CUPC and Jabber for Windows Softphone Troubleshoot

TAC   **Document ID: 116462**

Contributed by Jasmeet Sandhu , Cisco TAC Engineer.
Sep 05, 2013

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Introduction

This document describes the steps used in order to troubleshoot softphone integration and registration issues with Cisco Unified Personal Communicator (CUPC) and Cisco Jabber for Windows.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- CUPC
- Cisco Jabber for Windows
- Cisco Unified Call Manager (CUCM)
- Cisco Unified Presence (CUPS)

Note: Administrative access to these systems must be available as well.

Components Used

This document is not restricted to specific software and hardware versions.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Troubleshoot CUPC and Cisco Jabber for Windows Softphone

On the CUCM Administration page, ensure that you have configured a Cisco Unified Client Service Framework (CSF).

Note: For more details on CSF, see the Cisco Collaboration Clients and Applications section of the Cisco Unified Communications System 8.x SRND article.

Complete these steps in order to troubleshoot CUPC and Cisco Jabber for Windows softphone:

1. Navigate to *DEVICE > PHONE > Owner User ID*, and ensure that the appropiate user ID is selected. Also, in the line configuration for this device, ensure that you associate this end user under *Users Associated with Line*. The softphone should be listed as a *Controlled Device* on the *USER MANAGEMENT > END USER* page.
2. From the CUPS administration page, verify that the device is listed in the *Device* column on the right side of the *PRESENCE VIEWER*. TFTP is configured on CUPS under *CUPS Admin > Application > Cisco Jabber > Settings*. If this is an IM and Presence server version, such as Version 9.x, ensure that you have listed the TFTP option under *Application > Legacy Clients > Settings*.
3. Ensure that the TFTP file download is not blocked on the desktop where CUPC is installed. In order to test this, complete these steps:

   A. Open the command prompt within Windows, and enter this command:

      ```
      tftp ?i <tftpipaddress> GET <devicename>.cnf.xml
      ```

      You should receive a *Transfer Successful* message. If no message is received, then the local firewall or security software blocks TFTP. Disable this software and try again.

   B. If the TFTP test works, then open the *<devicename>.CNF.XML* file, and verify the CUCM name and if it is configured as *HOSTNAME*. This is tracked by a search for this field in the XML file:

      ```
      <processNodeName>cucmpub</processNodeName>
      ```

   C. Ensure that the *HOSTNAME* from CUCM is resolvable through the Domain Name System (DNS) IP address that is mentioned in the local area network configuration for this desktop.
   D. If the softphone registration still fails, collect the standard TFTP server logs and detailed call manager traces – to include the node where this CSF is supposed to register – from the CUCM serviceability page.
   E. Collect the Problem Report from the CUPC /Jabber for Windows, and a sniffer capture during the attempted softphone registration – spanning the Network Interface Card (NIC) interface of the desktop where this application is installed – from the CUPC logs.

Related Information

- *Troubleshoot Cisco Jabber for Windows*
- *FAQ:Cisco Unified Personal Communicator*
- *Technical Support & Documentation – Cisco Systems*