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This information applies to all Cisco Unified Communications System releases.

Troubleshooting networking equipment at a system level requires solid detective skills. When a problem occurs, the list of potential suspects is long. You must collect detailed information and systematically narrow the list of potential causes to determine the root problem. To organize this process, and to follow the practice of starting with a broad problem symptom and narrowing the focus to the possible devices that are causing the problem, the troubleshooting information in this Wiki will be presented in structured tables similar to the one shown below:

General Problem Area	General Symptom	Specific Indicators	Possible Culprit
Broad statement of the problem (for example, calls failing)	More specific problem case #1 (for example, calls not reaching a connected state	How the problem is reported and/or where to get more details on the problem (for example, alarm/alert notifications, error messages in log files, and so forth)	Device(s) that may be misconfigured or not operating properly (for example, incorrect routing instructions in Unified Communications Manager). Device-specific diagnostic tools and troubleshooting steps will be presented in separate product articles with links from this table.
	More specific problem case #2 (for example, calls routed to wrong agent in a call center environment)	How the problem is reported and/or where to get more details on the problem (for example, alarm/alert notifications, error messages in log files, and so forth)	Device(s) that may be misconfigured or not operating properly (for example, bad ICM scripts). Device-specific diagnostic tools and troubleshooting steps will be presented in an article with links from this table.

Cisco Unified Communications system-level troubleshooting information in this wiki is divided into the following sections:

◊ System Troubleshooting Methodology

◊ General System Problem Areas

Have you had experience troubleshooting Cisco Unified Communications equipment? Can you expand on this topic? Please contribute to this wiki and share the tools and techniques you used by sending E-mail to sysdocwiki@cisco.com. Guidelines for submitting content are available on the About DocWiki pages.