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Previous Topic

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System Configuration Tests and Solutions

The table below describes the system configuration tests and solutions.

Table: Table Troubleshooter Tests and Solutions

| Test Description | Problem Description | Solution |
|---|---|--|
| System Troubleshooter | | |
| Verify that the size of the database accommodates the node. | <ul style="list-style-type: none"> • The node is not installed or can not be reached. • Database size is between 90% and 97%, while the actual size is X. • Database size is greater than 97%, while the actual size is X. | Install the node in the Cisco Unified Presence system topology, and ensure that can be reached via a ping. For more information, see Configuring a Cisco Unified Presence Server for Deployment in the Network . |
| Verify that licenses are loaded and valid. | <ul style="list-style-type: none"> • [Evaluation Mode] System | Verify that the relevant license file has been loaded using the License Unit |

| | | |
|---|--|---|
| | <p>is currently operating in Evaluation mode and will expire in x day(s). Please upload the relevant license file in order to allow the system to run in production mode. Please visit the License Unit Report Page to view your license details.</p> <ul style="list-style-type: none"> • [Evaluation Expiry Mode] Encountered a licensing problem. Reason: System was operating in Evaluation mode and the license has now expired. Please upload the relevant license file in order to allow the system to run in production mode. Please visit the License Unit Report Page to view your license details. | Report page. Also, if running in Evaluation mode, verify that your license has not expired. |
| Sync Agent Tests | | |
| Verify that an AXL settings entry exists. | Missing entry in AXL settings table | Configure a valid Cisco Unified Communications Manager publisher address, AXL User ID, and password. For more information, see Configuring System Information on Cisco Unified Presence . |
| Verify that the AXL User ID is valid. | <ul style="list-style-type: none"> • Invalid AXL User ID value • Invalid AXL password value* Invalid publisher address value | <ul style="list-style-type: none"> • Configure a valid AXL User ID. • Configure a valid AXL password.* Configure a valid Cisco Unified Communications Manager publisher address. <p>For more information, see Configuring System Information on Cisco Unified Presence.</p> |
| Verify that the publisher address can be reached; then, sign in and execute a basic query. | Unable to connect to Cisco Unified Communications Manager publisher node with the specified IP address. | Verify that the publisher address, AXL User ID, and AXL password are valid. For more information, see Configuring System Information on Cisco Unified Presence . |
| Verify that the Sync Agent synchronized the relevant data (for example, devices, users, and licensing information). | Unable to verify if the Sync Agent service has synchronized any valid data. | Verify that the Sync Agent service is active. Navigate to Cisco Unified Serviceability and select Tools > Control Center - Network Services . |

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| Verify that the Sync Agent service is running. | The Sync Agent service is not currently running. The Sync Agent is required for the Cisco Unified Presence server to work properly. | To start the Sync Agent service, navigate to Cisco Unified Serviceability and select Tools > Control Center - Network Services . |
| Presence Engine Tests | | |
| Verify that the Cisco Unified Communications Manager Presence Gateway entries exist. | No Cisco Unified Communications Manager Presence Gateway entries exist. | To configure a valid Presence Gateway, select. For more information, see Configuring Availability Information on Cisco Unified Presence . |
| Verify that the Presence Engine service is running. | Presence Engine service is currently not running. | To start the Presence Engine service, navigate to Cisco Unified Serviceability and select Tools > Service Activation . |
| Verify that the Presence Engine OAM Agent service is running. | Presence Engine OAM Agent service is currently not running. | To start the Presence Engine OAM Agent service, navigate to Cisco Unified Serviceability and select Tools > Control Center - Network Services . |
| Verify that the Presence Engine Database service is running. | Presence Engine Database service currently does not run. | To start the Presence Engine Database service, navigate to Cisco Unified Serviceability and select Tools > Control Center - Network Services . |
| Verify that the Presence Gateway is valid (check that it can be reached). | Invalid Presence Gateways exist. | To configure a valid Presence Gateway, select |
| Verify that a valid SIP trunk exists on the Cisco Unified Communications Manager server. | <ul style="list-style-type: none"> • No valid SIP trunk exists on the Cisco Unified Communications Manager. • Possible missing SIP trunk on Cisco Unified Communications Manager. Each Cisco Unified Presence server should have a corresponding SIP trunk that is configured (unless DNS SRV is enabled). Possible missing entries include <i>x.x.x.x</i>, <i>x.x.x.x</i>, ... | <ul style="list-style-type: none"> • Configure a valid SIP trunk on the Cisco Unified Communications Manager. • Verify that you have configured a valid SIP trunk on the Cisco Unified Communications Manager for each Cisco Unified Presence server in the cluster. If you are using DNS SRV, this may not be an issue because the Troubleshooter currently cannot resolve DNS SRV entries. |
| Verify that SIP Publish Model is correct. | <ul style="list-style-type: none"> • The SIP Publish configuration contains one of the following errors: <ul style="list-style-type: none"> ◆ Neither Cisco Unified Presence or Cisco Unified Communications Manager is configured for SIP Publish. ◆ SIP Publish is configured on the | <ul style="list-style-type: none"> • Enable SIP Publish on the Cisco Unified Presence Settings window. For more information, see Configuring Availability Information on Cisco Unified Presence. • For SIP Publish to work properly, line appearances must exist on the Cisco Unified Communications Manager* Modify the SIP Publish Trunk port on the Cisco Unified |

Table: Table Troubleshooter Tests and Solutions

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| | <p>Cisco Unified Communications Manager but not on the Cisco Unified Presence server.</p> <ul style="list-style-type: none"> ◆ SIP Publish is configured on the Cisco Unified Presence server but not on the Cisco Unified Communications Manager. • No line appearances currently exist on the Cisco Unified Communications Manager. • The port for the SIP Publish Trunk on Cisco Unified Communications Manager does not match any configured ports for the Cisco SIP Proxy Listeners on the Cisco Unified Presence server. | <p>Communications Manager (Device > Trunk) to match one of the port values for the Cisco SIP Proxy For more information, see Configuring System Information on Cisco Unified Presence.</p> |
| Proxy Server Tests | | |
| Verify that the SIP Proxy service Proxy Domain service parameter value is valid. | Invalid Proxy Domain service parameter value exists. (Either a value is empty or is set to the default.) | Configure a valid Proxy Domain service parameter (SIP Proxy service). Note: Enter a valid domain name and not an IP address. |
| Verify that the method/event routes exist. | Missing method/event routes. The default routes have been deleted. To function properly, Cisco Unified Presence requires routes. | At a minimum, you must configure two method routes (publish, subscribe) that route those requests to the Presence Engine. For more information, see Routing Network Traffic on Cisco Unified Presence . |
| Verify that the Proxy Incoming ACL is configured. | The system indicates that proxy Incoming ACL is not configured. | Add an Incoming ACL entry. Select and select Add New . For more information, see Configuring System Information on Cisco Unified Presence . |
| Verify that the Proxy Outgoing ACL is configured. | The system indicates that proxy Outgoing ACL is not configured. | Add an Incoming ACL entry. Select For more information, see Configuring System Information on Cisco Unified Presence . |
| Verify that the SIP Proxy service is running. | SIP Proxy service does not currently run. | To start the SIP Proxy service, navigate to Cisco Unified Serviceability and select Tools > Control Center - Network Services . |
| Verify that the Config Agent service is running. | Config Agent service does not currently run. | To start the SIP Proxy service, navigate to Cisco Unified Serviceability and select |

Table: Table Troubleshooter Tests and Solutions

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| | | Tools > Control Center - Network Services. |
| IP Phone Messenger Tests | | |
| Verify that an IPPM settings entry exists. Note: The Troubleshooter only tests IPPM when you enable it in Cisco Unified Presence Administration. To enable IPPM, select Application > IP Phone Messenger > Settings. | Missing entry does not appear in IPPM settings table. | To configure a valid Application username and password, select Application > IP Phone Messenger > Settings. |
| Verify that the IPPM application username is valid. | Invalid IPPM application username value exists. | To configure a valid Application username and password, select Application > IP Phone Messenger > Settings. |
| Verify that the IPPM application password is valid. | Invalid IPPM application password value exists. | To configure a valid Application username and password, select Application > IP Phone Messenger > Settings. |
| Verify that the Cisco Unified Presence IPPM application username and password match the configured Cisco Unified Communications Manager application username and password. | <ul style="list-style-type: none"> • IPPM application username mismatch exists. • IPPM application password mismatch exists. | <ul style="list-style-type: none"> • Configure a valid IPPM application username value on the Cisco Unified Communications Manager server that matches the IPPM application username on the Cisco Unified Presence server. • Configure a valid IPPM application password value on the Cisco Unified Communications Manager server that matches the IPPM application password value on the Cisco Unified Presence server. |
| Verify that the IPPM service is active. | The system indicates IPPM service currently is toggled to inactive. | To activate the IPPM service, use the IPPM Settings window. |
| Verify that the IPPM service is running. | IPPM service currently does not run. | To start the IPPM service, navigate to Cisco Unified Serviceability and select Tools > Control Center - Network Services. Start the SIP Proxy service. |
| Desk Phone Control Tests | | |
| Verify that the desk phone control application is active | The system indicates desk phone control application is currently toggled to inactive. | To activate the desk phone control application, select Application > Desk Phone Control > Settings. |
| Verify that the desk phone control application settings entry exists | The system indicates a missing entry in the desk phone control settings table | To configure the desk phone control settings, select Application > Desk Phone Control > Settings. |

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| Verify that the Cisco Unified Presence desk phone control application username and password match the configured Cisco Unified Communications Manager application username and password. | <ul style="list-style-type: none"> • desk phone control application username mismatch exists. • desk phone control application password mismatch exists. | <ul style="list-style-type: none"> • Configure a valid desk phone control application username value on the Cisco Unified Communications Manager server that matches the desk phone control application username on the Cisco Unified Presence server. • Configure a valid desk phone control application password value on the Cisco Unified Communications Manager server that matches the desk phone control application password value on the Cisco Unified Presence server. |
| Verify that the desk phone control service is running. | Desk phone control service currently does not run. | To start the desk phone control service, navigate to Cisco Unified Serviceability and select Tools > Control Center - Network Services . Start the SIP Proxy service. |
| Verify whether any users are currently assigned Desk Phone Control. | There are currently no users enabled for desk phone control. | To assign the desk phone control feature to users, select Application > Desk Phone Control > User Assignment . For more information, see Configuring Cisco Unified Presence for Integration with Desk Phone Control Client Applications |
| Meeting Notification/Calendaring Tests | | |
| Verify whether any calendaring Presence Gateways exist. | Multiple calendaring Presence Gateways exist. | You can provision only one calendar Presence Gateway within Cisco Unified Presence. |
| Verify that the IP Phone Messenger application is enabled | The Cisco IP Phone Messenger application currently shows it is turned off. You need this application for meeting notifications to properly display on the phone. | Enable the Cisco IP Phone Messenger application on the IPPM Settings window. |
| Verify that the SIP Proxy service is running | SIP Proxy service currently does not run. You need this service for the Meeting Notification application to work properly. | To activate the SIP Proxy service, navigate to Cisco Unified Serviceability and select Tools > Service Activation . |
| Verify that MeetingPlace is properly configured (to support Join Meeting callback feature). | <ul style="list-style-type: none"> • The Troubleshooter encountered an internal error on this test. • The system shows the MeetingPlace configuration is invalid (check MeetingPlace Address). You must configure MeetingPlace correctly for | <ul style="list-style-type: none"> • The Troubleshooter could not perform this test due to an internal error. Contact your system administrator immediately. • Configure MeetingPlace on the Meeting Notification Settings window. |

Table: Table Troubleshooter Tests and Solutions

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| | the Join Meeting Callback feature to work properly. | |
| Verify that the Exchange Presence Gateway is properly configured. | <ul style="list-style-type: none"> • The Exchange Presence Gateway security certificate configuration is invalid. The TLS handshake executed between CUP and Exchange failed. • Verify that the Exchange SSL connection using the Exchange Presence Gateway page. The upload of additional certificates via the OS Administration pages may be required. • The Exchange Presence Gateway security certificate configuration is invalid. The certificates contained in the Certificate chain may contain invalid information. • Unable to connect to the Exchange server due to network issues. • Unknown error has occurred. • The Troubleshooter has encountered an internal error on this test. | <ul style="list-style-type: none"> • Verify that the Exchange SSL connection using the Exchange Presence Gateway page. The upload of additional certificates via the OS Administration GUI may be required. • Verify that the Exchange SSL connection using the Exchange Presence Gateway page. You may be required to configure the certificates for the Exchange Presence Gateway using the Exchange Presence Gateway page. * Verify that the Exchange Certificate configuration using the Exchange Gateway page. • Verify that the network connection to the Exchange server. • An unknown error has occurred. Check the debug logs for further details. • The Troubleshooter was unable to perform this test due to an internal error. Check the debug logs for further details. |
| Interclustering Tests | | |
| Verify that any intercluster peer entries exist. | The Troubleshooter encountered an internal error on this test. | The Troubleshooter was unable to perform this test due to an internal error. Contact your system administrator immediately. |
| Verify that the intercluster Sync Agent service is running. | Intercluster Sync Agent service does not currently run. | To activate the intercluster Sync Agent service, navigate to Cisco Unified Serviceability and select Tools > Control Center - Network Services . |
| Verify the valid intercluster peers (check that it can be reached). | Invalid intercluster peer exists. | To configure a valid intercluster peer, select Cisco Unified Presence > Inter-Clustering . For more information, see Configuring Intercluster Peers on Cisco Unified Presence . |
| Verify AXL connectivity of each reachable intercluster peer. | Invalid intercluster peers exist. The system cannot connect (via AXL interface) to the listed peers. | Verify each intercluster peer address and associated credentials. This failure may indicate either an AXL username/password mismatch or AXL service is not running on remote peer. |
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Table: Table Troubleshooter Tests and Solutions

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| Verify that each intercluster peer supports interclustering. | Invalid inter-cluster peers exist. The listed peers do not support interclustering. | Verify that each intercluster peer supports interclustering. This failure may indicate a version mismatch with the specified peers. |
| Verify that intercluster peers have the same proxy domain as the local Cisco Unified Presence server | <ul style="list-style-type: none"> • The following peers have a proxy domain that does not match the local proxy domain. • You have no TLS-enabled intercluster peers so this test was not executed. | Verify that each intercluster peer has the appropriate proxy domain value. |
| Verify that users are associated (have been synchronized) with each intercluster peer. | Invalid intercluster peers. The listed peers have no associated users. | Verify each intercluster peer address and credentials. Intercluster peers with no associated (synchronized) users may indicate a possible configuration issue. |
| Verify that the Cisco Unified Presence clusters do not contain a user who is licensed on more than one Cisco Unified Presence cluster. | One or more users are licensed in more than one Cisco Unified Presence cluster. This causes inconsistent availability and instant message routing. | <p>Determine the true cluster to which each of the duplicate users belongs. Investigate which of the Cisco Unified Communications Manager clusters associated with the Cisco Unified Presence cluster has a user incorrectly licensed for Cisco Unified Presence.</p> <p>Select More to view the number of duplicate user in a Cisco Unified Presence cluster.</p> |
| Topology Tests | | |
| Verify that there are no unassigned users. | Unassigned users found in Cisco Unified Presence cluster. | <p>Presence will not work properly for unassigned users.</p> <p>For more information, see Configuring a Cisco Unified Presence Server for Deployment in the Network.</p> |
| Verify that all available nodes are assigned. | Unassigned nodes found in Cisco Unified Presence cluster. | <p>We recommend that you assign all nodes to a subcluster.</p> <p>For more information, see Configuring a Cisco Unified Presence Server for Deployment in the Network.</p> |
| Verify that there are no empty subclusters. | The following subclusters have no nodes assigned to them. | <p>We recommend that you assign all nodes to a subcluster.</p> <p>For more information, see Configuring a Cisco Unified Presence Server for Deployment in the Network.</p> |
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Table: Table Troubleshooter Tests and Solutions

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| Verify that all assigned nodes have users assigned to them. | The following nodes have no users assigned to them. | We recommend that you assign users to all nodes. For more information, see Configuring a Cisco Unified Presence Server for Deployment in the Network . |
| Cisco Unified Personal Communicator Tests | | |
| Verify whether any Cisco Unified Personal Communicator user is currently licensed. | No Cisco Unified Personal Communicator users are currently licensed. | License users on Cisco Unified Communications Manager. Select System > Licensing > Capabilities Assignment . |
| Verify that a primary TFTP server has been configured and can be reached. | No TFTP servers have been configured. A primary TFTP server must be configured for Cisco Unified Personal Communicator to work properly. | Verify that one or more valid TFTP servers have been configured and can be reached. |
| Verify whether Cisco Unified Personal Communicator users have been assigned to a subcluster. | The following Cisco Unified Personal Communicator users are currently unassigned. Users must be assigned to a subcluster in order for availability status reporting to work properly for those users. | Assign Cisco Unified Personal Communicator users using the Topology User Assignment window. For more information, see Configuring a Cisco Unified Presence Server for Deployment in the Network . |
| Verify whether the Cisco Unified Personal Communicator application profiles have been configured. | The following applications have no configured profiles. | Create profiles for each application, for example, Voicemail and Conferencing profiles. For more information, see Configuring Conferencing Servers for Cisco Unified Personal Communicator . |
| Verify whether Cisco Unified Personal Communicator Mailstore servers have been configured and can be reached.. | <ul style="list-style-type: none"> • Currently there are no Mailstore servers configured • The following Mailstore servers can not be reached: | <ul style="list-style-type: none"> • Configure Mailstore servers, which can be subsequently used in your Voicemail profiles. • Verify the address of the Mailstore server and whether it can be reached. For more information, see Configuring Voicemail Servers for Cisco Unified Personal Communicator . |
| Verify whether the Cisco Unified Personal Communicator application profiles have any unassigned users. | The following application profiles have no users assigned. | Assign users to profiles for each application for example, Voicemail and Conferencing profiles. For more information, see Configuring Conferencing Servers for Cisco Unified Personal Communicator . |
| Verify whether the primary server for each Cisco Unified Personal Communicator application profile can be reached. | The following application profiles currently have a primary server that can not be reached. | Verify the primary server for each application profile (for example, Voicemail and Conferencing profiles). For more information, see Configuring Conferencing Servers for Cisco Unified Personal Communicator . |

Related Topics

- [How to Find and Delete Components in Cisco Unified Presence Administration](#)
- [Troubleshooting the System Configuration](#)
- [Getting More Information](#)

Presence Viewer Tests and Solutions

The table below describes the troubleshooter tests and solutions.

Table: Table Troubleshooter Tests and Solutions

| Test Description | Problem Description | Solution |
|---|---|--|
| Presence Viewer Tests | | |
| Verify that the CTI Gateway service is active. | The system shows CTI Gateway service currently toggled to inactive. | To activate the CTI Gateway service, use the CTI Gateway Settings window. |
| Verify that Cisco Unified Presence users are associated (have been synchronized) with Cisco Unified Communications Manager. | The specified user does not exist in the Cisco Unified Presence database. | Verify that the user exists on the Cisco Unified Communications Manager publisher and has been added to the Standard CCM End Users group. |
| Verify that the user is licensed for Cisco Unified Presence. | The specified user has not been licensed for Cisco Unified Presence. | Verify that the user has been licensed on the Cisco Unified Communications Manager Publisher Capabilities Assignment page. |
| Verify whether any users currently have the desk phone control feature assigned. | The system indicates no users are currently MOC-assigned. | To assign the MOC feature to users, select Application > Deskphone Control > User Assignment . For more information, see Configuring Cisco Unified Presence for Integration with Desk Phone Control Client Applications . |
| Verify that the Cisco Unified Presence application username and password match the currently configured Cisco Unified Communications Manager application username and password. | <ul style="list-style-type: none"> • CTI Gateway application User ID mismatch exists. • CTI Gateway application password mismatch exists. | <ul style="list-style-type: none"> • Configure a valid CTI Gateway application username value on the Cisco Unified Communications Manager server that matches the CTI Gateway application username value on the Cisco Unified Presence server. • Configure a valid CTI Gateway application password value on the Cisco Unified Communications Manager server that matches the CTI Gateway application password value on the Cisco Unified Presence server. |
| Verify that the CTI Gateway service is running. | CTI Gateway service currently does not run. | To start the CTI Gateway service, use the Serviceability application and start the SIP Proxy service. |

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| Verify that the LCS/OCS address can be reached. | The specified LCS/OCS address can not be reached. The system was unable to successfully ping this address. | Verify that the specified LCS/OCS address is valid. |
|---|---|---|

Related Topics

- [How to Find and Delete Components in Cisco Unified Presence Administration](#)
- [Getting More Information](#)

Desk Phone Control Tests and Solutions

Before You Begin

Run the desk phone control troubleshooter.

The table below describes the desk phone control troubleshooter tests and solutions.

| Test Description | Problem Description | Solution |
|---|--|---|
| Desk Phone Control Tests | | |
| Verify that the desk phone control application is active. | The system shows the desk phone control service is currently toggled to inactive. | To activate the Desk Phone Control service, select Application > Deskphone Control > Settings . |
| Verify that Cisco Unified Presence users are associated (have been synchronized) with Cisco Unified Communications Manager. | The specified user does not exist in the Cisco Unified Presence database. | Verify that the user exists on the Cisco Unified Communications Manager publisher and has been added to the Standard CCM End Users group. |
| Verify that the user is licensed for Cisco Unified Presence. | The specified user has not been licensed for Cisco Unified Presence. | License users on Cisco Unified Communications Manager. Select System > Licensing > Capabilities Assignment . |
| Verify whether any users are assigned the desk phone control feature currently. | The system indicates no users are currently MOC-assigned. | To assign the desk phone control feature to users, select Application > Deskphone Control > User Assignment . |
| Verify that the preferred Proxy listener transport type is not set to UDP. | The preferred Proxy listener transport type is currently set to UDP. MOC phone control will not work properly with this setting. | Change the preferred Proxy listener transport type to either TCP or TLS. UDP causes desk phone control failure. |
| Verify that the LCS/OCS address is resolvable (via local/DNS configuration). | The specified LCS/OCS server address is unresolvable. | Verify that the specified LCS or OCS server address is valid. In addition, check your DNS settings and verify the address is resolvable, that is, ensure that it is a valid hostname or Fully Qualified Domain Name (FQDN). |
| | | |

Table: Table Troubleshooter Tests and Solutions

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|---|--|---|
| Verify that the LCS/OCS address can be reached. | The specified LCS/OCS address could not be reached. The system was unable to successfully ping this address. | Verify that the specified LCS or OCS address is valid. |
| Verify that the LCS/OCS address has a corresponding incoming Access Control List (ACL) entry. | The specified LCS/OCS server address is missing the corresponding incoming ACL entry. | Verify that the specified LCS or OCS server address has an entry in the incoming ACL. |

Related Topics

- [How to Find and Delete Components in Cisco Unified Presence Administration](#)
- [Getting More Information](#)