

SCM Express Trouble Shooting Guide

INTRODUCTION

Purpose

This document describes the trouble shooting guide of the SCM.

Document Content and Organization

This manual consists of the following parts.

PART I. SCM Server

This part describes how to solve troubles about SCM server.

PART II. Call Manager Features

This part describes how to solve troubles about call manager features.

PART III. Application Services

This part describes how to solve troubles about application services.

PART IV. Interoperation with Phones and Gateways

This part describes how to solve troubles about interoperation with phones and gateways.

PART V. Ubigate iBG Series Gateways

This part describes how to solve troubles about Ubigate iBG series gateways.

PART VI. OfficeServ 7000 Series Gateways

This part describes how to solve troubles about OfficeServ 7000 series gateways.

ABBREVIATION

This part describes the acronyms used in this document.

Conventions

The following types of paragraphs contain special information that must be carefully read and thoroughly understood. Such information may or may not be enclosed in a rectangular box, separating it from the main text, but is always preceded by an icon and/or a bold title.

WARNING

WARNING

Provides information or instructions that the reader should follow in order to avoid personal injury or fatality.

CAUTION

CAUTION

Provides information or instructions that the reader should follow in order to avoid a service failure or damage to the system.

CHECKPOINT

CHECKPOINT

Provides the operator with checkpoints for stable system operation.

NOTE

NOTE

Indicates additional information as a reference.

Console Screen Output

The lined box with 'Courier New' font will be used to distinguish between the main content and console output screen text

'**Bold Courier New**' font will indicate the value entered by the operator on the console screen.

Revision History

EDITION	DATE OF ISSUE	REMARKS
00	05. 2010	First Edition
01	12. 2010	Re-write based on version 3.1.x.x.
02	11. 2011	Updated for SCM version 3.2.2.x.
03	04.2012	Updated for SCM version 3.2.2.4
04	10.2012	Updated for SCM version 3.3.1

SAFETY CONCERNS

The purpose of the Safety Concerns section is to ensure the safety of users and prevent property damage. Please read this document carefully for proper use.

Symbols

	<p>Caution Indication of a general caution.</p>
	<p>Restriction Indication for prohibiting an action for a product.</p>
	<p>Instruction Indication for commanding a specifically required action.</p>

Warning

CAUTION

When the operator is running a delete command on a certain user data, the registration information of the terminal is deleted if the user terminal registration is done at the time. Also, when registration is done for the user terminal to be deleted and the line is busy or in progress of handling a call, the registration information of the terminal is deleted. Therefore, the operator must check the registration status of the user terminal and also the call status in relation to the terminal before running the delete command.

CAUTION

User Interaction service operates according to the contents described in Scenario file. Incorrect scenario technology may cause a problem in the system, so caution should be taken when changing the service scenario.

CAUTION

If the time is changed during a SCM operation, errors may occur. Therefore, the time change should be carried out after stopping the operation.

CAUTION

Running Database Restore during a SCM operation can cause a serious error. Thus the Database Restoring must be done after stopping all operations.

CAUTION

Deletion of the Feature Code is applied to all users of the User Group. To cancel only a certain user's service, only the service should be deleted from the Class of Service instead of deleting the Feature Code.

CAUTION

Deletion of the application server is applied to all users referring to the application server. To delete only a certain user's service, the service should be deleted only in Class of Service instead of deleting the application server.

CAUTION

Registration and Deletion of Service in Class of Service are affected to all users referring to the Class of Service. To register/clear the service of a certain user, the Class of Service that only that user refers to must be created.

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PART VII. Troubleshooting Guide

This part describes troubleshooting.

Chapter 1. SCM Server

The troubleshooting lists are following:

SCM Hardware

- [1001] Server Fails to Boot (Before Video Output)
- [1002] Connecting with External Devices
- [1003] Problem with Video Output
- [1004] Problem with a USB Device
- [1005] Problem with a Serial I/O Device
- [1006] Problem with an NIC
- [1007] The System is Wet
- [1008] The System is Damaged
- [1009] Problem with the System Battery
- [1010] Problem with the Power Supply
- [1011] Problem with System Cooling
- [1012] Problem with the Fan
- [1013] Problem with the System Memory
- [1014] Problem with the ODD
- [1015] Problem with the HDD
- [1016] Problem with the SAS or SAS RAID Controller
- [1017] Problem with an Expansion Card
- [1018] Problem with the CPU
- [1019] Diagnosing the Server Hardware

Linux

- [1101] The Initial System Login Account Has Been Forgotten
- [1102] An Error Window is Displayed After Quitting the scmWizard.
- [1103] The Linux System User Password Has Been Forgotten
- [1104] The Linux System Root Password Has Been Forgotten

SCM Software Base

- [1201] SCM Block's Abnormal Termination Alarm Has Occurred (Automatic Restart)
- [1202] SCM Block's Abnormal Termination Alarm Has Occurred (Terminated)
- [1203] A CPU Alarm Has Occurred and is Not Cleared
- [1204] A Hard Disk Alarm Has Occurred
- [1205] A Memory Alarm Has Occurred
- [1206] The Network Down Alarm Has Occurred
- [1207] The Standby System Down Alarm Has Occurred
- [1208] The Data Sync Timeout Status Message is Displayed

SCM Administrator

- [1301] Administrator can't access from a Web Browser
- [1302] Administrator can't access through NAT
- [1303] Administrator Does Not Work Correctly
- [1304] Cannot Install Administrator
- [1305] Administrator Does Not Run in a Web Browser
- [1306] Cannot Log Into PWP with SSO
- [1307] Administrator Password Has Been Forgotten
- [1308] Alarms That Have Occurred Are Not Displayed in Administrator
- [1309] No Email is Sent When an Alarm Occurs
- [1310] Querying the System Version
- [1311] Learning More About Process Diagram
- [1312] Turning the Alarm Sound Off
- [1313] Force Quitting SSO Agent
- [1314] The Run Button is Disabled and Cannot be Pressed
- [1315] Cannot Add Subscriber

- [1316] Cannot Create Non-Subscriber Data
- [1317] The "Evaluation License Expire" Alarm Has Occurred

1.1 SCM Hardware

[1001] Server Fails to Boot (Before Video Output)

[Symptoms]

Server fails to boot after installing OS or changing the system hardware, and no image or message is displayed on the console monitor.

[Possible Causes]

Boot device setting in the BIOS is incorrect.

The hardware change has caused a problem in the system.

[Solutions]

Solve the problem by carrying out the following procedures:

- (1) Startup the system selecting a boot device using Boot Manager.
- (2) Diagnose the memory in the way mentioned in section [1019].
- (3) Identify problems from messages displayed and follow the instructions mentioned in the "System Messages" section of the Hardware Owner's Manual.
- (4) For the SCM-S700, check the message displayed on the front LCD panel referring to the "LCD Status Messages (Optional)" section of the Hardware Owner's Manual.

[1002] Connecting with External Devices

[Symptoms]

Have no idea about what to do when connecting with external devices using cables.

[Possible Causes]

You need more information about the ports on the server.

[Solutions]

See the "Troubleshooting External Connections" section of the Hardware Owner's Manual, and connect the external devices using cables as described.

[1003] Problem with Video Output

[Symptoms]

The monitor is connected but there is no output.

[Possible Causes]

No power is being supplied to the monitor.

There is a problem with the cable connected to the monitor.

There is a problem with the monitor itself.

[Solutions]

Solve the problem by carrying out the following procedures:

- (1) Check that power is being correctly supplied to the server and the monitor.
- (2) Check the video interface cable between the server and the monitor.
- (3) Diagnose the system using the way mentioned in [1019].

[1004] Problem with a USB Device

[Symptoms]

A USB device is not recognized or does not operate.

[Possible Causes]

Error in BIOS settings

Error in the USB device

Error in the USB cable

[Solutions]

For a USB keyboard or mouse, solve the problem by carrying out the following procedures:

- (1) Remove the keyboard or mouse cable and reconnect it.
- (2) Try different USB port in the system.
- (3) Try other keyboard or mouse.

For other USB device, solve the problem by carrying out the following procedures:

- (1) Remove the USB device from the system.
- (2) Restart the system and enter into System Setup menu by pressing <F2>.
- (3) Check that all USB settings are enabled in the “Integrated Devices” section.
- (4) Start the system and connect one USB device at a time.
- (5) If the problem persists, replace the USB cable.

[1005] Problem with a Serial I/O Device

[Symptoms]

There is no serial I/O input or output.

[Possible Causes]

There is a problem with the serial I/O device.

There is a problem with the serial cable.

[Solutions]

Solve the problem by carrying out the following procedures:

- (1) Shut down the system. Replace the serial cable with functioning cable, and start the system.
- (2) Shut down the system. Replace the device connected to the serial port with functioning device. Start the system.

[1006] Problem with an NIC

[Symptoms]

The NIC is not recognized or does not operate properly.

[Possible Causes]

There is a problem with the NIC.

The auto negotiation setting for the NIC is incorrect.

There is a problem with the LAN cable.

There is a problem with the switch or hub to which the NIC connected.

[Solutions]

Solve the problem by carrying out the following procedures:

- (1) Diagnose the system by referring to the [1019].
- (2) Restart the system and check the message displayed by the NIC controller.
- (3) Check the NIC indicator on the NIC connector.
 - If the NIC link indicator is not on, check all connected cables.
 - If the NIC activity indicator is not on, check whether the network driver files have been corrupted or deleted. If possible, remove the driver files and reinstall them.
(Note: The driver files are included in the kernel RPM file. You must check the current kernel version first and then use the rpm command to reinstall the current version of kernel.)
- (4) If possible, use ethtool or mii-tool to modify the auto negotiation setting.
- (5) Try connecting the cable to another port in the switch or hub.
- (6) Make it sure that network cable is compatible with NIC's connection type and its maximum length has not been exceeded.

[1007] The System is Wet**Caution**

Only a professionally trained service technician may open the system and handle the internal devices. Before commencing the procedure below, please read the safety instructions in the Product Information Guide provided with the server.

[Symptoms]

The system is wet.

[Possible Causes]

The system is wet.

[Solutions]

Contact your server vendor for service.

Check the important information and then solve the problem by carrying out the following procedures:

- (1) Shut down the system and remove all connected devices and cables.
- (2) Open the system.
- (3) Remove the following devices from the system.

- Cooling shroud
 - Hard drive
 - Vflash SD card
 - USB memory key
 - NIC hardware key
 - Expansion card
 - Storage controller card
 - iDRAC6 express card
 - iDRAC6 enterprise card
 - Power supply
 - Cooling fan
 - CPU and heat sink
 - Memory module
- (4) Dry the system completely for at least 24 hours.
 - (5) Reinstall the devices removed in step (3).
 - (6) Close the system.
 - (7) Reconnect the devices and cables removed in step (1).
 - (8) Supply power to the system and perform system diagnosis by referring to the [1019].

[1008] The System is Damaged

Caution

Only a professionally trained service technician may open the system and handle the internal devices. Before commencing the procedure below, please read the safety instructions in the Product Information Guide provided with the server.

[Symptoms]

The system is damaged.

[Possible Causes]

The system has been damaged by external force or impact.

[Solutions]

Contact your server vendor for service.

Check the important information and then solve the problem by carrying out the following procedures:

- (1) Shut down the system and remove all connected devices and cables.
- (2) Open the system.

- (3) Check that the following devices are installed correctly.
 - Cooling shroud
 - Hard drive
 - Expansion card
 - Storage controller card
 - Power supply
 - Cooling fan
 - CPU and heat sink
 - Memory module
- (4) Confirm that all the cables are connected correctly.
- (5) Close the system.
- (6) Reconnect the devices and cables removed in step (1).
- (7) Supply power to the system and perform system diagnosis by referring to the [1019].

[1009] Problem with the System Battery

[Symptoms]

The BIOS settings have been deleted, or the system time runs late.

[Possible Causes]

The battery has run out.

The system has been left powered off for a long time.

[Solutions]

Solve the problem by carrying out the following procedures:

- (1) Reset the system time in the BIOS.
- (2) Shut down the system, remove the power cable and leave the system for at least one hour.
- (3) Connect the power cable and supply power to the system.
- (4) Check the BIOS time. If the time is still incorrect, replace the battery.

[1010] Problem with the Power Supply

Caution

Only a professionally trained service technician may open the system and handle the internal devices. Before commencing the procedure below, please read the safety instructions in the Product Information Guide provided with the server.

[Symptoms]

Power is not being supplied.

[Possible Causes]

The power supply is faulty.

[Solutions]

Contact your server vendor for service.

Solve the problem by carrying out the following procedures:

- (1) Check that the power cable is connected correctly.
- (2) Shut down the system, open the system, remove the power supply, and reinstall the power supply.
- (3) Close the system and start the system. Check that power is being correctly supplied.

[1011] Problem with System Cooling

Caution

Only a professionally trained service technician may open the system and handle the internal devices. Before commencing the procedure below, please read the safety instructions in the Product Information Guide provided with the server.

[Symptoms]

The system is overheating.

[Possible Causes]

There is a problem with the cooling fan

The ambient temperature of the system is high.

[Solutions]

Contact your server vendor for service.

Check the important information and then correct any of the conditions below which apply:

- The system cover, cooling cover, drive blank, memory module blank, power supply blank, or back filler bracket have been removed.

- The temperature around the system is too high.
- There is no ventilation of air outside the system.
- The cooling fan has been removed or is not working.

[1012] Problem with the Fan

Caution

Only a professionally trained service technician may open the system and handle the internal devices. Before commencing the procedure below, please read the safety instructions in the Product Information Guide provided with the server.

[Symptoms]

The cooling fan does not work

[Possible Causes]

There is a problem with the cooling fan

[Solutions]

Contact your server vendor for service.

Solve the problem by carrying out the following procedures:

- (1) Perform system diagnosis referring to section [1019] and confirm that the fan is not working.
- (2) Shut down the system and remove all connected devices and cables.
- (3) Open the system. Remove the cable connected to the fan and reconnect it.
- (4) Restart the system and check if the fan is working correctly. Shut down the system.
- (5) If the fan does not work correctly, replace it with a new fan and repeat step (4).
- (6) If the fan works correctly, close the system.
- (7) Restart the system.

[1013] Problem with the System Memory

Caution

Only a professionally trained service technician may open the system and handle the internal devices. Before commencing the procedure below, please read the safety instructions in the Product Information Guide provided with the server.

[Symptoms]

There is memory failure output from the BIOS.

[Possible Causes]

Memory configuration is incorrect.

Memory failure has occurred.

[Solutions]

Contact your server vendor for service.

Check the important information and then solve the problem by carrying out the following procedures:

- (1) Shut down the system and remove all devices and cables connected.
- (2) Leaving the power cable disconnected, press the power button and reconnect the power cable.
- (3) Start the system and check whether any messages concerning memory error are displayed on the screen.
- (4) Confirm that the installed memory matches with the memory setting in BIOS. If matches, go to step (12).
- (5) If they do not match, shut down the system and remove all devices and cables connected.
- (6) Open the system.
- (7) Check that the memory is installed correctly.
- (8) Remove the memory module from the memory bank and reinstall it.
- (9) Close the system.
- (10) Reconnect the devices and cables and start the system.
- (11) Check the memory installed matches the memory settings in the BIOS.
- (12) Shut down the system and remove all devices and cables connected.
- (13) Open the system.
- (14) Replace the memory module in the first DIMM socket with a memory module of the same type and capacity.
- (15) Close the system.
- (16) Reconnect the devices and cables and start the system.
- (17) Repeat steps (13) through (16) for the memory module in each of the other DIMM sockets.

[1014] Problem with the ODD

Caution

Only a professionally trained service technician may open the system and handle the internal devices. Before commencing the procedure below, please read the safety instructions in the Product Information Guide provided with the server.

[Symptoms]

A CD or DVD is not correctly recognized.

[Possible Causes]

The ODD is faulty.

The CD or DVD medium is damaged.

[Solutions]

Contact your server vendor for service.

Solve the problem by carrying out the following procedures:

- (1) Insert another CD or DVD and check.
- (2) Perform system diagnosis, referring to the [1019] and check whether there is a problem with the ODD.
- (3) Shut down the system and remove all devices and cables.
- (4) Open the system. Remove the cable connected to the ODD and reconnect it.
- (5) Close the system and restart the system. Check that the ODD is working correctly.

[1015] Problem with the HDD

Caution

Only a professionally trained service technician may open the system and handle the internal devices. Before commencing the procedure below, please read the safety instructions in the Product Information Guide provided with the server.

As the data stored in the HDD may be deleted by carrying out the following procedures, it is strongly recommended to back up the data before proceeding.

[Symptoms]

The data stored in the HDD is damaged or corrupted.

[Possible Causes]

The HDD is faulty.

The controller is disabled in the BIOS.

There is a problem with the cable connecting the controller and the HDD.

[Solutions]

Contact your server vendor for service.

Solve the problem by carrying out the following procedures:

- (1) Carry out the following procedures if there is an SAS RAID controller and RAID has been configured. (SCM-S700 only)
 - Restart the system and press <Ctrl+R> to enter the setting program.
 - Check that the RAID has been correctly.
 - Quit the setting program and check that the system has booted correctly.
- (2) Check that the correct OS driver is installed for the controller card.
- (3) Restart the system and check that the controller is enabled in the BIOS.
- (4) Carry out the following procedures to check that the cable is connected correctly inside the system.
 - Shut down the system and remove the connected devices and cables.
 - Open the system. See the "IPX-S500 Hardware Owner's Manual".
 - Check that the cable between the HDD and the controller is connected correctly.
 - Close the system.
 - Reconnect the devices and cables and start the system.

[1016] Problem with the SAS or SAS RAID Controller

Caution

Only a professionally trained service technician may open the system and handle the internal devices. Before commencing the procedure below, please read the safety instructions in the Product Information Guide provided with the server. As the data stored in the HDD may be deleted by carrying out the following procedures, it is strongly recommended to back up the data before proceeding.

Note

This problem is only applicable to the SCM-S700.

[Symptoms]

Disks are not recognized by the SAS or SAS RAID controller.

[Possible Causes]

The SAS or SAS RAID controller is faulty, or there is a problem with the disk.

[Solutions]

Contact your server vendor for service.

Solve the problem by carrying out the following procedures:

- (1) Perform system diagnosis by referring to section 오류! 참조 원본을 찾을 수 없습니다. and check whether there is a problem with the SAS or SAS RAID controller.
- (2) Check that the SAS or SAS RAID controller is enabled in the BIOS.
- (3) Restart the system and press the appropriate keys to enter the setting program.
 - <CTRL+C>: SAS controller
 - <CTRL+R>: SAS RAID controller
- (4) Check the settings and correct any errors found. Restart the system.
- (5) Shut down the system and remove the connected devices and cables.
- (6) Open the system.
- (7) If using an SAS RAID controller, check that the RAID components (memory modules and battery) are installed and connected correctly.
- (8) Check that the cable between the SAS backplane and the SAS controller is connected correctly.
- (9) Close the system.
- (10) Reconnect the devices and cables and start the system.

[1017] Problem with an Expansion Card

Caution

Only a professionally trained service technician may open the system and handle the internal devices. Before commencing the procedure below, please read the safety instructions in the Product Information Guide provided with the server.

[Symptoms]

The expansion card does not work.

[Possible Causes]

The expansion card is faulty.

The expansion card is not installed correctly.

[Solutions]

Contact your server vendor for service.

Solve the problem by carrying out the following procedures:

- (1) Shut down the system and remove the connected devices and cables.
- (2) Open the system.
- (3) Check that the expansion card is installed correctly.
- (4) Close the system.
- (5) Reconnect the devices and cables and start the system.
- (6) Shut down the system and remove the connected devices and cables.
- (7) Open the system.
- (8) Remove all expansion cards.
- (9) Close the system.
- (10) Perform system diagnosis by referring to section [1019] and check whether there is a problem with the system.
- (11) Reinstall the expansion cards removed in step (8) one at a time, performing the diagnosis in step (10) for each card.

[1018] Problem with the CPU

Caution

Only a professionally trained service technician may open the system and handle the internal devices. Before commencing the procedure below, please read the safety instructions in the Product Information Guide provided with the server.

[Symptoms]

The CPU does not work.

[Possible Causes]

CPU failure

The CPU is not installed correctly.

[Solutions]

Contact your server vendor for service.

Solve the problem by carrying out the following procedures:

- (1) Perform system diagnosis by referring to section [1019] and check whether there is a problem with the CPU.
- (2) Shut down the system and remove the connected devices and cables.
- (3) Open the system.
- (4) Check that the CPU and the heat sink are installed correctly.
- (5) Close the system.
- (6) Reconnect the devices and cables, and start the system.
- (7) Carry out the procedures below if there is more than one CPU. (SCM-S700 only)
 - Shut down the system and remove the connected devices and cables.
 - Open the system.
 - Remove all CPUs except CPU1.
 - Close the system.
 - Reconnect the devices and cables and start the system.
 - Perform system diagnosis by referring to section [1019] and check whether there is a problem with the CPU.
 - Exchange CPU1 with CPU2 and perform the test in step (7) again.

[1019] Diagnosing the Server Hardware**[Symptoms]**

You wish to perform the diagnosis function to check for system faults.

[Possible Causes]

Not Applicable

[Solutions]

- (1) Start the system and press <F10> key on the BIOS screen.
- (2) In the Unified Server Configurator (UFC) main screen, click "Hardware Diagnostics" in the left menu and then click "Run Hardware Diagnostics."
- (3) In order to diagnose the memory, execute "MpMemory" in the "Choose An Option" window. As to any other device, execute "Run Diags."
- (4) When executing "Run Diags", select a testing option in the "Main Menu" window.

Testing Options	Function Description
Express Test	Performs a quick diagnosis. No user input is necessary for the test.
Extended Test	Performs an advanced diagnosis. It may take an hour or longer.
Custom Test	Performs a test on selected device(s) only.
Information	Displays the test results.

- (5) Perform the diagnosis and check the results.
- (6) If there is a problem with the diagnosis results, contact your vendor for service.

1.2 Linux

[1101] The Initial System Login Account Has Been Forgotten

[Symptoms]

You forgot the initial login account set for the system.

[Possible Causes]

You forgot the initial login account set for the system.

[Solutions]

The initial login accounts set for the system are as follows.

For more information, see the Installation Manual.

Account	Default Password	Description
root	#samsung**scm#	System administrator account
admin	samsung*#	System installation account (for the Setup Wizard)
scm	samsung*#	System user account

[1102] An Error Window is Displayed After Quitting the scmWizard.

[Symptoms]

An error window is displayed after quitting the scmWizard.

[Possible Causes]

scmWizard was closed within 10 seconds from [starting](#).

[Solutions]

It is normal for X Windows that an error window is displayed if scmWizard is closed within 10 seconds from starting, and this is not a problem. However, if the error window is displayed even though scmWizard is closed after 10 seconds from starting, you should report the problem to the development team along with the message shown in "Show Details."

[1103] The Linux System User Password Has Been Forgotten

[Symptoms]

You forgot the Linux system user password.

[Possible Causes]

You forgot the Linux system user password.

[Solutions]

Carry out the procedures below to reset the user password.

- (1) Log into the system root account.
- (2) Use 'passwd' command to reset the user password. (e.g. passwd scm)

[1104] The Linux System Root Password Has Been Forgotten

[Symptoms]

You forgot the Linux system root password.

[Possible Causes]

You forgot the Linux system root password.

[Solutions]

Carry out the procedures below to log into the single user mode and reset the root password:

- (1) Restart the system.
- (2) When the Linux boot loader starts counting to three seconds, press the <ENTER> key. If you do not press any key within the three seconds, the system will boot normally.
- (3) After pressing the <ENTER> key, press the <e> key to enter the modification mode.
- (4) Press the arrow keys to move the cursor to the position starting with "kernel" and then press the <e> key again.

- (5) Press the <SPACE> key, enter “single” and then press the <ENTER> key.
- (6) Press the key to boot the system.
- (7) When the system has booted, use the “passwd” command to reset the password for the root account.

1.3 SCM Software Base

[1201] SCM Block's Abnormal Termination Alarm Has Occurred (Automatic Restart)

[Symptoms]

'Abnormal Block State' Alarm is found in EVENT VIEWER or ALARM HISTORY of SCM Administrator window. However, the corresponding process or subsystem containing the process is appeared in red.

[Possible Causes]

A process has malfunctioned.

[Solutions]

When a process is abnormally terminated, the Process Manager of the SCM automatically restarts the process. However, you should send the log and alarm information at the time of the error to the development team in order for them to trace the root of the problem cause and prevent the same problem happening.

<How to download the system log to local PC>

Connect a keyboard, a mouse, and a monitor to the device.

Log into the system using the root account.

Right click on the desktop and select "Open Terminal."

Compress the log for the active system and the standby system and move it to the scm account as shown below.

```
[root@scme1 ~]# cd /DI/
[root@scme1 DI]# tar -zcvf YYYYMMDD_scmname_LOG.tar.gz CM/log HA/log ISOL/log
MP/log MPS/log etc/corefiles
[root@scme1 DI] mv YYYYMMDD_scmname_LOG.tar.gz ~scm/
```

```
YYYYMMDD: date (example: 20081129)
Device: name of the device (example: scme1)
```

Connect PC to the switch or hub which is connected to the SCM device.

Set the IP address of the PC as the same network as the system IP address of the SCM.

For example, if the IP address of the SCM system is 20.20.20.XXX, set the IP address of the PC to 20.20.20.123.

From the PC, establish a FTP connection to the SCM system, and then download the compressed log file. (The FTP login ID is "scm" and the password is "samsung*#".)

[1202] SCM Block's Abnormal Termination Alarm Has Occurred (Terminated)

[Symptoms]

'Abnormal Block State' Alarm is found in EVENT VIEWER or ALARM HISTORY of SCM Administrator window. And, the corresponding process or subsystem containing the process is highlighted in red.

[Possible Causes]

A process has malfunctioned and has been restarted, but the process kept malfunctioning over 4 times in a row and is no longer restarted.

[Solutions]

In SCM Administrator, activate the corresponding process.

In the [PERFORMANCE > System Management > Process Management] menu, click the "Act" button, select the abnormally terminated process, and click the "Act" button to load the process.

Send the log and alarm information to the development team.

<How to download the system log to local PC>

Connect a keyboard, a mouse, and a monitor to the device.

Log into the system using the root account.

Right-click on the desktop and select "Open Terminal."

Compress the log for the active system and the standby system and move it to the scm account as shown below:

```
[root@scme1 ~]# cd /DI/
[root@scme1 DI]# tar -zcvf YYYYMMDD_devicename_LOG.tar.gz CM/log HA/log
ISOL/log MP/log MPS/log etc/corefiles
[root@scme1 DI] mv YYYYMMDD_devicename_LOG.tar.gz ~scm/
```

```
YYYYMMDD: date (example: 20081129)
```

Device: name of the device (example: scme1)

Connect PC to the switch or hub which is connected to the SCM device.

Set the IP address of the PC as the same network as the system IP address of the SCM.

For example, if the IP address of the SCM system is 20.20.20.XXX, set the IP address of the PC to 20.20.20.123.

From the PC, establish a FTP connection to the SCM system, and then download the compressed log file. (The FTP login ID is "scm" and the password is "samsung*#".)

[1203] A CPU Alarm Has Occurred and is Not Cleared

[Symptoms]

EVENT VIEWER or ALARM HISTORY in the SCM Administrator screen displays "CPU OverLoad (%)" or the "CPU Over Used by Process" alarm, and the alarm remained for a long time.

[Possible Causes]

A process in the Linux system or the SCM has malfunctioned and an alarm has occurred.

[Solutions]

In the [PERFORMANCE > Server Resources > Process] menu, check which process is hogging the CPU.

If a process is hogging the CPU, select the [PERFORMANCE > System Management > Process Management] menu in SCM Administrator and then deactivate and reactivate the process.

If the process hogging the CPU is not visible in SCM Administrator, or the problem is not resolved by the procedures above, use MINICLI to restart the SCM of the system with high CPU usage. (If you are restarting the SCM of the active system, all calls attempted during the switchover will fail.)

If there is no particular process hogging the CPU, you can establish a telnet connection to the device and execute the 'top' command to check which command is hogging the CPU.

[1204] A Hard Disk Alarm Has Occurred

[Symptoms]

EVENT VIEWER or ALARM HISTORY in the SCM Administrator screen shows “Hard-Disk Over Used (%)” alarm has occurred and the alarm still remains.

[Possible Causes]

The hard disk usage is high and an alarm has occurred.

[Solutions]

If you have uploaded unnecessary files to the SCM system, delete the files.

If there are core files in the system, download them to a PC and send them to the development team. Carry out the following procedures to download the core files:

- (1) Log into the Linux console. Right-click on the desktop and select “Open Terminal” to create a new window.
- (2) Execute the command below to log into the root account:
`su -`
- (3) Execute the command below to check whether the core files exist:
`ls -al /DI/etc/corefiles`
- (4) If the core files are listed, move to the /home/scm directory in order to download the files to the PC:
`mv /DI/etc/corefiles/* /home/scm`
- (5) Establish an FTP connection from the PC to the SCM server and download the core files.

Core files contain information about the process status and memory usage at the time of abnormal termination of a process. These files could be very large depending on the processes and are one of the main reasons for excessive disk usage.

[1205] A Memory Alarm Has Occurred

[Symptoms]

EVENT VIEWER or ALARM HISTORY in the SCM Administrator screen shows “Memory Over Used (%)” alarm has occurred and the alarm still remains.

[Possible Causes]

This alarm occurs if the server system's memory usage reaches up to a certain level.

[Solutions]

In SCM Administrator, select the [PERFORMANCE > Server Resources > Process] menu to check which processes are hogging the memory. And use the [PERFORMANCE > System Management > Process Management] menu to deactivate the memory-hogging processes and reactivate them.

If there are core files in the system, download them to a PC and send them to the development team. Carry out the following procedures to download the core files.

- (1) Log into the Linux console. Right-click on the desktop and select "Open Terminal" to create a new window.

- (2) Execute the command below to log into the root account:

```
su -
```

- (3) Execute the command below to check whether the core files exist:.

```
ls -al /DI/etc/corefiles
```

- (4) If the core files are listed, move to the /home/scm directory in order to download the files to the PC:

```
mv /DI/etc/corefiles/* /home/scm
```

- (5) Establish an FTP connection from the PC to the SCM server and download the core files.

Core files contain information about the process status and memory usage at the time of abnormal termination of a process. These files could be very large depending on the processes and are one of the main reasons for excessive disk usage.

[1206] The Network Down Alarm Has Occurred

[Symptoms]

In SCM Administrator, the "Network Interface Down" alarm has occurred in EVENT VIEWER or ALARM HISTORY.

[Possible Causes]

This alarm occurs if the LAN cable connected to any of the LAN ports (eth0, eth1, eth2) in the SCM hardware is disconnected.

[Solutions]

Check that the LAN cable for the port concerned is connected correctly.

Log into the Linux console. Right-click on the desktop and select “Open Terminal” to create a new window. Use the mii-tool command to check whether the LAN cable is connected or not.

[1207] The Standby System Down Alarm Has Occurred

[Symptoms]

In SCM Administrator, the “Standby System Down” alarm has occurred in EVENT VIEWER or ALARM HISTORY in SCM Administrator.

[Possible Causes]

Both the LAN ports eth0 and eth1 in the SCM hardware are disconnected.

The LAN port eth2 in the SCM hardware is disconnected.

The standby system is not loaded.

[Solutions]

Connect a keyboard, a mouse, and a monitor to the device.

Log into the system using the root account.

Right-click on the desktop and select “Open Terminal.”

Execute mii-tool command to check whether the LAN cables are connected correctly. If the LAN cables are not connected, connect the LAN cables correctly.

If all the LAN cables are connected correctly, carry out the following procedures to check whether the SCM system is loaded.

- (1) Execute “telnet localhost 5555” command to access MINICLI.
- (2) Enter the initial password “samsung*#”
- (3) scm → scm_ps command. If the SCM’s processes are not listed, it means that the SCM system has not been loaded.)
- (4) If the SCM system has not been loaded, execute scm_start command in MINICLI to load the SCM system.

[1208] The Data Sync Timeout Status Message is Displayed

[Symptoms]

“DATA SYNCHRONIZATION TIMEOUT” status message is displayed in EVENT VIEWER or ALARM HISTORY in SCM Administrator

[Possible Causes]

A process in the standby system has failed to synchronize data.

[Solutions]

In SCM Administrator, double-click the icon for the standby system in the MAIN MONITOR screen.

In the [PERFORMANCE > System Management > Process Management] menu, find the processes whose status is marked as “SYNC” and send their detailed information to the development team.

Send the log to the development team.

<How to download the system log to local PC>

Connect a keyboard, a mouse, and a monitor to the device.

Log into the system using the root account.

Right-click on the PC and select “Open Terminal.”

Compress the log for the active system and the standby system and move it to the samsung account as shown below.

```
[root@scme1 ~]# cd /DI/  
[root@scme1 DI]# tar -zcvf YYYYMMDD_devicename_LOG.tar.gz CM/log HA/log  
ISOL/log MP/log MPS/log etc/corefiles  
[root@scmv2 DI] mv YYYYMMDD_devicename _LOG.tar.gz ~scm/
```

```
YYYYMMDD: date (example: 20081129)  
Device: name of the device (example: scme1)
```

Connect PC to the switch or hub which is connected to the SCM device.

Set the IP address of the PC as the same network as the system IP address of the SCM.

For example, if the IP address of the SCM system is 20.20.20.XXX, set the IP address of the PC to 20.20.20.123.

From the PC, establish a FTP connection to the SCM system, and then download the compressed log file.

In the [PERFORMANCE > System Management > Standby Reboot] menu, click the “Reboot” button to restart the standby system.

1.4 SCM Administrator

[1301] Administrator can't access from a Web Browser

[Symptoms]

SCM Administrator downloading is not performed when accessing through web browser.

[Possible Causes]

When using Internet Explorer 7, direct download is restricted by the download option settings.

[Solutions]

Enter the following URL in the web browser for direct access.

http://SCM_IP_Address/scm.jnlp

[1302] Administrator can't access through NAT

[Symptoms]

When the SCM is located in private network, you cannot run SCM Administrator from a PC located in public network.

[Possible Causes]

Since the JNLP file cannot have multiple IP addresses, if the system has been installed inside the NAT, it is set only with an internal IP address.

[Solutions]

In SCM Administrator, using the [CONFIGURATION > Miscellaneous > System Options] menu to set a public IP for the NAT environment (Set System Public IP Address). Then enter following URL in the web browser.

오류! 하이퍼링크 참조가 잘못되었습니다. System Public IP Address For Call >/scm_public.jnlp

[1303] Administrator Does Not Work Correctly

[Symptoms]

The system has been upgraded with a new package, but the new features or items are not shown.

[Possible Causes]

The newly downloaded content has not been reflected in the system.

[Solutions]

Change the Java cache options in the Control Panel to allow new downloads.*

Select [Start → Control Panel → Java → Temporary Internet Files → Settings... → Delete Files].

[1304] Cannot Install Administrator

[Symptoms]

You have accessed the SCM from a web browser but a SCM Administrator does not start.

[Possible Causes]

Java is not installed. To verify that Java has been installed, check that the Java icon exists in [Start → Control Panel].

[Solutions]

Download and install Java SE Runtime Environment (JRE) from Java web site as following.

<http://java.sun.com>

downloads – Java SE – Java Platform - JRE

[1305] Administrator Does Not Run in a Web Browser

[Symptoms]

You have accessed the SCM from a web browser (Firefox or Chrome) but a SCM Administrator does not start immediately.

[Possible Causes]

Each browser starts Java Web start in a different way, and your browser may require additional steps.

[Solutions]

Administrator starts automatically in Internet Explorer.

For Firefox, select Open File Dialog > Open (Java Web Start Launcher) > OK.

For Chrome, scm.jnlp will be shown in the downloads list at the bottom of the screen. When the download is complete, click the file to start it.

[1306] Cannot Log Into Personal Assistant with SSO

[Symptoms]

Cannot log into Personal Assistant Webpage with Single Sign On (SSO).

[Possible Causes]

The SSO module is not supported by browsers other than Internet Explorer.

[Solutions]

Use Internet Explorer as your browser.

[1307] Administrator Password Has Been Forgotten

[Symptoms]

You have forgotten the password for SCM Administrator login.

[Possible Causes]

The password has been incorrectly entered by user mistake (Caps lock is on or the Shift key is pressed).

The user does not remember the correct password.

[Solutions]

Check whether Caps lock is on or the Shift key is pressed down, and then enter the password again.

Log in with another administrator account and reset the password.

Request technical support.

[1308] Alarms That Have Occurred Are Not Displayed in Administrator

[Symptoms]

When an alarm occurs in SCM Administrator, no email is sent.

[Possible Causes]

The email sending option is turned off in alarm settings, or the email settings are incorrect.

[Solutions]

In [PERFORMANCE > Fault > Setting > Alarm/Fault/Status], enable Enable Flag for necessary items.

[1309] No Email is Sent When an Alarm Occurs

[Symptoms]

When an alarm occurs in SCM Administrator, no email is sent.

[Possible Causes]

The email sending option is turned off in alarm settings, or the email settings are incorrect.

[Solutions]

In [PERFORMANCE > Fault > Setting > Alarm/ Fault/ Status], enable E-mail Flag for desired items.

In [PERFORMANCE > Fault > E-mail Notification Setup], enter information of SMTP Server, Auth Login, and Address and save.

[1310] Querying the System Version

[Symptoms]

You wish to query the system version information of the SCM installed with SCM Administrator.

[Possible Causes]

Not Applicable

[Solutions]

See the information in [Help > About].

See the version information in [PERFORMANCE> System Management > Process Version].

[1311] Learning More About Process Diagram

[Symptoms]

One or more processes are highlighted in red on the main monitor of SCM Administrator, and you wish to know more about them.

[Possible Causes]

Not Applicable

[Solutions]

If a process is highlighted in red, it means that the process has a problem. Move your mouse pointer to the highlight to view more information in a new window.

If you wish to view more detailed information, view it in [PERFORMANCE> System Management > Process Management].

[1312] Turning the Alarm Sound Off

[Symptoms]

The alarm sound keeps on playing even after the issue is already notified.

[Possible Causes]

The alarm sound is set for continuous playback.

[Solutions]

Select [Main Menu > Tool > Sound] and select alarm count. Enter a number of times to play or select disable.

[1313] Force Quitting SSO Agent

[Symptoms]

SSO Agent is no longer needed but keeps running and you do not know how to quit it.

[Possible Causes]

Not Applicable

[Solutions]

Look for SSO Agent in the windows tray and right-click on it to bring up a menu. Select Quit on the menu to quit SSO Agent.

[1314] The Run Button is Disabled and Cannot be Pressed

[Symptoms]

The run button for SCM Administrator cannot be pressed.

[Possible Causes]

Synchronization is in progress.

You have selected a standby system.

[Solutions]

The button automatically becomes available when synchronization is complete.

In the main monitor screen, double-click the item marked Express to change the system to active.

[1315] Cannot Add Subscriber

[Symptoms]

No more subscribers can be added.

[Possible Causes]

The maximum number specified in the license has been exceeded.

Multiple devices are set when the single device setting is used.

Mandatory values are not entered.

[Solutions]

Check your license. Re-purchase your license for the additional number of subscribers not covered by your current license.

Check the device settings.

Check that the mandatory values (the items highlighted in blue on the screen) are entered.

[1316] Cannot Create Non-Subscriber Data

[Symptoms]

No data can be created.

[Possible Causes]

Key data is entered in duplicate.

Mandatory values are not entered.

[Solutions]

Check that no duplicate data is entered.

Check that the mandatory values (the items highlighted in blue on the screen) are entered.

[1317] The “Evaluation License Expire” Alarm Has Occurred

[Symptoms]

The Evaluation License Expire alarm is displayed on the screen.

[Possible Causes]

The evaluation license initially installed has expired.

[Solutions]

Provide your vendor with the MAC address information of the device installed with SCM, obtain a new license and enter the new license in [CONFIGURATION > Miscellaneous > License].

Chapter 2. Call Manager Features

The troubleshooting lists are following:

Call Routing

- [2001] Cannot Make Outbound Trunk Call
- [2002] Cannot Receive Inbound Trunk Calls To the Number Specified as CLI or DID
- [2003] Inbound Trunk Calls Are Rejected
- [2004] Cannot Connect Inbound Trunk Calls For Some Subscribers
- [2005] Cannot Connect Calls From Common Endpoint
- [2006] Cannot Receive Inbound Trunk Calls
- [2007] Outbound Trunk Number is Different From the dialed number
- [2008] External Trunk Call Forward Fails For Inbound Trunk Call

Call Features

- [2101] Status Lamp For a Phone Does Not Change Correctly
- [2102] Cannot Make Calls by Pressing the Keys on the Phone
- [2103] Secretary Function: Status of Other Phones is Not Shown Correctly
- [2104] Secretary Function: Shared Call Retrieve is Not Visible
- [2105] Multiline is Not Correctly Shown on the Phone
- [2106] Multi-ring is Not Played Correctly.
- [2107] Cannot Call Hunt Group Numbers

Voice Path Connection

- [2201] Cannot Hear On-Hold Sound Source
- [2202] Announcement Language is Different to the Language Selected
- [2203] Cannot Hear Announcement for Trunk Calls
- [2204] Cannot Open Communication Route with Endpoint Under NAT
- [2205] Cannot Register Private IP Phones When SCM is on Public IP Address
- [2206] Cannot Register Phones on Another Private Network When SCM is on Private IP Address
- [2207] Cannot Register Public IP Phones When SCM is on Private IP Address
- [2208] SCM on Private IP Address Cannot Interoperate with Service Provider's SIP Server
- [2209] Cannot Establish Calls Between Public IP Phones and Private IP Phones
- [2210] Cannot Establish Calls Between Phones on Different Private Networks
- [2211] Cannot Establish Calls Between Private IP Phones and the Service Provider's SIP Server

Security (TLS/sRTP)

- [2301] Cannot Register Phones When Using TLS
- [2302] Cannot Interoperate with the Service Provider's SIP Server When Using TLS
- [2303] Cannot Establish Calls Between Phones Using sRTP
- [2304] Cannot Establish Calls Between Phone and Gateway Using sRTP
- [2305] Cannot Establish Calls Between Phones and the Service Provider's SIP Server Using sRTP

SMDR (CDR)

- [2401] Cannot Create CDR Data
- [2402] Cannot Send CDR Data via FTP
- [2403] Cannot Send CDR Data Via TCP

2.1 Call Routing

[2001] Cannot Make Outbound Trunk Call

[Symptoms]

Outbound trunk calls fail.

[Possible Causes & Solutions]

- C) Access code is not set.
- S) Check that the code for trunk selection is set under [CONFIGURATION > Trunk Routing > Access Code]. Select a type according to the method of using the trunk code.

- C) Location Based Routing is not set.
- S) Check whether call route type setting for the location is missing under [CONFIGURATION > Routing > Location Based Routing]. Location Based Routing must be set for all locations.

- C) Route sequence is not set.
- S) Check that the route sequence is set under [CONFIGURATION > Trunk Routing > Priority Routing] or [CONFIGURATION > Trunk Routing > Load Balance Routing].

- C) Trunk route lock is enabled for the trunk route.
- S) If trunk Route Lock is enabled for the route disable it at [CONFIGURATION > Trunk Routing > Route]

- C) The route is not created or not registered.
- S) If the Register Type for the route is not None, check whether the registration information for the route exists under [PERFORMANCE > Registration Status]. If it does not exist, check the registration information of the route again.

[2002] Cannot Receive Inbound Trunk Calls To the Number Specified as CLI or DID

[Symptoms]

Inbound trunk calls are not connected to the number specified as CLI Routing or DID Routing.

[Possible Causes & Solutions]

- C) Call rejection is set for the CLI.
- S) Check Call Reject value of CLI Routing under [CONFIGURATION > Trunk Routing > CLI Routing]. This value should be Disable for call connection.

- C) Inbound CLI is Anonymous
- S) Change Anonymous Call Reject to Disable under [CONFIGURATION > Trunk Routing > Route]

- C) Called number translation is set for the DID.
- S) Check the settings for deletion length and insertion digits under [CONFIGURATION > Trunk Routing > DID Routing].

- C) Call forwarding service is set for the called user.
- S) Check whether call forwarding service is set for the called user under [CONFIGURATION > Service > Feature Service > Service Activation] and disable the service.

- C) Called Number length is over 20 digits
- S) If Called Number Length over 20 digits, SCM reject this number.

[2003] Inbound Trunk Calls Are Rejected**[Symptoms]**

Inbound trunk calls are rejected.

[Possible Causes]

A call restriction policy is set.

[Solutions]

Check whether a call restriction policy is applied to the called user. If no call restriction policy is applied to the user, check whether a call restriction policy is applied to the user's service group or user group. Call restriction policies are applied in the priority order of user's call restriction policy > service group's call restriction policy > user group's call restriction policy.

Following items are activated in RingPlan. After you check Ring Plan, Please Check the top-priority call restriction policy under [CONFIGURATION > Trunk Routing > Toll Restriction Policy] and [CONFIGURATION > Trunk Routing > Toll Restriction Policy]. If a restriction policy is applied for the prefix of the inbound trunk call, delete it or create a new call restriction policy and apply it to the user so that the inbound trunk calls are not rejected.

[2004] Cannot Connect Inbound Trunk Calls For Some Users

[Symptoms]

Inbound trunk calls are not connected for some of the users.

[Possible Causes & Solutions]

- C) The called user does not exist or is not registered.
- S) Check whether the registration information for the user is visible under [PERFORMANCE > Registration Status]. If it is not visible, check the registration information of the user again.

Check that the registration information for the user is created under [CONFIGURATION > User > Single Phone User/ Multi-Phone User].

Check that usage restriction for the user is set to 'None' under [[CONFIGURATION > User > Single Phone User/ Multi-Phone User.

- C) A call restriction policy is set for the user.
- S) Check whether a call restriction policy is applied to the user. If no call restriction policy is applied to the user, check whether a call restriction policy is applied to the user's service group or user group. Call restriction policies are applied in the priority order of user's call restriction policy > service group's call restriction policy > user group's call restriction policy.

Check the top-priority call restriction policy under [CONFIGURATION > Trunk Routing > Toll Restriction List/Toll Restriction Policy]. If a restriction policy is applied for the prefix of the inbound trunk call, delete it or create a new call restriction policy and apply it to the user so that the inbound trunk calls are not rejected.

[2005] Cannot Connect Calls From Common Route

[Symptoms]

Calls from common route are not connected and there is no announcement.

[Possible Causes]

Common route prefix is not set.

[Solutions]

Assign the user group for each called number pattern under [CONFIGURATION > Trunk Routing > Common Route Prefix].

[2006] Cannot Receive Inbound Trunk Calls**[Symptoms]**

Inbound trunk calls cannot be received.

[Possible Causes & Solutions]

- C) The Route is not created or registered.
- S) Check that the Route Lock is set under [CONFIGURATION > Trunk Routing > Route].
 If the Route Lock is not a 'Outbound Locked', check whether the registration information for the Route is visible under [PERFORMANCE > Registration Status].
 If it is not visible, check a configuration of the Route again.
- C) The Route Lock is set to 'Outbound Locked' under [CONFIGURATION > Trunk Routing > Route].
- C) If the Route Lock is set to 'Outbound Locked', change to 'None'.
- C) The Access Code is not set.
- S) Configure the Access Code for the outbound trunk calls under [CONFIGURATION > Trunk Routing > Access Code].

[2007] Outbound Trunk Number is Different From the dialed number**[Symptoms]**

Outbound trunk number is different from the dialed number.

[Possible Causes & Solutions]

- C) Access code type is set to Normal.

- S) When 'Normal' is selected for the number type under [CONFIGURATION > Trunk Routing > Access Code], the trunk code is removed from the called number. If you want to use the dialed number as the actual called number, set the number type to Internal.

- C) Number translation is set for the call route setting.

- S) An OutBound MCN is set under [CONFIGURATION > Trunk Routing > Priority Routing] or [CONFIGURATION > Trunk Routing > Load Balance Routing]. You can view the number translation setting information under [CONFIGURATION > Trunk Routing > OutBound MCN (Outbound Called Number)].

[2008] External Trunk Call Forward Fails For Inbound Trunk Call

[Symptoms]

External call forward fails for inbound trunk call.

[Possible Causes & Solutions]

- C) The trunk type for the endpoint is set to Normal.

- S) Change this type to Tie for inbound trunk. If the trunk type is set to Normal under [CONFIGURATION > Trunk Routing > TIE Trunk], calls from the trunk are not allowed to go out to the trunk again.

- C) A user with the same trunk number already exists.

- S) Check that the registration information for the user is created under if Single phone user, [CONFIGURATION > User > Single Phone User] or if Multi-Extension phone, [CONFIGURATION > User > Multi-Extension Phone User] or if Multi phone User, [CONFIGURATION > User > Multi-Phone User]. Delete the user. User numbers and trunk numbers must be different.

2.2 Call Features

[2101] Status Lamp For a Phone Does Not Change Correctly

[Symptoms]

The status lamp for a phone does not change even when it is in use.

[Possible Causes]

There is an error with device button assignment.

Phone configuration information is not received.

[Solutions]

Check that the lamp number is correctly set under [CONFIGURATION > User > Phone Key Programming].

Create User Profile under [CONFIGURATION > Phone Setting > Upgrade Software] to receive the configuration information again.

[2102] Cannot Make Calls by Pressing the Keys on the Phone

[Symptoms]

No calls are made when the keys on the phone are pressed.

[Possible Causes]

The phone is not registered under [PERFORMANCE > Registration Status].

[Solutions]

Check that the phone is correctly registered under [PERFORMANCE > Registration Status].

If it is not registered, register the phone again. If it is a Samsung phone, press the MUTE button.

[2103] Secretary Function: Status of Other Phones is Not Shown Correctly

[Symptoms]

The status of other phones is not shown correctly.

[Possible Causes]

The phone is not registered under [PERFORMANCE > Registration Status].

Call Appearance is not set under [CONFIGURATION > User > Multi-Phone User].

Call Appearance is not set to SCA under [CONFIGURATION > User > Multi-Phone User].

Configuration information of the phone is not received.

[Solutions]

Set Call Appearance to SCA under [CONFIGURATION > User > Multi-Phone User].

[2104] Secretary Function: Shared Call Retrieve is Not Visible

[Symptoms]

Shared Call Retrieve does not work.

[Possible Causes]

Feature code is not set for Shared Call Retrieve under [CONFIGURATION > Service > Feature Service > Feature Code].

Call Appearance is not set under [CONFIGURATION > User > Multi-Phone User].

Call Appearance is not set to SCA under [CONFIGURATION > User > Multi-Phone User].

Configuration information of the phone is not received.

[Solutions]

Add the feature code for Shared Call Retrieve under [CONFIGURATION > Service > Feature Service > Feature Code].

Set Call Appearance to SCA under [CONFIGURATION > User > Multi-Phone User].

[2105] Multiline is Not Correctly Shown on the Phone

[Symptoms]

Multiline is not correctly shown on the phone

[Possible Causes]

Only one user is allocated under [CONFIGURATION > User > Multi-Extension Phone].

Configuration information of the phone is not received.

[Solutions]

Allocate multiple users under [CONFIGURATION > User > Multi-Extension Phone].

Create User Profile under [CONFIGURATION > Phone Setting > Phone Profile Information] to receive the configuration information again.

[2106] Multi-ring is Not Played Correctly.

[Symptoms]

Multi-ring does not play correctly.

[Possible Causes]

User type is not set to Multi Device under [CONFIGURATION > User > Multi-Phone User].

Configuration information of the phone is not received.

[Solutions]

Set the user type to Multi Device under [CONFIGURATION > User > Multi-Phone User].

Create User Profile under [CONFIGURATION > Phone Setting > Phone Profile Information] to receive the configuration information again.

[2107] Cannot Call Hunt Group Numbers

[Symptoms]

Calls cannot be made to hunt group numbers.

[Possible Causes]

The hunt group is not created under [CONFIGURATION > Service > Group Service > Hunt Group].

Group members for the hunt group are not assigned under [CONFIGURATION > Service > Group Service > Hunt Group].

[Solutions]

Create a hunt group and assign the group members under [CONFIGURATION > Service > Group Service > Hunt Group].

2.3 Voice Path Connection

[2201] Cannot Hear On-Hold Sound Source

[Symptoms]

The on-hold sound source cannot be heard.

[Possible Causes]

Check that MOH use is enabled for the user group.

[Solutions]

Select the user group and enable MOH use under [CONFIGURATION > User Group > Change User Group > Information].

[2202] Announcement Language is Different to the Language Selected

[Symptoms]

The announcement language is different to the language of your country.

[Possible Causes]

Check that the announcement language setting is correct.

[Solutions]

Check the language setting under [CONFIGURATION > Announcement > Language].

[2203] Cannot Hear Announcement for Trunk Calls

[Symptoms]

The announcement cannot be heard for trunk calls.

[Possible Causes & Solutions]

C) No announcement is played for incoming trunk calls.

- S) Enable announcement for incoming trunk calls under [CONFIGURATION > Trunk Routing > Route].
- C) No announcement is played for outgoing trunk calls.
- S) Enable announcement for outgoing trunk calls under [CONFIGURATION > Trunking Routing > Route].

[2204] Cannot Open Communication Route with Endpoint Under NAT

[Symptoms]

Communication route cannot be opened with an endpoint under NAT.

[Possible Causes]

Check that the Trunking Routing registration method is correct.

[Solutions]

Set the registration method to Send REGISTER/Receive REGISTER under [CONFIGURATION > Trunk Routing > Route].

[2205] Cannot Register Private IP Phones When SCM is on Public IP Address

[Symptoms]

An NAT private IP phone cannot be registered as an SCM using a public IP address.

[Possible Causes & Solutions]

- C) SCM Express (for 3000 subscribers or less) provides the NAT Traversal function, but SCM Enterprise (for 10000 subscribers or more) does not provide the NAT Traversal function.
- S) If you cannot install SCM Express (for 3000 subscribers or less), you must install a separate SBC system.
- C) Registration is not possible if the source port number sending the registration message and the source port number waiting for response are different.

- S) Some SIP phones allow you to use the same source port number only if they are set to be under NAT. For such phones, you must make the settings to indicate that they are under NAT.

[2206] Cannot Register Phones on Another Private Network When SCM is on Private IP Address

[Symptoms]

An NAT private IP phone cannot be registered as an SCM using an IP address of another private network.

[Possible Causes & Solutions]

- C) SCM Express (for 3000 subscribers or less) provides the NAT Traversal function, but SCM Enterprise (for 10000 subscribers or more) does not provide the NAT Traversal function.
- S) If you cannot install SCM Express (for 3000 subscribers or less), you must install a separate SBC system.
- C) Registration is not possible if the source port number sending the registration message and the source port number waiting for response are different.
- S) Some SIP phones allow you to use the same source port number only if they are set to be under NAT. For such phones, you must make the settings to indicate that they are under NAT.

[2207] Cannot Register Public IP Phones When SCM is on Private IP Address

[Symptoms]

A public IP phone cannot be registered as an SCM using a private IP address.

[Possible Causes & Solutions]

- C) SCM Express (for 3000 subscribers or less) provides the NAT Traversal function, but SCM Enterprise (for 10000 subscribers or more) does not provide the NAT Traversal function.
- S) If you cannot install SCM Express (for 3000 subscribers or less), you must install a separate SBC system.
- C) If you are not using a separate SBC system, the SCM must be set with its own

NAT Traversal.

- S) Under [CONFIGURATION > Miscellaneous > System Options], set System Under NAT to Enable, and enter the public IP address converted by the NAT system before the SCM in the System Public IP Address field.

[2208] SCM on Private IP Address Cannot Interoperate with Service Provider's SIP Server

[Symptoms]

The SCM in an NAT environment cannot interoperate with the service provider's SIP server.

[Possible Causes & Solutions]

- C) SCM Express (for 3000 subscribers or less) provides the NAT Traversal function, but SCM Enterprise (for 10000 subscribers or more) does not provide the NAT Traversal function.
- S) If you cannot install SCM Express (for 3000 subscribers or less), you must install a separate SBC system.

- C) If you are not using a separate SBC system, the SCM must be set with its own NAT Traversal.
- S) Under [CONFIGURATION > Miscellaneous > System Options], set System Under NAT to Enable, and enter the public IP address converted by the NAT system before the SCM in the System Public IP Address field.

[2209] Cannot Establish Calls Between Public IP Phones and Private IP Phones

[Symptoms]

Calls cannot be established between public IP phones and private IP phones.

[Possible Causes & Solutions]

- C) SCM Express (for 3000 subscribers or less) provides the NAT Traversal function, but SCM Enterprise (for 10000 subscribers or more) does not provide the NAT Traversal function.
- S) If you cannot install SCM Express (for 3000 subscribers or less), you must install a separate SBC system.

- C) If the SCM is in an NAT environment, you must enable NAT Traversal.
- S) Under [CONFIGURATION > Miscellaneous > System Options], set System Under NAT to Enable, and enter the public IP address converted by the NAT system before the SCM in the System Public IP Address field.

[2210] Cannot Establish Calls Between Phones on Different Private Networks

[Symptoms]

Calls cannot be established between phones on different private networks.

[Possible Causes & Solutions]

- C) SCM Express (for 3000 subscribers or less) provides the NAT Traversal function, but SCM Enterprise (for 10000 subscribers or more) does not provide the NAT Traversal function.
 - S) If you cannot install SCM Express (for 3000 subscribers or less), you must install a separate SBC system.
-
- C) If the SCM is in an NAT environment, you must enable NAT Traversal.
 - S) Under [CONFIGURATION > Miscellaneous > System Options], set System Under NAT to Enable, and enter the public IP address converted by the NAT system before the SCM in the System Public IP Address field.
-
- C) If the SCM is in an NAT environment with multiple private networks (with different IP ranges), the MPS Freezone must be set to allow calls between SIP phones on different private networks.
 - S) Under [CONFIGURATION > Location > MPS Freezone], enter the IP range and subnet mask for the private network which will not use the MPS service.

[2211] Cannot Establish Calls Between Private IP Phones and the Service Provider's SIP Server

[Symptoms]

Calls cannot be established between private IP phones and the service provider's SIP server.

[Possible Causes & Solutions]

- C) SCM Express (for 3000 subscribers or less) provides the NAT Traversal function, but SCM Enterprise (for 10000 subscribers or more) does not provide the NAT Traversal function.
- S) If you cannot install SCM Express (for 3000 subscribers or less), you must install a separate SBC system.

- C) If the SCM is in an NAT environment, you must enable NAT Traversal.
- S) Under [CONFIGURATION > Miscellaneous > System Options], set System Under NAT to Enable, and enter the public IP address converted by the NAT system before the SCM in the System Public IP Address field.

- C) Registration or reception is not possible if the source port number sending the registration message and the source port number waiting for response or the INVITE message are different.
- S) Some SIP phones allow you to use the same source port number only if they are set to be under NAT. For such phones, you must make the settings to indicate that they are under NAT.

2.4 Security (TLS/sRTP)

[2301] Cannot Register Phones When Using TLS

[Symptoms]

Phones cannot be registered when using TLS.

[Possible Causes]

You need to check the device protocol settings.

[Solutions]

Change the protocol list of the subscriber's device to TLS under [CONFIGURATION > User > Single Phone User/Multi-Extension Phone].

[2302] Cannot Interoperate with the Service Provider's SIP Server When Using TLS

[Symptoms]

You cannot interoperate with the service provider's SIP server when using TLS.

[Possible Causes]

You need to check the protocol settings in endpoint configuration.

[Solutions]

Under [CONFIGURATION > Trunk Routing > Route], select the endpoint for the SIP server and change the protocol to TLS.

[2303] Cannot Establish Calls Between Phones Using sRTP

[Symptoms]

Calls cannot be established between phones using sRTP.

[Possible Causes]

You need to check the device media type settings.

[Solutions]

Change the media type of the subscriber's device to sRTP under [CONFIGURATION > User > Single Phone User/Multi-Extension Phone].

[2304] Cannot Establish Calls Between Phone and Gateway Using sRTP

[Symptoms]

Calls cannot be established between a phone and the gateway using sRTP.

[Possible Causes & Solution]

- C) You need to check the device media type settings.
- S) Change the media type of the subscriber's device to sRTP under [CONFIGURATION > User > Single Phone User/Multi-Extension Phone].

- C) You need to check the sRTP setting for the gateway.
- S) Enable the sRTP function for the gateway.

[2305] Cannot Establish Calls Between Phones and the Service Provider's SIP Server Using sRTP

[Symptoms]

Calls cannot be established between a phone and the service provider's SIP server using sRTP.

[Possible Causes]

You need to check the device media type settings.

[Solutions]

Change the media type of the subscriber's device to sRTP under [CONFIGURATION > User > Single Phone User/Multi-Extension Phone].

2.5 SMDR (CDR)

[2401] Cannot Create CDR Data

[Symptoms]

CDR data is not created.

[Possible Causes]

Option 'None' is selected for the billing data creation method.

[Solutions]

Change the billing data creation method for the user group from 'None' to another option.

[2402] Cannot Send CDR Data via FTP

[Symptoms]

CDR is created for FTP transmission, but the CDR file cannot be sent to the FTP charging server.

[Possible Causes]

The CDR FTP IP address or the password in the charging FTP configuration is incorrect.

[Solutions]

Enter the CDR FTP IP address or the password in the charging FTP configuration again and check the network connection with the FTP charging server.

[2403] Cannot Send CDR Data Via TCP

[Symptoms]

CDR is created for TCP transmission, but the CDR file cannot be sent to the TCP charging server.

[Possible Causes]

The charging TCP link IP address in the TCP charging configuration is incorrect.

[Solutions]

Check the CDR TCP link IP address in the TCP charging configuration. If the address is correct, check the network connection with the TCP server.

Chapter 3. Application Features

The troubleshooting lists are following:

ACD

- [3001] Cannot Call ACD Group
- [3002] No ACD Group Announcement is Heard
- [3003] Overflowing Does Not Work For ACD Group
- [3004] Agent Cannot Login
- [3005] Agents Cannot Hear Ring
- [3006] Break is Not Set for Agent
- [3007] Wrap-up is Not Set for Agent After a Call

Conference

- [3101] Conference Function Does Not Work
- [3102] Advanced Conference Function Does Not Work
- [3103] Meet-Me Conference Function Does Not Work
- [3104] Only the Meet-Me Conference Function Works
- [3105] Cannot Send Meet-Me Conference Reservation Mails
- [3106] Cannot Enter Meet-Me Conference Before Start Time
- [3107] Conference-Related Feature Codes Do Not Work When Changed

Voice Mail

- [3201] Cannot Access UMS When Logged Into Mailbox
- [3202] AA Announcement is Played When Logged Into Mailbox
- [3203] Cannot Register in Outlook
- [3204] The Mailbox Password Has Been Forgotten
- [3205] New Voice Mail is Not Emailed to the Email Account
- [3206] Call Record Does Not Work
- [3207] Park & Overhead Paging Function Does Not Work
- [3208] When Listening to a Voice File Recorded in Voice Studio, I Hear Nothing or a Lot of Noise
- [3209] Recording of Personal Greetings is Not Allowed From the Menu

Interoperates with CSTA Applications

- [3301] Cannot Connect CSTA Application
- [3302] Cannot Register CSTA Monitor
- [3303] CSTA Events Are Not Generated
- [3304] CSTA Commands Do Not Work

3.1 ACD

[3001] Cannot Call ACD Group

[Symptoms]

When attempting to call an ACD group number, you do not hear a ringback tone or an ACD group announcement but you get an error.

[Possible Causes]

- (1) The ACD group number is not registered.
- (2) The ACD group number is not registered in the DID table.
- (3) In case of a call between user groups, the inter user group number is not registered.
- (4) All of the agents of the ACD group are logged out and "Next Destination When All Log-out" is not registered.
- (5) All of the agents of the ACD group are busy or unavailable for answering calls and "Next Destination When All Busy" is not registered.

[Solutions]

- (1) In SCM Administrator, check that the group number is correctly registered under [CONFIGURATION > Application > ACD > ACD Group].
- (2) In case of an incoming trunk call, check that the ACD group number is registered under [CONFIGURATION > Routing > ACD > DID Routing].
- (3) If calls within a user group work but calls between different user groups do not work, check that the inter user group number is correctly registered under [CONFIGURATION > Application > ACD > ACD Group].
- (4) If all of the agents of the ACD group are logged out, check that a phone number is specified for "Next Destination When All Log-out" under [CONFIGURATION > Application > ACD > ACD Group].
- (5) If all of the agents of the ACD group are busy, check that a phone number is specified for "Next Destination When All Busy" under [CONFIGURATION > Application > ACD > ACD Group].

[3002] No ACD Group Announcement is Heard

[Symptoms]

When calling an ACD group, you hear a ringback tone but not the ACD announcement.

[Possible Causes]

- (1) The MOH service of the system is not functioning correctly.
- (2) Announcement settings for the ACD group are incorrect.
- (3) The voice file is not functioning correctly.

[Solutions]

- (1) Check that the MOH of the system is functioning correctly. Press the Hold button on the phone while on a call with another extension subscriber. Check that the MOH is heard on the other person's phone. If not, check that the status for MRAB, MRMB, and MOHB blocks are correct under [CONFIGURATION > Process > Process Version].
- (2) In SCM Administrator, check that "First Greet Message", "First Wait MOH", "Second Greet Message", "Second Wait MOH", "Greet Iteration", "Wait MOH Duration", etc. are correctly entered under [CONFIGURATION > Application > ACD > ACD Group].
- (3) In SCM Administrator, check that the voice file is correctly played under [CONFIGURATION > Announcement > Service Announcement].

[3003] Overflowing Does Not Work For ACD Group**[Symptoms]**

Calls should be forwarded to a specified number when the call forward conditions are met for the ACD group, but calls are not forwarded and you get an error.

[Possible Causes]

- (1) The call forward phone number is not registered for the ACD group.
- (2) The call forward phone number is invalid.
- (3) The service is restricted for the maximum number of calls forwarded.

[Solutions]

- (1) If you wish to have incoming ACD group calls forwarded when they are unanswered after ringing for a specified period of time, check that "Next Destination Overflow Time" and "Next Destination" are entered correctly under [CONFIGURATION > Application > ACD > ACD Group].
- (2) If you wish to have calls forwarded when all agents are logged out, check that the login status of the agents is Log-out under [CONFIGURATION > Application > ACD > ACD Group Status] and check that "Next Destination

When "All Log-out" is entered correctly under [CONFIGURATION > Application > ACD > ACD Group].

- (3) If you wish to have calls forwarded when all agents are busy, check that "Next Destination When All Busy" is entered correctly under [CONFIGURATION > Application > ACD > ACD Group].
- (4) If the call forwarding phone number is in another ACD group, the maximum number of calls forwarded is restricted by "Maximum Overflow Call Count" under [CONFIGURATION > Application > ACD > ACD Group]. Check that the maximum number of calls is not exceeded.

[3004] Agent Cannot Login

[Symptoms]

Login fails when an agent attempts to log into an ACD group using the feature code or the function key.

[Possible Causes]

- (1) The feature code is invalid.
- (2) The Agent ID is not registered.
- (3) The agent password is incorrect.
- (4) The feature code, agent ID and password have been entered in an incorrect sequence.
- (5) The ACD group number is incorrect or the agent is not a member of the ACD group.
- (6) You are using a multi-device or multi-line phone to login.

[Solutions]

- (1) Check that the "ACD Agent – Login" feature code is correctly registered under [CONFIGURATION > Service > Feature Service > Feature Code].
- (2) Check that the agent ID and password are correctly registered under [CONFIGURATION > Application > ACD > ACD Agent].
- (3) Check that the numbers are entered in the sequence of: feature code + agent ID + password + ACD group number. The ACD group number is optional. When the numbers are dialed as feature code + agent ID + password, and without an ACD group number, the agent will be logged into all of their ACD groups. When an ACD group number is entered, the agent will only be logged into that particular ACD group.
- (4) Agents cannot login using multi-device or multi-line phones. Check that the subscriber type of the phone used for login is Single Device under [CONFIGURATION > Subscriber > Subscriber].

[3005] Agents Cannot Hear Ring

[Symptoms]

When calling an ACD group, the caller hears the ringback tone and the ACD announcement, but the agent cannot hear the ring even when agents are available.

[Possible Causes]

Agent status is invalid.

[Solutions]

- (1) Check the login status of the agent concerned under [CONFIGURATION > Application > ACD > ACD Group Status].
- (2) Check that the status of the agent is normal under [CONFIGURATION > Application > ACD > ACD Agent]. The Wrap-up status must be Reset and the Break status must be Reset in order to receive calls. If any of them is Set, use the feature codes or function keys on the phone to register as Reset.
- (3) If the agent's phone status is Idle, check whether the agent's phone is engaged in any call under [PERFORMANCE > Call Management]. If the agent's phone is Idle and you see its phone number on this list, you must delete the call to return the phone to the Idle status.

[3006] Break is Not Set for Agent

[Symptoms]

When an agent attempts to use the Break function, you get an error.

[Possible Causes]

The agent is logged out.

The feature code is not registered in the system.

[Solutions]

- (1) Check the login status of the agent concerned under [CONFIGURATION > Application > ACD > ACD Group Status].
- (2) Check that the "ACD Agent Break Status – Set" feature code is correctly

registered under [CONFIGURATION > Service > Feature Service > Feature Code].

[3007] Wrap-up is Not Set for Agent After a Call

[Symptoms]

When an agent has finished responding to an incoming ACD group call, or when an agent does not answer a call, the wrap-up status should be turned on, but it is not.

[Possible Causes]

Release wrap-up time time is incorrectly registered.

[Solutions]

- (1) In the [CONFIGURATION > Application > ACD > ACD Group] menu, check that the release wrap-up time is correctly registered.
- (2) When in wrap-up status, the agent can use the feature code or function key to extend the wrap-up period. To enable this, check that the "ACD Agent Wrapup Status – Set" feature code is correctly registered under [CONFIGURATION > Service > Feature Service > Feature Code]. When the agent extends the wrap-up period, the system does not automatically release this and the agent must use the feature code to release it manually.

3.2 Conference

[3101] Conference Function Does Not Work

[Symptoms]

Conference does not start when calling using the conference feature code or when pressing the conference button during a call.

[Possible Causes]

The conference system server is not configured.

The feature code is changed after the conference system server is created.

[Solutions]

In the [CONFIGURATION > Application > Conference Server] menu, select the user group with the problem and click the Search button.

Check whether Internal Conference exists in the search result. If not, create a conference system server for the user group.

If Internal Conference has already been created, select Internal Conference and click the Change button to open the Conference Server - Change dialog. Click the Change button again to change the conference system information.

[3102] Advanced Conference Function Does Not Work

[Symptoms]

You can start a three-way conference during a call but Predefined, Progressive, or Meet Me conferences, as well as extension announcement, cannot be performed.

[Possible Causes]

When you create a Conference Server, you didn't select those services from the Service List

Advanced conference service is not enabled for the user group.

[Solutions]

- (1) In the [Configuration > Application > Conference Server] menu, click the Search button to display the user group list and select the Conference Server with the problem

- (2) Click the Change button to check whether the required services are selected.

Paging: Station Paging, Paging On Answer

Meet-Me Conference: Meet-Me

One-Step Conference: Predefined Conference, Progressive Conference, Intercom Conference, Dispatch Conference

Add-On Conference: Add-On Conference, Conference On Answer

- (3) In the [CONFIGURATION > User Group > Change User Group > Information] menu, click the Search button to display the user group list and select the user group with the problem..

- (4) Click the Detail button to check whether advanced conference service is enabled.

Add-On Conference: Add-On Conference, Conference On Answer, Predefined Conference, Progressive Conference, Intercom Conference, Dispatch Conference

Meet-Me Conference: Meet-Me

Station Paging: Station Paging

Paging On Answer: Paging On Answer

[3103] Meet-Me Conference Function Does Not Work

[Symptoms]

The number of attendees available for invitation is shown as 0.

[Possible Causes]

The license for Meet Me conference is not entered.

[Solutions]

In the [CONFERENCE > System configuration] menu, open the Misc Setting tab and check the number of voice channels for Meet Me conferences.

If this value is 0, it means you have not registered the license for Meet Me conference. You need to purchase a new Meet Me Conference License and register it.

If you have already purchased a license, enter it in the [CONFIGURATION > Miscellaneous > License] menu.

[3104] Only the Meet-Me Conference Function Works

[Symptoms]

Conference functions other than Meet Me conference do not work.

In the [CONFERENCE > System configuration] menu, the number of voice channels for Meet Me conferences in the Misc Setting tab is shown as 128 (for SCM Express).

[Possible Causes]

All the voice conference channels are licensed for Meet-Me conferences.

[Solutions]

In SCM Express, among the total of 128 voice conference channels, the number of channels specified by your Meet-Me conference license are reserved for Meet-Me conferences. If you have purchased and entered the Meet-Me conference license for 128 channels, which is the total number of available channels, no other conference functions except Meet-Me conferences will work. If you are not going to use all of the voice conference channels for Meet-Me conferences, you should purchase and enter your license again, taking into consideration the ratio between Meet-Me conferences and other conferences.

[3105] Cannot Send Meet-Me Conference Reservation Mails

[Symptoms]

When you attempt to send invitation mails after confirming your Meet Me conference reservation, a send failure error is displayed.

[Possible Causes]

Your e-mail settings are incorrect.

[Solutions]

In the [Performance > Fault > E-mail Notification Setup] menu, check that the values for SMTP Server and Auth Login fields are correct.

[3106] Cannot Enter Meet-Me Conference Before Start Time

[Symptoms]

You cannot enter a Meet Me conference, even though you have selected the advanced entrance option at the time of reservation.

[Possible Causes]

Time allowed for pre-conference entrance is set to None.

There are no more available Meet Me conference voice channels.

[Solutions]

In the [CONFERENCE > System configuration] menu, open the Misc Setting tab and check the value for the time allowed for pre-conference entrance setting. If set to None, change it to an appropriate value.

If the setting is correct, but you still cannot enter in advance, all of the Meet Me conference voice channels are being used at the time you are trying to enter. Although you may have made the correct settings to enter in advance, you can enter in advance only if there are available Meet Me conference channels.

[3107] Conference-Related Feature Codes Do Not Work When Changed

[Symptoms]

When you change conference-related function keys after creating a conference system server, new conference feature codes do not work.

[Possible Causes]

The changes are not relayed to the conference system.

[Solutions]

In the [CONFIGURATION > Application > Conference Server] menu, select the user group with the problem and click the Search button.

Select Internal Conference from the searched list and click the Change button to open the Conference Server - Change dialog. Click the Change button again to change the conference system information.

3.3 VM/AA

[3201] Cannot Access VM When Logged Into Mailbox

[Symptoms]

When you press the VM feature code on the phone, you hear the announcement "Service is unavailable."

[Possible Causes]

This problem may occur if Internal UMS is not registered in the application server.

[Solutions]

- (1) Under [CONFIGURATION > Application > Other Application Server], select a user group and click the Search button to check that Internal UMS is registered.
- (2) If Internal UMS is not registered, click the Create button to register Internal UMS.

[3202] AA Announcement is played When Logged Into Mailbox

[Symptoms]

When you press the VM access feature code on the phone, you do not hear the announcement "Please enter your password".

[Possible Causes]

This problem occurs when a mailbox is not created when creating the subscriber.

[Solutions]

- (1) Query [VOICE MAIL > Open Block Table > Extension] and check whether the extension number exists.
- (2) Query [VOICE MAIL > Open Block Table > MailBox] and check whether the mailbox exists.
- (3) If not, click the Create button to create the extension number and mailbox.

[3203] Cannot Register in Outlook

[Symptoms]

- (1) When you attempt to register the Outlook Add-in after installing it, you get the "Failed to register" message.
- (2) When you attempt to register the Outlook Add-in after installing it, you get the "IP-UMS is unavailable for this user" message.
- (3) When you attempt to register the Outlook Add-in after installing it, you get the "Cannot access the email server" message.

[Possible Causes]

- (1) The server IP address is incorrectly entered.
- (2) You attempted to register for a subscriber who does not exist, or your application ID and password are incorrect.
- (3) The SMTP or IMAP IP address is incorrectly entered or the email password is incorrect.

If you wish to enter domain names for SMTP and IMAP instead of IP addresses, they must be registered in the DNS.

[Solutions]

- (1) Make sure the server IP addresses are entered correctly and try again.
- (2) Make sure the ID and the password are entered correctly and try again.
- (3) Make sure the SMTP and IMAP information is entered correctly and try again.

[3204] The Mailbox Password Has Been Forgotten

[Symptoms]

You attempted to login to your UMS by pressing the VM access feature code on the phone, but cannot login because you have forgotten the password.

[Possible Causes]

User negligence.

[Solutions]

In the [VOICE MAIL > Open Block Table > MailBox] menu, select the extension

number and press the Reset User Password button in mailbox control to reset the password to the default password.

(The user's default password uses the default customer password registered as the system password under the system variable menu.)

[3205] New Voice Mail is Not Emailed to the Email Account

[Symptoms]

You have got a new voice mail in your mailbox but an email attachment of the voice mail is not sent to the email account you specified.

[Possible Causes]

Email server information is not set.

[Solutions]

In the [VOICE MAIL > Open Block Table > Mailbox Class] menu, select the currently used block (usually Standard) and entered Email Server IP address in the HOST ID field of SMTP Server tab.

[3206] Call Record Does Not Work

[Symptoms]

When you attempt to record while on a call with another extension number or with a trunk number, recording does not start.

[Possible Causes]

- (1) Call recording settings are incorrect.
- (2) There are no available channels in the conference system.

[Solutions]

- (1) In the [CONFIGURATION > Application > Other Application Server] menu, select a user group and click the Search button to check that Internal Conference is created. If not, click the Create button to create Internal Conference.
- (2) In the [CONFIGURATION > Application > Other Application Server] menu, select a user group and click the Search button to check that Internal UMS

is created. If not, click the Create button to create Internal UMS.

- (3) In the [CONFIGURATION > Service > Feature Service > Feature Code] menu, select a user group and click the Search button to check that the "Adhoc Conference", "Call Record-Start", and "UMS" feature codes are registered. If not, create them.
- (4) If there are no available channels in the conference system, you must wait until a channel becomes available before you can use the call recording function.

[3207] Park & Overhead Paging Function Does Not Work

[Symptoms]

An incoming trunk call requested paging but the paging function does not work.

[Possible Causes]

- (1) Park & overhead paging function settings are incorrect.
- (2) There are no available channels in the conference system.

[Solutions]

- (1) In the [CONFIGURATION > Application > Other Application Server] menu, select a user group and click the Search button to check that Internal Conference is created. If not, click the Create button to create Internal ConferencMe.
- (2) In the [CONFIGURATION > Application > Other Application Server] menu, select a user group and click the Search button to check that Internal UMS is created. If not, click the Create button to create Internal UMS.
- (3) In the [CONFIGURATION > Service > Feature Service > Feature Code] menu, select a user group and click the Search button to check that the "Adhoc Conference", "Paging", "UMS", and "Parked Call Pickup" feature codes are registered. If not, create them.
- (4) If there are no available channels in the conference system, you must wait until a channel becomes available before you can use the call recording function.

[3208] When Listening to a Voice File Recorded in Voice Studio, I Hear Nothing or a Lot of Noise

[Symptoms]

You have recorded a prompt file in Voice Studio but when listening to it on the phone, you cannot hear anything or a lot of noise.

[Possible Causes]

This problem occurs if a wave file of incorrect format has been registered.

[Solutions]

The voice mail system supports wave files in the 16bit/8khz/mono format. Please change the file format and register it again.

[3209] Recording of Personal Greetings is Not Allowed From the Menu

[Symptoms]

When you log onto UMS on the phone and access the "5" Personal Greeting Recording menus, you do not get the greeting recording menu (busy greeting, call block greeting, night personal greeting, etc.).

[Possible Causes]

Greeting recording is not allowed in Administrator.

[Solutions]

- (1) In the [VOICE MAIL > Open Block Table > Extension] menu, select the extension number concerned.
- (2) In the Caller Options Processor tab, change the greeting from "No Greeting" to "Basic" and save.
- (3) To record a busy greeting, go to the [VOICE MAIL > Open Block Table > Extension] menu. In the Authorization tab, set Busy greeting allowed to "Yes" and save.

3.4 Interoperation with CSTA Applications

[3301] Cannot Connect CSTA Application

[Symptoms]

You cannot access the system from the CSTA application.

[Possible Causes]

- (1) There is a problem with the IP communication between the system and the application PC.
- (2) You have attempted to connect to an incorrect CSTA port.
- (3) You have exceeded the CSTA license.

[Solutions]

- (1) Solve the problem by carrying out the following procedures:
- (2) Try ping the system from the application PC.
- (3) The system's CSTA ports are allocated from TCP 6001 for the number of user groups. You can check the CSTA port number for each user group in the CSTA Port section under [CONFIGURATION > User Group > Change User Group > Options] in SCM Administrator. Try a TCP connection to the CSTA port listed.
- (4) Check that the CSTA license is correctly entered and the number is adequate under [CONFIGURATION > Miscellaneous > License] in SCM Administrator.
- (5) Log into the system with the root account, execute "pkill -SIGUSR1 CSTALB.exe" and check that the license maximum in the "/DI/CM/log/CSTALB0.log" file has not been reached.

Resource	Maximum	Current
SkTCPConn(server)	00002	00002
CstaLinkInfo	00110	00000
CstaMonitorInfo	00100	00000
CstaFilterInfo	00300	00000
License	00060	00000 ← CSTA License

[3302] Cannot Register CSTA Monitor

[Symptoms]

The CSTA monitor cannot be registered.

[Possible Causes]

- (1) You have attempted to monitor an invalid number.
- (2) You have reached the maximum monitor number or maximum filter number allowed in the system.

[Solutions]

- (1) Solve the problem by carrying out the following procedures:
- (2) Check that the number to monitor is valid.
- (3) Log into the system with the root account, execute "pkill -SIGUSR1 CSTALB.exe" and check that the maximum monitor number and maximum filter number in the "/DI/CM/log/CSTALB0.log" file have not been reached.

Resource	Maximum	Current
SkTCPConn(server)	00002	00002
CstaLinkInfo	00110	00000
CstaMonitorInfo	00100	00000← Number of Monitor
CstaFilterInfo	00300	00000← Number of Filter
License	00060	00000

[3303] CSTA Events Are Not Generated

[Symptoms]

The phone does not send the event messages according to its call status to the CSTA application, even though the CSTA application is connected correctly and a phone number is correctly registered to be monitor.

[Possible Causes]

The phone status is invalid and its events are not sent to the CSTA application.

[Solutions]

The CSTA application sends the SnapShot Device command to the phone to check the phone status. If the phone returns an invalid SnapShot Device Response, the system regards the phone status as invalid.

If the phone status is Idle, check whether any call is engaged for the phone number under [PERFORMANCE > Call Management]. If the phone is Idle and you see its phone number on this list, you must delete the call to return the phone to the Idle status.

[3304] CSTA Commands Do Not Work

[Symptoms]

When a phone executes a CSTA command, the command does not function correctly even though the CSTA application is connected correctly and a phone number is correctly registered to be monitored.

[Possible Causes]

The phone's status is invalid or it is unable to process the CSTA command.

[Solutions]

The system responds to any CSTA command generated by the CSTA application. You must analyze the cause value of this response.

Chapter 4. Interoperate with Phones and Gateways

The troubleshooting lists are following:

Interoperate with Phones

- [4001] Cannot Connect to Network
- [4002] Cannot Register with Server
- [4003] Cannot Register with Server When Using PNP
- [4004] Registration is Done with Previous Server
- [4005] Cannot Download Profile From Server
- [4006] Cannot Upgrade
- [4007] Call is Not Established and Noise is Heard
- [4008] Cannot Make Calls
- [4009] Connection is Lost While on a Call
- [4010] Time Displayed is Incorrect
- [4011] Service Menu is Incorrect
- [4012] Supplementary Service Function Does Not Work
- [4013] UC Function Does Not Work
- [4014] Cannot Set Functions in Menu
- [4015] Cannot Use AOM
- [4016] Fonts Are Garbled

Interoperate with Gateways

- [4101] Cannot Register Gateway
- [4102] Gateway Does Not Fetch Profile
- [4103] FXS Phone on the Gateway is Inactive

4.1 Interoperation with Phones

[4001] Cannot Connect to Network

[Symptoms]

You cannot connect to the network from the phone.

[Possible Causes]

- (1) Poor LAN cable connection
- (2) Incorrect IP settings
- (3) VLAN information error
- (4) 802.1x port information not set

[Solutions]

- (1) Check that the phone's LAN cable is connected correctly.
- (2) Check that the phone's IP address is correctly set under the phone's [Menu > Settings > Network Information] menu.
- (3) If you fail to obtain a valid IP address when using DHCP, contact the system administrator.
- (4) If the IP address is correctly set, your network connection may be affected by VLAN or 802.1x settings. Contact the system administrator.

[4002] Cannot Register with Server

[Symptoms]

You cannot register the phone with the SCM server.

[Possible Causes]

- (1) Network error
- (2) Profile download failure
- (3) Subscriber information error
- (4) Certificate error when using TLS protocol
- (5) SCM server error

[Solutions]

- (1) Check that the network is functioning correctly.
- (2) Check that the profile is correctly downloaded.
 - A. On an SMT-i5243 phone, you can check this with the ↑ icon on the desktop and the [Menu > Settings > Network Information > Boot Log] menu.
 - B. Establish a telnet connection to the phone and check the downloaded profile in the /tmp/Provision/Profiles folder.
 - C. If the profile is not correctly downloaded, contact the system administrator.
 - D. If the profile is correctly downloaded, use Ethereal to identify the cause of registration failure. (Contact the system administrator.)
 - E. In case of an SIP 404 Not Found error, the subscriber information has not been entered in the server.
 - F. When using TLS protocol, registration may not be possible due to certificate authentication failure.
- (3) Registration may not be possible if the SCM server is in abnormal status. (Contact the system administrator.)

[4003] Cannot Register with Server When Using PNP**[Symptoms]**

Server registration is not performed correctly even though using PNP.

[Possible Causes]

- (1) Configuration server information error
- (2) IP address acquisition failure
- (3) Profile download failure
- (4) Subscriber information error
- (5) Certificate error when using TLS protocol
- (6) SCM server error

[Solutions]

- (1) Configuration information must exist in the options information of DHCP in order to use PNP correctly. (Contact the system administrator.)

- (2) Use Ethereal to check that configuration information exists in the option number 43, which is a DHCP option field.
 - A. Check that the DHCP IP address is correctly acquired.
 - B. Check that the IP address is correctly set under the phone's [Menu > Settings > Network Information] menu.
- (3) Check that the profile is correctly downloaded.
 - A. On an SMT-i5243 phone, you can check this with the ↑ icon on the desktop and the [Menu > Settings > Network Information > Boot Log] menu.
 - B. Establish a telnet connection to the phone and check the downloaded profile in the /tmp/Provision/Profiles folder.
 - C. If the profile is not correctly downloaded, contact the system administrator.
 - D. If the profile is correctly downloaded, use Ethereal to identify the cause of registration failure. (Contact the system administrator.)
 - E. In case of a 404 Not Found error, the subscriber information has not been entered in the server.
- (4) When using TLS protocol, registration may not be possible due to certificate authentication failure.
- (5) Registration may not be possible if the SCM server is in abnormal status. (Contact the system administrator.)

[4004] Registration is Done with Previous Server

[Symptoms]

Registration information has been changed but the phone is registered with the previous information.

[Possible Causes]

- (1) MAC profile exists in the server.
- (2) Provisioning failure

[Solutions]

- (1) Even when the user changes the phone's login information, if the MAC profile exists in the sever, provisioning is done with the login information in the MAC profile. Therefore, you should check whether the MAC profile exists in the server.
- (2) When profile downloading fails, the phone uses the last valid registration

information for initialization. Therefore, you should check that the profile is correctly downloaded. (See the [Menu > Settings > Network Information > Boot Log] menu)

[4005] Cannot Download Profile From Server

[Symptoms]

The profile is not correctly downloaded from the SCM server.

[Possible Causes]

- (1) Network error
- (2) Configuration server information error
- (3) SCM server error
- (4) Subscriber information error
- (5) User mode setting

[Solutions]

- (1) Check that the network is functioning correctly.
- (2) Check that the configuration server information is correctly set.
 - A. When in PNP mode, contact the system administrator.
 - B. Check the configuration information of Easy Install.
- (3) If the profile is correctly downloaded, use Ethereal to identify the cause of registration failure. (Contact the system administrator.)
 - A. Check the TFTP/HTTP file request and file transmission process.
 - B. Check the server information in the boot profile.
- (4) In case of a HTTP authentication failure, check the SCM subscriber information.
- (5) When using the settings in the user mode (server type: normal), settings are not performed by downloading the profile but the user sets the server and the registration information, and initializes the phone. Check this setting mode.

[4006] Cannot Upgrade

[Symptoms]

The system administrator has performed a software upgrade but the phone is still

using the old software.

[Possible Causes]

- (1) Network status (system administrator)
- (2) Upgrade server address error (system administrator)
- (3) Upgrade server's software package path setting error (system administrator)
- (4) Upgrade server's software version is the same as the current phone (user/system administrator)

[Solutions]

- (1) In case of an automatic upgrade, contact the system administrator.
- (2) If you are the system administrator, check the causes above in sequence.

[4007] Call is Not Established and Noise is Heard

[Symptoms]

When a call is connected, you hear nothing but noise.

[Possible Causes]

- (1) Connect negotiation failure
- (2) sRTP processing error
- (3) Multiple sources are sending RTP to the phone's RPT port.
- (4) Faulty device

[Solutions]

- (1) Connect the phone and a PC to the hub to allow Ethereal.
- (2) Check the SIP message that negotiation for the codec information is correctly performed.
- (3) Convert the RTP packets to audio and check whether the source voice is noisy. (A separate tool is required for sRTP).
- (4) Check whether there are multiple IP addresses sending RTP to the phone's RTP port.
- (5) Check whether you get the same problem with the speaker and with the

handset.

[4008] Cannot Make Calls

[Symptoms]

- (1) The call screen is not displayed.
- (2) When you attempt to make a call, the call is actually not made and is terminated.

[Possible Causes]

- (1) Network error
- (2) Server is not registered.
- (3) SCM server error

[Solutions]

- (1) Check that the registration status is normal from the phone's idle screen.
- (2) Check that the network status is normal. (Ping the phone from a PC.)
- (3) Press the Mute key to register the phone again.
- (4) Try to make a call from another phone to check whether the SCM is correctly running the service.
- (5) Use Ethereal to perform a packet analysis. (Contact the system administrator.)
- (6) Check that the SIP INVITE message is correctly sent to the server.

[4009] Connection is Lost While on a Call

[Symptoms]

Calls are terminated even though you did not end the call.

[Possible Causes]

- (1) Session timer is active.
- (2) The BYE message is received from the opposite party or the server.

[Solutions]

- (1) Connect the phone and a PC to the hub and use Ethereal to analyze the packets.
- (2) Check whether the INVITE, 200 OK message includes parameters related to session timer.
- (3) If session timer is in use, check whether re-invite or update messages are sent or received before the session timer expires.
- (4) When the problem occurs, check whether messages such as BYE are received or sent by the phone.

[4010] Time Displayed is Incorrect

[Symptoms]

Time shown by the phone is incorrect.

[Possible Causes]

- (1) Network error
- (2) The system's time zone is incorrect.
- (3) The phone's time zone is incorrect.

[Solutions]

- (1) Check [Menu > Settings > Application Setting > Time Zone > Time Update]
- (2) If set to default, contact the system administrator.
- (3) If set to user, check your time zone.

[4011] Service Menu is Incorrect

[Symptoms]

- (1) All or part of the service menu which is called up by pressing the service key is not displayed.
- (2) The font for the service menu is garbled.

[Possible Causes]

- (1) SoftMenu profile download failure

- (2) Class of service (COS) is not allowed for the phone number.
- (3) Access code for performing service does not exist.
- (4) Service is unavailable.
- (5) Text encoding in the SoftMenu profile and text encoding in the actual display data are different.

[Solutions]

- (1) Check that SoftMenu and Service profiles are correctly downloaded during the provisioning process.
- (2) If the menu for a specific service is not displayed, check whether the service is activated and check its access code. (Contact the system administrator.)
- (3) Check the text encoding of the SoftMenu profile and the text encoding of the display data.

[4012] Supplementary Service Function Does Not Work

[Symptoms]

When you attempt to perform a supplementary service function, it does not work.

[Possible Causes]

- (1) Service is unavailable for this particular phone number. - Class of service (COS) is not allowed.
- (2) Access code for performing the service does not exist.
- (3) Service is unavailable.
- (4) Processing error by the SCM server

[Solutions]

- (1) Check that provisioning is correctly performed.
- (2) Check the error message displayed on the screen when performing the service.
- (3) Check COS, activation of supplementary services, and access code for the phone number performing the service.
- (4) Perform an Ethereal packet analysis to identify the location of the problem.

[4013] UC Function Does Not Work

[Symptoms]

- (1) Cannot download the VOD list.
- (2) The VOD list is downloaded but media are not played.
- (3) Cannot play Multicast Push media.
- (4) Cannot login.

[Possible Causes]

- (1) The phone cannot download the VCS server information during registration.
- (2) The user ID (number) is not registered in the VCS server.
- (3) The VCS server is on another subnet and IGMP (Multicast) packets cannot be sent when going through a router (gateway).
- (4) The phone cannot download the presence server information during registration.

[Solutions]

- (1) Check that the VCS server information is correctly set (system administrator).
- (2) Register the user ID in the VCS server.
- (3) Check the router settings.
- (4) Check that the presence server information is correctly set (system administrator).

[4014] Cannot Set Functions in Menu

[Symptoms]

- (1) Phone function settings error
- (2) System function settings error

[Possible Causes]

- (1) Phone function settings error
 - A. Settings cannot be saved in the phone's current status.
 - B. Settings are already in place and cannot be saved.

- (2) System settings error
 - A. Network error
 - B. No privilege
 - C. Provisioning failure

[Solutions]

- (1) Phone function settings error
 - A. Exit the menu and set again.
 - B. Try setting with another value first and then change it to a desired value.
- (2) System function settings error
 - A. Check the Network status.
 - B. Contact the system administrator.

[4015] Cannot Use AOM

[Symptoms]

- (1) AOM is not registered with the phone in PnP mode.
- (2) Nothing happens when the AOM button is pressed.

[Possible Causes]

- (1) The option number 43 in the DHCP server is not set or the AOM information is not set in the phone.
- (2) No functions are assigned to the AOM keys.

[Solutions]

- (1) Check the option number 43 in the DHCP server (system administrator). Register the MAC of the AOM in the phone (system administrator).
- (2) Assign a function to each key of the AOM (system administrator).

[4016] Fonts Are Garbled

[Symptoms]

- (1) The font displayed on the phone's menu is garbled.

- (2) The text displayed by the system is garbled.
 - A. Service menu, temporary service menu, multi-purpose button information, AOM information, busy information, etc.

[Possible Causes]

- (1) The font displayed on the phone's menu is garbled.
 - A. The phone's software temporarily failed to load the font table.
 - B. The database file is damaged or corrupted.
- (2) The text displayed by the system is garbled.
 - A. System text encoding type error.
 - B. System database setting error.

[Solutions]

- (1) The font displayed on the phone's menu is garbled.
 - A. Restart the phone.
 - B. Clear or delete the functions with the garbled text and reset them (Schedule, Address book, etc.).
- (2) The text displayed by the system is garbled.
 - A. Contact the system administrator.

4.2 Interoperattion with Gateways

[4101] Cannot Register Gateway

[Symptoms]

Registration is not performed because the registration message from the gateway and the registration message stored in the SCM are different.

[Possible Causes]

Registration method for endpoint in routing is incorrect.

User name, primary proxy server IP address, etc. of endpoint in the routing are incorrect.

[Solutions]

Check that the registration method for endpoint in the routing is Receive REGISTER. Check the user name and the primary proxy server IP address.

[4102] Gateway Does Not Fetch Profile

[Symptoms]

The gateway does not fetch the profile to be used in survival mode or FXS.

[Possible Causes]

If you do not create a gateway, you can proceed with registration but the profile will not be fetched.

[Solutions]

Create a gateway to use under [CONFIGURATION > Gateway].

[4103] FXS Phone on the Gateway is Inactive

[Symptoms]

A FXS phone on the gateway is not correctly registered and cannot be used.

[Possible Causes]

The SCM does not change the FXS subscriber information to FXS.

[Solutions]

In the subscriber information, change the phone type to FXS-Phone.

Chapter 5. Ubigate iBG Series Gateways

The troubleshooting lists are following:

Gateway Installation

- [5001] Cannot Turn On Gateway
- [5002] Cannot Boot Gateway
- [5003] FXO Connection Alarm
- [5004] FXS Port Line Lockout
- [5005] ISDN Voice Port Down
- [5006] T1/E1 Clock Synchronization Problem

SCM Interoperation Mode

- [5101] Cannot Register iBG Gateway with SCM
- [5102] Cannot Register Normal Phones with SCM
- [5103] Cannot Register PRI Trunk Lines with SCM
- [5104] Cannot Register Analog Trunk Lines with SCM
- [5105] Cannot Dial or Receive Calls on Normal Phones
- [5106] Cannot Dial or Receive Calls on PRI Trunk Lines
- [5107] Cannot Dial or Receive Calls on Analog Trunk Lines
- [5108] Cannot Hear Voice When on a Call with a Normal Phone or Trunk Line
- [5109] Noise is Heard When Calling Normal Phones

Survival Mode

- [5201] Cannot Register SIP Phones with Gateway
- [5202] Cannot Dial or Receive Calls on FXS Phones
- [5203] Cannot Dial or Receive Calls on SIP Phones
- [5204] Cannot Dial or Receive Calls on PRI Trunk Lines
- [5205] Cannot Dial or Receive Calls on Analog Trunk Lines
- [5206] Cannot Hear Voice When on a Call with a Normal Phone or Trunk Line
- [5207] Noise is Heard when Calling Normal Phone or Trunk Line

5.1 Gateway Installation

[5001] Cannot Turn On Gateway

[Symptoms]

The Ubigate iBG series gateway cannot be switched on.

[Possible Causes]

- (1) The power cable is not connected.
- (2) The power switch is in the off position.
- (3) The Ubigate iBG series gateway's power supply is faulty.

[Solutions]

- (1) Check the power cable and its connections.
- (2) Check that the power switch on the back panel of the system is in the on position.
- (3) Contact your Ubigate iBG series gateway vendor for service.

[5002] Cannot Boot Gateway

[Symptoms]

The gateway is turned on but does not boot normally.

[Possible Causes]

- (1) The DSP card is not mounted.
- (2) The advanced system package supporting voice service does not exist.
- (3) The CF Memory card or SD memory card does not installed properly.

[Solutions]

- (1) Use the show chassis command to check that the DSP card is mounted.
- (2) Use the show version command to check that it is Advanced SNOS.
- (3) Use the file ls command to check that the Advanced SNOS file is stored.
- (4) Use the show boot_params command to check that boot dev is cf0 and to

check that the boot file name is the same as the Advanced SNOS file name in /cf0/ as checked in step (C).

- (5) Check is the memory card installed properly.

[5003] FXO Connection Alarm

[Symptoms]

There is a problem with the FXO port connection and the Ubigate iBG system generates the following event.

#Feb 09 12:00:39 error	EVENT	Notify that FXO port is connected when using Loop-start only
RAISE		
#Feb 09 12:00:42 informational	EVENT	Notify that FXO port is connected when using Loop-start only
CLEAR		

[Possible Causes]

- (1) The cable connected to the FXO port is physically disconnected or has a connection problem.
- (2) Connection is lost because the remote port connected to the FXO port is physically faulty, the cable is disconnected from the remote port, or the cable is faulty.
- (3) The FXO port status has changed to the off-hook status because the voltage of the power applied to the FXO port is too low or unstable.

[Solutions]

- (1) Check the cables on the port and check that they are connected correctly.
- (2) Check that the cable is connected correctly to the remote FXS port.

[5004] FXS Port Line Lockout

[Symptoms]

When the FXS port or the remote FXO port connected to the FXS port remains in the off-hook status without call setting for 30 seconds or longer, the Ubigate iBG system generates the following event.

*Jun 01,2007,08:30:28 #ASCC-notification: [ASCC]CCA(-/-) CTX(14)DSP#(16)TS#(258)PORT:0/2/1::is Line-Lockout
--

```

TOP56# show voice p s
PORT      CH SIG-TYPE  ADMIN OPER IN STATUS  OUT STATUS  EC
=====
0/1/0    -- fxo-ls   up    up    idle      idle      y
0/1/1    -- fxo-ls   up    up    idle      idle      y
0/1/2    -- fxo-ls   up    up    idle      idle      y
0/1/3    -- fxo-ls   up    up    idle      idle      y
0/2/0    -- fxs-ls   up    up    on-hook   idle      y
0/2/1    -- fxs-ls   up    -    line-lockoutline-lockout  y
    
```

[Possible Causes]

- (1) The analog phone’s handset is in the off-hook status.
- (2) The remote FXS port connected to the FXS port is busy or abnormal.

[Solutions]

- (1) Replace the analog phone’s handset properly.
- (2) Check the cable connected to the FXS port and the remote port status.

[5005] ISDN Voice Port Down

[Symptoms]

A call is attempted on an ISDN trunk but there is a problem dialing or receiving the call. A test on the voice port of the trunk returns the following result:

```

Router# show voice-port summary
PORT      CH SIG-TYPE  ADMIN OPER IN STATUS  OUT STATUS  EC
=====
0/1/0    01 isdn-bri  up    down out_of_svc  out_of_svc  y
0/1/0    02 isdn-bri  up    down out_of_svc  out_of_svc  y
0/2/0    -- fxs-ls   up    up    on-hook   idle      y
0/2/1    -- fxs-ls   up    up    on-hook   idle      y
0/2/2    -- fxs-ls   up    up    on-hook   idle      y
0/2/3    -- fxs-ls   up    up    on-hook   idle      y
1/0:D    01 isdn-pri  down  -    down      down      y
1/0:D    02 isdn-pri  down  -    down      down      y
1/0:D    03 isdn-pri  down  -    down      down      y
1/0:D    04 isdn-pri  down  -    down      down      y
1/0:D    05 isdn-pri  down  -    down      down      y
1/0:D    06 isdn-pri  down  -    down      down      y
1/0:D    07 isdn-pri  down  -    down      down      y
1/0:D    08 isdn-pri  down  -    down      down      y
1/0:D    09 isdn-pri  down  -    down      down      y
    
```

1/0:D	10 isdn-pri	down	-	down	down	y
-------	-------------	------	---	------	------	---

[Possible Causes]

- (1) The ISDN cable is not connected correctly.
- (2) The operator has set the ISDN bundle but did not execute the “no shutdown” command at ISDN voice-port.
- (3) The network time is not synchronized with the remote system.
- (4) The ISDN bundle settings are incorrect.

[Solutions]

- (1) Execute the "show isdn status <bundle_name>" command to check that the ISDN bundle is working properly. If Layer 1 Status is not “ACTIVE” but is “NOT ACTIVE” as below, check the cable and the module concerned.

```
Router# show isdn status pri13
== USER (1/3) side configuration ==
Layer 1 Status:
NOT ACTIVE
Layer 2 Status:
NOT ACTIVE TEI MODE POINT-TO-POINT
Layer 3 Status:
0 Active Calls
```

- (2) If Layer 1 Status is “ACTIVE” and Layer 2 Status is "NOT ACTIVE TEI MODE POINT-TO-POINT" or "NOT ACTIVE TEI MODE MULTIPOINT," check that your ISDN bundle settings are the same as the ISDN bundle settings on the remote system.

```
Router# show isdn status pri13
== NETWORK (1/0) side configuration ==
Layer 1 Status:
ACTIVE
Layer 2 Status:
NOT ACTIVE TEI MODE POINT-TO-POINT
Layer 3 Status:
0 Active Calls
```

- (3) The frequently omitted configuration steps are:
 - A. After setting the ISDN bundle, did you enter the ISDN voice-port settings and execute the “no shutdown” command? Voice-port does

not switch up automatically. You must enter ISDN voice-port and execute no shutdown.

- B. Did you set the same switch-type as the remote system?
- C. Did you set the ISDN side (user side or network side) corresponding to the remote system?
- D. Did you set the tei-mode and values interoperating with the remote system? (BRI only)
- E. Did you set the network synchronization time correctly?

(4) If the status for layer 1 and layer 2 are both "ACTIVE" but you still cannot make calls, check the ISDN signaling message. The message exchange flow of a normal ISDN call is shown below.

```

Router# debug isdn q931 pri001
18:53:04.240() -- T --> N (Q931,11) --
MSG: SETUP
MSGHDR: 08 01 02 05
BEARCAP: 04 03 80 90 a3
CHANID: 18 01 89
PROGIND: 1e 02 81 88
CGPTYNMB: 6c 09 00 80 37 30 30 36 30 30 30
CDPTYNMB: 70 08 80 35 35 35 33 30 30 30

18:53:04.660() -- N --> T (Q931,11) --
MSG: CALLPROC
MSGHDR: 08 01 82 02
CHANID: 18 01 89

18:53:04.970() -- N --> T (Q931,11) --
MSG: ALERTING
MSGHDR: 08 01 82 01
CHANID: 18 01 89

18:53:09.440() -- N --> T (Q931,11) --
MSG: CONNECT
MSGHDR: 08 01 82 07

18:53:09.440() -- T --> N (Q931,11) --
MSG: CONNACK
MSGHDR: 08 01 02 0f

18:53:30.880() -- T --> N (Q931,11) --
MSG: DISC
MSGHDR: 08 01 02 45
CAUSE: 08 02 80 90

18:53:31.260() -- N --> T (Q931,11) --
MSG: RELEASE
MSGHDR: 08 01 82 4d
CAUSE: 08 02 80 90
    
```

```
18:53:31.260() -- T --> N (Q931,11) --  
MSG: RELCMPLT  
MSGHDR: 08 01 02 5a  
CAUSE: 08 02 80 90
```

[5006] T1/E1 Clock Synchronization Problem

[Symptoms]

Voice quality is bad, or fax call may fail if fax is connected to Ubigate iBG series.

[Possible Causes]

This problem may occur when clock synchronization is not correctly performed between the Ubigate iBG series system and the remote system.

[Solutions]

- (1) Execute "show module userstats t1/e1 [slot/subslot/port]" to check if CSS count increases.
- (2) If so, check the clock settings.
- (3) Execute "show network-clocks" to check that the system clock is stable.
- (4) Check that the clock's source is set to the T1/E1 port. If not, use the "ntclk-select t1/e1 [priority/slot/subslot/port]" command to set the clock source to a desired T1/E1 port.

5.2 SCM Interoperation Mode

[5101] Cannot Register iBG Gateway with SCM

[Symptoms]

iBG cannot be registered with the SCM.

```

Router# show voip gateway
VoIP Gateway Status
Gateway Admin Status      : UP
Gateway Operation Status : Call-server SCM-Express mode (Not Ready)
  Call-server : ipv4:165.213.6.10 UDP
    Gateway name : sip:gw3026@scmenv.com
    Keepalive    : Expire timer 60s, Retry timer 10s

Gateway IP address
Binding status : ethernet 3/0, ethernet 3/0
Control IP address : ipv4:165.213.6.15
Media IP address  : ipv4:165.213.6.15

Gateway Accounting
RADIUS   : DISABLED
SYSLOG   : DISABLED
Default domain name : scmenv.com

VoIP Protocol status
VoIP service : ENABLED
SIP service  : ENABLED
H.323 service : DISABLED

VoIP Media configuration
QoS Media : ef
QoS Signal: ef
RTP Start Port: 16384, Range: 512
RTCP Interval : 5 (1-10)

```

[Possible Causes]

- (1) There is a problem with connection between the Ubigate iBG series gateway and the network.
- (2) The SCM or the Ubigate iBG system settings are incorrect.

[Solutions]

- (1) Perform a ping test on the Ubigate iBG system and check whether the network is normal. If it is not normal, check the network status and the firewall settings.

- (2) Check the 'bind IP address', 'gw-uri' and 'host domain-name' are correct.
- (3) Check the 'call-server ip-address' is correct.

[5102] Cannot Register Normal Phones with SCM

[Symptoms]

Normal phones cannot be registered with the SCM.

[Possible Causes]

- (1) There is a problem with connection between the Ubigate iBG series gateway and the network.
- (2) The SCM or the Ubigate iBG system settings are incorrect.

[Solutions]

- (1) Perform a ping test on the Ubigate iBG system and check whether the network is normal. If it is not normal, check the network status and the firewall settings.
- (2) Check that the iBG system contains the same subscriber information contained in the SCM.
- (3) Check that the "**register e164**" command is set for the subscriber dial-peer set in the iBG system. Only the dial-peer with this command is registered.

[5103] Cannot Register PRI Trunk Lines with SCM

[Symptoms]

PRI trunk lines cannot be registered as EP with the SCM.

[Possible Causes]

- (1) There is a problem with connection between the Ubigate iBG series system gateway and the network.
- (2) The SCM or the Ubigate iBG series system settings are incorrect.

[Solutions]

- (1) Perform a ping test on the Ubigate iBG series system and check whether the network is normal. If it is not normal, check the network status and the

firewall settings.

- (2) Check that iBG is set with the EP information set for “**User Name**” and “**Outbound Address**” for the iBG trunk under [CONFIGURATION > Routing > Endpoint] in the SCM and the same trunk information.
- (3) “**User Name**” (trunk label information) set in EP must be set as “**trunkgroup-label 'epname**” within the iBG trunk dial-peer.
- (4) Check that the “**register label**” command is set for the subscriber dial-peer set in the iBG system. Only the dial-peer with this command is registered.

[5104] Cannot Register Analog Trunk Lines with SCM

[Symptoms]

Analog trunk lines cannot be registered as EP with the SCM.

[Possible Causes]

- (1) There is a problem with connection between the Ubigate iBG series system gateway and the network.
- (2) The SCM or the Ubigate iBG series system settings are incorrect.

[Solutions]

- (1) Perform a ping test on the Ubigate iBG series system and check whether the network is normal. If it is not normal, check the network status and the firewall settings.
- (2) Check that iBG is set with the EP information set for “**User Name**” and “**Outbound Address**” for the iBG trunk under [CONFIGURATION > Routing > Endpoint] in the SCM and the same trunk information.
- (3) “**User Name**” (trunk label information) set in EP must be set as “**trunkgroup-label 'epname**” within the iBG trunk dial-peer.
- (4) Check that the “**register label**” command is set for the subscriber dial-peer set in the iBG system. Only the dial-peer with this command is registered.

[5105] Cannot Dial or Receive Calls on Normal Phones

[Symptoms]

Calls cannot be dialed or received by normal phones.

[Possible Causes]

- (1) The normal phone is not registered with the SCM.
- (2) The Ubigate iBG series system settings are incorrect.
- (3) The Ubigate iBG series system's resources are inadequate.
- (4) The normal phone, the phone line, or the FXS card is faulty.

[Solutions]

- (1) Check whether the normal phone is registered with the SCM under [CONFIGURATION > System Status > Registration]. If not, resolve the problem by referring to **7.2.1. Cannot Register Normal Phones with SCM**.
- (2) Lift the handset of the normal phone. If you do not hear a dial tone, replace the normal phone, the phone line, or the FXS card and try again.
- (3) If the opposite party cannot be called, use the debug sip dump message to check the SIP message error number. The opposite party may be busy or may have set DND, etc.
- (4) If you cannot receive calls, use the debug sip dump message to check that the SIP messages are correctly received. If the messages are received but the phone does not ring, use the show dial-peer voice summary command to check that the incoming dial-peer status is active.
- (5) Use the show voice dsp command to check that available DSP resources are adequate.

[5106] Cannot Dial or Receive Calls on PRI Trunk Lines**[Symptoms]**

Calls cannot be dialed or received by PRI trunk lines.

[Possible Causes]

- (1) The PRI trunk line is not registered with the SCM.
- (2) The LED on the PRI card is faulty.
- (3) The Ubigate iBG series system settings are incorrect.
- (4) The remote system settings are incorrect.

[Solutions]

- (1) Check whether the PRI trunk line is registered with the SCM under [CONFIGURATION > System Status > Registration]. If not, resolve the

problem by referring to **7.2.2. Cannot Register PRI Trunk Lines with SCM.**

- (2) Check the L2 LED on the PRI card. If the LED is not normal, resolve the problem by referring to **7.1.5. ISDN Voice Port Down and 7.1.6 T1/E1 Clock Synchronization Problem.**
- (3) Check the settings of the remote system on the PRI trunk line.

[5107] Cannot Dial or Receive Calls on Analog Trunk Lines

[Symptoms]

Calls cannot be dialed or received by analog trunk lines.

[Possible Causes]

- (1) The analog trunk line is not registered with the SCM.
- (2) The Ubigate iBG series system settings are incorrect.
- (3) There is no caller ID when dialing or receiving calls on the analog trunk line.

[Solutions]

- (1) Check whether the analog trunk line is registered with the SCM under [CONFIGURATION > System Status > Registration]. If not, resolve the problem by referring to **6.2.3. Cannot Register Analog Trunk Lines with SCM.**
- (2) Check that the analog trunk line port status is normal.
- (3) If the caller ID does not exist when dialing or receiving calls from an analog trunk line, check the following settings.
- (4) If the caller ID is not received, access SCM Administrator and change Anonymous URI to USER_URI under [CONFIGURATION > Routing > Endpoint Advanced Options].

[5108] Cannot Hear Voice When on a Call with a Normal Phone or Trunk Line

[Symptoms]

Voice cannot be heard when on a call with a normal phone, a PRI trunk line, or an analog trunk line.

[Possible Causes]

- (1) The network routing is incorrect.
- (2) The NAT/firewall settings are incorrect.
- (3) The sRTP setting is enabled but is not working.

[Solutions]

- (1) You may not be able to hear the voice if the IP address used for media binding by the Ubigate iBG system on the network is used by another system.
- (2) In case of a complex network which is configured with additional routers besides Ubigate, there could be a problem with RTP packet routing if a policy for RTP packets requires them to be sent to NAT, firewalls, or other routers. Check the network settings.
- (3) If you cannot hear the voice properly in calls established by sRTP, use the show voice dsp command to check the sRTP connection and check the packet counter changes on the Tx and Rx sides. If there is a problem with the Rx packet counter, it means that the opposite party has a problem with sRTP processing. Check the remote system and the remote phone.

[5109] Noise is Heard When Calling Normal Phones**[Symptoms]**

You hear noise when calling a normal phone.

[Possible Causes]

- (1) The network status is unstable and the bandwidth is inadequate.
- (2) The NAT/firewall settings are incorrect.
- (3) The sRTP setting is enabled but is not working.

[Solutions]

- (1) Check that the bandwidth of the interface which transmits the RTP packets adequately supports the bandwidth of the call. If an interface with adequate bandwidth for just one G.729 call is set to transmit G.711 calls, the audio quality will deteriorate.
- (2) In case of a complex network which is configured with additional routers besides Ubigate, there could be a problem with RTP packet routing if a policy for RTP packets requires them to be sent to NAT, firewalls, or other routers. Check the network settings.

- (3) If you hear noise in calls established by sRTP, use the show voice dsp command to check the sRTP connection and check the packet counter changes on the Tx and Rx sides. If there is a problem with the Rx packet counter, it means that the opposite party has a problem with sRTP processing. Check the remote system and the remote phone.

5.3 Survival Mode

[5201] Cannot Register SIP Phones with Gateway

[Symptoms]

SIP phones cannot be registered with the gateway in survival mode.

[Possible Causes]

There is a problem with connection between the Ubigate iBG series system gateway and the network.

- (1) The SCM or the Ubigate iBG series system settings are incorrect.
- (2) The IP address of the SIP phone is incorrect.
- (3) The SIP phone does not support redundancy.
- (4) The SIP phone is not sending the registration request.

[Solutions]

- (1) Perform a ping test on the Ubigate iBG series system and check whether the network is normal. If it is not normal, check the network status and the firewall settings.
- (2) Registration may not be possible if the IP address used by the SIP phone on the network is used by another system. Perform a ping test on the IP address of the SIP phone or establish a connection to the web screen of the SIP phone. If there is a problem, change the IP address of the other system or change the IP address of the SIP phone.
- (3) Select the gateway under [CONFIGURATION > Gateway] and check that the SIP phone is selected.
- (4) If the iBG system is not set for "Gateway Name" under the subscriber settings of the SIP phone, set survivable gateway.
- (5) Execute show voip profiles to check whether the gateway has correctly downloaded from SCM Express the subscriber information to be supported when in survivable mode.
- (6) When switching from SCM interoperation mode to survival mode, the SIP phone should register itself automatically with the gateway, but your SIP phone may not support this feature. In this case, replace the SIP phone or you have to manually change the registration information of the SIP phone to register it with the gateway.
- (7) If the SIP phone keeps showing the same error screen, it means that it has not sent out the registration request to the gateway. Reboot the SIP phone.

[5202] Cannot Dial or Receive Calls on FXS Phones

[Symptoms]

Calls cannot be dialed or received by normal phones in survival mode.

[Possible Causes]

The normal phone, the phone line, or the FXS card is faulty.

[Solutions]

- (1) Lift the handset of the normal phone. If you do not hear a dial tone, replace the normal phone, the phone line, or the FXS card and try again.
- (2) Check that you are using an official build version of the Ubigate SNOS.

[5203] Cannot Dial or Receive Calls on SIP Phones

[Symptoms]

Calls cannot be dialed or received by SIP phones in survival mode.

[Possible Causes]

- (1) The SIP phone is not registered with the gateway.
- (2) The profile information is not correctly downloaded from SCM Express.

[Solutions]

- (1) Execute show sip-registrar on Ubigate. If it is not registered, resolve the problem by referring to **7.3.1. Cannot Register SIP Phones with Gateway**.
- (2) Execute debug sip dump message and check the error message you get when calls are not made.

[5204] Cannot Dial or Receive Calls on PRI Trunk Lines

[Symptoms]

Calls cannot be dialed or received by PRI trunk lines in survival mode.

[Possible Causes]

- (1) The LED on the PRI card is faulty.
- (2) The Ubigate iBG series system settings are incorrect.

[Solutions]

- (1) Check the L2 LED on the PRI card. If the LED is not normal, resolve the problem by referring to **7.1.5. ISDN Voice Port Down** and **7.1.6 T1/E1 Clock Synchronization Problem**.
- (2) Check that destination-pattern is correctly set for the dial-peer set to use the port. In survivable mode, routing is done by digit pattern instead of trunkgroup-label.

[5205] Cannot Dial or Receive Calls on Analog Trunk Lines**[Symptoms]**

Calls cannot be dialed or received by analog trunk lines in survival mode.

[Possible Causes]

- (1) The FXO card is faulty.
- (2) The Ubigate iBG series system settings are incorrect.

[Solutions]

- (1) Resolve the problem with the analog trunk card by referring to **7.1.3. FXO Connection Alarm** and **7.1.4 FXS Port Line Lockout**.
- (2) Check that destination-pattern is correctly set for the dial-peer set to use the port. In survivable mode, routing is done by digit pattern instead of trunkgroup-label.

[5206] Cannot Hear Voice When on a Call with a Normal Phone or Trunk Line**[Symptoms]**

Voice cannot be heard when on call with PRI trunk lines in survival mode.

[Possible Causes]

- (1) The DSP status is abnormal.
- (2) The NAT/firewall settings are incorrect.
- (3) The sRTP setting is enabled but is not working.

[Solutions]

- (1) You may not be able to hear the voice if the IP address used for media binding by the Ubigate iBG system on the network is used by another system.
- (2) In case of a complex network which is configured with additional routers besides Ubigate, there could be a problem with RTP packet routing if a policy for RTP packets requires them to be sent to NAT, firewalls, or other routers. Check the network settings.
- (3) If you cannot hear the voice properly in calls established by sRTP, use the show voice dsp command to check the sRTP connection and check the packet counter changes on the Tx and Rx sides. If there is a problem with the Rx packet counter, it means that the opposite party has a problem with sRTP processing. Check the remote system and the remote phone.

[5207] Noise is Heard when Calling Normal Phone or Trunk Line

[Symptoms]

You hear noise when calling a normal phone in survival mode.

[Possible Causes]

- (1) Check whether there is any loss of packets on the DSP.
- (2) Check that the network clock settings are correct.
- (3) Check the audio quality related parameter settings such as echo cancel.

[Solutions]

- (1) Use the command below to check whether there is any packet loss (drop) on the DSP. If the LS value increases, it means that the DSP status is abnormal.

```
# show voice dsp pkt
-----
TX-PKT          RX-PKT          RX-PKT
CH#  VCE/ SIG/ CNO  VCE/ SIG/ CNO/TOCT  LS/ OS/ LT
===  =====
```

- (2) Check that Echo Celler (EC) settings are correct. The normal settings are EC On and Non Linear Processor (NLP) On, which is NLP option 0 and EC gain 0.
- (3) If the Ubigate settings are correct but the problem persists, check the network synchronization clock of the digital trunk. The digital clock significantly affects the audio quality.
- (4) If the problem persists, change the NLP option to 1. If the volume of the voice including noise (or echo) is too high, change the EC gain value between -1 and -5.

Chapter 6. OfficeServ 7000 Series Gateways

The troubleshooting lists are following:

Gateway Installation

- [6001] Cannot Turn On Gateway
- [6002] Cannot Boot Gateway
- [6003] LAN LED on the MP Card is Off
- [6004] FAN LED on the LP Card is Flashing Red
- [6005] L2 LED on the PRI Card is Turned Off
- [6006] Tx/Rx LED on the MGI Card is Off
- [6007] Cannot Access Gateway via IT
- [6008] Database is Reset When Gateway is Rebooted

SCM Interoperation Mode

- [6101] Cannot Register Normal Phones with SCM
- [6102] Cannot Register PRI Trunk Lines with SCM
- [6103] Cannot Register Analog Trunk Lines with SCM
- [6104] Cannot Dial or Receive Calls on Normal Phones
- [6105] Cannot Dial or Receive Calls on PRI Trunk Lines
- [6106] Cannot Dial or Receive Calls on Analog Trunk Lines
- [6107] Cannot Hear Voice When on a Call with a Normal Phone or Trunk Line
- [6108] Noise is Heard When Calling Normal Phones

Survival Mode

- [6201] Cannot Register SIP Phones with Gateway
- [6202] Cannot Dial or Receive Calls on FXS Phones
- [6203] Cannot Dial or Receive Calls on SIP Phones
- [6204] Cannot Dial or Receive Calls on PRI Trunk Lines
- [6205] Cannot Dial or Receive Calls on Analog Trunk Lines
- [6206] Cannot Hear Voice When on Calls with FXS Phones
- [6207] Cannot Hear Voice When on Calls with SIP Phones
- [6208] Cannot Hear Voice When on Calls with Trunk Lines
- [6209] Noise is Heard When Calling SIP Phones

6.1 Gateway Installation

[6001] Cannot Turn On Gateway

[Symptoms]

The OfficeServ 7000 gateway cannot be switched on.

[Possible Causes]

- (1) The power cable is not connected.
- (2) The power switch is in the off position.
- (3) The OfficeServ 7000 gateway's power supply is faulty.

[Solutions]

- (1) Check the power cable and its connections.
- (2) Check that the power switch on the back panel of the system is in the on position.
- (3) Contact your OfficeServ 7000 gateway vendor for service.

[6002] Cannot Boot Gateway

[Symptoms]

The gateway is turned on but does not boot normally.

[Possible Causes]

- (1) No media card is inserted in the MP card.
- (2) The media card exists but it does not contain the system package.
- (3) The MP card is faulty.

[Solutions]

- (1) Check that the media card is inserted in the MP card.
- (2) If the media card exists, check that it contains the system package.
- (3) Replace the MP card.

[6003] LAN LED on the MP Card is Off

[Symptoms]

The LAN LED on the MP card is off.

[Possible Causes]

- (1) The LAN cable is disconnected from the MP card.
- (2) The LAN cable connected to the MP card is disconnected from the switch.
- (3) The LAN cable is faulty.
- (4) The LAN port on the MP card is faulty.
- (5) Only the LAN LED is faulty.

[Solutions]

When there is a problem pinging the OS7000 system's IP address

- (1) Check that the LAN cable is connected correctly to the MP card.
- (2) Check that the LAN cable connected to the MP card is connected correctly to the switch.
- (3) Replace the LAN cable and connect the new cable.
- (4) Since the LAN port on the MP card is faulty, replace the MP card.

When there is no problem pinging the OS7000 system's IP address

- (1) Since only the LAN LED on the MP card is faulty, reboot the system. If the problem persists, replace the MP card.

[6004] FAN LED on the LP Card is Flashing Red

[Symptoms]

The FAN LED on the LP card is flashing red and the system faults once every few days.

[Possible Causes]

Some of the cooling fans of the OS7000 system are not working.

[Solutions]

Contact your OfficeServ 7000 gateway vendor for service.

[6005] L2 LED on the PRI Card is Turned Off**[Symptoms]**

The L2 LED on the PRI card is turned off and PRI trunk calls cannot be dialed or received.

[Possible Causes]

- (1) The PRI cable is disconnected from the PRI card.
- (2) The PRI card is not set for the system.
- (3) The pins for the PRI card and the PRI cable do not match.
- (4) The PRI cable is faulty.
- (5) The PRI card is faulty.

[Solutions]

- (1) Check that the PRI cable is connected correctly to the PRI card.
- (2) On the DM 6.3.1 Pre-install/Reset page, check that the current type of the slot is PRI. If not PRI type, perform pre-installation.
- (3) Shut down the system. Remove the PRI card and change the pin in the top right corner of the PRI card. If the right pin and the center pin are connected, change the position so that the center pin and the left pin are connected. (There are 4 pairs of pins in groups of 3. Change the position of all the 4 pairs of pins.)
- (4) Replace the PRI cable and perform step (C) again.
- (5) Replace the PRI card.

[6006] Tx/Rx LED on the MGI Card is Off**[Symptoms]**

The Tx/Rx LED on the MGI card is off and pinging the MGI's IP address is not possible.

[Possible Causes]

- (1) The MGI cable is disconnected from the LAN card.
- (2) No IP address is assigned to the MGI card.
- (3) The MGI card is not set for the system.
- (4) The LAN cable is faulty.
- (5) The MGI card is faulty.

[Solutions]

- (1) Check that the LAN cable is connected correctly to the MGI card and the switch.
- (2) On the DM 2.2.2 MGI Card page, check that the IP address setting is correct for the MGI card.
- (3) On the DM 6.3.1 Pre-install/Reset page, check that the current type of the slot is MGI. If not MGI type, perform pre-installation.
- (4) Replace the LAN cable.
- (5) Reboot the MGI card and check. If it remains abnormal, replace the MGI card.

[6007] Cannot Access Gateway via DM

[Symptoms]

The gateway cannot be accessed via DM.

[Possible Causes]

- (1) The IP address or the password entered in the OS7000 system for DM access is incorrect.
- (2) Another user is accessing the system via DM.
- (3) The OS7000 system gateway is disconnected from the network.
- (4) The PC running DM is disconnected from the network.
- (5) The OS7000's DM-related module is not working.

[Solutions]

- (1) Check the IP address or the password entered in the OS7000 system for DM access.
- (2) Another user is accessing the system via DM.
- (3) Check the LAN cable and the network connected to the OS7000 system.

- (4) Perform a ping test between the PC and the OS7000 system. If the result is not normal, check the network status and the firewall settings.
- (5) Reboot the OS7000 system and check whether DM connection can be established.

[6008] Database is Reset When Gateway is Rebooted

[Symptoms]

When you turn off the gateway and turn it on again, the gateway's database is reset.

[Possible Causes]

The on/off switch of the MP card internal memory is switched off.

[Solutions]

- (1) Shut down the system. Pull out the MP card and check whether the on/off switch in the bottom right corner of the MP card is switched off. If switched off, switch it on.
- (2) If the database is reset even though the switch is in the on position, replaced the MP card.

6.2 SCM Interoperation Mode

If there is a problem with the SCM interoperation mode service, you should first check the following settings on DM.

[2.1.4 License Key]

Check that the license key and the various SIP-related max counts are correctly allocated.

[5.2.13 13 SIP Carrier Options]

- SIP server Enable: Enable
- Outbound Proxy: SCM system IP or domain
- Regist. Per User: Enable
- Send CLI Table: When saving subscriber extension numbers, select 1 through 4 from [2.4.3 Send CLI Number].
- Trunk CLI Table: When saving called phone numbers for receiving incoming analog trunk calls, select 1 through 4 from [2.4.3 Send CLI Number].
- CLI Number].
- SCM Trunk Group: SIP trunk group phone number to interoperate with the SCM

Check that the OS7000 system is in normal status

- Establish a telnet (kpsw/kpsw4321) connection to the OS7400/7200 system and enter i.
- If any one of the entries is SUSPEND, the system status is not normal.
- To return to the normal status, reboot the OS7400/7200 system.

[6101] Cannot Register Normal Phones with SCM

[Symptoms]

Normal phones cannot be registered with the SCM.

[Possible Causes]

- (1) The OS7000 system gateway is disconnected from the network.
- (2) The SCM or the OS7000 system settings are incorrect.

[Solutions]

- (1) Perform a ping test on the OS7000 system and check whether the network is normal. If it is not normal, check the network status and the firewall settings.
- (2) Check that Extension Number, Auth User ID, and Auth Password set on the [CONFIGURATION > Subscriber > Subscriber] page and User Name, Auth Username, and Auth Password set on the DM [5.2.14 SIP Users] page are the same.
- (3) In case of a phone number of 5 digits or more, check the table set as Send CLI Table under [5.2.13 SIP Carrier Options] in [2.4.3 Send CLI Number]. Check that the table contains the normal phone number.

[6102] Cannot Register PRI Trunk Lines with SCM**[Symptoms]**

PRI trunk lines cannot be registered as EP with the SCM.

[Possible Causes]

- (1) The OS7000 system gateway is disconnected from the network.
- (2) The SCM or the OS7000 system settings are incorrect.
- (3) The OS7000's SIP module is not working.

[Solutions]

- (1) Perform a ping test on the OS7000 system and check whether the network is normal. If it is not normal, check the network status and the firewall settings.
- (2) Check that User Name, Auth User Name, and Auth Password set on the [CONFIGURATION > Routing > Endpoint] page and User Name, Auth Username, and Auth Password set on the DM [5.2.14 SIP Users] page are the same.
- (3) Check that the gateway IP address for Outbound Address in [CONFIGURATION > Routing > Endpoint] is correct.
- (4) Reboot the OS7000 system and check whether the PRI trunk line is registered as EP with the SCM.

[6103] Cannot Register Analog Trunk Lines with SCM**[Symptoms]**

Analog trunk lines cannot be registered as EP with the SCM.

[Possible Causes]

- (1) The OS7000 system gateway is disconnected from the network.
- (2) The SCM or the OS7000 system settings are incorrect.

[Solutions]

- (1) Perform a ping test on the OS7000 system and check whether the network is normal. If it is not normal, check the network status and the firewall settings.
- (2) Check that User Name, Auth User Name, and Auth Password set on the [CONFIGURATION > Routing > Endpoint] page and User Name, Auth Username, and Auth Password set on the DM [5.2.14 SIP Users] page are the same.
- (3) Check that the gateway IP address for Outbound Address in [CONFIGURATION > Routing > Endpoint] is correct.

[6104] Cannot Dial or Receive Calls on Normal Phones

[Symptoms]

Calls cannot be dialed or received by normal phones.

[Possible Causes]

- (1) The normal phone is not registered with the SCM.
- (2) The OS7000 system settings are incorrect.
- (3) The OS7000 system resources are inadequate.
- (4) The normal phone, the phone line, or the SLI card is faulty.

[Solutions]

- (1) Check whether the normal phone is registered with the SCM under [CONFIGURATION > System Status > Registration]. If not, resolve the problem by referring to **6.2.1. Cannot Register Normal Phones with SCM**.
- (2) Establish an DM connection and check the table set as Send CLI Table under [5.2.13 SIP Carrier Options] in [2.4.3 Send CLI Number]. Check that the table contains the normal phone number. If not, enter the number.
- (3) Establish an DM connection and check whether a value exists for DTMFR

on the [6.2.6 System Resource] page. If it is 0, change the D-Board value to DTMFR on the [2.2.1 LCP Card] page.

- (4) Lift the handset of the normal phone. If you do not hear a dial tone, replace the normal phone, the phone line, or the SLI card and try again.

[6105] Cannot Dial or Receive Calls on PRI Trunk Lines

[Symptoms]

Calls cannot be dialed or received by PRI trunk lines.

[Possible Causes]

- (1) The PRI trunk line is not registered with the SCM.
- (2) The LED on the PRI card is faulty.
- (3) The OS7000 system settings are incorrect.

[Solutions]

- (1) Check whether the PRI trunk line is registered with the SCM under [CONFIGURATION > System Status > Registration]. If not, resolve the problem by referring to **6.2.2. Cannot Register PRI Trunk Lines with SCM**.
- (2) Check the L2 LED on the PRI card. If the LED is not normal, resolve the problem by referring to **6.1.5. L2 LED on the PRI Card is Off**.
- (3) Establish an DM connection to check that the PRI port is correctly assigned to the trunk line group registered with the SCM on the [4.1.2 Trunk Groups] page. Check that the PRI trunk line group number is correctly set for Tel number in [5.2.14 SIP Users].

[6106] Cannot Dial or Receive Calls on Analog Trunk Lines

[Symptoms]

Calls cannot be dialed or received by analog trunk lines.

[Possible Causes]

- (1) The analog trunk line is not registered with the SCM.
- (2) The OS7000 system settings are incorrect.
- (3) There is no caller ID when dialing or receiving calls on the analog trunk line.

[Solutions]

- (1) Check whether the analog trunk line is registered with the SCM under [CONFIGURATION > System Status > Registration]. If not, resolve the problem by referring to **6.2.3. Cannot Register Analog Trunk Lines with SCM**.
- (2) Establish an DM connection to check that the analog trunk port is correctly assigned to the trunk line group registered with the SCM on the [4.1.2 Trunk Groups] page. Check that the analog trunk line group number is correctly set for Tel number in [5.2.14 SIP Users]. If the setting above is correct, check the table set as Trunk CLI Table under [5.2.13 SIP Carrier Options] in [2.4.3 Send CLI Number]. Check that the table contains the called number.
- (3) If the caller ID does not exist when dialing or receiving calls from an analog trunk line, check the following settings.
- (4) Establish an DM connection and check that the LP version is the latest under [2.2.0 Cabinet Information].
- (5) On the [6.2.6 System Resource] page, check that the CI DSP item has FREE for Value. If not, locate the D-Board on the [2.2.1 LCP Card] page and change it to CID.
- (6) Check that CLI Trunk is Yes on the [2.6.5 Loop Trunk Data] page.
- (7) If you still get calls without caller ID after changing all of the settings above, connect to SCM Administrator and change Anonymous URI to USER_URI under [CONFIGURATION > Routing > Endpoint Advanced Options].

[6107] Cannot Hear Voice When on a Call with a Normal Phone or Trunk Line

[Symptoms]

Voice cannot be heard when on a call with a normal phone, a PRI trunk line, or an analog trunk line.

[Possible Causes]

- (1) The LED on the MGI card is faulty.
- (2) The IP address of the MGI card is incorrect.
- (3) The sRTP setting is enabled but is not working.

[Solutions]

- (1) Check the LED of the MGI card. If the LED is not normal, resolve the

problem by referring to **6.1.6. Tx/Rx LED on the MGI Card is Off.**

- (2) You may not be able to hear the voice if the IP address used by the MGI card on the network is used by another system. Perform a ping test on the IP address of the MGI card or establish a telnet (mgi/mgi12345) connection. If there is a problem, change the IP address of the other system or change the IP address of the MGI card.
- (3) Establish an DM connection. If SRTP USE for MGI64/16 is Enable under [5.2.16 MGI Options], sRTP is being used. If changing SRTP USE to Disable allows you to hear the voice, it means there is a problem with the sRTP processing. You should upgrade the system to the latest version.

[6108] Noise is Heard When Calling Normal Phones

[Symptoms]

You hear noise when calling a normal phone.

[Possible Causes]

- (1) The LED on the MGI card is faulty.
- (2) The IP address of the MGI card is incorrect.
- (3) The sRTP setting is enabled but is not working.

[Solutions]

- (1) Check the LED of the MGI card. If the LED is not normal, resolve the problem by referring to **6.1.6. Tx/Rx LED on the MGI Card is Off.**
- (2) There could be noise if the IP address used by the MGI card on the network is used by another system. Perform a ping test on the IP address of the MGI card or establish a telnet (mgi/mgi12345) connection. If there is a problem, change the IP address of the other system or change the IP address of the MGI card.
- (3) Establish an DM connection. If SRTP USE for MGI64/16 is Enable under [5.2.16 MGI Options], it is being used. If changing SRTP USE to Disable removes the noise, it means there is a problem with the sRTP processing. You should upgrade the system to the latest version.

6.3 Survival Mode

[2.1.4 License Key]

Check that the license key and the various SIP-related max counts are correctly allocated.

Check that the OS7000 system is in normal status

- Establish a telnet (kpsw/kpsw4321) connection to the OS7400/7200 system and enter i.
- If any one of the entries is SUSPEND, the system status is not normal.
- To return to the normal status, reboot the OS7400/7200 system.

[6201] Cannot Register SIP Phones with Gateway

[Symptoms]

SIP phones cannot be registered with the gateway in survival mode.

[Possible Causes]

- (1) The OS7000 system gateway is disconnected from the network.
- (2) The SCM or the OS7000 system settings are incorrect.
- (3) The IP address of the SIP phone is incorrect.
- (4) The SIP phone does not support redundancy.
- (5) The SIP phone is not sending the registration request.

[Solutions]

- (1) Perform a ping test on the OS7000 system and check whether the network is normal. If it is not normal, check the network status and the firewall settings.
- (2) Select the gateway under [CONFIGURATION > Gateway] and check that the SIP phone is selected. Establish an DM connection and check that the SIP phone information exists for User ID and Password under [2.7.2 SIP Phone Information].
- (3) If either of the above is missing, delete the IP address of the gateway under [CONFIGURATION > Gateway] and click [Change]. About 5 seconds later, enter the IP address again and click [Change] to register the entire gateway information again.

- (4) Registration may not be possible if the IP address used by the SIP phone on the network is used by another system. Perform a ping test on the IP address of the SIP phone or establish a connection to the web screen of the SIP phone. If there is a problem, change the IP address of the other system or change the IP address of the SIP phone.
- (5) When switching from SCM interoperation mode to survival mode, the SIP phone should register itself automatically with the gateway, but your SIP phone may not support this feature. In this case, replace the SIP phone or you have to manually change the registration information of the SIP phone to register it with the gateway.
- (6) If the SIP phone keeps showing the same error screen, it means that it has not sent out the registration request to the gateway. Reboot the SIP phone.

[6202] Cannot Dial or Receive Calls on FXS Phones

[Symptoms]

Calls cannot be dialed or received by normal phones in survival mode.

[Possible Causes]

- (1) The normal phone, the phone line, or the SLI card is faulty.
- (2) If the phone number is 5 digits or longer, it is not registered with SCM number schedule.
- (3) The LP card status is not normal.

[Solutions]

- (1) Lift the handset of the normal phone. If you do not hear a dial tone, replace the normal phone, the phone line, or the SLI card and try again.
- (2) In case of a phone number of 5 digits or longer, establish an DM connection and check the table set as Send CLI Table under [5.2.13 SIP Carrier Options] in [2.4.3 Send CLI Number]. Check that the table contains the normal phone number. If not, enter the number.
- (3) [3.3.6 SCM Dial Plan] SCM Digit: Enter the various numbers pressed by the subscriber. Tel Length: Enter the number of digits for the number set as SCM Digit.

Example)

- (1) For an 8-digit phone number starting with 1, enter 1 for SCM Digit, and 8 for Length.
- (2) If any of the RUN, Rx, Tx, and FAN LEDs on the LP card does not flash yellow, reboot the LP card.

[6203] Cannot Dial or Receive Calls on SIP Phones

[Symptoms]

Calls cannot be dialed or received by SIP phones in survival mode.

[Possible Causes]

- (1) The SIP phone is not registered with the gateway.
- (2) If the phone number is 5 digits or longer, it is not registered with SCM number schedule.

[Solutions]

- (1) Establish an DM connection and if the Current Status is Not Registered under [6.2.3 SIP Phone Status], resolve the problem by referring to **6.3.1. Cannot Register SIP Phones with Gateway**.
- (2) [3.3.6 SCM Dial Plan] SCM Digit: Enter the various numbers pressed by the subscriber. Tel Length: Enter the number of digits for the number set as SCM Digit.

Example)

- (1) For an 8-digit phone number starting with 1, enter 1 for SCM Digit, and 8 for Length.

[6204] Cannot Dial or Receive Calls on PRI Trunk Lines

[Symptoms]

Calls cannot be dialed or received by PRI trunk lines in survival mode.

[Possible Causes]

- (1) The LED on the PRI card is faulty.
- (2) The OS7000 system settings are incorrect.

[Solutions]

- (1) Check the L2 LED on the PRI card. If the LED is not normal, resolve the problem by referring to **6.1.5. L2 LED on the PRI Card is Off**.
- (2) Establish an DM connection to check that the PRI port is correctly assigned

to the trunk line group registered with the SCM on the [4.1.2 Trunk Groups] page.

[6205] Cannot Dial or Receive Calls on Analog Trunk Lines

[Symptoms]

Calls cannot be dialed or received by analog trunk lines in survival mode.

[Possible Causes]

- (1) The OS7000 system settings are incorrect.
- (2) There is no caller ID when dialing or receiving calls on the analog trunk line.

[Solutions]

- (1) Establish a DM connection to check that the analog trunk port is correctly assigned to the trunk line group registered with the SCM on the [4.1.2 Trunk Groups] page. If the setting above is correct, check the table set as Trunk CLI Table under [5.2.13 SIP Carrier Options] in [2.4.3 Send CLI Number]. Check that the table contains the called number.
- (2) If the caller ID does not exist when dialing or receiving calls from an analog trunk line, check the following settings.
- (3) Establish a DM connection and check that the LP version is the latest under [2.2.0 Cabinet Information].
- (4) On the [6.2.6 System Resource] page, check that the CI DSP item has FREE for Value. If not, locate the D-Board on the [2.2.1 LCP Card] page and change it to CID.
- (5) Check that CLI Trunk is Yes on the [2.6.5 Loop Trunk Data] page.

[6206] Cannot Hear Voice When on Calls with FXS Phones

[Symptoms]

Voice cannot be heard when on a call with a normal phone in survival mode.

[Possible Causes]

- (1) The normal phone, the phone line, or the SLI card is faulty.
- (2) The LP card status is not normal.

[Solutions]

- (1) Lift the handset of the normal phone. If you do not hear a dial tone, replace the normal phone, the phone line, or the SLI card and try again.
- (2) If any of the RUN, Rx, Tx, and FAN LEDs on the LP card does not flash yellow, reboot the LP card.

[6207] Cannot Hear Voice When on Calls with SIP Phones

[Symptoms]

Voice cannot be heard when on calls with SIP phones in survival mode.

[Possible Causes]

- (1) The LED on the MGI card is faulty.
- (2) The IP address of the MGI card is incorrect.
- (3) The sRTP setting is enabled but is not working.

[Solutions]

- (1) Check the LED of the MGI card. If the LED is not normal, resolve the problem by referring to **6.1.6. Tx/Rx LED on the MGI Card is Off**.
- (2) You may not be able to hear the voice if the IP address used by the MGI card on the network is used by another system. Perform a ping test on the IP address of the MGI card or establish a telnet (mgi/mgi12345) connection. If there is a problem, change the IP address of the other system or change the IP address of the MGI card.
- (3) Establish an DM connection. If SRTP USE for MGI64/16 is Enable under [5.2.16 MGI Options], it is being used. If changing SRTP USE to Disable allows you to hear the voice, it means there is a problem with the sRTP processing. You should upgrade the system to the latest version.

[6208] Cannot Hear Voice When on Calls with Trunk Lines

[Symptoms]

Voice cannot be heard when on trunk calls with normal phones or SIP phones in survival mode.

[Possible Causes]

- (1) The normal phone, the phone line, or the SLI card is faulty.
- (2) The LP card status is not normal.
- (3) The LED on the MGI card is faulty.
- (4) The IP address of the MGI card is incorrect.
- (5) The sRTP setting is enabled but is not working.

[Solutions]

- (1) Lift the handset of the normal phone. If you do not hear a dial tone, replace the normal phone, the phone line, or the SLI card and try again.
- (2) If any of the RUN, Rx, Tx, and FAN LEDs on the LP card does not flash yellow, reboot the LP card.
- (3) Check the LED of the MGI card. If the LED is not normal, resolve the problem by referring to **6.1.6. Tx/Rx LED on the MGI Card is Off**.
- (4) You may not be able to hear the voice if the IP address used by the MGI card on the network is used by another system. Perform a ping test on the IP address of the MGI card or establish a telnet (mgi/mgi12345) connection. If there is a problem, change the IP address of the other system or change the IP address of the MGI card.
- (5) Establish an DM connection. If SRTP USE for MGI64/16 is Enable under [5.2.16 MGI Options], it is being used. If changing SRTP USE to Disable allows you to hear the voice, it means there is a problem with the sRTP processing. You should upgrade the system to the latest version.

[6209] Noise is Heard When Calling SIP Phones

[Symptoms]

Noise is heard when on calls with SIP phones in survival mode.

[Possible Causes]

- (1) The LED on the MGI card is faulty.
- (2) The IP address of the MGI card is incorrect.
- (3) The sRTP setting is enabled but is not working.

[Solutions]

- (1) Check the LED of the MGI card. If the LED is not normal, resolve the problem by referring to **6.1.6. Tx/Rx LED on the MGI Card is Off**.
- (2) There could be noise if the IP address used by the MGI card on the network is used by another system. Perform a ping test on the IP address of the MGI card or establish a telnet (mgi/mgi12345) connection. If there is a problem, change the IP address of the other system or change the IP address of the MGI card.
- (3) Establish an DM connection. If SRTP USE for MGI64/16 is Enable under [5.2.16 MGI Options], it is being used. If changing SRTP USE to Disable removes the noise, it means there is a problem with the sRTP processing. You should upgrade the system to the latest version.

ABBREVIATION

A	AAR	Automatic Alternate Route
	ACD	Automatic Call Distribution
	AES	Advanced Encryption Standard
	AME	Answering Machine Emulation
	AR	Alternative Route
C	CAC	Call Admission Control
	CDR	Call Detail Record
	CF	Call Forward
	CFA	Call Forward All
	CFB	Call Forward Busy
	CFNA	Call Forward No Answer
	CID	Call Information Data
	CLI	Call Line Identification
	CLIP	Call Line Identification Presentation
	CLIR	Call Line Identification Restriction
	CPU	Central Processing Unit
	CTD	Click To Dial
D	DB	Database
	DID	Direct Inward Dialing
	DISA	Direct inward System Access
	DM	Device Manager
	DN	Distinguished Name
	DND	Do Not Disturb
	DNS	Domain Name System
	DR	Direct Route
	DTMF	Dual Tone Multi-Frequency
F	FTP	File Transfer Protocol
	FXS	Foreign Exchange Station
G	GW	Gateway
I	IP	Internet Protocol
	IT	Installation Tool
	ITSP	Internet Telephony Service Provider
	IVR	Interactive Voice Response
J	JRE	Java Runtime Environment
K	KMMC	Keypad Man Machine Code

L	LAN	Local Area Network
	LDAP	Lightweight Directory Access Protocol
	LPM	Longest Prefix Match
M	MAC	Media Access Control
	MCA	Multiple Call Appearance
	MCN	Modification Calling & Called Number
	MII	Machine Independent Interface
	MOH	Music On Hold
	MPS	Media Proxy Service
N	NAT	Network Address Translation
	NTP	Network Time Protocol
P	PC	Personal Computer
	PNP	Plug and Play
	PSTN	Public Switched Telephone Network
Q	QOP	Quality Of Protection
R	RADIUS	Remote Access Dial in User Service
	RPAR	Route Partition
	RSEQ	Route Sequence
	RSET	Route Set
	RTP	Real-time Transport Protocol
S	SCA	Shared Call Appearance
	SCM	Samsung Communication Manager
	SIO	Serial Input and Output
	SIP	Session Initiation Protocol
	SQ	Service Qualifier
	SRTP	Secure Real-time Transport Protocol
	SSEQ	Special route Sequence
T	TCP	Transmission Control Protocol
	TLS	Transport Layer Security
U	UDP	User Datagram Protocol
	UMS	Unified Messaging System
	URI	Uniform Resource Identifier
V	VDN	Virtual Dialing Number
	VoIP	Voice over Internet Protocol
	VQ	Voice Quality