

# Cloud Software Troubleshooting Guide 2021

The information furnished by Pragma in this material is believed to be accurate and reliable but is not warranted to be true in all cases.



## Case Studies

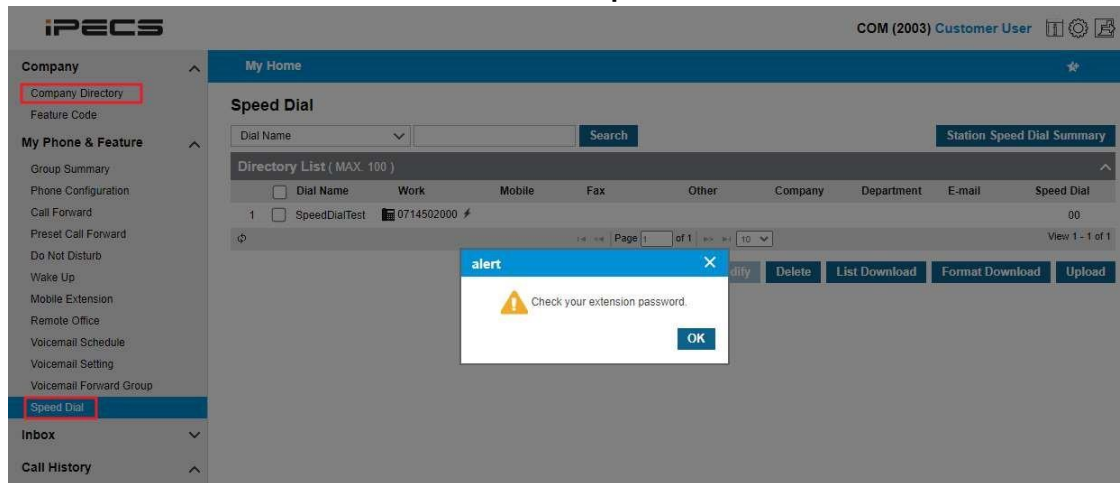
- Case 1. Cannot click to dial from user portal
- Case 2. Use Conference Room with UCE
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## Case 1. Cannot make Click Call

### 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.

The screenshot shows the 'My Information' page in the user portal. The 'Extension password' field is highlighted with a red box. The form includes fields for ID, Name, Language, E-mail, Password, and Extension password. The 'Extension password' field has a maximum length of 12 characters. The 'Password' field has a maximum length of 15 characters. The 'Name' field is also used for phone display name. The 'Language' field is set to English. The 'ID' field is '1000@saintsky.com'. The 'Name' field is '1000'. The 'E-mail' field is empty. The 'Password' field is filled with asterisks. The 'Extension password' field is filled with asterisks. The 'Modify', 'Save', and 'Cancel' buttons are visible at the bottom right.

## 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

The screenshot displays the 'Conference Room' configuration page in the Customer Manager portal. On the left, a navigation menu is visible with 'Conference Room' selected. The main content area shows a table titled 'Conference Room List ( 50 Licenses )'. The table has columns for 'Room Number', 'Room Name', 'Direct Dial Call Number', 'Password', and 'Usage'. A single row is shown with Room Number 4000 and Room Name 'Sales Issue'. The 'Usage' field for this row is set to 'Not Used' and is highlighted with a red box. Below the table, there are navigation controls including 'Page 1 of 1' and 'View 1 - 1 of 1'. At the bottom right, there are buttons for 'Add', 'Modify', and 'Delete'.

	Room Number	Room Name	Direct Dial Call Number	Password	Usage
1	4000	Sales Issue			Not Used

## 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
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
	Signal	SBC Ext Signal	TCP & UDP	5060
Client - ELG DECT (GDC-800H, 110dh, 150dh, WIT-400H)	RTP	SBC Ext Media	UDP	16384 ~ 26383
	Callback,Call-Through	IPKTS-R	TCP	7878
	CCC Web Client	CCC NXPROXY	IPKTS-R	TCP
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.

Device	Feature	Service	Information	DN Based CID Routing
<b>Package Feature</b>				
Call Forward		Allow		▼
Off-Net Call Forward		Allow		▼
OHVO		Allow		▼ Off Hook Voice
Intercept		Allow		▼
Call Park		Allow		▼
Intrusion		Allow		▼
Allow Anonymous Call		Allow		▼
Present External Caller ID		Display on LCD		▼
CLIR		Allow Send CID		▼ Calling Line Ide
Recall for Transfer Failure		Recall		▼
Preset Call Forward		Allow		▼
Time Zone Mode Change		Deny		▼
Emergency Call Log Delete		Deny		▼
<b>Additional Feature</b> +				
FAX Bridge		Use		▼ -
- FAX Number :				
- Tone Time :		10		3 ~ 20 (sec)



## 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.

Schedule Name \*

Change Mode

Standard Timezone \*

Description

Default Time Schedule

Schedule  Holiday Option

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Holiday Option	<input type="text" value="Weekday"/>	<input type="text" value="Weekday"/>	<input type="text" value="Weekday"/>	<input type="text" value="Weekday"/>	<input type="text" value="Weekday"/>	<input type="text" value="Weekday"/>	<input type="text" value="Weekday"/>
Day Start	<input type="text" value="00 : 00"/>	<input type="text" value="08 : 00"/>	<input type="text" value="00 : 01"/>	<input type="text" value="08 : 00"/>	<input type="text" value="00 : 00"/>	<input type="text" value="00 : 00"/>	<input type="text" value="00 : 00"/>
Night Start	<input type="text" value="00 : 00"/>	<input type="text" value="17 : 00"/>	<input type="text" value="00 : 02"/>	<input type="text" value="17 : 00"/>	<input type="text" value="00 : 00"/>	<input type="text" value="00 : 00"/>	<input type="text" value="00 : 00"/>
Timed Start / Timed End	<input type="text" value="00 : 00"/>	<input type="text" value="00 : 00"/>	<input type="text" value="00 : 00"/>	<input type="text" value="00 : 00"/>	<input type="text" value="00 : 00"/>	<input type="text" value="00 : 00"/>	<input type="text" value="00 : 00"/>

## 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.

The screenshot shows the 'User Setup' page in a web application. On the left is a sidebar menu with 'User Setup' selected. The main area has a search bar with 'Site' set to 'All Sites' and 'Extension' set to '2003'. Below the search bar is a 'User List' section with buttons for 'Add', 'Modify', 'Delete', 'Multiple User Add', and 'List Downl'. The main form contains the following fields:

- Extension \***: 2003 (2 ~ 5 Di)
- Name \***: 2003 (Last name) (This nar name.)
- Site \***: main
- Group Member Type \***:  Single site group members,  Multi site group members
- Portal ID \***: 2003@com.com
- Password**: [masked] (At least)
- E-mail**: [empty]
- Package \***: Empty User Pack (87)
- User Type**: Single Client (highlighted with a red box)
- Direct Dial Call**: [empty]

## 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.

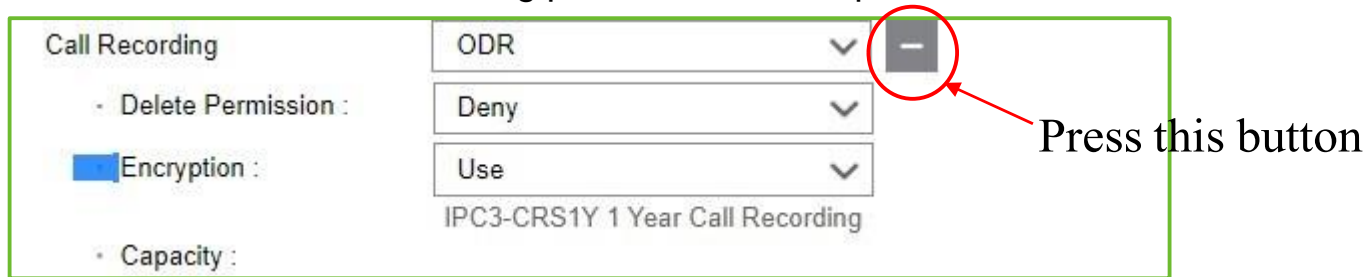
## Case 13. Change Call Recording Package

### 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



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.

Order Title & Customer Site > Number Ordering > Number Assign > **Order Items** > Trunk Channel > Device Ordering > Call Bundle > Device Shipping Info. > Submit Order

Change Current Order Items

Item Group	Item Name	Billing Account	Available	Order(+/-)	To Be(EA)	Act. Date	Billing Start	Comment
<input type="text" value=""/>	<input type="text" value="mondago"/>	<input type="text" value=""/>						
Soft Client	Mondago Outlook	saintsky	6	-1	5	10.Feb.2020	10.Feb.2020	

- Can't see 3<sup>rd</sup> 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

<input type="checkbox"/> License Type	Serial No.
<input type="checkbox"/> <input type="text" value=""/>	<input type="text" value=""/>
<input type="checkbox"/> Mondago Outlook	F16FAF5D
<input type="checkbox"/> Mondago Outlook	82BE72A9
<input type="checkbox"/> Mondago Outlook	AD0E5428
<input type="checkbox"/> Mondago Outlook	9A4BEE65
<input type="checkbox"/> Mondago Outlook	F9480B6E
<input type="checkbox"/> Mondago Outlook	AC0E9478

<  
>

### To be returned

<input type="checkbox"/> License Type	Serial No.
<input type="checkbox"/> Mondago Outlook	<input type="text" value=""/>



## 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.
- Verify 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

Extensions	<b>Server 1:</b> 10.10.146.56	<b>Server 1:</b>	NAT Adaption: Disabled
Servers		Registrar:	10.10.146.56
Network	<b>Server 2:</b> 10.10.146.16	Primary Proxy:	10.10.146.56
Repeaters		Keep Alive:	Enabled
Alarm		Show Extension on Handset Idle Screen:	Disabled
Statistics		Hold Behaviour:	RFC 3264
Generic Statistics		Remote Ring Tone Control:	Enabled
Diagnostics		Attended Transfer Behaviour:	Hold 2nd Call
Configuration		DTMF Signalling:	RFC 2833 and SIP INFO
Syslog		Remote Caller ID Source Priority:	PAI - FROM
SIP Log		Codec Priority: - Max number of codecs is 5	G711A G711U G722
			Up Down Reset Codecs

## 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 3<sup>rd</sup> party SIP phone registration account on EMS
- Check WEB log in account of 3rd Party SIP Phone or IP DECT

### Action

- Change 3<sup>rd</sup> Party SIP Phone registration account & WEB log in account with Strong Password Rule