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What You Make Possible

TOMORROW starts here.

CISCO

Troubleshooting Jabber Desktop Clients

BRKUCC-3661

TOMORROW starts here.

Index

- Jabber Overview
- Jabber Configuration and Deployment
- Troubleshooting
- Common Issues

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Jabber Overview

Cisco Desktop Client Evolution

Cisco Unified Personal Communicator (CUPC)

Cisco WebEx Connect

Cisco Jabber for Windows

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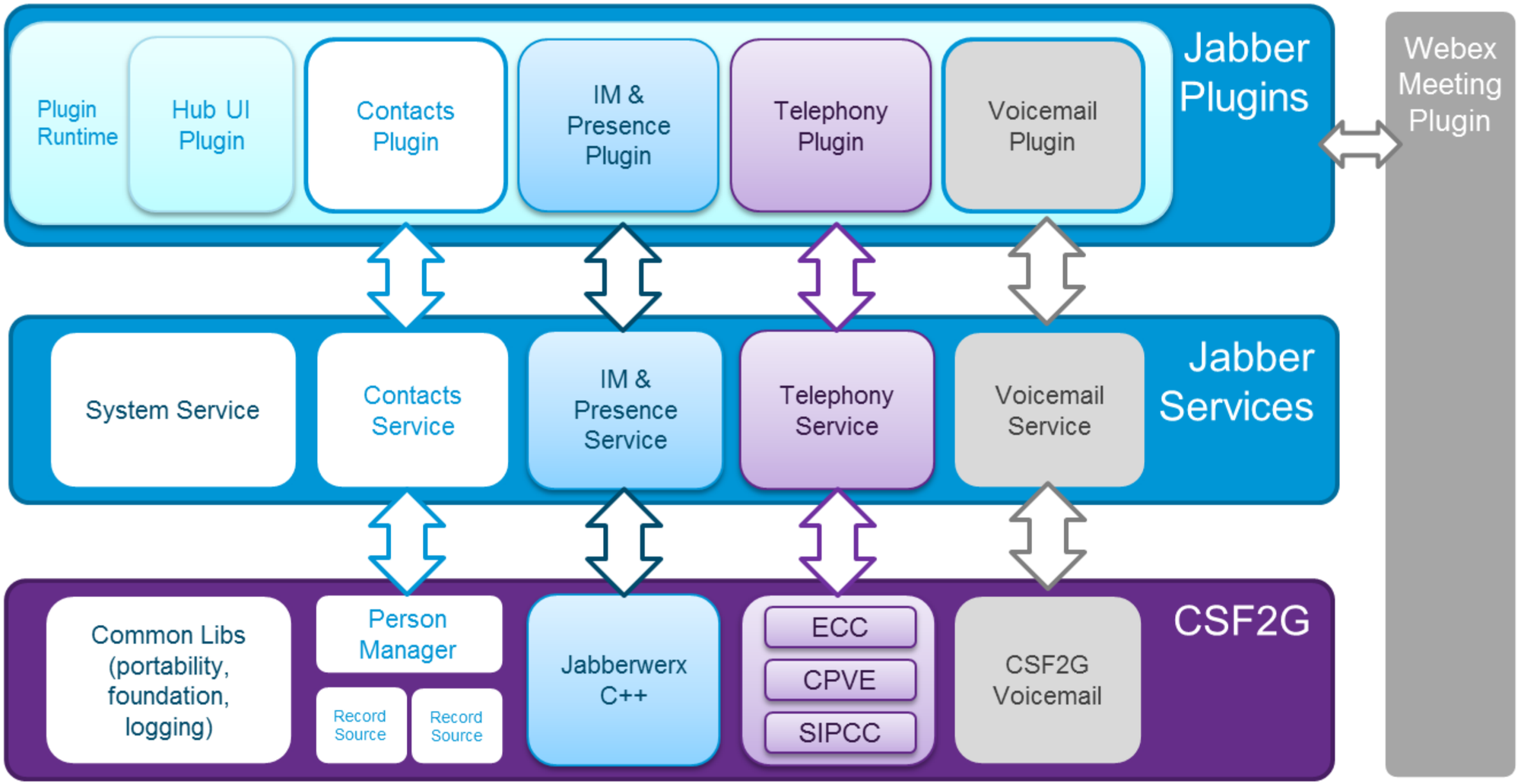
Jabber Client Architecture



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Client Services Franmework

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Jabber Client Architecture

- Developed Using C++
  - Reduces Download size
  - Reduces Memory Usage

- Microsoft .NET and Jave Not Needed Any More.

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Virtualisation Support

- XenApp 6 for Windows 2008 R2
- XenDesktop 5.0
- XenApp/XenDesktop supported in deskphone mode
- Vmware View
- No VXC support

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OS and Office Support

OS	32 bit	64 bit
Windows XP SP3	✓	-
Windows Vista	✓	✓
Windows 7	✓	✓
Windows 8	Roadmap	Roadmap

Office Suite (optional)	32 bit	64 bit
Microsoft Office 2003	-	-
Microsoft Office 2007	✓	-
Microsoft Office 2010	✓	✓
IBM Lotus Notes 8.5.1/8.5.2	✓	-
Google Calendar	✓	✓

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Localasation

Language Support

Language Support	
Arabic	Italian
Catalan (Spain)	Japanese
Chinese (China)	Korean
Chinese (Taiwan)	Norwegian
Czech	Polish
Danish	Portuguese (Brazilian)
Dutch	Portuguese (Portugal)
English	Spanish
French	Swedish
Finish	Russian
German	Thai
Greek	Turkish
Hebrew	

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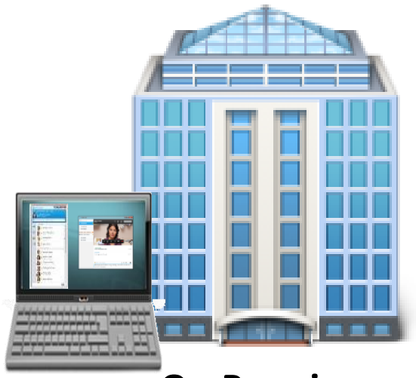
User Scaling



On-Premise

IM Only	Full UC
25,000 Users per server	15,000 Users per Server
75,000 Users per cluster	45,000 per cluster

Cloud

IM / Hybrid
No Limit (Largest current 300,000+)

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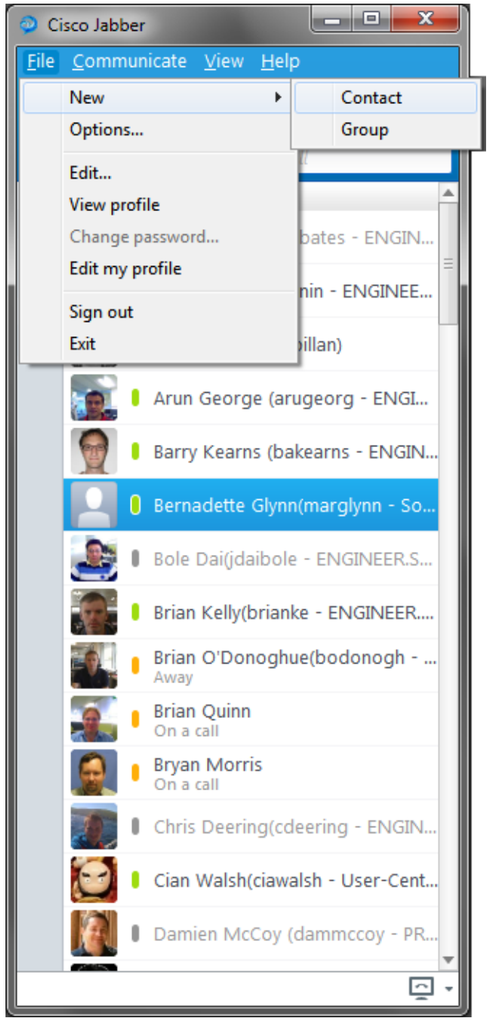
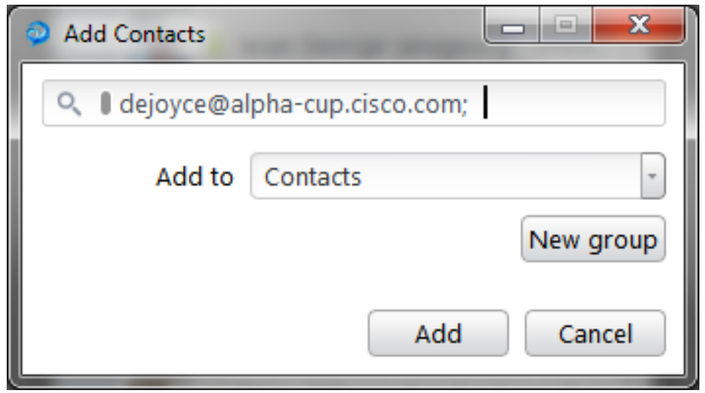
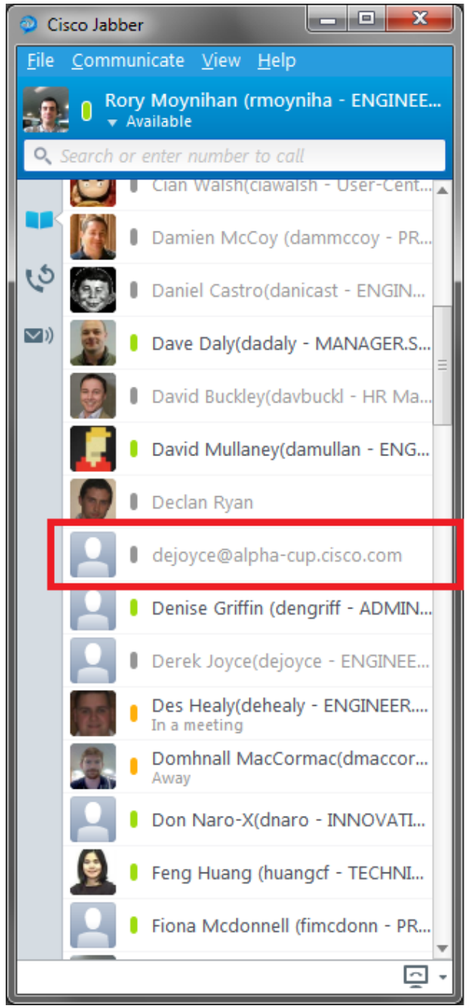
Contacts





- Add a federated contact
- File → New → Contact
- Enter the JID of the user you wish to add
- Select the ‘Add’ button



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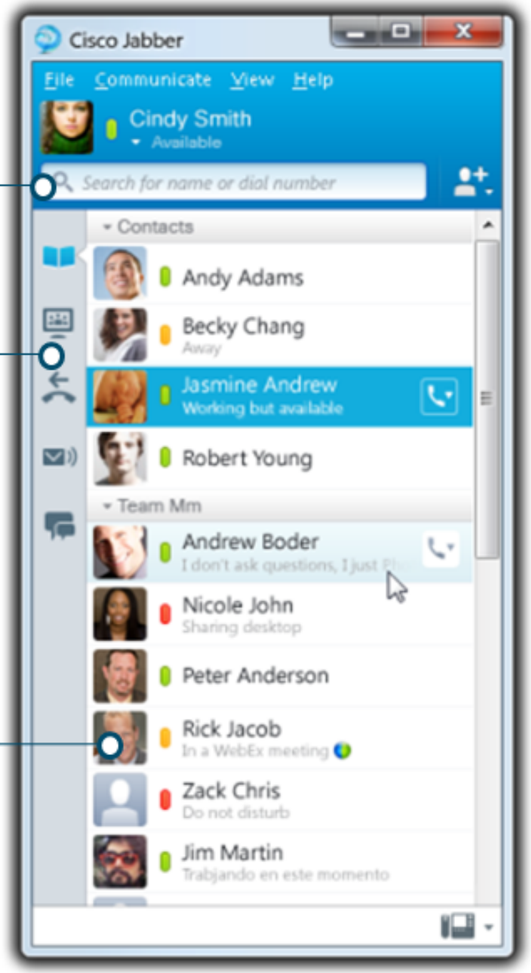
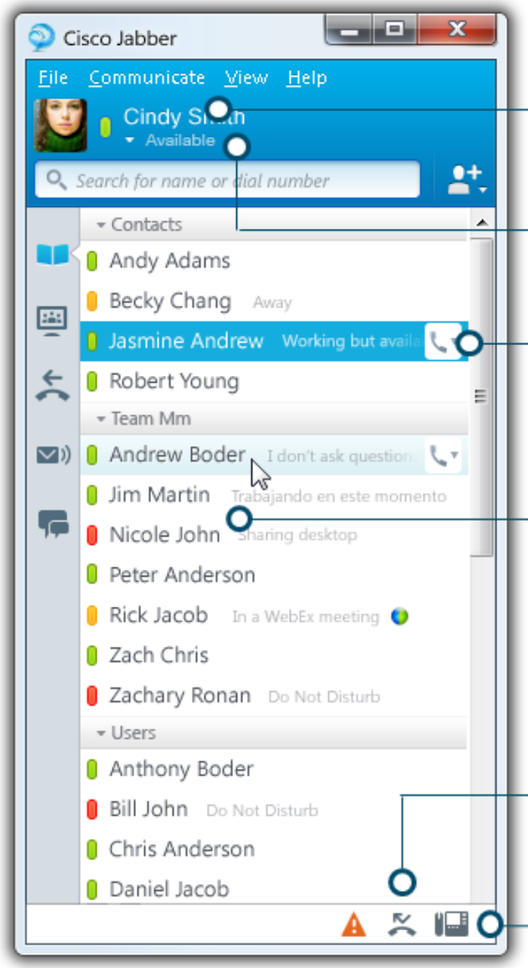
Contacts Hub



Search and dial bar

Tab Views
Contacts
History
Visual Voicemail
Custom Apps

Contact
Name, Presence and photo



Logged in User

Manual Presence

Start voice/video call

Compact View
(Offline contacts hidden)

Call Forwarding

Calling Mode
(Soft / Desk phone)

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Search and Dial Bar

- The search bar is multipurpose:
- Contact names are entered to perform a predictive search
- Numbers can entered to dial
- A classic dial pad is no longer used exposed.

(DTMF tones / dialpad are supported in call)

Search for name or dial number / URI

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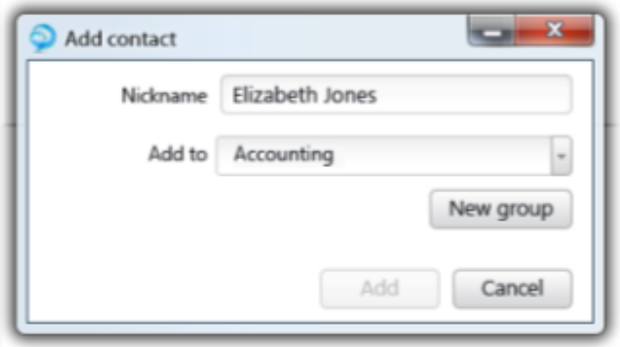
Searching For Contacts

Look and Feel



- Client provides search across multiple contact record sources.
- Client uses predictive search to refine resolution list as you type.

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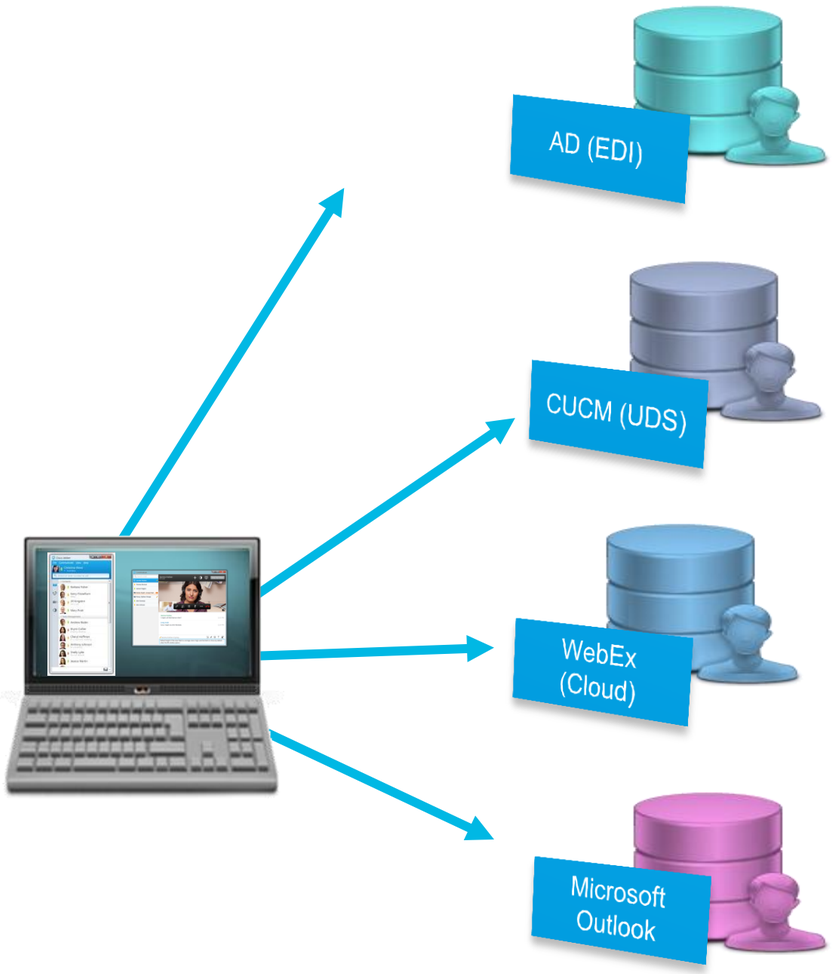
Searching For Contacts (Cont.)

Behind The Scenes



LDAP based contact Source (On Prem Default)
Active Directory by default but can be customised for other directory environments

HTTP/REST based contact Source (On Prem)
Built into UC Manager 8.6(2)+ and provides and alternative to LDAP integration

WebEx Contact Source (cloud)
Default for cloud based deployments

MS Outlook Contacts
Search local contacts from Jabber (requires 9.1)

NEW in Jabber 9.1

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Call Control

Desk Phone Control

- Cisco Jabber for windows controls your desk phone to make and receive call
- Requires Medianet Drivers for Video Calls

Soft phone

- Use a suitable audio device or headset to make calls directly from your computer

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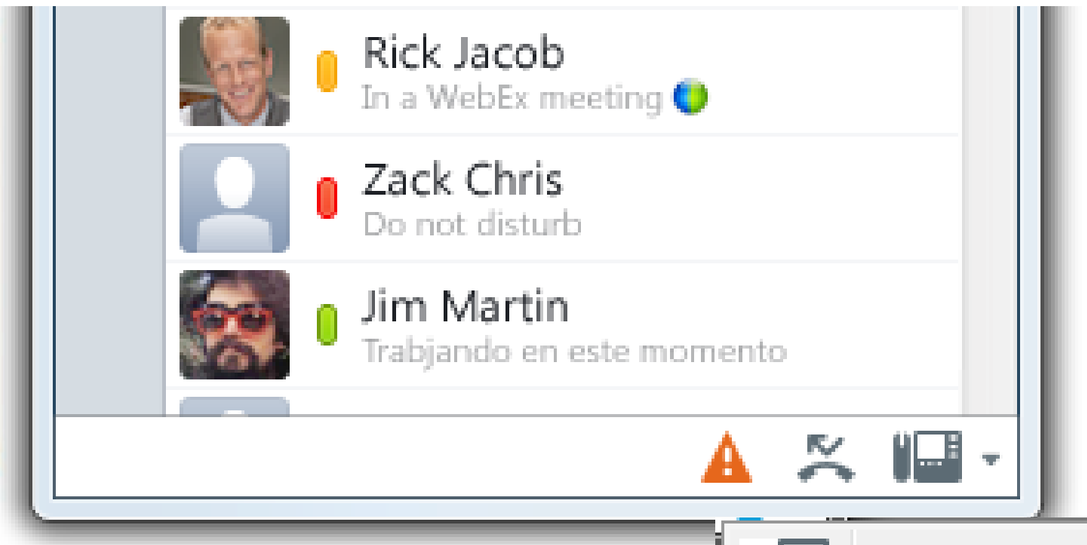
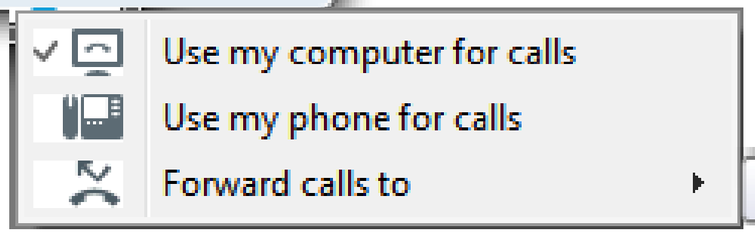
Call Control (Cont.)

- Select mode of operation using the system tray icon.
- Drop down list will provide a list of hardware/software associated to user.
  - Users can be configured to use just desk phone, just soft phone or both.





Desk phone Control

Soft phone Operation

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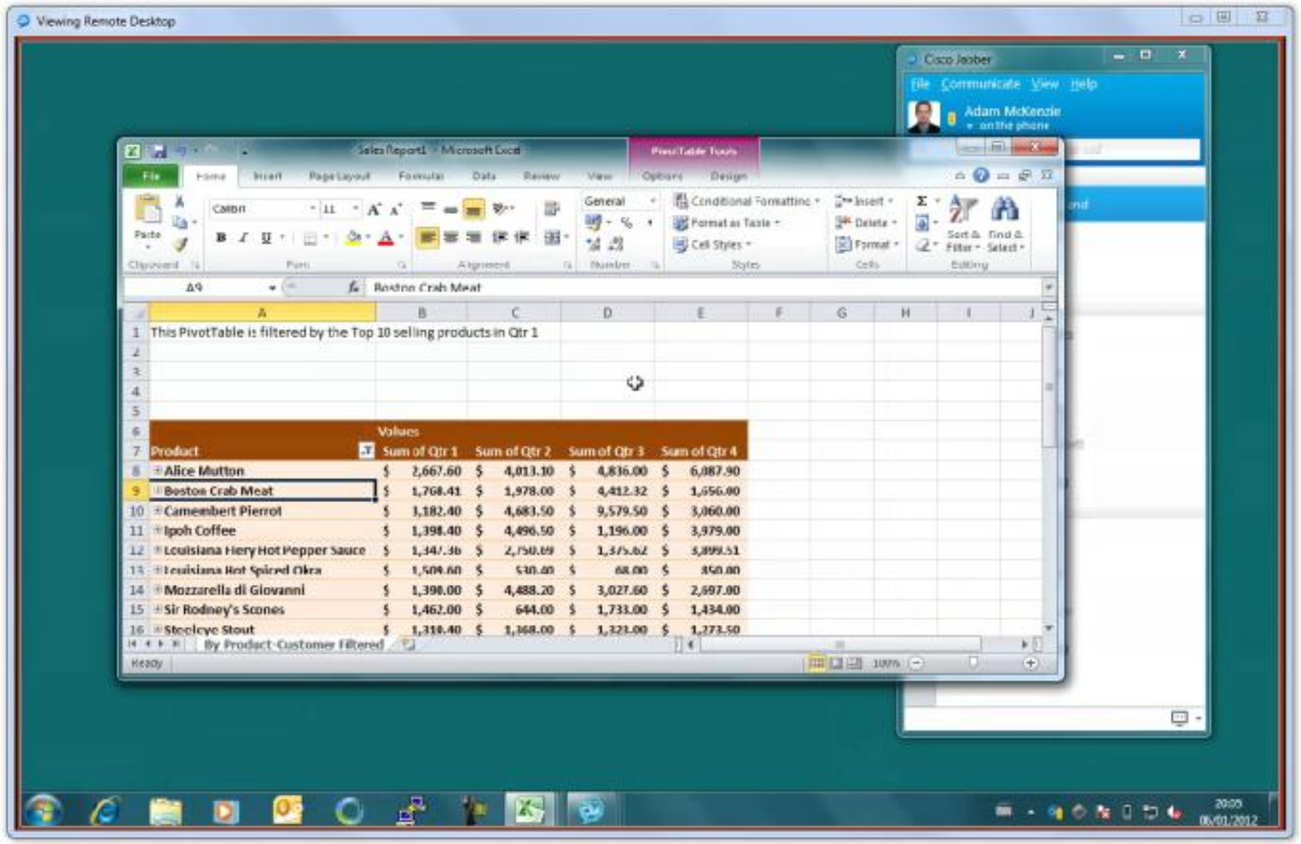
Desktop Collaboration



- Video desktop share providing cross device interoperability
- 1-1 Desktop Share (Cloud deployment only)
- BFCP Desktop Share with CUCM 8.6.2+
- Requires COP file

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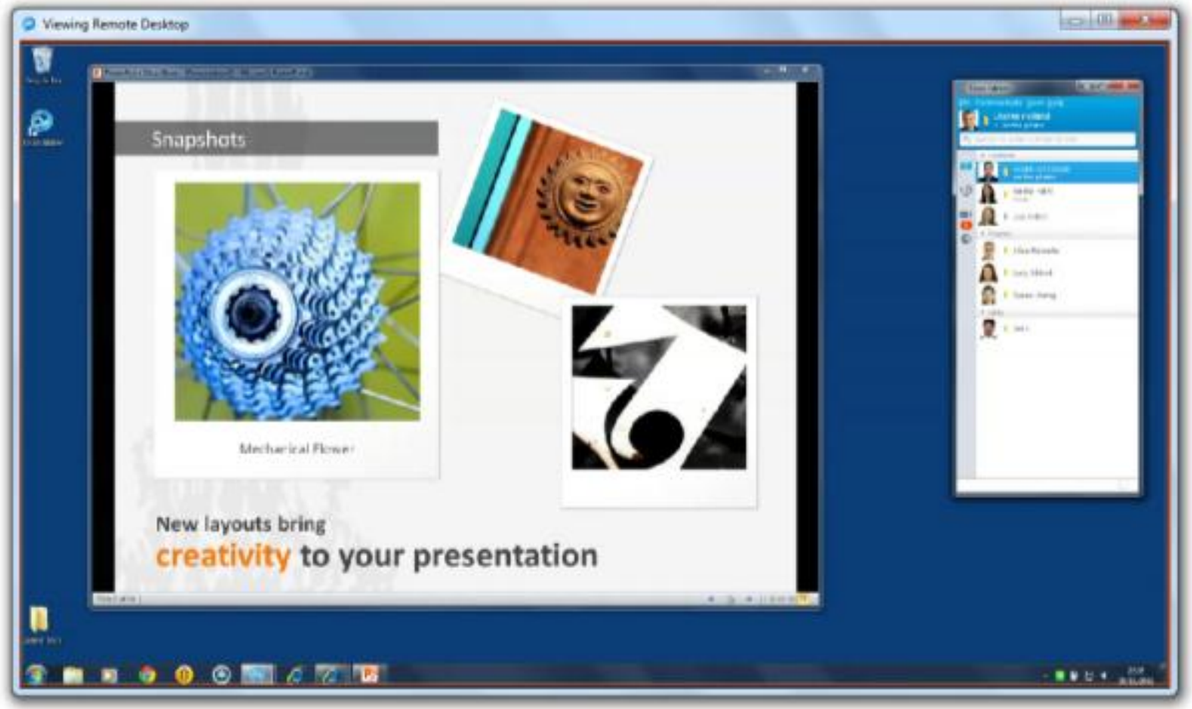
Video Desktop Share

- Simply hitting the “Share” escalation button during a call will add a desktop share to an existing audio / video call.
- The desktop share instantly shares your desktop in real time.



- Based on BFCP standard.
- Share desktop with TelePresence endpoints or other Jabber clients

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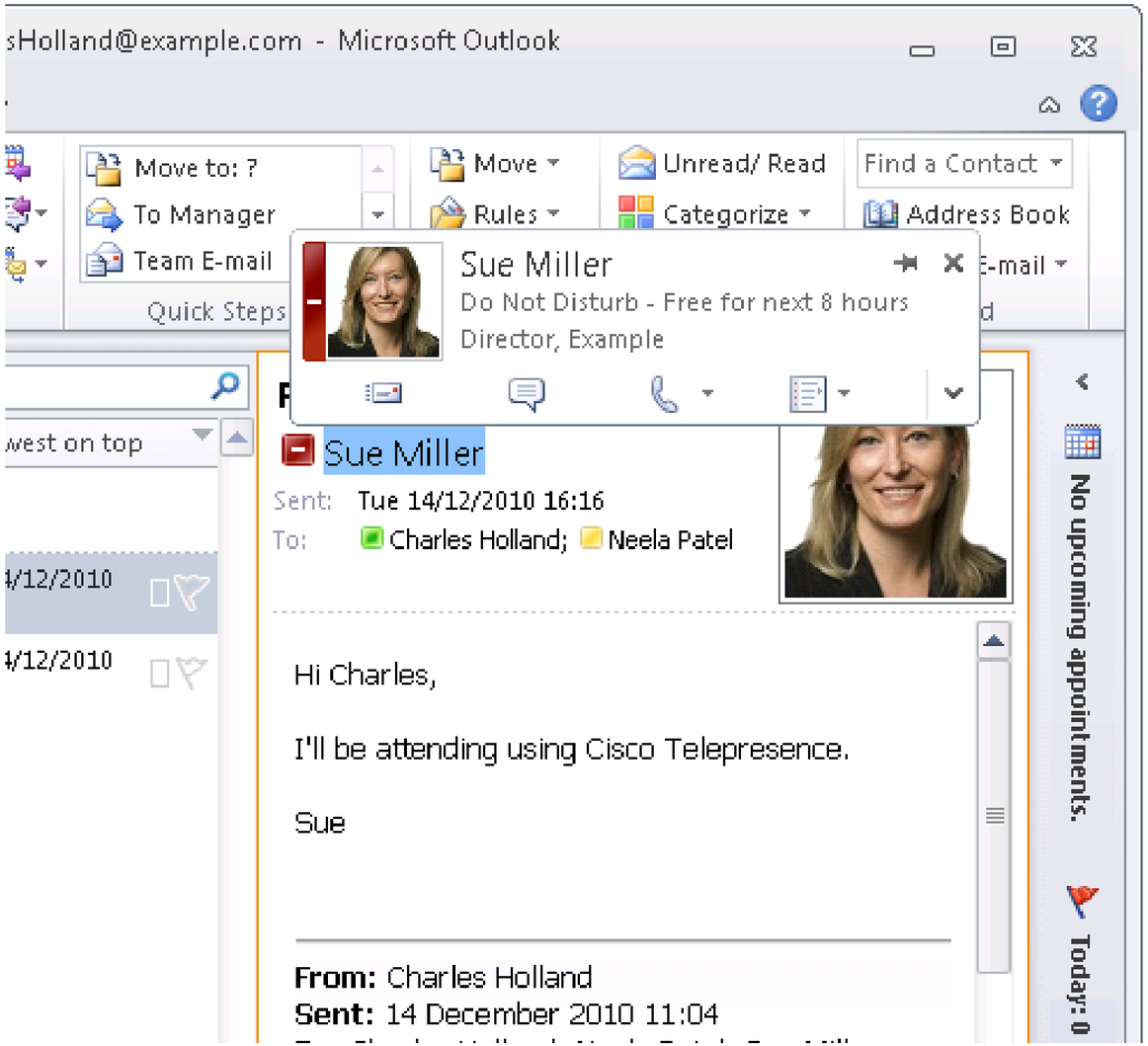
Integration with Desktop Applications

Office 2010 – Contact Card Integration



- See who is available directly in Microsoft Office suites
- Easily start
  - Chat
  - Group Chat
- Easily escalate to
  - Voice
  - Video
  - Web Share

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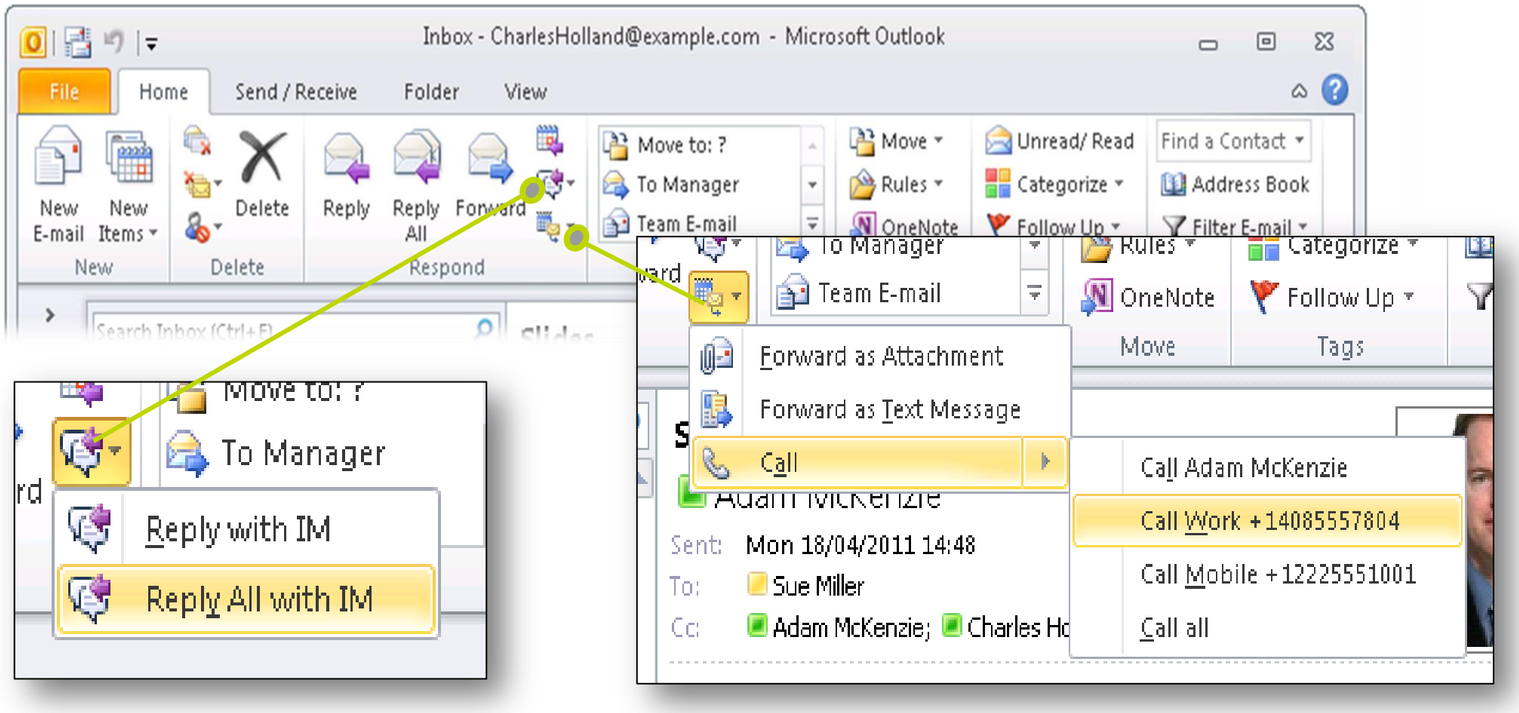
Integration with Desktop Applications

Office 2010 – Ribbon Bar Integration



- Escalation to point to point and group chat Function
- Escalation to point to point voice/video calling as well as escalation to multiparty ad-hoc conferencing

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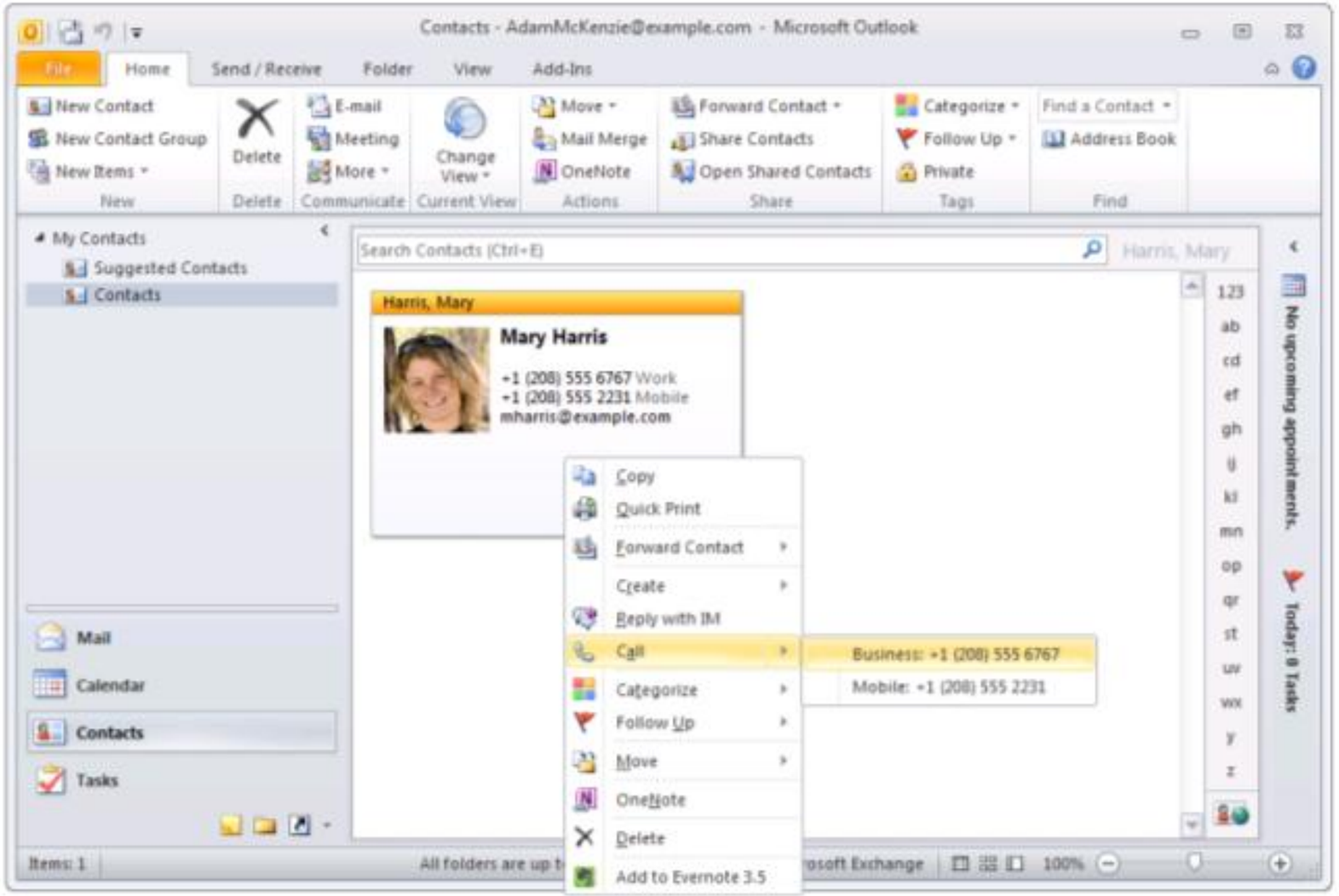
Integration with Desktop Applications

Office 2010 – Personal Contacts



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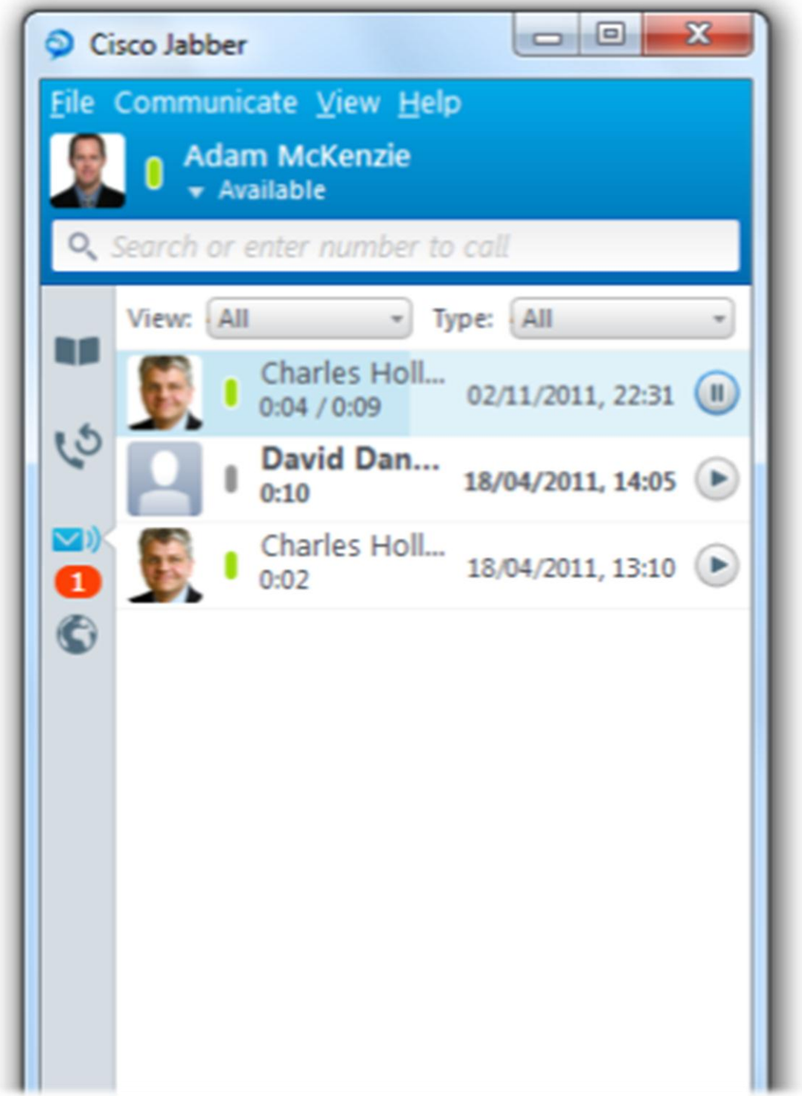
Unity Connection Integration



- Visual voicemail provides access to Unity connection directly from voicemail tab.
- Message is played back within the client.
- Cisco Unity is not supported with Cisco Jabber

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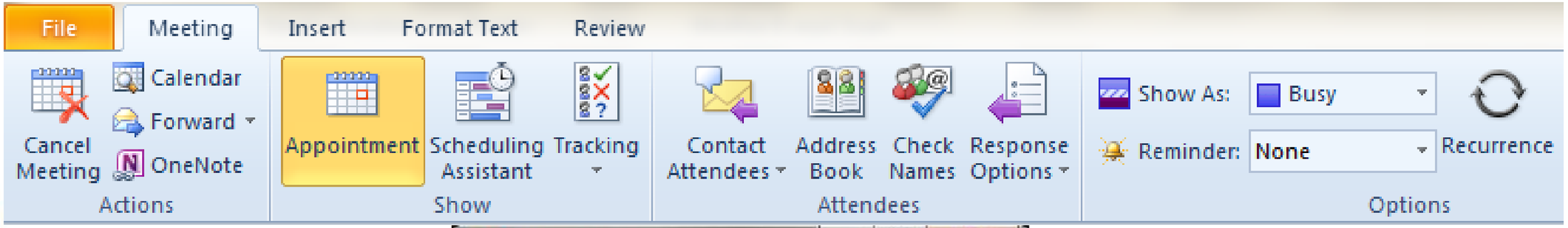
Calendar Integration

Type 1



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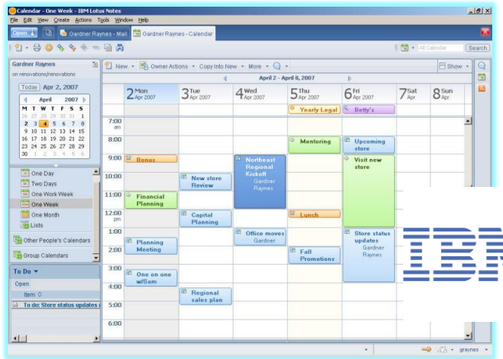
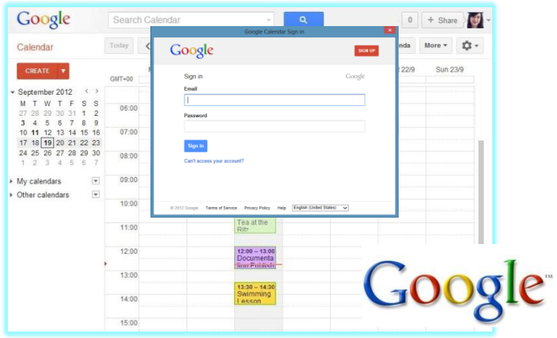
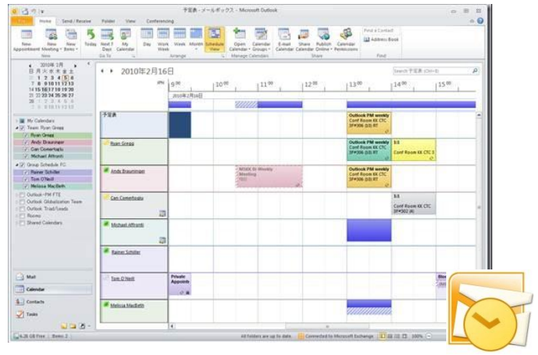
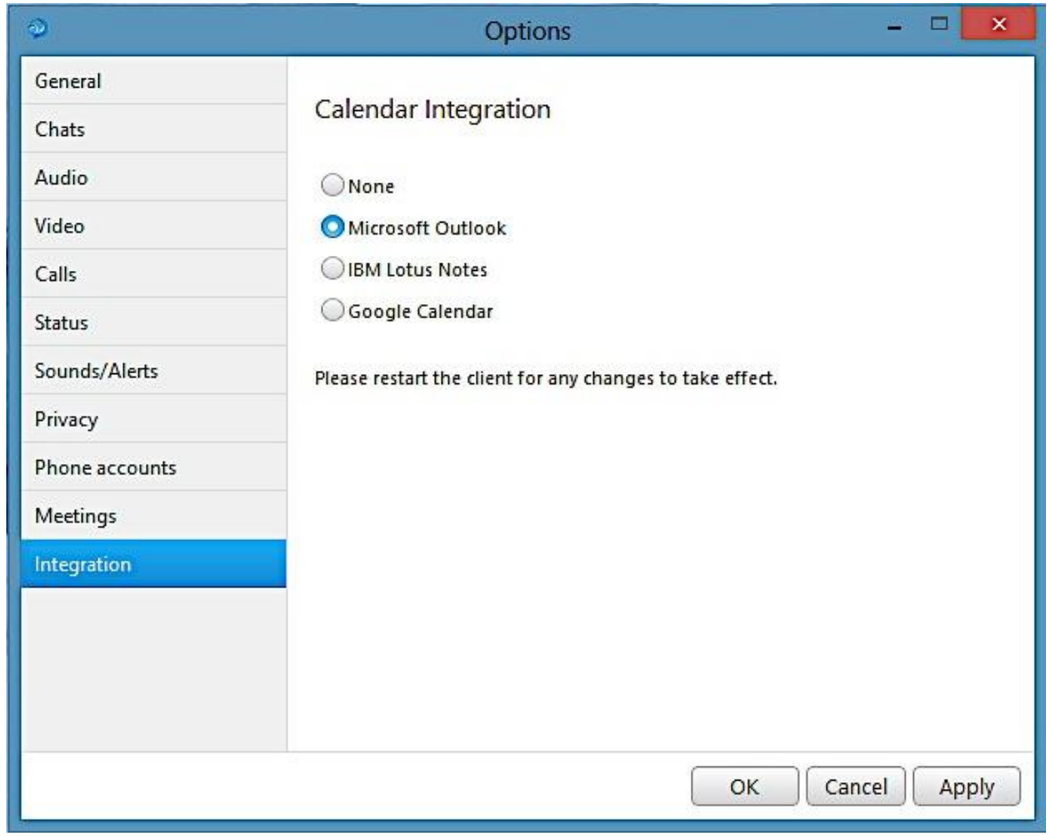
Calendar Integration

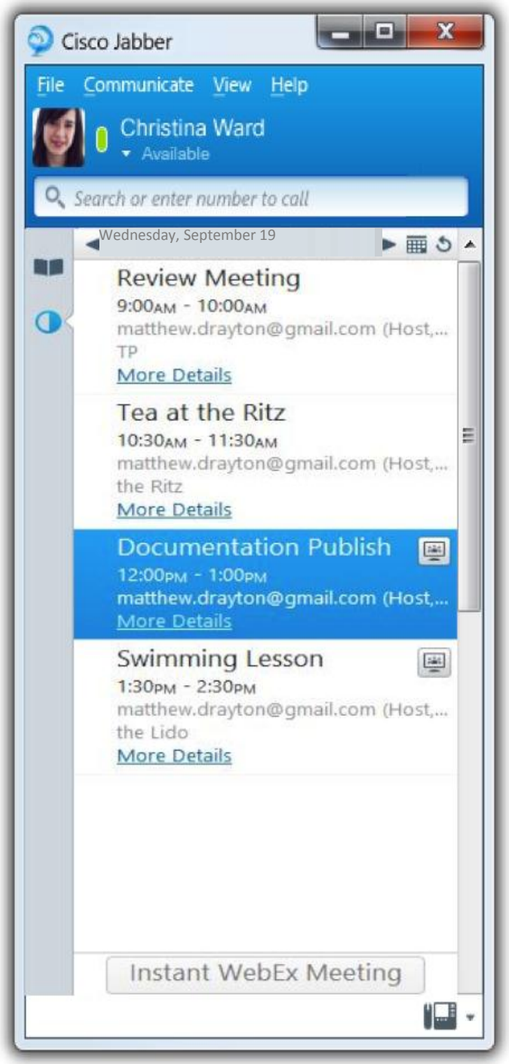
Type 2











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Extensible Tab / HTML Apps

- Can create additional HTML application tabs within the client.
- HTML tabs can exist on web server.
- Examples for tabs:
  - Company Helpdesk/Support info
  - Branch directory
  - Supplier search
  - Social Networking Tab

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Jabber Configuration and Deployment

Jabber Installation

- Not Required:
  - Closing other applications
  - Internet access
  - No pre-requisites to be installed.
- Supports single user sign-in per OS profile.
- Administrative rights are required.
- Do not run WebEx Connect client and Jabber client simultaneously.
- There are three methods available to install Jabber:
  - Deploy Jabber using AD/Altiris/SCCM etc. using the MSI and specified command line options
  - Deploy Jabber AD/Altiris/SCCM etc. using a re-packaged MSI (uses a Transform to embed information into the MSI)
  - Run the Jabber MSI

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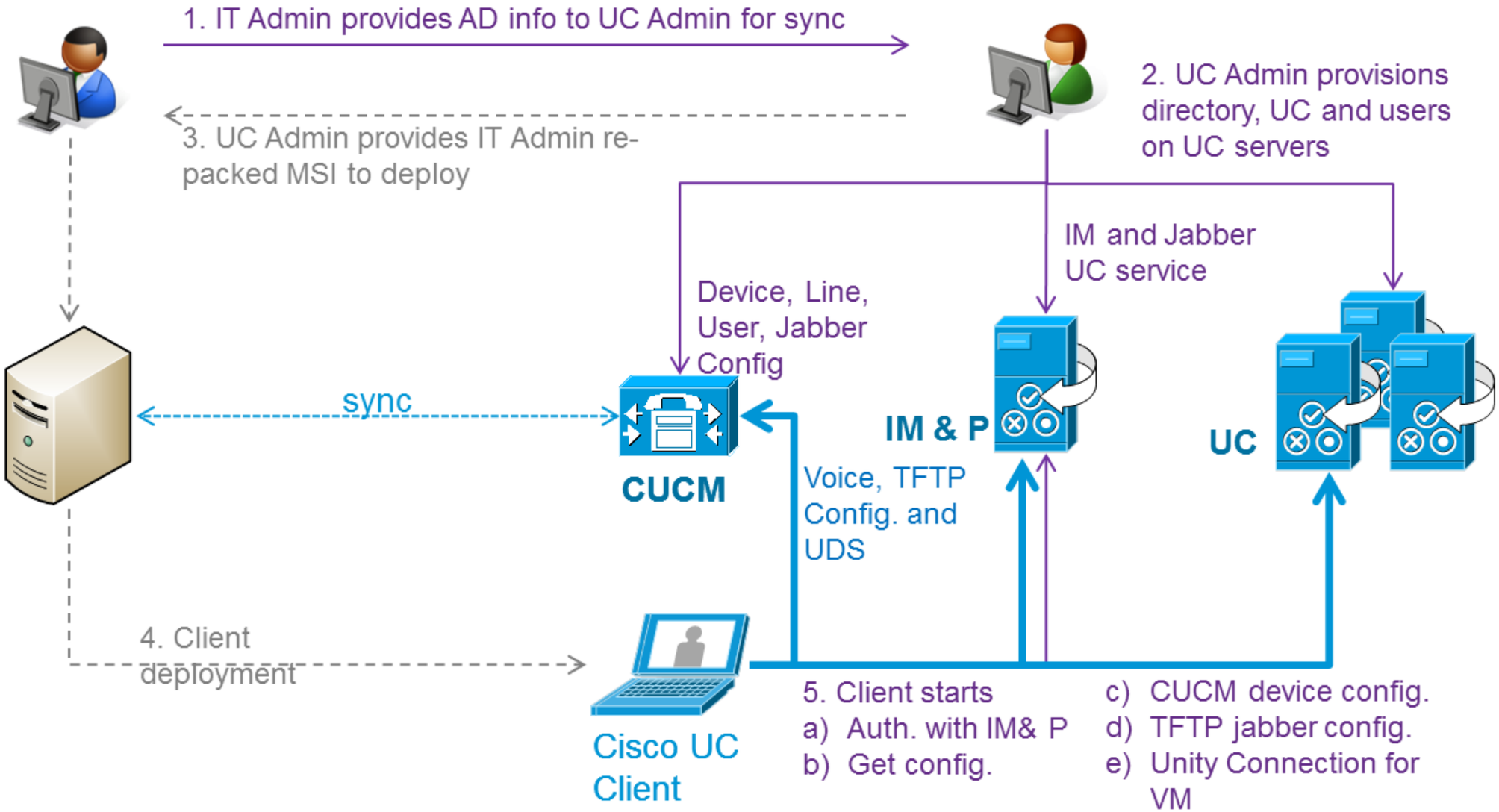
Deployment and Configuration Overview



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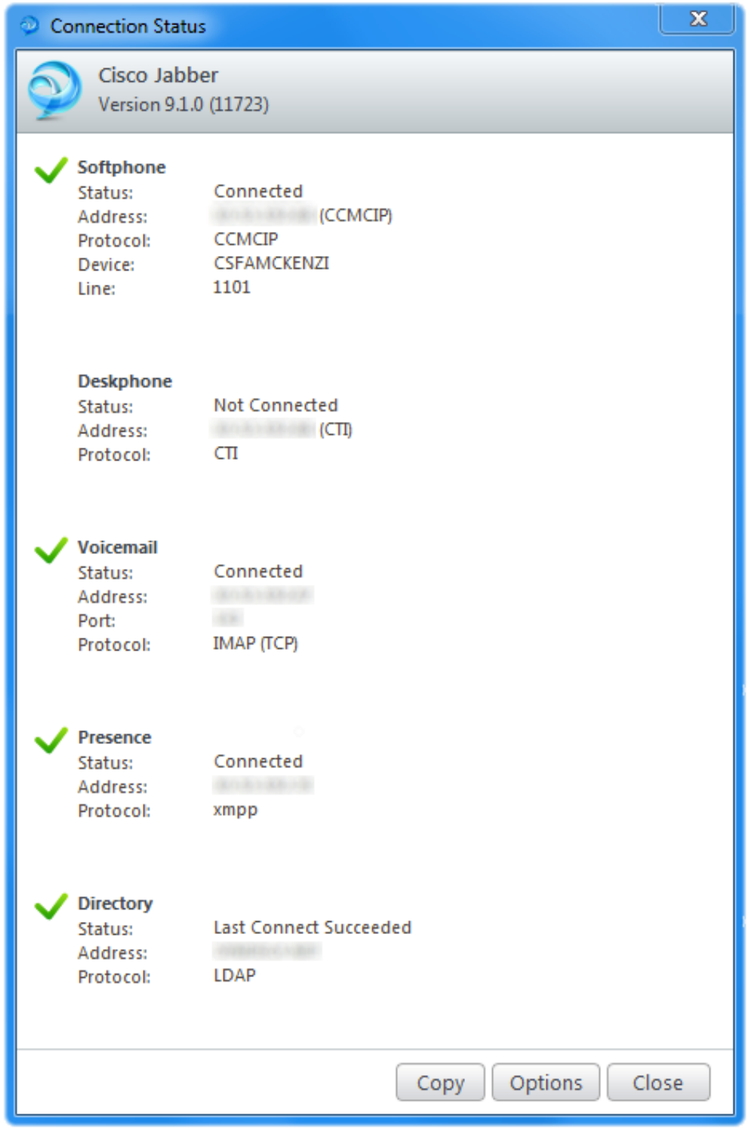
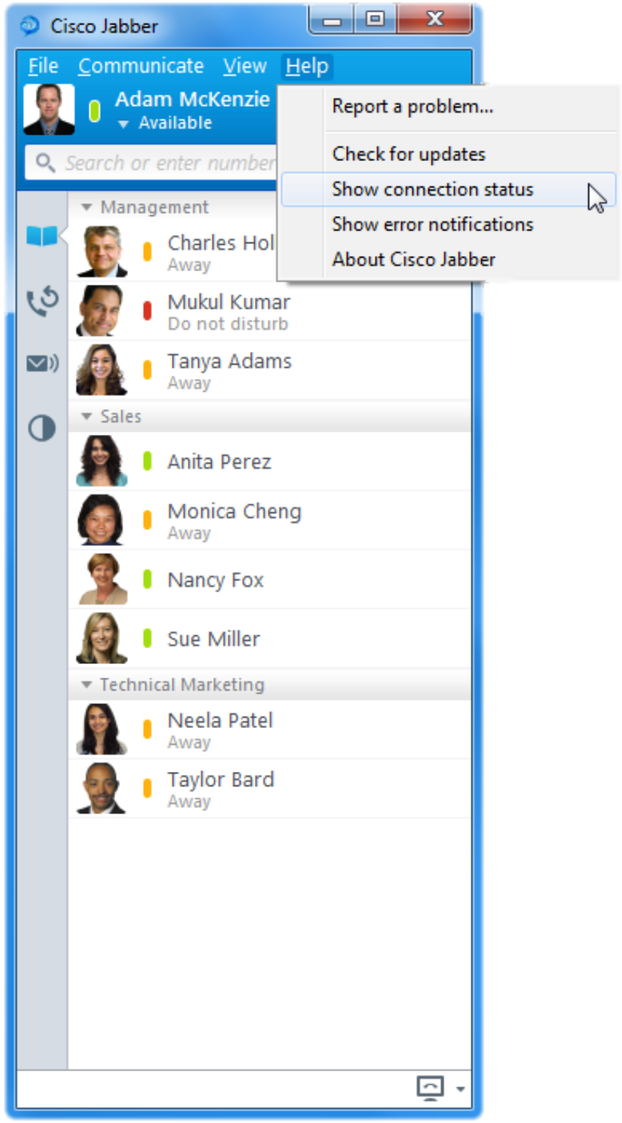
Troubleshooting

Server Health





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Troubleshooting Checklist

- Detailed Description of Issue
- Include
  - Username
  - Phone numbers
  - Timestamps
  - Executed Actions
  - Phone Mode
- Generate a PRT

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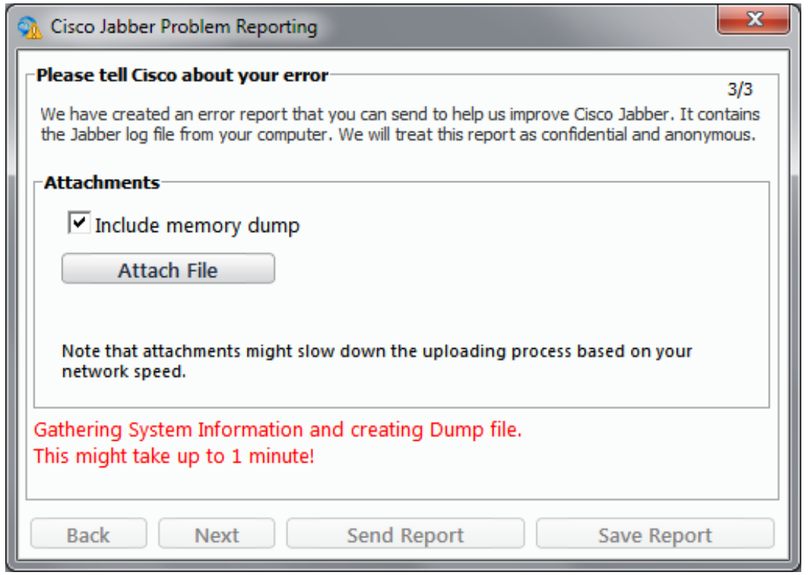
Problem Report Tool (PRT)

- Creates a Problem Report ZIP File
- PRT is What Usually Cisco TAC Asks For
- Launched in Event of Unrecoverable Errors or a Crash
- Automatically Restarts the Relevant Processes After a Crash
- Or Manually Run PRT



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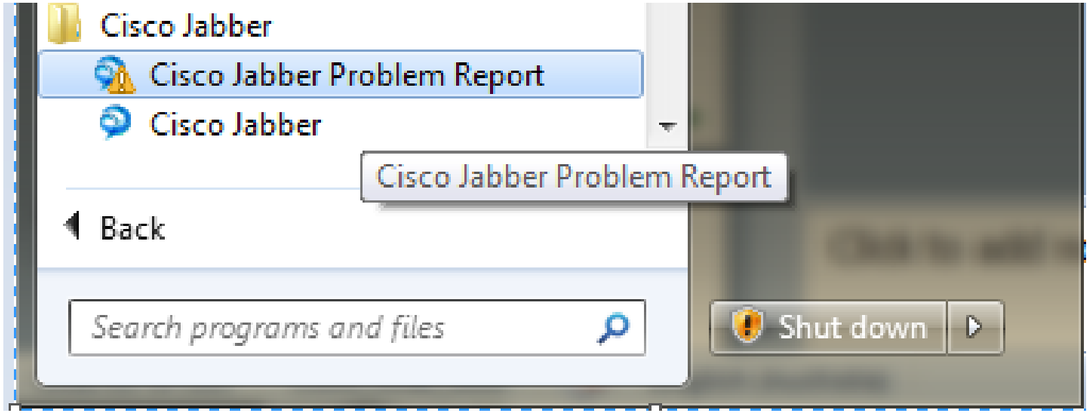
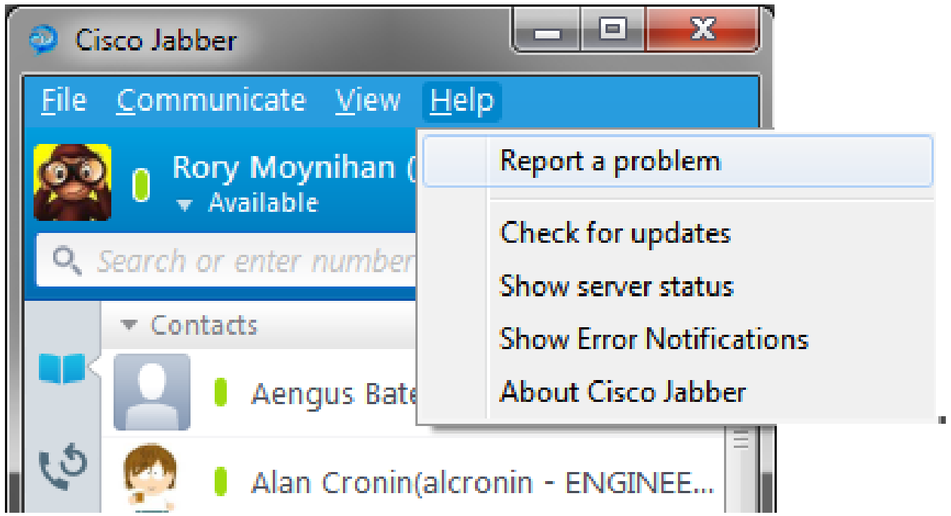
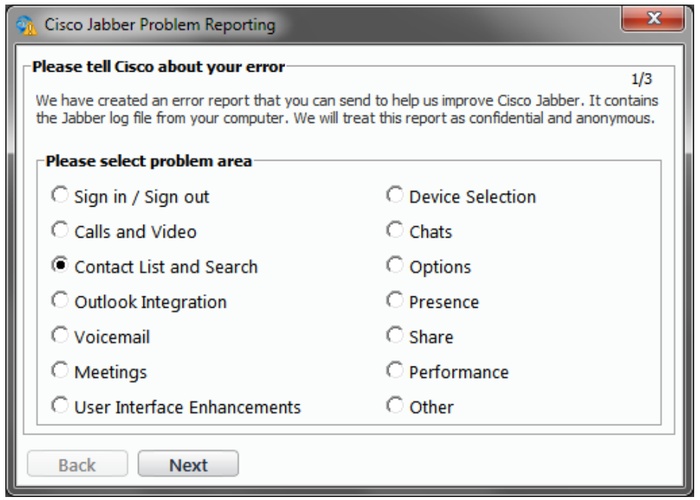
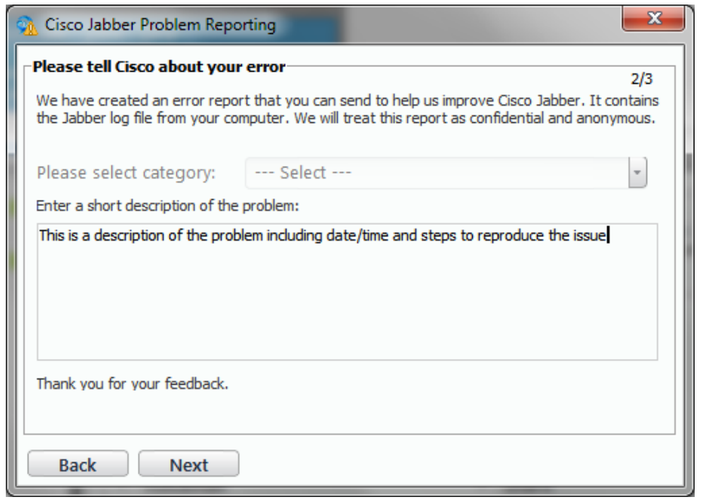
Generating a PRT Manually

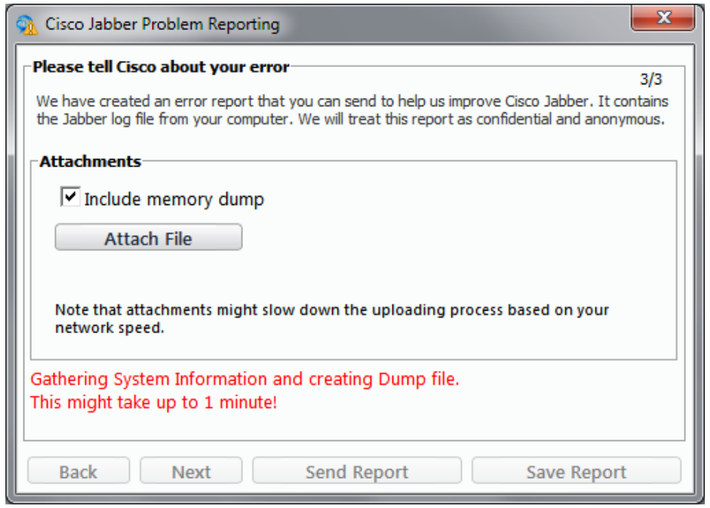


OR









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Problem Report

- Filename Format

  PROBLEM_FEEDBACK_Cisco_Jabber-17-14_29_1-27-2013.zip

- Memory Dump
- Relevant Log Files From

  %localappdata%\Cisco\Unified Communications\Jabber

- Configuration Details
- Network Settings
- Miscellaneous System Information
- User's Comments From Troubleshooting Checklist

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Log Levels and Log Files

- Jabber Logs Stored in csf-unified.log
- Location of Log Files:

  %USERPROFILE%\AppData\Local\Cisco\Unified ommunications\Jabber\CSF\Logs
- Default Level is Debug
- Los written in following format:

Date Time LogLevel [ThreadId] [SourceFile] [component] [function] – message

- Rollover Logs – 10 Logs as well as the current log file
- 10 MB in size each

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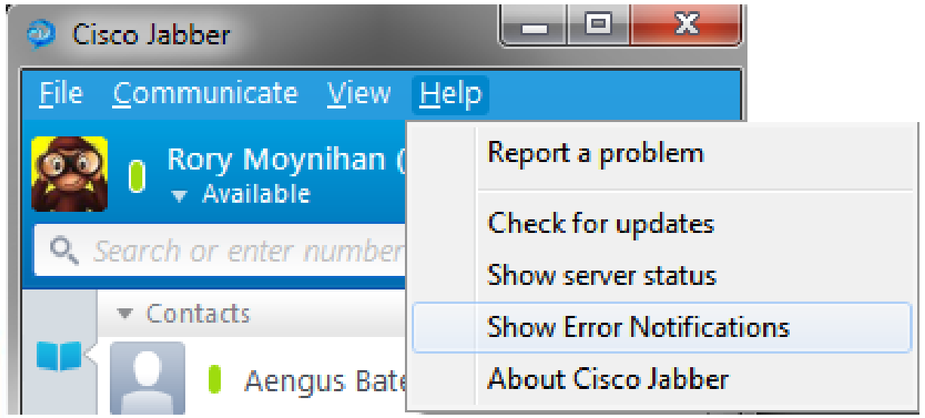
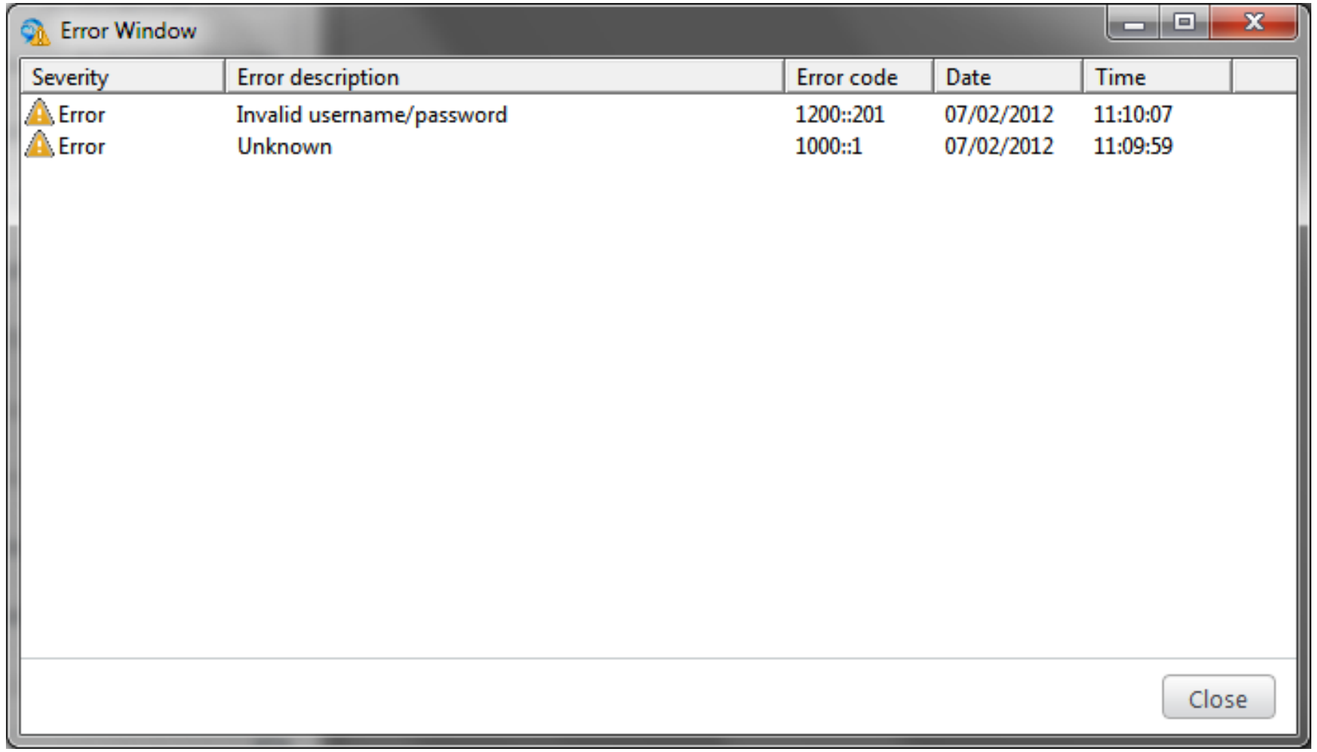
Tools and Error Codes





- Display each error as a new entry
- Error contains severity, description, code and date/time

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Tools and Error Codes(Cont.)

- Error codes are in the format <service-id>:<error-code>
- Service ID's

Service Id	Service Name	Description
1000	System Service	Main jabber service – starts all other services and orchestrates the login process
1100	Contact Service	Responsible for all contact resolution and searching
1200	IM & Presence Service	Responsible for all presence and IM as well as presence (primary) authentication

- System Service (Service Id 1000) Error codes

Error Code	Description
1	Unknown
2	Unable to start feature set (IM, Contacts, Telephony, Voicemail, History)

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Tools and Error Codes(Cont.)

- Contact Service (Service Id 1000) Error codes

Error Code	Description
1	Unknown
2	Add contact failed
3	Set friendly name failed
4	Remove contact failed
5	Add group failed
6	Remove group failed
7	Add contact group size exceeded
8	Add contact list size exceeded (total # contacts = 1000, total # contacts per group = 600)
9	Move contact failed
10	Add enterprise group failed
11	Remove enterprise group failed

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Tools and Error Codes(Cont.)

- IM Service (Service Id 1200) Error codes

Error Code	Error Description
1	Unknown
200	Unknown Login Error
201	Authentication Failure
202	Internal Server Error
203	Account Expired
204	Upgrade Required
205	SignOn Cancelled
206	Account Locked
207	Account Inactive
208	Unable To Connect To The Server

Error Code	Error Description
300	SignOn Timeout
301	Username Not Specified
302	Password Not Specified
303	Server Not Specified
304	SignOn Process Failed
400	SignOff Timeout
401	SignOff Reques tFailure
402	ShutDown Failure
403	Presence Service Startup Failed

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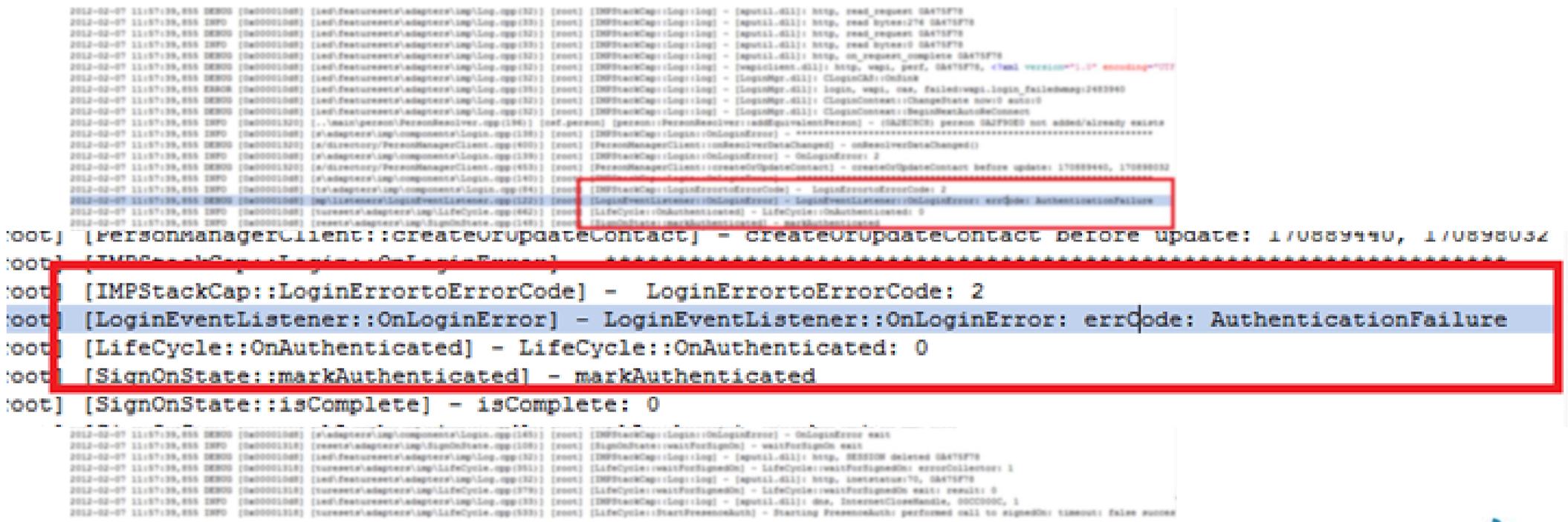
Tools and Error Codes(Cont.)

Sample Log Extract

1200:201

1200	IM & Presence Service	Responsible for all presence and IM as well as presence (primary) authentication
201	Authentication Failure	



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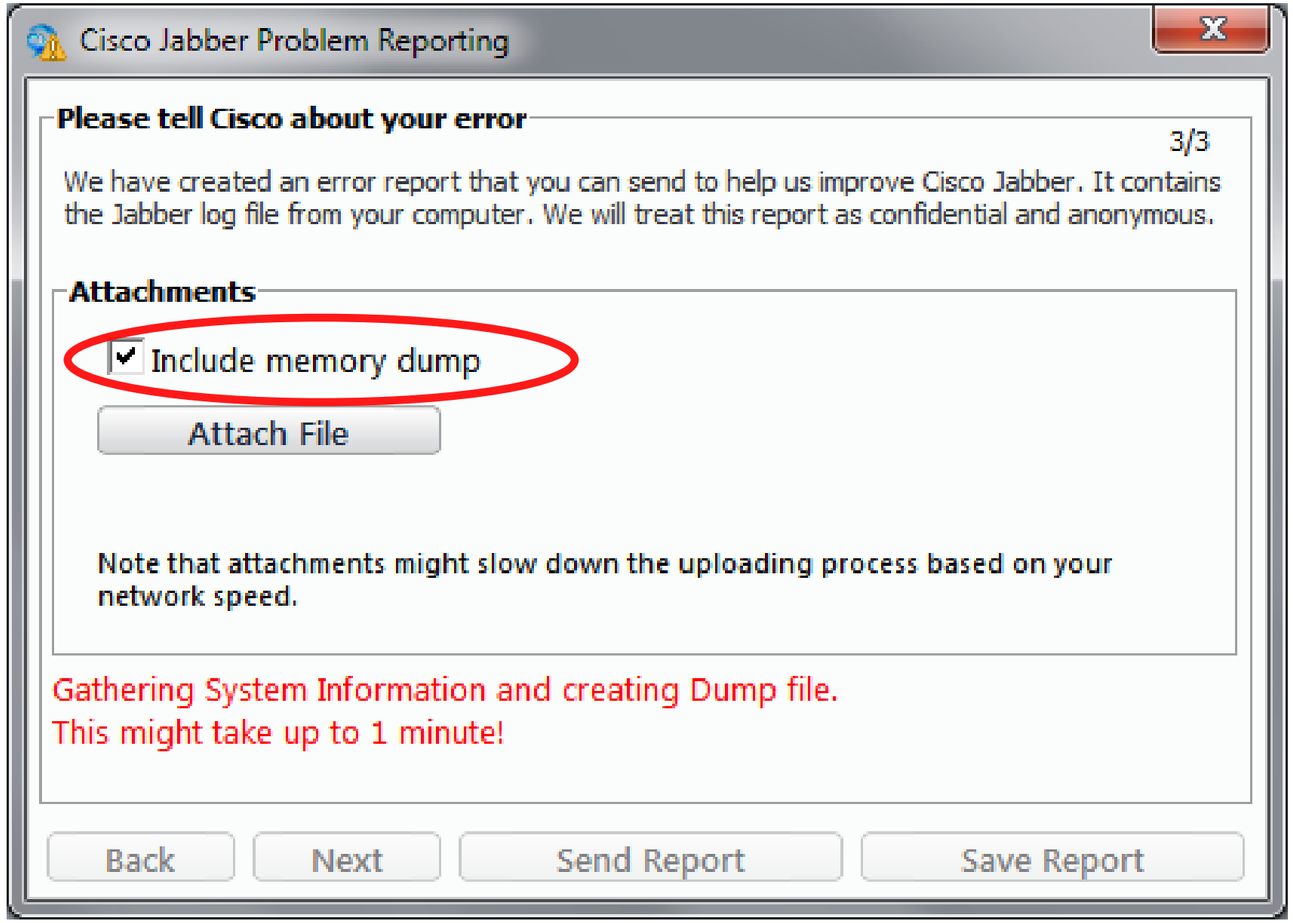
Crash & Memory Dump Analysis

Obtain a Memory Dump



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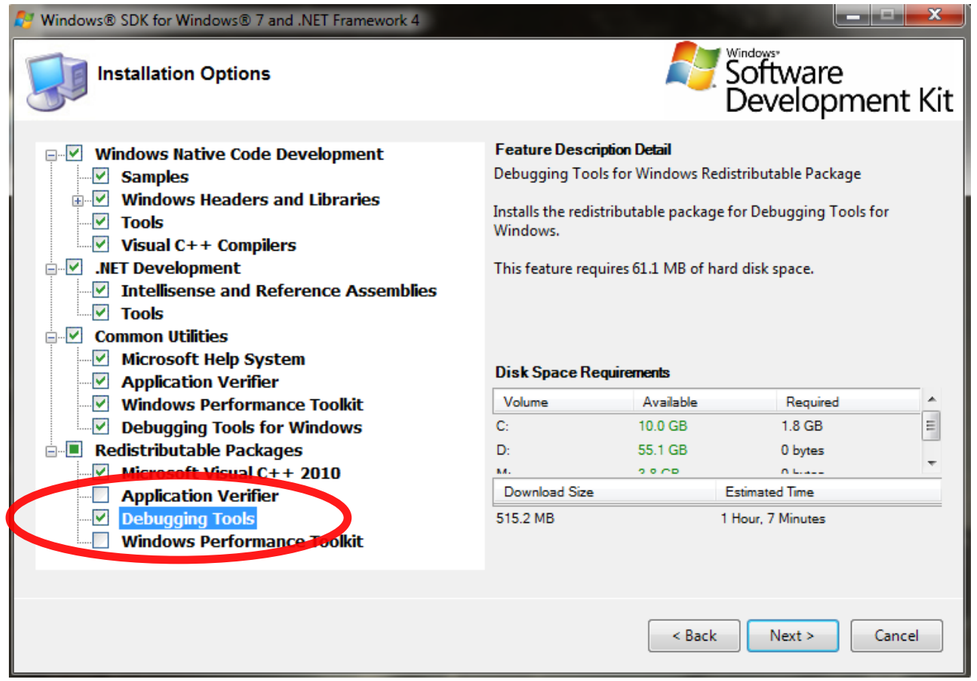
Crash & Memory Dump Analysis (Cont.)

Pre-requisites

– Debugging Tools for Windows 7:

http://msdn.microsoft.com/en-us/windows/hardware/gg463009.aspx

- Make sure to select Debugging Tools



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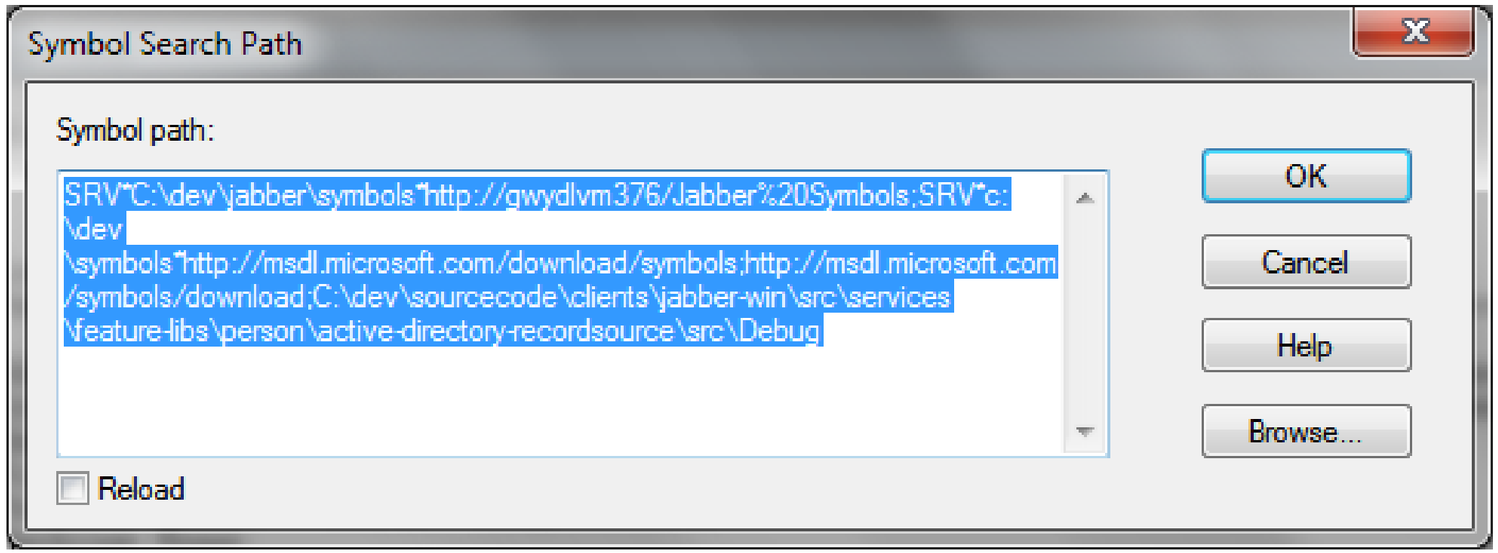
Crash & Memory Dump Analysis (Cont.)

Pre-requisites

- Launch WinDbg and Configure Debug Symbols
- Go to File → Symbol Search Path
- Add:
  SRV*C:\jabbersymbols*http://gwydlvm376/Jabber%20Symbols;SRV*C:\mssymbols*http://msdl.microsoft.com/download/symbols



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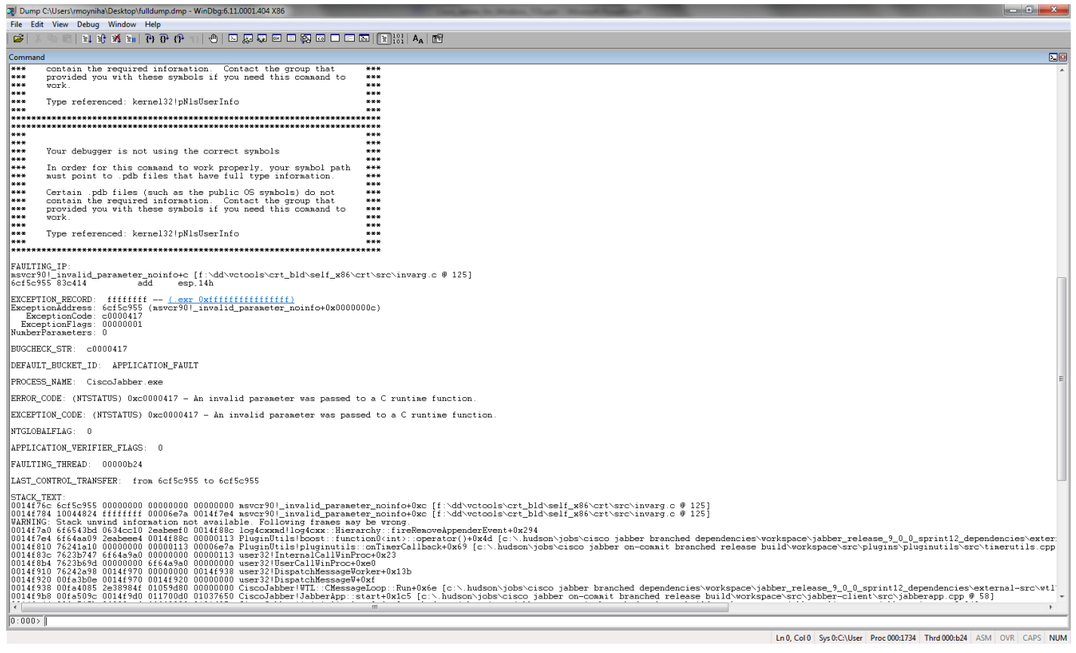
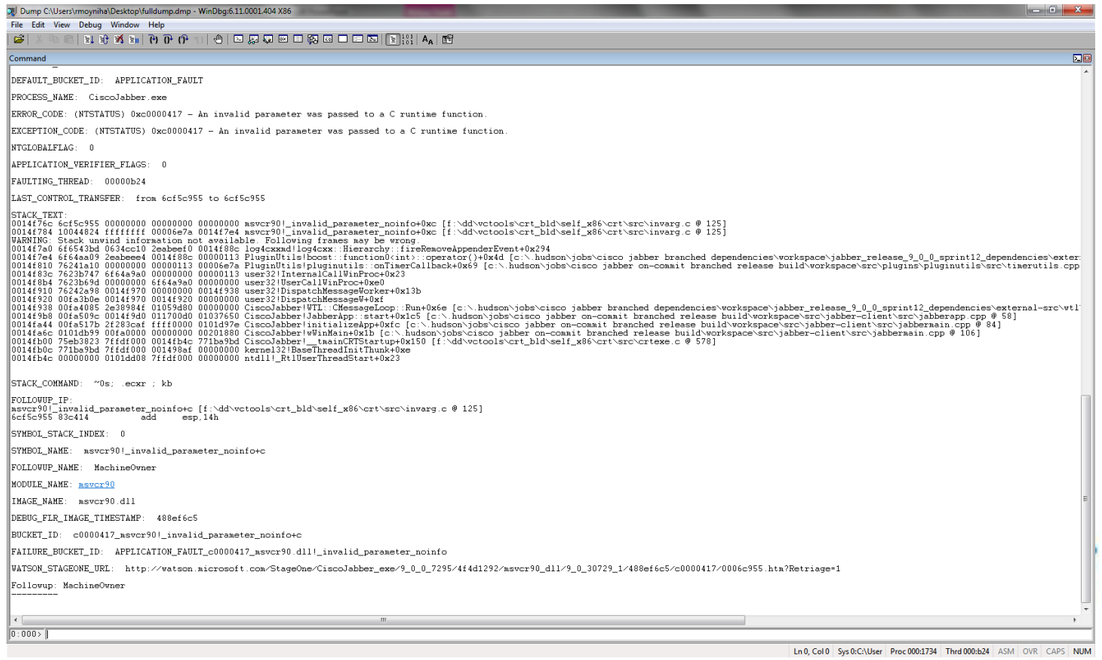
Crash & Memory Dump Analysis (Cont.)

Basic Crash Analysis

- Launch WinDbg
- Select File → Open Crash Dump
- Basic crash analysis
  - in the command window type '`!analyze -v`'





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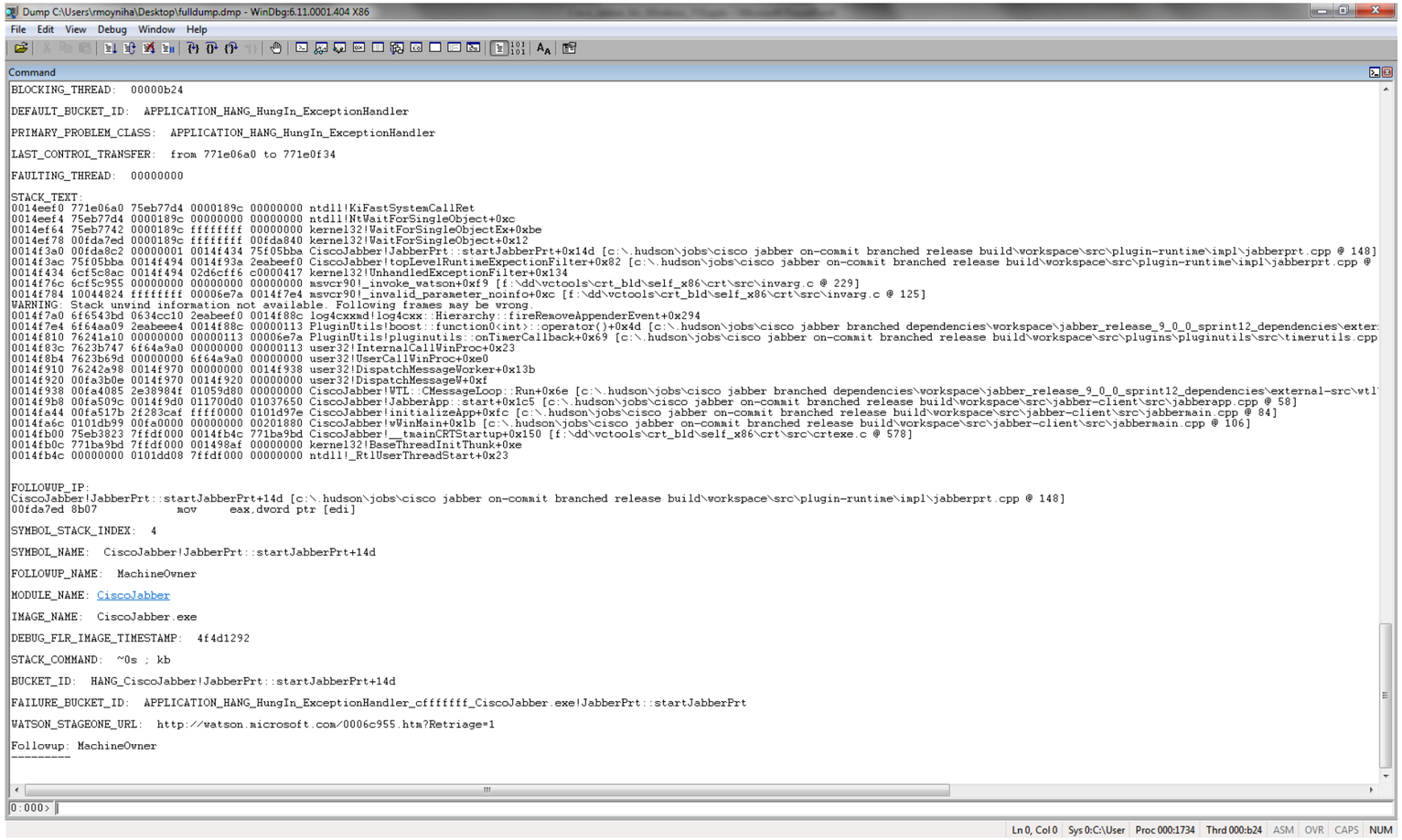
Crash & Memory Dump Analysis (Cont.)

Basic Hang Analysis

- In the Command Window Type '`!analyze -hang -v`'



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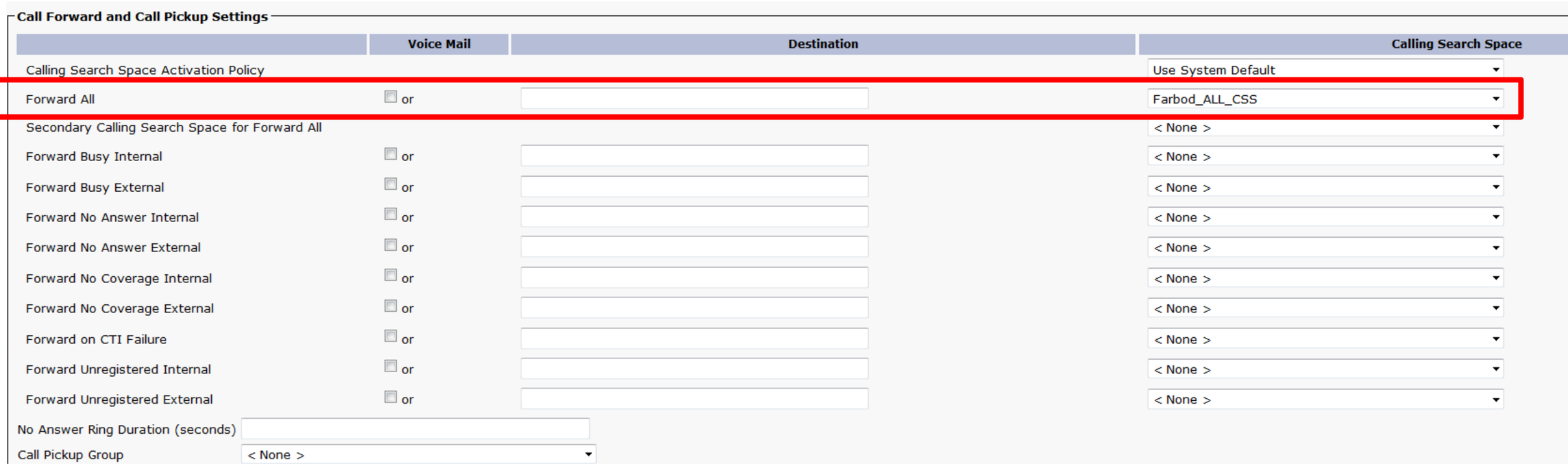
Common Issues

Call Forwarding Greyed Out

- Unable to “Call Forward All” calls using Softphone



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Desktop Video Share (BFCP) Greyed Out

Issue:

- Unable to Share Desktop
- The icon is greyed out.

Solution:

- Desktop Video Share is Currently ONLY Available During an Active Softphone Call.
- This Feature will be available in later releases of the software.

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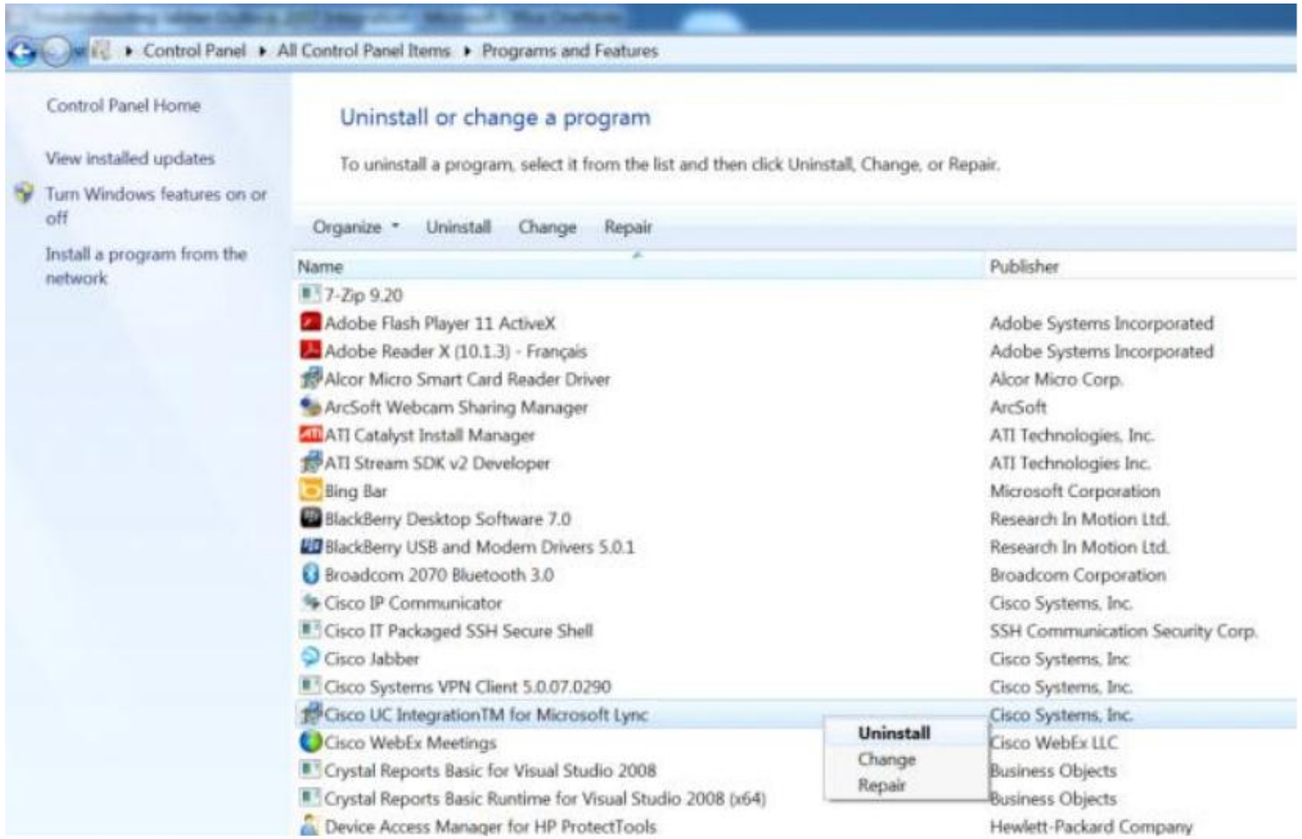
Presence Bobble Not Working in Outlook

Checkpoint 1

- Outlook 2007 and 2010
- Uninstall The following
  - Cisco WebEx Connect
  - Micorosoft Office Communicator
  - CUCIMOC/CUCILync
  - CUPC 7.x or 8.x



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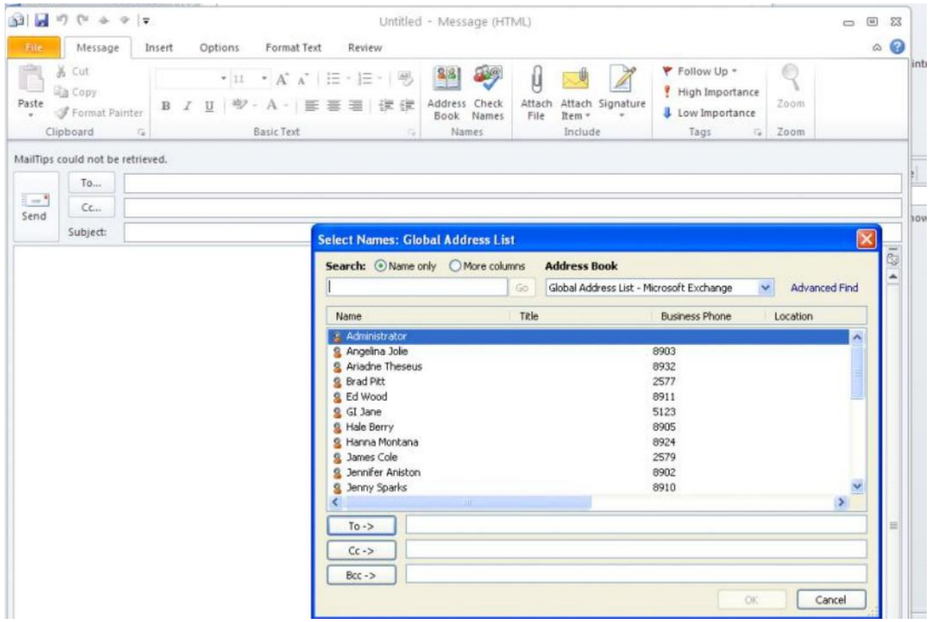
Presence Bobble Not Working in Outlook

Checkpoint 2

- All Users Must be Global Catalogue Server and have a valid Mailbox
- Active Mailbox on Exchange
- To Check: Press CC or BCC in new message



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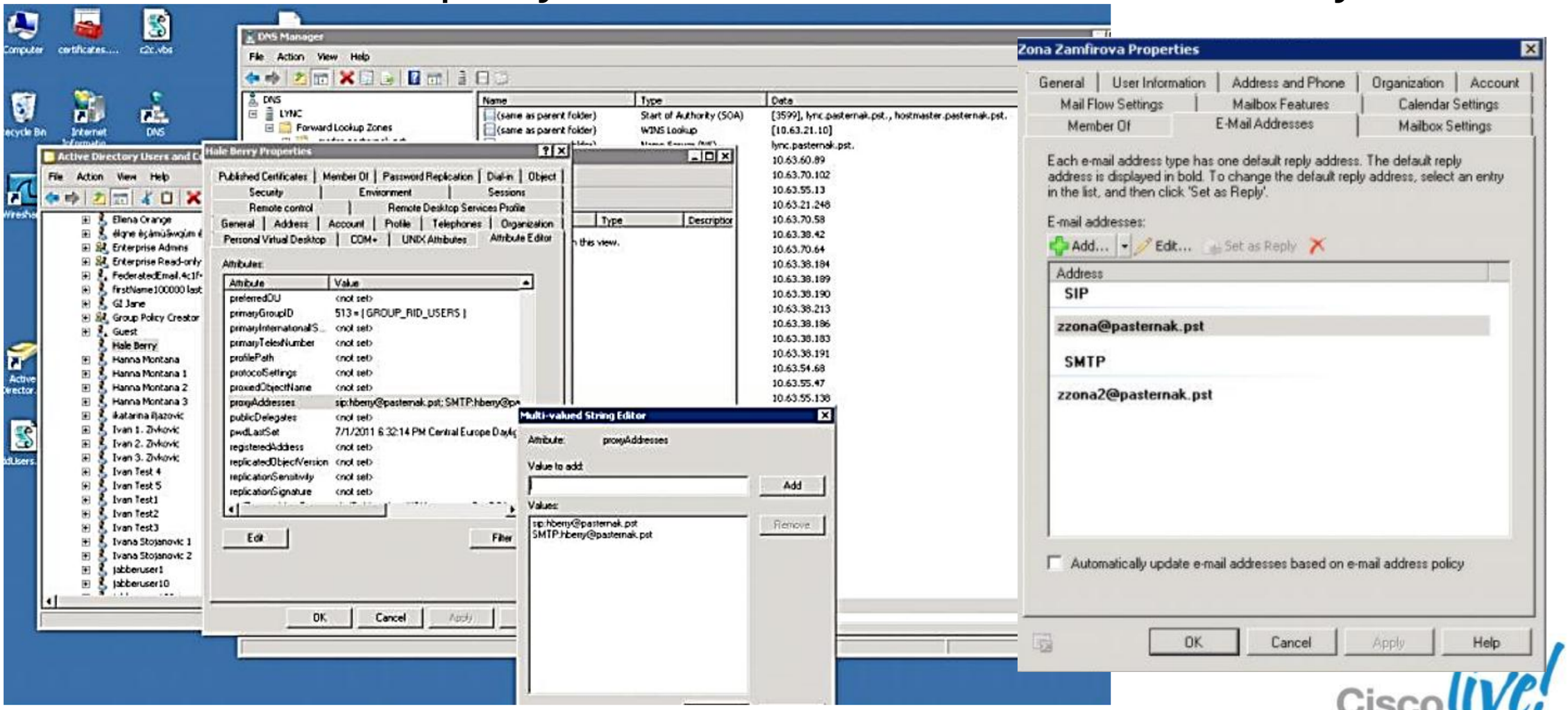
Presence Bobble Not Working in Outlook

Checkpoint 3

- SIP URI set for proxyAddress attribute in Active Directory



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Presence Bobble Not Working in Outlook

Checkpoint 4

- Enable Outlook and Jabber Integration
- HKEY_CURRENT_USER\Software\IM Providers
- Create DWORD: OfficePresenceLogging with Value: 1
- Manually create %userprofile%\Tracing directory, otherwise the logging won’t happen
- Restart Outlook
- Log File Location: %userprofile%\Tracing
- Folder Name: OfficePresence-#.log

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Contacts Disappear After Adding

Issue 1

- We get the Following Error Message in PRT:

  Error: [4063] The update failed

- Only Happening for a few Contacts

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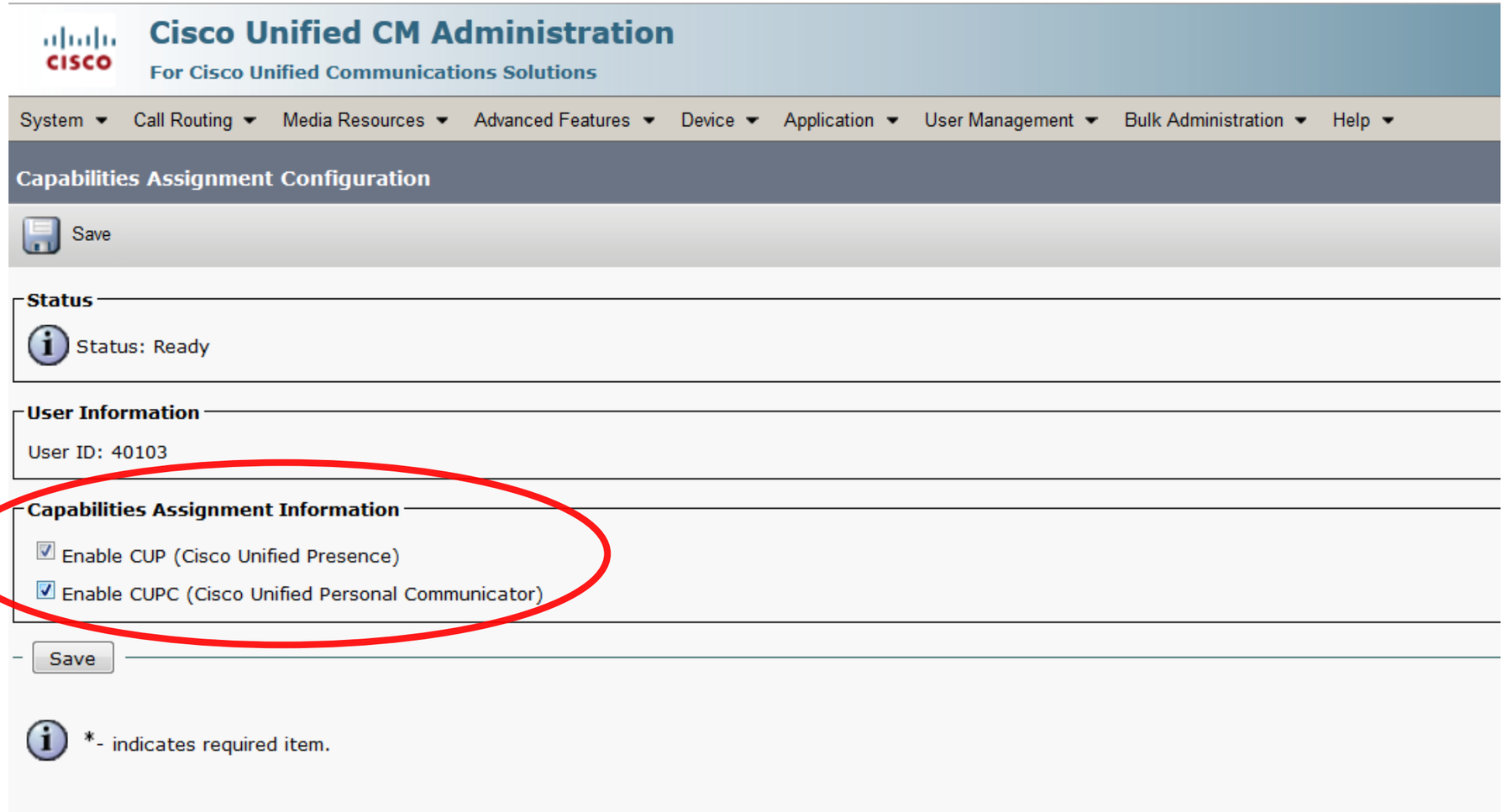
Contacts

Solution 1



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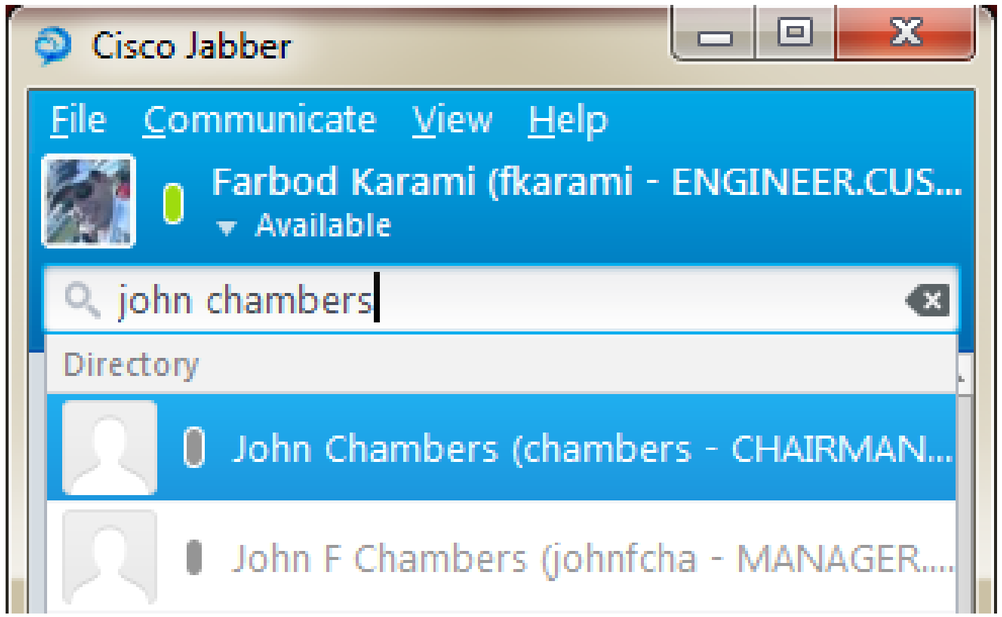
Contact Search is Not Working

Issue 1

- PC Not on the AD Domain
- Works by adding the users manually



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Contact Search is Not Working

Solution 1

- Put the Machine on Domain

Solution 2

- Use UDS

```
<?xml version="1.0" encoding="utf-8"?>
<config version="1.0">
 <Directory>
   <DirectoryServerType>UDS</DirectoryServerType>
</Directory>
</config>
```


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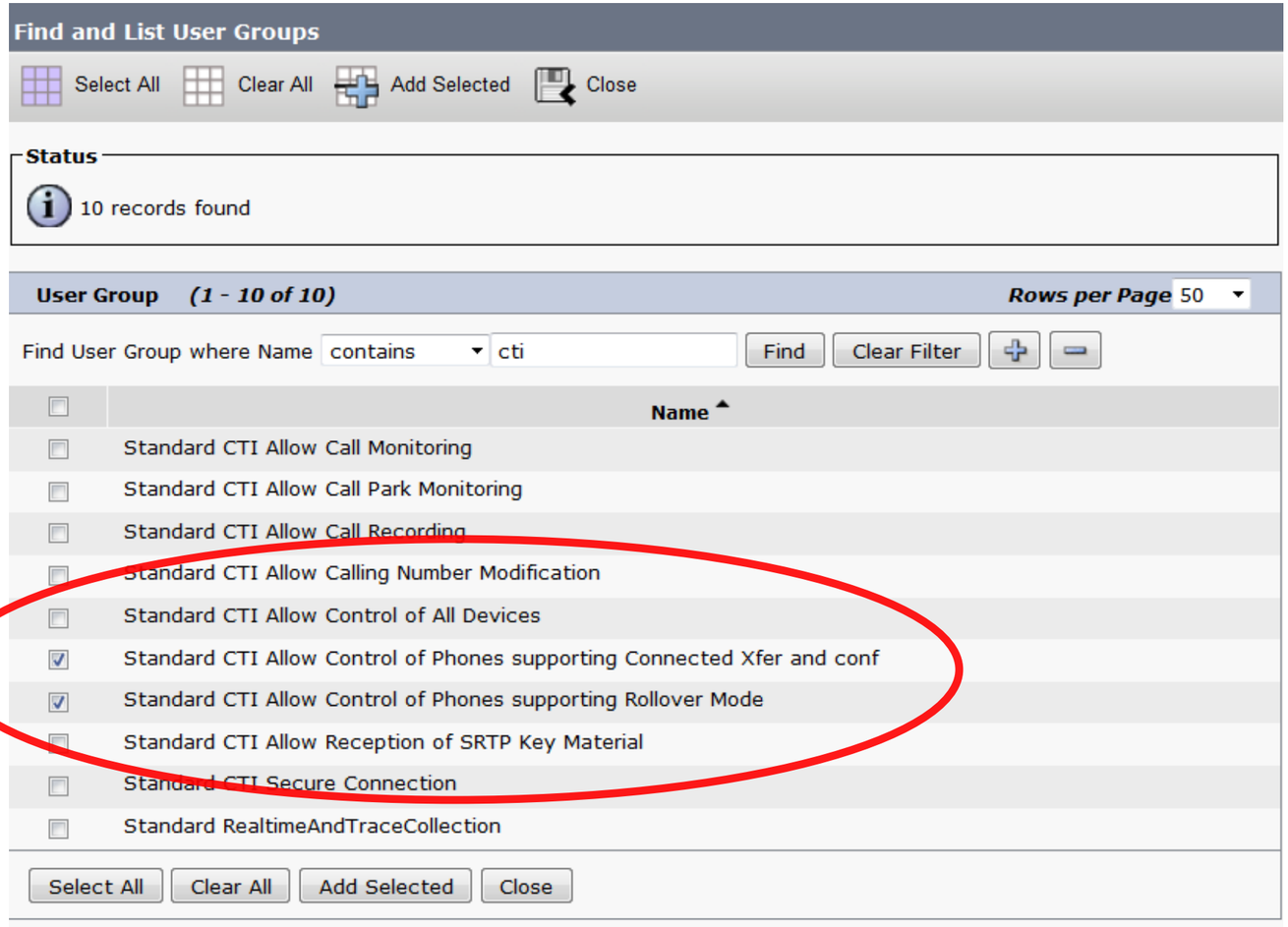
Phone Control Not Working

- Cannot Control 89XX or 99XX Phones



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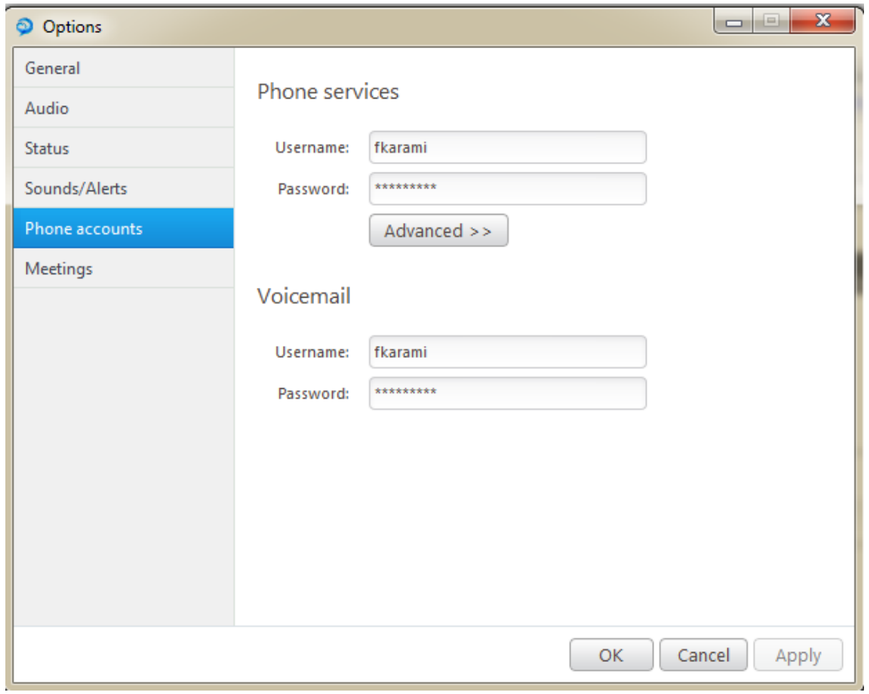
Account Details Not in Options Menu

- Jabber 9.1 and Later

```
<CUCM>
<PhoneService_UseCredentialsFrom>Not_Set</PhoneService_UseCredentialsFrom>
</CUCM>
```

- Configuration with Presence no longer working



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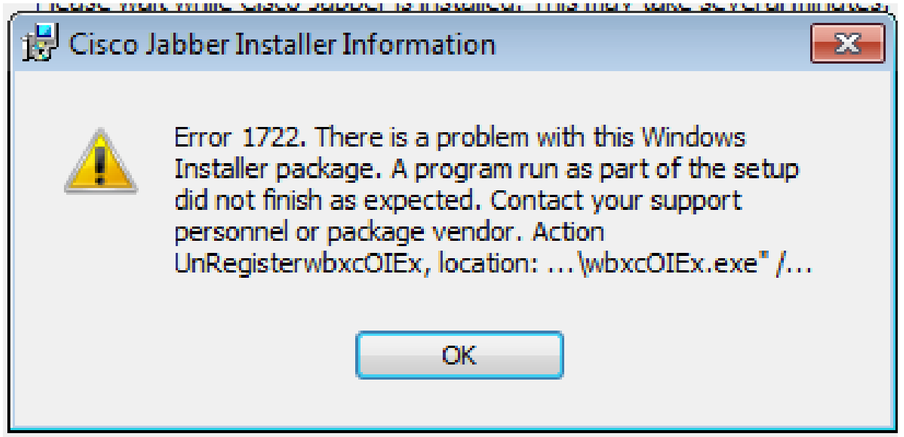
Pop-up Error Upon Login



Step 1- Run Following Commands:

- 32 Bit:

  "C:\Program Files\Cisco Systems\Cisco Jabber\wbxcOIEx.exe" /regserver

  "C:\Program Files\Cisco Systems\Cisco Jabber\x64\wbxcOIEx64.exe" /regserver

- 64 Bit:

  "C:\Program Files (x86)\Cisco Systems\Cisco Jabber\wbxcOIEx.exe" /regserver

  "C:\Program Files (x86)\Cisco Systems\Cisco Jabber\x64\wbxcOIEx64.exe" /regserver

Step 2- Uninstall and Reinstall the Jabber Client

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Jabber and WebEx Productivity Tools

The Endless Cycle of Conflict

- Requirement: This Software to be Installed on The Same Machine.
- ieatgpc.dll shared by both applications
- Trigger: Upgrade Jabber
- Consequence:
  - WebEx Productivity Tools Reinstalls Upon Launch
  - Different Version of ieatgpc.dll for Jabber now
  - Jabber Installer Launches and Installs ieatgpc.dll Again
  - Different Version of ieatgpc.dll for WebEx Productivity Tools
  - …
- Bug: CSCtz84051 (Fixed in Version 10)
- Workaround:
  - Uninstall WebEx Productivity tool.
  - Uninstall and re-install Jabber Windows
  - Re-install WebEx Productivity tool

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Phone Control is Not Working

Symptoms and Cause

- Symptoms
  - User Authenticates
  - IM/Presence Functions Correctly
  - Phone Control Does Not Work
  - Option > Phone Accounts Shows a Spinning Wheel
- Cause
  - Jabber Authenticates with Server
  - Attempt to Locate CCMCIP Profile (Cisco Unified Communications Manager IP Phone)
  - CCMCIP: List of Associated Devices for User

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Phone Control is Not Working

Resolution

- CUCM Config
  - Verify CCMCIP (Cisco CallManager Cisco IP Phone Service) is Running.
  - Device is Associated to User
- CUPS Configuration:
  - CCMCIP Profile is Configured
  - CCMCIP Profile Associated With Correct User
  - Correct CCMCIP Host
  - Audio Profile is Configured
  - Audio Profile associated with the correct User

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Display Photo is Not Updated

- Photos Downloaded to

C:\Users\<userid>\AppData\Local\Cisco\Unified Communications\Jabber\CSF\Photos

- The issue seen in
  - Default thumbnailPhoto from AD
  - Jabber-Config.xml Photo Substitution

```
<PhotoSource>sAMAccountName</PhotoSource>
<PhotoURISubstitutionEnabled>True</PhotoURISubstitutionEnabled>
<PhotoUriSubstitutionToken>sAMAccountName</PhotoUriSubstitutionToken>
<PhotoUriWithToken>http://URL/sAMAccountName.JPG</PhotoUriWithToken>
```

- Bug: CSCtz78946
- Workaround: Delete the old file from location above.

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Video Tab is Missing in Options Menu

- User in Desktop Mode
- Softphone CSF disabled for Video
- Admin Disabled Video
- User is an IM-Only User
  - Check here:

    CUP -> Application -> Cisco Jabber -> User settings -> Application profile

    If No CTI Gateway and no CCMCIP Profile Then no Video Option.

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Error code CJ:1000:1 on the Jabber client

- Symptoms:
  - Unknown Error Message CJ:1000:1 in The Notification Area After Login
- Cause:
  - Log into Jabber While Still Logged into Another Jabber Client. E.g. Jabber for Mac
  - Bug: CSCtz42069 (Fixed in 9.0.4 Already)
- Fix:
  - Upgrade to Latest Version.

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Q & A

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