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## What to Try First When Troubleshooting Video

- [Checking the System Status, Alarms, and Logs](#)
- [Checking that Video Blades are Associated with Audio Blades in the Hardware Media Server](#)
- [Checking Video Licenses](#)

## Checking the System Status, Alarms, and Logs

### Procedure

1. Sign in to the Administration Center.
2. Check the system status:

1. Select **Services > System Status**.
  2. Select **View Status**.
  3. Verify that this text appears in the output:

```
System mode: Up
Media control: Up
```
  4. Verify that none of the modules show DOWN status.
  5. If the system status details indicate an unexpected DOWN state, check the [Alarm Table](#) or the [Exception Log](#) to see why the module or system is down, and resolve the issue.
3. Check the [Alarm Table](#):
1. Select **Services > Alarms**.
  2. If the alarm table displays a relevant alarm entry, check the [Exception Log](#) for actual relevance to and details for the failed call.  
Checking the [Exception Log](#) is recommended because the [Alarm Table](#) combines multiple alarm occurrences into a single table entry.
4. Check the system logs:
1. Select **Services > Logs > View System Logs**.
  2. Set the parameters according to your needs.  
For example, you might want to first limit the displayed output to major log entries for the day when the issues occurred.
  3. Select **View Logs**.
  4. Repeat [Step 4](#) as needed.  
For example, if the output does not include any relevant issues, expand the output to include lower severity levels.  
If you see relevant log entries for specific [Module Numbers](#), you can narrow the log output to issues for a specific module.

#### Related Topics

- [Using Alarms and Logs on Cisco Unified MeetingPlace module](#)

## Checking that Video Blades are Associated with Audio Blades in the Hardware Media Server

See [Viewing Media Processors for the Hardware Media Server](#) in the [Configuring the Hardware Media Server Using the MSA Interface](#) module.

## Checking Video Licenses

### Procedure

1. Sign in to the Administration Center.
2. Select **Maintenance > Licenses > Licenses Summary**.
3. Verify that the correct video licenses are installed and enabled on your system.  
If necessary, re-install licenses.

#### Related Topics

- *Planning Guide for Cisco Unified MeetingPlace* at [http://doewiki.cisco.com/wiki/Cisco\\_Unified\\_MeetingPlace%2C\\_Release\\_8.0\\_--\\_Planning\\_Your\\_Deployment](http://doewiki.cisco.com/wiki/Cisco_Unified_MeetingPlace%2C_Release_8.0_--_Planning_Your_Deployment)
- [Installing and Managing Licenses for Cisco Unified MeetingPlace](#) module

## How to Resolve Problems with Video Connections

- [Video Does Not Work](#)
- [Poor Video Quality](#)

### Video Does Not Work

**Problem:** Video does not work, but audio does.

**Solution:** Try pressing the hold button and then the resume button on the phone. This can sometimes clear up transient problems related to video.

**Possible Cause:** The meeting scheduler cannot host video meetings, so video is not enabled for the meeting.

**Solution:** Check the Video usage setting in the user profile of the meeting scheduler.

**Possible Cause:** In Cisco Unified Communications Manager, the [DTMF Signaling Method](#) for the SIP trunk to Cisco Unified MeetingPlace is configured to use [RFC 2833](#).

**Solution:** Set the [DTMF Signaling Method](#) field to **No Preference**.

**Problem:** During a video conference, the call drops after 20 seconds, and there is no video or audio during that time. The SIP B2BUA log from Infocap shows that Cisco Unified Communications Manager sent TIAS with a negative value: [.INFO] [..MESSAGE] b=TIAS:-1000, and this is because the Video Call Bandwidth field was set to NONE in Region setting.

**Solution:** Set the correct value for the Video Call Bandwidth field in the Region setting in Cisco Unified Communications Manager.

#### Related Topics

- [Searching for a Specific User Profile in the Configuring User Profiles and User Groups for Cisco Unified MeetingPlace](#) module
- [Configuring Cisco Unified Communications Manager Release 6.x or Later: SIP Trunk to Cisco Unified MeetingPlace in the Configuring Call Control for Cisco Unified MeetingPlace](#) module

### Poor Video Quality

**Problem:** The video has a pixelated image or poor quality.

**Possible Cause:** Network issues are causing packet loss between the endpoint and Cisco Unified MeetingPlace.

**Solution:** Check the network for and correct any packet loss or excessive bandwidth utilization along the path between the video endpoint and Cisco Unified MeetingPlace.

**Possible Cause:** The input stream is from the Cisco Unified IP Phone 7985. This potentially affects video calls with Cisco Unified MeetingPlace when the Cisco Unified MeetingPlace is in hardware media mode and the video format is set to "standard rate" (384kb).

**Workaround:** In the Administration Center, set the Video Preferences to **High rate** on the [Add User Profile Page](#). Verify that the Type of media server is set to Hardware Media Server.

**Solution:** For full compatibility with Cisco Unified MeetingPlace, upgrade the Cisco Unified IP Phone 7985 to application load 4.1(7) or later.

#### Related Topics

- See the "Network Management" chapter and the "Call Admission Control, QoS, and Bandwidth" section in the "Cisco Unified MeetingPlace Integration" chapter of the *Cisco Unified Communications Solution Reference Network Design (SRND)* that applies to your version of Cisco Unified Communications Manager at [http://www.cisco.com/en/US/products/sw/voicesw/ps556/products\\_implementation\\_design\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_implementation_design_guides_list.html).

## How to Resolve Problems with Video Endpoints

**Note:** Make sure that the video endpoints are supported by your release of Cisco Unified MeetingPlace. See the *Compatibility Matrix for Cisco Unified MeetingPlace* at

[http://docwiki.cisco.com/wiki/Cisco\\_Unified\\_MeetingPlace\\_Release\\_8.0\\_--\\_Compatibility\\_Matrix\\_for\\_Cisco\\_Unified\\_M](http://docwiki.cisco.com/wiki/Cisco_Unified_MeetingPlace_Release_8.0_--_Compatibility_Matrix_for_Cisco_Unified_M)

- [Video Endpoint Gets One-Way Video or No Video](#)
- [Call is Dropped When Entering a Meeting, Entering a Breakout Session, or Entering #31 to Dial Out](#)
- [Jumpy Video](#)

### Video Endpoint Gets One-Way Video or No Video

**Problem:** A video endpoint gets no video or gets only one-way video.

**Possible Cause:** The video endpoint does not support escalation to video through H.323 Empty Terminal Capabilities Set (ECS) or SIP re-INVITE after the voice call is established. This can result in either partial or complete lack of video reception after connecting to a meeting.

**Solution:** Check with the endpoint vendor for a firmware update.

**Solution:** Use the video terminal in [Direct-to-Meeting Mode for Invited Terminals](#).

**Solution:** In some situations, video might not be offered to the user because of incompatible video profile levels.

**Possible Cause:** If the endpoint cannot negotiate up to the same AVC level as the conference, Cisco Unified MeetingPlace does not deliver video to this endpoint.

#### Related Topics

- [How to Configure Video Terminal Profiles](#) in the [Configuring Endpoints for Cisco Unified MeetingPlace](#) module
- For information about video profile level negotiation, see the *Planning Guide for Cisco Unified MeetingPlace* at [http://docwiki.cisco.com/wiki/Cisco\\_Unified\\_MeetingPlace%2C\\_Release\\_8.0\\_-\\_Planning\\_Your\\_Deployment](http://docwiki.cisco.com/wiki/Cisco_Unified_MeetingPlace%2C_Release_8.0_-_Planning_Your_Deployment).

## Call is Dropped When Entering a Meeting, Entering a Breakout Session, or Entering #31 to Dial Out

**Problem:** A call is dropped when:

- Video endpoint is about to enter a meeting.
- Video endpoint is about to enter a breakout session.
- Video endpoint user enters **#31** in the TUI to initiate a dial-out call.

**Possible Cause:** The video endpoint does not support media transfer through H.323 Empty Capabilities Set (ECS) or SIP re-INVITE.

**Solution:** Check with the endpoint vendor for a firmware update.

**Solution:** Use the video terminal in [Direct-to-Meeting Mode for Invited Terminals](#). See [How to Configure Video Terminal Profiles](#) in the [Configuring Endpoints for Cisco Unified MeetingPlace](#) module. Also:

- Do not attempt to move the video terminal into a breakout session.
- Do not initiate dial-out calls from the video endpoint by entering #31.

## Jumpy Video

**Problem:** The video display appears to be unstable.

**Possible Cause:** When the Cisco Unified MeetingPlace is in hardware media mode and the video format is set to standard rate, and video terminals are using the H.264 codec, Cisco Unified MeetingPlace negotiates the video connection at 15 frames per second, which is consistent with the H.264 Level 1.2 specification. However, many video terminals ignore the frame rate limitation for H.264 Level 1.2 and send frames at a higher rate. This overloads the Cisco Unified MeetingPlace video blade and results in corrupted video output. Note that the effect might be observed on terminals other than the one causing the problem.

**Solution:** Identify suspect terminals and check with the endpoint vendor for a firmware update.

**Solution:** In the Administration Center, set the Video Preferences to **High rate** on the [Add User Profile Page](#), or configure the video terminals to use H.263 instead of H.264.

## Additional References for Troubleshooting Video Issues

Topic	Documentation
Video endpoint support	<p><i>System Requirements for Cisco Unified MeetingPlace</i> and the <i>Compatibility Matrix for Cisco Unified MeetingPlace</i></p> <p><a href="http://docwiki.cisco.com/wiki/Cisco_Unified_MeetingPlace%2C_Release_8.0">http://docwiki.cisco.com/wiki/Cisco_Unified_MeetingPlace%2C_Release_8.0</a></p>
Troubleshooting call connections	<p><a href="#">Troubleshooting Phone Issues for Cisco Unified MeetingPlace</a> module</p>
Troubleshooting user issues	<p><i>User Guide for Cisco Unified MeetingPlace</i> at <a href="http://www.cisco.com/en/US/products/sw/ps5664/ps5669/products_user_guide_list.html">http://www.cisco.com/en/US/products/sw/ps5664/ps5669/products_user_guide_list.html</a></p>
Hardware Media Server installation and configuration	<p><a href="#">Quick Start for Installing and Configuring Cisco Unified MeetingPlace Release 8.0</a> module</p>
Basic video conferencing configuration	<p><a href="#">Quick Start Configuration for Cisco Unified MeetingPlace Basic Voice and Video Conferencing</a> modul</p>
Call control configuration	<p><a href="#">Configuring Call Control for Cisco Unified MeetingPlace</a> module</p>
QoS, network management, and overall network design for Cisco Unified Communications	<p><i>Cisco Unified Communications Solution Reference Network Design (SRND)</i> at <a href="http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_implementation_design_guides_list">http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_implementation_design_guides_list</a></p>