

What You Make Possible



Troubleshooting Jabber Desktop Clients

BRKUCC-3661

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

Jabber Overview



Cisco Desktop Client Evolution

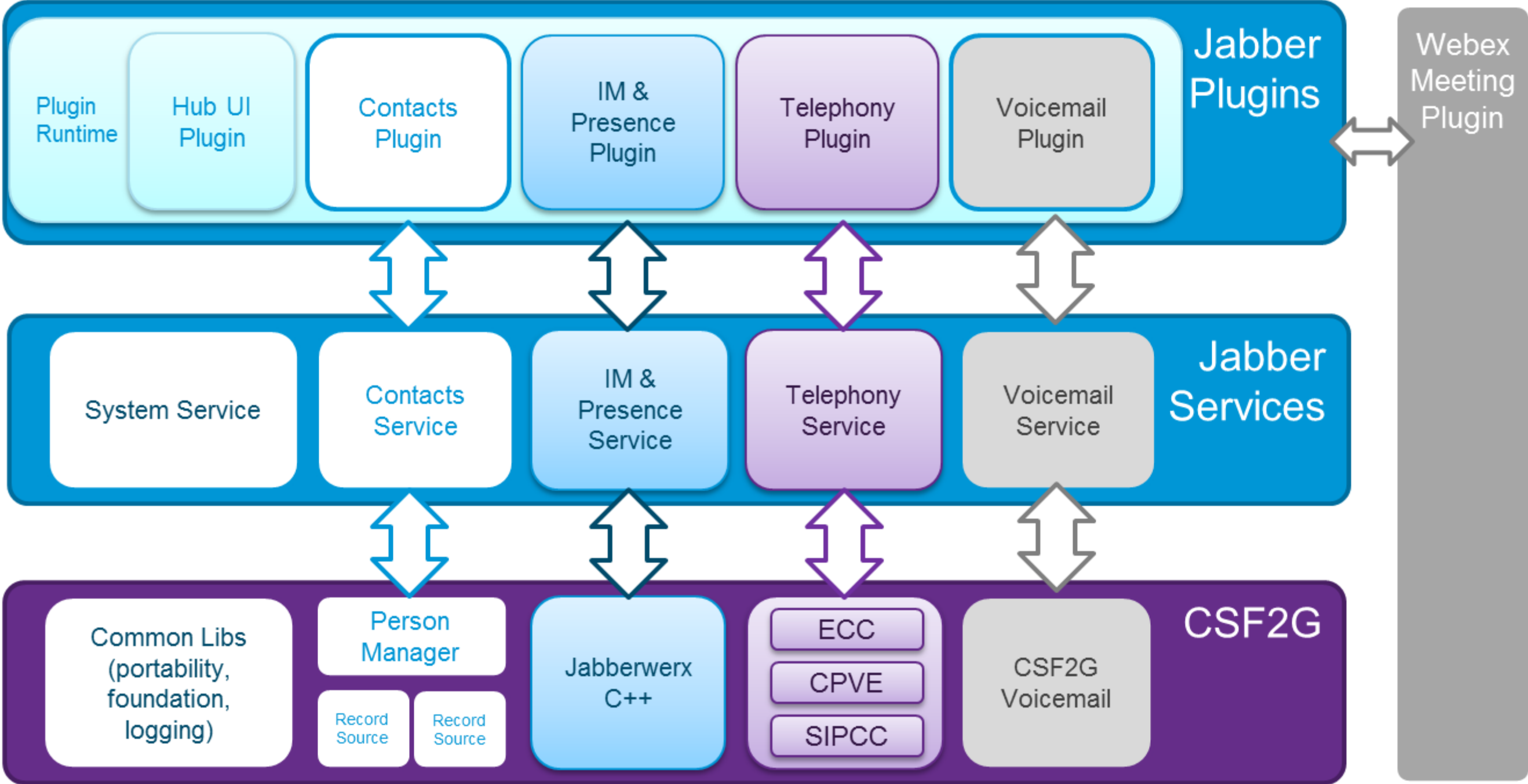
Cisco Unified Personal Communicator (CUPC)

Cisco WebEx Connect

Cisco Jabber for Windows



Jabber Client Architecture



Client Services Framework



Jabber Client Architecture

- Developed Using C++
 - Reduces Download size
 - Reduces Memory Usage
- Microsoft .NET and Java Not Needed Any More.



Virtualisation Support



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

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	✓	✓



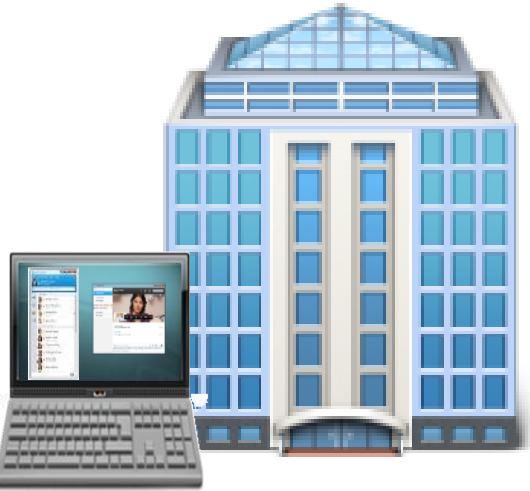
Localisation

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	



User Scaling



On-Premise

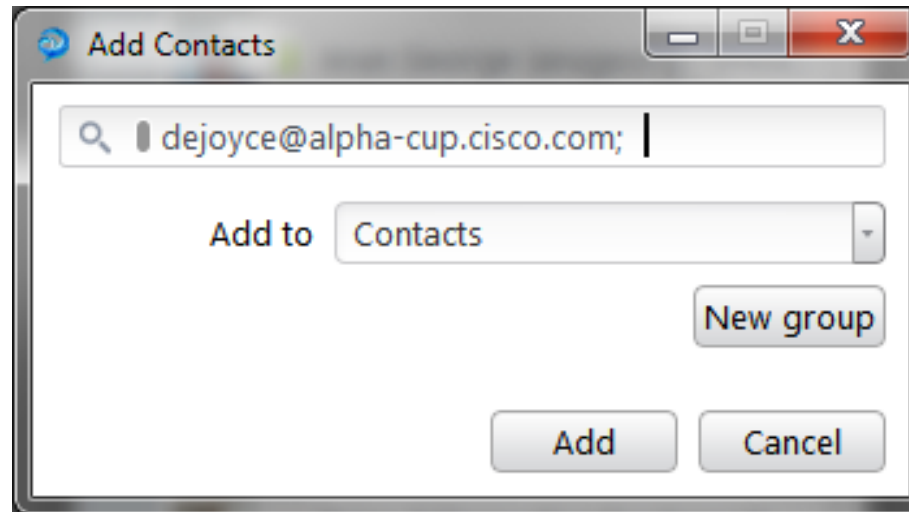
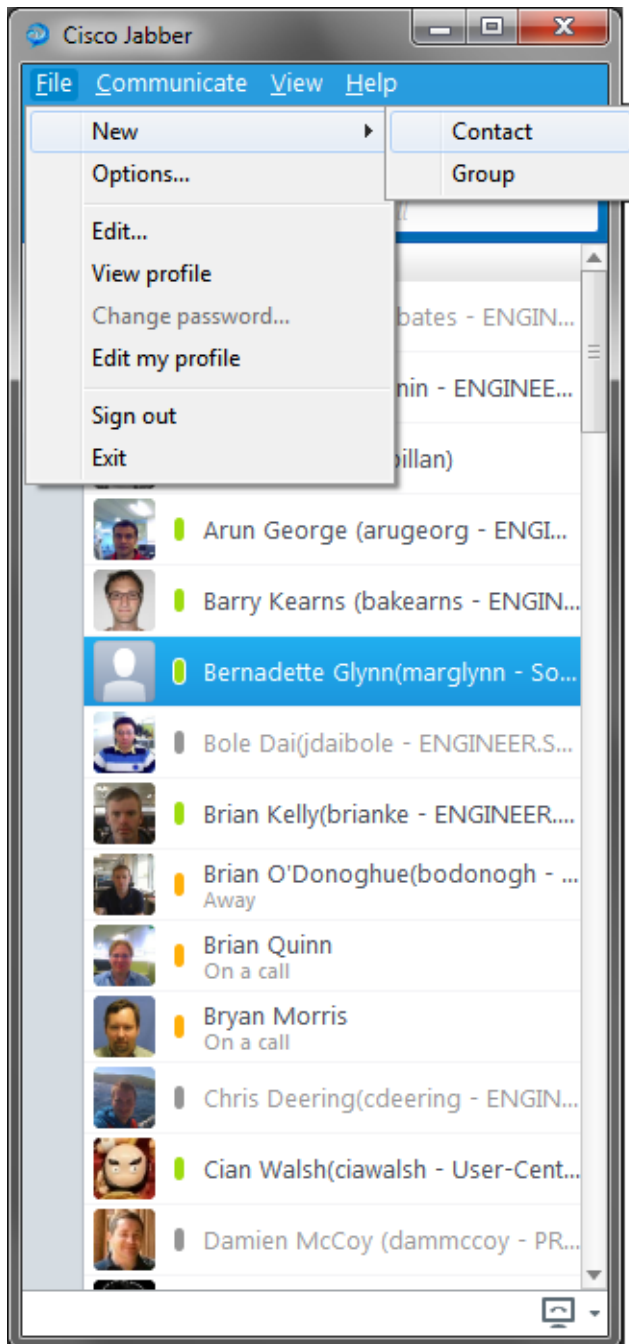


Cloud

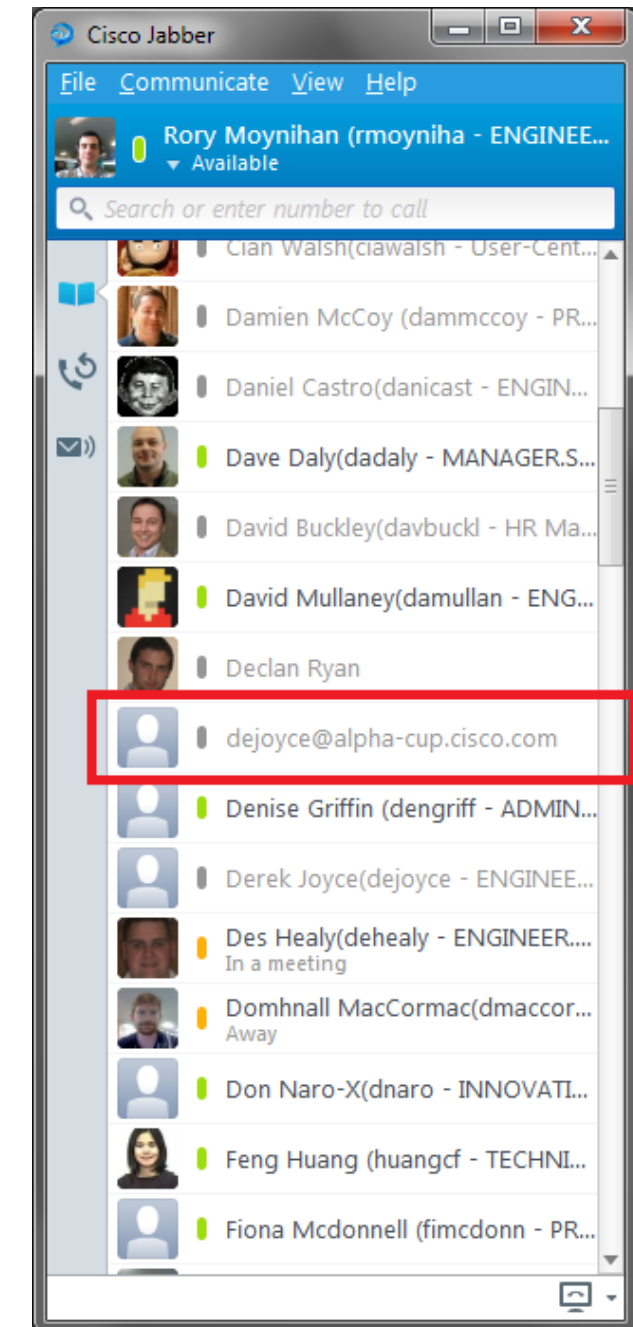
IM Only	Full UC
25,000 Users per server	15,000 Users per Server
75,000 Users per cluster	45,000 per cluster

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

Contacts



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



Contacts Hub

Search and dial bar

Tab Views
 Contacts
 History
 Visual Voicemail
 Custom Apps

Contact Name, Presence and photo

Logged in User

Manual Presence

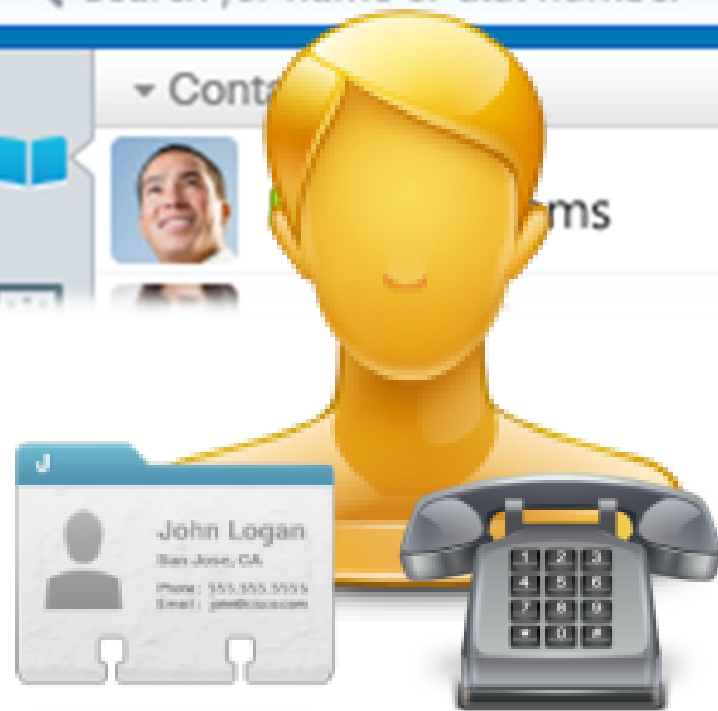
Start voice/video call

Compact View (Offline contacts hidden)

Call Forwarding

Calling Mode (Soft / Desk phone)

Search and Dial Bar



- The search bar is multipurpose:
- Contact names are entered to perform a predictive search
- Numbers can be 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

Searching For Contacts

Look and Feel

Search and dial bar



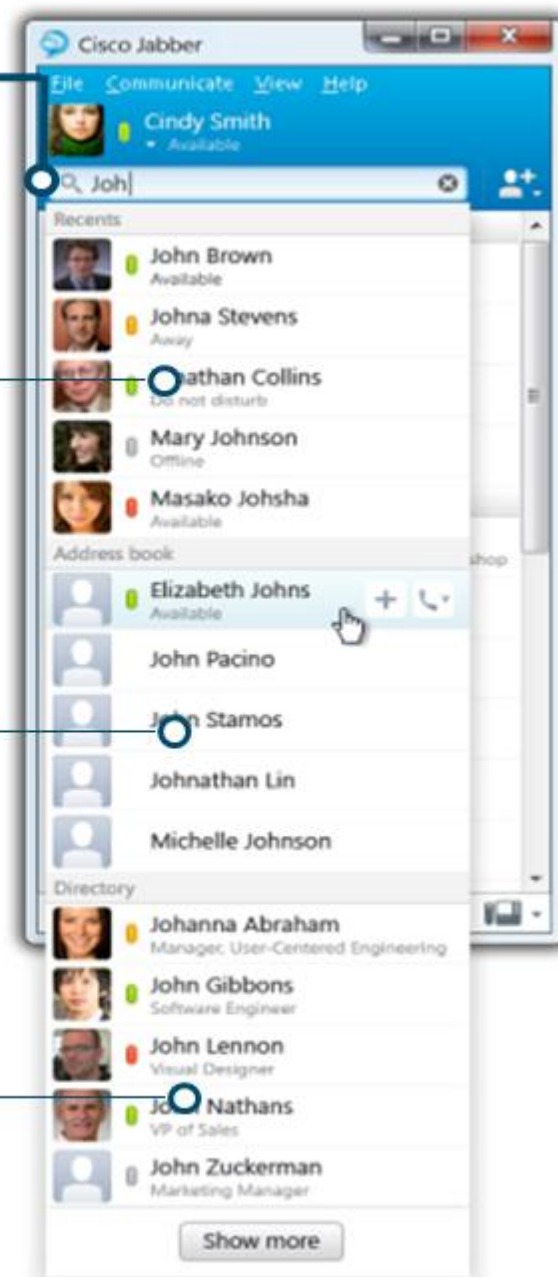
Recent Contacts Returned



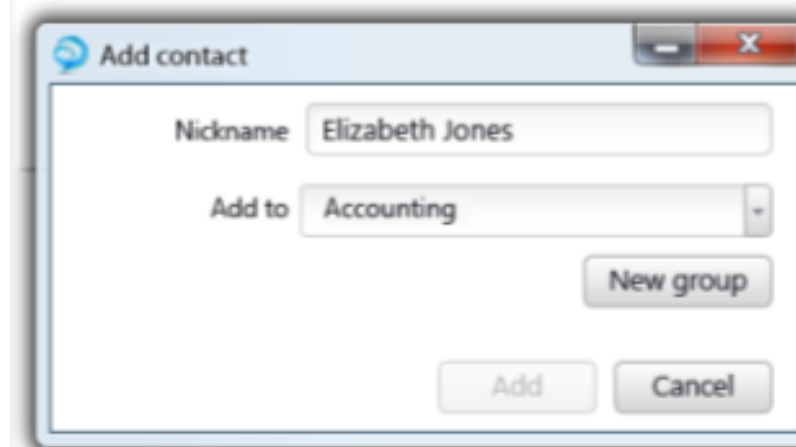
Local Contacts Returned



Directory Contacts Returned

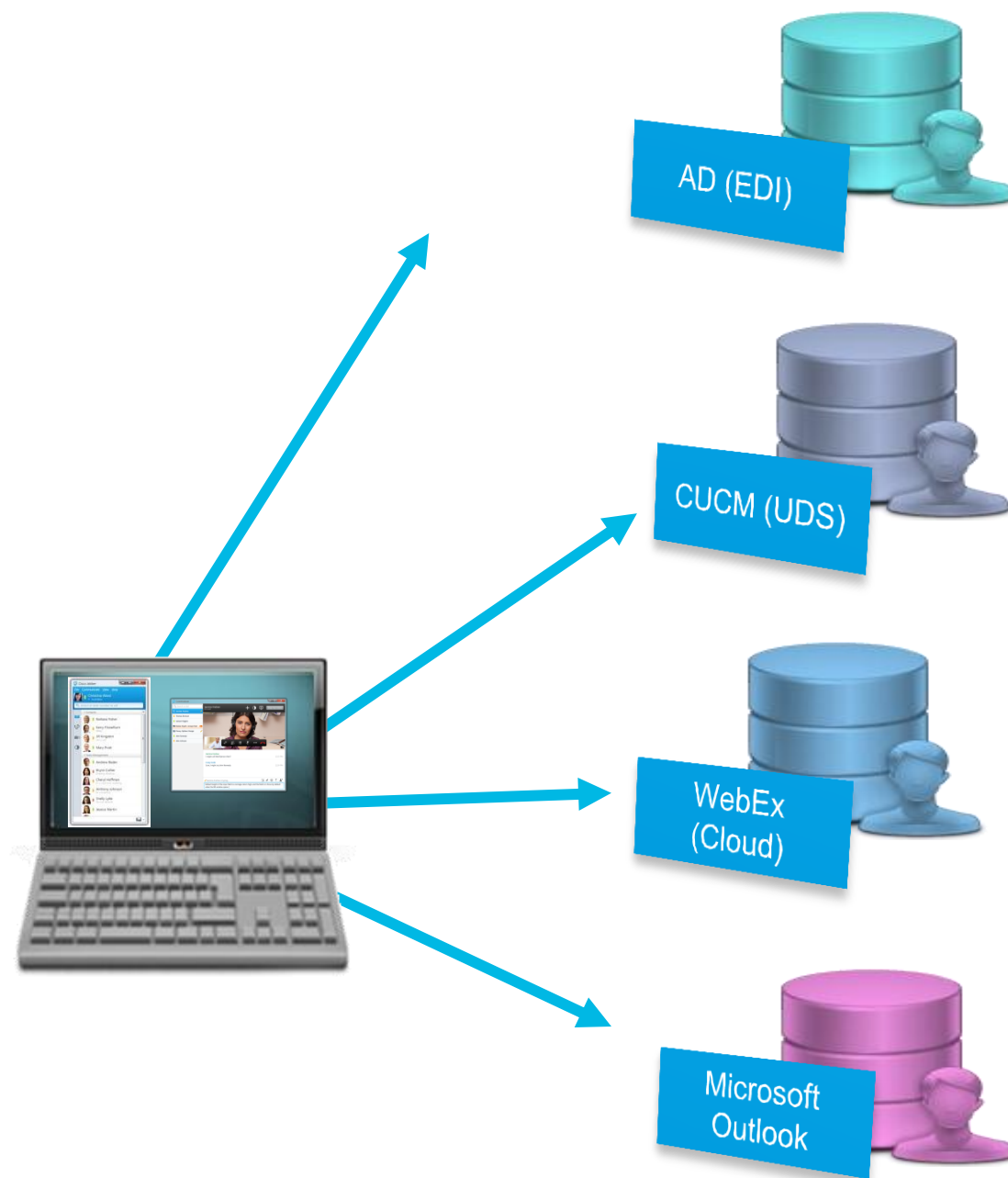


- Client provides search across multiple contact record sources.
- Client uses predictive search to refine resolution list as you type.



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

Call Control



Desk Phone Control

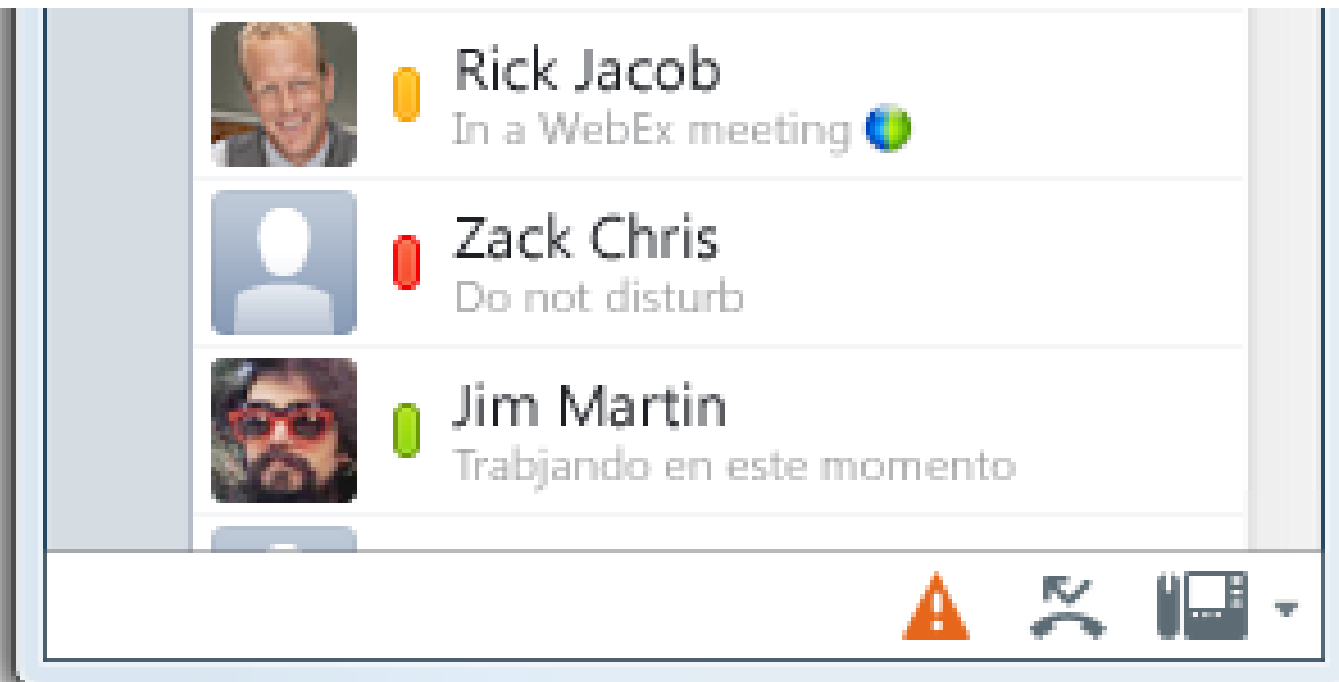
- Cisco Jabber for windows controls your desk phone to make and receive call
- Requires Medianet Drivers for Video Calls

Soft phone

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

Call Control (Cont.)

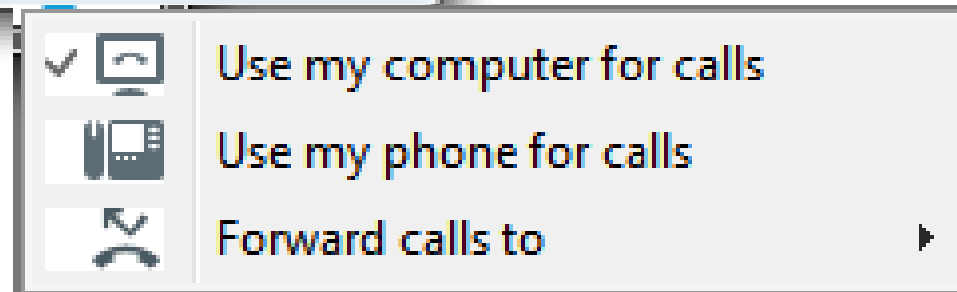
- Select mode of operation using the system tray icon.
- Drop down list will provide a list of hardware/software associated to user.
 - Users can be configured to use just desk phone, just soft phone or both.



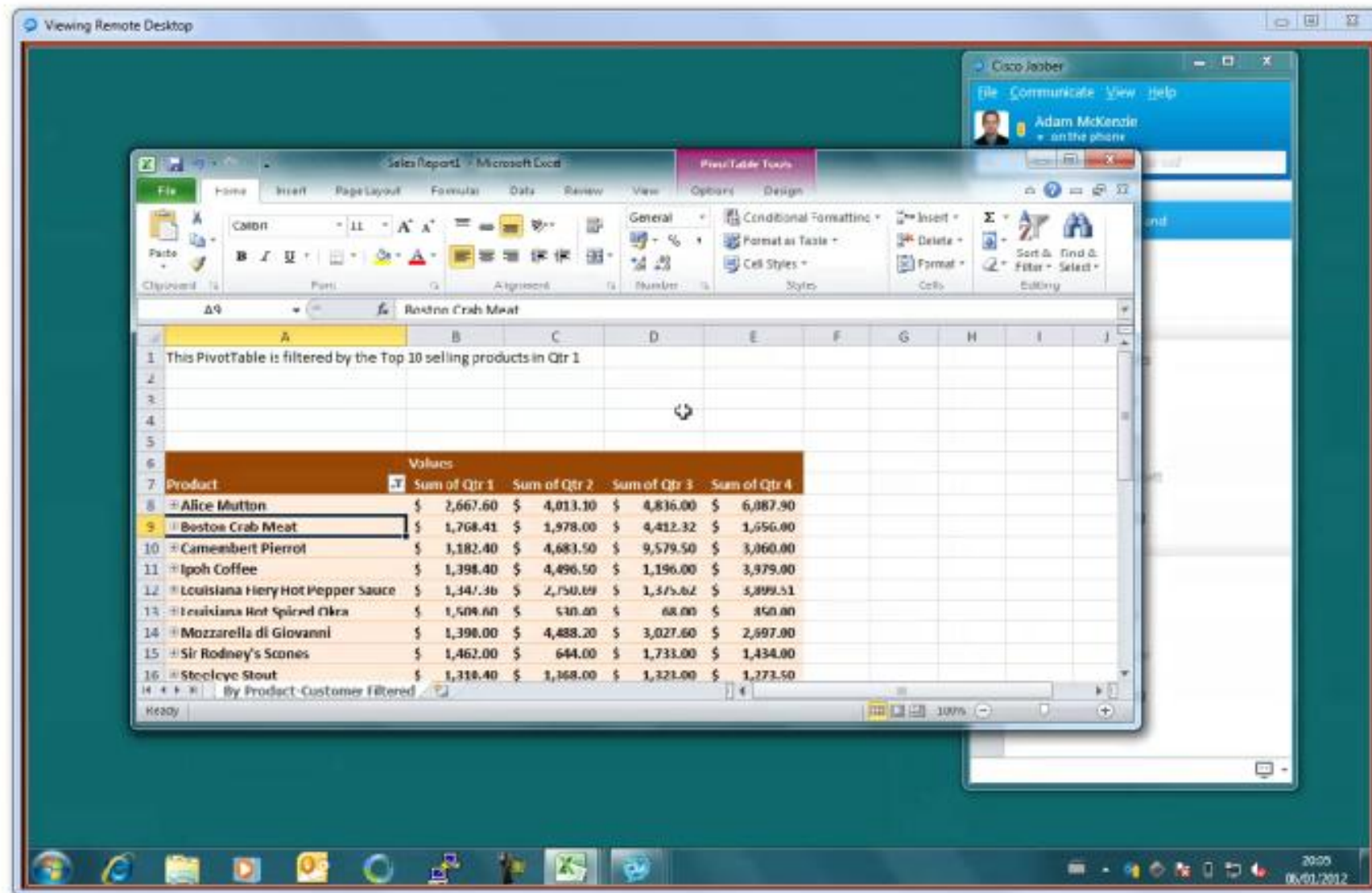
Desk phone
Control



Soft phone
Operation



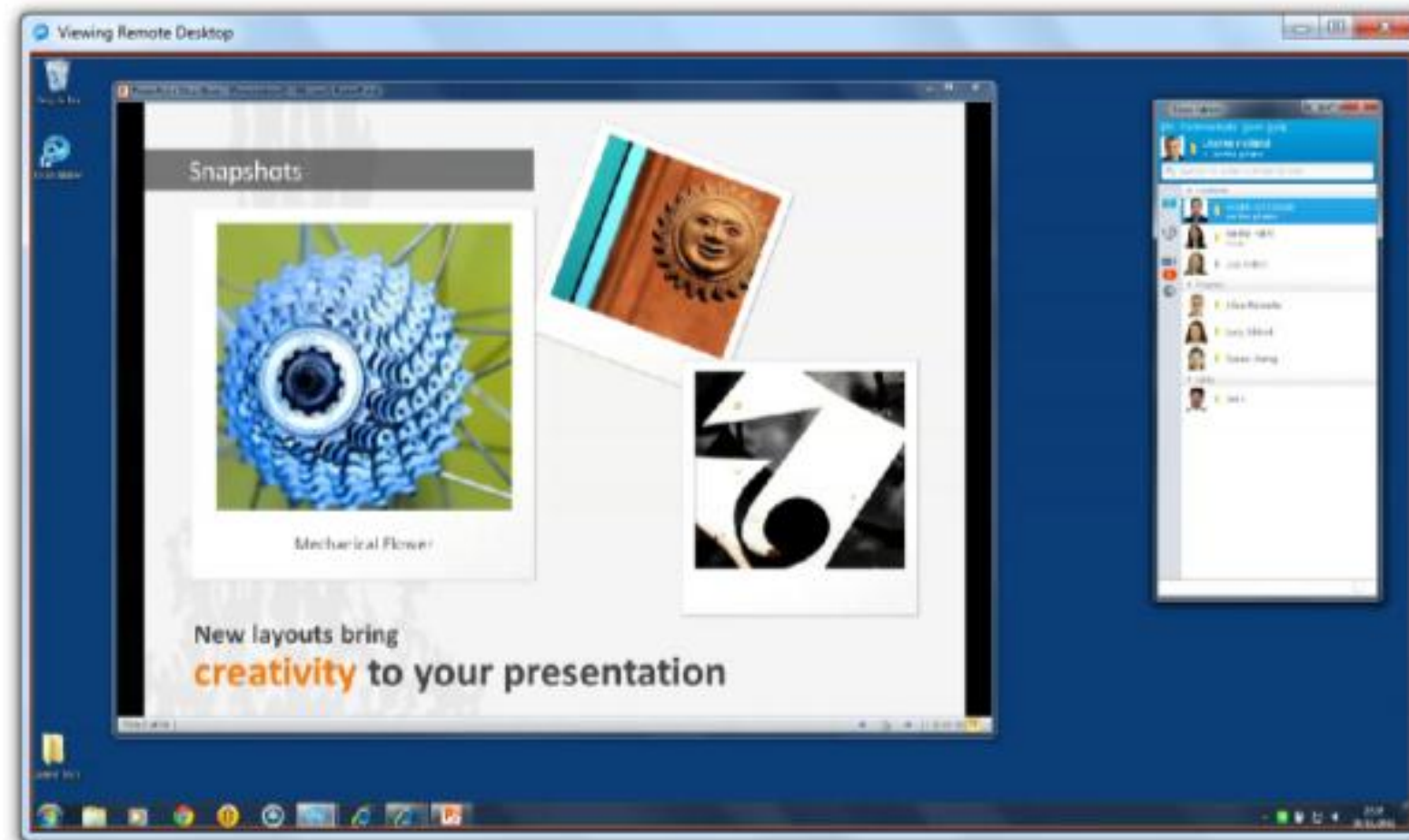
Desktop Collaboration



- 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

Video Desktop Share

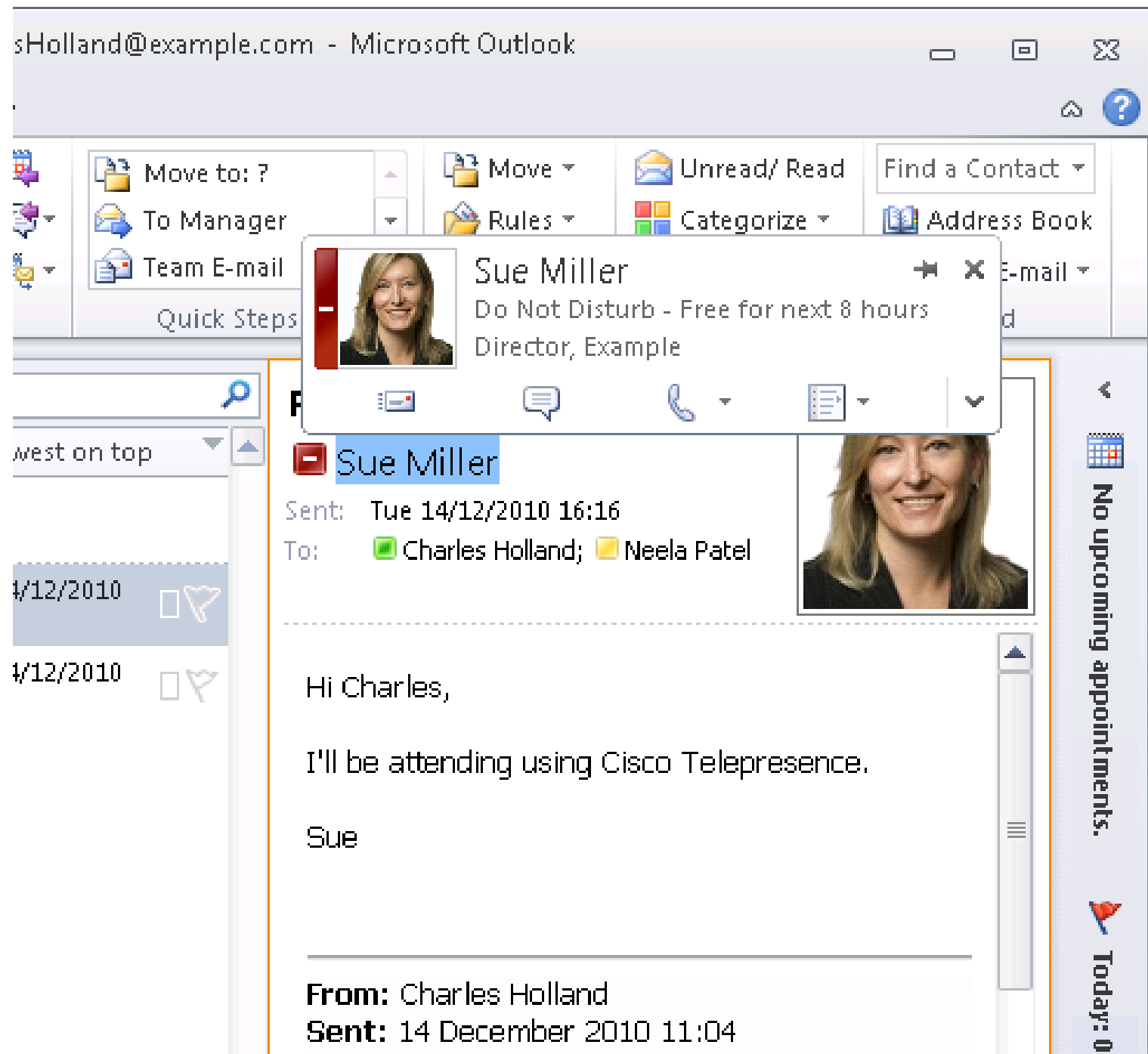
- Simply hitting the “Share” escalation button during a call will add a desktop share to an existing audio / video call.
- The desktop share instantly shares your desktop in real time.



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

Integration with Desktop Applications

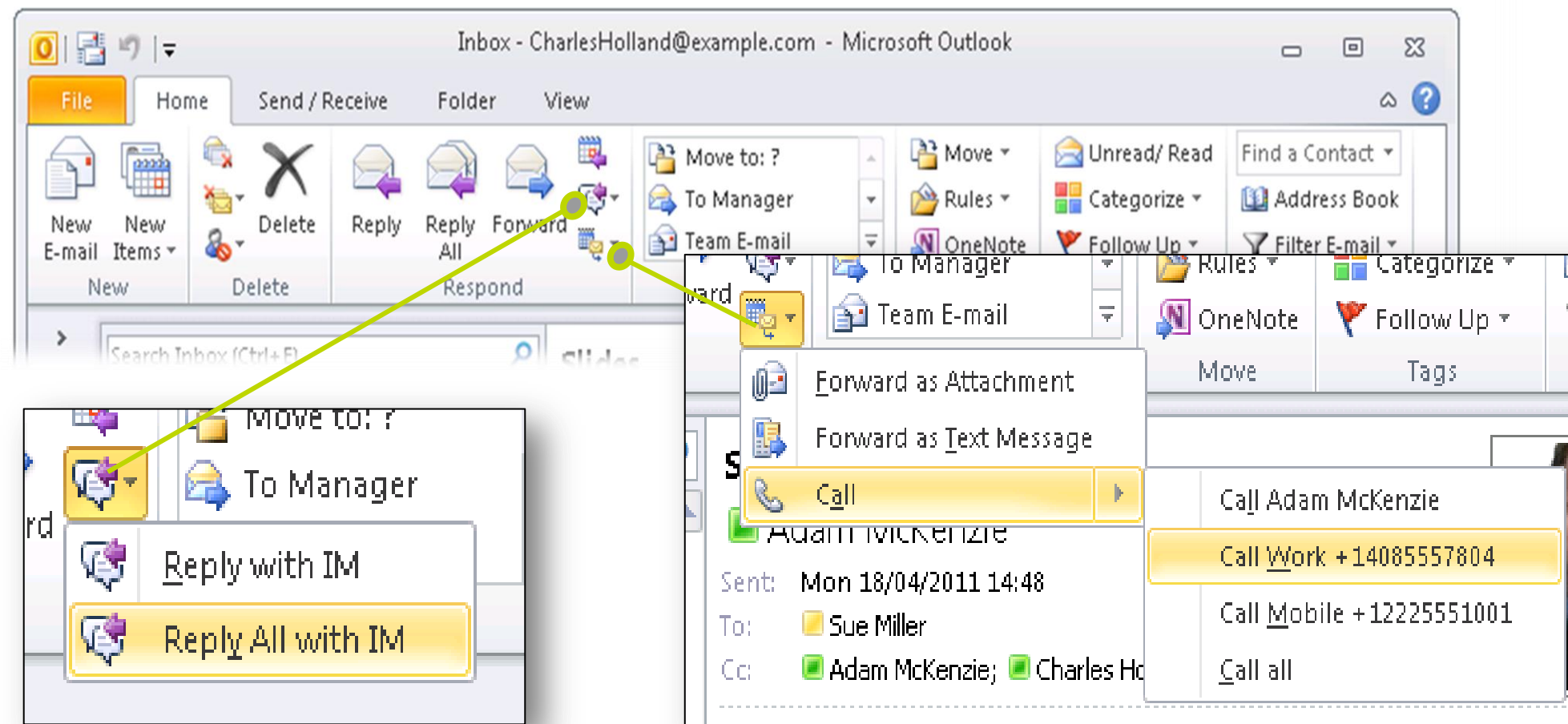
Office 2010 – Contact Card Integration



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

Integration with Desktop Applications

Office 2010 – Ribbon Bar Integration

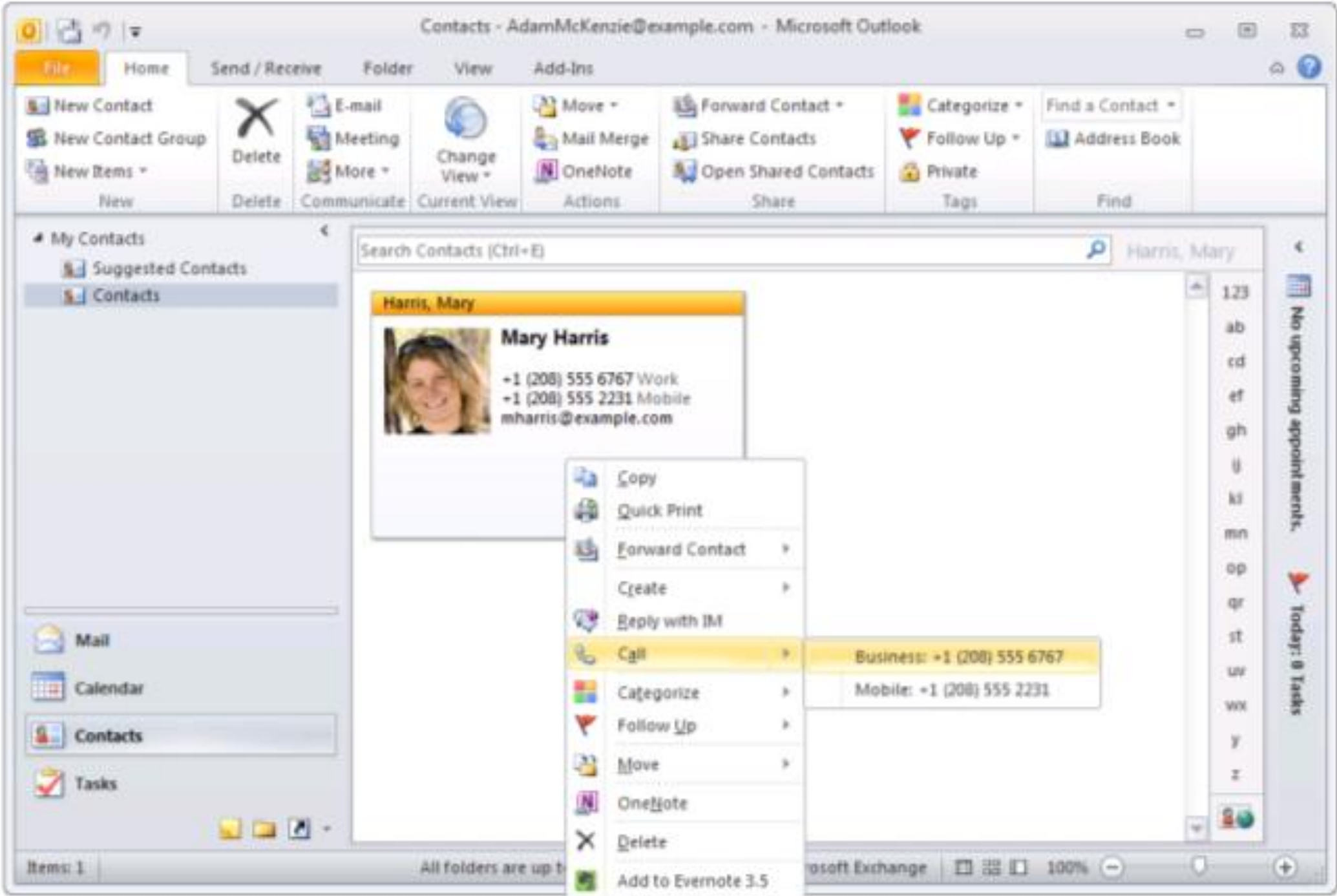


- Escalation to point to point and group chat Function

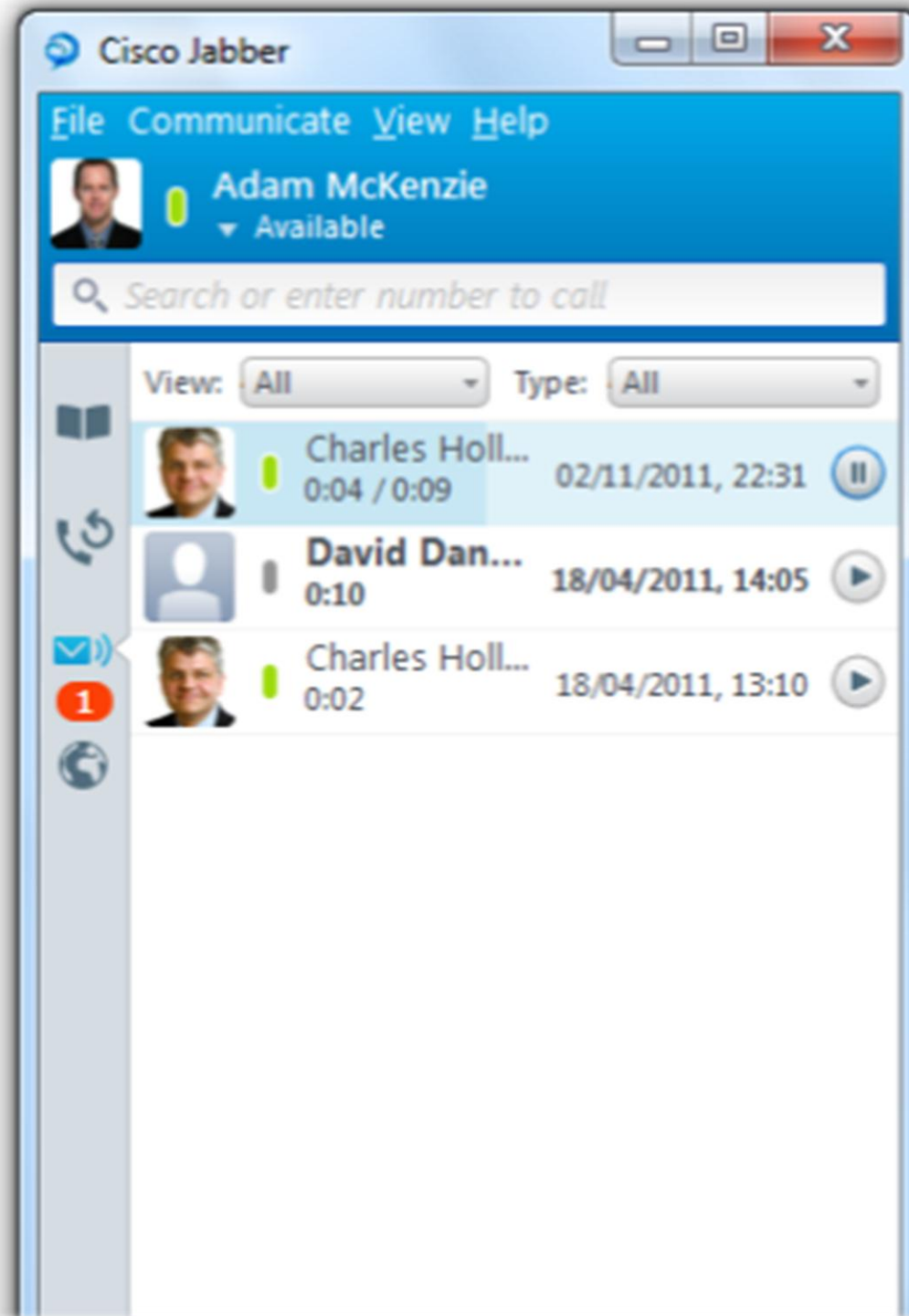
- Escalation to point to point voice/video calling as well as escalation to multiparty ad-hoc conferencing

Integration with Desktop Applications

Office 2010 – Personal Contacts



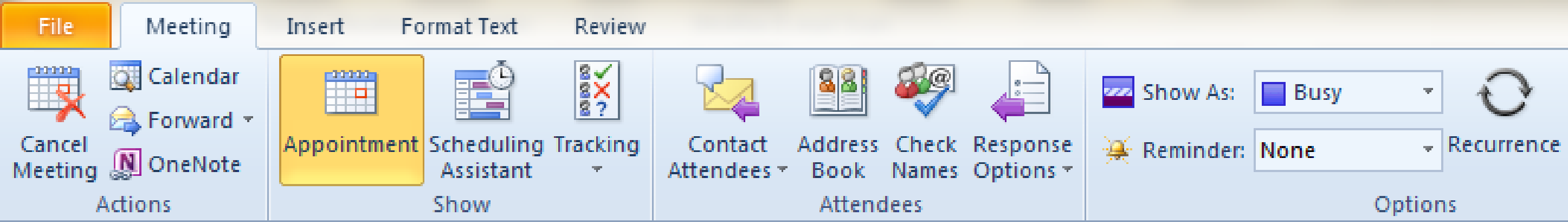
Unity Connection Integration



- 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

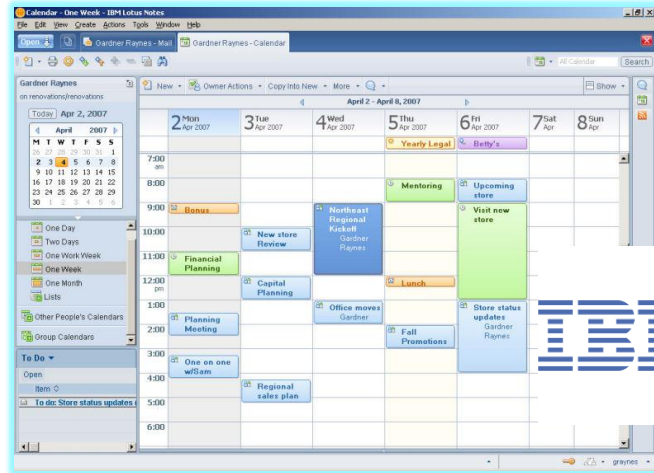
Calendar Integration

Type 1

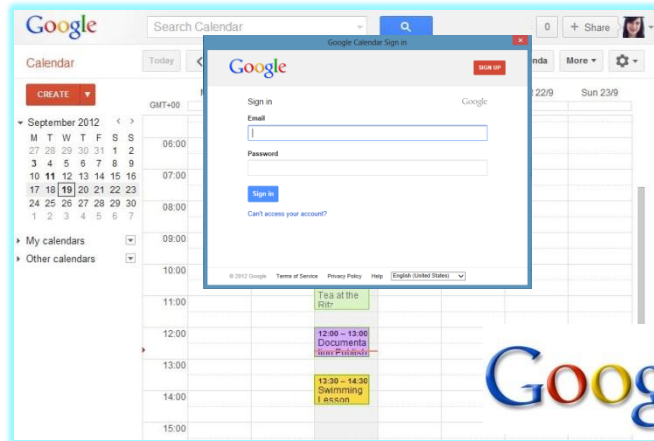


Calendar Integration

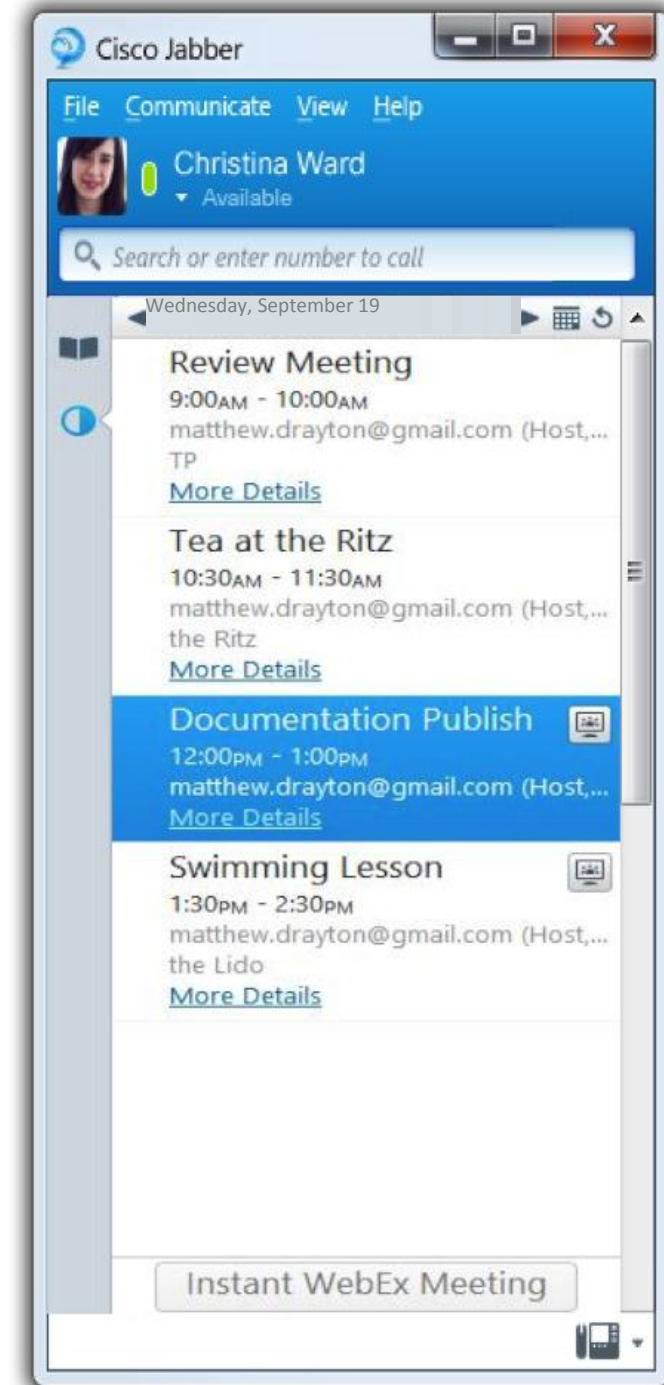
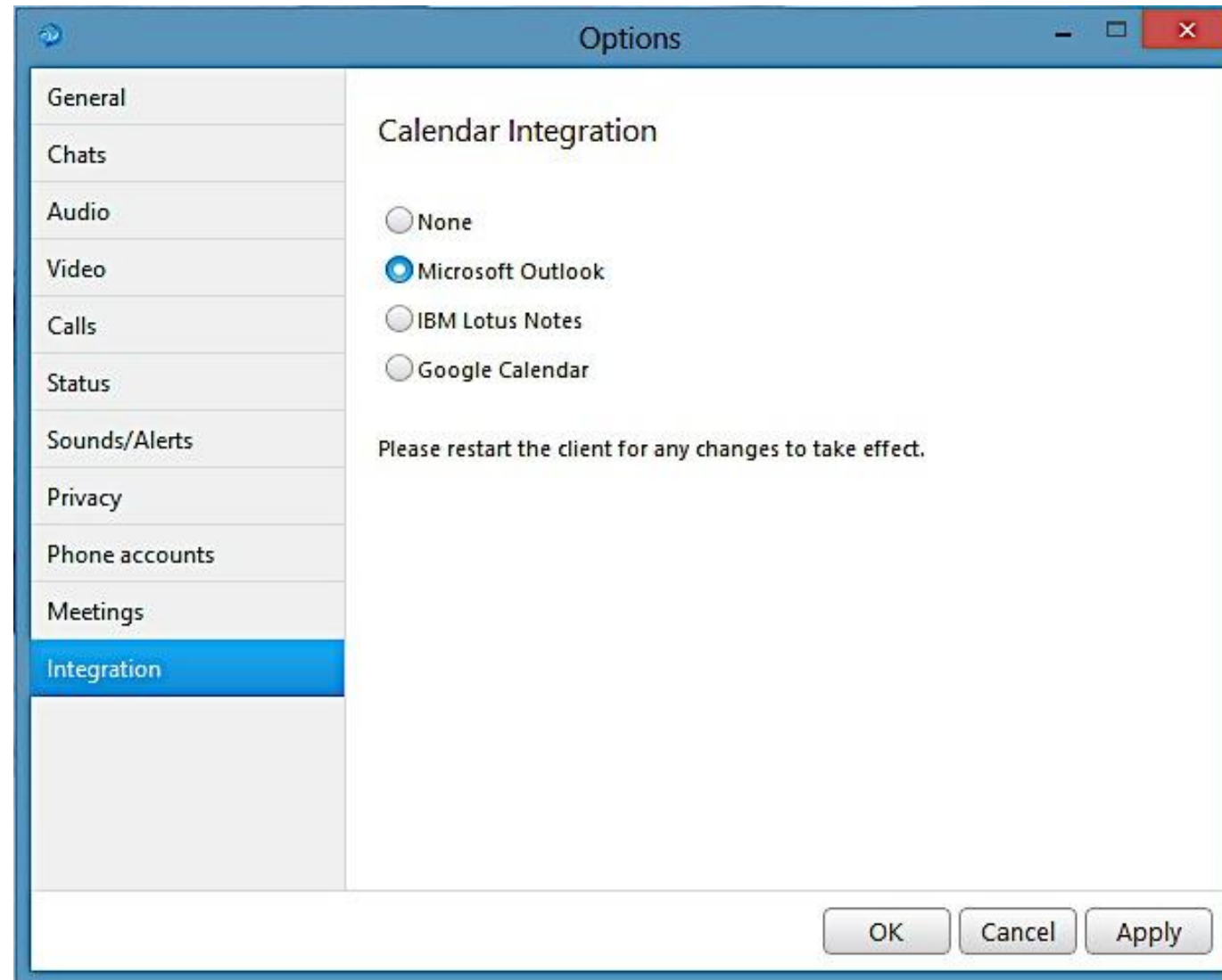
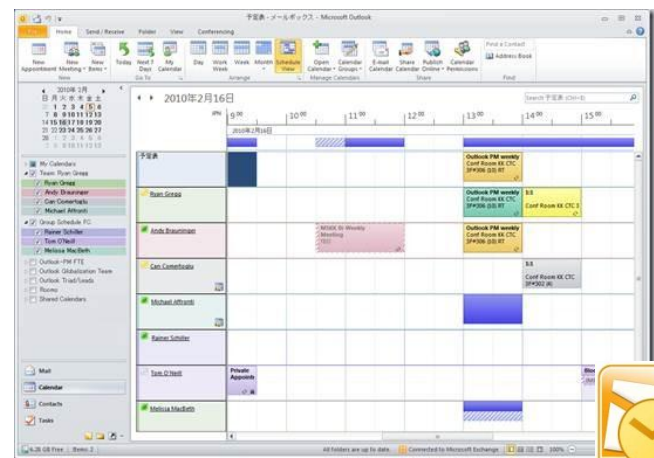
Type 2



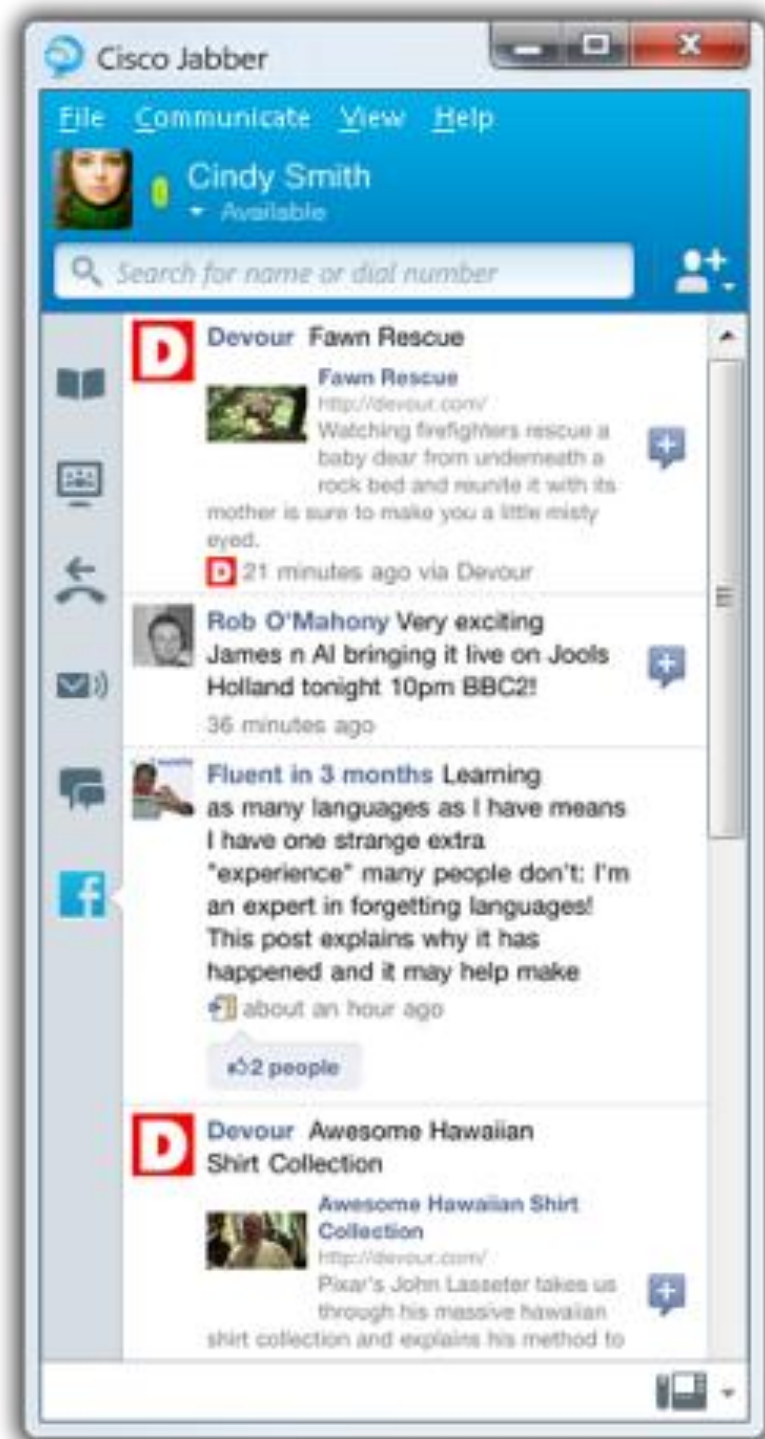
IBM



Google



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

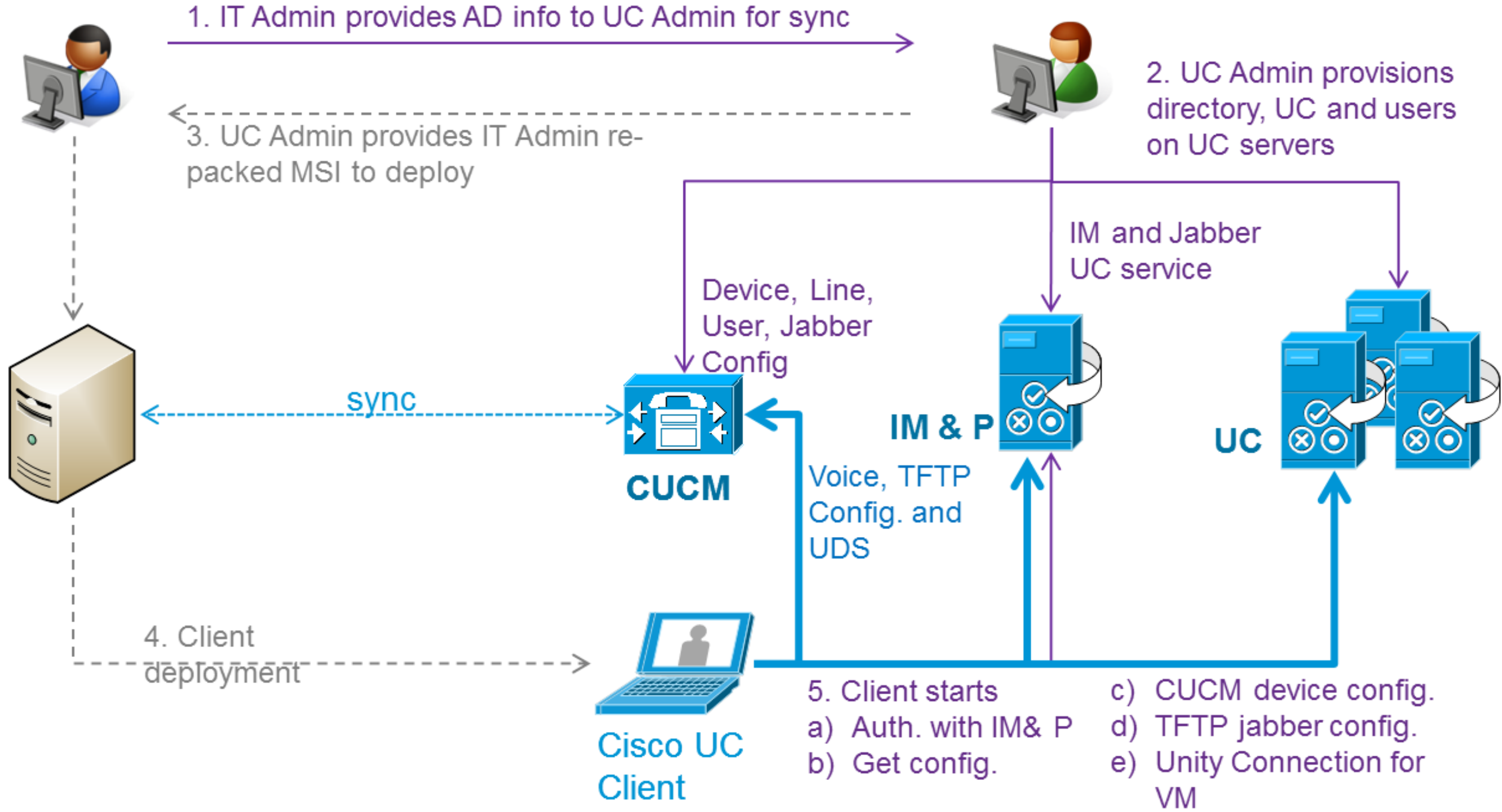
Jabber Configuration and Deployment



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

Deployment and Configuration Overview



Troubleshooting



Server Health

The screenshot shows the 'Connection Status' dialog box for Cisco Jabber. It displays the following information:

- Softphone:** Status: Connected, Address: [redacted] (CCMCIP), Protocol: CCMCIP, Device: CSFAMCKENZI, Line: 1101.
- Deskphone:** Status: Not Connected, Address: [redacted] (CTI), Protocol: CTI.
- Voicemail:** Status: Connected, Address: [redacted], Port: [redacted], Protocol: IMAP (TCP).
- Presence:** Status: Connected, Address: [redacted], Protocol: xmpp.
- Directory:** Status: Last Connect Succeeded, Address: [redacted], Protocol: LDAP.

Buttons at the bottom: Copy, Options, Close.

The screenshot shows the main Cisco Jabber window. The user 'Adam McKenzie' is available. A context menu is open over the user list, showing the following options:

- Report a problem...
- Check for updates
- Show connection status (highlighted)
- Show error notifications
- About Cisco Jabber

The user list includes:

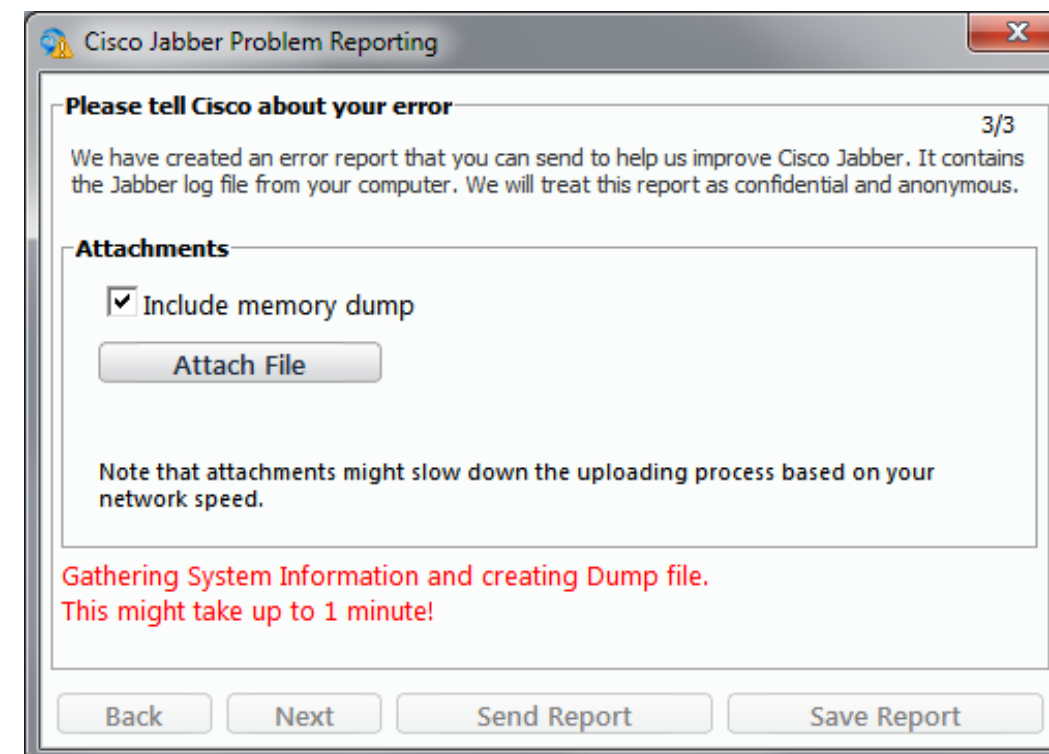
- Management: Charles Hol (Away), Mukul Kumar (Do not disturb), Tanya Adams (Away).
- Sales: Anita Perez, Monica Cheng (Away), Nancy Fox, Sue Miller.
- Technical Marketing: Neela Patel (Away), Taylor Bard (Away).

Troubleshooting Checklist

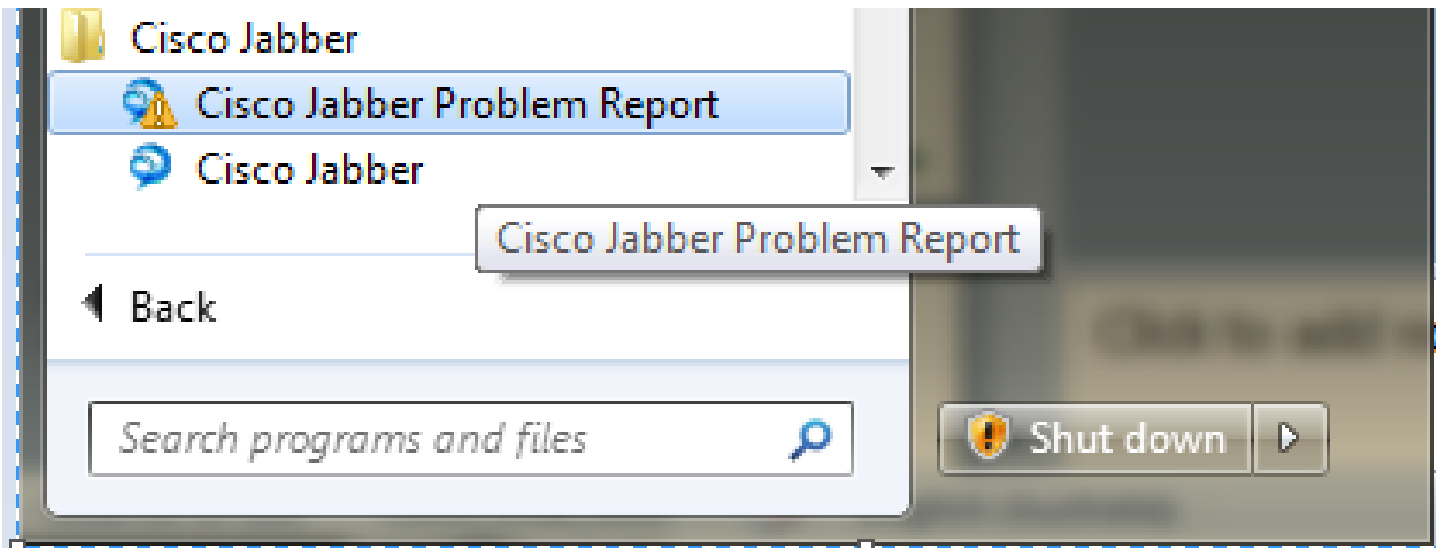
- Detailed Description of Issue
- Include
 - Username
 - Phone numbers
 - Timestamps
 - Executed Actions
 - Phone Mode
- Generate a PRT

Problem Report Tool (PRT)

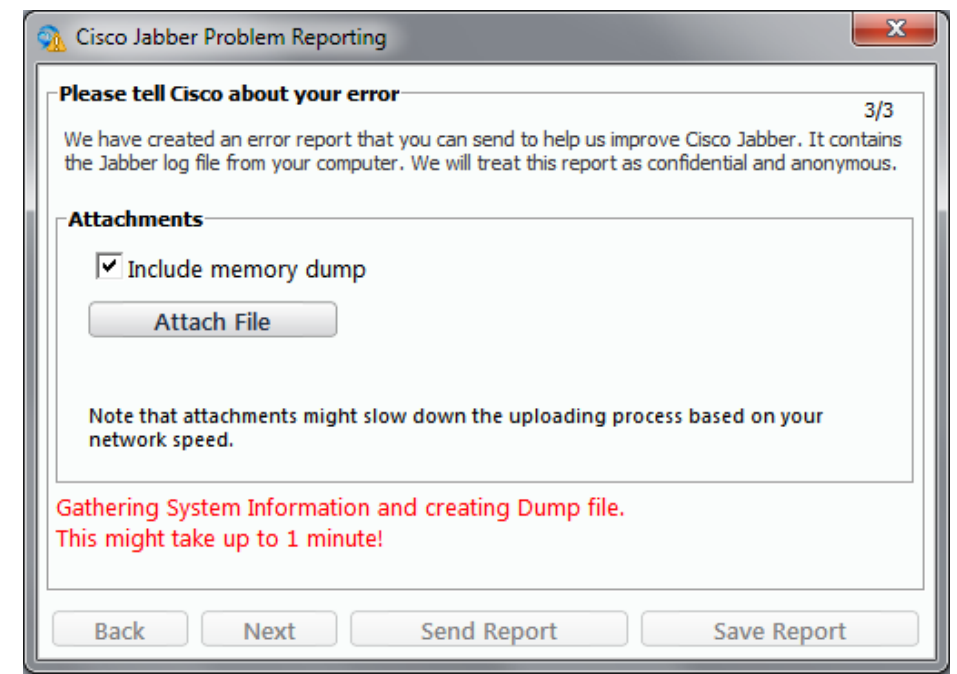
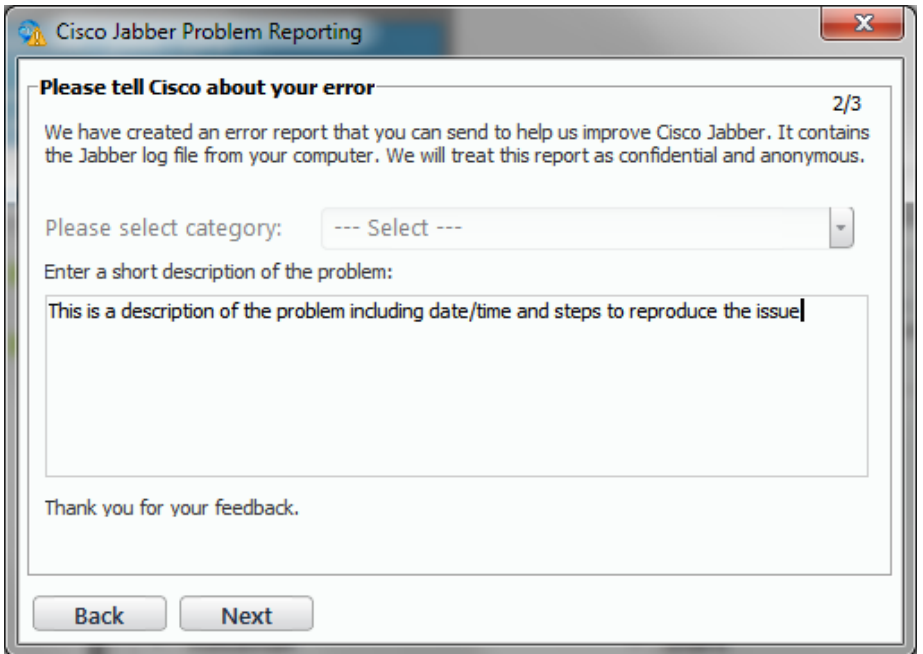
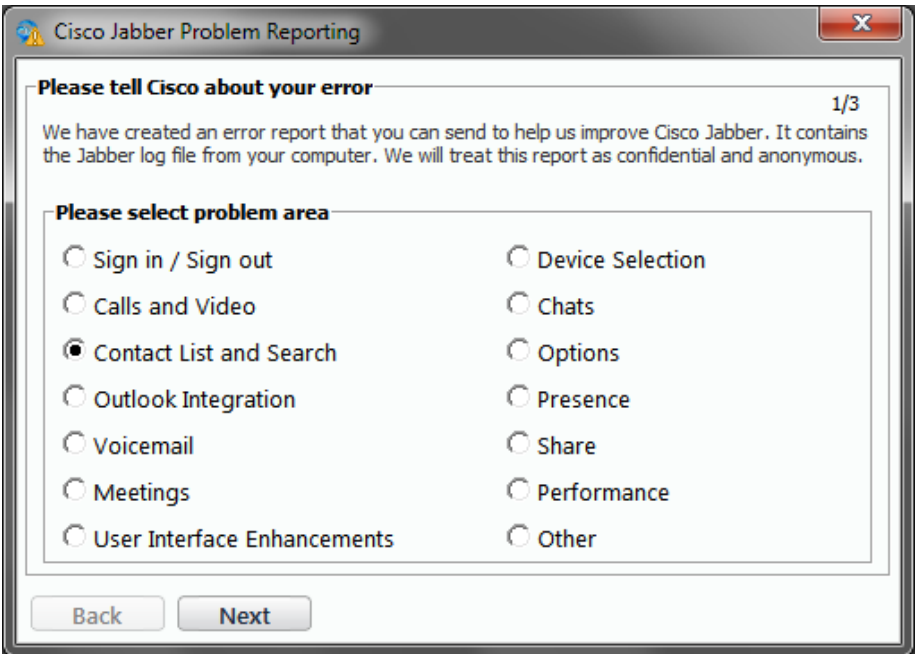
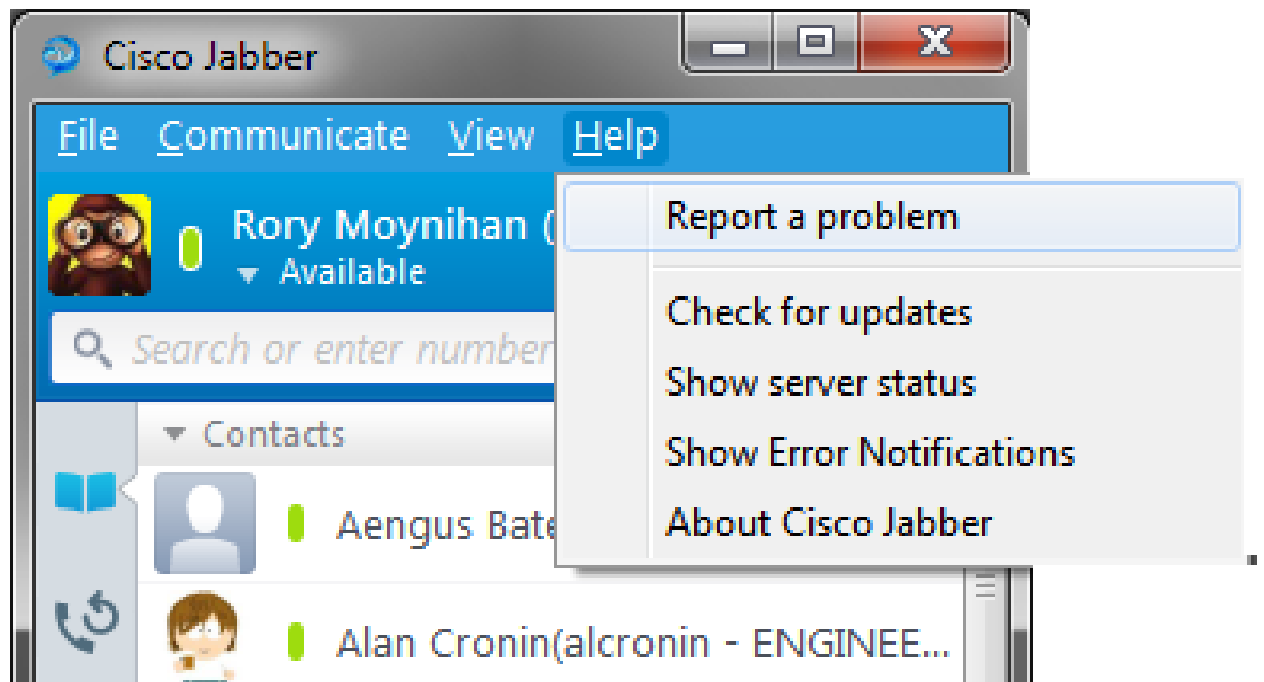
- Creates a Problem Report ZIP File
- PRT is What Usually Cisco TAC Asks For
- Launched in Event of Unrecoverable Errors or a Crash
- Automatically Restarts the Relevant Processes After a Crash
- Or Manually Run PRT



Generating a PRT Manually



OR



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

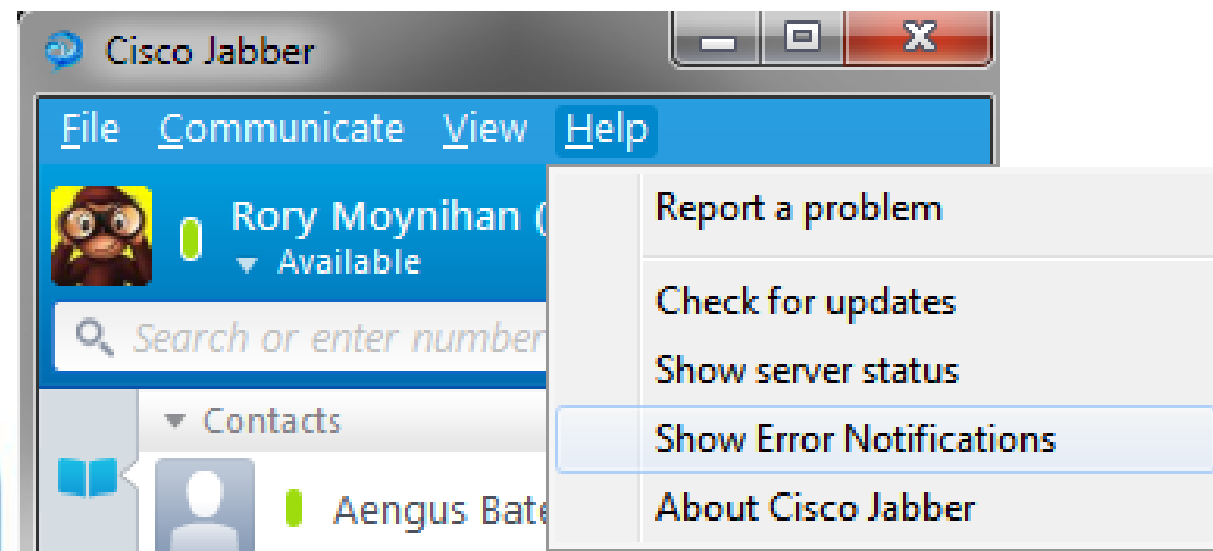
- Miscellaneous System Information

- User's Comments From Troubleshooting Checklist

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

Tools and Error Codes



Severity	Error description	Error code	Date	Time
Error	Invalid username/password	1200::201	07/02/2012	11:10:07
Error	Unknown	1000::1	07/02/2012	11:09:59

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

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)

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

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 Request Failure
402	Shutdown Failure
403	Presence Service Startup Failed

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

```
2012-02-07 11:57:39,855 DEB00 [0a00001048] [sd\features\meta\adapters\log\Log.cpp(32)] [root] [IMPStackCap::Log::log] - [input1.dll]: http, read_request 0A475F78
2012-02-07 11:57:39,855 INFO [0a00001048] [sd\features\meta\adapters\log\Log.cpp(33)] [root] [IMPStackCap::Log::log] - [input1.dll]: http, read_bytes:276 0A475F78
2012-02-07 11:57:39,855 DEB00 [0a00001048] [sd\features\meta\adapters\log\Log.cpp(32)] [root] [IMPStackCap::Log::log] - [input1.dll]: http, read_request 0A475F78
2012-02-07 11:57:39,855 INFO [0a00001048] [sd\features\meta\adapters\log\Log.cpp(33)] [root] [IMPStackCap::Log::log] - [input1.dll]: http, read_bytes:0 0A475F78
2012-02-07 11:57:39,855 DEB00 [0a00001048] [sd\features\meta\adapters\log\Log.cpp(32)] [root] [IMPStackCap::Log::log] - [input1.dll]: http, on_request_complete 0A475F78
2012-02-07 11:57:39,855 DEB00 [0a00001048] [sd\features\meta\adapters\log\Log.cpp(32)] [root] [IMPStackCap::Log::log] - [LoginMgr.dll]: LoginMgr::OnDisk
2012-02-07 11:57:39,855 ERB08 [0a00001048] [sd\features\meta\adapters\log\Log.cpp(33)] [root] [IMPStackCap::Log::log] - [LoginMgr.dll]: Login, wspi, use, failed:wspi.login_failedMsg:2483940
2012-02-07 11:57:39,855 DEB00 [0a00001048] [sd\features\meta\adapters\log\Log.cpp(32)] [root] [IMPStackCap::Log::log] - [LoginMgr.dll]: LoginContext::ChangeState now:0 auto:0
2012-02-07 11:57:39,855 DEB00 [0a00001048] [sd\features\meta\adapters\log\Log.cpp(32)] [root] [IMPStackCap::Log::log] - [LoginMgr.dll]: LoginContext::BeginFeatAutoReconnect
2012-02-07 11:57:39,855 INFO [0a00001320] [..\main\person\PersonResolver.cpp(194)] [sd\person] [person::PersonResolver::addEquivalentPerson] - (SAGECCS) person SAGEF0ED not added/already exists
2012-02-07 11:57:39,855 INFO [0a00001048] [sd\features\log\components\Login.cpp(138)] [root] [IMPStackCap::Log::OnLoginError] - *****
2012-02-07 11:57:39,855 DEB00 [0a00001320] [sd\person\PersonManagerClient.cpp(400)] [root] [PersonManagerClient::onResolverDataChanged] - onResolverDataChanged()
2012-02-07 11:57:39,855 INFO [0a00001048] [sd\features\log\components\Login.cpp(139)] [root] [IMPStackCap::Log::OnLoginError] - OnLoginError: 2
2012-02-07 11:57:39,855 DEB00 [0a00001320] [sd\person\PersonManagerClient.cpp(453)] [root] [PersonManagerClient::createOrUpdateContact] - createOrUpdateContact before update: 170889440, 170889032
2012-02-07 11:57:39,855 INFO [0a00001048] [sd\features\log\components\Login.cpp(140)] [root] [IMPStackCap::Log::OnLoginError] - LoginErrorToErrorCode: 2
2012-02-07 11:57:39,855 DEB00 [0a00001048] [sd\features\log\components\Login.cpp(122)] [root] [LoginEventListener::OnLoginError] - LoginEventListener::OnLoginError: errCode: AuthenticationFailure
2012-02-07 11:57:39,855 INFO [0a00001048] [sd\features\log\components\Login.cpp(142)] [root] [LifeCycle::OnAuthenticated] - LifeCycle::OnAuthenticated: 0
2012-02-07 11:57:39,855 INFO [0a00001048] [sd\features\log\components\Login.cpp(143)] [root] [SignOnState::markAuthenticated] - markAuthenticated
root] [PersonManagerClient::createOrUpdateContact] - createOrUpdateContact before update: 170889440, 170889032
root] [IMPStackCap::Log::OnLoginError] - *****
root] [IMPStackCap::LoginErrorToErrorCode] - LoginErrorToErrorCode: 2
root] [LoginEventListener::OnLoginError] - LoginEventListener::OnLoginError: errCode: AuthenticationFailure
root] [LifeCycle::OnAuthenticated] - LifeCycle::OnAuthenticated: 0
root] [SignOnState::markAuthenticated] - markAuthenticated
root] [SignOnState::isComplete] - isComplete: 0
2012-02-07 11:57:39,855 DEB00 [0a00001048] [sd\features\log\components\Login.cpp(143)] [root] [IMPStackCap::Log::OnLoginError] - OnLoginError exit
2012-02-07 11:57:39,855 INFO [0a00001318] [sd\features\log\components\Login.cpp(108)] [root] [SignOnState::waitForSignOn] - waitForSignOn exit
2012-02-07 11:57:39,855 DEB00 [0a00001048] [sd\features\meta\adapters\log\Log.cpp(32)] [root] [IMPStackCap::Log::log] - [input1.dll]: http, SESSION deleted 0A475F78
2012-02-07 11:57:39,855 DEB00 [0a00001318] [sd\features\log\components\Login.cpp(108)] [root] [LifeCycle::waitForSignedOn] - LifeCycle::waitForSignedOn: errorCollector: 1
2012-02-07 11:57:39,855 DEB00 [0a00001048] [sd\features\meta\adapters\log\Log.cpp(32)] [root] [IMPStackCap::Log::log] - [input1.dll]: http, isetatus:70, 0A475F78
2012-02-07 11:57:39,855 DEB00 [0a00001318] [sd\features\log\components\Login.cpp(108)] [root] [LifeCycle::waitForSignedOn] - LifeCycle::waitForSignedOn exit: result: 0
2012-02-07 11:57:39,855 INFO [0a00001048] [sd\features\meta\adapters\log\Log.cpp(33)] [root] [IMPStackCap::Log::log] - [input1.dll]: http, InternetCloseHandle, 00CC000C, 1
2012-02-07 11:57:39,855 INFO [0a00001318] [sd\features\log\components\Login.cpp(108)] [root] [LifeCycle::StartPresenceAuth] - Starting PresenceAuth: performed call to signedOn: timeout: false success
```

Crash & Memory Dump Analysis

Obtain a Memory Dump

Cisco Jabber Problem Reporting

Please tell Cisco about your error 3/3

We have created an error report that you can send to help us improve Cisco Jabber. It contains the Jabber log file from your computer. We will treat this report as confidential and anonymous.

Attachments

Include memory dump

Attach File

Note that attachments might slow down the uploading process based on your network speed.

Gathering System Information and creating Dump file.
This might take up to 1 minute!

Back Next Send Report Save Report

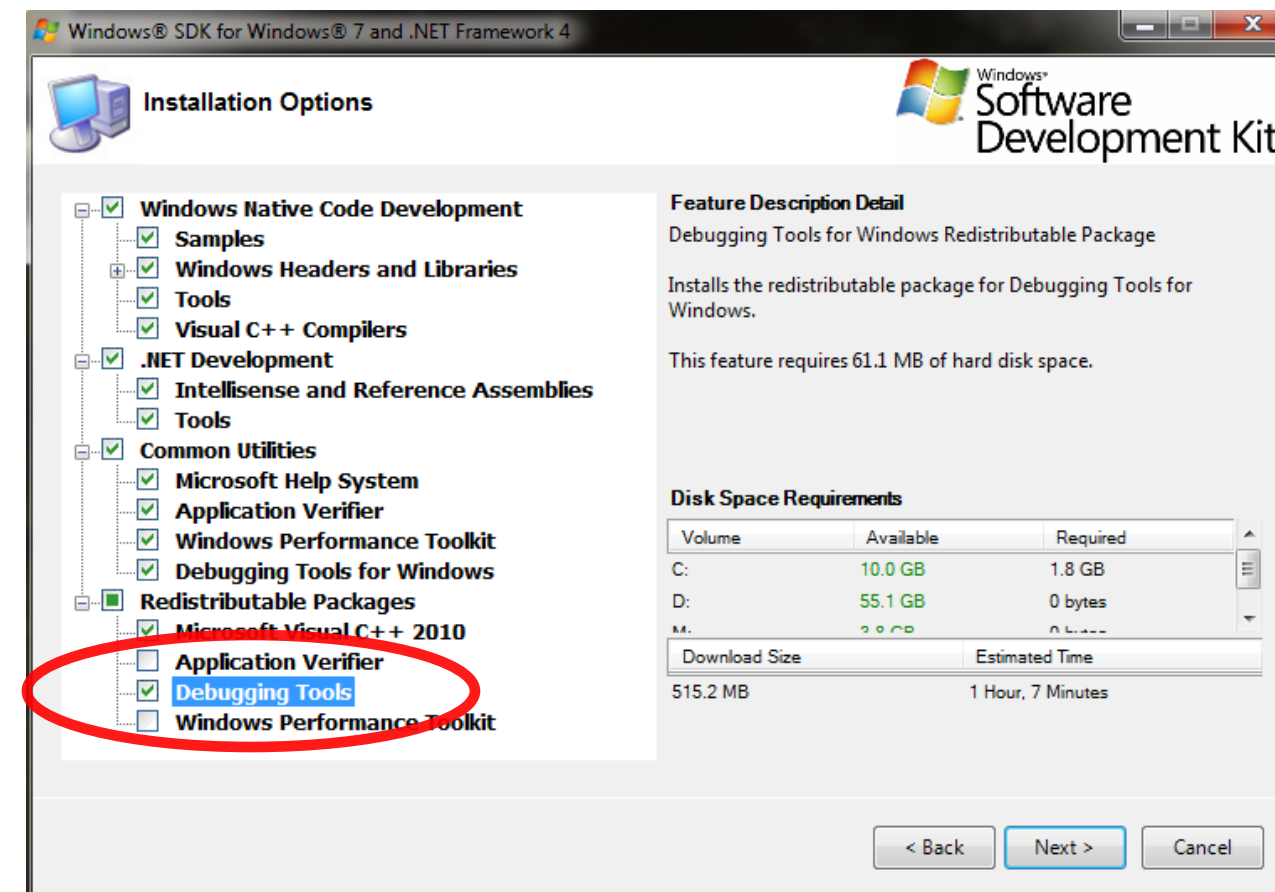
Crash & Memory Dump Analysis (Cont.)

Pre-requisites

- Debugging Tools for Windows 7:

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

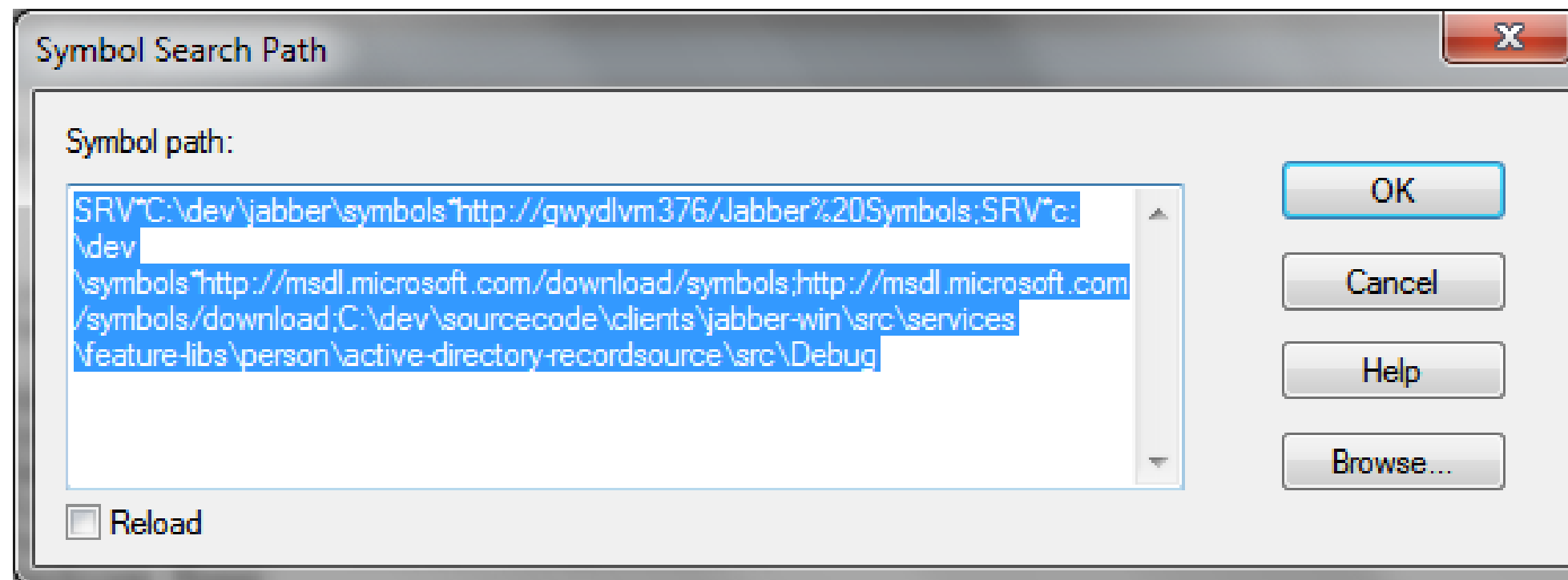
- Make sure to select Debugging Tools



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



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'

```
*** contain the required information. Contact the group that
*** provided you with these symbols if you need this command to
*** work.
***
*** Type referenced: kernel32!pNlsUserInfo
***
*****
***
*** Your debugger is not using the correct symbols
***
*** In order for this command to work properly, your symbol path
*** must point to .pdb files that have full type information.
***
*** Certain .pdb files (such as the public OS symbols) do not
*** contain the required information. Contact the group that
*** provided you with these symbols if you need this command to
*** work.
***
*** Type referenced: kernel32!pNlsUserInfo
***
*****
FAULTING_IP:
asvcr90!_invalid_parameter_noinfo+0c [f:\dd\vctools\crt_bld\self_x86\crt\src\invarg.c @ 125]
6cf5c955 53e414 add esp,14h

EXCEPTION_RECORD: ffffffff -- (.exr 0xffffffffffffffff)
ExceptionAddress: 6cf5c955 (asvcr90!_invalid_parameter_noinfo+0x0000000c)
ExceptionCode: c0000417
ExceptionFlags: 00000001
NumberParameters: 0

BUGCHECK_STR: c0000417

DEFAULT_BUCKET_ID: APPLICATION_FAULT
PROCESS_NAME: CiscoJabber.exe
ERROR_CODE: (NTSTATUS) 0xc0000417 - An invalid parameter was passed to a C runtime function.
EXCEPTION_CODE: (NTSTATUS) 0xc0000417 - An invalid parameter was passed to a C runtime function.
NTGLOBALFLAG: 0
APPLICATION_VERIFIER_FLAGS: 0
FAULTING_THREAD: 00000b24
LAST_CONTROL_TRANSFER: from 6cf5c955 to 6cf5c955

STACK_TEXT:
0014f76c 6cf5c955 00000000 00000000 00000000 asvcr90!_invalid_parameter_noinfo+0xc [f:\dd\vctools\crt_bld\self_x86\crt\src\invarg.c @ 125]
0014f784 10044824 ffffffff 00006e7a 0014f7e4 asvcr90!_invalid_parameter_noinfo+0xc [f:\dd\vctools\crt_bld\self_x86\crt\src\invarg.c @ 125]
WARNING: Stack unwind information not available. Following frames may be wrong.
0014f7a0 6f6543bd 0634cc10 2ebbee00 0014f88c log4cxxadlog4cxx: Hierarchy::fireRemoveAppenderEvent+0x234
0014f7e4 6f64aa09 2ebbee04 0014f88c 00000113 PluginUtils::boost::function<int>::operator()&0x4d [c:\hudson\jobs\cisco_jabber\branched_dependencies\workspace\jabber_release_9_0_0_sprint12_dependencies\exter
0014f810 76241a10 00000000 00000113 00006e7a PluginUtils::pluginutils::onTimerCallback+0x69 [c:\hudson\jobs\cisco_jabber\on-comait branched release build\workspace\src\plugins\pluginutils\src\timerutils.cpp
0014f83c 7623b747 6f64aa90 00000000 00000113 user32!InternalCallWinProc+0x23
0014f8b4 7623b994 00000000 6f64aa90 00000000 user32!UserCallWinProc+0x0
0014f910 76242a98 0014f970 00000000 0014f938 user32!DispatchMessageWorker+0x13b
0014f920 001a3b0e 0014f970 0014f920 00000000 user32!DispatchMessage+0xf
0014f938 001a4085 2e38984f 01059800 00000000 CiscoJabber!WTL::CMessageLoop::Run+0x6e [c:\hudson\jobs\cisco_jabber\branched_dependencies\workspace\jabber_release_9_0_0_sprint12_dependencies\external-src\wtl
0014f9b8 001a509c 0014f9d0 01170040 01037650 CiscoJabber!JabberApp::start+0x1c5 [c:\hudson\jobs\cisco_jabber\on-comait branched release build\workspace\src\jabber-client\src\jabberapp.cpp @ 58]
0014fa44 001a517b 2f283caf ffff0000 0101d97e CiscoJabber!initializeApp+0xfc [c:\hudson\jobs\cisco_jabber\on-comait branched release build\workspace\src\jabber-client\src\jabbermain.cpp @ 84]
0014fae6 0101db99 001a0000 00000000 00201800 CiscoJabber!WinMain+0x1b [c:\hudson\jobs\cisco_jabber\on-comait branched release build\workspace\src\jabber-client\src\jabbermain.cpp @ 106]
0014fb00 75eb3823 7ffdf000 0014fb4c 771b99bd CiscoJabber!_tmainCRTStartup+0x150 [f:\dd\vctools\crt_bld\self_x86\crt\src\crtexe.c @ 578]
0014fb0c 771b99bd 7ffdf000 001498af 00000000 kernel32!BaseThreadInitThunk+0xe
0014fb4c 00000000 0101db08 7ffdf000 00000000 ntdll!_RtlUserThreadStart+0x23

STACK_COMMAND: ~0s; .ecxr; kb

FOLLOWUP_IP:
asvcr90!_invalid_parameter_noinfo+0c [f:\dd\vctools\crt_bld\self_x86\crt\src\invarg.c @ 125]
6cf5c955 53e414 add esp,14h

SYMBOL_STACK_INDEX: 0
SYMBOL_NAME: asvcr90!_invalid_parameter_noinfo+0c
FOLLOWUP_NAME: MachineOwner
MODULE_NAME: asvcr90
IMAGE_NAME: asvcr90.dll
DEBUG_FIR_IMAGE_TIMESTAMP: 488ef6c5
BUCKET_ID: c0000417_asvcr90!_invalid_parameter_noinfo+0c
FAILURE_BUCKET_ID: APPLICATION_FAULT_c0000417_asvcr90.dll!_invalid_parameter_noinfo
WATSON_STAGEONE_URL: http://watson.microsoft.com/StageOne/CiscoJabber_exe/9_0_0_7295/4fd1292/asvcr90.dll!_invalid_parameter_noinfo.htm?Retrieval=1
Followup: MachineOwner
```

```
DEFAULT_BUCKET_ID: APPLICATION_FAULT
PROCESS_NAME: CiscoJabber.exe
ERROR_CODE: (NTSTATUS) 0xc0000417 - An invalid parameter was passed to a C runtime function.
EXCEPTION_CODE: (NTSTATUS) 0xc0000417 - An invalid parameter was passed to a C runtime function.
NTGLOBALFLAG: 0
APPLICATION_VERIFIER_FLAGS: 0
FAULTING_THREAD: 00000b24
LAST_CONTROL_TRANSFER: from 6cf5c955 to 6cf5c955

STACK_TEXT:
0014f76c 6cf5c955 00000000 00000000 00000000 asvcr90!_invalid_parameter_noinfo+0xc [f:\dd\vctools\crt_bld\self_x86\crt\src\invarg.c @ 125]
0014f784 10044824 ffffffff 00006e7a 0014f7e4 asvcr90!_invalid_parameter_noinfo+0xc [f:\dd\vctools\crt_bld\self_x86\crt\src\invarg.c @ 125]
WARNING: Stack unwind information not available. Following frames may be wrong.
0014f7a0 6f6543bd 0634cc10 2ebbee00 0014f88c log4cxxadlog4cxx: Hierarchy::fireRemoveAppenderEvent+0x234
0014f7e4 6f64aa09 2ebbee04 0014f88c 00000113 PluginUtils::boost::function<int>::operator()&0x4d [c:\hudson\jobs\cisco_jabber\branched_dependencies\workspace\jabber_release_9_0_0_sprint12_dependencies\exter
0014f810 76241a10 00000000 00000113 00006e7a PluginUtils::pluginutils::onTimerCallback+0x69 [c:\hudson\jobs\cisco_jabber\on-comait branched release build\workspace\src\plugins\pluginutils\src\timerutils.cpp
0014f83c 7623b747 6f64aa90 00000000 00000113 user32!InternalCallWinProc+0x23
0014f8b4 7623b994 00000000 6f64aa90 00000000 user32!UserCallWinProc+0x0
0014f910 76242a98 0014f970 00000000 0014f938 user32!DispatchMessageWorker+0x13b
0014f920 001a3b0e 0014f970 0014f920 00000000 user32!DispatchMessage+0xf
0014f938 001a4085 2e38984f 01059800 00000000 CiscoJabber!WTL::CMessageLoop::Run+0x6e [c:\hudson\jobs\cisco_jabber\branched_dependencies\workspace\jabber_release_9_0_0_sprint12_dependencies\external-src\wtl
0014f9b8 001a509c 0014f9d0 01170040 01037650 CiscoJabber!JabberApp::start+0x1c5 [c:\hudson\jobs\cisco_jabber\on-comait branched release build\workspace\src\jabber-client\src\jabberapp.cpp @ 58]
0014fa44 001a517b 2f283caf ffff0000 0101d97e CiscoJabber!initializeApp+0xfc [c:\hudson\jobs\cisco_jabber\on-comait branched release build\workspace\src\jabber-client\src\jabbermain.cpp @ 84]
0014fae6 0101db99 001a0000 00000000 00201800 CiscoJabber!WinMain+0x1b [c:\hudson\jobs\cisco_jabber\on-comait branched release build\workspace\src\jabber-client\src\jabbermain.cpp @ 106]
0014fb00 75eb3823 7ffdf000 0014fb4c 771b99bd CiscoJabber!_tmainCRTStartup+0x150 [f:\dd\vctools\crt_bld\self_x86\crt\src\crtexe.c @ 578]
0014fb0c 771b99bd 7ffdf000 001498af 00000000 kernel32!BaseThreadInitThunk+0xe
0014fb4c 00000000 0101db08 7ffdf000 00000000 ntdll!_RtlUserThreadStart+0x23

STACK_COMMAND: ~0s; .ecxr; kb

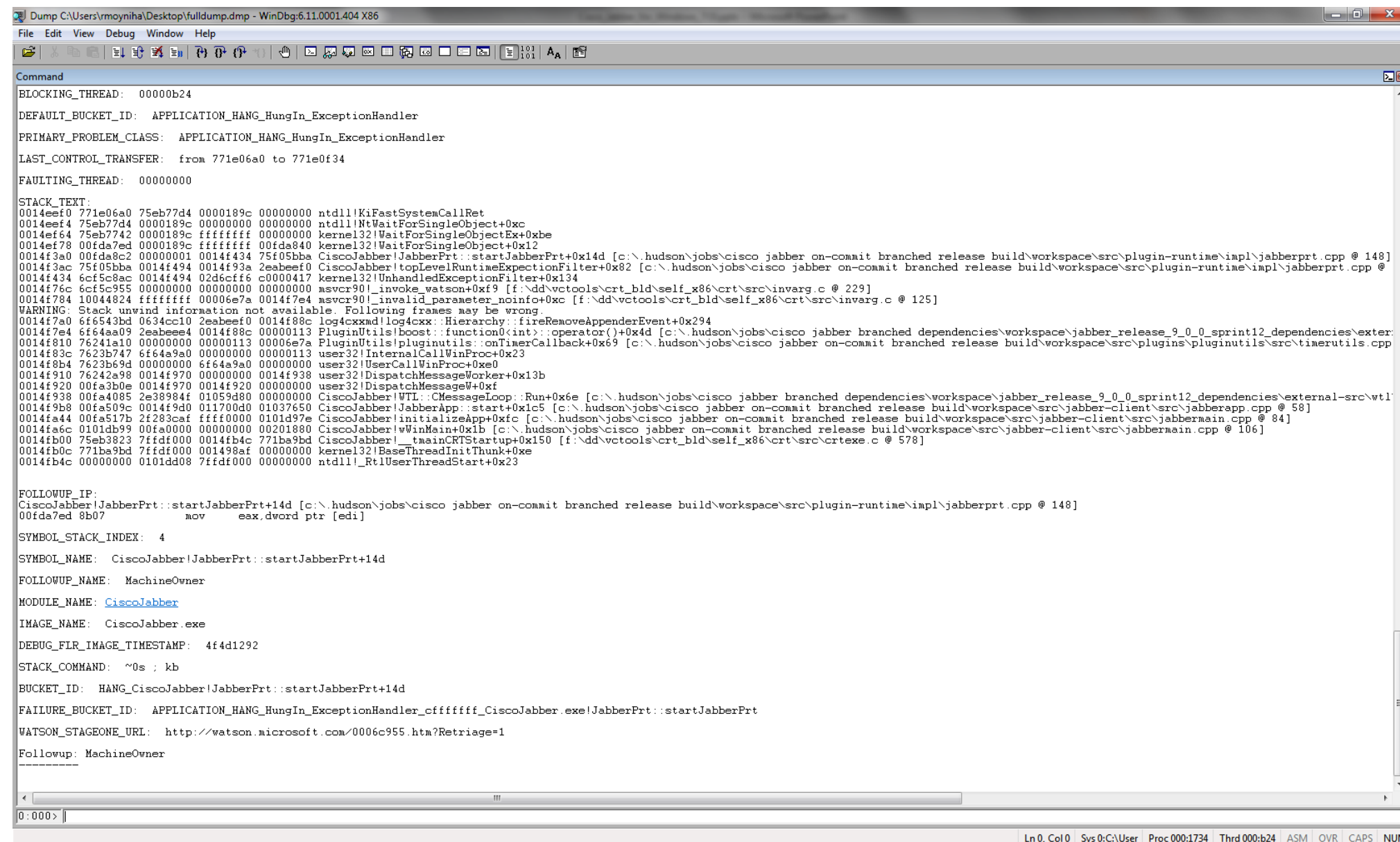
FOLLOWUP_IP:
asvcr90!_invalid_parameter_noinfo+0c [f:\dd\vctools\crt_bld\self_x86\crt\src\invarg.c @ 125]
6cf5c955 53e414 add esp,14h

SYMBOL_STACK_INDEX: 0
SYMBOL_NAME: asvcr90!_invalid_parameter_noinfo+0c
FOLLOWUP_NAME: MachineOwner
MODULE_NAME: asvcr90
IMAGE_NAME: asvcr90.dll
DEBUG_FIR_IMAGE_TIMESTAMP: 488ef6c5
BUCKET_ID: c0000417_asvcr90!_invalid_parameter_noinfo+0c
FAILURE_BUCKET_ID: APPLICATION_FAULT_c0000417_asvcr90.dll!_invalid_parameter_noinfo
WATSON_STAGEONE_URL: http://watson.microsoft.com/StageOne/CiscoJabber_exe/9_0_0_7295/4fd1292/asvcr90.dll!_invalid_parameter_noinfo.htm?Retrieval=1
Followup: MachineOwner
```

Crash & Memory Dump Analysis (Cont.)

Basic Hang Analysis

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



```
Dump C:\Users\vmoyniha\Desktop\fulldump.dmp - WinDbg:6.11.0001.404 X86
File Edit View Debug Window Help
Command
BLOCKING_THREAD: 00000b24
DEFAULT_BUCKET_ID: APPLICATION_HANG_HungIn_ExceptionHandler
PRIMARY_PROBLEM_CLASS: APPLICATION_HANG_HungIn_ExceptionHandler
LAST_CONTROL_TRANSFER: from 771e06a0 to 771e0f34
FAULTING_THREAD: 00000000

STACK_TEXT:
0014eef0 771e06a0 75eb77d4 0000189c 00000000 ntdll!KiFastSystemCallRet
0014eef4 75eb77d4 0000189c 00000000 ntdll!NtWaitForSingleObject+0xc
0014ef64 75eb7742 0000189c ffffffff 00000000 kernel32!WaitForSingleObjectEx+0xbe
0014ef78 00fda7ed 0000189c ffffffff 00fda840 kernel32!WaitForSingleObject+0x12
0014f3a0 00fda8c2 00000001 0014f434 75f05bba CiscoJabber!JabberPrt::startJabberPrt+0x14d [c:\hudson\jobs\cisco_jabber_on-commit_branched_release_build\workspace\src\plugin-runtime\impl\jabberprt.cpp @ 148]
0014f3ac 75f05bba 0014f494 0014f93a 2eabeef0 CiscoJabber!topLevelRuntimeExceptionFilter+0x82 [c:\hudson\jobs\cisco_jabber_on-commit_branched_release_build\workspace\src\plugin-runtime\impl\jabberprt.cpp @
0014f434 6cf5c8ac 0014f494 02d6cff6 c0000417 kernel32!UnhandledExceptionFilter+0x134
0014f76c 6cf5c955 00000000 00000000 00000000 msvcrt90!_invoke_watson+0xf9 [f:\dd\vctools\crt_bld\self_x86\crt\src\invarg.c @ 229]
0014f784 10044824 ffffffff 00006e7a 0014f7e4 msvcrt90!_invalid_parameter_noinfo+0xc [f:\dd\vctools\crt_bld\self_x86\crt\src\invarg.c @ 125]
WARNING: Stack unwind information not available. Following frames may be wrong.
0014f7a0 6f6543bd 0634cc10 2eabeef0 0014f88c log4cxx!log4cxx::Hierarchy::fireRemoveAppenderEvent+0x294
0014f7e4 6f64aa09 2eabeef0 0014f88c 00000113 PluginUtils!boost::function0<int>::operator()+0x4d [c:\hudson\jobs\cisco_jabber_branched_dependencies\workspace\jabber_release_9_0_0_sprint12_dependencies\exter
0014f810 76241a10 00000000 00000113 00006e7a PluginUtils!pluginutils::onTimerCallback+0x69 [c:\hudson\jobs\cisco_jabber_on-commit_branched_release_build\workspace\src\plugins\pluginutils\src\timerutils.cpp
0014f83c 7623b747 6f64a9a0 00000000 00000113 user32!InternalCallWinProc+0x23
0014f8b4 7623b69d 00000000 6f64a9a0 00000000 user32!UserCallWinProc+0xe0
0014f910 76242a98 0014f970 00000000 0014f938 user32!DispatchMessageWorker+0x13b
0014f920 00fa3b0e 0014f970 0014f920 00000000 user32!DispatchMessageW+0xf
0014f938 00fa4085 2e38984f 01059d80 00000000 CiscoJabber!WTL::CMessageLoop::Run+0x6e [c:\hudson\jobs\cisco_jabber_branched_dependencies\workspace\jabber_release_9_0_0_sprint12_dependencies\external-src\wtl
0014f9b8 00fa509c 0014f9d0 011700d0 01037650 CiscoJabber!JabberApp::start+0x1c5 [c:\hudson\jobs\cisco_jabber_on-commit_branched_release_build\workspace\src\jabber-client\src\jabberapp.cpp @ 58]
0014fa44 00fa517b 2f283caf ffff0000 0101d97e CiscoJabber!initializeApp+0xfc [c:\hudson\jobs\cisco_jabber_on-commit_branched_release_build\workspace\src\jabber-client\src\jabbermain.cpp @ 84]
0014fa6c 0101db99 00fa0000 00000000 00201880 CiscoJabber!wWinMain+0x1b [c:\hudson\jobs\cisco_jabber_on-commit_branched_release_build\workspace\src\jabber-client\src\jabbermain.cpp @ 106]
0014fb00 75eb3823 7ffdf000 0014fb4c 771ba9bd CiscoJabber!_tmainCRTStartup+0x150 [f:\dd\vctools\crt_bld\self_x86\crt\src\crtexe.c @ 578]
0014fb0c 771ba9bd 7ffdf000 001498af 00000000 kernel32!BaseThreadInitThunk+0xe
0014fb4c 00000000 0101dd08 7ffdf000 00000000 ntdll!_RtlUserThreadStart+0x23

FOLLOWUP_IP:
CiscoJabber!JabberPrt::startJabberPrt+14d [c:\hudson\jobs\cisco_jabber_on-commit_branched_release_build\workspace\src\plugin-runtime\impl\jabberprt.cpp @ 148]
00fda7ed 8b07 mov eax,dword ptr [edi]

SYMBOL_STACK_INDEX: 4
SYMBOL_NAME: CiscoJabber!JabberPrt::startJabberPrt+14d
FOLLOWUP_NAME: MachineOwner
MODULE_NAME: CiscoJabber
IMAGE_NAME: CiscoJabber.exe
DEBUG_FLR_IMAGE_TIMESTAMP: 4f4d1292
STACK_COMMAND: ~0s ; kb
BUCKET_ID: HANG_CiscoJabber!JabberPrt::startJabberPrt+14d
FAILURE_BUCKET_ID: APPLICATION_HANG_HungIn_ExceptionHandler_ffffffff_CiscoJabber.exe!JabberPrt::startJabberPrt
WATSON_STAGEONE_URL: http://watson.microsoft.com/0006c955.htm?Re triage=1
Followup: MachineOwner
-----
0:000>
```


Common Issues



Call Forwarding Greyed Out

- Unable to “Call Forward All” calls using Softphone

Call Forward and Call Pickup Settings

	Voice Mail	Destination	Calling Search Space
Calling Search Space Activation Policy			Use System Default
Forward All	<input type="checkbox"/> or	<input type="text"/>	Farbod_ALL_CSS
Secondary Calling Search Space for Forward All			< None >
Forward Busy Internal	<input type="checkbox"/> or	<input type="text"/>	< None >
Forward Busy External	<input type="checkbox"/> or	<input type="text"/>	< None >
Forward No Answer Internal	<input type="checkbox"/> or	<input type="text"/>	< None >
Forward No Answer External	<input type="checkbox"/> or	<input type="text"/>	< None >
Forward No Coverage Internal	<input type="checkbox"/> or	<input type="text"/>	< None >
Forward No Coverage External	<input type="checkbox"/> or	<input type="text"/>	< None >
Forward on CTI Failure	<input type="checkbox"/> or	<input type="text"/>	< None >
Forward Unregistered Internal	<input type="checkbox"/> or	<input type="text"/>	< None >
Forward Unregistered External	<input type="checkbox"/> or	<input type="text"/>	< None >
No Answer Ring Duration (seconds)	<input type="text"/>		
Call Pickup Group			< None >

Desktop Video Share (BFCP) Greyed Out

Issue:

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

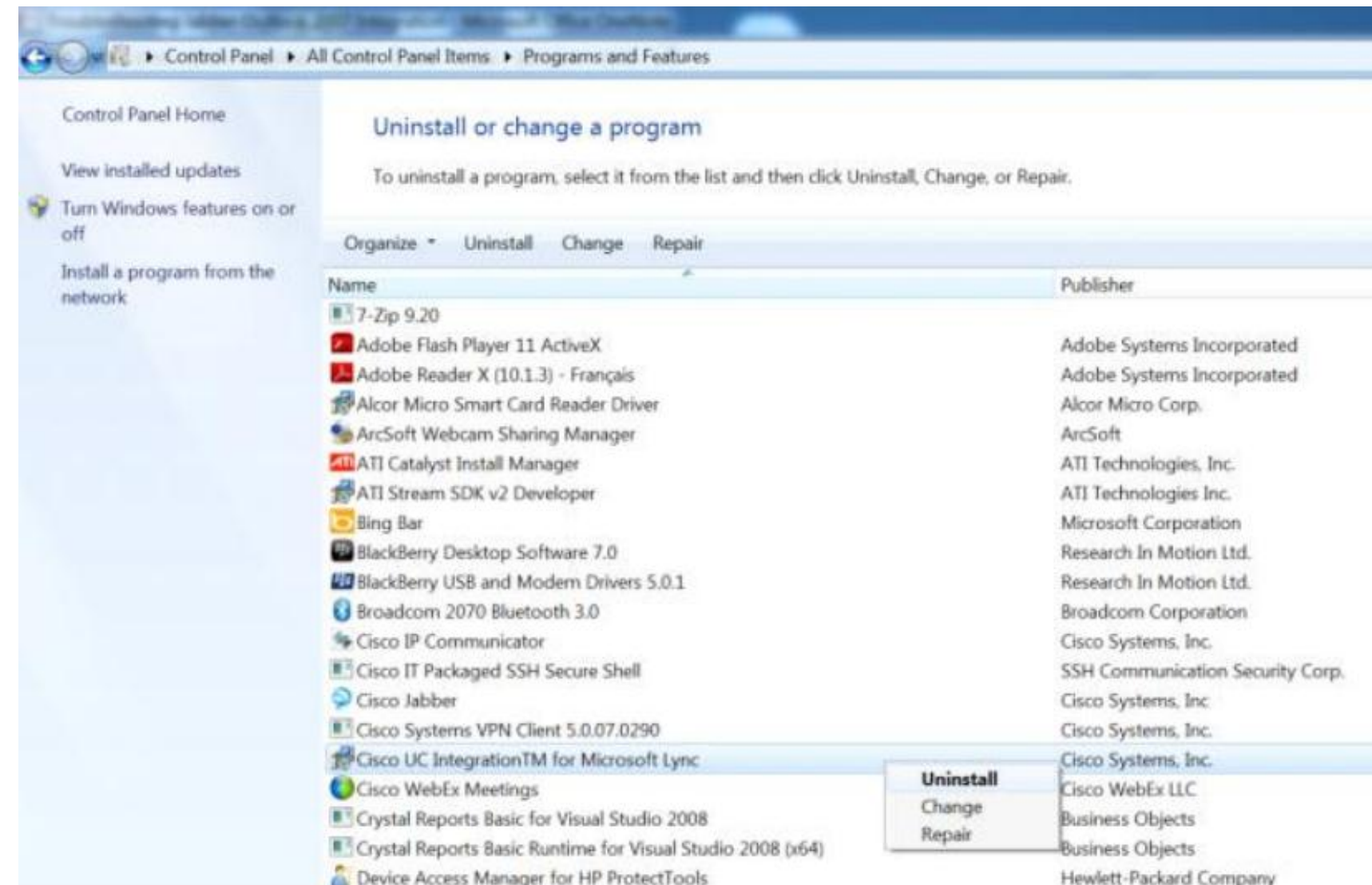
Solution:

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

Presence Bobble Not Working in Outlook

Checkpoint 1

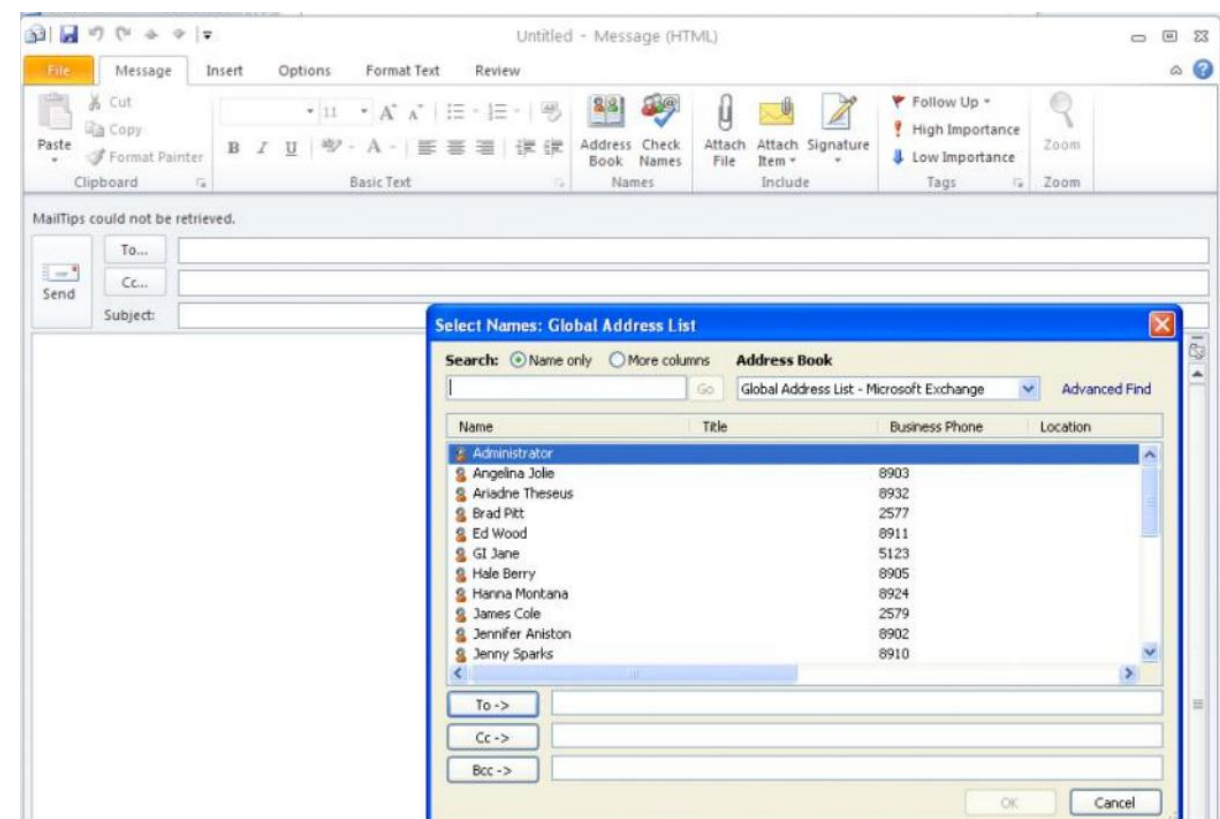
- Outlook 2007 and 2010
- Uninstall The following
 - Cisco WebEx Connect
 - Microsoft Office Communicator
 - CUCIMOC/CUCILync
 - CUPC 7.x or 8.x



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



Presence Bobble Not Working in Outlook

Checkpoint 3

- SIP URI set for proxyAddress attribute in Active Directory

The screenshot displays the Active Directory Users and Groups console with the 'Hale Berry Properties' dialog box open. The 'Attributes' tab is selected, showing a list of attributes and their values. The 'proxyAddresses' attribute is highlighted, and its value is 'sip:hberry@pasternak.pst; SMTP:hberry@pasternak.pst'. A 'Multi-valued String Editor' dialog is also open, showing the 'proxyAddresses' attribute and a list of values: 'sip:hberry@pasternak.pst' and 'SMTP:hberry@pasternak.pst'. In the background, the 'Zona Zamfirova Properties' dialog is visible, showing the 'E-Mail Addresses' tab with a list of addresses: 'SIP' (bolded) and 'zzona@pasternak.pst', and 'SMTP' (bolded) and 'zzona2@pasternak.pst'. The 'Automatically update e-mail addresses based on e-mail address policy' checkbox is unchecked.

Name	Type	Data
(same as parent folder)	Start of Authority (SOA)	[3599], lync.pasternak.pst., hostmaster.pasternak.pst.
(same as parent folder)	WINS Lookup	[10.63.21.10]
		lync.pasternak.pst.
		10.63.60.89
		10.63.70.102
		10.63.55.13
		10.63.21.248
		10.63.70.58
		10.63.38.42
		10.63.70.64
		10.63.38.184
		10.63.38.189
		10.63.38.190
		10.63.38.213
		10.63.38.186
		10.63.38.183
		10.63.38.191
		10.63.54.68
		10.63.55.47
		10.63.55.130

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

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

Contacts

Solution 1

Cisco Unified CM Administration
For Cisco Unified Communications Solutions

System ▾ Call Routing ▾ Media Resources ▾ Advanced Features ▾ Device ▾ Application ▾ User Management ▾ Bulk Administration ▾ Help ▾

Capabilities Assignment Configuration

Save

Status

Status: Ready

User Information

User ID: 40103

Capabilities Assignment Information

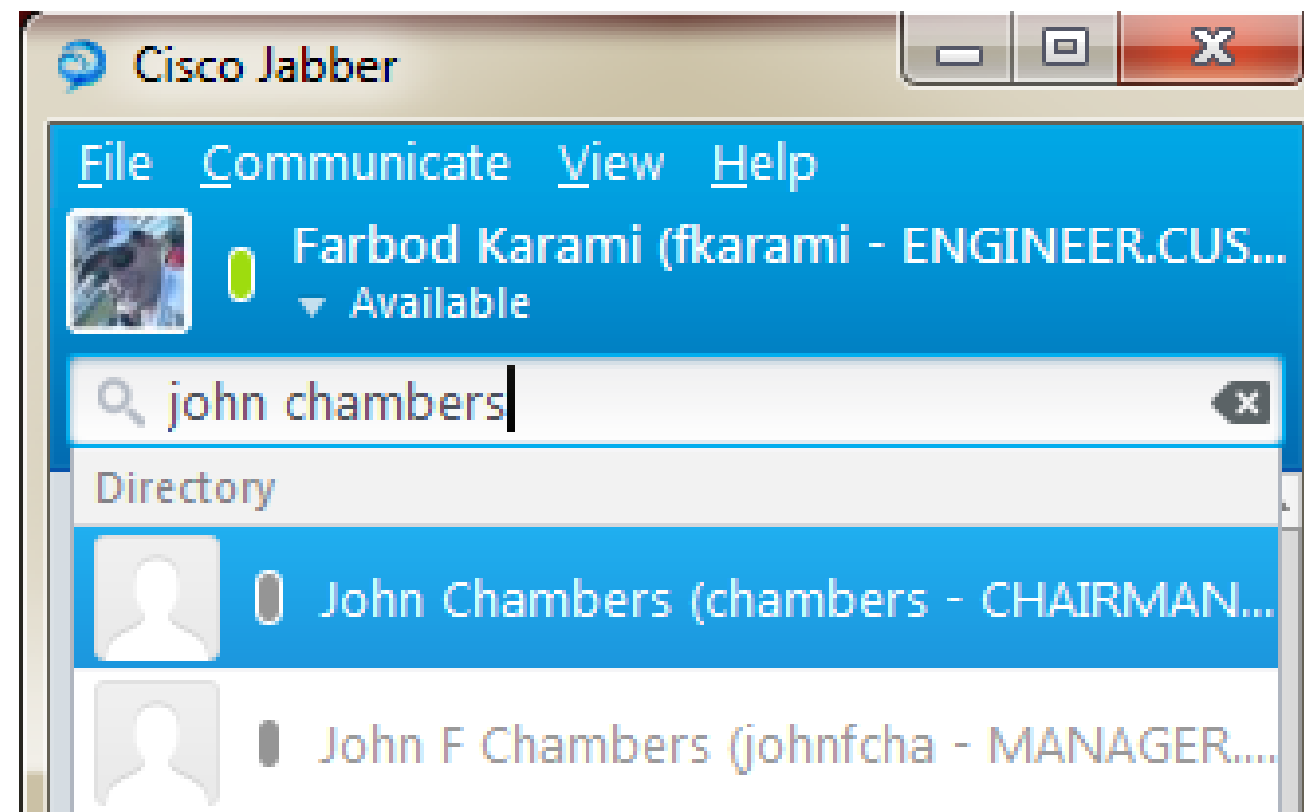
- Enable CUP (Cisco Unified Presence)
- Enable CUPC (Cisco Unified Personal Communicator)

*- indicates required item.

Contact Search is Not Working

Issue 1

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



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>
```

Phone Control Not Working

- Cannot Control 89XX or 99XX Phones

Find and List User Groups

Select All Clear All Add Selected Close

Status

10 records found

User Group (1 - 10 of 10) Rows per Page 50

Find User Group where Name contains cti Find Clear Filter + -

<input type="checkbox"/>	Name ^
<input type="checkbox"/>	Standard CTI Allow Call Monitoring
<input type="checkbox"/>	Standard CTI Allow Call Park Monitoring
<input type="checkbox"/>	Standard CTI Allow Call Recording
<input type="checkbox"/>	Standard CTI Allow Calling Number Modification
<input type="checkbox"/>	Standard CTI Allow Control of All Devices
<input checked="" type="checkbox"/>	Standard CTI Allow Control of Phones supporting Connected Xfer and conf
<input checked="" type="checkbox"/>	Standard CTI Allow Control of Phones supporting Rollover Mode
<input type="checkbox"/>	Standard CTI Allow Reception of SRTP Key Material
<input type="checkbox"/>	Standard CTI Secure Connection
<input type="checkbox"/>	Standard RealtimeAndTraceCollection

Select All Clear All Add Selected Close

Account Details Not in Options Menu

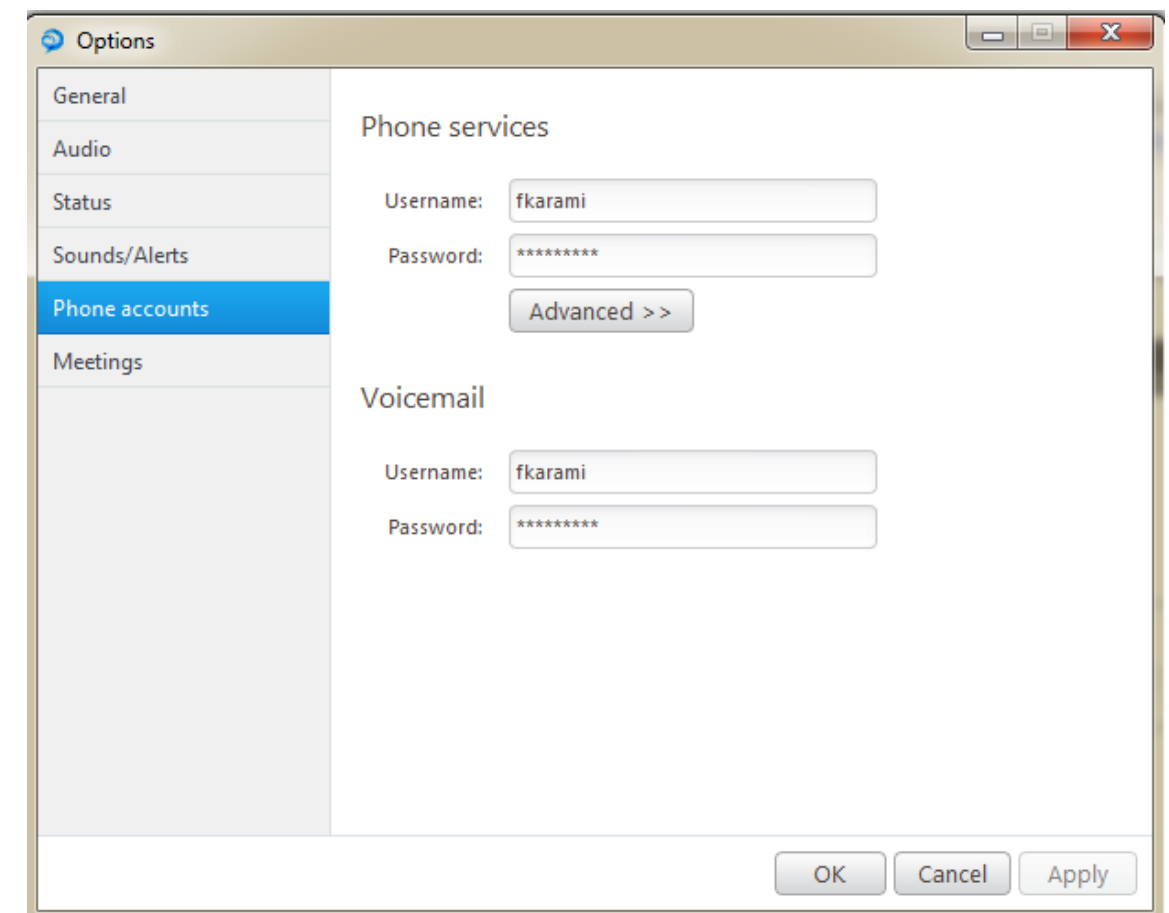
- Jabber 9.1 and Later

<CUCM>

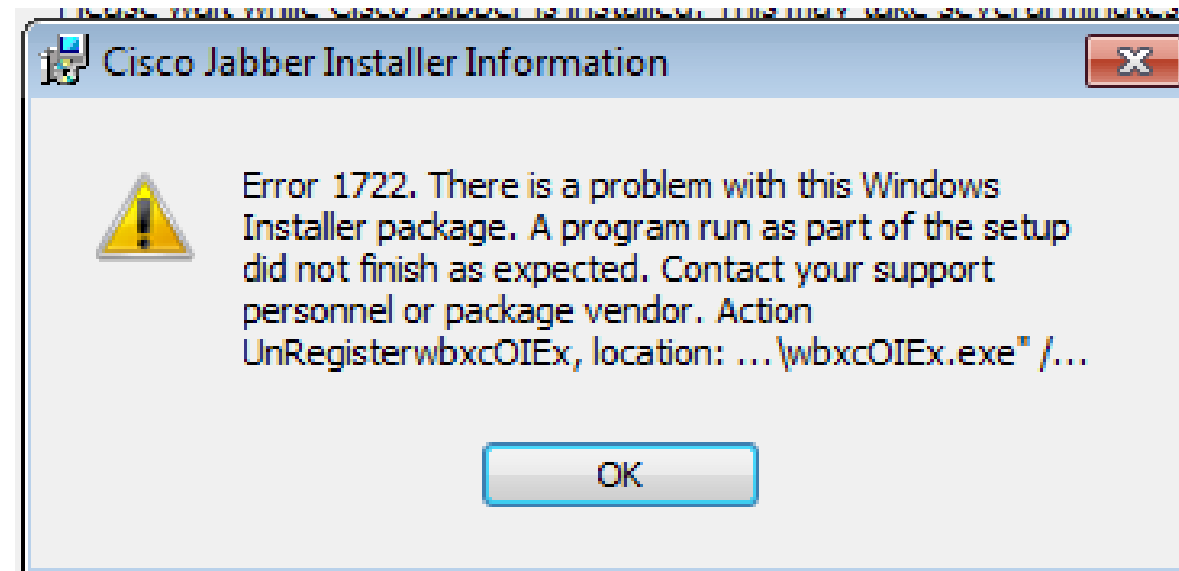
<PhoneService_UseCredentialsFrom>Not_Set</PhoneService_UseCredentialsFrom>

</CUCM>

- Configuration with Presence no longer working



Pop-up Error Upon Login



Step 1- Run Following Commands:

– 32 Bit:

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

"C:\Program Files\Cisco Systems\Cisco Jabber\x64\wbxcOIE64.exe" /regserver

– 64 Bit:

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

"C:\Program Files (x86)\Cisco Systems\Cisco Jabber\x64\wbxcOIE64.exe" /regserver

Step 2- Uninstall and Reinstall the Jabber Client

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

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

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

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.

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.

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.

Q & A



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