Cisco Unified CallConnector for Microsoft Office Troubleshooting Guide

In this document you will find basic information that will help you prepare for troubleshooting Cisco Unified CallConnector (UCC) for Microsoft Office client. The document includes the following sections:

- **Preparations for Troubleshooting the Unified CallConnector**—This section includes important information that should be gathered prior to troubleshooting.

- **Symptoms**—This section describes symptoms that a user may experience when installing or using the UCC client. Each symptom is followed by a list of possible causes for failure and suggested steps to resolve the problem.

- **Troubleshooting Tools and Logs**—This section provides information on how to view call logs and use tools to troubleshoot a call failure.

- **How to report a problem**—This section explains what information you will need to interact with the Cisco Technical Assistance Center (TAC), including instructions for obtaining logs and traces.

The information in this document was created from devices in a specific lab environment. If your network is live, make sure you understand the potential impact of any changes you make.

Preparations for Troubleshooting the Unified CallConnector

Problems with logging in, making phone calls, and connecting the UCC client to the UCC Server or Communications Manager Express (CME) can be caused by incorrect configurations on the UCC client, UCC Server, CME system, as well as other issues such as network connectivity.

Prior to troubleshooting, the user should determine if the UCC client is operating in personal mode (TAPI mode) or server mode. When the UCC client operates in personal mode, all the controlling software for accessing the IP Phone and the contact data are installed and run on the PC—there is no dependency on external software components. When the UCC client operates in server mode, the control software is installed and run on the server computer and accessed from each of the UCC clients.
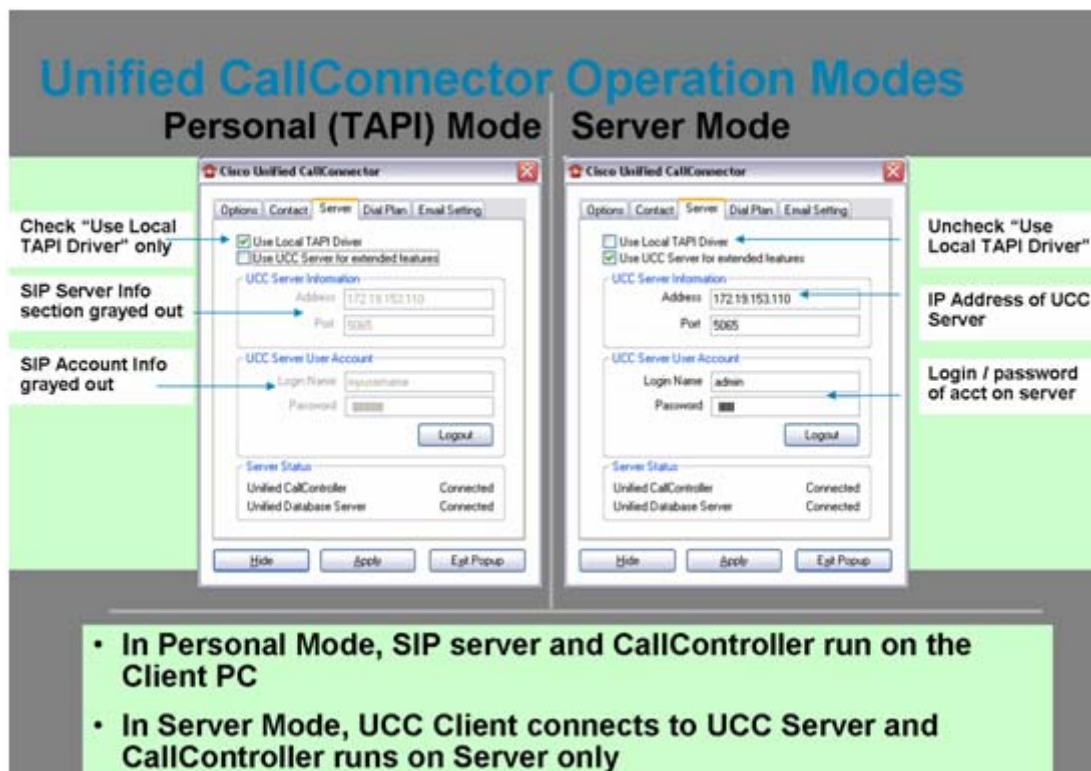
Symptoms

The following section describes symptoms that may be experienced when installing or using the UCC client. Each symptom is followed by possible causes for the failure and suggested steps to resolve the problem.

Cannot Register (TAPI mode) with the IP Phone

While operating the UCC client in TAPI mode, a user may find that they can't register the UCC client with the IP Phone. Possible causes for this are:

- Invalid Ephone user name and password have been entered.
- Another TSP is running and using the same IP Phone.
- Ephone has not been configured with the User Name and Password

Items to check:

Step 1   Verify IP Phone is registered to CME.

Step 2   Verify that the account information has been entered correctly.

Step 3   Re-enter the account information and verify connectivity using the CME Telephony Service Provider (TSP) Wizard. The credentials on the following screen should match username/password configured underneath ephone configuration.

Figure 2   *TSP Wizard, Account Information*

Step 4 If the Wizard still displays the error, then contact your system administrator or service provider.

Step 5 If using IOS version 12.4(4)XC for CME, then go to the **Control Panel -> Phone Modem options -> Advanced tab -> Cisco Unified (SL) CME TSP**. Click "**next**" until you see the following screen. Then make sure you check on "**Connect to IP Phone on Windows startup**". Click "next" to apply and save the settings.

Figure 3 *User Preferences*
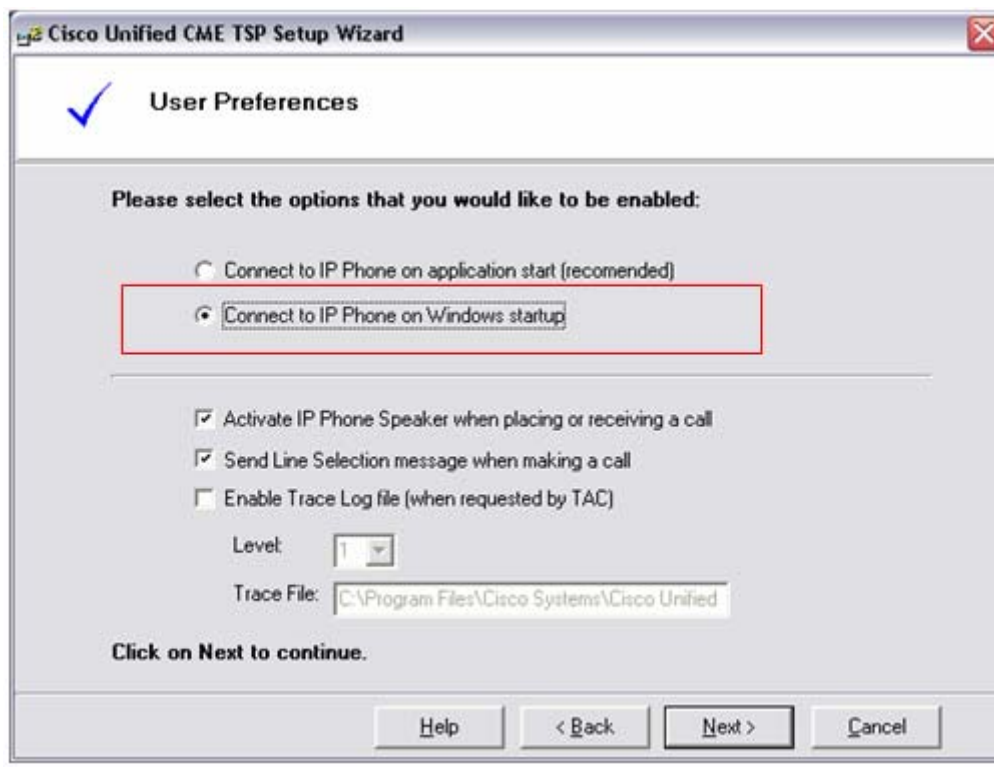
Activating UCC client fails with timeout

When activating the Serial key in the UCC client, the progress bar times out and then prints an error message. This only occurs if they customer is running the UCC client for the first time or using UCC client in TRIAL mode. Possible causes for this:

- PC does not have internet access.
- Access to the UnifiedCallConnector.com site is not resolvable by DNS or site is not pingable.
- Firewalls may be blocking Popup access to internet.

Items to check:

Step 1　Verify you are using the correct license key.

Step 2　Verify connectivity to the internet.

Step 3　If customer is using proxy, then verify proxy settings on Internet Explorer.

Step 4　Verify that the firewalls on the PC allow Popup external access.

Step 5　Verify that there is access to the License Server URL using Internet Explorer (IE). Browse to www.unifiedcallconnector.com.

Step 6　If the Activation still displays the error, then contact your system administrator or service provider.

Phone lines are not shown or cannot dial

When trying to select a phone line from the Popup menu, the phone lines are not shown. Additional symptoms include that when a user attempts to dial, but the call does not dial. When this occurs, in the lower right hand corner of your desktop, you will see a phone icon that is grayed out. Possible causes for this are:

- Client is not logged in.
- CallController Server is stopped or session to CME dropped.
- IP Phone has been disconnected or not in service.
- IP Phone has not been configured with the CME.
- It's possible that TSP was never setup after installation—TAPI mode.

Items to check (TAPI Mode):

Step 1 Verify if the client is logged in—right-click on the phone icon in the system tray and click on options. Next click on the server tab and make sure that the UCC client is configured to operate in TAPI mode instead of server mode—Refer to Figure 1.

Step 2 Check to ensure the CallController and SIP Server are running—right-click on the phone icon in the System Tray and select Services—check to see if the *ccCallController* service is running. If it has stopped, then select the service and click the "play" icon on the top to start the service.

Step 3 Right-click on the phone icon and click on "Services", then "Stop All Service" and "Start All Service"

Step 4 Turn on auto-recovery by clicking on the Cisco icon in IE/Outlook and from the drop-down menu, set Auto-recover to "On".

Step 5 If all the above steps do not resolve the problem, contact your system administrator.

Items to Check (Server Mode):

Step 1 Use the following procedure to check whether the UCC client is logged in or logged out.

Step 2 Right-click on the phone icon in the system tray, select Options and click on the Server tab.

Step 3 If "Server Tab" displays the Logout button, then the user is logged in. If it shows a Login and Reset button, then the user is logged out.

Step 4 If you are logged out, then enter your login name and password and click on the Login button.

Step 5 In IE or Outlook, click on Cisco icon in UCC Toolbar and check on in Connection Status to verify all the Servers are connected. If they are not connected, verify that all the services are running on the UCC server. In particular, check if the CallController Service is down—if CallController is not running, use the CTI Service Manager to start the CallController Service.

Step 6 Turn on auto-recovery by clicking on the Cisco icon in IE/Outlook and from the drop-down menu, set Auto-recovery to "On".

Step 7 Verify with the System Administrator that the UCC user has been properly configured on the server—verify username and password.

Step 8 If problems still persist, contact your system administrator.

UCC Client cannot login to TAPI or Server Mode

When launching the UCC client, the client is unable to login when operating in personal (TAPI) mode or Server mode. Possible causes for this are:

- The username/password does not match what is configured underneath the IP Phone in CME—TAPI mode.

- Local SIP Server stopped—TAPI mode.

- User information incorrect or user not configured on server—Server Mode.

- System SIP Server stopped—Server Mode.

- Database Server has stopped—Server Mode.

Items to check (TAPI Mode):

Step 1   Verify the Login **Username** and **Password** with the system administrator. Make sure this is the username/password configured in the TSP Wizard – Account Information scree—refer to Figure 2.

Step 2   Check whether the Local SIP Server is running. When you first launch the UCC client, if the SIP service fails, you will see a message. Startup prompt messages will indicate if login (and/or Local SIP Server) failed. Exit Popup and verify that ccLSS.exe is running using Windows Task Manager.

Step 3   If ccLSS.exe is not running, then the local SIP Server is not running on the client. Try and start the SIP server on the PC—go to the system tray, right-click on the phone icon, select services, select "Start All Services"

Step 4   Also verify that the CallController is running—right-click on the phone icon and click on services. If it is not running, stop and start the process.

Step 5   If the above steps don't resolve the problem, please contact your system administrator.

Items to check (Server Mode):

Step 1   Verify that the User Login Information is correct—go to system tray, right-click on phone icon, select options and then select the "Server" tab. If the UCC client is operating in Server mode, then the login information should match the user credentials on the UCC server.

Step 2   Verify if you can ping the UCC Server.

Step 3   Verify if there is any firewall blocking port 5065 – this port needs to be opened between UCC client and UCC server

Step 4   There may be a firewall on either the Client or Server machine. You can either disable the entire firewall or open the ports that it may be in use from the firewall (or allowing certain .exe to run)—this is for Server Mode only.

Step 5   On client PC, check to see if the *ccLocalSIPServer* service is stopped using Windows-Services or **Toolbar -> Cisco -> Connection Status**. If it has stopped, then select the service and click the "**play**" icon on the top to start the service.

Step 6   Check whether the System SIP Server on the UCC Server has stopped. If UCC client is operating in Server mode, the System SIP Server and the Database Server on the UCC Server must be running to authenticate the user.

Step 7   On the Server machine, check in Services to see if the *ccSystemSIPServer* service is stopped. If it has stopped, then select the service and click the "**play**" icon on the top to start the service.

Step 8 Check whether the Database Server has stopped running on the server. In order for the user to be logged in, the System SIP Server (Server mode) needs to be able to access the database to authenticate the user.

Step 9 If all of the above fail, contact your system administrator.

Popup System Icon becomes gray

The red Popup icon in the System Tray becomes grayed out and looks similar to the following:

Possible causes for this are:

- The Local SIP Server and/or System SIP Server has stopped.
- The CallController Server has stopped and/or you cannot get phone lines.

Items to check:

Step 1 In the System Tray, right-click on the Popup icon, Select **Options -> Services** and check status of services. You could also check the status from the UCC toolbar in IE or Outlook by right clicking on the Cisco icon and checking in Connection Status.

Step 2 Restart Popup or from **Services -> Start/Stop Services** restart services. This can also be done from Windows -> Services.

Step 3 On the Server, check if System SIP Server has stopped using CTI Services Manager or Windows Services. If the SIP service has stopped, right-click on the service and select start.

UCC Toolbar not visible in Internet Explorer

The Unified CallConnector Toolbar does not show in the Internet Explorer. Possible causes:

- The UCC toolbar is disabled by default in Internet Explorer.
- The Internet Explorer toolbar components were not registered properly during installation.

Items to check:

Step 1 Verify that you have enabled the Unified CallConnector toolbar. From Internet Explorer, open the Manage Add-ons from the Tools menu.

Step 2 In IE check under **Tools, Manage Add-ins**—verify that the Unified CallConnector Browser extension, Unified CallConnector Toolbar, and Unified CallConnector Apps Browser extension are enabled.

Step 3 If the Unified CallConnector entry is not available (not in Enabled or Disabled), then close all instances on Internet Explorer and then run **unregisterIE.bat** in **C:\Program Files\Cisco Systems\Cisco Unified CallConnector**. Once that is completed, run **registerIE.bat** in the same folder.

Step 4 If the toolbar still does not display, then click on the troubleshooting reporting tool in IE or Outlook.

Parts of the UCC Toolbar are grayed out

Some parts of the toolbar such as the presence status buttons and the QuickSearch box maybe grayed out. Possible causes:

- Auto Recovery (UCC feature under Cisco Icon) has been disabled (On by default).
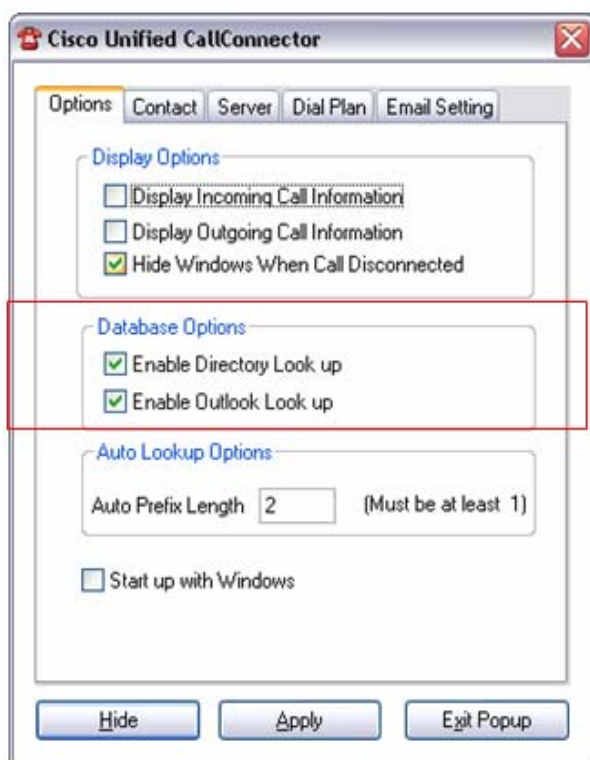
Items to check:

Step 1 Determine which Services are stopped using UCC toolbar in Outlook or IE. Check in **IE/Outlook -> UCC Toolbar -> Cisco Icon -> Connection Status**.

Step 2 Enable Auto Recovery if disabled from UCC toolbar. To do this, click on the Cisco icon in the UCC toolbar, and ensure that Auto Recovery is enabled.

Step 3 Restart Internet Explorer or Outlook for auto-recovery to be enabled.

UCC Outlook Contacts are not showing up in Internet Explorer or Outlook

In Internet Explorer, when a user clicks on the Outlook tab under the Contacts option in side-bar, the Outlook contacts are not shown.

Possible causes:

- Outlook and Directory lookup is disabled on the UCC Client options tab.
- Outlook login information not filled in or valid in the UCC Email Settings tab.

Items to check:

Step 1 When a user tries to access the Outlook tab in Contacts, there is a popup message telling you to enable Outlook Lookup from the options dialog menu.

Step 2 Open up the Options dialog from the Popup menu.

Step 3 Check on the Enable Outlook Lookup option.

Step 4 Make sure that the Outlook/Exchange profile setting user login and password is valid.

Balloon notification popup is not showing up during call

When dialing out or receiving a phone call, the balloon popup is not appearing with the other party's information.

Possible causes:

• Display Incoming Call Information and Display Outgoing Call Information options dialog are disabled.
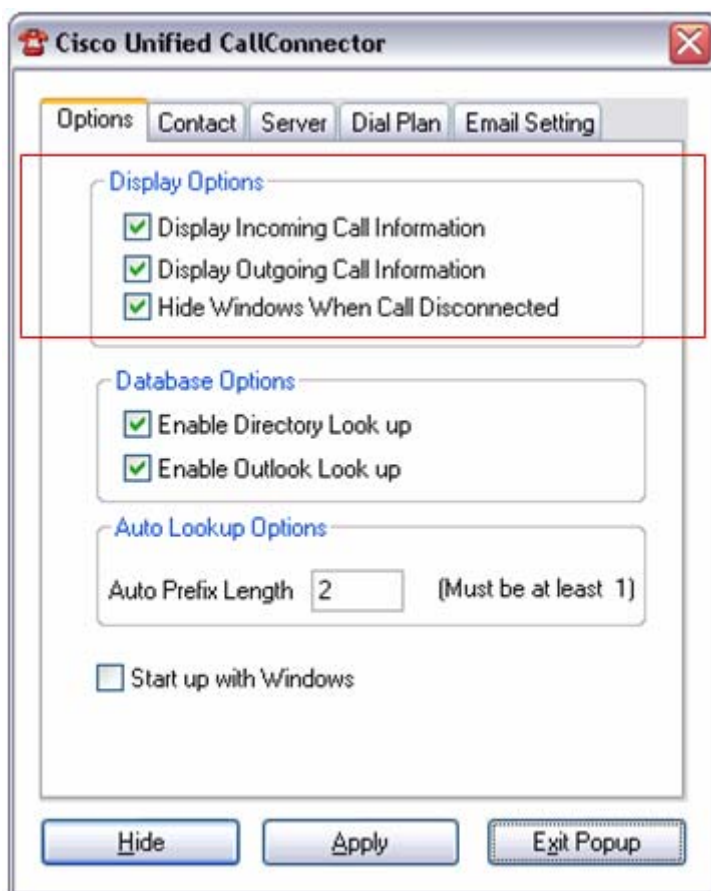
Items to check:

Step 1   Check whether or not the "Display Incoming Call Information" and "Display Outgoing Call Information" options dialog are enabled—make sure the boxes are checked.

Step 2   Could be issue with database lookup. Turn off directory lookup in Options, retest.

Troubleshooting Tools and Logs

The following section includes information on how to use tools and capture logs in order to determine why a call may be failing. In this section, we are assuming that the UCC client has properly registered with the CME (TAPI mode) or UCC Server (Server mode).

Viewing call logs

In order to view call logs, a user needs to enable call logging on the UCC client. To enable logging functionality, open an IE browser and click on Cisco icon on the left hand corner of the UCC toolbar. On the drop down menu, click on "Debug Logging: Trace" and enable the highest level logging.
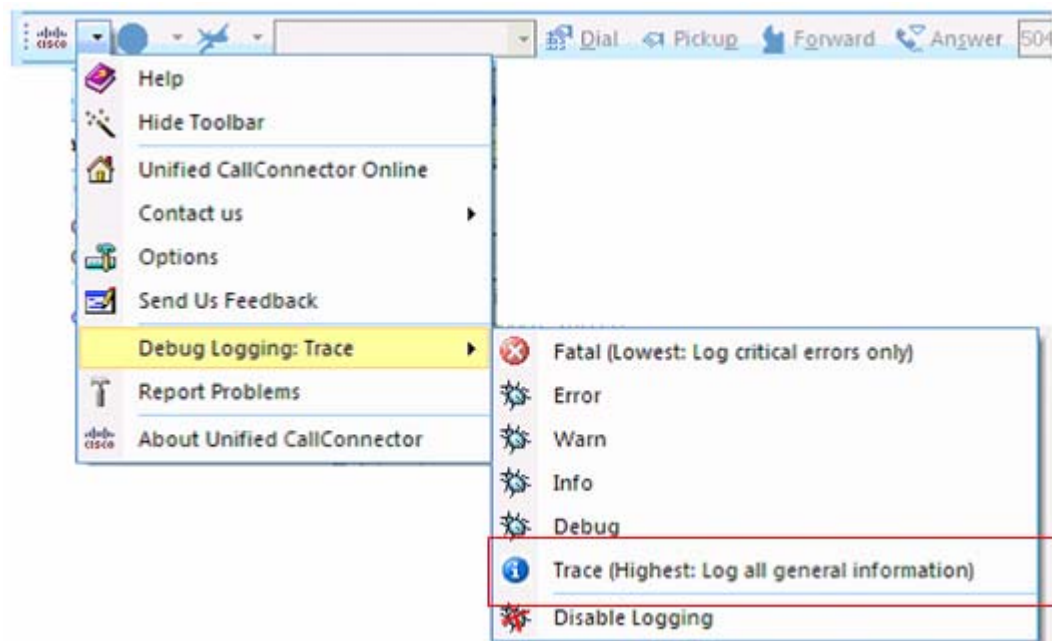
Now that you have enabled logging, calls details will be logged to the following file:

C:\Program Files\Cisco Systems\Cisco Unified CallConnector\Trace Log\ccDialPlan.log

The following section describes how to look through the ccDialplan.log to determine the call flow and possible cause of failure. The ccDialPlan.log provides detailed information of the number translation process—it displays the original number and the translated numbers (display and dialing) from Windows and the access codes.

Figure 4   *ccDialPlan.log*

Things to look for:

- The section starts with **+ UCCTapiPhoneNumber:: SetPhoneNumber** and ends with a corresponding name but with a minus sign.

- **SetPhoneNumber:** This is the input number that is being transformed.

- **Current Country Code** and **Area Code** are the settings in the Windows Dialing rules

- **UCCTapi::Transform:** Converts the input number to a canonical format to feed to the Window Dialing rules for conversion to dialable number.

- **Displayable String:** This is how the number will be displayed in the popup and toolbars

- **Dialable String:** This is the number that is sent to CME for dialing

Note

- The dialing rules are called when making a call and also to look up a number (both incoming and outgoing call).

- The lookup function takes the phone number, converts it to a canonical format and then the information is looked up in the databases.

- The phone numbers are saved in the databases in the canonical format.

- Exception to this canonical format is that local country code is not saved for numbers in that country.

Using SIPoidMonitor tool

The SIPoidMonitor tool is included when the user installs the UCC client on their computer and can be found in the following directory: **C:\Program Files\Cisco Systems\Cisco Unified CallConnector\Tools**. In order to use the tool, double click on the SIPoidMonitor.exe file. In the SIPoidMonitor tool, click on the "*Network Tab*" and click on the "*Connect*" option in order to connect the tool to the UCC Server or CME. In the screen below, leave the first two fields default and enter your username and password and then click "OK".

Once the SIPoidMonitor successfully connects to the CME or UCC server, any communication between the UCC Client to the UCC Server or CME will show up in the SIPoidMonitor window. In the following section, you will see an example of an unsuccessful and successful call.

Figure 5   Unsuccessful Call
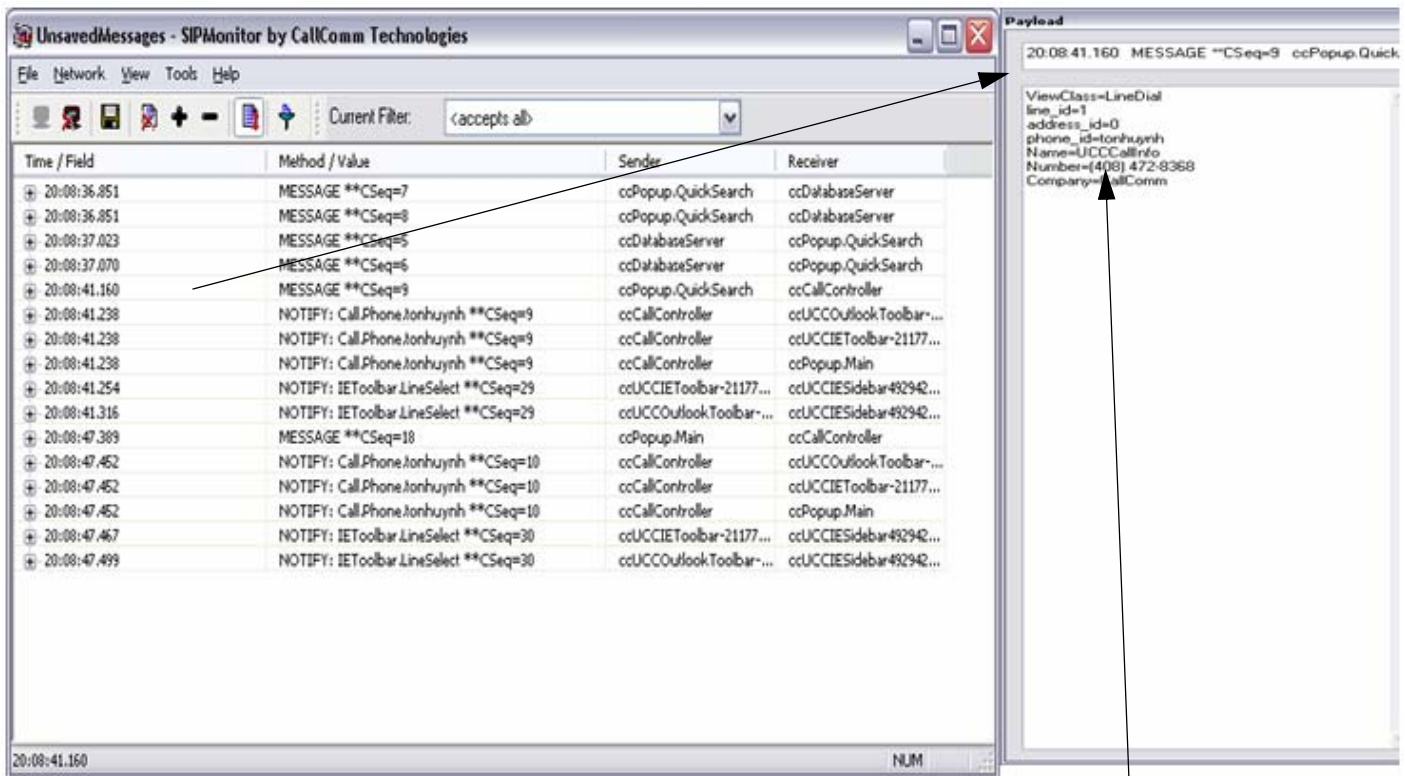
This call was unsuccessful because UCC sent the call to CME **without a 9 prefixed** to the number. Dial-peer on CME has destination-pattern 9T or 9[2-9].

Figure 6 *Successful Call*

This call was successful because UCC sent the call to CME **with a 9 prefixed** to the number. Dial-peer on CME has destination-pattern 9T or 9[2-9].

How to report a problem

To report a problem to Cisco, use the following steps to enable logs and send appropriate files for TAC troubleshooting.

Procedure to report a problem:

Step 1	Open IE or Outlook and click on the Cisco Icon in the UCC Toolbar
Step 2	From the drop down menu, select "Debug Logging: Trace", and enable the highest level of logging
Step 3	Next reproduce the problem that you observed
Step 4	Finally click on the Cisco Icon from the UCC Toolbar, and click on the "Report Problem" menu.
Step 5	Send the report to TAC—attach the report to the TAC case.