Cisco TelePresence System Message Guide

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Cisco TelePresence System Message Overview

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Contents

This guide describes system messages for the Cisco TelePresence System (CTS). Administrators can find these messages in the System Operation (sysop) log. Administrators can also use the Simple Network Management Protocol (SNMP) Management Information Base (MIB) CISCO-SYSLOG-MIB to retrieve messages.

Note Not all system messages indicate problems with your system. Some are purely informational, and others may help diagnose issues with your hardware, or system software, or internal or external network.

Audience

The *Cisco TelePresence System Message Guide* is for the following Cisco TelePresence users:

- CTS administrators who can access these types of messages:

    - Sysop log messages via the Administration interface Troubleshooting > Log Files window.

    - SNMP messages via SNMP traps that send the messages to a management station.

- CTS-Manager administrators who view system messages in the Troubleshoot > System Messages window.

- Cisco TelePresence Multipoint Switch adminstrators who can view CTMS system messages in one of two ways:

- Click **System Messages** under **Troubleshoot** in the left navigation.
- From the **System Status** at the bottom of the left navigation, click the icon for **Warnings** or **Errors**.

How This Guide Is Organized

This document contains the following chapters:

Understanding System Message Types

This guide provides a number of CTS system message types:

System Operations (sysop) Log Messages

Sysop log messages describe system activities related to TelePresence meetings, such as video or audio activities. These messages can help you identify and resolve system operation problems.

The CTS stores these messages in up to 20 files. After the 20th file is full, the system overwrites the contents of the 1st file, then the 2nd file, and so on.

The most recent messages display in the Administration interface as shown in Figure 1. To access these messages, choose Troubleshooting > Log Files from the left navigation panel of the Administration interface.

Figure 1   CTS Sysop Log Messages

For information on downloading the sysop files from the Sysop Files page, see the appropriate version of the *Cisco TelePresence System Administration Guide*, which you can access at http://www.cisco.com/en/US/products/ps8332/prod_maintenance_guides_list.html.

You can also access sysop log messages using the **file view log** command in the CTS command-line interface (CLI). For example, to view the messages in the sysop00000.log file, enter the following command:

```
admin: file view log /sysop/sysop00000.log
```

For information on accessing the CTS CLI and using the commands, see the *Cisco TelePresence System Command-Line Interface Reference Guide*, which you can access at http://www.cisco.com/en/US/products/ps8332/prod_command_reference_list.html.

For a description of each sysop log message, including a recommended action, if one is appropriate, see Chapter 2, "Cisco TelePresence System Operation (Sysop) Log Messages."

Note   Sysop log messages are often confused with System Log (syslog) messages. Syslog messages are debugging logs that are collected from your system and used by Cisco technical response to diagnose and resolve issues. Syslog messages are not displayed in the Administration interface.

SNMP Trap Messages

Simple Network Management Protocol (SNMP) traps enable an agent to notify the management station of significant events by way of an unsolicited SNMP message. Managers responsible for large numbers of devices that have many objects assigned are notified by each agent on the managed device by trap messages of system events.

After the manager receives the event, the manager displays it and can choose to take an action based on the event. For instance, the manager can poll the agent directly, or poll other associated device agents to get a better understanding of the event.

Trap-directed notification can result in substantial savings of network and agent resources by eliminating the need for frivolous SNMP requests. However, it is not possible to totally eliminate SNMP polling. SNMP requests are required for discovery and topology changes. In addition, a managed device agent can not send a trap, if the device has had a catastrophic outage.

SNMP messages are found in Chapter 9, "SNMP Trap Messages for Cisco TelePresence MIB Files."

Understanding Message Traceback Reports

Some messages describe internal errors and contain traceback information. This information is very important and should be included when you report a problem to your technical support representative.

The following sample message includes traceback information:

```
-Process= "Exec", level= 0, pid= 17
-Traceback= 1A82 1AB4 6378 A072 1054 1860
```

Understanding Jitter and Defining Jitter Thresholds

Jitter is defined as the difference between the time the video frame is expected to arrive at the endpoint, and the actual time that it arrives. There are two types of jitter: packet jitter, and video frame jitter. The video frames are enclosed in packets.

For packet jitter, you should follow the guidelines in the "Network Infrastructure" section of the *Cisco Collaboration Systems 10.x Solution Reference Network Designs (SRND)*. Currently the jitter level at the packet level is set at a maximum of 100 milliseconds (ms).

You should measure jitter at the video frame level (application layer) for Cisco TelePresence systems, rather than the packet level (network layer). A network with 0 ms of packet frame jitter can still have jitter at the video frame level if the RX buffer of the codec is overwhelmed with a large number of packets. Therefore, you should measure the arrival time of the entire video frame vs. the expected arrival time of that frame, based on the 33ms clock rate of video frame intervals. Use the information in Table 1 as the guideline for jitter in your network.

Measure jitter from the Ethernet port of the system codec on the far end to the Ethernet port of the system codec on the near end.

Table 1 **Jitter Value**

Metric	Target	Thresholds			
		1st	2nd	3rd	4th
Video Jitter	50 ms	85 ms	125 ms	165 ms	245 ms

Your system monitors jitter in the following ways:

- During a call, you can view the jitter information on the Touch device by tapping **More > Status > Call Status** and viewing the Jitter field. If the jitter value is Good, the jitter rate is lower than 125 ms. A value of Marginal represents jitter rates between 125 and 165 ms. A value of Poor represents jitter rates above 165 ms.

- You can monitor the jitter rate for your system by logging into the CTS Administration Console for your system and navigating to **Monitoring > Call Statistics**, then clicking the **Audio/Video Call: Video Stream Statistics** check box and checking the jitter rates in both the Transmit and Receive areas.

  The jitter rates are color-coded. Jitter rates that are less than 125 ms is marked in green. Jitter rates between 125 and 165 ms are marked in yellow, and rates above 165 ms are marked in red.

  Although no system actions are performed when jitter levels are exceeded, jitter at the video frame level is closely related to dropped video frames. If the RX buffer is exceeded, the system starts dropping frames. The Cisco TelePresence system changes the call quality based on the number of dropped frames.

- You can use the status bars on the TelePresence system screen to monitor packet drop, which is closely related to jitter. The *"Call Connection Status Bars"* section of the *Cisco TelePresence System User Guide, Software Release TX 6* shows you the actions that are taken when packets are dropped.

Note The status bars are not shown on calls that use a Cisco TelePresence Server; however, the same steps are taken, whether or not the bars are shown.

How Your CTS or TX System Measures Jitter

The CTS measures jitter upon the arrival of each frame and reports the jitter based on per 10-second and per call averages. The jitter period report provides the jitter measurement for the last 10-second period. The jitter call report shows the average jitter measurement per call. You can access both reports in the Monitoring > Call Statistics page in the CTS Administration interface.

Note The CTS measures jitter between video frames and not packet frames, which applies to network devices. A video frame is a compressed picture that is used to update the screen.

The CTS calculates jitter as the sum of the maximum deviation (both late and early packets) from the expected arrival time as given by the frame period. (A late packet is a packet delivered after the picture has been reassembled and sent to the display. These packets are not lost but have the same impact as lost packets because they cannot be used by the video decoder.) The CTS computes frame jitter based on the arrival time of the last packet of a frame.

For example, for a 30 fps video stream with a measurement period of 165 ms or 5 frames (instead of 10 seconds and 300 frames), the CTS performs 5 jitter calculations. The Jitter (Period) would be reported as 5 ms (or 1 ms per frame [5 ms/5 frames = 1 ms jitter per frame]).

```
Frame Actual Arrival Time(ms) = 0 33 70 99 131
Frame Expected Arrival Time(ms) = 0 33 66 99 132
Offset = 0 0 +4 0 -1
Max Late = 4ms (absolute value)
Min Late = 1ms (absolute value)
Jitter/Period = 5ms (for this 165ms period)
```

If there were only 2 jitter periods in this call, the first period jitter measurement would be 5 msecs and the second period jitter measurement would be 10 msecs. The Jitter/Call would be reported as 7.5 msecs.

```
Jitter/Call = (((PerCallJitter * (NumMeasurementIntervals - 1)) + CurrentJitter) /
(NumMeasurmentIntervals)
Where: PerCallJitter = 5msecs
NumMeasurementIntervals = 2 (1-relative)
CurrentJitter = 10 msecs
Jitter/Call = 7.5msecs = (((5msecs * (2-1)) + 10msecs) / 2
```

System Messages for CTS-Manager and CTMS

For information about system messages found in the Cisco TelePresence Manager and Cisco TelePresence Multipoint Switch administration interfaces, see the following:

- Troubleshooting Cisco TelePresence Manager chapter of the Cisco TelePresence Manager Administration and Installation Guide for your release.
- Troubleshooting and Monitoring chapter of the Cisco TelePresence MultiPoint Switch Administration Guide for your release.

Obtaining Technical Assistance

When the recommended action of a sysop log message advises that you contact Cisco technical support, open a case with the Cisco Technical Assistance Center (TAC). Read the following methods to obtain additional information.

Cisco.com

Cisco.com is a starting point for all technical assistance. Customers and partners can obtain documentation, troubleshooting tips, and sample configurations from online tools. For Cisco.com registered users, additional troubleshooting tools are available from the TAC website.

Cisco.com is the foundation of a suite of interactive, networked services that provides immediate, open access to Cisco information and resources at any time, from anywhere in the world. This highly integrated Internet application is a powerful, easy-to-use tool for doing business with Cisco.

Cisco.com provides a broad range of features and services to help customers and partners streamline business processes and improve productivity. Through Cisco.com, you can find information about Cisco and our networking solutions, services, and programs. In addition, you can resolve technical issues with online technical support, download and test software packages, and order Cisco learning materials and merchandise. Valuable online skill assessment, training, and certification programs are also available.

Customers and partners can self-register on Cisco.com to obtain additional personalized information and services. Registered users can order products, check on the status of an order, access technical support, and view benefits specific to their relationships with Cisco.

To access Cisco.com, go to the following website:

http://www.cisco.com

Technical Assistance Center

The Cisco TAC website is available to all customers who need technical assistance with a Cisco product or technology that is under warranty or covered by a maintenance contract.

Contacting TAC by Using the Cisco TAC Website

If you have a priority level 3 (P3) or priority level 4 (P4) problem, contact TAC by going to the TAC website:

http://www.cisco.com/en/US/customer/support/index.html

P3 and P4 level problems are defined as follows:

- P3—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- P4—You need information or assistance on Cisco product capabilities, product installation, or basic product configuration.

In each of the above cases, use the Cisco TAC website to quickly find answers to your questions.

To register for Cisco.com, go to the following website:

https://tools.cisco.com/RPF/register/register.do

If you cannot resolve your technical issue by using the TAC online resources, Cisco.com registered users can open a case online by using the TAC Case Open tool at the following website:

http://tools.cisco.com/ServiceRequestTool/create/

Contacting TAC by Telephone

If you have a priority level 1 (P1) or priority level 2 (P2) problem, contact TAC by telephone and immediately open a case. To obtain a directory of toll-free numbers for your country, go to the following website:

http://www.cisco.com/en/US/support/tsd_cisco_worldwide_contacts.html

P1 and P2 level problems are defined as follows:

- P1—Your production network is down, causing a critical impact to business operations if service is not restored quickly. No workaround is available.
- P2—Your production network is severely degraded, affecting significant aspects of your business operations. No workaround is available.

Cisco TelePresence System Operation (Sysop) Log Messages

Contents

This chapter presents the sysop log messages, which are alphabetically grouped as follows:

- #
- A
- B
- C
- D
- E
- F
- H
- I
- J
- K
- L
- M
- N
- P
- R
- S
- T
- U
- V
- W

For more details on the information provided for each sysop log message, see "How System Operation (Sysop) Log Messages Are Documented" section on page 2-2.

How System Operation (Sysop) Log Messages Are Documented

The following sections provide details about the sysop log message documentation:

- Organization, page 2-2
- Variables, page 2-2
- Message Added to Release, page 2-3
- Severity Levels, page 2-3
- Troubleshooting Information, page 2-3

Organization

The sysop log messages are organized alphabetically using the following guidelines:

- All words in a message, including articles such as "the," "this," "an," and so on, are factored into the alphabetical organization. For example, if the first word in a message is "The," this message is alphabetized under "T."
- Numbers are given a higher priority than alphabetical characters. Therefore, messages starting with numbers may appear before an equivalent message without numbers. For example, the message "100% packet loss was detected," would appear before the message "Packet loss was detected.
- These elements are ignored, and thereby, are not factored into the alphabetical ordering:
  - Special characters, such as parentheses (()), square brackets ([]), colons (:), and so on
  - Punctuation, such as commas (,) and periods
  - Empty characters spaces

Variables

Some sysop log messages that appear in release 1.5 include variables, which appear in the documentation only. Instead of variables, the 1.5 sysop log messages that appear in the Administration interface include actual values derived from your CTS.

Table 2-1 describes the variable that can appear in the documentation of these messages.

Table 2-1   ***Variables in Sysop Log Messages for Release 1.5***

Variables	Description
[char]	Single character
[chars]	Character string
[dec]	Decimal number
[int]	Integer

Message Added to Release

The documentation for each sysop log message includes the software release(s) in which the message appears.

> **Note**   If the documentation indicates that a message appears in an earlier release, for example, release 1.5, but does not indicate that they appear in subsequent releases, for example, releases 1.6 and 1.7, you can assume that the message were removed from the subsequent releases.

Severity Levels

Each sysop log message has a severity level with which it is associated. Table 2-2 outlines the possible severity levels from the most critical to the least critical.

> **Note**   The severity levels for sysop log messages that display in software release 1.5 are not available.

Table 2-2   Sysop Log Message Severity Levels

Severity Level (As Appears in Sysop Log Files)	Severity Level (As Appears in Documentation)	Description
ERROR	Error	Error condition.
WARN	Warning	Warning condition.
INFO	Informational	Informational message only.

Troubleshooting Information

For troubleshooting information that can help diagnose conditions described by the sysop log messages, see the *Cisco TelePresence System Troubleshooting Guide*, which you at access at
http://www.cisco.com/en/US/products/ps8332/prod_troubleshooting_guides_list.html.

■ #

# #

{0}

Message Added to Release
1.8

Severity
Informational

Explanation
This is an informational message to let the administrator know that a failed attempt was made to access the system.

Recommended Action
If this message appears frequently, you may want to investigate the source of the login attempts.

100\ 0et logs complete with missing sections

Message Added to Release
1.8. 1.9

Severity
Warning

Explanation
Network interface logs have been generated, but are incomplete.

Recommended Action
Regenerate the incomplete log file(s).

100\ 0et logs complete

Message Added to Release
1.8

Severity
Informational

Explanation
Network interface logs have been successfully generated.

Recommended Action
No action is necessary.

A

A screen capture was attempted and could not be created

Message Added to Release

1.7

Severity

Warning

Explanation

A screen capture attempt was unsuccessful.

Recommended Action

Retry the screen capture.

A screen capture was successfully created

Message Added to Release

1.7

Severity

Informational

Explanation

A screen capture was successfully created.

Recommended Action

No action is required.

Accepted SSL connection from Cisco Unified CM but unable to verify certificate

Message Added to Release

1.6

Severity

Error

Explanation

The connection between the Transport Layer Security (TLS) server and the Cisco Unified Communications Manager (Cisco Unified CM) server could not complete its handshake.

Recommended Action

Verify that both sides of the connection have valid certificates. For example, use **tcpdump** to capture the ethereal trace during the handshake, and check the error code.

admin and helpdesk users should not have the same name. Configuration was ignored

Message Added to Release

1.7

Severity

Warning

Explanation

The admin and helpdesk usernames are the same, and this duplication is causing the Cisco Unified CM configuration to be ignored.

Recommended Action

Change either the admin or helpdesk username.

admin CLI login from {0}:{1}

Message Added to Release

1.6

Severity

Informational

Explanation

The indicated administrative CLI user is logged into the indicated host.

Recommended Action

No action is required.

admin CLI logout (forced) from {0}:{1}

Message Added to Release

1.6

Severity

Informational

Explanation

The system terminated the SSH session of an administrative CLI user (as opposed to the user voluntarily terminating the session). The variable "{0}" indicates the SSH client IP address, and "{1}" indicates the SSH client port number.

Recommended Action

Log back in again.

admin CLI logout from {0}:{1}

Message Added to Release
1.6

Severity
Informational

Explanation
The indicated administrative CLI user has logged out from the indicated host.

Recommended Action
No action is required.

An endpoint(%s) was detected not responding in a conference

Message Added to Release
1.5

Severity
Information not available

Explanation
The Cisco TelePresence Multipoint Switch (CTMS) continuously estimates the round-trip time between the endpoints and CTMS. CTMS allows five seconds to complete this estimation. This message displays if the endpoints do not respond for 5 consecutive estimation requests.

Recommended Action
Pressing **Hold**, then **Resume** in the CTS IP Phone UI may resolve the problem. If the problem persists, work with the CTMS administrator to collect the CTMS logs and attempt to discover the root cause of this problem.

Audio driver not responding

Message Added to Release
1.6

Severity
Error

Explanation
The call ended because the audio driver was not responding.

Recommended Action
If this condition persists, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

A

Audio/video expansion unit not detected

Message Added to Release

1.6

Severity

Error

Explanation

The call ended because an Audio/Video Expansion Box was not detected.

Recommended Action

Make sure that the box is properly plugged in. If this condition persists, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Auto upgrade is disabled

Message Added to Release

1.5

Severity

Information not available

Explanation

The automatic software upgrade feature has been disabled, and until it is reenabled, you will not be able to upgrade the software. The system will not attempt to use the software load specified in the Cisco Unified CM configuration file.

Recommended Action

If you continue to get this message, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Auto upgrade is enabled

Message Added to Release

1.5

Severity

Information not available

Explanation

The automatic software upgrade feature has been enabled.

Recommended Action

No action is required.

Auxiliary Audio stream packet loss detected

Message Added to Release

1.7

Severity

Informational

Explanation

Packet loss was detected on the auxiliary audio streams.

Recommended Action

No action is required.

Auxiliary Video stream packet loss detected on the {0} codec

Message Added to Release

1.7

Severity

Informational

Explanation

This message provides information about the packet loss detected on the auxiliary video stream of the indicated codec.

Recommended Action

No action is required.

B

Bandwidth Negotiated: Local Bandwidth={0}, Remote Bandwidth={1}, Negotiated Bandwidth={2}, Presentation Bandwidth={3}, # of displays={4}, Remote Topology={5}

Message Added to Release

1.6

Severity

Informational

Explanation

Displays the following information:

- The indicated local, remote, negotiated, and presentation bandwidth negotiated in the Session Description Protocol (SDP) exchange between the local and remote endpoints.

- The indicated number of displays for the local and remote endpoints.

Recommended Action

No action is required.

Bandwidth Negotiated: Local Bandwidth/Remote Bandwidth/Negotiated Bandwidth={0}, Presentation Bandwidth={1}, # of displays={2}, Remote Topology={3}

Message Added to Release

1.7

Severity

Informational

Explanation

Displays the following information:

- The indicated local, remote, negotiated, and presentation bandwidth negotiated in the Session Description Protocol (SDP) exchange between the local and remote endpoints.

- The indicated number of displays for the local and remote endpoints.

Recommended Action

No action is required.

BFCP Status: {0}

Message Added to Release

1.9

Severity

Informational

Explanation

Displays BFCP status.

Recommended Action

No action is required.

Bit rate reduction message is displayed

Message Added to Release

1.5

Severity

Information not available

Explanation

The Cisco TelePresence System (CTS) downgraded its bit rate transmission.

Recommended Action

No action is required.

Bit rate reduction message is displayed due to network congestion

Message Added to Release

1.5

Severity

Information not available

Explanation

Network congestion was detected and the system adjusted to a lower bit rate.

Recommended Action

Work with your network administrator to check your network for packet loss and latency. If you require further assistance, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

{0} bulb is blown.

Message Added to Release

1.7

Severity

Warning

Explanation

A bulb, which is also known as a lamp, in a peripheral has blown out.

Recommended Action

Replace the bulb on the peripheral.

{0} bulb usage time is longer than the expected lifetime

Message Added to Release

1.7

Severity

Warning

Explanation

The longevity of the peripheral bulb, which is also known as a lamp, has exceeded the expected lifetime.

Recommended Action

Change the bulb, then reset the peripheral.

C

Call authenticated message is displayed

Message Added to Release
1.5

Severity
Information not available

Explanation
This call is authenticated, and the security icon is displayed on the main screen.

Recommended Action
No action is required.

Call connected to [chars] remote_dn=[number]

Message Added to Release
1.5

Severity
Information not available

Explanation
A call from the indicated caller ID has been connected to the indicated remote directory number.

Recommended Action
No action is required.

Call downgraded to non-secure due to mismatched incoming and outgoing security mechanisms

Message Added to Release
1.8

Severity
Warning

Explanation
The CTS endpoints in the call are using different mechanisms to authenticate themselves. As a result, the security of the call has been downgraded to non-secure.

Recommended Action
Put the call on hold and then resume the call. If this condition persists, and a secure call must be made, work with your administrator to verify that the security configuration on the CTS and the remote endpoint. Alternatively, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Call dropped due to incoming media issue ({0} codec)

Message Added to Release

1.9

Severity

Error

Explanation

The call has ended due to the reason shown in the system message.

Recommended Action

If this condition persists, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Call ended due to 100 percent packet loss

Message Added to Release

1.6

Severity

Informational

Explanation

The call has ended because no packets have been received for the last 60 seconds.

Recommended Action

Collect the CTS log files as soon as possible, and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Call ended due to bandwidth renegotiation timeout

Message Added to Release

1.7

Severity

Error

Explanation

During call setup, the CTS negotiates the minimum required bandwidth with the remote endpoint. After call setup, CTS renegotiates the bandwidth to accommodate for security, presentation, topology, and legacy overheads. One side of the call sends the renegotiation request, and the other side waits for arrival of the request. During the renegotiation, a timeout occurred while one of the sides waited for the renegotiation request to arrive.

Recommended Action

If this condition persists, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Call ended due to inability to downgrade security

Message Added to Release

1.6

Severity

Error

Explanation

Two or more CTS endpoints were in a secured call when one of the endpoints (CTS-A) added a non-secure endpoint (CTS-C), for example, as an audio add-in. As a result, CTS-A sent a security downgrade request to the other endpoints that were in the secured call, in this case, CTS-B. However, CTS-B did not respond to this request in a timely manner.

Recommended Action

If secured calls must be made, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Call ended due to incompatible media negotiated

Message Added to Release

1.7

Severity

Error

Explanation

The call was disconnected because one of the endpoints is an unsupported non-CTS endpoint, and the negotiation with this endpoint was unsuccessful.

Recommended Action

Collect the CTS log files, and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Call ended due to incompatible software versions

Message Added to Release

1.6

Severity

Error

Explanation

The call has ended because the remote endpoint is running an older software version.

Recommended Action

Upgrade the remote endpoint software so that it is compatible with the software running on the other remote endpoints.

Call ended due to insufficient bandwidth

Message Added to Release

1.6

Severity

Error

Explanation

The call ended because of insufficient bandwidth.

Recommended Action

Work with your network administrator to check the network configuration. Check the bandwidth region settings in the Cisco Unified CM configuration. If this condition persists, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Call ended due to media service restarted

Message Added to Release

1.6

Severity

Error

Explanation

The call has ended because of a media component error. The call will be restarted.

Recommended Action

Verify that the cameras are properly connected. If this condition persists, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Call ended due to module reset. Module restarted.

Message Added to Release

1.6

Severity

Error

Explanation

The call ended because of a reset of the digital signal processor (DSP) firmware. The DSP module was restarted.

Recommended Action

If this condition persists, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Call ended due to network congestion

Message Added to Release

1.6

Severity

Error

Explanation

The call has ended because packet loss is detected during the call.

Recommended Action

Work with your network administrator to determine the cause of the network congestion, and take the appropriate action.

Call ended due to packet loss exceeding 10 percent threshold

Message Added to Release

1.6

Severity

Error

Explanation

More than 10 percent packet loss was detected for more than 60 seconds, which caused the call to end and the bit rate to be downgraded to the lowest possible level.

Recommended Action

Work with your network administrator to determine if this condition is transient or longer term, and take the appropriate action. If this condition persists, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Call ended due to peer not authenticated during key exchange

Message Added to Release

1.8

Severity

Error

Explanation

The call has ended because one of the endpoints failed authentication during security setup.

Recommended Action

If this condition persists, work with your administrator to verify that the security configuration on the two endpoints. Alternatively, collect log files from the local and remote endpoints, and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Call ended due to problem with remote endpoint

Message Added to Release

1.6

Severity

Error

Explanation

The call has ended because of a problem at the remote endpoint.

Recommended Action

If this condition persists, collect log files from the local and remote endpoints, and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Call ended due to remote DSP reset

Message Added to Release

1.6

Severity

Error

Explanation

The call has ended because the DSP of the remote endpoint was reset. This remote endpoint will recover, and the user can retry their call.

Recommended Action

Wait 1 minute, then verify that the remote endpoint is up and running. If this condition persists, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Call ended due to remote endpoint number not found

Message Added to Release

1.7

Severity

Error

Explanation

The call has ended because the remote endpoint number was not found.

Recommended Action

Take the following action:

- Check the dial number configuration in Cisco Unified CM.

- Make sure that the dialed number is routable by all instances of Cisco Unified CM in the path.

If this condition persists, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Call ended due to remote endpoint resource not available

Message Added to Release

1.6

Severity

Error

Explanation

The call has ended because the remote endpoint resource was in use or not registered to Cisco Unified CM.

Recommended Action

Check the Cisco Unified CM configuration. If this condition persists, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Call ended due to security mismatch

Message Added to Release

1.6

Severity

Error

Explanation

The call has ended because the security level of the audio/video call was mismatched.

Recommended Action

Work with the CTMS administrator to check the CTMS security configuration. If this condition persists, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

■ **C**

Call ended due to service unavailable

Message Added to Release
1.9

Severity
Error

Explanation
The call has ended because the CTS has received a service unavailable error.

Recommended Action
If this condition persists, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Call ended due to unsupported protocol configuration

Message Added to Release
1.7

Severity
Error

Explanation
The call has ended because of incompatible protocols.

Recommended Action
Check the *Software Compatibility Information for the Cisco TelePresence System* to ensure that the software running on your CTS products is compatible.

Call ended due to video quality configuration mismatch

Message Added to Release
1.6

Severity
Error

Explanation
The call has ended because of a video quality configuration mismatch. For example, the 720p endpoint cannot join the CTMS 1080p conference.

Recommended Action
Work with the CTMS administrator to check the CTMS static meeting configuration. If this condition persists, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Call entered preservation state due to interruption in call path. H/R not available for the remainder of the call. All other features are available.

Message Added to Release

1.7

Severity

Warning

Explanation

The call is in preservation state because communication with Cisco Unified CM is lost. No further call signaling messages can be exchanged. The Hold/Resume feature is not available for remainder of call.

Recommended Action

End the current call, and redial the same number to regain the hold/resume capabilities.

Call Manager hostname/ip address is not specified in configuration file

Message Added to Release

1.5

Severity

Information not available

Explanation

Cisco Unified CM is not configured. As a result, the calling services have stopped.

Recommended Action

Check the configuration of the Cisco TelePresence System, then restart the system.

Call nonsecure message is displayed

Message Added to Release

1.5

Severity

Information not available

Explanation

This call is a non-secure call, and the non-secure icon was displayed on the screen.

Recommended Action

No action is required.

Call, satellite message is displayed

Message Added to Release

1.5

Severity

Information not available

Explanation

A satellite endpoint is in a conference (either multipoint or point-to-point). All endpoints see this message, and it displays for new endpoints joining or performing a hold or resume action during the call.

Recommended Action

No action is required. Once the satellite endpoint has joined the conference, the call will remain in Satellite Mode whether the satellite endpoint remains for the duration of the call.

Call secured message is displayed

Message Added to Release

1.5

Severity

Information not available

Explanation

This call is a secure call, and the secure icon was displayed on the screen.

Recommended Action

No action is required.

Call service restarted due to media service not ready

Message Added to Release

1.5

Severity

Error

Explanation

The call service was restarted because the media component was restarted.

Recommended Action

Check the cabling between the codec and the cameras. If this condition persists, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Call services not available, unable to initialize phone interface

Message Added to Release
1.6

Severity
Error

Explanation
The call service is unavailable because the phone interface could not be initialized.

Recommended Action
If this condition persists, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Camera cables are verified plugged in properly

Message Added to Release
1.6

Severity
Informational

Explanation
Indicates that overall, the camera is functioning properly.

Recommended Action
No action is required.

Camera Ethernet Status: (0)

Message Added to Release
1.6

Severity
Informational

Explanation
Indicates the status of the Ethernet connection to the camera. The status can be good or unknown.

Recommended Action
No action is required.

Camera is resetting. Calls cannot be made or received

Message Added to Release
1.6

Severity

Informational

Explanation

Indicates whether or not the camera is in the resetting state. Normally, the system resets the camera when it first comes online or when the call service is restarted.

Recommended Action

Wait for camera to reset before making calls.

Camera not detected ({0} codec)

Message Added to Release

1.6

Severity

Error

Explanation

The call ended because a camera was not detected by the indicated codec.

Recommended Action

Check the cabling between the codec and the cameras. If this condition persists, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Camera Power Status: (0)

Message Added to Release

1.6

Severity

Informational

Explanation

Indicates the power status of the camera, which can be one of the following:

- On
- Off
- Standby
- Unknown

Recommended Action

No action is required.

Camera synchronization inhibit option is enabled

Message Added to Release

1.6

Severity

Informational

Explanation

The camera synchronization inhibit option in the command-line interface (CLI) is enabled.

Recommended Action

No action is required.

Camera Video Cable Status: (0)

Message Added to Release

1.6

Severity

Informational

Explanation

Indicates the status of the video (DVI) cable that connects to the camera. The status can be one of the following:

- Plugged-in
- Loose
- Unplugged
- Unknown

Recommended Action

If the status is "loose" or "unplugged," plug the cable in.

The status of "unknown" could indicate a third-party camera that is not supported by CTS. In this case, replace the unsupported camera with a supported camera.

Cannot connect to CMA or CMR process
callId=[inCallID] or codec_hostname=[codec hostname]

Message Added to Release

1.5

Severity

Information not available

Explanation

The system could not connect to the media services during initialization of a call.

Recommended Action

Restart the calling services. If you need further assistance, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Cannot connect to CMA or CMR process. Exiting CCA, must restart. Retry attempts [dec]

Message Added to Release

1.5

Severity

Information not available

Explanation

The calling services could not connect to the media services and have reached the maximum number of retry attempts. The calling services process will exit and restart automatically.

Recommended Action

Restart the calling services. If you need further assistance, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Cannot obtain phone information.

Message Added to Release

1.7

Severity

Error

Explanation

The phone information cannot be obtained.

Recommended Action

Verify that the phone is up and running.

CAPF operation unsuccessful: (0)

Message Added to Release

1.6

Severity

Error

Explanation

The Certificate Authority Proxy Function (CAPF) download or update from the CAPF server was unsuccessful. The "(0)" variable indicates the reason that the operation was unsuccessful.

Recommended Action

Check the Cisco Unified CM configuration; in particular, verify that the specified CAPF authentication string matches the configured string. Also check the security configuration. If the condition persists, collect the CTS log files, and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Cisco Touch incomplete initialization; MAC addr {0}, IP addr {1}

Message Added to Release

1.8

Severity

Warning

Explanation

The Cisco Touch device did not initialize successfully.

Recommended Action

If the condition persists, collect the CTS log files, and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Cisco Touch registers; MAC addr {0}, IP addr {1}

Message Added to Release

1.8

Severity

Informational

Explanation

The Cisco Touch device is successfully connected to the CTS.

Recommended Action

No action is required.

{0} clock status issue.

Message Added to Release

1.7

Severity

Error

Explanation

An issue exists with the camera clock.

Recommended Action

If this condition persists, turn the camera off then back on again.

Codec firmware upgrade is disabled

Message Added to Release

1.6

Severity

Error

Explanation

The codec firmware auto upgrade feature is disabled, and until it is re-enabled, you will not be able to upgrade the firmware.

Recommended Action

If you continue to get this message, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Community already exists

Message Added to Release

1.6

Severity

Warning

Explanation

The specified SNMP community name already exists.

Recommended Action

Verify the community name for SNMP.

Compact flash integrity process returns {0}

Message Added to Release

1.7

Severity

Error

Explanation

An issue exists with the compact flash integrity process.

Recommended Action

Collect the CTS log files, and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Conf Id [dec] received call drop from [chars] with error code = Endpoint does not respond to echo request

Message Added to Release

1.5

Severity

Information not available

Explanation

The endpoint did not respond to Cisco TelePresence Multipoint Switch (CTMS) heart beat messages. The endpoint is removed from the conference.

Recommended Action

Check the network connectivity to the endpoint. If you do not detect any problems with network connectivity, there might be inter-communication errors between the Cisco TelePresence System, the CTMS, and Cisco Unified CM. Since the issue can be with any of these components, collect the Cisco TelePresence System and Cisco Unified CM logs, and work with your CTMS administrator to collect CTMS logs, to determine the cause of the problem.

Config file rejected: (0)

Message Added to Release

1.6

Severity

Error

Explanation

The indicated Cisco Unified CM configuration file was rejected.

Recommended Action

Take this action:

- Check the Cisco Unified CM configuration file.
- Delete the Certificate Trust List (CTL) file, and re-register.

If this condition persists, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Connected to (0)

Message Added to Release

1.6

Severity

Informational

Explanation

The call is successfully established with the remote endpoint directory number (DN).

■ C

Recommended Action

No action is required.

Connected to (0) at (1)

Message Added to Release

1.6

Severity

Informational

Explanation

Indicates the remote endpoint directory number (DN) and name.

Recommended Action

No action is required.

Connected to Cisco Unified CM but unable to obtain certificate

Message Added to Release

1.6

Severity

Error

Explanation

The Cisco Unified CM certificate was not received during the Transport Layer Security (TLS) handshake.

Recommended Action

Verify that Cisco Unified CM sent its certificate during the TLS handshake. For example, use **tcpdump** to capture the ethereal trace.

Connected to Cisco Unified CM but unable to verify client-side certificate.

Message Added to Release

1.6

Severity

Error

Explanation

The received Cisco Unified CM certificate did not pass validation against the Certificate Trust List (CTL) file.

Recommended Action

Verify that the Cisco Unified CM certificate is valid and included in the CTL file.

Connected to Cisco Unified CM but unable to verify server-side certificate

Message Added to Release

1.6

Severity

Error

Explanation

The received Cisco Unified CM certificate did not pass validation against the Certificate Trust List (CTL) file.

Recommended Action

Verify that the Cisco Unified CM certificate is valid and included in the CTL file.

{0} COS Current Priority: [{1}], Previous Priority: [{2}]

Message Added to Release

1.6

Severity

Informational

Explanation

The Class of Service (COS) quality of the audio call has changed. This message applies to incoming traffic. The "{0}" variable displays "audio," the "[{1}]" variable indicates the current priority value, and the "[{2}]: variable indicates the previous priority value.

Recommended Action

No action is required.

Could not generate logs

Message Added to Release

1.8

Severity

Warning

Explanation

CTS was unable to generate the selected log file.

Recommended Action

Generate the selected log again.

C

CTL file rejected: (0)

Message Added to Release
1.6

Severity
Error

Explanation
The Certificate Trust List (CTL) file was rejected.

Recommended Action
Determine the cause of the CTL file rejection, and resolve the problem it possible. If this condition persists, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

CTL updated

Message Added to Release
1.6

Severity
Informational

Explanation
The Certificate Trust List (CTL) file has been updated.

Recommended Action
No action is required.

CTS cannot read favorites information

Message Added to Release
1.8

Severity
Warning

Explanation
The CTS cannot read information about Favorites from the addrbook.conf file provided by Cisco Unified CM.

Recommended Action
Verify that the file /nv/usr/local/etc/addrbook.conf exists on the CTS. Verify that CTS has read access to the file.

CTS certificate updated in Cisco Unified CM

Message Added to Release
1.6

Severity
Informational

Explanation
Certified Technology Specialist (CTS) certificate has been updated in Cisco Unified CM.

Recommended Action
No action is required.

CTS could not begin recording at this time. To make a recording, a user in the meeting room must initiate a new recording session

Message Added to Release
1.8

Severity
Informational

Explanation
The CTS could not begin recording the current call.

Recommended Action
No action is required.

CTS is configured with appropriate file to perform B2B conference control

Message Added to Release
1.7

Severity
Informational

Explanation
The file required to perform intercompany conference control on a CTMS multipoint call is present.

Recommended Action
No action is required.

CTS is in an interop call and is not using TIP or MUX

Message Added to Release

1.8

Severity

Informational

Explanation

The CTS is in an interop call with a remote endpoint and is not using the MUX or TIP protocols.

Recommended Action

No action is required.

CTS is NOT configured with appropriate file to perform B2B conference control

Message Added to Release

1.7

Severity

Informational

Explanation

The file required to perform intercompany conference control on a CTMS multipoint call is not present.

Recommended Action

If you want to use the intercompany feature, you need to provide this file.

CTS is running in TIP mode

Message Added to Release

1.7

Severity

Informational

Explanation

CTS is connected to a TelePresence Interoperability Protocol (TIP) endpoint.

Recommended Action

No action is required.

CTS transmits presentation at 5 FPS.

Message Added to Release
1.5

Severity
Information not available

Explanation
The Cisco TelePresence System will transmit the presentation at 5 frames per second (FPS).

Recommended Action
No action is required.

CUCM IP is not defined in the Cisco Unified CM configuration file

Message Added to Release
1.5

Severity
Information not available

Explanation
The Cisco Unified CM IP address has not been configured, and the calling services process is terminated.

Recommended Action
Configure an IP address or hostname for at least one Cisco Unified CM server, then restart the system.

D

Data display status changed DataDisplayState status [[dec]] Presentation State [[dec]]

Message Added to Release
1.5

Severity
Information not available

Explanation
The data display status has changed.

Recommended Action
No action is required.

Data display status changed to [(0)]. Presentation state changed to [(1)]

Message Added to Release
1.6

Severity
Informational

Explanation
Indicates whether or not the state of the presentation display has changed. The possible display states are unknown, on, off, or error.

Recommended Action
If the display state is unknown or error, and this condition persists, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

[dec] has no activity and is deleted

Message Added to Release
1.5

Severity
Information not available

Explanation
The conference is in an idle state (only one participant has joined the conference) for a period of time that is configured in the Cisco TelePresence Multipoint Switch (CTMS). The system stops the conference and drops the call. The default timeout period is 10 minutes. You can change the time period in the CTMS Administration interface.

Recommended Action

No action is required.

Detected unsupported version of Endpoint in the call, Call might become non secure

Message Added to Release

1.6

Severity

Informational

Explanation

An unsupported software version was detected on an endpoint, and as a result, the call might become a non-secure call.

Recommended Action

Determine if the remote and local endpoints have supported software versions installed. If not, upgrade the software on the endpoint(s) as appropriate. If this condition persists, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Dial number is not configured. Please use Cisco Unified CM administration to set up the dial number

Message Added to Release

1.6

Severity

Error

Explanation

The dial number is not configured.

Recommended Action

Configure the dial number in Cisco Unified CM. If this condition persists, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Dialing Audio Add-In [chars] remote_dn=[dec]

Message Added to Release

1.5

Severity

Information not available

Explanation

A user has pressed the **Conf** button and is dialing the number.

Recommended Action

No action is required.

Dialing [chars] remote_dn=[dec]

Message Added to Release

1.5

Severity

Information not available

Explanation

The user is dialing a new call.

Recommended Action

No action is required.

Directory number {0} registered to Cisco Unified CM

Message Added to Release

1.6

Severity

Informational

Explanation

The directory number (DN) is successfully registered to Cisco Unified CM.

Recommended Action

No action is required.

Download bad host (0)

Message Added to Release

1.6

Severity

Warning

Explanation

The download was not completed because an incorrect hostname was specified or could not be resolved. The variable "(0)" indicates the name of the host or TFTP server that caused the issue.

Recommended Action

Take the following action:

- Check the DNS server.

- Check, and if needed, correct the relevant TFTP configuration in the Cisco Unified CM Settings page of the CTS Administration interface.

Download unsuccessful: Could not connect to host (0)

Message Added to Release

1.6

Severity

Error

Explanation

The download was not completed because a problem arose when connecting to the host.

Recommended Action

Work with the appropriate member of your technical support group to determine if the TFTP configuration in the Cisco Unified CM Settings page of the CTS Administration interface are correct. If this condition persists, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Download unsuccessful: File (1) not found on host (0)

Message Added to Release

1.6

Severity

Error

Explanation

The download was not completed because the indicated file could not be found on the indicated host.

Recommended Action

Verify that the file exists on the Cisco Unified CM TFTP server. If not, determine on which host the file resides, and retry the download. If this condition persists, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

(0) Download unsuccessful: Invalid operation

Message Added to Release

1.6

Severity

Error

Explanation

The file download was unsuccessful because of an invalid operation.

Recommended Action

Work with the appropriate member of your technical support group to determine the cause of the unsuccessful download, and resolve the problem if possible. If this condition persists, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Download unsuccessful: Timeout from host (0)

Message Added to Release

1.6

Severity

Error

Explanation

The download was not completed because the indicated host timed out.

Recommended Action

Work with the appropriate member of your technical support group to determine the cause of the host timeout, and resolve the problem if possible. If this condition persists, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

(0) downloaded and rejected

Message Added to Release

1.6

Severity

Warning

Explanation

A configuration file (license or CCP) was downloaded and rejected because it was invalid. The variable "(0)" indicates the name of the configuration file.

Recommended Action

If the indicated file is a license file, reload the license file to the TFTP server. If the indicated file is a CCP file, verify the correct format of the file.

(0) downloaded and validated

Message Added to Release

1.6

Severity

Informational

Explanation

The indicated file was downloaded and validated.

Recommended Action

No action is required.

{0} downloaded ({1} bytes)

Message Added to Release

1.6

Severity

Informational

Explanation

The indicated file with the indicated number of bytes was downloaded.

Recommended Action

No action is required.

{0} DSCP Current Marking: [{1}], Previous Marking: [{2}]

Message Added to Release

1.6

Severity

Informational

Explanation

The Differentiated Services Code Point (DSCP) call quality has changed.

Recommended Action

No action is required.

DSCP or CoS has changed

Message Added to Release

1.5

Severity

Information not available

Explanation

The Differentiated Services Code Point (DSCP) or Class of Service (CoS) has changed.

Recommended Action

No action is required.

DSP failure on host [chars] codec_hostname=<codec_hostname>

Message Added to Release
1.5

Severity
Information not available

Explanation
A DSP issue from the codec was detected. The hardware should reset.

Recommended Action
If the problem persists, turn the hardware off then back on again.

DVI signal state is active

Message Added to Release
1.5

Severity
Information not available

Explanation
The presentation device is plugged into DVI interface and it is active.

Recommended Action
No action is required.

E

Endpoint used protocol {0} version {1} for this call

Message Added to Release
1.7

Severity
Informational

Explanation
Indicates the protocol and version used by the remote endpoint when the call was established.

Recommended Action
No action is required.

Error initializing Phone UI

Message Added to Release
1.5

Severity
Information not available

Explanation
The system could not start the phone user interface.

Recommended Action
Check the Cisco TelePresence System Enhanced Phone User Interface (MIDlet) configuration. If you need further assistance, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Execution Manager detected a process([chars] [chars]=[dec]) abort, will try shutdown CTMS processes shortly

Message Added to Release
1.5

Severity
Information not available

Explanation
A process in the Cisco TelePresence Multipoint Switch (CTMS) has terminated. This problem might be in the libraries that are used by CTMS process. CTMS terminates for debugging purposes.

Recommended Action

Work with your CTMS administrator to collect the CTMS log files. then open a case with the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6. After Cisco determines the cause of the problem, restart the CTMS server to clear any inconsistent states between processes.

Execution Manager have started all CTMS processes

Message Added to Release

1.5

Severity

Information not available

Explanation

The Cisco TelePresence Multipoint Switch (CTMS) has started all processes. This message displays after you turn the system on or after a system restart.

Recommended Action

No action is required.

Extract CTL Certificate unsuccessful: (0)

Message Added to Release

1.6

Severity

Error

Explanation

The extraction of the Certificate Trust List (CTL) certificate was unsuccessful.

Recommended Action

Determine the cause of the extraction issue, and resolve it if possible. If this condition persists, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

F

factory init aborted as secondary $convHost codec is unavailable

Message Added to Release
1.6

Severity
Informational

Explanation
The factory initialization was aborted because the secondary codec was unavailable.

Recommended Action
Check the cable connections between the codecs. If this condition persists, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

factory reset aborted as secondary $convHost codec is unavailable

Message Added to Release
1.6

Severity
Informational

Explanation
The factory reset was aborted because the secondary codec was unavailable.

Recommended Action
Make sure that all configured secondary codecs are powered on and have network connectivity to the primary codec. If this condition persists, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Failed to get start media port range

Message Added to Release
1.5

Severity
Information not available

Explanation
The Cisco TelePresence System could not obtain the port range from Cisco Unified CM.

Recommended Action

Log into Cisco Unified CM and make sure that the port range that is configured for the Cisco TelePresence System is valid.

Failed to set local mute off

Message Added to Release

1.5

Severity

Information not available

Explanation

The system could not display the mute icon on the screen.

Recommended Action

Collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Failed to set local mute on

Message Added to Release

1.5

Severity

Information not available

Explanation

The system could not remove the mute icon from the screen. This message indicates an internal error.

Recommended Action

Collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

H

Hangup the call due to [chars] reason_str=<string>

Message Added to Release
1.5

Severity
Information not available

Explanation
The system detected one of these conditions:

- Latency error
- Jitter error
- Packet loss

Recommended Action
Work with your network administrator to determine if this condition is transient or longer term, and take the appropriate action. If this condition persists, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

HDMI signal state is active

Message Added to Release
1.5

Severity
Information not available

Explanation
The cable for the presentation device was plugged into HDMI interface and it is active.

Recommended Action
No action is required.

Heartbeat missed between CTS and Cisco Touch; MAC addr {0}, IP addr {1}

Message Added to Release
1.8

Severity
Warning

Explanation
CTS stopped receiving a heartbeat message from Cisco Touch.

Recommended Action

Cisco Touch might reregister automatically with CTS.

Incompatible video from remote end point {0}. Resolution reduced from {1} to {2}. Video may be distorted for a short time while the video stream resolution is reduced.

Message Added to Release

1.8

Severity

Informational

Explanation

The CTS has downgraded the call video resolution from {1} to {2} because an invalid timestamp was received from endpoint {0}.

Recommended Action

No action is necessary.

Invalid audio encoder/decoder checksum detected

Message Added to Release

1.6

Severity

Error

Explanation

The call ended because an invalid audio encoder/decoder checksum was detected.

Recommended Action

If this condition persists, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Invalid end media port [dec], default to [dec] end_port=[dec]

Message Added to Release

1.5

Severity

Information not available

Explanation

The ending port number of the port range is invalid.

Recommended Action

Log into the Cisco Unified CM, and make sure that the port range that is configured for the Cisco TelePresence System is valid.

Invalid media port configuration

Message Added to Release

1.6

Severity

Informational

Explanation

The media port configuration retrieved from Cisco Unified CM is invalid. The default range of 16384 to 32766 is used instead.

Recommended Action

Log into the Cisco Unified CM, and make sure that the port range configured for the Cisco TelePresence System is valid.

Invalid media port range [[dec],[dec]], default to [[dec],[dec]]port_range=[[dec],[dec]]

Message Added to Release

1.5

Severity

Information not available

Explanation

The port range is invalid and has been changed to the default port range.

Recommended Action

Log into the Cisco Unified CM, and make sure that the port range configured for the Cisco TelePresence System is valid.

Invalid phone load

Message Added to Release

1.7

Severity

Error

Explanation

An invalid phone load was detected.

Recommended Action

Upload the supported phone load.

Invalid security certificate from Cisco Unified CM

Message Added to Release

1.6

Severity

Error

Explanation

Hash could not be generated from the received Cisco Unified CM certificate.

Recommended Action

Check to make sure that the Cisco Unified CM has a valid security certificate.

Invalid SNMP community specified (should be 2 - 48 characters) in Cisco Unified CM

Message Added to Release

1.6

Severity

Warning

Explanation

The SNMP community specified in the Cisco Unified CM Administration interface is not within the 2 through 48 character range or has invalid characters.

Recommended Action

Specify a valid community with 2 through 48 valid characters. For a list of valid SNMP characters, see the "SNMP Supported Characters" section on page 9-6.

Invalid SNMP mode

Message Added to Release

1.6

Severity

Warning

Explanation

An invalid SNMP mode was specified.

Recommended Action

Specify a valid mode, which can be r(ead), w(rite), or rw (read-write).

Invalid SNMP password specified (should be 8 - 48 characters)

Message Added to Release

1.6

Severity

Warning

Explanation

The specified SNMP password is not within the 8 through 48 character range or includes invalid characters.

Recommended Action

Specify an SNMP password with 8 through 48 valid characters. For a list of valid SNMP characters, see the "SNMP Supported Characters" section on page 9-6.

Invalid SNMP Trap IP

Message Added to Release

1.6

Severity

Warning

Explanation

The specified SNMP Trap IP address is invalid.

Recommended Action

Verify the IP address of the trap. Specify the trap IP address in dotted decimal notation or as a hostname.

Invalid SNMP username specified

Message Added to Release

1.6

Severity

Warning

Explanation

The specified SNMP username is not within the 2 through 48 characters range or includes invalid characters.

Recommended Action

Specify an SNMP username with 2 through 48 valid characters. For a list of valid SNMP characters, see the "SNMP Supported Characters" section on page 9-6.

Invalid SNMP version

Message Added to Release

1.6

Severity

Warning

Explanation

An invalid SNMP version was specified.

Recommended Action

Specify SNMP version 2c or 3.

Invalid start media port [dec], default to [dec] start_port=[dec]

Message Added to Release

1.5

Severity

Information not available

Explanation

The starting port number of the port range is invalid.

Recommended Action

Log into the Cisco Unified CM, and make sure that the port range that is configured for the Cisco TelePresence System is valid.

Invalid Syslog port number. Valid range is from 0 to {0}.

Message Added to Release

1.7

Severity

Error

Explanation

The specified syslog port number is invalid.

Recommended Action

Specify a syslog port number within the indicated range.

Invalid username or password for {0} from {1} port 0

Message Added to Release

1.6

Severity

Warning

Explanation

An invalid username or password was specified in the CTS Administration interface.

Recommended Action

Verify that the indicated user is a valid user and that the specified password is correct.

Invalid username specified

Message Added to Release
1.6

Severity
Warning

Explanation
The specified username and community combination is not allowed.

Recommended Action
Check the list of restricted communities to ensure that the community you specified is not on the list. Ensure that the specified username is valid.

Invalid username specified (exists)

Message Added to Release
1.6

Severity
Warning

Explanation
The specified username already exists.

Recommended Action
Specify a unique username.

Invalid video encoder/decoder checksum detected ({0} codec)

Message Added to Release
1.6

Severity
Error

Explanation
The call ended because an invalid video encoder/decoder checksum was detected.

Recommended Action
If this condition persists, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

{0} is an invalid configuration file

Message Added to Release

1.6, 1.7, 1.8

Severity

Warning

Explanation

The configuration file received from Cisco Unified CM is not valid. The variable "{0}" indicates the name of the configuration file.

Recommended Action

Check the Cisco Unified CM configuration settings to make sure they are correct. Also, validate that the MAC address specified in the Cisco Unified CM configuration matches the MAC address of the codec.

{0} is not in supported resolution

Message Added to Release

1.7, 1.8

Severity

Warning

Explanation

The resolution of the peripheral is not supported.

Recommended Action

Change the resolution of the peripheral to a supported value.

J

Jitter buffers decreased

Message Added to Release
1.7

Severity
Informational

Explanation
The video jitter buffer has decreased.

Recommended Action
No action is required.

Jitter buffers decreased, video jitter buffer (0) ms

Message Added to Release
1.6

Severity
Informational

Explanation
The video jitter buffer has decreased.

Recommended Action
No action is required.

Jitter buffers have decreased, video jitter buffer is [int] ms video_jitter_buffer=[dec] ms

Message Added to Release
1.5

Severity
Information not available

Explanation
The jitter buffers have decreased.

Recommended Action
No action is required.

Jitter buffers have increased, video jitter buffer is [int] ms video_jitter_buffer=[dec]ms

Message Added to Release

1.5

Severity

Information not available

Explanation

The jitter buffers have increased.

Recommended Action

No action is required.

Jitter buffers increased

Message Added to Release

1.7

Severity

Informational

Explanation

The video jitter buffer has increased.

Recommended Action

No action is required.

Jitter buffers increased, video jitter buffer (0) ms

Message Added to Release

1.6

Severity

Informational

Explanation

The video jitter buffer has increased.

Recommended Action

No action is required.

K

Key Exchange service restarted

Message Added to Release

1.6

Severity

Error

Explanation

The Key Exchange service was restarted, and as a result, the secured call was connected as a non-secured call.

Recommended Action

If this condition persists, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

L

Latency error message is displayed

Message Added to Release

1.5

Severity

Information not available

Explanation

The system displayed the "Latency Error" message. If the condition persists for 15 seconds after this message displays, the call terminates.

Recommended Action

Work with your network administrator to check the network for packet loss and latency. If you require further assistance, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Latency warning message is displayed

Message Added to Release

1.5

Severity

Information not available

Explanation

The system displayed the "Latency Warning" message on the screen.

Recommended Action

Work with your network administrator to check the network for packet loss and latency. If you require further assistance, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Line name is not defined in Cisco Unified CM configuration

Message Added to Release

1.5

Severity

Information not available

Explanation

The calling services process is terminated because the line name is not defined in Cisco Unified CM.

Recommended Action

Set up the line name in the Cisco Unified CM Administration interface.

Local call disconnected

Message Added to Release
1.6

Severity
Informational

Explanation
The call is disconnected at the local end.

Recommended Action
No action is required.

Local call disconnected from [chars] remote_dn=[dec]

Message Added to Release
1.5

Severity
Information not available

Explanation
The call was terminated.

Recommended Action
No action is required.

Local hold message is displayed

Message Added to Release
1.5

Severity
Information not available

Explanation
The local end is on hold.

Recommended Action
No action is required.

Local hold with [chars] remote_dn=[dec]

Message Added to Release
1.5

Severity

Information not available

Explanation

The call to the remote dial number is on hold. The dial number is indicated in the message text.

Recommended Action

No action is required.

Local media port for [chars] is null callId=<inCallID>

Message Added to Release

1.5

Severity

Information not available

Explanation

The calling services cannot obtain the Session Description Protocol (SDP) audio or video media port information.

Recommended Action

Reset the calling services from the CTS Administration command-line interface (CLI). If this condition persists, collect the CTS log files, and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Local mute off

Message Added to Release

1.5

Severity

Information not available

Explanation

The microphone is not muted.

Recommended Action

No action is required.

Local mute on

Message Added to Release

1.5

Severity

Information not available

Explanation

The microphone is muted.

Recommended Action

No action is required.

Local resume with [chars]remote_dn=[dec]

Message Added to Release

1.5

Severity

Information not available

Explanation

The call to the remote dial number is resumed. The dial number is indicated in the message text.

Recommended Action

No action is required.

Local share: {0} presentation stream shared {1}

Message Added to Release

1.9

Severity

Informational

Explanation

Indicates the device type that is sharing locally on the presentation stream and the device frame rate.

Recommended Action

No action is required.

Local share: presentation stream negotiated to 1 FPS

Message Added to Release

1.5, 1.6

Severity

Informational

Explanation

The presentation stream is locally shared and negotiated to receive at 1 frame per second.

Recommended Action

No action is required.

Local share: presentation stream negotiated to 5 FPS

Message Added to Release
1.6

Severity
Informational

Explanation
The presentation stream is locally shared and negotiated to receive at 5 frames per second.

Recommended Action
No action is required.

Local share: presentation stream negotiated to 30 FPS

Message Added to Release
1.6

Severity
Informational

Explanation
The presentation stream is locally shared and negotiated to receive at 30 frames per second.

Recommended Action
No action is required.

Local user dialing (0)

Message Added to Release
1.6

Severity
Informational

Explanation
Indicates that the user is dialing.

Recommended Action
No action is required.

Local user dialing audio add-in (0)

Message Added to Release
1.6

Severity

Informational

Explanation

The user is adding an audio participant into the call.

Recommended Action

No action is required.

Local user hold

Message Added to Release

1.6

Severity

Informational

Explanation

The user has pressed the **hold** button on the phone display.

Recommended Action

No action is required.

Local user resume

Message Added to Release

1.6

Severity

Informational

Explanation

The user has pressed the **resume** button on the phone display.

Recommended Action

No action is required.

Log archive available for download

Message Added to Release

1.5

Severity

Information not available

Explanation

A previous request to generate and save log files has completed. The compressed log files are available for download.

Recommended Action

Download the requested log files at your convenience.

Lowering video transmit bitrate to 720p best to honour the preferred resolution conveyed by far-end.

Message Added to Release

1.8

Severity

Informational

Explanation

Video resolution has been lowered to match bandwidth restriction on remote endpoint.

Recommended Action

No action is required.

LSC deleted by CAPF

Message Added to Release

1.6

Severity

Informational

Explanation

The Locally Significant Certificate (LSC) was deleted by the Certificate Authority Proxy Function (CAPF) on Cisco Unified CM.

Recommended Action

No action is required.

LSC update unsuccessful

Message Added to Release

1.6

Severity

Error

Explanation

The Locally Significant Certificate (LSC) update was unsuccessful.

Recommended Action

Check the security configuration in Cisco Unified CM to ensure that it is correct. If this condition persists, collect the CTS log files, and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

LSC update unsuccessful: no authentication string set

Message Added to Release

1.6

Severity

Error

Explanation

The LSC update was unsuccessful because an authentication string was not set.

Recommended Action

Check the security configuration in Cisco Unified CM and the CTS Administration interface to ensure that it is correct.

LSC update unsuccessful: possible authentication string mismatch

Message Added to Release

1.6

Severity

Error

Explanation

The LSC update was unsuccessful because a possible authentication string mismatch occurred.

Recommended Action

Check the security configuration in Cisco Unified CM and the CTS Administration interface to ensure that it is correct.

LSC update unsuccessful to initiate

Message Added to Release

1.6

Severity

Error

Explanation

An LSC update could not be initiated.

Recommended Action

Check the security configuration in Cisco Unified CM to ensure that it is correct. If this condition persists, collect the CTS log files, and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

LSC updated by CAPF

Message Added to Release

1.6

Severity

Informational

Explanation

The LSC was updated by CAPF.

Recommended Action

No action is required.

M

Main Audio stream packet loss detected

Message Added to Release
1.7

Severity
Informational

Explanation
Packet loss was detected on the main audio streams.

Recommended Action
No action is required.

Main display: Adjusting to lower video resolution to match available resources

Message Added to Release
1.6

Severity
Informational

Explanation
Indicates that the lower video resolution has been downgraded to match the available resource/configuration. For example, if a 1080p endpoint calls a 720p endpoint, the bandwidth of the 1080p endpoint is downgraded to 720p. This icon/text is displayed on the 1080p endpoint's main display screen.

Recommended Action
No action is required.

Main display: Displayed mute icon

Message Added to Release
1.6

Severity
Informational

Explanation
The mute icon is displayed on the main display screen.

Recommended Action
No action is required.

Main display: Expect delayed audio due to local or remote network delay

Message Added to Release
1.6

Severity
Informational

Explanation
This icon/text message displayed on the main display screen and indicates that there is a delay in audio due to a local/remote network delay.

Recommended Action
If this problem persists or occurs frequently, work with your network administrator to check the network configuration.

Main display: Expect lower quality due to local or remote network congestion

Message Added to Release
1.6

Severity
Informational

Explanation
This icon/text message is displayed on the main display screen and indicates that the video resolution has been downgraded due to congestion on the local/remote network.

Recommended Action
If this problem persists or occurs frequently, work with your network administrator to check the network configuration.

Main display: Stop displaying mute icon

Message Added to Release
1.6

Severity
Informational

Explanation
The mute icon is removed from the main display screen.

Recommended Action
No action is required.

Main display: Unable to display mute icon

Message Added to Release

1.6

Severity

Informational

Explanation

Unable to display the mute icon on the main display screen.

Recommended Action

If this condition persists, collect the CTS log files, and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Main display: Unable to stop displaying mute icon

Message Added to Release

1.6

Severity

Informational

Explanation

Unable to remove the mute icon from the main display screen.

Recommended Action

If this condition persists, collect the CTS log files, and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Main Video stream packet loss detected on the {0} codec

Message Added to Release

1.7

Severity

Informational

Explanation

Provides information about the packet loss detected on the main video streams.

Recommended Action

Work with your network administrator to determine if this condition is transient or longer term, and take the appropriate action.

Manufacturing image: unable to start call services with Cisco Unified CM configured

Message Added to Release

1.6

Severity

Error

Explanation

With this manufacturing image, the call services could not be started with the current Cisco Unified CM configuration.

Recommended Action

Work with the appropriate administrator to determine the cause of the Cisco Unified CM configuration issue. If this condition persists, collect the CTS log files, and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Maximum number of user entries

Message Added to Release

1.6

Severity

Warning

Explanation

The maximum number of user entries has been reached.

Recommended Action

Delete some users from the access control list before adding new users.

Media adaptation - Downgrading the transmit bit rate to {0} bps

Message Added to Release

1.7

Severity

Informational

Explanation

The remote party has detected network loss and as a result, downgraded the transmit bit rate to adapt to the network condition.

Recommended Action

No action is required.

Media adaptation - Requested remote party to adjust to lower bit rate {0} bps

Message Added to Release

1.7

Severity

Informational

Explanation

Network congestion has been detected. A request was sent to the remote party to downgrade its transmit bit rate.

Recommended Action

No action is required.

Media adaptation - Requested remote party to terminate call due to poor media quality

Message Added to Release

1.7

Severity

Informational

Explanation

A bad endpoint classification request was initiated. For multipoint calls, the offending party will be switched off to keep this endpoint in the call.

Recommended Action

Work with your network administrator to determine if this condition is transient or longer term, and take the appropriate action.

Media component is not ready

Message Added to Release

1.6

Severity

Error

Explanation

The media component on the CTS is not ready. This problem can occur when the media component is restarted while a call is being received or made.

Recommended Action

Wait approximately 1 minute for the media component to restart before making or receiving a call. If this condition persists, collect the CTS log files, and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Media port allocation failed due to no ports available

Message Added to Release
1.5

Severity
Information not available

Explanation
The system could not allocate a port for a new call because no ports were available.

Recommended Action
If this condition persists, collect the CTS log files, and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Media port range configured is [{0},{1}]

Message Added to Release
1.6

Severity
Informational

Explanation
Indicates the configured media port range.

Recommended Action
No action is required.

Media port range is [[dec],[dec]]start_port=[dec] end_port=[dec]

Message Added to Release
1.5

Severity
Information not available

Explanation
This message provides the media port range that is configured for this Cisco TelePresence System (CTS).

Recommended Action
Log into the Cisco Unified CM, and make sure that the port range that is configured for the Cisco TelePresence System is valid.

Media service restarted

Message Added to Release

1.6

Severity

Error

Explanation

The call ended because the media service was restarted.

Recommended Action

If this condition persists, collect the CTS log files, and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Media service restarted on the {0} codec

Message Added to Release

1.6

Severity

Error

Explanation

The call ended because the media service restarted on the indicated codec.

Recommended Action

If this condition persists, collect the CTS log files, and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Message received from Multipoint Switching: Conference cannot start due to insufficient resource

Message Added to Release

1.7

Severity

Informational

Explanation

The conference is unable to start because of insufficient resources.

Recommended Action

Work with your CTMS administrator to determine what the insufficient resources are and take the appropriate action.

Message received from Multipoint Switching: Conference is secured only

Message Added to Release

1.7

Severity

Informational

Explanation

The conference is secured only.

Recommended Action

No action is required.

Message received from Multipoint Switching: Conference locked by host

Message Added to Release

1.7

Severity

Informational

Explanation

The conference is locked by the host.

Recommended Action

No action is required.

Message received from Multipoint Switching: Conference waiting for host to join

Message Added to Release

1.7

Severity

Informational

Explanation

The conference cannot start until the hosts joins in.

Recommended Action

No action is required.

Message received from Multipoint Switching: Conference with no video

Message Added to Release
1.7

Severity
Informational

Explanation
There is no video for this conference.

Recommended Action
No action is required.

Message received from Multipoint Switching: First and only participant in the meeting

Message Added to Release
1.7

Severity
Informational

Explanation
The local CTS endpoint is the only participant in a CTMS conference that is not on hold (all other participants in the conference have put their endpoints on hold).

Recommended Action
No action is required.

Message received from Multipoint Switching: Interop connection is lost

Message Added to Release
1.7

Severity
Informational

Explanation
The interoperability connection was lost.

Recommended Action
No action is required.

Message received from Multipoint Switching: Interop connection is restored

Message Added to Release
1.7

Severity

Informational

Explanation

The interoperability connection was restored.

Recommended Action

No action is required.

Message received from Multipoint Switching: Only one party in webex meeting

Message Added to Release

1.7

Severity

Informational

Explanation

Only one party is present in the Cisco WebEx meeting.

Recommended Action

No action is required.

Message received from Multipoint Switching: Remaining participant in the meeting

Message Added to Release

1.7

Severity

Informational

Explanation

One participant remains in the meeting.

Recommended Action

No action is required.

Message received from Multipoint Switching: Schedule conference not started yet

Message Added to Release

1.7

Severity

Informational

Explanation

The scheduled meeting has not yet started.

Recommended Action

No action is required.

Message received from Multipoint Switching: Transmit video is suspended

Message Added to Release

1.7

Severity

Informational

Explanation

A participant's video transmission was suspended because of a network loss.

Recommended Action

If this condition persists, work with your network administrator to determine if this condition is transient or longer term, and take the appropriate action.

Message received from Multipoint Switching: Webex connection is lost

Message Added to Release

1.7

Severity

Informational

Explanation

The Cisco WebEx connection was lost.

Recommended Action

If this condition persists, work with your CTMS administrator to check the connections and take the appropriate action.

Message received from Multipoint Switching: Webex connection is restored

Message Added to Release

1.7

Severity

Informational

Explanation

The Cisco WebEx connection was restored.

Recommended Action

No action is required.

Message received from remote endpoint: No Video

Message Added to Release
1.7

Severity
Informational

Explanation
There is no video at the remote endpoint.

Recommended Action
No action is required.

Missing SNMP configuration file

Message Added to Release
1.6

Severity
Warning

Explanation
The SNMP configuration file is missing.

Recommended Action
Add a valid SNMP configuration file.

N

Negotiated Media Configuration: LTRP: {0} GDR: {1} High Profile: {2} Cabac: {3}

Message Added to Release

1.7

Severity

Informational

Explanation

Indicates the negotiated media configuration for the call.

Recommended Action

No action is required.

Network congestion detected; conference downgraded to audio only

Message Added to Release

1.7

Severity

Informational

Explanation

The conference has been downgraded to audio only.

Recommended Action

If this condition persists, work with your network administrator to determine if this condition is transient or longer term, and take the appropriate action.

Network congestion message is displayed

Message Added to Release

1.5

Severity

Information not available

Explanation

The system displayed the "Network Congestion" message on the screen. If the condition persists for 15 seconds after this message displays, the call terminates.

Recommended Action

Work with your network administrator to check the network for packet loss and latency, and resolve the problem if possible. If you require further assistance, collect the CTS log files, and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

New camera detected on primary codec, please run camera setup

Message Added to Release
1.6

Severity
Informational

Explanation
A new camera was detected on the primary codec.

Recommended Action
Set up the new camera. See the *Cisco TelePresence System Assembly, Use & Care, and Field-Replaceable Unit Guide* for your system on Cisco.com.

New camera detected on secondary codec, please run camera setup

Message Added to Release
1.6

Severity
Informational

Explanation
A new camera was detected on the secondary codec.

Recommended Action
Set up the new camera. See the *Cisco TelePresence System Assembly, Use & Care, and Field-Replaceable Unit Guide* for your system on Cisco.com.

New display detected on primary codec, please run display setup

Message Added to Release
1.6

Severity
Informational

Explanation
A new display was detected on the primary codec.

Recommended Action
Set up the new display. See the *Cisco TelePresence System Assembly, Use & Care, and Field-Replaceable Unit Guide* for your system on Cisco.com.

New display detected on secondary codec, please run display setup

Message Added to Release

1.6

Severity

Informational

Explanation

A new display was detected on the secondary codec.

Recommended Action

Set up the new display. See the *Cisco TelePresence System Assembly, Use & Care, and Field-Replaceable Unit Guide* for your system on Cisco.com.

No backup settings found. If necessary, please perform camera and display setup

Message Added to Release

1.6

Severity

Informational

Explanation

No backup settings were found.

Recommended Action

If not already done, perform camera and display setup. See the *Cisco TelePresence System Assembly, Use & Care, and Field-Replaceable Unit Guide* for your system on Cisco.com.

No backup settings found on secondary codec. If necessary, please perform camera and display calibration

Message Added to Release

1.6

Severity

Informational

Explanation

No backup settings were found on the secondary codec.

Recommended Action

If necessary, perform camera and display calibration.

No certificates, unable to make secure calls

Message Added to Release
1.6

Severity
Error

Explanation
Cannot find the manufacturing installed certification (MIC) or locally significant certificate (LSC).

Recommended Action
Verify that the MIC and/or LSC are installed.

No CTL found

Message Added to Release
1.6

Severity
Warning

Explanation
No Certificate Trust List (CTL) file was found.

Recommended Action
No action is required.

No unsecure TFTP Servers defined

Message Added to Release
1.6

Severity
Warning

Explanation
No TFTP servers have been defined.

Recommended Action
Configure valid TFTP servers in the codec.

No valid backup settings found. If necessary, please perform camera and display setup

Message Added to Release

1.6

Severity

Informational

Explanation

No valid backup settings were found.

Recommended Action

If not already done, perform the camera and display setup. See the *Cisco TelePresence System Assembly, Use & Care, and Field-Replaceable Unit Guide* for your system on Cisco.com.

Not registered to Cisco Unified CM

Message Added to Release

1.6

Severity

Informational

Explanation

The CTS is not registered to Cisco Unified CM.

Recommended Action

To register the CTS, see the *Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System*.

P

Packet latency reached {0} ms

Message Added to Release
1.6

Severity
Warning

Explanation
Packet latency reached one of the defined thresholds.

Recommended Action
If this condition persists, work with your network administrator to determine if this condition is transient or longer term, and take the appropriate action.

Packet loss detected on the {0} codec for 10 secs interval sampling: #pkt recvd: {1}; #pkt loss: {2}; {3}0ss

Message Added to Release
1.6

Severity
Informational

Explanation
Displays information about the packet loss detected.

Recommended Action
If this condition persists, work with your network administrator to determine if this condition is transient or longer term, and take the appropriate action.

Packet loss detected: #pkt recvd: {0}; #pkt loss: {1}; {2}0ss - first pass 10acket loss threshold

Message Added to Release
1.6

Severity
Informational

Explanation
The packet loss exceeds the warning threshold of 1 percent, but is below the error threshold of 10 percent.

Recommended Action
If this condition persists, work with your network administrator to determine if this condition is transient or longer term, and take the appropriate action.

Packet loss detected: #pkt recvd: {0}; #pkt loss: {1}{2}0ss - first pass 100acket loss threshold

Message Added to Release

1.6

Severity

Informational

Explanation

The packet loss exceeds the error threshold of 10 percent.

Recommended Action

If this condition persists, work with your network administrator to determine if this condition is transient or longer term, and take the appropriate action.

Packet loss detected: #pkt recvd: {0}; #pkt loss: {1}{2}0ss - first pass 100% threshold

Message Added to Release

1.6

Severity

Informational

Explanation

No packet have been received for the last 10 seconds.

Recommended Action

If this condition persists, work with your network administrator to determine if this condition is transient or longer term, and take the appropriate action.

Packet loss detected: {0}0ss - exceeded 1% threshold but still below 10% threshold

Message Added to Release

1.7

Severity

Informational

Explanation

Packet loss exceeds the warning threshold (1%) but is still below the error threshold (10%).

Recommended Action

If this condition persists, work with your network administrator to determine if this condition is transient or longer term, and take the appropriate action.

Packet loss detected: {0}0ss - exceeded 10% threshold

Message Added to Release

1.7

Severity

Informational

Explanation

Packet loss exceeds the error threshold (10%).

Recommended Action

If this condition persists, work with your network administrator to determine if this condition is transient or longer term, and take the appropriate action.

Packet loss detected: 1000ss - no media stream received in the last 10 seconds

Message Added to Release

1.7

Severity

Informational

Explanation

Packets have not been received for the last 10 seconds.

Recommended Action

If this condition persists, work with your network administrator to determine if this condition is transient or longer term, and take the appropriate action.

Performing Camera POE reset

Message Added to Release

1.8

Severity

Warning

Explanation

A Power over Ethernet (PoE) reset is in progress on the camera.

Recommended Action

Wait two minutes for the camera and the phone to recover.

Performing periodic projector initialization (projector has to be connected to ACU)

Message Added to Release

1.6

Severity

Informational

Explanation

This message generates when the projector is periodically checked.

Recommended Action

No action is required.

Phone UI version. Phone:{0}, CTS:{1}

Message Added to Release

1.6

Severity

Informational

Explanation

Shows the phone interface version information.

Recommended Action

No action is required.

Phone UI version mismatch. Phone:{0}, CTS:{1}

Message Added to Release

1.6, 1.7, 1.9

Severity

Warning

Explanation

The phone interface version does not match that of the CTS.

Recommended Action

Check the *Software Compatibility Information for the Cisco TelePresence System* to ensure that the Cisco TelePresence System Enhanced Phone User Interface (MIDlet) version is compatible with the CTS software version.

Presentation disabled message is displayed

Message Added to Release

1.5

Severity

Information not available

Explanation

The presentation is disabled.

Recommended Action

No action is required.

Projector initialization is not performed due to call in progress.

Message Added to Release

1.6

Severity

Informational

Explanation

The projector initialization cannot be performed because a call is in progress.

Recommended Action

No action is required.

Projector state changed to on

Message Added to Release

1.5

Severity

Information not available

Explanation

The projector is on.

Recommended Action

No action is required.

Projector state changed to off

Message Added to Release

1.5

Severity

Information not available

Explanation

The projector is off.

Recommended Action

No action is required.

Projector state is off but CCA is waiting for it to be on

Message Added to Release

1.5

Severity

Information not available

Explanation

The projector is off.

Recommended Action

No action is required.

R

Reached maximum number of trap destinations

Message Added to Release
1.6

Severity
Warning

Explanation
The maximum number of SNMP trap destinations has been reached.

Recommended Action
Go through the existing trap destinations, and delete any that are not needed before adding any new ones.

Received request to reset the system

Message Added to Release
1.5

Severity
Information not available

Explanation
The calling services received a request to reset the system. Normally, this request is from the Cisco Unified CM after a configuration change.

Recommended Action
No action is required.

Received request to restart call control

Message Added to Release
1.5

Severity
Information not available

Explanation
The calling services received a request to restart. Normally, this request is from the Cisco Unified CM after a configuration change.

Recommended Action
No action is required.

Recording server rejects the playback request

Message Added to Release

1.8

Severity

Error

Explanation

The CTRS rejected the user request to play back a media file. The CTRS might not have cleared a previous playback request yet. Or a CTRS configuration might limit the number of playback requests that can occur simultaneously.

Recommended Action

Advise the user to wait and the try playback again. If the problem persists, contact the CTRS admin to troubleshoot.

Remote call disconnected

Message Added to Release

1.6

Severity

Informational

Explanation

The call is disconnected at the remote end.

Recommended Action

No action is required.

Remote call disconnected from [chars] remote_dn=[dec]

Message Added to Release

1.5

Severity

Information not available

Explanation

The remote endpoint terminated the call.

Recommended Action

No action is required.

Remote hold message is displayed

Message Added to Release
1.5

Severity
Information not available

Explanation
The remote end is on hold.

Recommended Action
No action is required.

Remote hold on [chars] remote_dn=[dec]

Message Added to Release
1.5

Severity
Information not available

Explanation
The remote end placed the call on hold.

Recommended Action
No action is required.

Remote party transmit audio only

Message Added to Release
1.7

Severity
Informational

Explanation
The remote party is transmitting audio only.

Recommended Action
No action is required.

Remote resume with [chars] remote_dn=[dec]

Message Added to Release
1.5

Severity

Information not available

Explanation

The call was resumed.

Recommended Action

No action is required.

Remote share: presentation stream negotiated to 1 FPS

Message Added to Release

1.6

Severity

Informational

Explanation

The presentation stream is remotely shared and negotiated to receive at 1 frame per second.

Recommended Action

No action is required.

Remote share: presentation stream negotiated to 5 FPS

Message Added to Release

1.6

Severity

Informational

Explanation

The presentation stream is remotely shared and negotiated to receive at 5 frames per second.

Recommended Action

No action is required.

Remote share: presentation stream negotiated to 30 FPS

Message Added to Release

1.6

Severity

Informational

Explanation

The presentation stream is remotely shared and negotiated to receive at 30 frames per second.

Recommended Action

No action is required.

Remote user hold

Message Added to Release

1.6

Severity

Informational

Explanation

The remote user has placed the call on hold.

Recommended Action

No action is required.

Remote user resumed

Message Added to Release

1.6

Severity

Informational

Explanation

The remote user has resumed the call.

Recommended Action

No action is required.

Request from phone UI to generate logs received

Message Added to Release

1.5

Severity

Information not available

Explanation

A conference participant used an in-room phone to request log files. The participant can request log collection if issues were experienced during the call.

Recommended Action

No action is required.

Restoring backup settings from secondary codec

Message Added to Release

1.6, 1.7, 1.8

Severity

Informational

Explanation

Backup settings are being restored from the secondary codec.

Recommended Action

No action is required.

S

Screen resolution (0) not supported

Message Added to Release
1.6

Severity
Informational

Explanation
The screen resolution setting of the laptop/desktop computer is not supported.

Recommended Action
Verify that the screen resolution is set to 1024 x 768. If this condition persists, collect the CTS log files, and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

SelfView on a CTS-1300 (for left, right or center camera) Request

Message Added to Release
1.7

Severity
Informational

Explanation
While in SelfView mode, a request to toggle between the left, center, or right screens was made.

Recommended Action
No action is required.

SelfView Page Access Request

Message Added to Release
1.7, 1..8, 1.9

Severity
Informational

Explanation
A request to enter SelfView mode has been made.

Recommended Action
No action is required.

SelfView Page Exit Request

Message Added to Release
1.7

Severity
Informational

Explanation
A request to exit from SelfView mode has been made.

Recommended Action
No action is required.

SelfView request was not fulfilled

Message Added to Release
1.7

Severity
Error

Explanation
A problem occurred, and as a result, the SelfView request could not be fulfilled.

Recommended Action
Retry the SelfView request. If this condition persists, collect the CTS log files, and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

SelfView request was successful

Message Added to Release
1.7

Severity
Informational

Explanation
The SelfView request was successfully executed.

Recommended Action
No action is required.

SNMP is disabled

Message Added to Release

1.6

Severity

Warning

Explanation

SNMP is currently not running.

Recommended Action

Enable SNMP to manage the network.

Software downgrade denied for this CUCM device type

Message Added to Release

1.9

Severity

Warning

Explanation

The software downgrade was denied for this Cisco Unified CM device type due to the software version being unsupported on the device type.

Recommended Action

Install a software version supported by the device type.

Software upgrade denied for this CUCM device type

Message Added to Release

1.6

Severity

Informational

Explanation

The software upgrade was denied for this Cisco Unified CM device type.

Recommended Action

Change the device type for this endpoint in Cisco Unified CM. You can specify a CTS model-specific device, for example, the CTS 1100 or CTS 3000.

Software upgrade skipped as secondary codec(s) unavailable

Message Added to Release

1.6

Severity

Warning

Explanation

The software upgrade was skipped because the secondary codec(s) were unavailable.

Recommended Action

Retry the software upgrade. If this condition persists, check the connections and the power to the secondary codec.

Started in [chars] mode Either CUCM or non-CUCM mode

Message Added to Release

1.5

Severity

Information not available

Explanation

The system started in the mode that is specified in the message text.

Recommended Action

Check the Cisco TelePresence System configuration in Cisco Unified CM to ensure it is correct. If this condition persists, collect the CTS log files, and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

{0} State Change To : {1}[{2}]

Message Added to Release

1.7

Severity

Informational

Explanation

The device temperature state changed as indicated.

Recommended Action

If the temperature reaches a critical state, cool down or power off the device.

{0} status is Not Ready({1}).

Message Added to Release

1.7

Severity

Error

Explanation

The peripheral is in an error state.

Recommended Action

Check the peripheral cabling and configuration.

{0} status is Ready.

Message Added to Release

1.7

Severity

Informational

Explanation

The indicated peripheral is up and running.

Recommended Action

No action is required.

Switch CTS Image from {0} to {1} on Slot {2}

Message Added to Release

1.6

Severity

Informational

Explanation

The CTS image location has changed to the indicated slot.

Recommended Action

No action is required.

System is in demo mode for Cisco Unified CM configuration

Message Added to Release

1.5

Severity

Information not available

Explanation

The system is in demo mode.

Recommended Action

No action is required.

System Provisioning: No response to SUBSCRIBE SIP message

Message Added to Release

TX6.1

Severity

Error

Explanation

The VCS did not respond to a Subscribe SIP message from the Cisco TelePresence system.

Recommended Action

Check your configuration with the VCS to make sure that it is valid. The type of SIP message that was received should help you to determine the problem.

System Provisioning: Received {0} response to SUBSCRIBE SIP message

Message Added to Release

TX6.1

Severity

Error

Explanation

The VCS responded to a SIP message from the Cisco TelePresence system. The numeric message is specified in place of the {0}. Possible values are shown in Table 5-1.

Table 5-1   SIP Message and Explanation

Message Number	Explanation
401	Unauthorized. This request requires user authentication.
403	Forbidden. VCS understood this request, but is refusing to fulfill it.
404	Not Found. The user name does not exist, or an incorrect domain name has been configured for the Cisco TelePresence system.
407	Proxy Authentication Required. The proxy server responded that this request requires user authentication.
503	Service Unavailable. VCS cannot process the request. VCS is either inoperative or busy.

Recommended Action

Check your configuration with the VCS to make sure that it is valid. The type of SIP message that was received should help you to determine the problem.

System Provisioning: Received unchanged configuration

Message Added to Release

TX6.1

Severity

Informational

Explanation

This system successfully received the full configuration from the VCS, and has noted that there is no change between this configuration and the local copy of the last-received configuration.

Recommended Action

No action is required.

System Provisioning: Received updated configuration

Message Added to Release

TX6.1

Severity

Informational

Explanation

This system successfully received the full configuration from the VCS, and has noted the change between this configuration and the local copy of the last-received configuration.

Recommended Action

No action is required.

System reset requested by Cisco Unified CM

Message Added to Release

1.6

Severity

Informational

Explanation

The CTS has been reset by Cisco Unified CM.

Recommended Action

No action is required.

System reset requested by user

Message Added to Release

1.6

Severity

Informational

Explanation

The user has reset the system.

Recommended Action

No action is required.

System resetting

Message Added to Release

1.6

Severity

Informational

Explanation

The CTS is resetting.

Recommended Action

No action is required.

System restart requested by Cisco Unified CM

Message Added to Release

1.6

Severity

Informational

Explanation

The CTS has been restarted by the Cisco Unified CM.

Recommended Action

No action is required.

System restart requested by user

Message Added to Release

1.6

Severity

Informational

Explanation

The user has restarted the system.

Recommended Action

No action is required.

System restarting

Message Added to Release

1.6

Severity

Informational

Explanation

The CTS is restarting.

Recommended Action

No action is required.

System shutdown at (0) UTC

Message Added to Release

1.6

Severity

Informational

Explanation

After you initiated it, the system is shutting down.

Recommended Action

No action is required.

System shutdown initiated

Message Added to Release

1.6

Severity

Informational

Explanation

You initiated a system shutdown.

Recommended Action

No action is required.

T

Table configuration expected, but not found

Message Added to Release

1.8

Severity

Error

Explanation

The CTS supports audio table configurations, but no table configuration was provided.

Recommended Action

Check that the table configuration in the CTS Administrative UI matches the actual table configuration.

Terminate call due to unsupported CTS (mux version [dec]) mux_version=[dec]

Message Added to Release

1.5

Severity

Information not available

Explanation

The remote Cisco TelePresence Multipoint Switch (CTMS) or Cisco TelePresence System (CTS) is running a older software version.

Recommended Action

Upgrade the remote CTS or work with your CTMS administrator to upgrade the CTMS to a recommended compatible software version. For more information, refer to the Release Notes for CTMS or CTS.

The Release Notes for CTMS are located at the following URL:

http://www.cisco.com/en/US/products/ps7315/prod_release_notes_list.html

The Release Notes for CTS are located at the following URL:

http://www.cisco.com/en/US/products/ps8332/prod_release_notes_list.html

Terminate call: not enough remote bandwidth remote_topology=[dec]

Message Added to Release

1.5

Severity

Information not available

Explanation

The bandwidth that is offered in the Session Initiation Protocol (SIP) Session Description Protocol (SDP) is below the acceptable bandwidth. This bandwidth is calculated on the basis of the remote topology and the type of Cisco TelePresence system.

Recommended Action

Check the bandwidth settings in Cisco Unified CM to ensure that they are adequate. If this conditions persists, work with your network administrator to determine if this condition is transient or longer term, and take the appropriate action.

Terminated call due to DSP failure

Message Added to Release

1.5

Severity

Information not available

Explanation

The call terminated because of a digital signal processor (DSP) issue. The hardware should reset.

Recommended Action

If this condition persists, turn the hardware off then back on again.

Terminated call due to DSP failure on remote

Message Added to Release

1.5

Severity

Information not available

Explanation

The call terminated because of a digital signal processor (DSP) issue on the remote endpoint.

Recommended Action

Determine the problem that occurred on the remote endpoint. if you need further assistance, collect the CTS log files, and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Terminated call due to incompatible software versions

Message Added to Release

1.5

Severity

Information not available

Explanation

An endpoint that does not support interoperability has joined a Cisco TelePresence Multipoint System (CTMS) call that has interoperability enabled. The call is rejected with a cause code of FACILITY_REJECTED (29). This condition can occur if the endpoint is running a Cisco TelePresence System (CTS) software version that is older than 1.3.

Recommended Action

Upgrade the CTS software on the endpoint to a version that supports interoperability. Remember to check the *Software Compatibility Information for the Cisco TelePresence System* to ensure that the CTS software version you select is compatible with the other software running in your CTS topology.

Terminated call due to network congestion

Message Added to Release

1.5

Severity

Information not available

Explanation

The remote endpoint terminated the call because of network congestion.

Recommended Action

Work with your network administrator to determine if this condition is transient or longer term, and take the appropriate action.

Terminated call due to resources unavailable

Message Added to Release

1.5

Severity

Information not available

Explanation

The remote endpoint terminated the call because a resource was unavailable.

Recommended Action

Determine the problem that occurred on the remote endpoint. If you need further assistance, collect the CTS log files, and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Terminated call due to security mismatch

Message Added to Release

1.5

Severity

Information not available

Explanation

One of the following events has occurred:

- A nonsecure endpoint has attempted to join a secure multipoint call. This endpoint is dropped and a security mismatch message is shown on the display.

- The secure key exchange was unsuccessful during the call setup.

Recommended Action

Take the following action:

- Make sure that the local endpoint is secure when you join a secure multipoint conference.

- Retry the call. If the same issue persists, check the compatibility of the security certificate with the other endpoints.

- Change the conference to be a security level of best-effort.

Terminated call due to security mismatch after add-in

Message Added to Release

1.5

Severity

Information not available

Explanation

A nonsecure audio device attempted to join a a secure multipoint conference by using audio add-in. The audio call could not be added in to the Cisco TelePresence System because the security status between the two calls does not match. The nonsecure audio call is dropped.

Recommended Action

Either change the security of the multipoint conference to best-effort, or configure the device that is designated for the audio add-in as a secure device. In addition, if the audio device is a Cisco Unified IP Phone and the version of Cisco Unified CM is 6.x or older, ensure that the Cisco Unified IP Phone and the Cisco TelePresence System are on the same Cisco Unified CM cluster.

The [left | center | right] TelePresence screen was left in Self View mode. The system returned the screen to normal mode.

Message Added to Release

1.6

Severity

Warning

Explanation

The indicated TelePresence screen was left in Self View mode. The system detected this condition, and returned the screen to normal mode.

Recommended Action

No action is required.

The conference control connection to the CTMS or TS is restored for meeting ID {0}

Message Added to Release

1.9

Severity

Informational

Explanation

The conference control connection has been restored.

Recommended Action

No action is required.

The conference control connection to the CTMS or TS was lost for meeting ID {0}

Message Added to Release

1.9

Severity

Error

Explanation

The conference control connection has been lost.

Recommended Action

Work with your network administrator to determine if there are network connectivity issues to the CTMS or TS.

The phone interface configuration is invalid

Message Added to Release

1.6

Severity

Error

Explanation

The phone XML specification identifier (XSI) interface configuration is invalid.

Recommended Action

Check the phone configuration in Cisco Unified CM to ensure that it is correct. If this condition persists, collect the CTS log files, and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

The presentation has been negotiated to 1 FPS

Message Added to Release

1.7

Severity

Informational

Explanation

The Cisco TelePresence System will receive the speed of the presentation at 1 frame per second (FPS).

Recommended Action

No action is required.

The presentation has been negotiated to 5 FPS

Message Added to Release
1.7

Severity
Informational

Explanation
The Cisco TelePresence System will receive the speed of the presentation at 5 frames per second (FPS).

Recommended Action
No action is required.

The presentation has been negotiated to 30 FPS

Message Added to Release
1.7

Severity
Informational

Explanation
The Cisco TelePresence System will receive the speed of the presentation at 30 frames per second (FPS).

Recommended Action
No action is required.

The presentation has been negotiated to 30 & 5 FPS

Message Added to Release
1.7

Severity
Informational

Explanation
The Cisco TelePresence System will receive the speed of the presentation at both 30 and 5 frames per second (FPS).

Recommended Action
No action is required.

The Presentation Negotiated to 5 FPS Receive

Message Added to Release
1.5

Severity

Information not available

Explanation

The Cisco TelePresence System will receive the presentation at 5 frames per second (FPS).

Recommended Action

No action is required.

The Presentation Negotiated to 30 FPS Receive

Message Added to Release

1.5

Severity

Information not available

Explanation

The Cisco TelePresence System will receive the speed of the presentation at 30 frames per second (FPS).

Recommended Action

No action is required.

The Presentation Negotiated to 30 FPS Transmit

Message Added to Release

1.5

Severity

Information not available

Explanation

The Cisco TelePresence System will transmit the presentation at 30 frames per second (FPS).

Recommended Action

No action is required.

The user interface firmware version (XSI) running on the Cisco TelePresence System phone is no longer supported.

Message Added to Release

1.7

Severity

Error

Explanation

The phone is using the XML specification identifier (XSI) user interface, which is no longer supported.

Recommended Action

Check the *Software Compatibility Information for the Cisco TelePresence System* to ensure that the software for your CTS options, for example, the CTMS, CTRS, and so on, are compatible. If one or more of the devices are not compatible, work with the appropriate member of your technical support team to upgrade the software on those devices. You can also upgrade the older XSI user interface to the Enhanced Phone User Interface (MIDlets).

This CTS version does not support this bandwidth capability. Please contact system administrator

Message Added to Release

1.8

Severity

Error

Explanation

The CTS does not support the T1 bandwidth.

Recommended Action

Contact your system administrator.

TP Type=[dec] Remote Topo=[dec] Local BW=[dec] Remote BW=[dec] Negotiated BW=[dec] Presentation Bw=[int]

Message Added to Release

1.5

Severity

Information not available

Explanation

The network bandwidth was negotiated, and the system changed to the new bandwidth.

Recommended Action

No action is required.

Transfer of file {0} successful

Message Added to Release

1.6

Severity

Informational

Explanation

The transfer of the indicated file from the CTS to the remote host was successful.

Recommended Action

No action is required.

Transfer of file {0} unsuccessful: {1}

Message Added to Release

1.6

Severity

Warning

Explanation

The transfer of the indicated file from the CTS to the remote host was unsuccessful.

Recommended Action

Change the External CTS Log Destination setting in the Cisco Unified CM for this endpoint.

Transmit audio only

Message Added to Release

1.7

Severity

Informational

Explanation

The participant is transmitting audio only.

Recommended Action

No action is required.

Transmit Video is resumed

Message Added to Release

1.7

Severity

Informational

Explanation

The video transmission was resumed.

Recommended Action

No action is required.

Trap destination matching same version already exists

Message Added to Release

1.6

Severity

Warning

Explanation

The specified SNMP trap destination already exists.

Recommended Action

Choose a different version or SNMP trap destination.

Trap destination unable to be discovered

Message Added to Release

1.6

Severity

Warning

Explanation

The specified engineID does not exist.

Recommended Action

Specify a valid engineID, or try an empty engineID.

Trap number must be between 1 and the number of trap destinations

Message Added to Release

1.6

Severity

Warning

Explanation

The specified SNMP trap number is invalid.

Recommended Action

Choose a valid trap number, which must be between 1 and the number of existing trap destinations.

U

Unable to allocate media port, resource clean up started

Message Added to Release

1.5

Severity

Information not available

Explanation

There is a media port leak in the system. A recovery process has started to clean up the unused ports.

Recommended Action

Collect the CTS log files, and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Unable to allocate RTP ports

Message Added to Release

1.6

Severity

Error

Explanation

Unable to allocate the Real-time Transport Protocol (RTP) port.

Recommended Action

If this condition persists, collect the CTS log files, and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Unable to allocate video media port

Message Added to Release

1.6

Severity

Warning

Explanation

The call service component cannot allocate the video port. This problem can occur when there is a leak in the resource usage.

Recommended Action

No action is required. The call service will find the leak and reuse the port.

Unable to connect to Cisco Unified CM.

Message Added to Release

1.6

Severity

Error

Explanation

The Transport Layer Security (TLS) client connection to Cisco Unified CM could not complete the handshake.

Recommended Action

Verify that both sides of the connection have valid certificates. For example, use **tcpdump** to capture the ethereal trace during the handshake and check the error code.

Unable to convert CUCM name [chars] to IP-

Message Added to Release

1.5

Severity

Information not available

Explanation

The system could not resolve the name provided by Cisco Unified CM to an IP address. The system will attempt to use the configured TFTP IP address.

Recommended Action

Work with the appropriate member of your technical support team to ensure that the Domain Name System (DNS) configuration for the CTS is correct.

Unable to detect camera. Calls cannot be made or received. Ensure all camera cables are plugged in and working

Message Added to Release

1.6

Severity

Error

Explanation

Indicates that the camera is not detected. Calls cannot be made or received.

Recommended Action

Verify that all camera cables are plugged in and working. If this condition persists, collect the CTS log files, and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Unable to determine operating mode

Message Added to Release

1.6

Severity

Error

Explanation

The call service is not available because the TFTP configuration file could not be read.

Recommended Action

If this condition persists, collect the CTS log files, and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Unable to find matching certificate for {0}

Message Added to Release

1.6

Severity

Error

Explanation

The received Cisco Unified CM certificate did not match any certificates in the Certificate Trust List (CTL) file.

Recommended Action

Verify that the Cisco Unified CM certificate is included in the CTL file. For example, if the CTL file is from another Cisco Unified CM server, remove the CTL file. Or, if the Cisco Unified CM certificate accidentally regenerated, rerun the Cisco Unified CM CTL client to regenerate the CTL file.

Unable to load calandar meeting information

Message Added to Release

1.8

Severity

Warning

Explanation

Cisco Touch device failed to load the calendar for scheduled meetings.

Recommended Action

Verify that the file /nv/state/SRCalendar exists on the CTS. Verify that CTS has read access to the file.

Unable to load Certificate Authority file (0)

Message Added to Release
1.6

Severity
Error

Explanation
Unable to load the CA certificate file.

Recommended Action
Verify that the CA certificate file is valid.

Unable to load certificate file (0)

Message Added to Release
1.6

Severity
Error

Explanation
Unable to load manufacturing installed certification (MIC) or locally significant certificate (LSC).

Recommended Action
Verify that the LSC and MIC are valid.

Unable to load private key file (0)

Message Added to Release
1.6

Severity
Error

Explanation
Unable to load the private key file for the LSC or MIC.

Recommended Action
Verify that the private key file for the LSC or MIC is valid.

Unable to log call records for CTS-Manager

Message Added to Release
1.6

Severity

Informational

Explanation

The log file could not be opened, and as a result, the call data record could not be maintained.

Recommended Action

Restart the CTS during the next regular maintenance cycle.

Unable to parse CUCM configuration

Message Added to Release

1.5

Severity

Information not available

Explanation

The Cisco Unified CM configuration could not be parsed.

Recommended Action

Restart the calling services. If this condition persists, contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Unable to read CUCM configuration file

Message Added to Release

1.5

Severity

Information not available

Explanation

The calling services could not be started because it could not read the Cisco Unified CM configuration file.

Recommended Action

Take one or more of the following actions:

1. Verify that the Cisco TelePresence System (CTS) is using the correct Cisco Unified CM IP address by checking the IP address in the CTS Administration interface.

2. Work with your network administrator to verify the network connection between the CTS and the Cisco Unified CM.

3. Make sure that the CTS device has been created in the Cisco Unified CM with the correct MAC address.

4. If the problem persists, collect the CTS log files, and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Unable to read Cisco Unified CM configuration

Message Added to Release

1.6

Severity

Error

Explanation

The Cisco Unified CM configuration is not readable.

Recommended Action

Restart the calling services. If this condition persists, collect the CTS log files, and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Unable to receive video from remote endpoint {0}. Blank screen will be observed during this time.

Message Added to Release

1.8

Severity

Informational

Explanation

The CTS has received an invalid video resolution from the remote endpoint, and has downgraded video image resolution, but the remote endpoint has not changed its video resolution.

Recommended Action

Change video resolution on remote endpoint.

Unable to resolve CUCM IP from TFTP server [chars]

Message Added to Release

1.5

Severity

Information not available

Explanation

The system could not resolve the Cisco Unified CM IP address from the TFTP server.

Recommended Action

Work with the appropriate member of your technical support team to ensure that the DNS configuration of the CTS is correct.

Unable to resolve Cisco Unified CM hostname

Message Added to Release

1.6

Severity

Error

Explanation

The Cisco Unified CM hostname/IP address could not be resolved.

Recommended Action

Work with the appropriate member of your technical support team to ensure that the DNS configuration of the CTS is correct.

Unable to resolve Cisco Unified CM IP address, using TFTP Server IP address: {0}

Message Added to Release

1.6

Severity

Error

Explanation

The Cisco Unified CM IP address cannot be resolved. The IP address of the TFTP server is used instead.

Recommended Action

Work with the appropriate member of your technical support team to ensure that the DNS configuration of the CTS is correct.

Undefined media port range in Cisco Unified CM. Default to [{0},{1}]

Message Added to Release

1.6

Severity

Warning

Explanation

The media port range is not defined in Cisco Unified CM. The default range is used instead.

Recommended Action

Configure the media port range in Cisco Unified CM. If this condition persists, collect the CTS log files, and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Cisco Unified CM hostname/IP address is not configured

Message Added to Release

1.6

Severity

Error

Explanation

The Cisco Unified CM hostname/IP address is not configured.

Recommended Action

Configure the hostname or IP address of the CTS.

Cisco Unified CM IP address is not configured

Message Added to Release

1.6

Severity

Error

Explanation

The Cisco Unified CM IP address is not configured.

Recommended Action

Configure the hostname or IP address of the CTS.

Unsupported signal of [chars]

Message Added to Release

1.5

Severity

Information not available

Explanation

The connected presentation device is not supported.

Recommended Action

Make sure that your presentation device is set at a resolution of 1024x768 pixels.

UnSupported version of Endpoint detected in a call, the call may become non-secure

Message Added to Release

1.5

Severity

Information not available

Explanation

An endpoint that is running Cisco TelePresence System Release 1.3 software is participating in a conference with endpoints that are running either Cisco TelePresence System release 1.4 or 1.5 software. Due to the differences in SSL versions, the call cannot be set up as a secure call and will be set up as a nonsecure call.

Recommended Action

To create a secure conference, make sure that all endpoints are running Cisco TelePresence System release 1.4 or later. If required, upgrade to a later software release.

Unsupported video resolution received from remote end point {0}. Video resolution will be reduced from {1} to {2}. A blank screen may be observed for a short time while the video stream is reduced.

Message Added to Release

1.8

Severity

Informational

Explanation

The CTS has performed a video resolution downgrade because an invalid resolution was received from the remote endpoint.

Recommended Action

No action is required.

Upgrade Primary CTS Image from {0} to {1}

Message Added to Release

1.6

Severity

Informational

Explanation

The primary CTS image has been upgraded as indicated.

Recommended Action

No action is required.

Upgrade successful

Message Added to Release

1.6

Severity

Informational

Explanation

The software upgrade was successful.

Recommended Action

No action is required.

Upgrade unsuccessful: Could not connect to host

Message Added to Release

1.6

Severity

Error

Explanation

A connection to the host could not be established, and as a result, the upgrade was unsuccessful.

Recommended Action

Make sure that the codecs are connecting properly. If this condition persists, collect the CTS log files, and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Upgrade unsuccessful: Could not save file

Message Added to Release

1.6

Severity

Error

Explanation

The file could not be saved because the /tmp directory might not have enough space.

Recommended Action

Restart the CTS. If this condition persists, collect the CTS log files, and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Upgrade unsuccessful: File not found on host

Message Added to Release

1.6

Severity

Error

Explanation

The CTS image file was not found on the TFTP server, and as a result, the upgrade was unsuccessful.

Recommended Action

Take the following action:

- Make sure that the CTS image file is on the TFTP server.
- Make sure that the CTS image name is correct.
- Work with the appropriate member of your technical support team to restart the TFTP server.

Upgrade unsuccessful: File security violation

Message Added to Release

1.6

Severity

Error

Explanation

A file security violation occurred, and as a result, the upgrade was unsuccessful.

Recommended Action

Make sure that a valid file security scheme has been implemented. If this condition persists, collect the CTS log files, and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Upgrade unsuccessful: File transfer timeout

Message Added to Release

1.6

Severity

Error

Explanation

The file transfer timed out, probably because of a communication problem with the TFTP server, and as a result, the upgrade was unsuccessful.

Recommended Action

Retry the upgrade. If this condition persists, check the network status of the TFTP server.

Upgrade unsuccessful: File type invalid

Message Added to Release

1.6

Severity

Error

Explanation

The file type was invalid, and as a result, the upgrade was unsuccessful.

Recommended Action

Verify that the file is on the TFTP server, and that the file is a CTS image.

Upgrade unsuccessful: Incorrect checksum

Message Added to Release

1.6

Severity

Error

Explanation

An incorrect checksum was received, and as a result, the upgrade was unsuccessful.

Recommended Action

Upload the CTS image again, and retry the upgrade. If this condition persists, collect the CTS log files, then obtain a valid software image by contacting the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Upgrade unsuccessful: Invalid host name

Message Added to Release

1.6

Severity

Error

Explanation

The retrieval of the new CTS image, and hence, the upgrade was unsuccessful because an incorrect hostname was specified or could not be resolved.

Recommended Action

Take the following action:

- Check the DNS server.
- Check, and if needed, correct the relevant TFTP configuration in the Cisco Unified CM Settings page of the CTS Administration interface.

Upgrade unsuccessful: Invalid operation

Message Added to Release

1.6

Severity

Error

Explanation

An software issue occurred, and as a result, the upgrade was unsuccessful.

Recommended Action

Collect the CTS log files, and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Upgrade unsuccessful: Out of disk space

Message Added to Release

1.9

Severity

Error

Explanation

The upgrade was unsuccessful due to a lack of disk space.

Recommended Action

Reboot the system, and wait for system to auto-upgrade

Upgrade unsuccessful: Software does not support current hardware

Message Added to Release

1.6

Severity

Error

Explanation

The CTS hardware and software are incompatible, and as a result, the upgrade was unsuccessful.

Recommended Action

Check the *Software Compatibility Information for the Cisco TelePresence System* to determine the CTS software versions that are compatible with the CTS hardware, and upgrade the software or hardware accordingly.

Upgrade unsuccessful: Unable to transfer file

Message Added to Release

1.6

Severity

Error

Explanation

A file could not be transferred, and as a result, the upgrade was unsuccessful.

Recommended Action

Retry the file transfer. If this condition persists, work with your network administrator to determine if this condition is transient or longer term, and take the appropriate action.

Upgrade unsuccessful: Unspecified

Message Added to Release

1.6

Severity

Error

Explanation

The upgrade was unsuccessful for an unknown reason.

Recommended Action

Take this action:

- Retry the upgrade.
- Work with the appropriate member of your technical support team to determine the status of the TFTP server.
- If this condition persists, collect the CTS log files, and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

User has chosen not to share {0} device

Message Added to Release

1.7

Severity

Informational

Explanation

The user has chosen the dismiss option from the UI.

Recommended Action

No action is required.

User has chosen to share {0} device

Message Added to Release

1.7

Severity

Informational

Explanation

The user has chosen the share option from the UI.

Recommended Action

No action is required.

User has plugged in {0} device

Message Added to Release

1.7

Severity

Informational

Explanation

The user has plugged in a device for sharing the presentation.

Recommended Action

No action is required.

User has unplugged {0} device

Message Added to Release

1.7

Severity

Informational

Explanation

The user has unplugged a device.

Recommended Action

No action is required.

Using existing CTL

Message Added to Release

1.6

Severity

Informational

Explanation

The existing Certificate Trust List (CTL) is being used.

Recommended Action

No action is required.

Using Cisco Unified CM

Message Added to Release
1.6

Severity
Informational

Explanation
Cisco Unified CM has been configured.

Recommended Action
No action is required.

V

Video call ended due to security mismatch from non-secure audio add-in

Message Added to Release
1.6

Severity
Error

Explanation
The add-in call was disconnected because the audio/video call to the secured multipoint call was not allowed to downgrade to a non-secured state.

Recommended Action
Work with your CTMS administrator to verify that the security configuration on the CTMS is correct. If this condition persists, collect the CTS log files, and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Video driver not responding ({0} codec)

Message Added to Release
1.6

Severity
Error

Explanation
The call ended because the video driver was not responding.

Recommended Action
Retry the call. If this condition persists, collect the CTS log files, and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Video driver successfully reloaded on {0} codec

Message Added to Release
1.6

Severity
Warning

Explanation
The firmware has been reloaded to recover from an error.

Recommended Action

No action is required.

Video DSP buffer overflowed ({0} codec)

Message Added to Release

1.6

Severity

Error

Explanation

The call ended because the video DSP buffer overflowed.

Recommended Action

Retry the call. If this condition persists, collect the CTS log files, and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

Video quality reduced to (0)

Message Added to Release

1.6

Severity

Warning

Explanation

The call quality has been reduced because of network congestion.

Recommended Action

Work with your network administrator to determine if this condition is transient or longer term, and take the appropriate action.

W

WARNING= No valid Manufacturing Installed Certificate found Secure mode operation may not be possible

Message Added to Release

1.6, 1.7, 1.8

Severity

Warning

Explanation

An invalid manufacturing installed certificate was found for a secured endpoint.

Recommended Action

Collect the CTS log files, and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

CHAPTER **6**

Cisco TelePresence System Syslog Messages

Revised: March 2014, OL-21124-03

Contents

This chapter presents Cisco TelePresence sysop log (syslog) messages by number. Each ID number corresponds to a software module that generates the system message. Table 6-1 maps the ID number ranges to their respective application types.

Table 6-1   CTS-Manager ID Number Range and Software Module Mapping

Message Code Number Range	Application Name
• 201000 to 201009	CCA_PRES
• 201010 to 201044	CCA_OSD
• 201100 to 201119	CCA_INIT
• 201150 to 201178	CCA_CALL
• 201200 to 201216	
• 201180 to 201187	CCA_SRV
• 201500 to 201523	MEDIA
• 201600	PHONE_INIT
• 201601	PHONE_XSI
• 201650	KEYXCHG
• 201800 to 201801	CONFCTRL

201000 to 201009

201000

Message Text

HDMI signal state is active.

Message ID

PRES_SIGNAL_HDMIACTIVE

Message Added to Release

1.7.1

Severity

Information

Explanation

Generated at bootup and if the document camera is connected to the HDMI cable and port.

Recommended Action

No action is necessary.

201001

Message Text

DVI signal state is active.

Message ID

PRES_SIGNAL_DVIACTIVE

Message Added to Release

1.7.1

Severity

Information

Explanation

Generated at bootup and if the document camera is connected to the DVI cable and port.

Recommended Action

No action is necessary.

201002

Message Text

Projector state changed to on.

Message ID

PRES_PROJ_STATE_ON

Message Added to Release

1.7.1

Severity

Information

Explanation

Generated when the display is turned on.

Recommended Action

No action is necessary.

201003

Message Text

Projector state changed to off.

Message ID

PRES_PROJ_STATE_OFF

Message Added to Release

1.7.1

Severity

Information

Explanation

Generated when the display is turned off.

Recommended Action

No action is necessary.

201004

Message Text

The data display state is changed to %.10s.

Message ID

PRES_DATADISP_STATUSCHG

Message Added to Release

1.7.1

Severity

Information

Explanation

Generated when the data display state is changed.

Recommended Action

No action is necessary.

201005

Message Text

Unsupported signal of %.10s.

Message ID

PRES_SIGNAL_UNSUPPORTED

Message Added to Release

1.7.1

Severity

Warning

Explanation

Generated when the user plugs in a laptop whose resolution is not supported.

Recommended Action

Adjust the resolution to 1024x768.

201006

Message Text

The presentation has been negotiated to 30 and 5 FPS.

Message ID

PRES_305FPS_NEGOTIATED

Message Added to Release

1.7.1

Severity

Information

Explanation

Generated when the call is setting up and presentation negotiation is complete.

Recommended Action

No action is necessary.

201007

Message Text

The presentation has been negotiated to 30 FPS.

Message ID

PRES_30FPS_NEGOTIATED

Message Added to Release

1.7.1

Severity

Information

Explanation

Generated when the call is setting up and presentation negotiation is complete.

Recommended Action

No action is necessary.

201008

Message Text

The presentation has been negotiated to 5 FPS.

Message ID

PRES_5FPS_NEGOTIATED

Message Added to Release

1.7.1

Severity

Information

Explanation

Generated when the call is setting up and presentation negotiation is complete.

Recommended Action

No action is necessary.

201009

Message Text

The presentation has been negotiated to 1 FPS.

Message ID

PRES_1FPS_NEGOTIATED

Message Added to Release

1.7.1

Severity

Information

Explanation

Generated when the call is setting up and presentation negotiation is complete.

Recommended Action

No action is necessary.

201010 to 201044

201010

Message Text

Display the remote hold icon.

Message ID

ICON_HOLD_REMOTE

Message Added to Release

1.7.1

Severity

Information

Explanation

The remote party puts the call on hold. The remote hold icon is displayed.

Recommended Action

No action is necessary.

201011

Message Text

Display the local hold icon.

Message ID

ICON_HOLD_LOCAL

Message Added to Release

1.7.1

Severity

Information

Explanation

The call is put on hold. The local hold icon is displayed.

Recommended Action

No action is necessary.

201012

Message Text

Display bit rate reduction message.

Message ID

ICON_BITRATE_REDUCTION

Message Added to Release

1.7.1

Severity

Information

Explanation

The bandwidth is reduced. The text message is displayed on the main display.

Recommended Action

No action is necessary.

201013

Message Text

Display bit rate reduction message due to network congestion. The text message is displayed on the main display.

Message ID

ICON_BITRATE_REDUC_CONG

Message Added to Release

1.7.1

Severity

Warning

Explanation

The bitrate is reduced due to network congestion.

Recommended Action

Contact the Network Administrator if this occurs too many times.

201014

Message Text

Displayed network congestion message.

Message ID

ICON_NETWORK_CONGESTION

Message Added to Release

1.7.1

Severity

Warning

Explanation

Network congestion is detected. The text message is displayed on the main display.

Recommended Action

Contact the Network Administrator if this occurs too many times.

201015

Message Text

Displayed the network latency warning message.

Message ID

ICON_NETWORK_LATENCY_WARN

Message Added to Release

1.7.1

Severity

Warning

Explanation

The network latency warning message is displayed when the latency has passed the latency network warning threshold.

Recommended Action

Contact the Network Administrator if this occurs too many times.

201016

Message Text

Displayed the message indicating network latency has passed the maximum threshold.

Message ID

ICON_NETWORK_LATENCY_ERR

Message Added to Release

1.7.1

Severity

Warning

Explanation

The network latency error message is displayed when the latency has passed the latency network error threshold.

Recommended Action

Contact the Network Administrator if this occurs too many times.

201017

Message Text

Displayed the non-secure icon.

Message ID

ICON_SECURITY_NONSECURE

Message Added to Release

1.7.1

Severity

Information

Explanation

The non-security icon is displayed indicating the call is non-secured.

Recommended Action

No action is necessary.

201018

Message Text

Displayed the authenticate icon.

Message ID

ICON_SECURITY_AUTH

Message Added to Release

1.7.1

Severity

Information

Explanation

The authenticate icon is displayed indicating the call is authenticated.

Recommended Action

No action is necessary.

201019

Message Text

Displayed the secured icon.

Message ID

ICON_SECURITY_SECURED

Message Added to Release

1.7.1

Severity

Information

Explanation

The secured icon is displayed indicating the call is secured.

Recommended Action

No action is necessary.

201020

Message Text

Displayed the presentation disabled icon.

Message ID

ICON_PRESENTATION_OFF

Message Added to Release

1.7.1

Severity

Information

Explanation

The presentation is disconnected.

Recommended Action

No action is necessary.

201021

Message Text

Displayed the satellite icon.

Message ID

ICON_SATELLITE

Message Added to Release

1.7.1

Severity

Information

Explanation

The call is a satellite call.

Recommended Action

No action is necessary.

201022

Message Text

Displayed the mute icon.

Message ID

ICON_MUTE_LOCAL_ON

Message Added to Release

1.7.1

Severity

Information

Explanation

The mute icon is displayed on the main display indicating the user has muted the call.

Recommended Action

No action is necessary.

201023

Message Text

Unable to display the mute icon on the main display.

Message ID

ICON_MUTE_LOCAL_ON_FAIL

Message Added to Release

1.7.1

Severity

Error

Explanation

Unable to display the mute icon.

Recommended Action

Contact the network administrator. If you require further assistance, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

201024

Message Text

Removed the mute icon on the main display.

Message ID

ICON_MUTE_LOCAL_OFF

Message Added to Release

1.7.1

Severity

Information

Explanation

The mute icon is removed from the main display indicating the user has unmuted the call.

Recommended Action

No action is necessary.

201025

Message Text

Unable to remove the mute icon on the main display.

Message ID

ICON_MUTE_LOCAL_OFF_FAIL

Message Added to Release

1.7.1

Severity

Error

Explanation

The mute icon has failed to be removed from the main display.

Recommended Action

Contact the network administrator. If you require further assistance, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

201026

Message Text

Display %d-bar icon.

Message ID

ICON_BAR_DISPLAYED

Message Added to Release

1.7.1

Severity

Information

Explanation

Quality bar has changed. Display the bar icon.

Recommended Action

No action is necessary.

201027

Message Text

Display black code SchedConfNotStarted.

Message ID

SCHEDCONFNOTSTARTED

Message Added to Release

1.7.1

Severity

Information

Explanation

Black screen code—Schedule conference not started yet.

Recommended Action

No action is necessary.

201028

Message Text

Display black code ConfStartedInsuffRsc.

Message ID

CONFINSUFFRSC

Message Added to Release

1.7.1

Severity

Information

Explanation

Black screen code—Conference started with insufficient resource.

Recommended Action

No action is necessary.

201029

Message Text

Display black code FirstAndOnlyPart.

Message ID

FIRSTANDONLYPART

Message Added to Release

1.7.1

Severity

Information

Explanation

Black screen code—First and only participant in the meeting.

Recommended Action

No action is necessary.

201030

Message Text

Display black code RemaingPart.

Message ID

REMAININGPART

Message Added to Release

1.7.1

Severity

Information

Explanation

Black screen code—Remaining participant in the meeting.

Recommended Action

No action is necessary.

201031

Message Text

Display black code ConfWaitingForHost.

Message ID

CONFWAITING4HOST

Message Added to Release

1.7.1

Severity

Information

Explanation

Black screen code—Conference is waiting for host to join.

Recommended Action

No action is necessary.

201032

Message Text

Display black code ConfLockedByHost.

Message ID

CONFLOCKEDBYHOST

Message Added to Release

1.7.1

Severity

Information

Explanation

Black screen code—Conference locked by host.

Recommended Action

No action is necessary.

201033

Message Text

Display black code ConfIsSecuredOnly.

Message ID

CONFISSECUREDONLY

Message Added to Release

1.7.1

Severity

Information

Explanation

Black screen code—Conference is secured only.

Recommended Action

No action is necessary.

201034

Message Text

Display black code ConnWithNoVideo.

Message ID

CONNWITHNOVIDEO

Message Added to Release

1.7.1

Severity

Information

Explanation

Black screen code—Conference with no video.

Recommended Action

No action is necessary.

201035

Message Text

Display black code OnlyOneTPInWebEx.

Message ID

ONLYONETPINWEBEX

Message Added to Release

1.7.1

Severity

Information

Explanation

Black screen code—Only one participant in the Cisco WebEx meeting.

Recommended Action

No action is necessary.

201036

Message Text

Display black code ConfTxVideoSuspend.

Message ID

CONFTXVIDEOSUSPENDED

Message Added to Release

1.7.1

Severity

Information

Explanation

Black screen code—Conference is changed to audio only.

Recommended Action

No action is necessary.

201100 to 201119

201100

Message Text

Unable to communicate with media service. Restart Call Control service.

Message ID

MEDIA_SRV_START_TIMEOUT

Message Added to Release

1.7.1

Severity

Error

Explanation

The Call Control Service failed to connect to the media service.

Recommended Action

Contact the network administrator. If you require further assistance, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

201101

Message Text

Unable to communicate with media service. Restart Call Control service.

Message ID

START_MEDIA_SRV_FAIL

Message Added to Release

1.7.1

Severity

Error

Explanation

DSP suicide detected.

Recommended Action

Contact the network administrator. If you require further assistance, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

201102

Message Text

Unified CM hostname/IP address is not configured.

Message ID

TNPINIT_CUCM_MISSING

Message Added to Release

1.7.1

Severity

Error

Explanation

Check your Unified CM administration settings to make sure the hostname and IP address are configured properly. See the *Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System*.

Recommended Action

Resolve Configuration Error.

201103

Message Text

Unable to resolve Unified CM hostname(%.20s).

Message ID

TNPINIT_CUCM_NAME_FAIL

Message Added to Release

1.7.1

Severity

Error

Explanation

Check your Unified CM administration settings to make sure the hostname is configured properly.

Recommended Action

Resolve Configuration Error. See the *Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System*.

201104

Message Text

Unable to resolve Unified CM IP address, using TFTP Server IP address: %.20s.

Message ID

TNPINIT_CUCM_TFTPIP_FAIL

Message Added to Release

1.7.1

Severity

Error

Explanation

Check your Unified CM administration settings to make sure the IP address is configured properly.

Recommended Action

Resolve Configuration Error. See the *Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System*.

201105

Message Text

Unable to read Unified CM configuration.

Message ID

TNPINIT_CUCM_READ_ERR

Message Added to Release

1.7.1

Severity

Error

Explanation

Check your Unified CM administration settings to make sure there are no typos.

Recommended Action

Resolve Configuration Error. See the *Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System*.

201106

Message Text

Unable to parse Unified CM configuration.

Message ID

TNPINIT_CUCM_PARSE_ERR

Message Added to Release

1.7.1

Severity

Error

Explanation

You did not enter a directory number (DN) in the Unified CM configuration. Make sure that you have entered a DN into your Unified CM configuration. If the number is entered, make sure there are no typos and that you are using supported special characters.

Recommended Action

Resolve Configuration Error. See the *Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System*.

201106

Message Text

Unable to parse Unified CM configuration.

Message ID

TNPINIT_CUCM_PARSE_ERR

Message Added to Release

1.7.1

Severity

Error

Explanation

Check your Unified CM administration settings to make sure there are no typos and that you are using supported special characters.

Recommended Action

Resolve Configuration Error. See the *Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System*.

201107

Message Text

Unified CM IP address is not configured.

Message ID

TNPINIT_CUCM_IP_NOTDEFINED

Message Added to Release

1.7.1

Severity

Error

Explanation

Check your Unified CM administration settings to make sure that the IP address is configured properly.

Recommended Action

Resolve Configuration Error. See the *Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System*.

201108

Message Text

Dial number is not configured. Please use Unified CM administration to set up the dial number.

Message ID

TNPINIT_CUCM_LNNAME_NOTDEF

Message Added to Release

1.7.1

Severity

Error

Explanation

Check your Unified CM administration settings to make sure that the dial in number is configured properly.

Recommended Action

Resolve Configuration Error. See the *Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System*.

201109

Message Text

System is in demo mode for CUCM configuration.

Message ID

TNPINIT_CUCM_DEMO_MODE

Message Added to Release

1.7.1

Severity

Warning

Explanation

One of the following conditions has occurred:

- The CTS is set up in demo mode, rather than normal operating mode.

- In some cases, this message displays after a system was upgraded to a later image, then downgraded to an earlier image.

Recommended Action

A workaround is to make a change to your Cisco TelePresence system call control settings (for example, Unified CM settings) using command-line interface (CLI) commands, which overwrites the demo mode and should bring your system up to a usable state. See the *Cisco TelePresence System Command-Line Interface Reference Guide* for more information.

201110

Message Text

Media port range configured is [%d,%d].

Message ID

TNPINIT_MED_PORTRANGE_USED

Message Added to Release

1.7.1

Severity

Information

Explanation

The port range has been set for your system.

Recommended Action

This is only an informational message. No action is required.

201111

Message Text

Unable to allocate RTP ports.

Message ID

TNPINIT_MED_PORT_AVAIL_FAIL

Message Added to Release

1.7.1

Severity

Error

Explanation

During normal system operation, media ports are used for calls, and are freed after the call completes. This message indicates that the maximum number of ports have been used and no more ports are available.

Recommended Action

Reboot the system to free the ports.

201112

Message Text

Unable to read TFTP configuration file.

Message ID

TNPINIT_CUCM_READ_ERR

Message Added to Release

1.7.1

Severity

Error

Explanation

Check your Unified CM administration settings to make sure that your TFTP file is set up properly. Contact the administrator if the problem persists.

Recommended Action

Resolve Configuration Error. See the *Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System*.

201113

Message Text

Started in CUCM mode.

Message ID

TNPINIT_MODE_STARTED

Message Added to Release

1.7.1

Severity

Information

Recommended Action

No action is necessary.

201114

Message Text

Started in non-CUCM mode.

Message ID

TNPINIT_MODE_STARTED

Message Added to Release

1.7.1

Severity

Information

Recommended Action

No action is necessary.

201115

Message Text

Auto upgrade is enabled.

Message ID

TNPINIT_AUTO_UPGRADE_EN

Message Added to Release

1.7.1

Severity

Information

Recommended Action

No action is necessary.

201116

Message Text

Auto upgrade is disabled.

Message ID

TNPINIT_AUTO_UPGRADE_DIS

Message Added to Release

1.7.1

Severity

Error

Recommended Action

Contact the network administrator. If you require further assistance, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

201117

Message Text

Camera is resetting. Calls cannot be made or received.

Message ID

CAMERA_RESETTING

Message Added to Release

1.7.1

Severity

Warning

Recommended Action

No action is necessary.

201118

Message Text

Unable to detect camera. Ensure all camera cables are plugged in and working.

Message ID

CAMERA_UNPLUGGED

Message Added to Release

1.7.1

Severity

Error

Recommended Action

Check that camera cables are plugged in and working.

201119

Message Text

Camera cables are verified plugged in properly.

Message ID

CAMERA_GOOD_STATUS

Message Added to Release

1.7.1

Severity

Information

Recommended Action

No action is necessary.

201150 to 201178

201150

Message Text
Ended call due to issue with DSP on remote side. Reason code=%d.

Message ID
TERM_REMOTE_VDSP_FAILED

Tag
call_id

Message Added to Release
1.7.1

Severity
Error

Explanation
The call has ended due to remote DSP failure.

Recommended Action
Contact the network administrator. If you require further assistance, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

201151

Message Text
Ended call due to network congestion.

Message ID
TERM_NET_CONGEST

Tag
call_id

Message Added to Release

1.7.1

Severity

Error

Explanation

The call has ended due to network congestion.

Recommended Action

Contact the network administrator. If you require further assistance, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

201152

Message Text

Ended call due to incompatible software versions.

Message ID

TERM_FACILITY_REJECTED

Tag

call_id

Message Added to Release

1.7.1

Severity

Error

Explanation

The call has ended due to an incompatible software version.

Recommended Action

Upgrade software version per compatibility guidelines. See the Cisco TelePresence System Software Compatibility Tables.

201153

Message Text

Ended call due to configuration mismatch.

Message ID

TERM_CONFIG_MISMATCH

Tag

call_id

Message Added to Release

1.7.1

Severity

Error

Recommended Action

Resolve configuration mismatch. See the Cisco TelePresence System Software Compatibility Tables.

201154

Message Text

Ended call due to unavailable resources.

Message ID

TERM_NO_RESOURCE

Tag

call_id

Message Added to Release

1.7.1

Severity

Error

Explanation

The call has ended due to unavailable resources.

Recommended Action

Contact the network administrator. If you require further assistance, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

201155

Message Text

Ended call due to security mismatch after add-in.

Message ID

TERM_SEC_MISMATCH_ADDIN

Tag

call_id

Message Added to Release

1.7.1

Severity

Error

Explanation

The call has ended due to a security mismatch after conferencing an add-in call.

Recommended Action

Resolve configuration mismatch. See the Cisco TelePresence System Software Compatibility Tables.

201156

Message Text

Ended call due to security mismatch.

Message ID

TERM_SECURITY_MISMATCH_AV

Tag

call_id

Message Added to Release

1.7.1

Severity

Error

Explanation

The call has ended due to a security mismatch after conferencing an add-in call.

Recommended Action

Resolve configuration mismatch. See the Cisco TelePresence System Software Compatibility Tables.

201157

Message Text

Ended call due to DSP issue.

Message ID

TERM_ADSP_FAILED

Tag

call_id

Message Added to Release

1.7.1

Severity

Error

Explanation

The audio DSP has failed.

Recommended Action

Contact the network administrator. If you require further assistance, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

201158

Message Text

Ended call due to audio DSP driver not responding (%.10s codec).

Message ID

TERM_ADRIVER_NO_RESP

Tag

call_id

Message Added to Release

1.7.1

Severity

Error

Explanation

Audio driver is not responding.

Recommended Action

Contact the network administrator. If you require further assistance, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

201158

Message Text

Ended call due to audio DSP driver not responding (%.10s codec).

Message ID

TERM_ADRIVER_NO_RESP

Tag

call_id

Message Added to Release

1.7.1

Severity

Error

Explanation

Audio driver is not responding.

Recommended Action

Contact the network administrator. If you require further assistance, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

201159

Message Text

Ended call due to audio DSP checksum invalid (%.10s codec).

Message ID

TERM_ACHECKSUM_INVALID

Tag

call_id

Message Added to Release

1.7.1

Severity

Error

Explanation

Audio checksum is invalid.

Recommended Action

Contact the network administrator. If you require further assistance, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

201160

Message Text

Ended call due to Audio/video expansion unit not detected (%.10s codec).

Message ID

TERM_AEU_UNDETECTED

Tag

call_id

Message Added to Release

1.7.1

Severity

Error

Explanation

Audio/Video Expansion Unit not detected (%.10s codec).

Recommended Action

Check the connectivity of the audio/video expansion unit.

201161

Message Text

Ended call due to audio firmware not responding (%.10s codec).

Message ID

TERM_AUDIO_FAILED

Tag

call_id

Message Added to Release

1.7.1

Severity

Error

Explanation

Audio failure.

Recommended Action

Contact the network administrator. If you require further assistance, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

201162

Message Text

Ended call due to video driver not responding (%.10s codec).

Message ID

TERM_VDRIVER_NO_RESP

Tag

call_id

Message Added to Release

1.7.1

Severity

Error

Explanation

Video driver is not responding.

Recommended Action

Contact the network administrator. If you require further assistance, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

201163

Message Text

Ended call due to invalid video encoder/decoder checksum detected (%.10s codec).

Message ID

TERM_VCHECKSUM_INVALID

Tag

call_id

Message Added to Release

1.7.1

Severity

Error

Explanation

Video driver checksum is invalid.

Recommended Action

Contact the network administrator. If you require further assistance, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

201164

Message Text

Ended call due to video DSP buffer overflow (%.10s codec).

Message ID

TERM_VBUFFER_OVERFLOW

Tag

call_id

Message Added to Release

1.7.1

Severity

Error

Explanation

Video buffer overflow issue.

Recommended Action

Contact the network administrator. If you require further assistance, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

201165

Message Text

Ended call due to camera clock not detected (%.10s codec).

Message ID

TERM_VCAM_CLOCK_FAILED

Tag

call_id

Message Added to Release

1.7.1

Severity

Error

Explanation

Camera clock is not detected.

Recommended Action

Check the connectivity of the camera.

201166

Message Text

Ended call due to video DSP not responding (%.10s codec).

Message ID

TERM_VIDEO_FAILED

Tag

call_id

Message Added to Release

1.7.1

Severity

Error

Explanation

Video driver not responding.

Recommended Action

Contact the network administrator. If you require further assistance, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

201167

Message Text

Ended call due to video DSP not responding (%.10s codec).

Message ID

CALL_HANGUP

Tag

call_id

Message Added to Release

1.7.1

Severity

Error

Explanation

Ended call due to incompatible software release.

Recommended Action

Upgrade software version per compatibility guidelines. See the Cisco TelePresence System Software Compatibility Tables.

201168

Message Text

Ended call due to unsupported CTS (MUX version %d).

Message ID

TERM_MUX_UNSUPPORTED

Message Added to Release

1.7.1

Severity

Error

Recommended Action

Upgrade software version per compatibility guidelines. See the Cisco TelePresence System Software Compatibility Tables.

201169

Message Text

Ended call due to called party does not support progressive video refresh feature.

Message ID

CALL_HANGUP

Tag

call_id

Message Added to Release

1.7.1

Severity

Error

Recommended Action

Upgrade software version per compatibility guidelines. See the Cisco TelePresence System Software Compatibility Tables.

201170

Message Text

Ended the call due to invalid remote bandwidth, remote topology=%d.

Message ID

TERM_REMOTE_BW

Tag

call_id

Message Added to Release

1.7.1

Severity

Error

Recommended Action

Resolve bandwidth configuration mismatch.

201171

Message Text

Unable to initialize the media services.

Message ID

START_MEDIA_SRV_FAIL

Message Added to Release

1.7.1

Severity

Error

Explanation

DSP Suicide detected.

Recommended Action

Contact the network administrator. If you require further assistance, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

201172

Message Text

DSP has recovered successfully.

Message ID

DSP_RECOVER_COMPLETE

Message Added to Release

1.7.1

Severity

Information

Explanation

DSP Failure Recovery Complete.

Recommended Action

No action is necessary.

201173

Message Text

Ended call due to bandwidth renegotiation timeout.

Message ID

TERM_BW_RENEGO_TIMEOUT

Message Added to Release

1.7.1

Severity

Error

Explanation

The call has ended due to bandwidth renegotiation timeout.

Recommended Action

Contact the network administrator. If you require further assistance, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

201174

Message Text

Endpoint is using protocol %s version %d for this call.

Message ID

REMOTE_EP_INFO

Message Added to Release

1.7.1

Severity

Error

Explanation

Reports protocol and version of the remote endpoint.

Recommended Action

No action is necessary.

201175

Message Text
Call ended due to incompatible media negotiated.

Message ID
TERM_REMOTE_MEDIA

Tag
call_id

Message Added to Release
1.7.1

Severity
Error

Explanation
Remote endpoint attempts to negotiate unsupported media.

Recommended Action
Contact the network administrator. If you require further assistance, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

201176

Message Text
Negotiated Media Configuration: LTRP: %s GDR: %s High Profile: %s Cabac: %s.

Message ID
INFO_NEGOTIATED_MEDIA

Tag
call_id

Message Added to Release
1.7.1

Severity
Information

Explanation
Indicates the negotiated media configuration of meeting.

Recommended Action
No action is necessary.

201177

Message Text

Call ended due to unsupported protocol configuration.

Message ID

TERM_UNSUPPORTED_CONFIG

Tag

call_id

Message Added to Release

1.7.1

Severity

Error

Explanation

Indicates the negotiated configuration is unsupported in meeting.

Recommended Action

Contact the network administrator. If you require further assistance, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

201178

Message Text

Ended call due to number not found.

Message ID

TERM_NOT_FOUND

Tag

call_id

Message Added to Release

1.7.1

Severity

Error

Explanation

The call has ended due to number not found.

Recommended Action

Contact the network administrator. If you require further assistance, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

201180 to 201187

201180

Message Text
Media service restarted on %.10s codec.

Message ID
TERM_MEDIA_SRV_RESTARTED

Tag
call_id

Message Added to Release
1.7.1

Severity
Error

Explanation
Media service is restarted.

Recommended Action
Contact the network administrator. If you require further assistance, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the .

201181

Message Text
Media Relay restarted on %.10s codec.

Message ID
TERM_MEDIA_RELAY_RESTARTED

Tag
call_id

Message Added to Release
1.7.1

Severity
Error

Explanation
Media relay service is restarted.

Recommended Action

Contact the network administrator. If you require further assistance, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

201182

Message Text

KeyExchange restarted on %.10s codec.

Message ID

CTRL_KEYEX_FAIL

Tag

call_id

Message Added to Release

1.7.1

Severity

Warning

Explanation

KeyExchange component not responding.

Recommended Action

Contact the network administrator. If you require further assistance, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

201183

Message Text

Unknown type(%d) issue on %.10s codec.

Message ID

TERM_UNKNOWN_ERROR_TYPE

Tag

call_id

Message Added to Release

1.7.1

Severity

Error

Explanation

Internal failure.

Recommended Action

Contact the network administrator. If you require further assistance, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

201184

Message Text

Received request to restart call control.

Message ID

CTRL_RESTART

Message Added to Release

1.7.1

Severity

Warning

Explanation

The call control service is restarted. This could be due to: a) Configuration change; b) Media Service Failure; c) Internal error, such as a failure to detect the camera.

Recommended Action

Contact the network administrator. If you require further assistance, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

201185

Message Text

Received request to reset the system.

Message ID

CTRL_RESET

Message Added to Release

1.7.1

Severity

Warning

Explanation

The call control service is reset.

Recommended Action

Contact the network administrator. If you require further assistance, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

201186

Message Text

DSPs are restarted due to remote issue.

Message ID

CMA_RESTARTED

Message Added to Release

1.7.1

Severity

Warning

Explanation

The DSPs are restarted.

Recommended Action

Contact the network administrator. If you require further assistance, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

201187

Message Text

Ended call due to DSP resetting.

Message ID

DSP_FAILURE

Message Added to Release

1.7.1

Severity

Warning

Recommended Action

Contact the network administrator. If you require further assistance, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

201200 to 201216

201200

Message Text

Call ended due to an issue within the media.

Message ID

TERM_INTERNAL_ERROR

Tag

call_id

Message Added to Release

1.7.1

Severity

Error

Explanation

Ended call due to internal media error.

Recommended Action

Contact the network administrator. If you require further assistance, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

201201

Message Text

Local media port for audio is null.

Message ID

CTRL_SDP_MEDIAPORT_NULL

Message Added to Release

1.7.1

Severity

Warning

Recommended Action

Check that you are using support ports. Contact the network administrator. If you require further assistance, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

201202

Message Text

Local media port for video is null.

Message ID

CTRL_SDP_MEDIAPORT_NULL

Message Added to Release

1.7.1

Severity

Warning

Recommended Action

Check that you are using support ports. Contact the network administrator. If you require further assistance, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

201203

Message Text

Call connected to %.20s.

Message ID

CALL_CONNECTED

Message Added to Release

1.7.1

Severity

Information

Explanation

Call has been established.

Recommended Action

No action is necessary.

201204

Message Text

- TP Type=%d
- Remote Topo=%d
- Local BW=%d
- Remote BW=%d
- Negotiated BW=%d
- Presentation Bw=%u.

Message ID

CALL_BANDWIDTH_NEGOTIATED

Tag

call_id

Message Added to Release

1.7.1

Severity

Information

Explanation

Bandwidth statistics of established call.

Recommended Action

No action is necessary.

201205

Message Text

- %.10s DSCP Current Marking %.20s
- Previous Marking %.20s

Message ID

RECEIVED_MEDIA_DSCP_COS

Tag

call_id

Message Added to Release

1.7.1

Severity

Information

Explanation

DSCP statistics of established call.

Recommended Action

No action is necessary.

201206

Message Text

- %.10s COS Current Priority %.20s
- Previous Priority %.20s

Message ID

RECEIVED_MEDIA_DSCP_COS

Tag

call_id

Message Added to Release

1.7.1

Severity

Information

Explanation

DSCP statistics of established call.

Recommended Action

No action is necessary.

201207

Message Text

Remote party resumes the call.

Message ID

REMOTE_RESUME

Tag

call_id

Message Added to Release

1.7.1

Severity

Information

Explanation

The remote party resume the call.

Recommended Action

No action is necessary.

201208

Message Text

Remote holds on %.20s.

Message ID

REMOTE_HOLD

Tag

call_id

Message Added to Release

1.7.1

Severity

Information

Explanation

The remote party puts the call on hold.

Recommended Action

No action is necessary.

201209

Message Text

Dialing %.20s.

Message ID

USER_CALL_DIALING

Message Added to Release

1.7.1

Severity

Information

Recommended Action

No action is necessary.

201210

Message Text

Dialing Audio Add-In %.20s.

Message ID

USER_CALL_DIALING_ADDIN

Message Added to Release

1.7.1

Severity

Information

Recommended Action

No action is necessary.

201211

Message Text

Local resume with %.20s.

Message ID

USER_CALL_LOCAL_RESUME

Message Added to Release

1.7.1

Severity

Information

Recommended Action

No action is necessary.

201212

Message Text

Remote call disconnected from %.20s.

Message ID

USER_CALL_REMOTE_DISCONNECT

Message Added to Release

1.7.1

Severity

Information

Recommended Action

No action is necessary.

201213

Message Text

Local call disconnected from %.20s.

Message ID

USER_CALL_LOCAL_DISCONNECT

Message Added to Release

1.7.1

Severity

Information

Recommended Action

No action is necessary.

201214

Message Text

Local hold with %.20s.

Message ID

USER_CALL_LOCAL_HOLD

Message Added to Release

1.7.1

Severity

Information

Recommended Action

No action is necessary.

201215

Message Text

Call is in preservation. Hold/Resume is not available.

Message ID

CALL_PRESERVED

Message Added to Release

1.7.1

Severity

Warning

Explanation

A SIP trunk in the communication path has gone down preventing further SIP signaling to continue.

Recommended Action

Call must be restarted to regain Hold/Resume capabilities.

201216

Message Text

Transmit bandwidth adjusted to Preferred bandwidth of the receiver.

- Current BW=%u

- Adjusting to Preferred BW=%u

Message ID

TX_BW_ADJUST_TO_PREFERRED

Tag

call_id

Message Added to Release

1.7.1

Severity

Information

Explanation

This message will be displayed when the transmit bandwidth is adjusted to receivers preferred bandwidth.

Recommended Action

No action is necessary.

201500 to 201523

201500

Message Text

The network packet latency exceeds the maximum threshold. Latency is %d msec.

Message ID

NET_LATENCY_INC

Tag

call_id

Message Added to Release

1.7.1

Severity

Warning

Explanation

The network latency exceeds the error threshold.

Recommended Action

Contact the network administrator. If you require further assistance, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

201501

Message Text

The network packet latency drops below the maximum threshold. Latency is %d msec.

Message ID

NET_LATENCY_DEC

Tag

call_id

Message Added to Release

1.7.1

Severity

Information

Explanation

The network latency drops below the error threshold.

Recommended Action

No action is necessary.

201502 to 201506

Message Text

Jitter buffers for %.10s video have increased to %u ms, exceed the maximum threshold %u ms.

Message ID

JITTER_BUFF_CHG

Tag

call_id

Message Added to Release

1.7.1

Severity

Warning

Explanation

The video jitter buffer has increased.

Recommended Action

No action is necessary.

201507

Message Text

%.10s video stream packet loss on the %.10s codec:

- #pkt recvd: %llu

- #pkt loss: %llu

- %5.2f%% loss

Message ID

VIDEO_PKT_LOSS

Tag

call_id

Message Added to Release

1.7.1

Severity

Information

Explanation

Detected packet loss on the video streams.

Recommended Action

Contact the network administrator. If you require further assistance, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

201508

Message Text

%.10s audio stream packet loss on the %.10s codec:

- #pkt recvd: %llu

- #pkt loss: %llu

- %5.2f%% loss.

Message ID

AUDIO_PKT_LOSS

Tag

call_id

Message Added to Release

1.7.1

Severity

Information

Explanation

Detected packet loss on the audio streams.

Recommended Action

Contact the network administrator. If you require further assistance, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

201509

Message Text

100% packet loss detected.

Message ID

PKT_LOSS_SEV_DETECTED

Tag

call_id

Message Added to Release

1.7.1

Severity

Warning

Explanation

Detected 100 % packet loss on the server.

Recommended Action

Contact the network administrator. If you require further assistance, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

201510

Message Text

100%% packet loss detected sustained more than 30 secs - ended the call.

Message ID

PKT_LOSS_TERM_CALL

Tag

call_id

Message Added to Release

1.7.1

Severity

Error

Explanation

Ended the call after 100% packet loss was detected for more than 30 seconds.

Recommended Action

Contact the network administrator. If you require further assistance, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

201511

Message Text

Media Adaptation: Requested the remote party to adapt; numSipAdapt=%d adaptive bit rate=%u.

Message ID

PKT_LOSS_ADAPT_BITRATE

Tag

call_id

Message Added to Release

1.7.1

Severity

Information

Explanation

Requested the remote party to adapt to the new bit rate using sip message (backward compatibility logics).

Recommended Action

Contact the network administrator. If you require further assistance, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

201512

Message Text

Media Adaptation: Requested to adapt - remoteCSRCId=0x%08x %% Pkt Loss=%f adaptiveBitrate=%u (kbps) dcnFlag=%d adaptState=%d.

Message ID

PKT_LOSS_ADAPT_BITRATE

Tag

call_id

Message Added to Release

1.7.1

Severity

Information

Explanation

Requested the remote party to adapt to the new bit rate using mux enhanced flow control mechanism.

Recommended Action

Contact the network administrator. If you require further assistance, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

201513

Message Text

Media Adaptation: Adjusted bitrate from %u to %u (kbps).

Message ID

PKT_LOSS_ADAPT_BITRATE

Tag

call_id

Message Added to Release

1.7.1

Severity

Information

Explanation

Adjusted the transmit bitrate (backward compatibility logics).

Recommended Action

Contact the network administrator. If you require further assistance, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

201514

Message Text

Media Adaptation: Adjusted bitrate of %.10s video stream from %u to %u (kbps).

Message ID

PKT_LOSS_ADAPT_BITRATE

Tag

call_id

Message Added to Release

1.7.1

Severity

Information

Explanation

Adjusted the transmit bitrate of the auxiliary, main, or CIF video stream.

Recommended Action

Contact the network administrator. If you require further assistance, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

201515

Message Text

Initiated call ending procedure call after %d adaptive bit rate request; bit rate=%u.

Message ID

PKT_LOSS_TERM_CALL

Tag

call_id

Message Added to Release

1.7.1

Severity

Warning

Explanation

Initiated the call ending procedure after so many adaptive bitrate trials (backward compatibility logics).

Recommended Action

Contact the network administrator. If you require further assistance, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

201516

Message Text

Initiated call ending procedure call after %d adaptive bit rate request; State=%.20s.

Message ID

PKT_LOSS_TERM_CALL

Tag

call_id

Message Added to Release

1.7.1

Severity

Warning

Explanation

Initiated the call ending procedure after so many adaptive bitrate trials.

Recommended Action

Contact the network administrator. If you require further assistance, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

201517

Message Text

Ended call due to the inability to adapt to the new bit rate and the loss exceeds the maximum thresholds.

Message ID

PKT_LOSS_TERM_CALL

Tag

call_id

Message Added to Release

1.7.1

Severity

Warning

Explanation

Ended the call due to packet loss.

Recommended Action

Contact the network administrator. If you require further assistance, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

201518

Message Text

Ending call due to packet loss.

Message ID

PKT_LOSS_TERM_CALL

Tag

call_id

Message Added to Release

1.7.1

Severity

Warning

Explanation

Call is ending due to packet loss.

Recommended Action

Contact the network administrator. If you require further assistance, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

201519

Message Text

De-escalate to audio only call.

Message ID

PKT_LOSS_AUDIO_ONLY

Tag

call_id

Message Added to Release

1.7.1

Severity

Information

Explanation

Call is de-escalating to audio only.

Recommended Action

No action is necessary.

201520

Message Text

Packet Loss: #pkt recvd: %llu; #pkt loss: %llu; prim=%5.2f%% aux=%5.2f%% - first pass 10 percent threshold.

Message ID

PKT_LOSS_DISP_ERR_THRESH

Tag

call_id

Message Added to Release

1.7.1

Severity

Information

Explanation

For displaying the network status bar icon—First level past the error threshold.

Recommended Action

No action is necessary.

201521

Message Text

Packet Loss: #pkt recvd: %llu; #pkt loss: %llu; prim=%5.2f%% aux=%5.2f%% - first pass 1 percent threshold.

Message ID

PKT_LOSS_DISP_WARN_THRESH

Tag

call_id

Message Added to Release

1.7.1

Severity

Information

Explanation

For displaying the network status bar icon—First level past the warning threshold.

Recommended Action

No action is necessary.

201522

Message Text

Packet Loss: #pkt recvd: %llu; #pkt loss: %llu; prim=%5.2f%% loss - first pass severe threshold.

Message ID

PKT_LOSS_DISP_SEV_THRESH

Tag

call_id

Message Added to Release

1.7.1

Severity

Information

Explanation

For displaying the network status bar icon—First level past the severe threshold.

Recommended Action

No action is necessary.

201523

Message Text

CTS could not begin recording at this time.

Message ID

NONREC_MODE_TERM_CTRSCALL

Tag

call_id

Message Added to Release

1.7.1

Severity

Error

Explanation

CTS could not begin recording at this time.To make a recording, a user in the meeting room must initiate a new recording session

Recommended Action

No action is necessary.

201600

201600

Message Text

Issue initializing Phone UI.

Message ID

TSPXS_PHONEUI_INIT_FAIL

Message Added to Release

1.7.1

Severity

Error

Recommended Action

No action is necessary.

201601

201600

Message Text

The user interface firmware version (XSI) running on the Cisco TelePresence System phone is no longer supported.

Message ID

TSPXS_PHONEUI_UNSUPPORTED

Message Added to Release

1.7.1

Severity

Error

Explanation

The phone is configured for the XSI UI and the XSI UI is not supported. This message is generated by TSPXS. The XSI UI is not supported on CTS 1.7 and newer releases.

Recommended Action

Configure the phone for MIDlet UI. See the *Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System*.

201650

201650

Message Text

Unsupported version of endpoint detected in a call, the call may become non-secure.

Message ID

DTLSCTRL_UNSUPPORTED_EP

Message Added to Release

1.7.1

Severity

Warning

Recommended Action

Upgrade software version per compatibility guidelines. See the Cisco TelePresence System Software Compatibility Tables.

201800 to 201801

201800

Message Text

CTS is configured with appropriate file to perform B2B conference control.

Message ID

CCPSERVERS_CONFIGURED

Message Added to Release

1.7.1

Severity

Information

Explanation

CTS is configured with appropriate file to perform business-to-business conference control.

Recommended Action

No action is necessary.

201801

Message Text

CTS is NOT configured with appropriate file to perform B2B conference control.

Message ID

CCPSERVERS_NOT_CONFIGURED

Message Added to Release

1.7.1

Severity

Information

Explanation

CTS is NOT configured with appropriate file to perform business-to-business conference control.

Recommended Action

No action is necessary.

Cisco TelePresence System Operation (Sysop) Log Messages by Type

Revised: March 2014, OL-21124-03

Contents

This chapter presents Cisco TelePresence sysop log (syslog) messages by type:

- Audio Driver Messages, page 8-1

Audio Driver Messages

TBAUDIO-PCI: Error: Cannot allocate enough memory for coff file loading in __load_coff(), line# %d\n

Message Added to Release
1.7.3

Explanation
Failed to download DSP firmware.

Recommended Action
Reboot the system. If this condition persists, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

TBAUDIO-PCI: Error: Failed in __load_coff() line=%d, rv=0x%x, length_read %d, maxRawFilep %d rawStart %d\n

Message Added to Release
1.7.3

Explanation
Failed to download DSP firmware.

Recommended Action

Reboot the system. If this condition persists, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

TBAUDIO-PCI: Error: Failed in __load_coff() line=%d, rv=0x%x\n

Message Added to Release

1.7.3

Explanation

Failed to download DSP firmware.

Recommended Action

Reboot the system. If this condition persists, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

TBAUDIO-PCI: Error: Failed to allocate mem_size=0x%x in __load_coff(), line# %d\n

Message Added to Release

1.7.3

Explanation

Failed to download DSP firmware.

Recommended Action

Reboot the system. If this condition persists, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

TBAUDIO-PCI: Error: Failed to open a coff file in __load_coff(), line# %d\n

Message Added to Release

1.7.3

Explanation

Failed to download DSP firmware.

Recommended Action

Reboot the system. If this condition persists, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

TBAUDIO-PCI: Error: Failed to read a coff file __load_coff(), line# %d, length_read %d size %d\n

Message Added to Release
1.7.3

Explanation
Failed to download DSP firmware.

Recommended Action
Reboot the system. If this condition persists, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

TBAUDIO-PCI: Error: Failed to read a coff file in __load_coff(), line# %d, length_read %d size %d\n

Message Added to Release
1.7.3

Explanation
Failed to download DSP firmware.

Recommended Action
Reboot the system. If this condition persists, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

TBAUDIO-PCI: Error: Failed to read a coff file in __load_coff(), line# %d, length_read %d, SECHDRSIZ %d\n

Message Added to Release
1.7.3

Explanation
Failed to download DSP firmware.

Recommended Action
Reboot the system. If this condition persists, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

TBAUDIO-PCI: Error: Failed to read a coff file in __load_coff(), line# %d, length_read %d, size %d\n

Message Added to Release
1.7.3

Explanation
Failed to download DSP firmware.

Recommended Action

Reboot the system. If this condition persists, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

TBAUDIO-PCI: Error: Failed to read a coff file, in __load_coff(), line# %d, coffType 0x%x coff12MagicNumber 0x%x flags 0x%x OptMagicNumber 0x%x optionalHeaderBytesCount %d size %d\n

Message Added to Release

1.7.3

Explanation

Failed to download DSP firmware.

Recommended Action

Reboot the system. If this condition persists, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

TBAUDIO-PCI: Warn: <<<Bad Minor number: chanId

Message Added to Release

1.7.3

Explanation

Minor number out of range; chanId—channel id.

Recommended Action

No action is required.

TBAUDIO-PCI: Warn: <<<Device is Busy chanId

Message Added to Release

1.7.3

Explanation

Device is busy when the application tries open the device, channel is already opened; chanId—channel id.

Recommended Action

No action is required.

TBAUDIO-PCI: Error: C6415 DSP Device Module NOT Loaded\n

Message Added to Release

1.7.3

Explanation

Audio driver kernel module not loaded.

Recommended Action

Reboot the system. If this condition persists, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

TBAUDIO-PCI: Error: C6415 DSP Enable device failed\n

Message Added to Release

1.7.3

Explanation

Cannot enable Audio DSP as a PCI device.

Recommended Action

Reboot the system. If this condition persists, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

TBAUDIO-PCI: C6415: Interrupt service routine installation failed

Message Added to Release

1.7.3

Explanation

Audio driver interrupt service routine installation failed.

Recommended Action

Reboot the system. If this condition persists, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

TBAUDIO-PCI: Error: Could not receive FPGA data status

Message Added to Release

1.7.3

Explanation

Could not receive FPGA data during FPGA upgrade; status—status code.

Recommended Action

Reboot the system. If this condition persists, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

TBAUDIO-PCI: Error id registering major number num\n

Message Added to Release

1.7.3

Explanation

Audio driver failed to register major number; id—error id; num—major num.

Recommended Action

Reboot the system. If this condition persists, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

TBAUDIO-PCI: Error: Initialization of dma link descriptors failed.\n

Message Added to Release

1.7.3

Explanation

Initialization of DMA link descriptors failed.

Recommended Action

Reboot the system. If this condition persists, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

TBAUDIO-PCI: Warn: ioctl command wrong type (cmdId)

Message Added to Release

1.7.3

Explanation

The **ioctl** command has wrong type.

Recommended Action

No action is required.

TBAUDIO-PCI: Error: ioctl_c6415: Failed memory allocation

Message Added to Release

1.7.3

Explanation

Audio driver failed to allocate memory.

Recommended Action

Reboot the system. If this condition persists, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

TBAUDIO-PCI: Warn: ioctl_C6415: init default, cmd cmdId

Message Added to Release

1.7.3

Explanation

The **ioctl** command ID is not recognized.

Recommended Action

No action is required.

TBAUDIO-PCI: Error: PCI IOMAP for bar0 failed\n

Message Added to Release

1.7.3

Explanation

PCI IOMAP for bar0 failed.

Recommended Action

Reboot the system. If this condition persists, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

TBAUDIO-PCI: Error: PCI IOMAP for bar1 failed\n

Message Added to Release

1.7.3

Explanation

PCI IOMAP for bar1 failed.

Recommended Action

Reboot the system. If this condition persists, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

TBAUDIO-PCI: Error: The coff file \"%s\" is nonexistent, return EFAULT\n

Message Added to Release

1.7.3

Explanation

Failed to download DSP firmware.

Recommended Action

Reboot the system. If this condition persists, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

TBAUDIO-PCI: Warn: Timeout: DSP minor=chanId pid=pid msg#=msgNum status=status cmd=cmdId id=Id did not respond within MS ms

Message Added to Release

1.7.3

Explanation

DSP did not ACK the host command message; chanId—channel number; pid—process ID of the CMA thread that sends the message to DSP; msgNum—message sequential number; status—status id; cmdId—command.

Recommended Action

No action is required.

TBAUDIO-PCI: Error: XAUDIOC_CODESTART: Failed to reload audio DSP\n

Message Added to Release

1.7.3

Explanation

Failed to reload audio DSP.

Recommended Action

Reboot the system. If this condition persists, collect the CTS log files and contact the Cisco Technical Assistance Center (TAC). For information on how to contact TAC, see the "Obtaining Technical Assistance" section on page 6.

CHAPTER **9**

SNMP Trap Messages for Cisco TelePresence MIB Files

Revised: May 20, 2014, OL-21124-03

Contents

This chapter contains the following information:

Get MIBs and SNMP Trap Messages for the Cisco TelePresence System

To access the MIB files that are supported by the Cisco TelePresence System (CTS), go to the Cisco Network Management Software download page and select TelePresence System from the Cisco TelePresence Products drop-down menu:

ftp://ftp.cisco.com/pub/mibs/supportlists/cts/cts-supportlist.html

About Cisco TelePresence MIB Files

The MIB module defines the managed objects for the Cisco TelePresence System. Telepresence refers to a set of technologies which allow a person to feel as if they were present, to give the appearance that they were present, or to have an effect, at a location other than their true location. A Cisco TelePresence call is an audio-video call; some Cisco TelePresence Systems also support audio addin calls.

Different security levels are supported in some Cisco TelePresence Systems; security level is managed from the call management system, Cisco Unified Communications Manager.

Turning on a specific MIB enables an SNMP trap.

About SNMP Traps

Simple Network Management Protocol (SNMP) is the network protocol developed to manage devices on an IP network. SNMP is everywhere: server, workstation, router, firewall, switch, hub, printer, IP phone, and appliances. SNMP is used by network administrators to manage network performance, to find and solve network problems, and to plan network growth.

Cisco's implementation of Community-Based SNMP version 2 (SNMPv2c) and SNMP version 3 (SNMPv3) are defined in the following Request For Comments (RFCs):

- SNMPv2c—RFC 1901 through RFC 1908
- SNMPv3—RFC 3411 through RFC 3418

SNMP MIB files can be found in the following directories at the link above:

- SNMP version 1 MIB files are in the v1 directory.
- SNMP version 2 MIB files are in the v2 directory.

Note   For every MIB.my in the v2 directory, there is an SNMP version 1 MIB-V1SMI.my in the v1 directory.

Supported CTS MIB Files

Table 9-1   *CTS Supported MIB Files*

MIB File	Cisco MIB Description
CISCO-TELEPRESENCE-MIB.my	Manages a Cisco TelePresence System.
CISCO-TELEPRESENCE-CALL-MIB.my	Manages a Cisco TelePresence System call.
CISCO-ENVMON-MIB.my	Cisco Environmental Monitor MIB file.
CISCO-SYSLOG-MIB.my	Cisco syslog message MIB file.
SNMPv2-MIB.my	Management Information Base (MIB) for the Simple Network Management Protocol (SNMP).
HOST-RESOURCES-MIB.my	Manages the host system.
IF-MIB.my	Describes generic objects for network interface sub-layers.
SNMP-FRAMEWORK-MIB.my	Defines SNMP management architecture.
SNMP-MPD-MIB.my	Defines message processing and dispatching.
SNMP-NOTIFICATION-MIB.my	Defines MIB objects which provide mechanisms to remotely configure the parameters used by an SNMP entity for the generation of notifications.
SNMP-TARGET-MIB.my	Defines MIB objects which provide mechanisms to remotely configure the parameters used by an SNMP entity for the generation of SNMP messages.

Table 9-1   *CTS Supported MIB Files (continued)*

MIB File	Cisco MIB Description
SNMP-USM-MIB.my	Management information definitions for the SNMP user-based security model.
SNMP-VACM-MIB.my	Management information definitions for the view-based access control model for SNMP.
SNMPv2-MIB.my	MIB module for SNMP entities.
SYSAPPL-MIB.my	Defines management objects that model applications as collections of executables and files installed and executing on a host system. The MIB presents a system-level view of applications.
RFC1213-MIB.my	MIB module RFC1213-MIB.
TCP-MIB.my	Algorithm used to determine the timeout value used for retransmitting unacknowledged octets.
UDP-MIB.my	Manages UDP implementations.

Retrieving the Status of System Components By Polling The Secondary Codecs

By default, SNMP polling only retrieves the status of system components, also known as peripherals, that are directly connected to the TS1 codec. For example, you can only retrieve the results of the center camera and the center display because those components are directly connected to the TS1 codec.

In addition, the status of components that are connected to the audio/video extension unit, such as the presentation display and all auxiliary displays, are invalid if you poll them from the TS1 codec.

To retrieve the status of other system components, you can poll the TS2, TS3, and TS4 codes by using the TS1 codec as a proxy server.

Use the following strings in SNMP commands to poll the status of these codecs:

- cts2 polls the TS2 codec
- cts3 polls the TS3 codec
- cts4 polls the TS4 codec

Note   You define SNMP parameters for your system in Cisco Unified Communications Manager (Unified CM). For more information about the parameters, refer to the "SNMP Configuration Parameters Area" and "SNMP Trap Parameters Area" sections of the "Configuring Cisco Unified Communications Manager for the Cisco TelePresence System" chapter in the *Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System*.

Note   Do not use a user name of **admin** as the SNMP trap username in Unified CM.

To find the status of system components that are not connected to the TS1 codec, complete the following steps.

Step 1   Determine the codec to which the system component is connected.

To find the connection, refer to the TX9000 and TX9200 Wiring Diagram in the "Connecting and Routing the Cables" chapter of the *Cisco TelePresence System TX9000 and TX9200 Assembly, First-Time Setup, and Field-Replaceable Unit Guide*. For an example, see the "SNMP Command Example: Retrieving the Status of the Right Display" section on page 9-4.

Tip   For the presentation display and all auxiliary displays (if installed), use the TS4 codec.

Step 2   Enter one of the following commands to poll the TS2, TS3, or TS4 codecs:

- For SNMP v3 format, use the following command:

   snmpwalk –n cts*x* -v3 **-m ALL -u admin –A** *snmp-auth-password system-ip-address object-id*

   where:

   cts*x* is the econdary codec name (cts2, cts3, or cts4 for TS2, TS3, and TS4 respectively).

   snmp-auth-password is the SNMP administration user authentication password used to gain access to the SNMP v3 server. This password is defined in the "SNMP (v3) Auth. Password" field in Unified CM.

   system-ip-address is the IP address of the Cisco TelePresence system.

   object-id is the object ID (OID) in the SNMP MIB.

- For SNMP v2c format, use the following command:

   snmpwalk -m ALL -v2c -c *community-string_***cts***x system-ip-address object-id*

   where:

   community-string is the community string used for SNMP as defined in the "SNMP (v2c) Community Read Only" and "SNMP (v2c) Community Read Write" fields in Unified CM.

   cts*x* is the econdary codec name (cts2, cts3, or cts4 for TS2, TS3, and TS4 respectively)

   system-ip-address is the IP address of the Cisco TelePresence system.

   object-id is the OID in the SNMP MIB.

SNMP Command Example: Retrieving the Status of the Right Display

To find the status of the right display, look at the TX9000 and TX9200 Wiring Diagram in the "Connecting and Routing the Cables" chapter of the *Cisco TelePresence System TX9000 and TX9200 Assembly, First-Time Setup, and Field-Replaceable Unit Guide.*

Following the cable labeled DH3, you determine that the cable goes from the right display to the TS3 codec. Therefore, you use SNMP to query the TS3 codec to find the status of the right display.

SNMP v3 Command Example

To poll the status of the peripherals connected to the TS3 codec in a Cisco TelePresence system with an IP address of 10.1.1.1, an SNMP password of snmppassword, and an OID of ctpPeripheralStatusTable, enter the following command:

```
snmpwalk –n cts3 -v3 -m ALL -u admin –A snmppassword 10.1.1.1 ctpPeripheralStatusTable
```

SNMP v2c Command Example

To poll the status of the peripherals connected to the TS3 codec in a Cisco TelePresence system with a community string of readonly, an IP address of 10.1.1.1, and an OID of ctpPeripheralStatusTable, enter the following command:

```
snmpwalk -m ALL -v2c -c readonly_cts3 10.1.1.1 ctpPeripheralStatusTable
```

Supported SNMP Trap Files

Table 9-2 lists Cisco TelePresence supported SNMP traps and their associated MIB files. See also the Cisco SNMP Object Navigator.

Table 9-2   CTS Supported SNMP Trap Files

Trap File	MIB File
ctpPeriStatusChangeNotification	CISCO-TELEPRESENCE-MIB.my
ctpPeripheralErrorNotification	
ctpSysUserAuthFailNotification	
ctpcMgmtSysConnEventNotification	CISCO-TELEPRESENCE-CALL-MIB.my
ctpcMgmtSysConnFailNotification	
ctpcStatNotificaion	
ciscoEnvMonTempStatusChangeNotif	CISCO-ENVMON-MIB.my
clogMessageGenerated	CISCO-SYSLOG-MIB.my
coldStart	SNMPv2-MIB.my
warmStart	
authenticationFailure	

SNMP Objects Value Persistence Commands

The following commands are supported in admin mode.

Command	Description
help utils snmp save	Saves a set of current SNMP object values. The saved values replace the object default values when SNMPD is restarted.
snmp save help	
help utils snmp reset	Resets SNMP default values. Current SNMP objects value will not be affected. The default values are used the next time SNMPD is restarted.
snmp reset help	

Tip   Remember to save your settings for reboot so that you do not have to load the entire code again.

SNMP Supported Characters

The Cisco Unified CM Administration interface accepts these characters for SNMP usernames, passwords, and community strings:

- All alphanumeric characters, including upper- and lower-case alphabetical characters.

- The special characters listed in Table 9-3.

Table 9-3   Supported Special SNMP Characters

Character	Description
@	"At" symbol
#	Number sign or hash mark
$	Currency symbol. **Note** No longer supported in Cisco Unified CM password strings. Cisco recommends that you do not use this symbol in any of your Cisco TelePresence passwords.
%	Percent symbol
^	Carat symbol
*	Asterisk
( )	Left and right parenthesis
_	M-dash
-	hyphen
+	Plus sign
/	Forward slash
?	Question mark
{ }	Wavy brackets
[ ]	Straight brackets
,	Comma
.	Period