



## 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\_VC\_CHECKSUM\_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 [“Obtaining Technical Assistance”](#) section on page 6.

### 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.