Troubleshooting Video Components

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Cisco Conference Hardware

For information about troubleshooting the Cisco Conference Hardware, see: http://www.cisco.com/c/en/us/support/collaboration-endpoints/telepresence-administration-software/products-system-message-guides-list.html.

Cisco Expressway OTT Deployment / Secured Internet

Cisco Jabber for Windows Log File

The log file is saved as csf-unified.log in `C:\Users\<UserID>\AppData\Local\Cisco\Unified Communications\Jabber\CSF\Logs`.

Error codes are logged "`Discovery Failure -> (id) name`.

ID	Name	UI message	Description
1001	ServiceDiscoveryFailure	Failed to discover network services.	Unknown discovery failure.
1002	ServiceDiscoveryAuthenticationFailure	Your username or password is not correct.	Failed to authenticate with CUCM.
1003	ServiceDiscoveryCannotConnectToCucmServer	Cannot communicate with server.	Cannot connect to CUCM.
1004	ServiceDiscoveryNoCucmConfiguration	Failed to discover network services.	CUCM server is misconfigured.
1005	ServiceDiscoveryNoSRVRecordsFound	Failed to discover network services.	No SRV records are found.
1006	ServiceDiscoveryCannotConnectToEdge	Cannot communicate with server.	Cannot connect to the EDGE server.

ID	Name	UI message	Description
1007	ServiceDiscoveryNoNetworkConnectivity	Cannot communicate with server.	No network connectivity.

Cisco Jabber for Windows Configuration and Cache File

The discovery cache file can be useful for finding discovery failures. In Jabber for Windows, download the configuration file that is saved in `C:\Users\<UserID>\AppData\Roaming\Cisco\Unified Communications\Jabber\CSF\Config`.

The service-location.xml file contains information about found SRV records:

```xml
<?xml version="1.0"?>
<UCServices>
<DomainName>ciscotp.com</DomainName>
    <UCService>
        <type>CUCM</type>
        <connectionInformation>
                <name>_cisco-uds</name>
                <scope>UNKNOWN</scope>
                <address>cucm36.ciscotp.com</address>
                <protocol>_tcp</protocol>
                <port>8443</port>
        </connectionInformation></UCService>
    <UCService>
        <type>CUP</type>
        <connectionInformation>
                <name>_cuplogin</name>
                <scope>UNKNOWN</scope>
                <address>imp33.ciscotp.com</address>
                <protocol>_tcp</protocol>
                <port>8443</port>
        </connectionInformation></UCService>
</UCServices>
```

EX Endpoints

Log in to the device. Go to **Diagnostics**. Check `eventlog/all.log` for errors.

VCS

To check the status, log in to the device and go to **Status** > **Logs** > **Event Logs**. Check the events for failures.

To view the log file, log in to the device and go to **Maintenance** > **Diagnostics** > **Diagnostic Logging**. Click **Start new Log**. Attempt registration or call. Click **Stop Logging** and then click **Download Log** for log inspection of your failure.

Cisco Shared Expressway Deployment for Business to Business Calling / Secured Internet

Calls may fail for various reasons, including configuration errors or remote non-HCS Endpoint behavior.

Use the logs and traces available on Expressway or Unified Communication Manager to identify the source of the problem. Refer to the Cisco Expressway Troubleshooting guides located at http://www.cisco.com/c/en/us/support/unified-communications/expressway-series/tsd-products-support-troubleshoot-and-alerts.html or UCM Troubleshooting guides located at http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/tsd-products-support-troubleshoot-and-alerts.html.

Issues on the CUBE-Enterprise can be related to many things, including firewall configurations, Expressway encryption settings, certificate validation failures, call policy settings for adjacency routing. For more information on troubleshooting, refer to the Cisco Unified Border Element troubleshooting guides located at https://www.cisco.com/c/en/us/support/unified-communications/unified-border-element/products-installation-and-configuration-guides-list.html.