



Unify Phone V2, Troubleshooting Guide

Service Documentation

A31003-F9920-S100-01-7620

Atos

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The logo for Atos, featuring the word "Atos" in a bold, white, sans-serif font. The letter 'o' is stylized with a circular cutout in the center.

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1 History of changes

Issue	Date	Description
1	09/2023	Initial release

2 Most common user cases

2.1 A user cannot sign in to Unify Phone due to not created tenant

Error message: Your company is not registered for Unify Phone application yet. Please contact your administrator.

Action: An administrator must create a Unify Phone tenant for their company.

2.2 A user cannot sign in to Unify Phone due to not assigned phone number

Error message: You are not assigned any Unify Phone number yet. Please contact your administrator.

Action: An administrator of the company's OpenScape communication platform must create a Unify Phone user on the communication platform (Atos Unify OpenScape Voice, Atos Unify OpenScape 4000 or Atos Unify OpenScape Business).

2.3 A user cannot sign in to Unify Phone due to missing license

Error message: Your account is not licensed to use the application. Please contact your administrator.

Action:

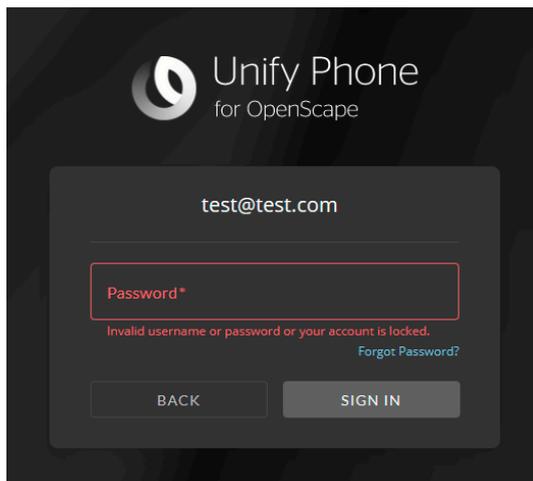
- If the user is an OpenScape Voice subscriber, an administrator must assign the OpenScape Voice UP license in OpenScape Voice.
- If the user is an OpenScape 4000 subscriber, an administrator must assign the OpenScape 4000 Unify Phone license(s) in OpenScape 4000.
- If the user is an OpenScape Business subscriber, an administrator must assign the Mobility User and the Unify Phone license in OpenScape Business.

2.4 A user cannot sign in to Unify Phone due to invalid credentials or locked account (Unify Phone for OpenScape)

Error message: Invalid username or password or your account is locked.

Most common user cases

A user cannot sign in to Unify Phone due to an unknown error



Action:

- 1) In case Unify Phone is connected to OpenScape Voice or OpenScape 4000, navigate to **CMP > User Management > Unify Phone** and check the user's email address.
- 2) In case Unify Phone is connected to OpenScape Business, navigate to **WBM > Setup > Cloud Services > Unify Phone user instance** and check the user's email address.
- 3) If the email address does not exist or is not valid, the user account is missing and must be created.
- 4) If the email address exists and is valid, either the password is incorrect or the account has been locked. Do one of the following:
 - Reset the user's password.
 - Advise the user to wait for 30 minutes before attempting to sign in again with the correct password.

2.5 A user cannot sign in to Unify Phone due to an unknown error

Error message: You cannot login at the moment. Please try again later.

Action:

- 1) A Unify Phone administrator must access the Unify Phone Administration App and check the **Telephony status** under the **Telephony connector** tab.
- 2) If telephony is `Unavailable`, check the connection between the OpenScape communication platform and Unify Phone.
- 3) Collect the communication platform logs (see section [Communication platform logs collection](#) on page 15).
- 4) Open a ticket to Unify Support and attach the logs.

2.6 A call cannot be established due to "*Telephony is down*" error

Action:

- 1) A Unify Phone administrator must access the Unify Phone Administration App and check the **Telephony status** under the **Telephony connector** tab.
- 2) If telephony is `Unavailable`, check the connection between the OpenScape communication platform and Unify Phone.
- 3) Collect the communication platform logs (see section [Communication platform logs collection](#) on page 15).
- 4) Open a ticket to Unify Support and attach the logs.

2.7 A call cannot be established due to an unknown error

Action: The following logs should be provided for analysis:

- Unify Phone client logs (see section [Unify Phone client logs collection](#) on page 12)
- Wireshark trace from user device (NOT for mobile Unify Phone clients)
- Communication platform logs (see section [Communication platform logs collection](#) on page 15).

2.8 Common audio issues

When dealing with audio issues, the following should be checked:

- 1) Defective or improper headset/speaker setup
- 2) Sound Driver is out of date
- 3) Wrong audio configuration – This can be checked in the Unify Phone web client or PWA under **Settings > Audio**.
- 4) High CPU utilization or use of weak CPU
- 5) Internet bandwidth issue
- 6) Sound is not allowed in the browser settings.

When opening a ticket to Unify Support for audio issues, the following information or data should be provided:

- Type of Audio Peripherals (Speaker, Microphone, Headset)
- Unify Phone client logs (see section [Unify Phone client logs collection](#) on page 12)
- Communication platform logs (see section [Communication platform logs collection](#) on page 15).

Most common user cases

A call has been established but there is no speech path or there are quality issues

2.9 A call has been established but there is no speech path or there are quality issues

Action: In addition to data mentioned in section [Common audio issues](#) on page 7, the following logs should be provided for analysis:

- Wireshark trace from user device (NOT for mobile Unify Phone clients)
- Collect WebRTC internals logs from the user's browser (ONLY in case the user who experienced the issue was using the Unify Phone web client on Google Chrome or Microsoft Edge when the issue occurred).

WebRTC internals logs collection from Google Chrome or Microsoft Edge

- 1) Open Google Chrome or Microsoft Edge.
- 2) Depending on the browser, type `chrome://webrtc-internals/` or `edge://webrtc-internals/` in the address bar and press Enter.
- 3) Before starting a call on Unify Phone to reproduce the issue, do the following on the **WebRTC internals** tab:
 - a) Under **Create diagnostic audio recordings**, tick the **Enable diagnostic audio recordings** checkbox, then select the path in which the `audio_debug` file will be downloaded.
 - b) Under **Create diagnostic packet recordings**, tick the **Enable diagnostic packet and event recording** checkbox, then select the path in which the `event_log` file will be downloaded.
- 4) Start a call using the Unify Phone web client (on Google Chrome or Microsoft Edge) and reproduce the issue.
During the call, both log files will be updated.
- 5) After the end of the call, do the following:
 - a) Go back to the **WebRTC internals** browser tab.
 - b) Under **Create a WebRTC-Internals dump**, click **Download the webrtc-internals dump**.
 - c) Provide all three log files (`audio_debug`, `event_log` and `webrtc_internals_dump.txt`) for analysis.

2.10 The user presence is not correctly synchronized due to exceeded limit of user sessions (Unify Phone for Unify Video)

Due to a limitation of the RingCentral API, only 5 sessions are supported for the same user. The sixth session will invalidate the first one, thus the presence will not be synchronized.

2.11 The user presence is not correctly synchronized or cannot be set

Action: The Unify Phone client logs should be provided for analysis.

A user cannot change their profile picture (Unify Phone for OpenScape)

2.12 A user cannot change their profile picture (Unify Phone for OpenScape)

Action: The Unify Phone Access client logs should be provided for analysis.

Most common administrator cases

An administrator cannot sign in to the Administration app due to missing permissions

3 Most common administrator cases

3.1 An administrator cannot sign in to the Administration app due to missing permissions

Error message: You don't have the required permissions to access the administration app.

Action:

- Unify Phone for Unify Video: The Unify Video user must have the "Super admin" role assigned via the Unify Video Admin Portal.
- Unify Phone for OpenScape: The user must have the administrator role assigned via the Unify Phone Administration app.

3.2 An administrator cannot sign in to the Administration app due to an unknown error

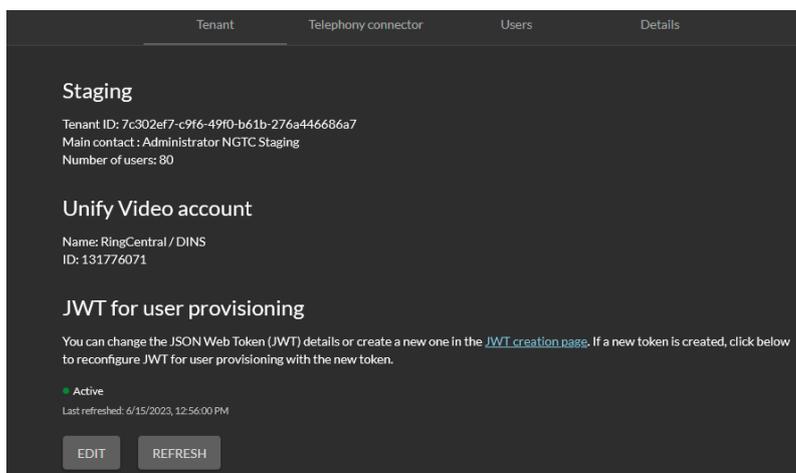
Error message: You cannot login at the moment. Please try again later.

Action: Open a ticket to Unify Support.

3.3 An administrator cannot register a tenant

Action: Open a ticket to Unify Support.

3.4 An administrator cannot configure a JSON Web Token (JWT) (Unify Phone for Unify Video)



Action: Open a ticket to Unify Support.

An administrator cannot create a Unify Video connection (Unify Phone for Unify Video)

3.5 An administrator cannot create a Unify Video connection (Unify Phone for Unify Video)

Action:

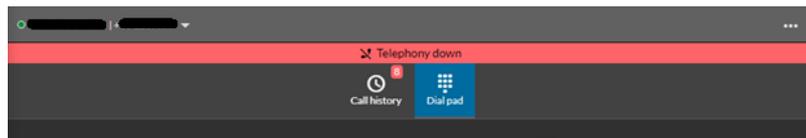
- 1) Collect the communication platform logs (see section [Communication platform logs collection](#) on page 15)
- 2) Open a ticket to Unify Support and attach the logs.

3.6 An administrator cannot add or edit Unify Phone users due to an unknown error

Action:

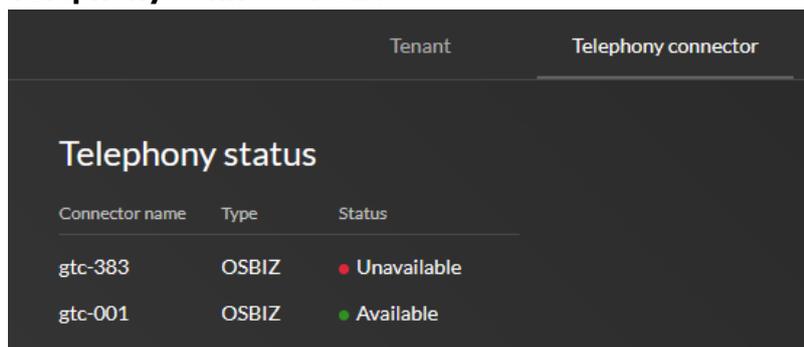
- 1) Collect the communication platform logs (see section [Communication platform logs collection](#) on page 15).
- 2) Open a ticket to Unify Support and attach the logs.

3.7 A call cannot be established due to a trunk being down



Action:

- 1) The Unify Phone administrator should access the Unify Phone Administration app and check the **Telephony status** under the **Telephony connector** tab.



Connector name	Type	Status
gtc-383	OSBIZ	Unavailable
gtc-001	OSBIZ	Available

- 2) If telephony is `Unavailable`, check the connection between the OpenScape communication platform and Unify Phone.
- 3) Collect the communication platform logs (see section [Communication platform logs collection](#) on page 15).
- 4) Open a ticket to Unify Support and attach the logs.

Unify Phone client logs collection

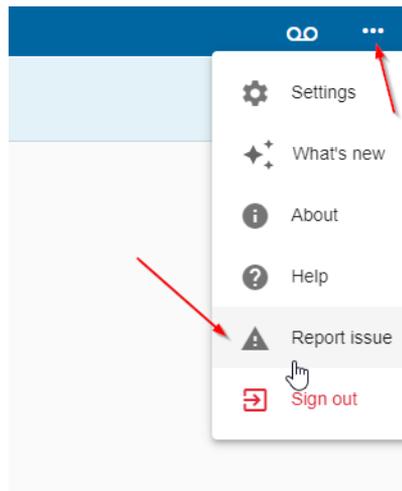
Unify Phone client logs collection on a desktop computer

4 Unify Phone client logs collection

4.1 Unify Phone client logs collection on a desktop computer

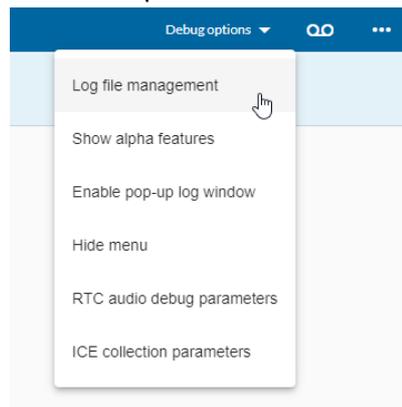
Step by Step

- 1) On the Unify Phone web client or PWA, click on the ellipsis icon (...) on the top right corner and select **Report issue**.



- 2) A log file will be created. Save it or send it as an email attachment, if needed.
- 3) Optionally, do the following:
 - a) Simultaneously click on the ellipsis icon (...) and press `Ctrl + Shift`.

This will open a new menu with name **Debug options**.



The most useful option is **Log file management**, where you can set the log level and view the logs that have been created.

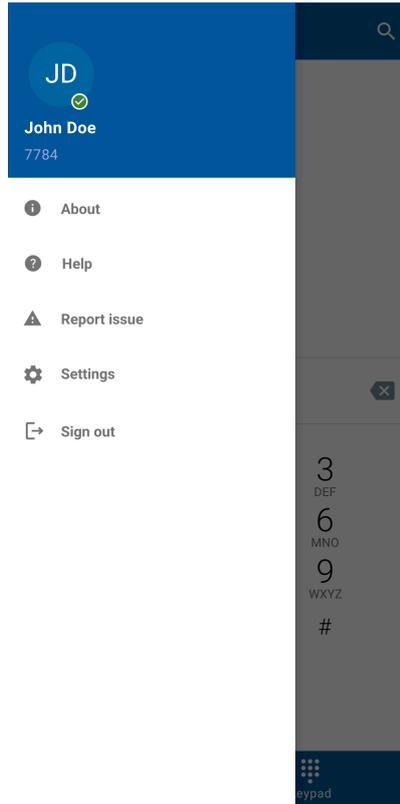
- b) Click **Log file management**, set the log level to **Maximum** for better troubleshooting, click on the log file(s) to download, then click **Yes**.
- c) Click **Debug options > Hide menu** for the Debug options menu to close.

- 4) Open a ticket to Unify Support and attach the logs.
Always mention the time when the problem occurred.

4.2 Unify Phone client logs collection on an Android device

Step by Step

- 1) On the Unify Phone mobile app, tap ☰ at the top left of the app and select **Settings**.



- 2) Tap **Logs**.
- 3) Switch the **Enable debug logs** slider to ON.
Debug logs must be enabled for better troubleshooting.
- 4) Tap **Save logs** and save the log file.

Unify Phone client logs collection

Unify Phone client logs collection on an iOS device

4.3 Unify Phone client logs collection on an iOS device

Step by Step

- 1) On the Unify Phone mobile app, tap **Settings** at the bottom of the app and locate the area with the logs options.



You can select among **Logs severity**, **Report issue**, etc. Severity logs are needed for better troubleshooting.

- 2) Enable the "Debug" log level by navigating to **Settings > Logs severity > Debug**.
- 3) Use the back arrow to go back to **Settings**.
- 4) Select **Share logs** and save or share the log file as needed.
 - To save the log file, on the pop-up that appears, tap **Save to Files**, select a location, then tap **Save**.
 - To share the log file, on the pop-up that appears, select an application from the available options (like email, OneDrive, or other).

5 Communication platform logs collection

Depending on the communication system Unify Phone is connected to, the following logs should be collected:

- **OpenScape Business:**
 - System Traces with (Trace) Profile:
 - Basic
 - Voice_Fax_Connection
 - SIP_Interconnection_Subscriber_ITSP
 - Sip Registration
 - Network Traces with TCP Dump with interface: Any
- **OpenScape Voice:**
 - OSV RTT_24_7
 - SBC Network traces (with Interface: SIP/MGCP Trace for issues in SIP layer or interface: SIP/MGCP/RTP Trace for Payload issues)
 - SBC Rapidstat in level 5 (with SipServer process in INFO log level)
- **OpenScape 4000:**
 - All softgate logs
 - CSTA-Download Complete Diagnostics Data
 - sip subscriber detail profiles
 - 1.2.1(detail) SIP Sub. General problems and 1.2.4 (detail) CSTA over SIP problems
 - RMX permanent trace c.
 - SBC Network traces (with Interface: SIP/MGCP Trace for issues in SIP layer or interface: SIP/MGCP/RTP Trace for Payload issues)
 - SBC Rapidstat in level 5 (with SipServer process in INFO log level)