

TOMORROW starts here.



Cisco *live!*

Troubleshooting Cisco Jabber Clients

BRKUCC-3661

Farbod Karami
Unified Communications Engineer

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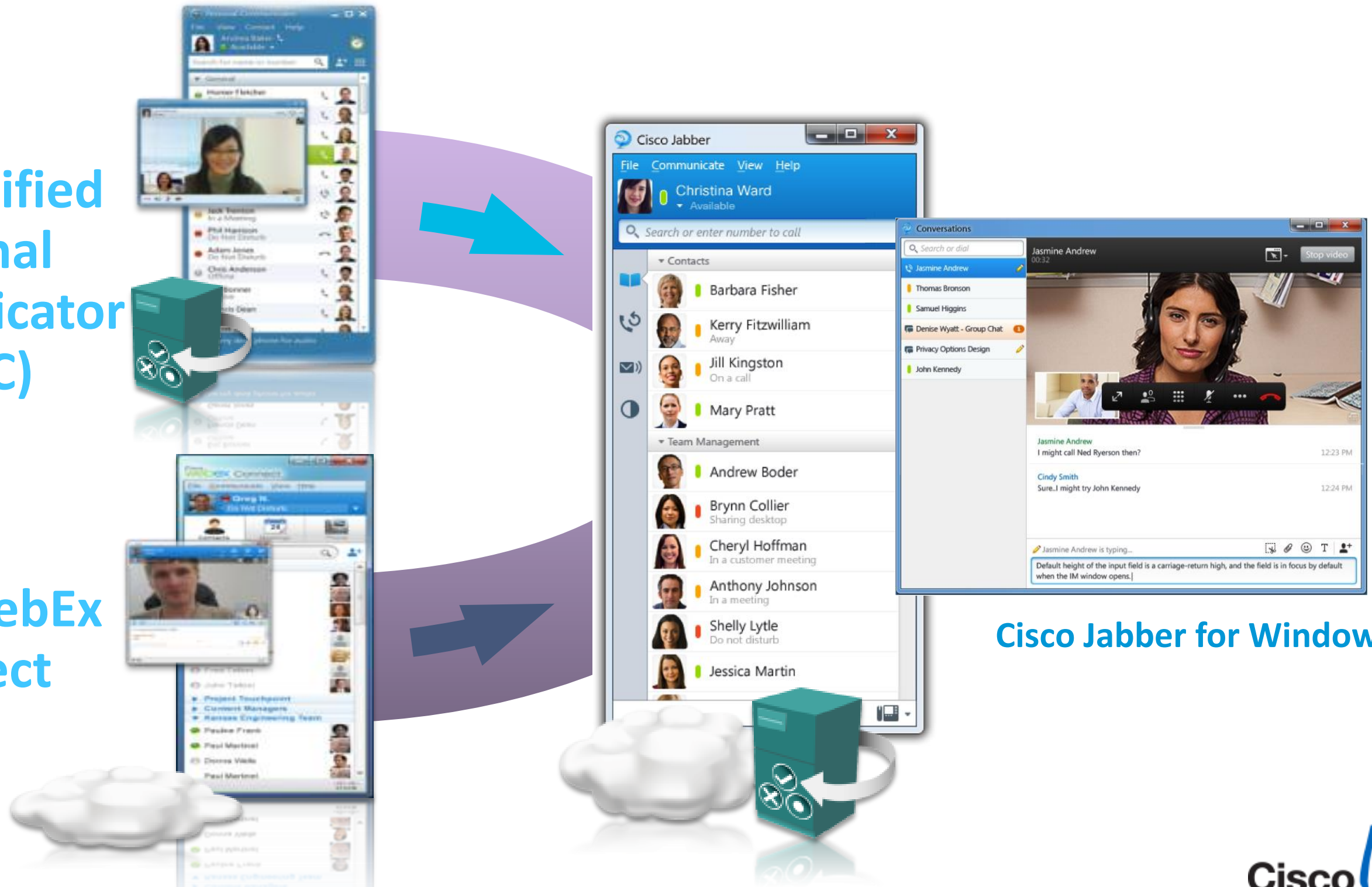


Jabber Overview

Cisco Desktop Client Evolution

Cisco Unified
Personal
Communicator
(CUPC)

Cisco WebEx
Connect



Cisco Jabber for Windows

Jabber Compatibility with UC Suit

Jabber for Windows	CUCM	CUPS	Unity Connection	Cisco WebEx Meeting
9.6.x	8.0(1) and above	8.0(3) and above	8.5 and above	1.1 and above
9.2.x	7.1(4) and above 7.1(3) with COP file	8.0(3) and above	8.5 and above	1.1 and above
9.1.x	7.1(4) and above 7.1(3) with COP file	8.0(3) and above	8.0 and above	1.1 and above
9.0.x	7.1(4) and above 7.1(3) with COP file	8.0(3) and above	8.0 and above	Not supported

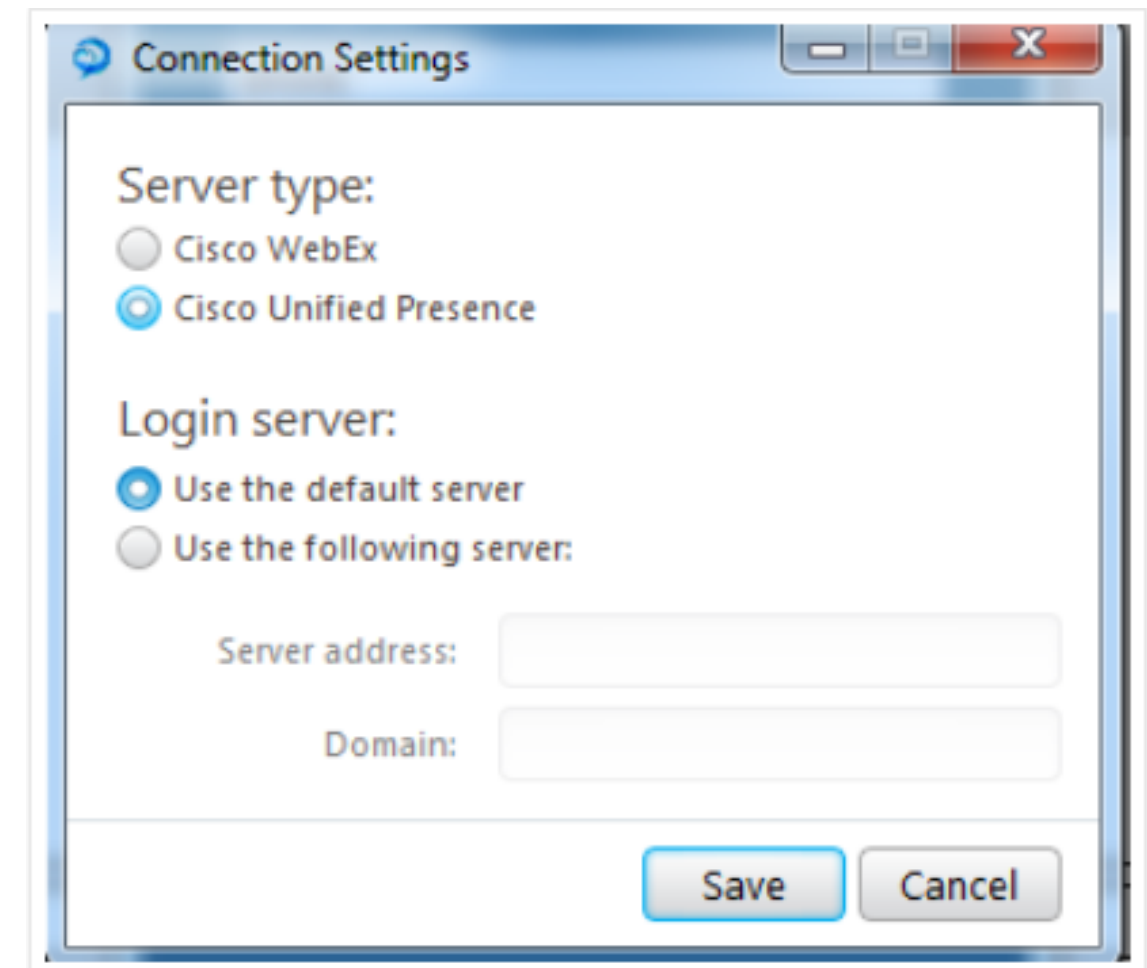


Jabber Configuration and Deployment

Jabber Automatic Presence Server Discovery

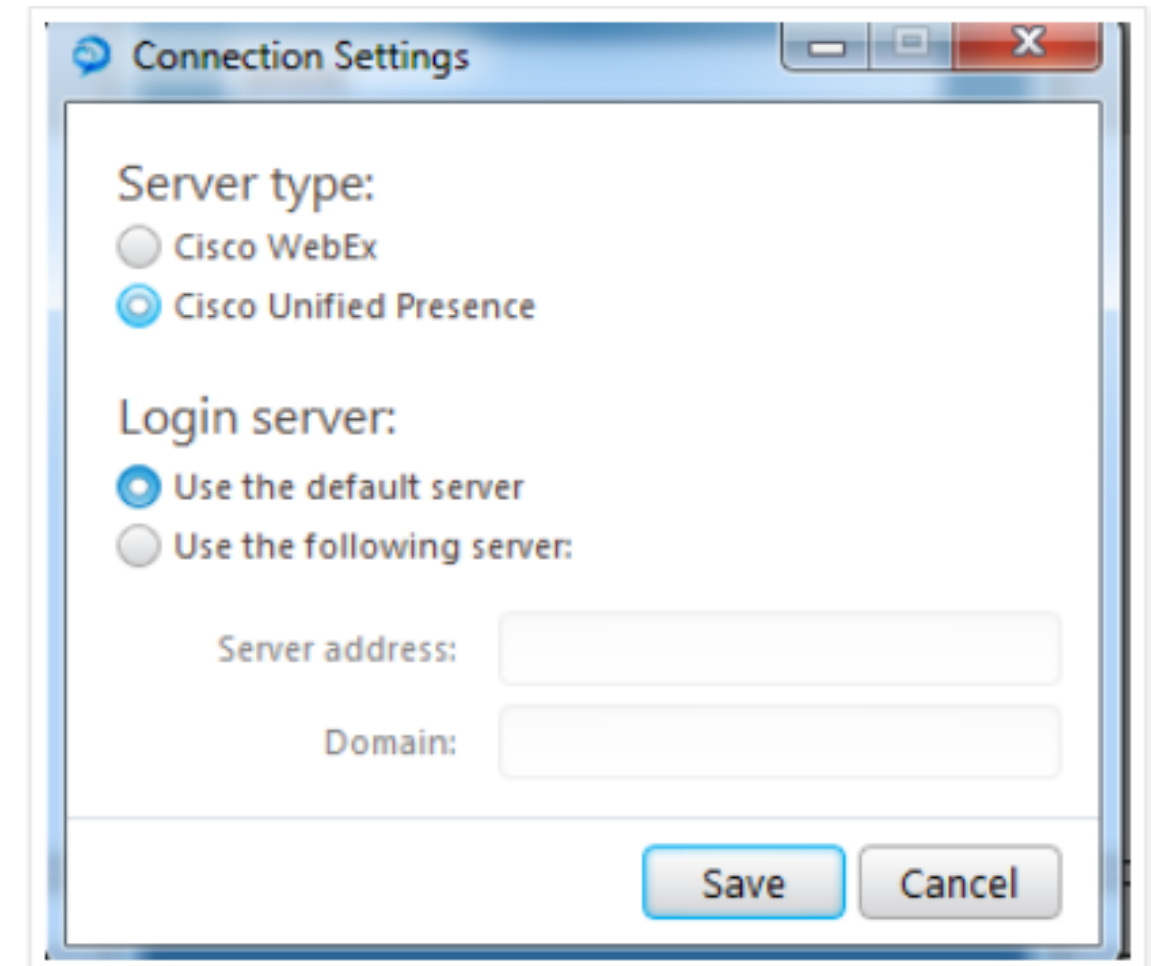
Requirements

- DNS Configured on CUPS Servers
- DNS Configured on Client Machines
- Client Machine is a Part of the Domain

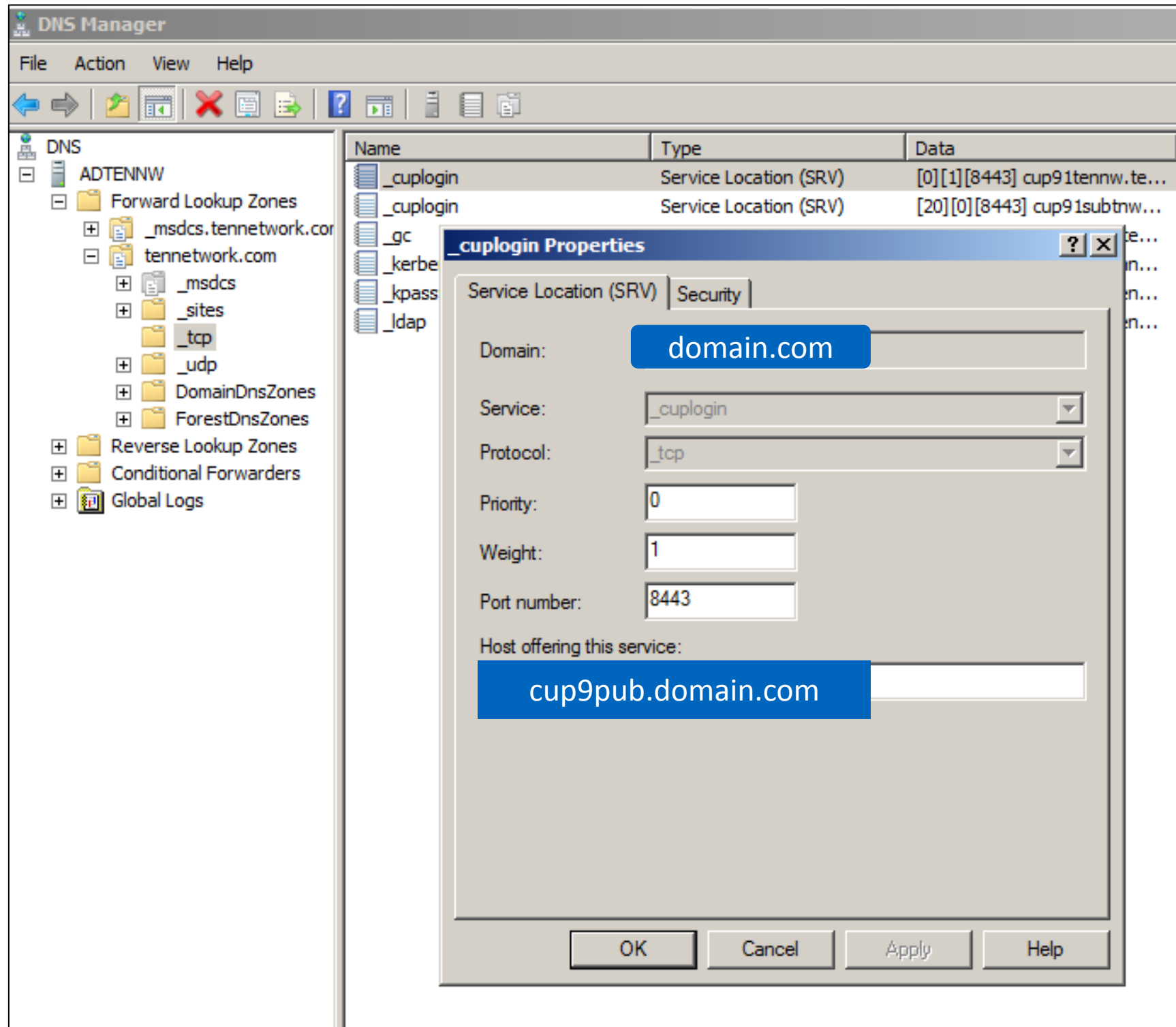


Jabber Automatic Presence Server Discovery

Configuration



Jabber Automatic Presence Server Discovery



Configuration

- Configure CUP Login SRV Records for CUPS Publisher and Subscriber
 - Domain
 - Service: _cuplogin
 - Protocol: _tcp
 - Priority: 0
 - Weight: 1 for Pub, 2 for Sub
 - Port Number: 8443
 - Host Offering this service: Pub's FQDN.
- You will need to create another entry for Subscriber with weight as 2.

Jabber Automatic Presence Server Discovery

```
Administrator: Command Prompt - nslookup
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Users\Administrator>nslookup
Default Server: localhost
Address: 127.0.0.1

> set type=srv
> _cuplogin._tcp.domain.com
Server: localhost
Address: 127.0.0.1

_cuplogin._tcp.tennetwork.com SRV service location:
    priority = 0
    weight = 1
    port = 8443
    svr hostname = cup9pub.domain.com
_cuplogin._tcp.tennetwork.com SRV service location:
    priority = 0
    weight = 2
    port = 8443
    svr hostname = cup9sub.domain.com
cup9pub.domain.com internet address = 10.201.216.70
cup9sub.domain.com internet address = 10.201.216.83
```




Troubleshooting

Server Health

The screenshot shows the 'Connection Status' dialog box for Cisco Jabber. The title bar reads 'Cisco Jabber Version 9.1.0 (11723)'. The dialog is divided into several sections, each with a green checkmark icon:

- 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.

At the bottom of the dialog are three buttons: 'Copy', 'Options', and 'Close'.

The screenshot shows the main interface of the Cisco Jabber application. The title bar reads 'Cisco Jabber'. The user 'Adam McKenzie' is shown as 'Available'. A context menu is open over the user list, with the following options:

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

The user list is organized into categories:

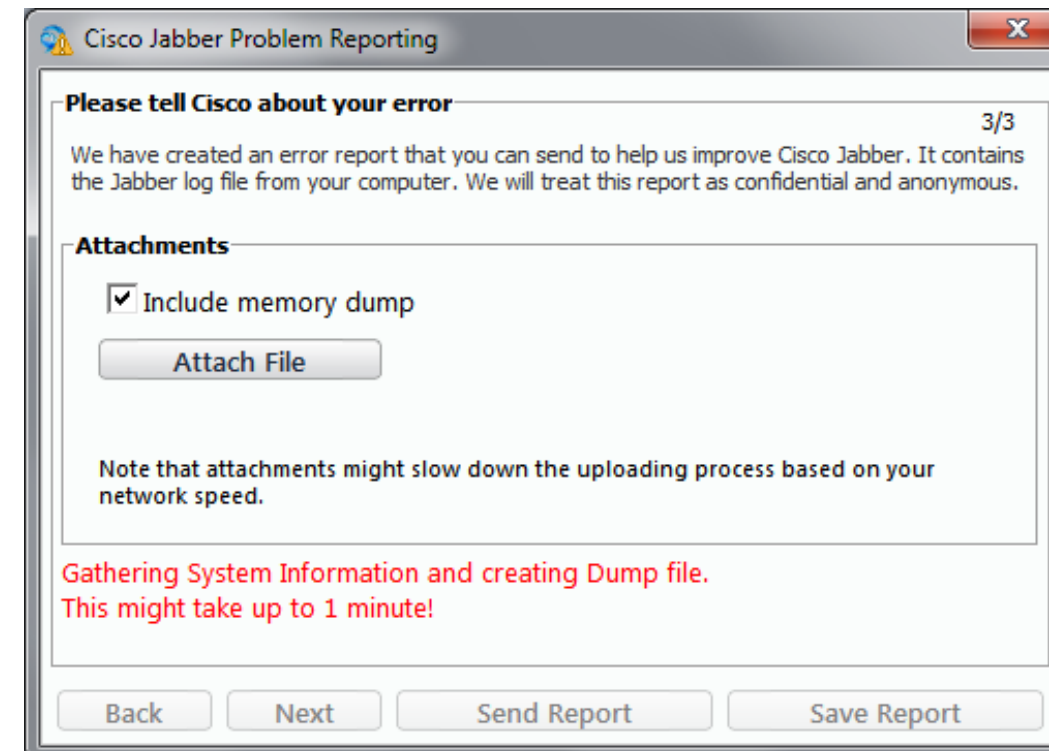
- Management:** Charles Hol (Away), Mukul Kumar (Do not disturb), Tanya Adams (Away).
- Sales:** Anita Perez, Monica Cheng (Away), Nancy Fox, Sue Miller.
- Technical Marketing:** Neela Patel (Away), Taylor Bard (Away).

Troubleshooting Checklist

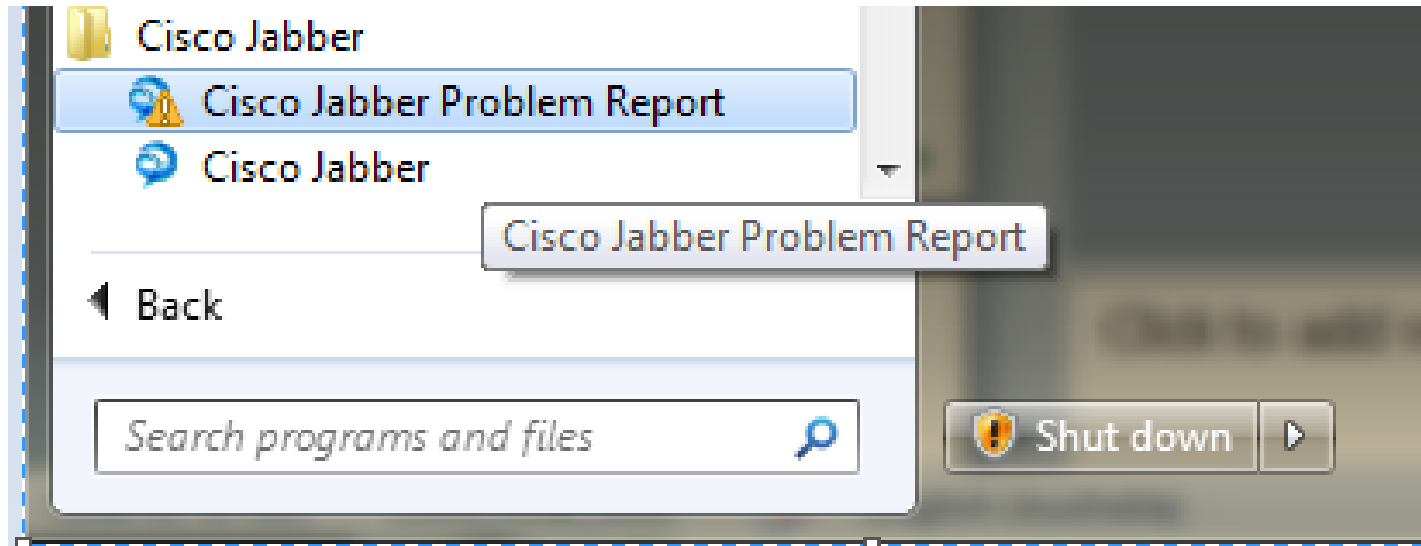
- Detailed Description of Issue
- Include
 - Username
 - Phone numbers
 - Timestamps
 - Executed Actions
 - Phone Mode
- Generate a PRT

Problem Report Tool (PRT)

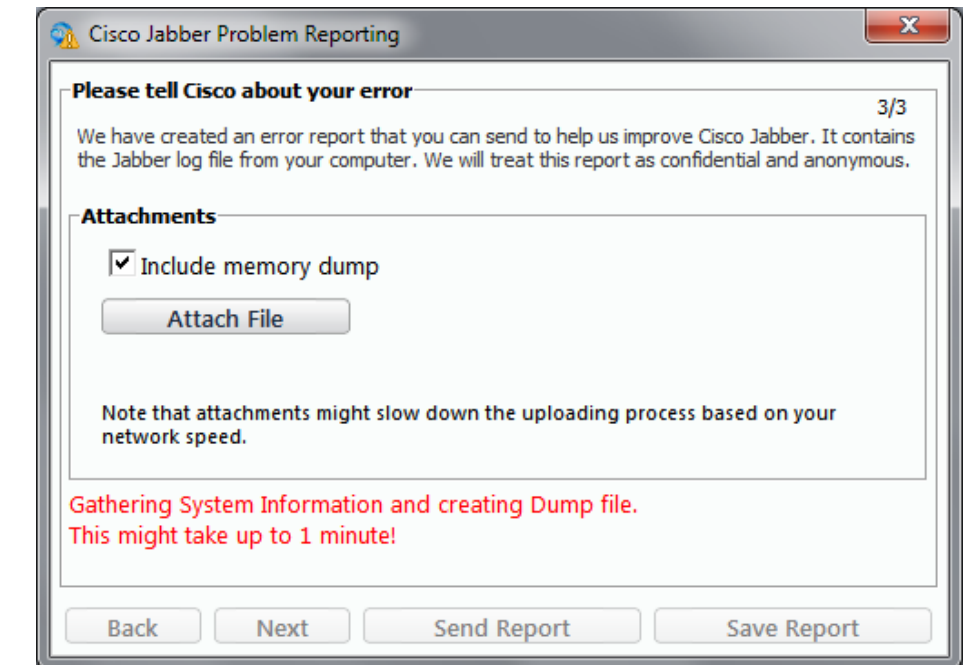
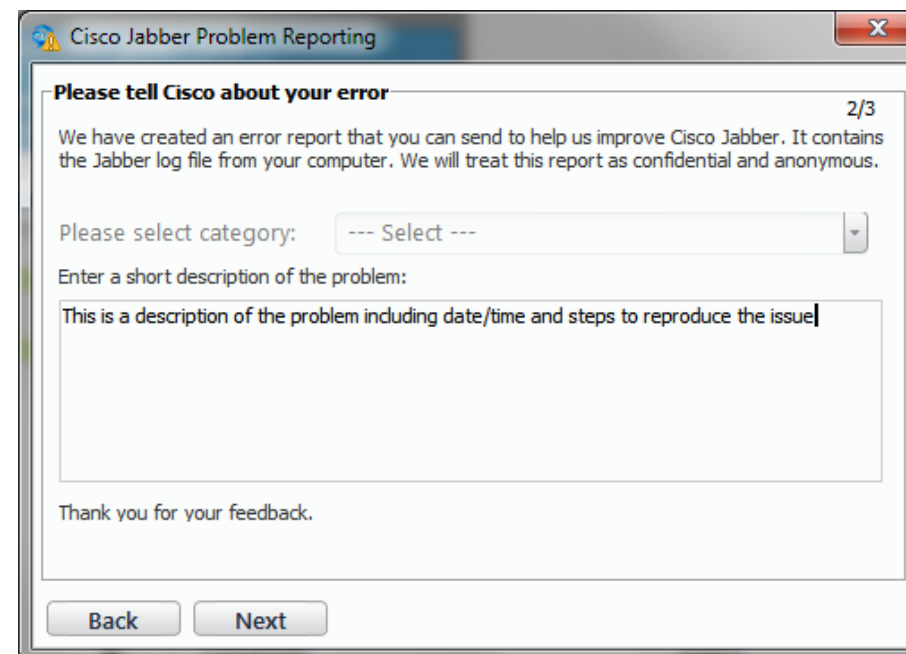
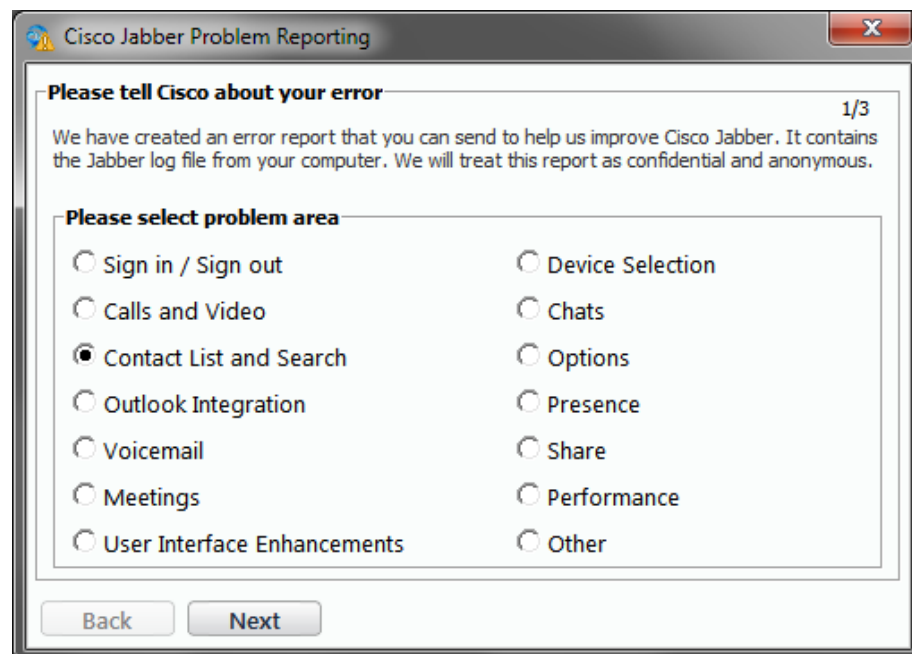
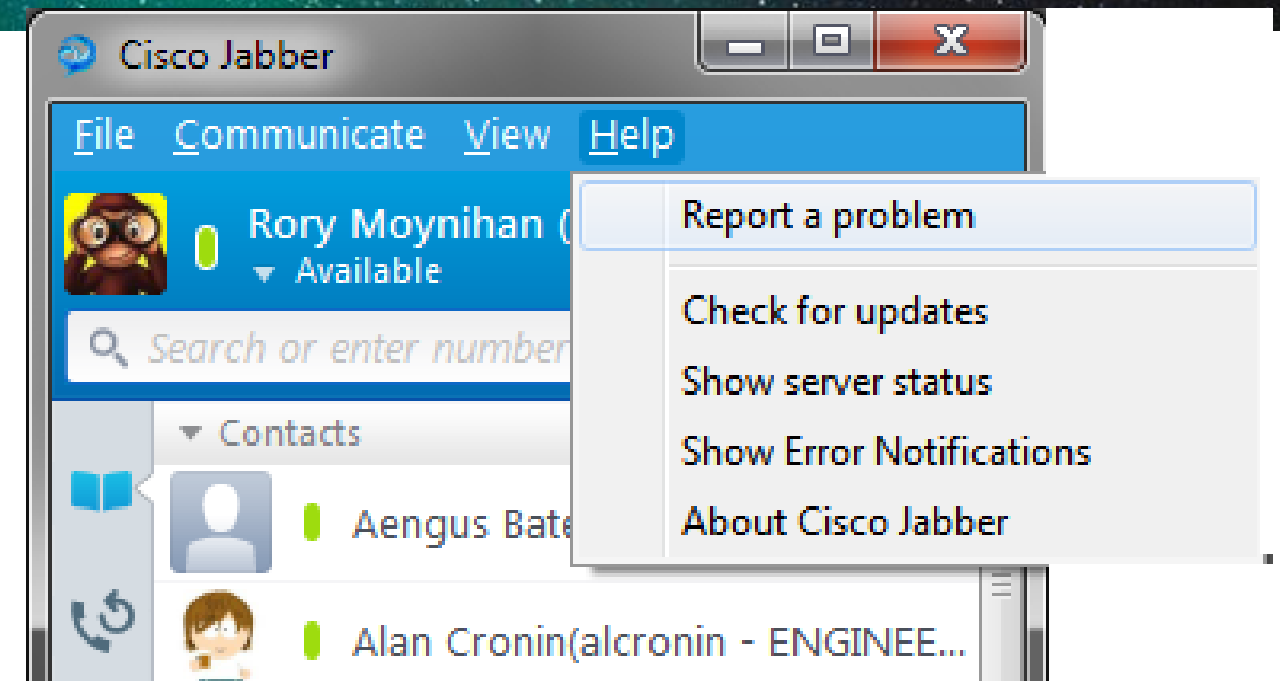
- Creates a Problem Report ZIP File
- PRT is What Usually Cisco TAC Asks For
- Launched in Event of Unrecoverable Errors or a Crash
- Automatically Restarts the Relevant Processes After a Crash
- Or Manually Run PRT



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

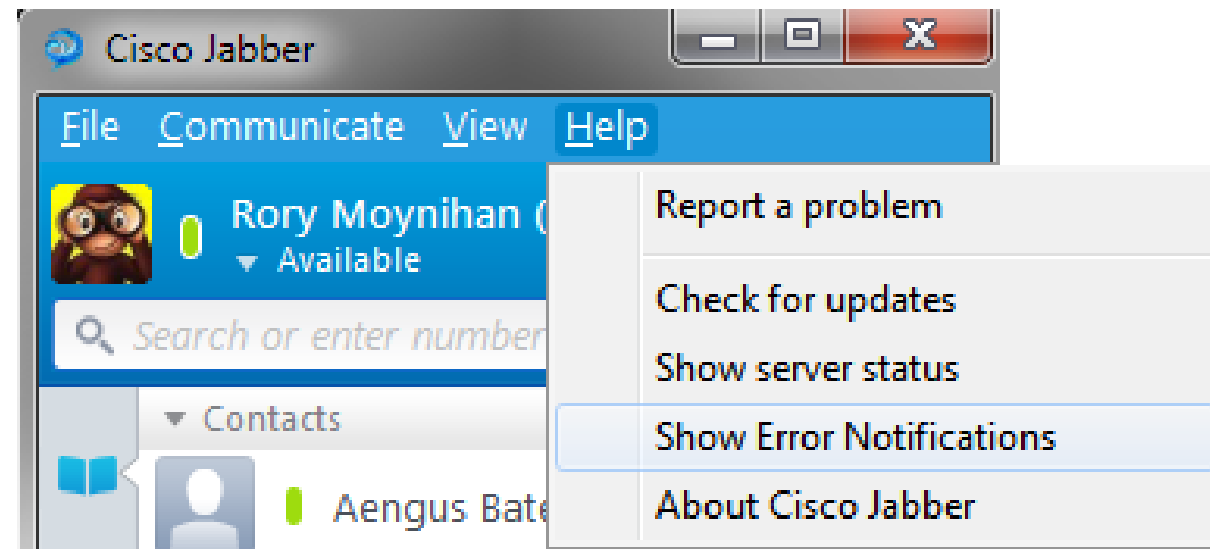
Log Levels and Log Files

- Jabber Logs Stored in csf-unified.log
- Location of Log Files:
%USERPROFILE%\AppData\Local\Cisco\Unified
ommunications\Jabber\CSF\Logs
- Default Level is Debug
- Logs 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



The screenshot shows the 'Error Window' dialog box. It contains a table with the following data:

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

A 'Close' button is located at the bottom right of the dialog box.

- 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 11:07:29.858 8888 [I] [PersonManagerClient::createOrUpdateContact] - createOrUpdateContact before update: 1/0589440, 1/05895032
2012-02-07 11:07:29.858 8888 [I] [IMPStackCap::LoginErrorToErrorCode] - LoginErrorToErrorCode: 2
2012-02-07 11:07:29.858 8888 [I] [LoginEventListener::OnLoginError] - LoginEventListener::OnLoginError: errorCode: AuthenticationFailure
2012-02-07 11:07:29.858 8888 [I] [LifeCycle::OnAuthenticated] - LifeCycle::OnAuthenticated: 0
2012-02-07 11:07:29.858 8888 [I] [SignInState::markAuthenticated] - markAuthenticated
2012-02-07 11:07:29.858 8888 [I] [SignInState::isComplete] - isComplete: 0
  
```



Clear Cache For Jabber

- Delete Contents of The Following Folders

```
%appdata%\Cisco\Unified Communications  
%localappdata%\Cisco\Unified Communications
```

- Bat File (For Lab Environment and Testing Only):

```
taskkill /IM CiscoJabber.exe /f  
timeout 1  
rmdir /s /q "%appdata%\Cisco\Unified Communications"  
rmdir /s /q "%localappdata%\Cisco\Unified Communications"  
"%ProgramFiles(x86)%\Cisco Systems\Cisco Jabber\CiscoJabber.exe"
```

Jabber For Windows Log Reading

Understanding Log Format

```
2013-11-01 15:47:56,321 DEBUG [0x0000bfc] [shareplugin\ConversationObserver.cpp(67)]  
[plugin-runtime] [ConversationToContext] - Conversation IntegratedSessionId is 101
```

- `[0x0000bfc]` Unique ID for a thread
- `[shareplugin\ConversationObserver.cpp(67)]` - File inside the code
- `[plugin-runtime]` - Component Level. The component of code can be seen here (i.e. JabberWerx, VoicemailService, csf.cdm, csf.ecc, csf.person, PersonManagerClient, etc)
- `[ConversationToContext]` - The function where this log is originates in code
- `Conversation IntegratedSessionId is 101` - The Event

Jabber For Windows Log Reading

Log Keywords – Launching and Login Issues

- **“Starting new instance of Cisco Jabber”** - A launch of Jabber will always begin with this line. Useful for any issue where a problem happens at the beginning of Jabber or Jabber is crashing on launch.
- **“SignOn”** – Reveals components and functions for signing on to Jabber. Useful for retrieving a history of login events
- **“Signing into”** – The point after the “Sign in” button is pressed (or autosign in is activated) to login a user to Presence or WebEx.
- **[LocalFileConfigStore]** – Shows current configurations, login settings, devices, preferences, etc.
- **“Master Configuration Settings”** – Provides a full list of all configuration settings for the user from .xml files and pre-sets.

Jabber For Windows Log Reading

Log Keywords – Click to Call and MS Integration Issues

- **[cuc-extension-provider]** - This component shows up in the log when Jabber is interacting with MS integrated programs like Outlook, Word, and Excel.
- **[WindowsRecordSourcesManagerLogger]** – Component level info about MS integration and Jabber (i.e. Outlook)
- **“ResolveContact”** – When [cuc-extension-provider] is attempting to find and resolve contacts for presence in Outlook, it will post this keyword. It’s helpful to note the URI shown here to see if it is the correct username@cupsdomain address.
- **[JabberMeetingMgr]** - Component that will update Jabber calendar with meeting information from the configured choice (Google, IBM Lotus Notes, or Outlook).

Jabber For Windows Log Reading

Log Keywords – Calls, Phones and Integration

- **"Starting voice call with"** – Calls initiated with Jabber will begin with this statement.
- **"CALL_EVENT:"** – All calls incoming and outgoing will show up in Jabber on this keyword.
- **"csf.ecc"** – Found in several types of component level logs for Enhanced Call Control and telephony features.
- **[TelephonyAdapter]** – Phone device information, registration, and interaction occurs under this Component
- **[RefreshConnectionStatus]** – Shows connection status changes for Softphone, Deskphone, Deskphone Video, Voicemail, Presence, Meeting, and Outlook.
- **"getCallState"** – Filtering for this Keyword will show where all the states of a call occurs (Initial, OffHook, RingOut, Connected, OnHook)

Jabber For Windows Log Reading

Log Keywords – Contacts and Directory Search

- **[csf.person.adsouce]** – Component level resource for directory and contact information. Shows results of searches performed in Jabber.
- **[csf.person]** – Component level information specifically about contacts in Jabber (and those searched) along with photo information
- **“BuddyListEventListener”** – Keyword that shows up when Adding and Removing contacts

Jabber For Windows Log Reading

Log Keywords – IM Chat Issues

- **[P2PConversation]** – Component that begins and ends chat sessions
- **[ConversationManager]** – Similar to P2PConversation, more of an overall IM Component
- **[csf.history]** – Chat history Component for retrieval and initialisation

Jabber For Windows Log Reading

Log Keywords – Presence Issues

- `[csf-presence-service-impl]` - Component level of the log for all presence related actions
- `[updateCurrentPresenceOption]` - The function to change the current status happens here
- `[UpdatePresenceLabelAndIcon]` - Actual visual change comes from here

Jabber For Windows Log Reading

Log Keywords – User Interface Issues

- **[plugin-runtime]** - This Component shows up in any user interface driven function both within Jabber and when the user does any UI action. From clicking on the Jabber icon to bring it to focus to clicking on names or menus. It is useful with any problems concerning UI functions, menus, right-clicking, etc.

```
DEBUG [0x00003f2c] [gins\hubwindowplugin\HubWindow.cpp(1509)] [plugin-  
runtime] [OnKillFocus] - Hub Window State Changed : LOST_FOCUS
```

```
INFO [0x00003f2c] [ceareaplugin\PresenceAreaPlugin.cpp(277)] [plugin-  
runtime] [onApplicationStateChanged] - onApplicationStateChanged LOST_FOCUS
```

- **"DockWindow:"** or **"DockedWindow"** – For issues with the Dock Window position or input

Jabber For Windows Log Reading

Log Keywords – User Interface Issues (Cont.)

- **“csf.accessory”** – Provides details on device plugins (i.e. keyboards, USB, etc.)
- **[onShellMenuOpened]** – Logged in Jabber whenever the “File Communicate View Help” menu is opened or closed
- **“Cisco Jabber is shutting down”** – Jabber posts this in the logs when it has terminated processes before closing completely
- **[startJabberPrtManually]** – Event logged when user initiates a manual Problem Report (PRT)

Jabber For Windows Log Reading

Log Keywords – Video Issues

- **[cpve]** – This is the component for all audio and video related functions in Jabber
- **"media"** – The media keyword will provide information about codecs, formats, devices, etc. It's more general than [cpve] and will overlap in some areas but provide more information.
- **"CpveVideoProvider"** – Component and function level events showing when devices are initialised, resolutions change, and negotiations occur.
- **"dispatch_rr"** – This will show up if CPVE adaption happens which kicks in with bad video
- **"Fraction lost="** – If the video resolution is bad, this may show up in the logs indicating remote end detects it.
- **"MediaNetProvider"** – Processes and activity for the external application Cisco Media Services (MediaNet Drivers) which is required for deskphone video.
- **[csf.ecc.cast]** – Component level information for CAST video which is useful to determine when CAST successfully starts for Jabber deskphone video.
- **"VideoRenderer"** – This Keyword is good for determining when the video on a call starts and at what size

Jabber For Windows Log Reading

Log Keywords – Audio Issues

- **“skipping”** – Indicate audio problems

Log Keywords – Network Issues

- **[Outage]** – If network loss occurs, Jabber will log information for it with this Component
- **[NetworkMonitor.dll]** – Network card information and IP address from the PC will get logged here

Jabber For Windows Log Reading

Log Keywords – Certificate Issues

- **"csf.cert"** – This keyword will show certificate information and interaction for Jabber

Log Keywords – WebEx Issues

- **"MeetingAccount"** – Connection and other information for meeting servers can be found under this keyword
- **[WbxAudioConferencePlugin]** – Interaction with the Meeting Integration option Tab displays information with this Component.

Jabber For Windows Log Reading

Call Analysis for Jabber For Windows

Call States

Initial - The call is in setup, Jabber determines if it is incoming/outgoing, and the calling/called phone numbers are prepped.

OffHook - The Jabber phone goes off hook.

Dialing - The called phone number digits are dialed.

Proceed - The digits are passed to Cisco Unified Communications Manager (CUCM) and processed.

RingOut - The number is dialed and a ring is sent to the remote end.

Connected - The remote end is answered and the connection is established.

OnHook - The Jabber phone has hung up.

Jabber For Windows Log Reading

Call Analysis for Jabber For Windows

CC_CALL_TYPE - This changes from **"NONE"** after initialisation to either **"OUTGOING"** or **"INCOMING,"** which depends on whether the call is sent or received.

Call ID - The hexadecimal number **(0x005B1818)** before the Call State is the Jabber Call ID, which stays consistent for the duration of each call. It increments when the next call occurs.

Jabber For Windows Log Reading

Call Analysis for Jabber For Windows (Outgoing)

CALL_EVENT: **evCreated**, **0x005B1818**, **Initial**, CC_ATTR_NOT_DEFINED, **CC_CALL_TYPE_NONE**,
CalledPartyNumber: , CallingPartyNumber: , CallInstance: -1, Status: , GCID: , IsConference: 0,
IsCallSelected: 0, CapabilitySet:

CALL_EVENT: **evInfoChanged**, **0x005B1818**, **Initial**, CC_ATTR_NOT_DEFINED, **CC_CALL_TYPE_OUTGOING**,
CalledPartyNumber: , CallingPartyNumber: , CallInstance: 1, Status: , GCID: , IsConference: 0,
IsCallSelected: 0, CapabilitySet: canOriginateCall,canDialVoicemail

CALL_EVENT: **evInfoChanged**, **0x005B1818**, **Initial**, CC_ATTR_NOT_DEFINED, **CC_CALL_TYPE_OUTGOING**,
CalledPartyNumber: 1001, **CallingPartyNumber: 1000**, CallInstance: 1, Status: , GCID: , IsConference: 0,
IsCallSelected: 0, CapabilitySet: canOriginateCall,canDialVoicemail

CALL_EVENT: **evStateChanged**, **0x005B1818**, **OffHook**, CC_ATTR_NOT_DEFINED, **CC_CALL_TYPE_OUTGOING**,
CalledPartyNumber: 1001, **CallingPartyNumber: 1000**, CallInstance: 1, Status: , GCID: , IsConference: 0,
IsCallSelected: 0, CapabilitySet: canEndCall,canSendDigit

CALL_EVENT: **evStateChanged**, **0x005B1818**, **Dialing**, CC_ATTR_NOT_DEFINED, **CC_CALL_TYPE_OUTGOING**,
CalledPartyNumber: 1001, **CallingPartyNumber: 1000**, CallInstance: 1, Status: , GCID: , IsConference: 0, IsCallSelected: 0, CapabilitySet:
canEndCall,canSendDigit

Jabber For Windows Log Reading

Call Analysis for Jabber For Windows (Outgoing) (Cont.)

CALL_EVENT: **evStateChanged**, **0x005B1818**, **Proceed**, CC_ATTR_NOT_DEFINED, **CC_CALL_TYPE_OUTGOING**,
CalledPartyNumber: 1001, CallingPartyNumber: 1000, CallInstance: 1, Status: , GCID: , IsConference:
0, IsCallSelected: 0, CapabilitySet: canEndCall

CALL_EVENT: **evStateChanged**, **0x005B1818**, **RingOut**, CC_ATTR_NOT_DEFINED, **CC_CALL_TYPE_OUTGOING**,
CalledPartyNumber: 1001, CallingPartyNumber: 1000, CallInstance: 1, Status: , GCID: , IsConference:
0, IsCallSelected: 0, CapabilitySet: canEndCall,canDirectTransfer

CALL_EVENT: **evCallStarted**, **0x005B1818**, **Connected**, CC_ATTR_NOT_DEFINED, **CC_CALL_TYPE_OUTGOING**,
CalledPartyNumber: 1001, CallingPartyNumber: 1000, CallInstance: 1, Status: , GCID: , IsConference:
0, IsCallSelected: 0, CapabilitySet: canHold,canEndCall,canSendDigit,canCallPark,canDirectTransfer,
canJoinAcrossLine

CALL_EVENT: **evStateChanged**, **0x005B1818**, **OnHook**, CC_ATTR_NOT_DEFINED, **CC_CALL_TYPE_OUTGOING**,
CalledPartyNumber: 1001, CallingPartyNumber: 1000, CallInstance: 1, Status: , GCID: , IsConference:
0, IsCallSelected: 0, CapabilitySet:

CALL_EVENT: **evDestroyed**, **0x005B1818**, **OnHook**, CC_ATTR_NOT_DEFINED, **CC_CALL_TYPE_OUTGOING**,
CalledPartyNumber: , CallingPartyNumber: , CallInstance: 1, Status: , GCID: , IsConference:
0, IsCallSelected: 0, CapabilitySet:

Jabber For Windows Log Reading

Call Analysis for Jabber For Windows (Incoming Call)

```
2014-01-16 18:22:14,130 INFO [0x00000ec0] [control\CallControlManagerImpl.cpp(2001)] [csf.ecc.evt]
[ecc::CallControlManagerImpl::notifyCallEventObservers] - CALL_EVENT: evCreated, 0x10003,
Initial, CC_ATTR_NORMAL, CC_CALL_TYPE_INCOMING, CalledPartyNumber: 1001,
CallingPartyNumber: 1000, CallInstance: 1, Status: , GCID: , IsConference: 0, IsCallSelected: 0,
CapabilitySet:
```

Same Event in Outgoing call:

```
CALL_EVENT: evCreated, 0x005B1818, Initial, CC_ATTR_NOT_DEFINED, CC_CALL_TYPE_NONE,
CalledPartyNumber: , CallingPartyNumber: , CallInstance: -1, Status: , GCID: , IsConference: 0,
IsCallSelected: 0, CapabilitySet:
```


Jabber For Windows Log Reading

Log Analysis for Jabber For Windows Office Integration (Click to Call)

One Extra Line is added:

```
2014-01-16 18:42:18,912 INFO [0x000009e0] [\ExtensionProviderFunctionsImpl.cpp(235)] [cuc  
-extension-provider] [StartVoiceCallImpl2] - Starting voice call with 1001
```

Then The Same As Before, For an Outgoing Call:

```
2014-01-16 18:42:18,915 INFO [0x0000053c] [control\CallControlManagerImpl.cpp(2021)] [csf.ecc.evt]  
[ecc::CallControlManagerImpl::notifyCallEventObservers] - CALL_EVENT: evCreated, 0x00EF3BA0,  
Initial, CC_ATTR_NOT_DEFINED, CC_CALL_TYPE_NONE, CalledPartyNumber: , CallingPartyNumber: ,  
CallInstance: -1, Status: , GCID: , IsConference: 0, IsCallSelected: 0, CapabilitySet:
```

Hint: For issues related to making calls using click to call, search for keyword: **cuc-extension-provider** in the logs.

Jabber For Windows Log Reading

What to Look For During CUPS Failover

First, We Detect Primary Server for This User is Down:

```
2014-01-16 15:11:58,503 INFO [0x00000a80] [ets\adapters\imp\control\Outage.cpp(436)] [Outage]
[Outage::onNetworkDisconnected] -
2014-01-16 15:11:58,503 DEBUG [0x0000033c] [sets\adapters\imp\components\Log.cpp(32)] [JabberWerx]
[IMPStackCap::Log::log] - [LoginMgr.dll]: conn, first attempt. count:0, remain:4294967295, delta:0,
initial-interval:10
2014-01-16 15:11:58,503 INFO [0x00000a80] [ets\adapters\imp\control\Outage.cpp(437)] [Outage]
[Outage::onNetworkDisconnected] - [state: CONNECTED] onNetworkDisconnected
2014-01-16 15:11:58,503 INFO [0x00000a80] [ets\adapters\imp\control\Outage.cpp(352)] [Outage]
[Outage::handleOutage] - Outage::handleOutage isNetworkLoss: false
2014-01-16 15:11:58,503 INFO [0x00000a80] [ets\adapters\imp\control\Outage.cpp(313)] [Outage]
[Outage::setCapabilities] - IMP Outage::setCapabilities: 0
```


Jabber For Windows Log Reading

What to Look For During CUPS Failover (Cont)

After it has identified that there is an issue, it refreshes the connection status:

```
2014-01-16 15:11:58,518 DEBUG [0x0000033c]
[rc\framework\ServicesDispatcher.cpp(153)] [services-dispatcher]
[ServicesDispatcher::pumpNext] - pumpNext.executing
(828, UpdateServerHealthStateTask)
2014-01-16 15:11:58,518 DEBUG [0x0000033c]
[osticsplugin\HealthInfoObserver.cpp(185)] [plugin-runtime]
[RefreshConnectionStatus] - Refreshing connection status for Presence to value
Disconnected
```

Jabber For Windows Log Reading

What to Look For During CUPS Failover (Cont)

It will then wait for some time and tries to reconnect by counting down:

```
2014-01-16 15:12:01,545 INFO [0x0000033c] [s\adapters\imp\components\Login.cpp(311)] [csf-unified.imp.Login][IMPStackCap:Login:OnReconnectionCountDown] -  
OnReconnectionCountDown: 75. Ignoring timer, this is currently disabled.
```

```
2014-01-16 15:12:02,559 INFO [0x0000033c] [s\adapters\imp\components\Login.cpp(311)] [csf-unified.imp.Login][IMPStackCap::Login::OnReconnectionCountDown] -  
OnReconnectionCountDown: 74. Ignoring timer, this is currently disabled.
```

LoginMgr Keeps Track of This Countdown:

```
2014-01-16 15:12:02,559 DEBUG [0x0000033c] [sets\adapters\imp\components\Log.cpp(32)]  
[JabberWerx][IMPStackCap::Log::log] - [LoginMgr.dll]: reconnect count down: 75
```

```
2014-01-16 15:12:02,559 DEBUG [0x0000033c] [sets\adapters\imp\components\Log.cpp(32)]  
[JabberWerx][IMPStackCap::Log::log] - [LoginMgr.dll]: reconnect count down: 74
```


Jabber For Windows Log Reading

What to Look For During CUPS Failover (Cont)

Once The Countdown is Reached 0, We Will See:

```
2014-01-16 15:13:16,502 DEBUG [0x0000033c] [sets\adapters\imp\components\Log.cpp(32)]
[JabberWerx] [IMPStackCap::Log::log] - [LoginMgr.dll]: CLoginCup::ReconnectNetwork

2014-01-16 15:13:16,502 DEBUG [0x0000033c] [sets\adapters\imp\components\Log.cpp(32)]
[JabberWerx] [IMPStackCap::Log::log] - [LoginMgr.dll]: CLoginCup::_connect

2014-01-16 15:13:16,502 INFO [0x0000033c] [sets\adapters\imp\components\Log.cpp(33)]
[JabberWerx] [IMPStackCap::Log::log] - [LoginMgr.dll]: login, cup:10.x.x.x
```

We Are Now Connected to The Secondary Server.

Jabber For Windows Log Reading

LDAP Status is Set to Unknown

```
2013-11-13 12:55:25,528 INFO [0x00001e28] [adapters\config\XmlConfigParser.cpp(134)]
[XmlConfigParser] [XmlConfigParser::parseXmlConfig] - Processing the XML config file
2013-11-13 12:55:25,528 ERROR [0x00001e28] [adapters\config\XmlConfigParser.cpp(152)]
[XmlConfigParser] [XmlConfigParser::parseXmlConfig] -
*****
Error Invalid XML syntax detected - Unable to read xml configuration.
```

<BaseFilter>&(Objectclass=user)(!(objectclass=Computer))(!(UserAccountControl:1.2.840.113556.1.4.803:=2))(ipPhone=*)</BaseFilter>



<BaseFilter>&(Objectclass=user)(!(objectclass=Computer))(!(UserAccountControl:1.2.840.113556.1.4.803:=2))(ipPhone=*)</BaseFilter>



Jabber Login Issues

Logs to Collect

1. Client Profile Agent.
2. XCP Connection Manager
3. XCP Authentication Manager
4. XCP Router

File Locations:

1. `activelog tomcat/logs/epassoap/log4j/`
2. `activelog epas/trace/xcp/logs/`
3. `activelog epas/trace/xcp/logs/`
4. `activelog epas/trace/xcp/logs/`

These logs can be collected via RTMT or CLI. An SFTP server is required if collecting via CLI.

Jabber Login Issues

Working Scenario

GREP on the logs that we just collected for IMS Result Code:

```
2011-04-26 10:05:51,513 INFO http-8443-3 soap.LoginHandler - Created  
Authentication  
instance=com.cisco.security.ims.authentication.AuthenticationImpl@b492e9  
2011-04-26 10:05:51,826 INFO http-8443-3 soap.LoginHandler - IMS result  
code is :0
```

IMS Result of 0 is good. We always want IMS result of 0.

IMS Result of 0 is good. We always want IMS result of 0.

Jabber Login Issues

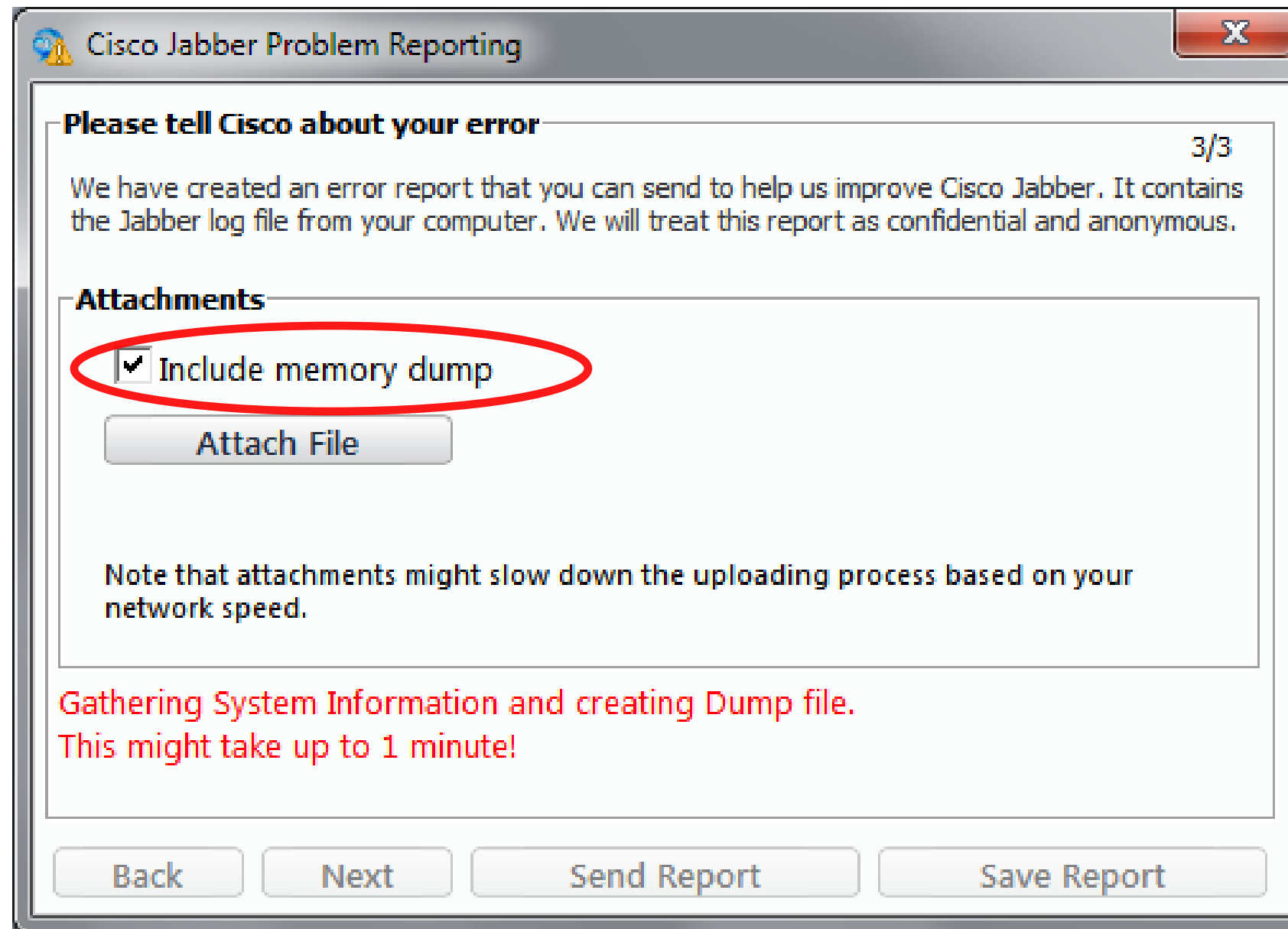
Failure Scenarios

```
2011-04-26 10:05:51,513 INFO http-8443-3 soap.LoginHandler - Created Authentication  
instance=com.cisco.security.ims.authentication.AuthenticationImpl@b492e9  
2011-04-26 10:05:51,826 INFO http-8443-3 soap.LoginHandler - IMS result code is :1
```

IMS Error Code	Reason	Actions
1	Wrong credentials	Collect \$TOMCAT_HOME/logs/security/log4j/security*.log
2	Account hack locked	Reset user account
3	Admin has locked account	Reset user account
4	Account locked due to inactivity	Reset user account
5	Account LDAP inactive	Reprovision user on LDAP & res-sync from LDAP

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.

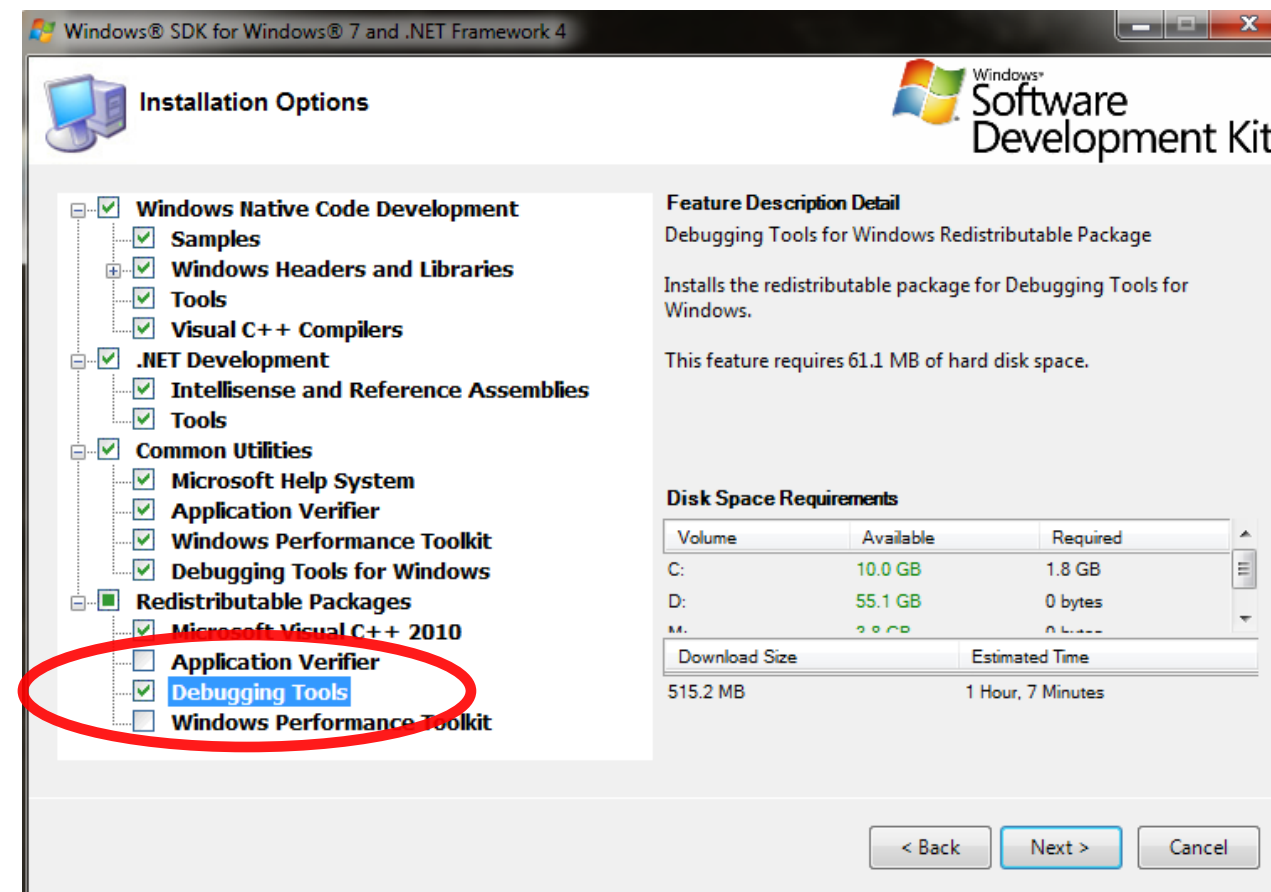
Gathering System Information and creating Dump file.
This might take up to 1 minute!

Back Next Send Report Save Report

Crash & Memory Dump Analysis (Cont.)

Pre-requisites

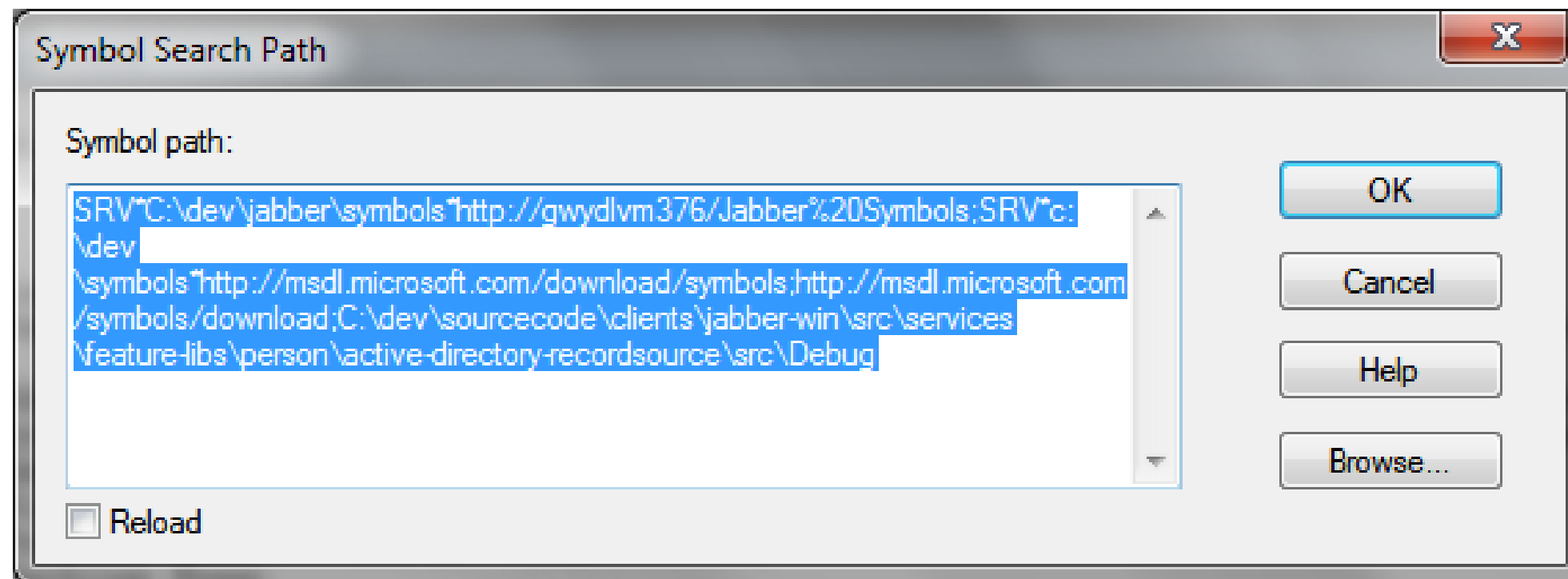
- Debugging Tools for Windows 7:
 - <http://msdn.microsoft.com/en-us/windows/hardware/gg463009.aspx>
 - Make sure to select Debugging Tools



Crash & Memory Dump Analysis (Cont.)

Pre-requisites

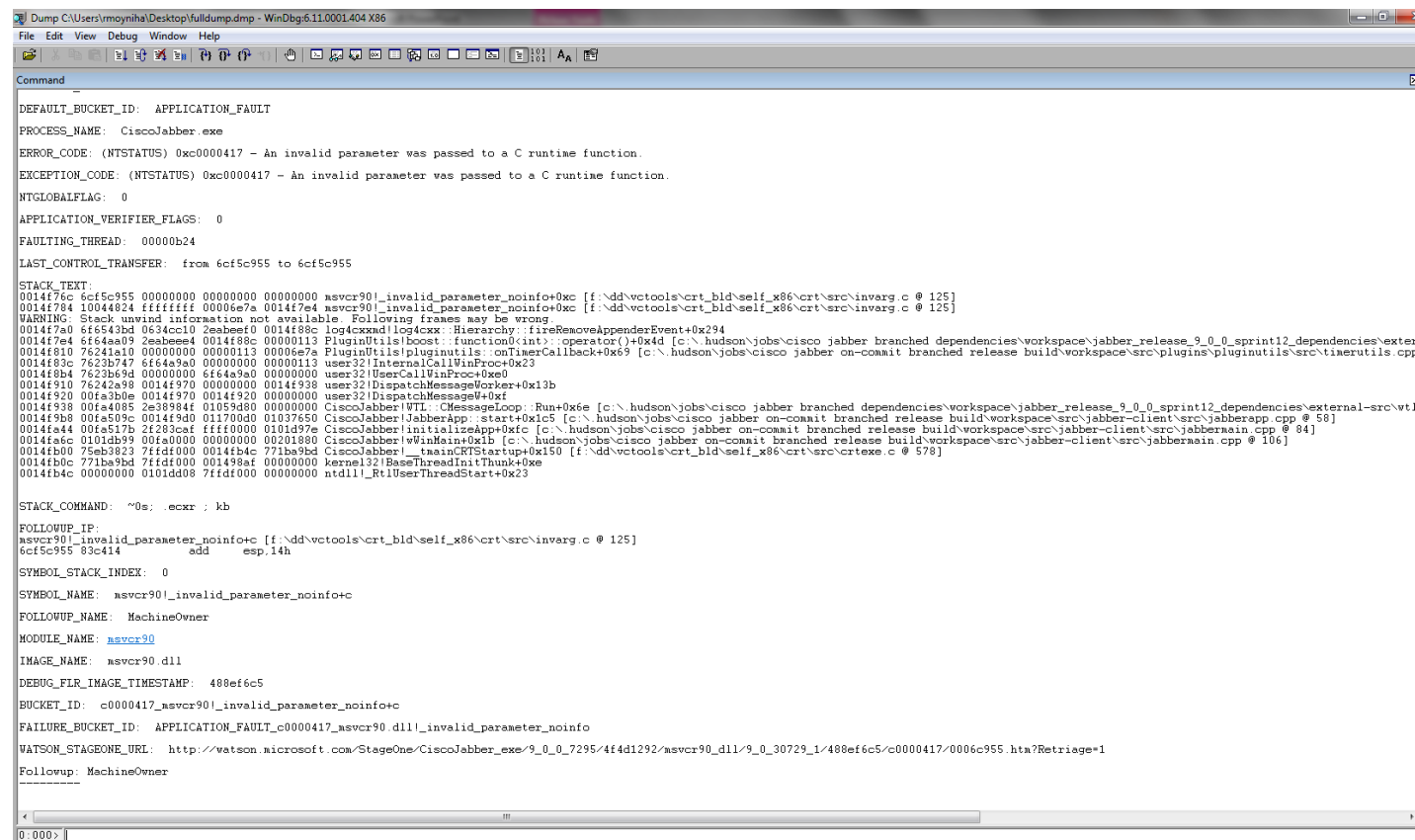
- Launch WinDbg and Configure Debug Symbols
- Go to File → Symbol Search Path
- Add:
SRV*C:\jabbersymbols*http://gwydlvm376/Jabber%20Symbols;SRV*C:\mssymbols*
http://msdl.microsoft.com/download/symbols



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`



```
Dump C:\Users\moynih\Desktop\fulldump.dmp - WinDbg.6110001.404.X86
File Edit View Debug Window Help
Command
-----
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]
0014f764 10044824 ffffffff 00006e7a 0014f764 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 2ea8ee0 0014f88c log4cxx\dlog4cxx::Hierarchy::FireRemoveAppenderEvent+0x294
0014f7e4 6f64a095 2ea8ee0 0014f88c 00000113 PluginUtils\boost::function<int>::operator()<*> [c:\hudson\jobs\cisco_jabber\branched_dependencies\workspace\jabber_release_9_0_0_sprint12_dependencies\exte
0014f810 76241a10 00000000 00000113 00006e7a PluginUtils\pluginutils::onTimerCallback+0x69 [c:\hudson\jobs\cisco_jabber\on-coait\branched_release_build\workspace\src\plugins\pluginutils\src\timerutils.cpp
0014f83c 7623b747 6f64a9a0 00000000 00000113 user32!InternalCallWinProc+0x23
0014f834 7622b69d 00000000 6f64a9a0 00000000 user32!UserCallWinProc+0x60
0014f910 76242a98 0014f970 00000000 0014f938 user32!DispatchMessageWorker+0x13b
0014f920 001a3bde 0014f970 0014f920 00000000 user32!DispatchMessage+0x1
0014f938 001a4085 2a38994f 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 001a509c 0014f940 011700d0 01037650 CiscoJabber\JabberApp::start+0x1c5 [c:\hudson\jobs\cisco_jabber\on-coait\branched_release_build\workspace\src\jabber-client\src\jabberapp.cpp @ 58]
0014fa44 001a517b 2f283caf fffff000 0101d97e CiscoJabber\initializeApp+0x1c [c:\hudson\jobs\cisco_jabber\on-coait\branched_release_build\workspace\src\jabber-client\src\jabberain.cpp @ 84]
0014fa6c 0101db99 001a0000 00000000 00201880 CiscoJabber\wWinMain+0x1b [c:\hudson\jobs\cisco_jabber\on-coait\branched_release_build\workspace\src\jabber-client\src\jabberain.cpp @ 106]
0014fb00 75e83829 7ffdf000 0014fb4c 771ba98d CiscoJabber!_main [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

STACK_COMMAND: ~0s; .ecxr ; kb

FOLLOWUP_IP:
asvcr90!_invalid_parameter_noinfo+c [f:\dd\vctools\crt_bld\self_x86\crt\src\invarg.c @ 125]
6cf5c955 83c414 add esp,14h

SYMBOL_STACK_INDEX: 0
SYMBOL_NAME: asvcr90!_invalid_parameter_noinfo+c
FOLLOWUP_NAME: MachineOwner
MODULE_NAME: asvcr90
IMAGE_NAME: asvcr90.dll
DEBUG_FLR_IMAGE_TIMESTAMP: 488ef6c5
BUCKET_ID: c0000417_asvcr90!_invalid_parameter_noinfo+c
FAILURE_BUCKET_ID: APPLICATION_FAULT_c0000417_asvcr90.dll!_invalid_parameter_noinfo
WATSON_STAGEONE_URL: http://watson.microsoft.com/StageOne/CiscoJabber_exe/9_0_0_7295/4f4d1292/asvcr90.dll/9_0_0_30729_1/488ef6c5/c0000417/0006c955.htm?Re triage=1
Followup: MachineOwner

0:000>
```

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:

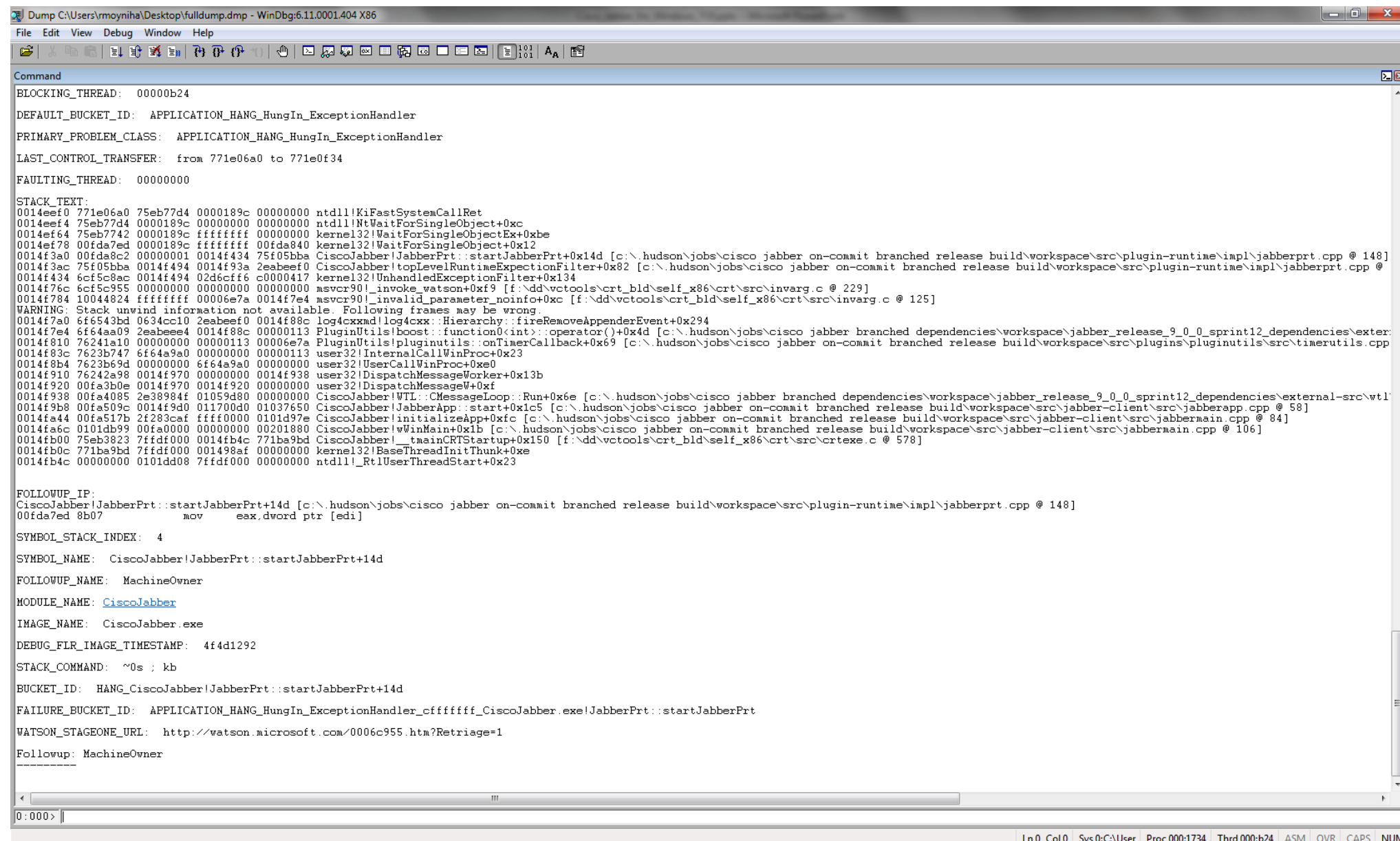
```
0014f76c 6cf5c955 00000000 00000000 00000000 asvcr90!_invalid_parameter_noinfo+0xc [f:\dd\vctools\crt_bld\self_x86\crt\src\invarg.c @ 125]
0014f784 10044824 ffffffff 00006e7a 0014f7e4 asvcr90!_invalid_parameter_noinfo+0xc [f:\dd\vctools\crt_bld\self_x86\crt\src\invarg.c @ 125]
WARNING: Stack unwind information not available. Following frames may be wrong.
0014f7a0 6f6543bd 0634cc10 2eabeef0 0014f88c log4cxxad!log4cxx::Hierarchy::fireRemoveAppenderEvent+0x294
0014f7e4 6f64aa09 2eabeef4 0014f88c 00000113 PluginUtils!boost::function<int>::operator()+0x4d [c:\hudson\jobs\cisco_jabber_branched_dependencies\workspace\jabber_release_9_0_0_sprint12_dependencies\external-src\wtl\src\pluginutils\src\timerutils.cpp @ 106]
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 @ 106]
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\src\message\src\messageloop.cpp @ 58]
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
```

STACK_COMMAND: ~0s; .ecxr ; kb

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 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!topLevelRuntimeExceptionHandler+0x82 [c:\hudson\jobs\cisco_jabber_on-commit_branched_release_build\workspace\src\plugin-runtime\impl\jabberprt.cpp @
0014f434 6cf5c8ac 0014f494 02d6cfff c0000417 kernel32!UnhandledExceptionFilter+0x134
0014f76c 6cf5c955 00000000 00000000 00000000 msvcr90!_invoke_watson+0xf9 [f:\dd\vctools\crt_bld\self_x86\crt\src\invarg.c @ 229]
0014f784 10044824 ffffffff 00006e7a 0014f7e4 msvcr90!_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 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_ffffffffff_CiscoJabber.exe!JabberPrt::startJabberPrt
WATSON_STAGEONE_URL: http://watson.microsoft.com/0006c955.htm?Retriage=1
Followup: MachineOwner
-----
0:000> |
```


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 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\jabberp
0014f3ac 75f05bba 0014f494 0014f93a 2eabeef0 CiscoJabber!topLevelRuntimeExpectationFilter+0x82 [c:\.hudson\jobs\cisco jabber on-commit branched release build\workspace\src\plugin-runtime\impl\jab
0014f434 6cf5c8ac 0014f494 02d6cff6 c0000417 kernel32!UnhandledExceptionFilter+0x134
0014f76c 6cf5c955 00000000 00000000 00000000 asvcr90!_invoke_watson+0xf9 [f:\dd\vctools\crt_bld\self_x86\crt\src\invarg.c @ 229]
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 2eabeef0 0014f88c log4cxxad!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_depend
0014f810 76241a10 00000000 00000113 00006e7a PluginUtils!pluginutils::onTimerCallback+0x69 [c:\.hudson\jobs\cisco jabber on-commit branched release build\workspace\src\plugins\pluginutils\src\ti
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\exte
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!vWinMain+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
```




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.

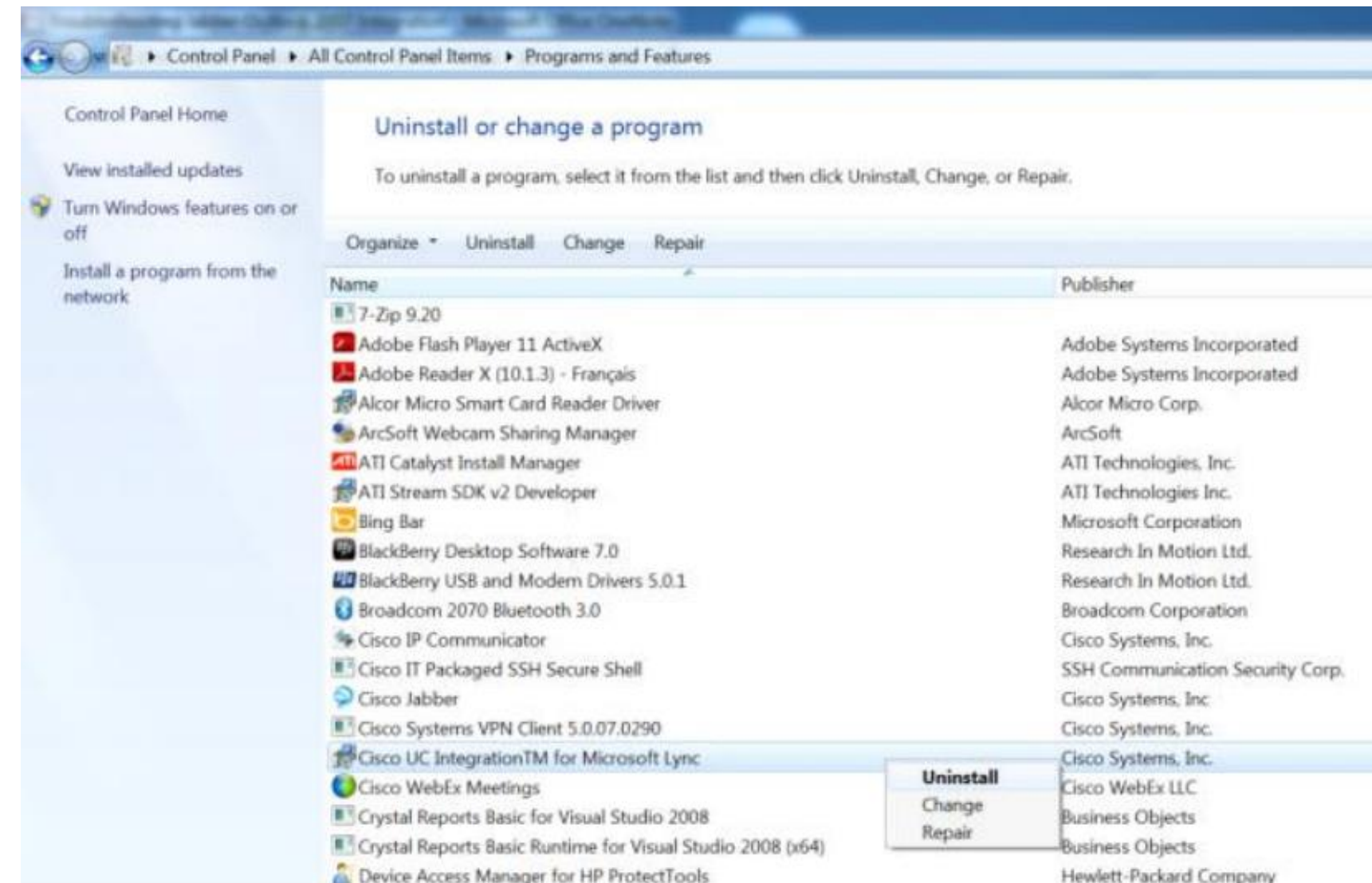
Solution:

- 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

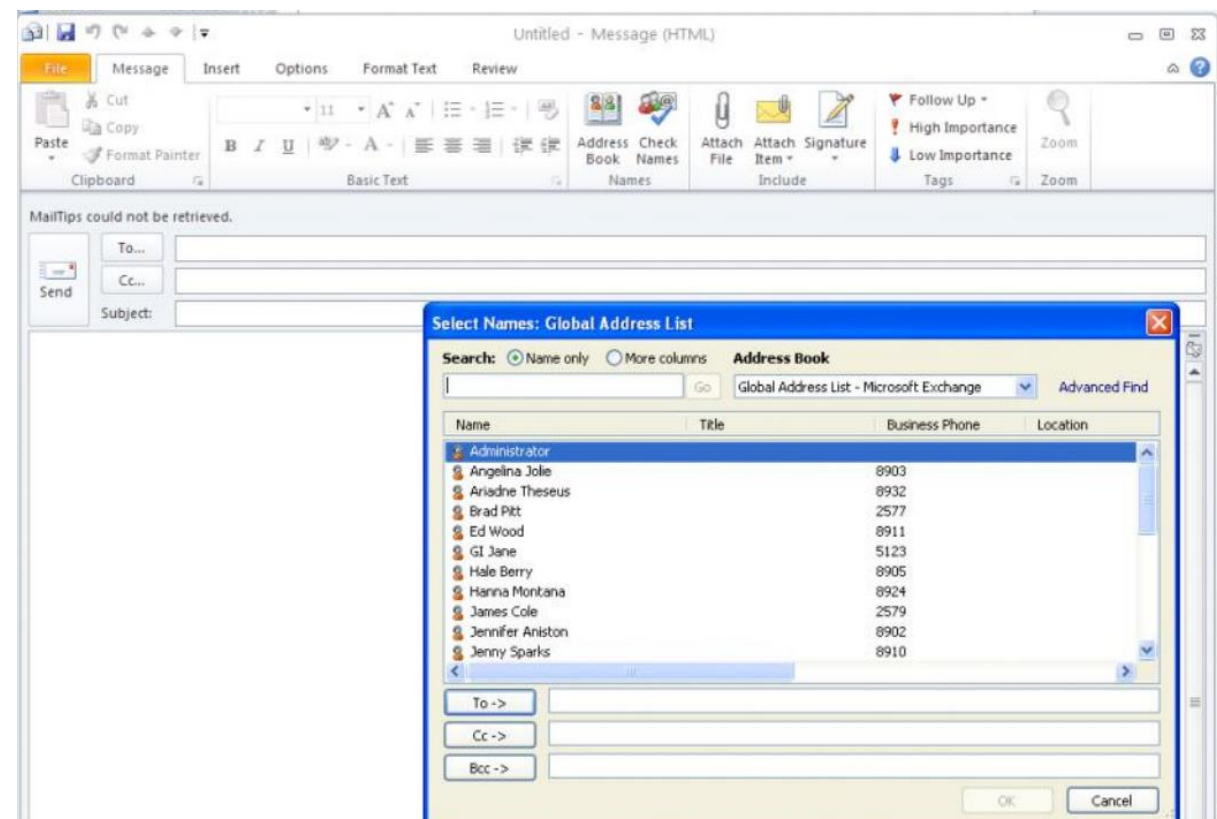
- Outlook 2007 and 2010
- Uninstall The following
 - Cisco WebEx Connect
 - Microsoft Office Communicator
 - CUCIMOC/CUCILync
 - CUPC 7.x or 8.x



Presence Bobble Not Working in Outlook

Checkpoint 2

- All Users Must be in Global Catalogue Server
- 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 several windows open. The 'Active Directory Users and Groups' window shows a list of users, with 'Hale Berry' selected. The 'Hale Berry Properties' window is open to the 'Attribute Editor' tab, showing the 'proxyAddresses' attribute set to 'sip:hberry@pasternak.pst; SMTP:hberry@pasternak.pst'. The 'Multi-valued String Editor' window is also open, showing the 'proxyAddresses' attribute with the values 'sip:hberry@pasternak.pst' and 'SMTP:hberry@pasternak.pst'. The 'Zona Zamfirova Properties' window is open to the 'E-Mail Addresses' tab, showing the 'SIP' address 'zzona@pasternak.pst' and the 'SMTP' address 'zzona2@pasternak.pst'. The 'DNS Manager' window is also visible in the background.

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

- We get the Following Error Message in PRT:
Error: [4063] The update failed
- Only Happening for a few Contacts

Contacts

Solution

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

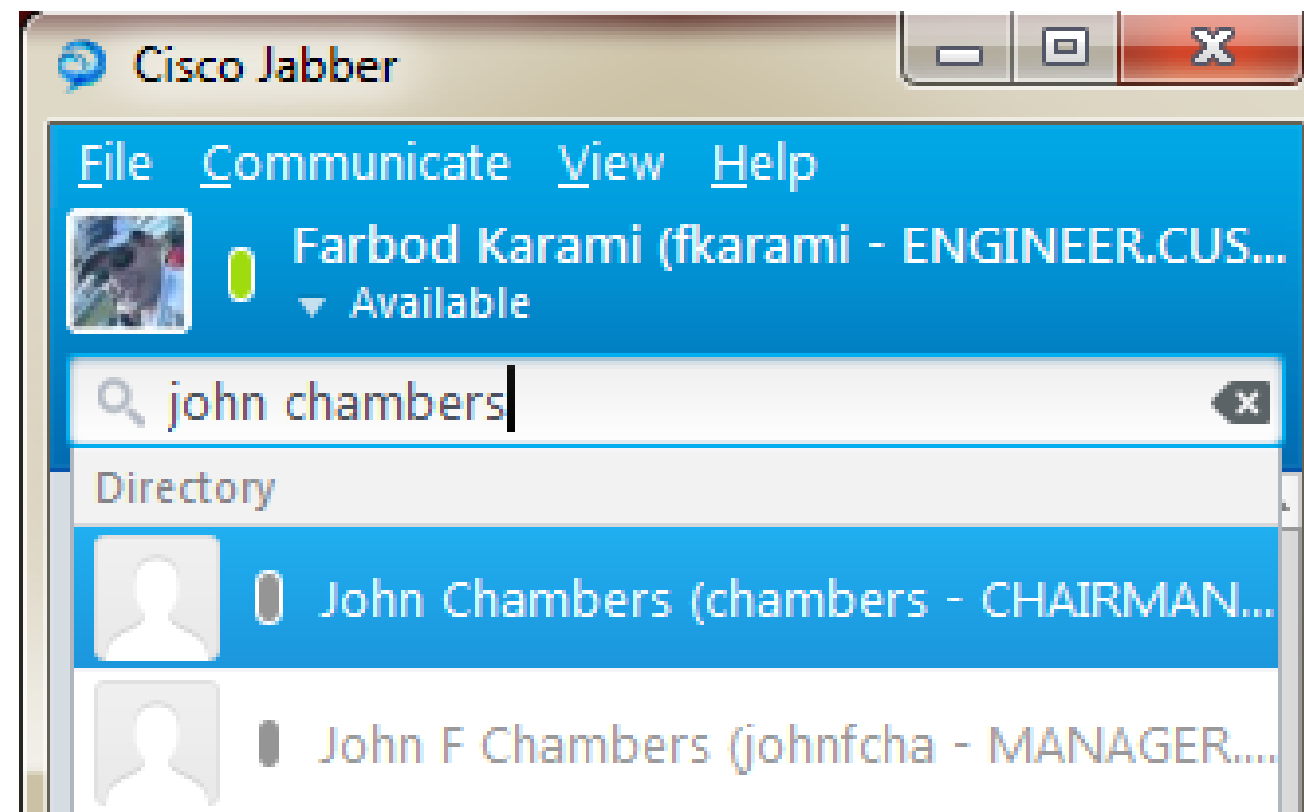
- Enable CUP (Cisco Unified Presence)
- Enable CUPC (Cisco Unified Personal Communicator)

*- indicates required item.

Contact Search is Not Working

Issue

- 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

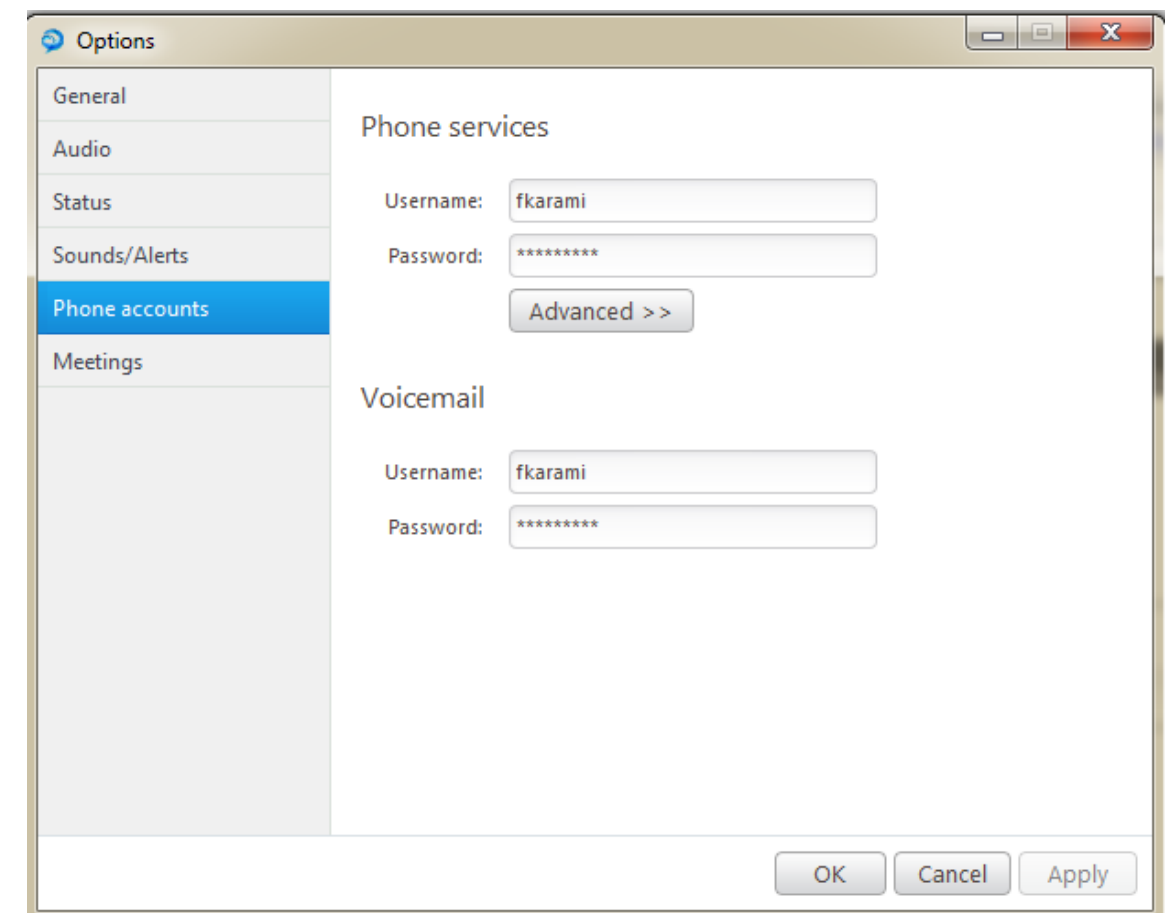
- Jabber 9.1 and Later

<CUCM>

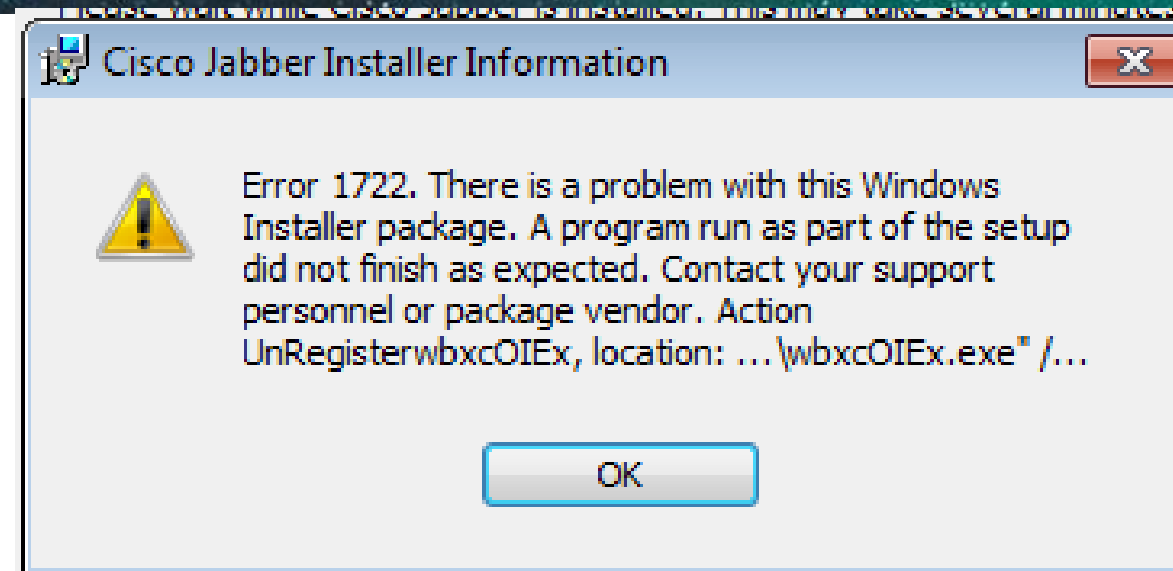
<PhoneService_UseCredentialsFrom>Not_Set</PhoneService_UseCredentialsFrom>

</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\wbxcOIEEx.exe" /regserver
- 64 Bit:
 - "C:\Program Files (x86)\Cisco Systems\Cisco Jabber\x64\wbxcOIEEx64.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

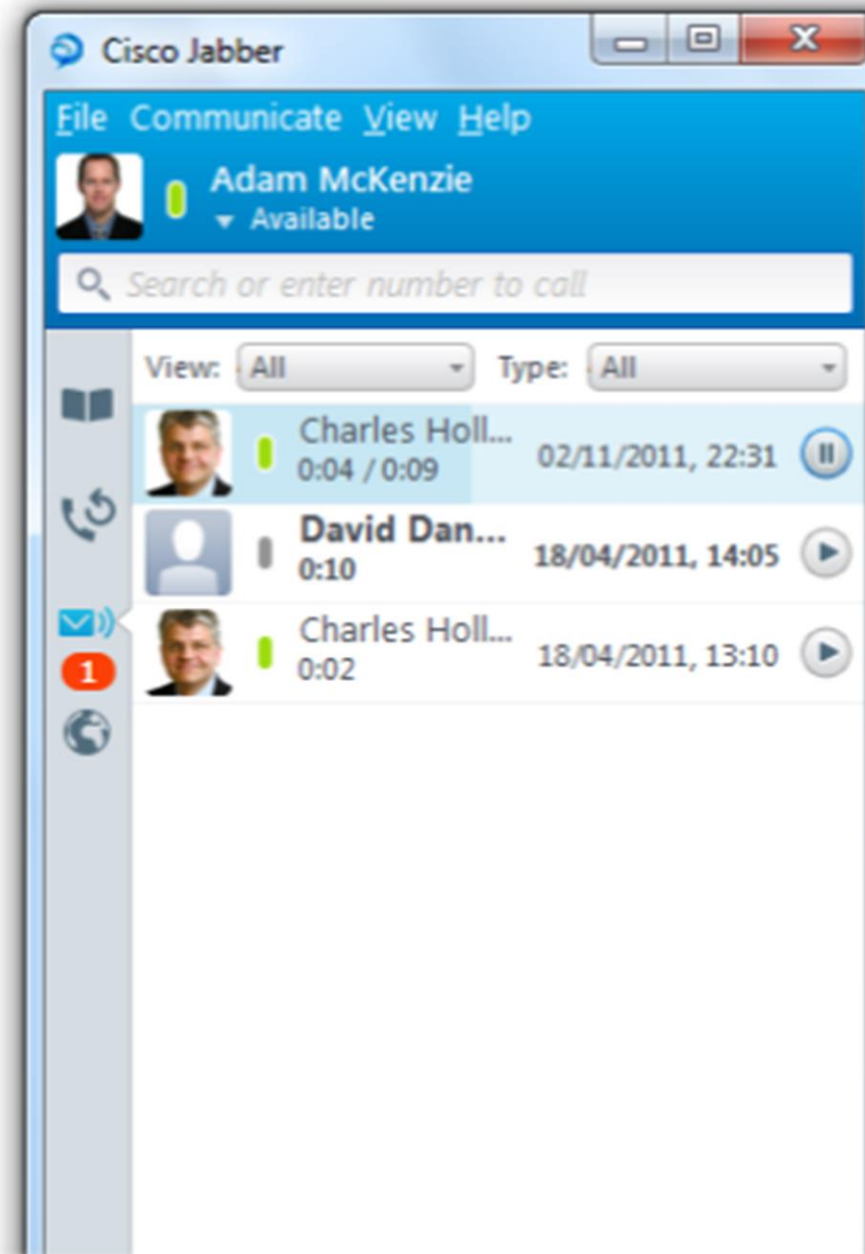
- User in Deskphone Mode
- Softphone CSF disabled for Video
- Admin Disabled Video
- User is an IM-Only User
 - Check here:
 - CUP -> Application -> Cisco Jabber -> User settings -> Application profile
 - If No CTI Gateway and no CCMCIP Profile Then no Video Option.

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.

Wrong Timestamp on Voicemails

- Checking via Phone has correct Timestamp
- On Jabber shows 1 hour behind
- Bug: CSCud86088
- Fixed in 9.2



Settings Lost After Upgrade

- Scenario:
 - Upgrade to 9.1.3
 - Jabber Loses Saved Configuration. E.g. Auto login at startup
- Resolution:
 - Include these values in config.xml file:
 - *Start_Client_On_Start_OS: True: false*
 - Writes value to configData.properties
 - Location: C:\Users\username\AppData\Roaming\Cisco\Unified Communications\Jabber\CSF\Config
 - Overrides all other settings
 - If installed/uninstalled, stays on machine until manually deleted.

Push Jabber Client Settings

- Using jabber-config.xml change user settings
- Parameters

Set_Status_Away_On_Inactive:true:false

Set_Status_Inactive_Timeout:<No. of Minutes>

Set_Status_Away_On_Lock_OS:true:false

Start_Calls_With:video:audio

Start_Client_On_Start_OS:true:false

- Sample Config

```
<Options>
```

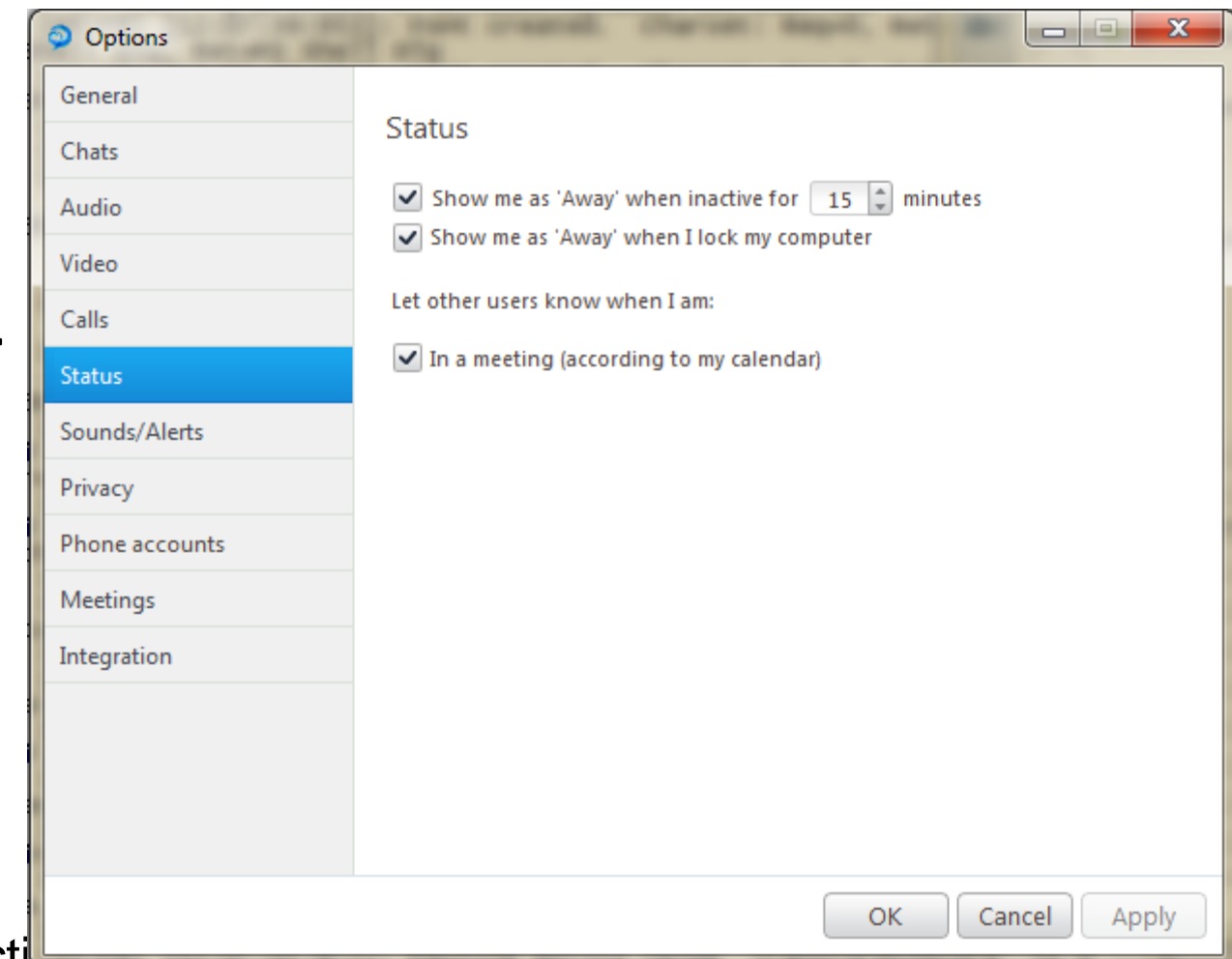
```
<Set_Status_Away_On_Inactive>true</Set_Status_Away_On_Inactive>
```

```
<Set_Status_Inactive_Timeout>15</Set_Status_Inactive_Timeout>
```

```
<Set_Status_Away_On_Lock_OS>true</Set_Status_Away_On_Lock_OS>
```

```
<Start_Calls_With>video</Start_Calls_With> <Start_Client_On_Start_OS>false</Start_Client_On_Start_OS>
```

```
</Options>
```



Configuration File Issues

Unable to Download Configuration File

- Restart TFTP Server
- Check The Name of Configuration File
 - The name is case sensitive
 - The file MUST be called **jabber-config.xml**
- Make Sure Corporate Firewall is Not Blocking The Download of The Config File

Configuration File Issues

Cisco Jabber for Windows Does Not Read The Config File

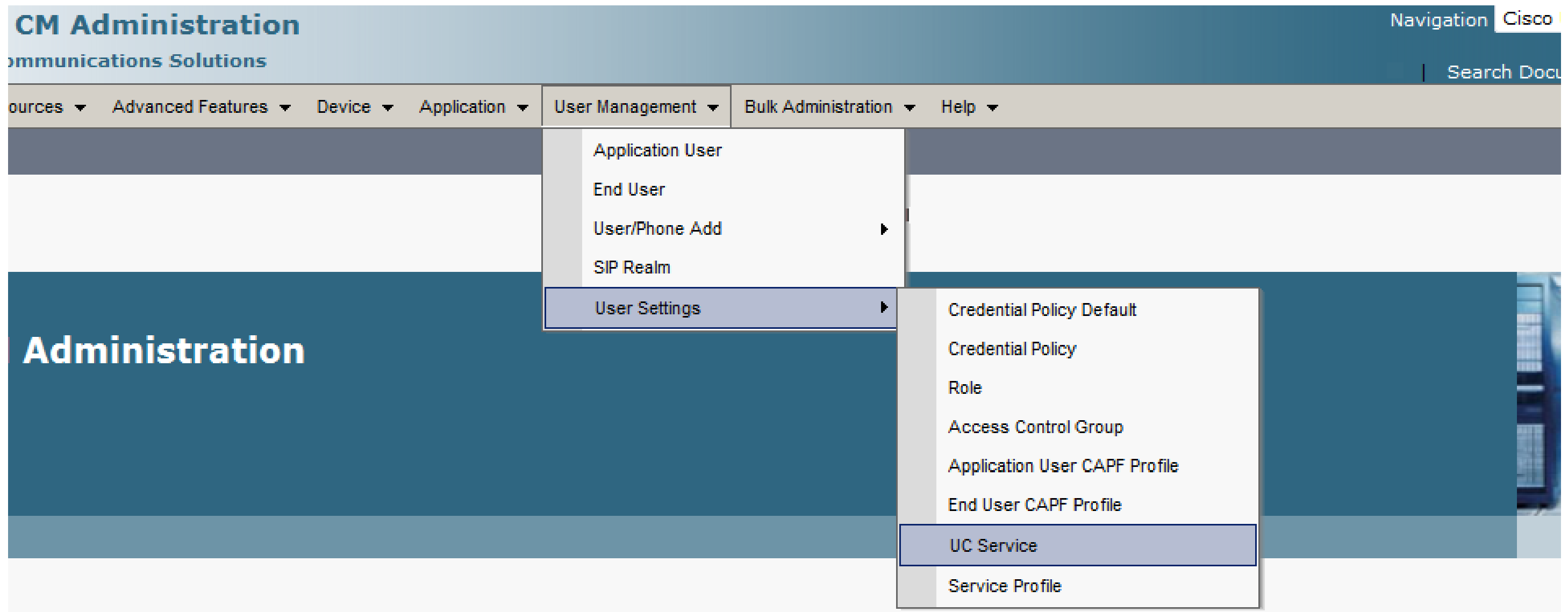
- Check to Make Sure That The File is Being Downloaded
- UTF-Encoding
- Contain Only Valid XML Character Entities. e.g.
 - Use ***&*** instead of ***&***
 - Open the configuration file in Internet Explorer to make sure the file is valid
 - If Internet Explorer shows the XML structure, your file is correct. Otherwise look for mistakes in the XML file.

Configuration File Issues

Cisco Jabber for Windows Uses Old Configuration Settings

- Restart TFTP Service
- Open Configuration File in Your Browser to Confirm the Correct Version is Uploaded.
- Make Sure Jabber for Windows is Able to Download the Configuration File.

Jabber on UC9.x



The screenshot shows the Cisco CM Administration interface. The top navigation bar includes "Navigation" and "Cisco". Below it, a search bar is labeled "Search Docu". A main menu bar contains "Sources", "Advanced Features", "Device", "Application", "User Management", "Bulk Administration", and "Help". The "User Management" menu is expanded, showing options: "Application User", "End User", "User/Phone Add", "SIP Realm", and "User Settings". The "User Settings" option is selected, opening a sub-menu with the following items: "Credential Policy Default", "Credential Policy", "Role", "Access Control Group", "Application User CAPF Profile", "End User CAPF Profile", "UC Service", and "Service Profile". The "UC Service" option is highlighted in the sub-menu. On the left side of the interface, the word "Administration" is displayed in a large, bold font.

Directory Configuration

UC Service Configuration

Save Delete Copy Reset Apply Config Add New

Status

Update successful

Add a UC Service

UC Service Type: **Directory**

Product Type*

Name*

Description

Host Name/IP Address*

Port







Protocol

*- indicates required item.


- TCP Port 389
- UDP Port 389
- TLS Port 7993

IM and Presence

UC Service Configuration

 Save  Delete  Copy  Reset  Apply Config  Add New

Status

 Add successful

Add a UC Service


UC Service Type: **IM and Presence**

Product Type*

Name*

Description

Host Name/IP Address*

 *- indicates required item.

Voicemail

UC Service Configuration

Save Delete Copy Reset Apply Config Add New

Status
Add successful

Add a UC Service

UC Service Type: Voicemail

Product Type* Unity Connection

Name* CiscoLive-Voicemail

Description CiscoLive-Voicemail

Host Name/IP Address* 10.66.90.80

Port 443

Protocol HTTP

HTTP
HTTPS


Save Delete Copy Reset Apply Config Add New

i *- indicates required item.


- HTTP on Port 80
- HTTPS on Port 443

Mailstore

UC Service Configuration

 Save

Status

 Status: Ready

Add a UC Service

UC Service Type: MailStore

Product Type: Exchange


Name*

Description

Host Name/IP Address*

Port

Protocol

 *- indicates required item.

- TCP/UDP on Port 143
- SSL on Port 993
- TLS on Port 143 or 7993

CTI Service

Status



Add successful

Add a UC Service

UC Service Type: CTI

Product Type: CTI

Name*

Description

Host Name/IP Address*

Port

Protocol:

TCP

Save

Delete

Copy

Reset

Apply Config

Add New



*- indicates required item.

Create a UC Profile

Voicemail Profile

Primary

Secondary

Tertiary

[Credentials source for voicemail service](#)*

MailStore Profile

Primary

Secondary

Tertiary

[Inbox Folder](#)*

[Trash Folder](#)*

[Polling Interval \(in seconds\)](#)*

[Allow dual folder mode](#)

Create a UC Profile (Cont.)

Directory Profile

Primary

Secondary

Tertiary

[Use UDS for Contact Resolution](#)

[Use Logged On User Credential](#)

[Username](#)

[Password](#)

[Search Base 1](#)

[Search Base 2](#)

[Search Base 3](#)

[Recursive Search on All Search Bases](#)

[Search Timeout \(seconds\)*](#)

[Base Filter \(Only used for Advance Directory\)](#)

[Predictive Search Filter \(Only used for Advance Directory\)](#)

Create a UC profile (Cont.)

IM and Presence Profile

Primary

Secondary

Tertiary

CTI Profile


Primary

Secondary

Tertiary

Enable User

End User Configuration

 Save

User Information

User Status: Active Local User

User ID*:

Password:

Confirm Password:

Service Settings

Home Cluster

License User for Unified CM IM and Presence (Configure IM and Presence in the associated UC Service Profile)

UC Service Profile: [View Details](#)

Device Information

User Locale:

Associated PC:

Digest Credentials:

Confirm Digest Credentials:

Service Settings

Home Cluster

License User for Unified CM IM and Presence (Configure IM and Presence in the associated UC Service Profile)

UC Service Profile: [View Details](#)



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