Cloud Software Troubleshooting Guide

2021

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Case 1. Cannot make Click Call

Issue
The user cannot click to dial from the user portal
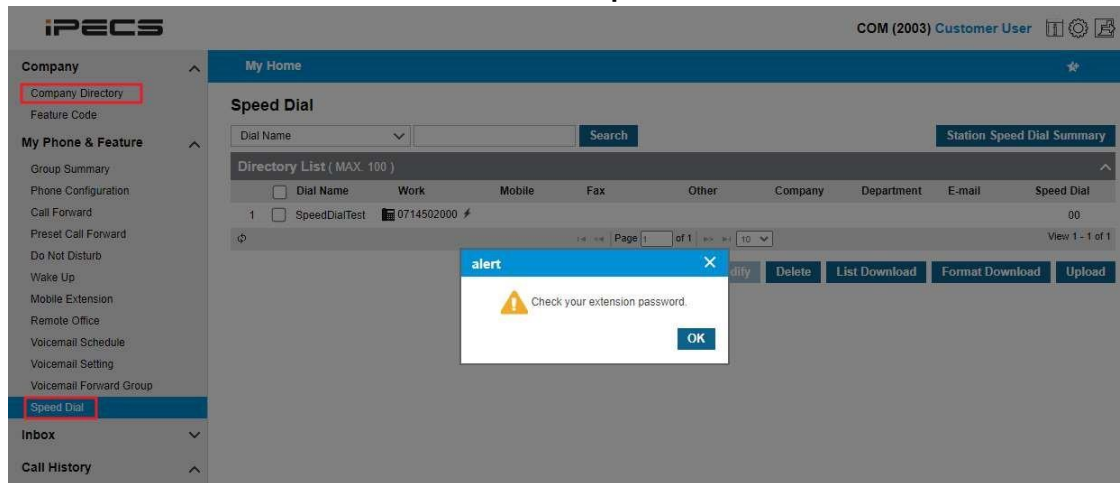
Action
- Set the user's Extension Password for the User in User Portal
- Menu: User Portal>My Information -> Extension Password.

Case 2. Use Conference Room with UCE

Issue
UCE cannot use Conference Room

Action

- Set the Usage to 'Not Used' in "Customer Manager portal > Call Manager > Conference Room"
- The reason for 'Not Used' usage is for separating Conference Room for Group Call of UCE Client from Normal Conference Room

Case 3. Ports to be opened in the Firewall

Issue
List of UDP and TCP ports that the customer has to prioritize in their local router for their Cloud phones and full Cloud functionalities

Action

▪ SIP ALG(Application Layer Gateway) : Should be disabled

▪ UDP hole punching : More than 45 seconds

▪ Open the ports by referring to the figure.

Items to check:

▪ Port Information may be different from SP's Firewall settings.

▪ Please refer to Commercial Firewall port forwarding first.

Device	Purpose	Destination	Protocol	Port
PC	EMS Frontend Portal	EMS Web	TCP	80, 443
	ACB Portal	ACB Web	TCP	80, 443
	eCSM Portal	eCSM Web	TCP	80, 443
	eNMS Portal	eNMS Web	TCP	80, 443
	CCC Portal	CCC Web	TCP	80, 443
Client ELG LIP & IP-ATD & WIT-400HE(LIP)	Signal	IPKTS-R	UDP	5588
	RTP	IPKTS-R	UDP	30000 ~ 49999
	Callback,Call-Through	IPKTS-R	TCP	7878
Client - ELG SIP & WIT-400H(SIP)	Signal	SBC Ext Signal	TCP & UDP	5060
	Provisioning	IPKTS-R	TCP	7871
	RTP	SBC Ext Media	UDP	16384 ~ 26383
	Callback,Call-Through	IPKTS-R	TCP	7878
Client - UCE	Signal(XMPP)	IPKTS-R	TCP	5222
	Signal(CTI - PC Client)	IPKTS-R	TCP	9701
	Signal(SIP)	SBC Ext Signal	TCP & UDP	5060
	RTP	SBC Ext Media	UDP	16384 ~ 26383
	File Transfer	IPKTS-R	TCP	9443
Client - RCCV(VC, CC)	Signal(CC)	IPKTS-R	TCP	808, 809
	Signal(VC)	SBC Ext Signal	TCP & UDP	5060
	RTP	SBC Ext Media	UDP	16384 ~ 26383
Client - 3rd party SIP	Signal	SBC Ext Signal	TCP & UDP	5060
	RTP	SBC Ext Media	UDP	16384 ~ 26383
	Callback,Call-Through	IPKTS-R	TCP	7878
TDM Gateway(Ext, Trunk)	Signal	IPKTS-R	UDP	5588
	RTP	IPKTS-R	UDP	30000 ~ 49999
LCM(UCP, eMG80)	Signal	IPKTS-R	UDP	5588
	LCM Signal	IPKTS-R	UDP	27051
	LCM Database	IPKTS-R	UDP	27051 ~ 27071
Dect(Base)	Signal	SBC Ext Signal	TCP & UDP	5060
Client - ELG DECT (GDC-800H, 110dh, 150dh, WIT-400H)	Signal	SBC Ext Signal	TCP & UDP	5060
	RTP	SBC Ext Media	UDP	16384 ~ 26383
	Callback,Call-Through	IPKTS-R	TCP	7878
CCC Web Client	CCC NXPROXY	IPKTS-R	TCP	8877
	CCC Real Data	IPKTS-R	TCP	7070
	CCC Email	IPKTS-R	TCP	6868
	CCC Chat	IPKTS-R	TCP	8878~8879
	CCC Monitoring	IPKTS-R	TCP	21004
Client ELG 1000i series	Signal	IPKTS-R	UDP	5588
	RTP	IPKTS-R	UDP	30000 ~ 49999
	Callback,Call-Through	IPKTS-R	TCP	7878

!!Note!!
Port Information may be different from SP's Firewall settings.
Please refer to Commercial Firewall port forwarding first.

Case 4. Frequently un-registration of LIP Phone

Issue

LIP Phone is disconnected frequently

Items to check:

- Check hole punching time(time for maintaining UDP IP/Port mapping table between Private IP address and Public IP Address) of customer's firewall

Case 6. Deleting Multi-Client with UCE

Issue

UCE is not logged in after deleting a Multi-Client user that contains UCE.

Action

- Before deleting a Multi-Client user, make sure that UCE/LIP Phone is in use.
- If all client is idle, delete the user.

Case 7. Delayed Ringing

Issue
A call to DDI arrives at the extension after a few seconds.

Action
- Check if the Fax Bridge is set for the user.
- If Fax Bridge is set, wait around 10 seconds to detect Fax Tone.
- If there is no Fax Tone, incoming call is routed to the user.

Case 8. Keep the Last Time Mode

Issue

- In Weekday mode, cannot keep the last time mode of the previous day.
- If 'Day Start' and 'Night start' are both 00:00, it operates in Day mode.
- Holiday does not change the time mode manually. (Keeps in Night Mode)

Action

- Currently not supported. Will be supported in P4.0. □ Workaround >
- Day Start – 00:01, Night Start – 00:02
- Then, it is in Day mode only for 1 minute, and then operates in Night mode.

Case 9. Call Block by Call Fraud

Issue

- A user who exceeds the Call Fraud Limit can make a trunk call even after the call ends.

Action

- Call is blocked maximum after 15 seconds at the end of the call.
- Because the process of checking the call block is checked every 15 seconds.

Case 10. Add member of ACD Group

Issue
Cannot add new member to ACD group

Action
- Customer Manager > User > User Setup > Check 'User Type'
- Only Single Client can be a member of ACD group.

Case 11. Add prefix 0 to ISDN CLI

Issue

- There is no prefix 0 in the CLI of the call from the ISDN line.

Action

- Raise a ticket to Pragma who can make a back end change to resolve.

Case 12. Time Mode Change

Issue

- When the Time Mode is changed using the Feature Code on the terminal, it is not applied.

Action

- Time mode is applied maximum 1 minute after the change.

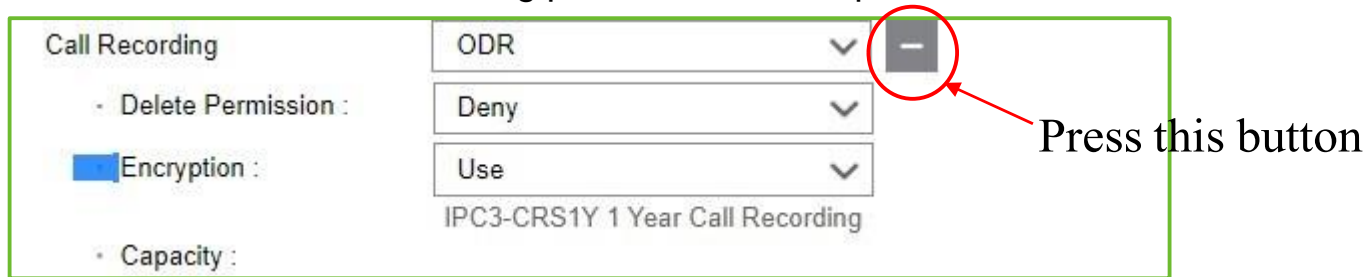# Case 13. Change Call Recording Package

Issue
- A way to change Call Recording package with maintaining existing Call Recording file

Action
- Menu: Customer Manager Portal>User>User Setup
    1. Remove current Call Recording packet and do not press Save button

Press this button

    2. Select New Package

    3. Save

KB covering this – probably better to send full nicely worded KB

Case 14. Mondago License Transfer

Issue
When return Mondago License to transfer, difficult to find

Action
- Menu: OMS Reseller Portal>Customers>Modify Existing Customer ⯈ Filtering with Mondago or CRM on Item Name and decrease Order count.

- Can't see 3rd Party License Serial to be returned
- Clear Mondago or CRM on Item Name field
- Input again Mondago or CRM on Item Name field.
- Then you can see below picture by dragging scrollbar down.

3rd Party License Serial

	License Type	Serial No.
☐	[▾] ×	[ ] ×
☐	Mondago Outlook	F16FAF5D
☐	Mondago Outlook	82BE72A9
☐	Mondago Outlook	AD0E5428
☐	Mondago Outlook	9A4BEE65
☐	Mondago Outlook	F9480B6E
☐	Mondago Outlook	AC0E9478

[<]

[>]

To be returned

	License Type	Serial No.
☐	Mondago Outlook [▾] ×	[ ] ×

Case 19. Can't dial certain extension number

Issue
User can't dial certain extension number.

Reason
- Pre configuration for call log dialing with Digit Conversion is conflicted with extension number

Action
- Change extension number to avoid conflict with Digit conversion
- Example
  - Extension number: 449
  - Digit Conversion: 44 xxxx xxxxx --> 9 0xxxx xxxx

Case 20. Can't register LIP Phone

Issue
Can't register LIP Phone for certain customer

Reason

- Can't reach signalling message to LIP Phone because customer firewall is not opened for port 5588

Items to check:

- Check if UDP port 5588 is opened at Customer Firewall.

Case 22. Conference Room using ACB

Issue
When a host logged in ACB Web, it is not possible to handle conference room such as remove, mic/speaker mute, etc.

Items to check:
- Verify PIN is configured for the conference room

Action
- Set PIN for conference room

Case 23. Close customer

Issue
Close customer error

Items to check:

- Delete "Fax Number", "Fax Group", Call Manager > WebFAX
- Clear Audio Conference Bridge (Delete Number), Call Manager > Audio Conference Bridge
- Clear 3rd party SIP device : Call Manager > SIP Device
- Delete HotDesk and Hotdesk user, Call Manager > Hot Desk
- Delete Shared Line, Call Manager > Shared Line
- ACD Group, Routing Point, Agent ID, ACD Report Manager, IVR Service/Schedule/Scenario(When IVR Service deleted, schedule & scenario also will be deleted)
- To delete, it needs to unassign Supervisor and member of ACD Group
- Delete all user seat, User > User Setup
- Clear Company Directory, Company > Company Directory
- Clear gateway configuration, Company > Trunk/Extension G/W Management
- Clear LCM configuration, Company > LCM Management
- Clear trunk channel settings, Clear channel (set to '0'), Company > Line Settings > Trunk Channels
- Clear CCC setting, Company > Company Details > Automatic Call Distribution Report : Set "Not Used"

Case 24. User Delete Failure by Virtual Desk Log on

Issue

When trying to delete a user in User Setup menu, it can fail as follows.

	Complete [2/2]	
NO	**RESULT TITLE**	**RESULT MESSAGE**
1	CHECK STEP.	SUCCESS.
2	[2000]NUMBER DELETE.	Please check Virtual Desk log on and log off

[TOTAL : 2] [SUCCESS : 1] [FAIL : 1] [SKIP : 0]

- User 3000 logged in with Virtual Desk Login code at Ext 2000 phone.
- Customer manager can't delete User 2000 in this situation.

Items to check:

- If you can reach Ext 2000 phone, User 3000 can be logged out instantly.
- But it could not be logged out at Ext 2000 because it is located remotely.

Action

- Log in as User 3000 at another phone using Virtual Desk Login code.
- Then, user 3000 will be logged out at Ext 2000.
- Now you can delete User 2000 in User Setup menu.

Case 26. LIP Phone Not Ringing

Issue

Intermittently, LIP phone is not ringing but it can answer the call

Items to check:

- This issue may happen by packet loss.
- If LIP phone is under NAT environment, it needs to verify the firewall equipment.

Action

- Need to capture packet(UDP port 5588) at IPKTS relay server and both WAN and LAN side of user firewall equipment.
- Verity where IPKTS command for ring is lost.

Case 27. IP DECT Base configuration

Issue
Tenant prefix + Ext number is displayed Mute problem

Items to check:
- NAT Adaption menu
- Show Extension on Handset Idle Screen menu
- Codec Priority

Action

Case 28. 3rd Party SIP Phone(IP DECT) mute

Issue

Mute problem may happen when 3rd party SIP or IP DECT is under NAT environment

Items to check:

- Verity ALG feature is disabled in the firewall equipment.
- Via header of SIP message should not have the IP address of firewall.

Action

- Disable ALG feature in the firewall configuration.

Case 29. E.164 support for 3rd Party SIP Phone

Issue
International call from SIP phone using E.164 format is not possible

Items to check:
- Country code
- Long distance call prefix if needed

Action
- If you want, raise IR. Then, we will configure on CM WMS
- Can configure on CM WMS to add international toll prefix.

Case 30. Call Fraud by anonymous call

Issue
There are many international anonymous call

Items to check:
- Check 3rd party SIP phone registration account on EMS
- Check WEB log in account of 3rd Party SIP Phone or IP DECT

Action
- Change 3rd Party SIP Phone registration account & WEB log in account with Strong Password Rule