MeetingPlace LCS Gateway** and click **Start**.
    6. Close the Services control panel.

Troubleshooting Office Communicator Error Messages

Error Message: Cannot perform the selected action. This action may not be permitted by the conferencing service. Please try again. If the problem persists, please contact your system administrator.

Explanation: This error message may appear when the Office Communicator client attempts to initiate a conference. It indicates that the LCS Integration option key has not been entered.

Recommended Action: Verify that the correct option key has been entered for the LCS Integration. See the Enabling the LCS Integration Option Key.

Error Message: Cannot contact conferencing server. The conferencing service is currently unavailable. You may be having local connection problems, or your conferencing service may be experiencing temporary difficulties. If the problem persists, please contact your system administrator.

Explanation: This error message may appear when the Office Communicator client times out while attempting to initiate a conference. It indicates a communication problem between the LCS server and the Cisco Unified MeetingPlace LCS Gateway.

Recommended Action: Configure logging and check the eventlog to see if the Cisco Unified MeetingPlace LCS Gateway is receiving requests from the LCS server. See the Configuring Logging.

Recommended Action: If Cisco Security Agent for Cisco Unified MeetingPlace is installed on the Cisco Unified MeetingPlace LCS Gateway server, verify that a TCP port between 5060 and 5069 is in use between the Cisco Unified MeetingPlace LCS Gateway and the LCS server. See the Configuring Cisco Unified MeetingPlace LCS Gateway Parameters and the Configuring LCS to Route Conference Requests to the Cisco Unified MeetingPlace LCS Gateway.

Recommended Action: If you are still encountering problems, make sure that your deployment has been verified with TCP configured rather than TLS. With TCP, you can use a network sniffer to sniff SIP packets

between the LCS server and the Cisco Unified MeetingPlace LCS Gateway, to verify that conferencing messages are being sent to the gateway and replies are being sent to the LCS server. Once the deployment works with TCP, configure TLS according to the instructions in the Enabling TLS on the Cisco Unified MeetingPlace LCS Gateway.

Error Message: Account suspended. This account has been temporarily suspended. Please contact your conferencing service provider for additional details.

Explanation: This error message may appear when the Office Communicator client attempts to initiate a conference. In most cases, it indicates that the Cisco Unified MeetingPlace user profile is inactive, or there is a problem with the Single Sign-on configuration settings.

Recommended Action: Do the tasks in the Troubleshooting User Authentication Problems.

Error Message: An error has occurred (0x80ef0190). If the problem persists, contact your system administrator.

Explanation: This message may indicate a login failure other than an unrecognized login ID.

Recommended Action: Do the tasks in the Troubleshooting User Authentication Problems.

Troubleshooting User Authentication Problems

Do the following tasks if users are unable to authenticate to initiate conferences:

1. Check the Cisco Unified MeetingPlace user profile on the Audio Server by using the MeetingTime client. Verify that the profile exists, and activate the profile if it is inactive.
2. If the Cisco Unified MeetingPlace user profile exists and is active, make sure the user name on the profile is the same as the user account name on the Active Directory server.
3. Configure logging and check the eventlog for messages from the mpsso and mplcsgw components. See the Configuring Logging. To change a parameter, see the Configuring Cisco Unified MeetingPlace Web Conferencing Single Sign-On Parameters.
    1. Verify that the mpsso component is asking for the correct user-the user name request should start with username@company.com.
    2. If the user name is correct, verify that the mpsso component queries the correct container for the administrative account.
    3. Verify that the base DN is correct.
4. To do additional LDAP troubleshooting, download a light-weight LDAP browser from the Internet, and use it to log on to the Active Directory server to verify the administrative account container and base DN settings.

Troubleshooting Installation and Configuration Problems

Error Message: `The Cisco Unified MeetingPlace LCS Gateway Service on Local Computer started and then stopped. Some services stop automatically if they have no work to do, for example, the Performance Logs and Alerts services.`

Explanation: You did not enter an IP address during the installation or configuration.

Recommended Action: Enter a valid IP address.

See Configuring Cisco Unified MeetingPlace LCS Gateway Parameters for more information.