



Vidyo[®]
Personal Telepresence

TECHNICAL NOTE

Understanding Vidyo Logs

Document Version 1

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Understanding Vidyo Logs

This document describes what the VidyoDesktop logs are indicating when using the VidyoDesktop client. This document also shows the corresponding VidyoManager and VidyoRouter logs in certain cases to demonstrate how these components work hand-in-hand with the VidyoDesktop client to complete a call.

The first section explains the process for making a successful call using the VidyoDesktop client. The second section demonstrates some common errors that appear in the logs and explains the meaning behind each of these log messages.

Please note that the logs shown here are snippets of the full detailed logs and only show the parts that the users should pay attention to for that particular section. For information on how to access the different sets of logs, please download the respective Administrator Guides from support.vidyo.com (requires login credentials to access).

The Process for Logging In to the VidyoDesktop Client and Joining a Conference

This section describes the normal process of what occurs when a participant uses the VidyoDesktop client to login and join a conference.

1.) Logging in to VidyoPortal

- › The user opens the VidyoDesktop client and the client prompts them to login using necessary credentials (i.e., VidyoPortal address, username, and password)
- › The client communicates with the VidyoPortal through TCP port 80 or 443, which is responsible for SOAP messages between the VidyoDesktop client and the VidyoPortal.
- › SOAP messages send any changes made to the client, such as searching for another participant, requesting room details, or saving favorite contacts.
- › If there is a web proxy on the network, the VidyoDesktop client detects it and attempts to communicate with the web proxy to confirm if it is required to use the web proxy as opposed to connecting directly via TCP port 80/443.
- › If this web proxy is required, the client forwards the SOAP requests to the web proxy, and then the proxy sends the messages to the VidyoPortal.
- › Use the Network tab on the Configuration screen for the VidyoDesktop client to verify the settings for web proxy

2.) Registering with VidyoManager

- › The VidyoPortal notifies its VidyoManager that the user is attempting to login after SOAP is established.

The Process for Logging In Vidyo Desktop Client and Joining a Conference

- › This process takes place within the Vidyo Portal unit as the Vidyo Manager resides within the Vidyo Portal and communicates using the RMCP protocol on TCP port 17991.
- › Once the Vidyo Manager confirms that this is a registered user, the client receives this information, login process continues, and TCP port 17992 ends over the EMCP signaling protocol.
- › After the login process is successful, the client continues to maintain a connection to both SOAP and EMCP to ensure that the Vidyo Desktop client stays connected to the Vidyo Portal/Vidyo Manager.
- › The EMCP protocol is responsible for keeping the user connected to the Vidyo Manager and provides other details at the time that the user logs such as the name of the Vidyo Router needed for the participating client and based on the current cloud rules.
- › The same principle used for SOAP messaging applies to web proxy. If there is a web proxy on the network, EMCP communicates between the web proxy and the Vidyo Manager, while the Vidyo Desktop communicates with the web proxy.

3.) Joining a Call Using a Designated Vidyo Router

- › The user attempts to make a call to a virtual room by clicking on the icon of the room that the participant joins.
- › The client communicates to the Vidyo Router over SCIP on TCP port 17990 to establish signaling.
- › Once completed, the Vidyo Desktop changes its layout to show the other participants in the call.
- › The Vidyo Router communicates to the Vidyo Manager on RMCP using TCP port 17991.

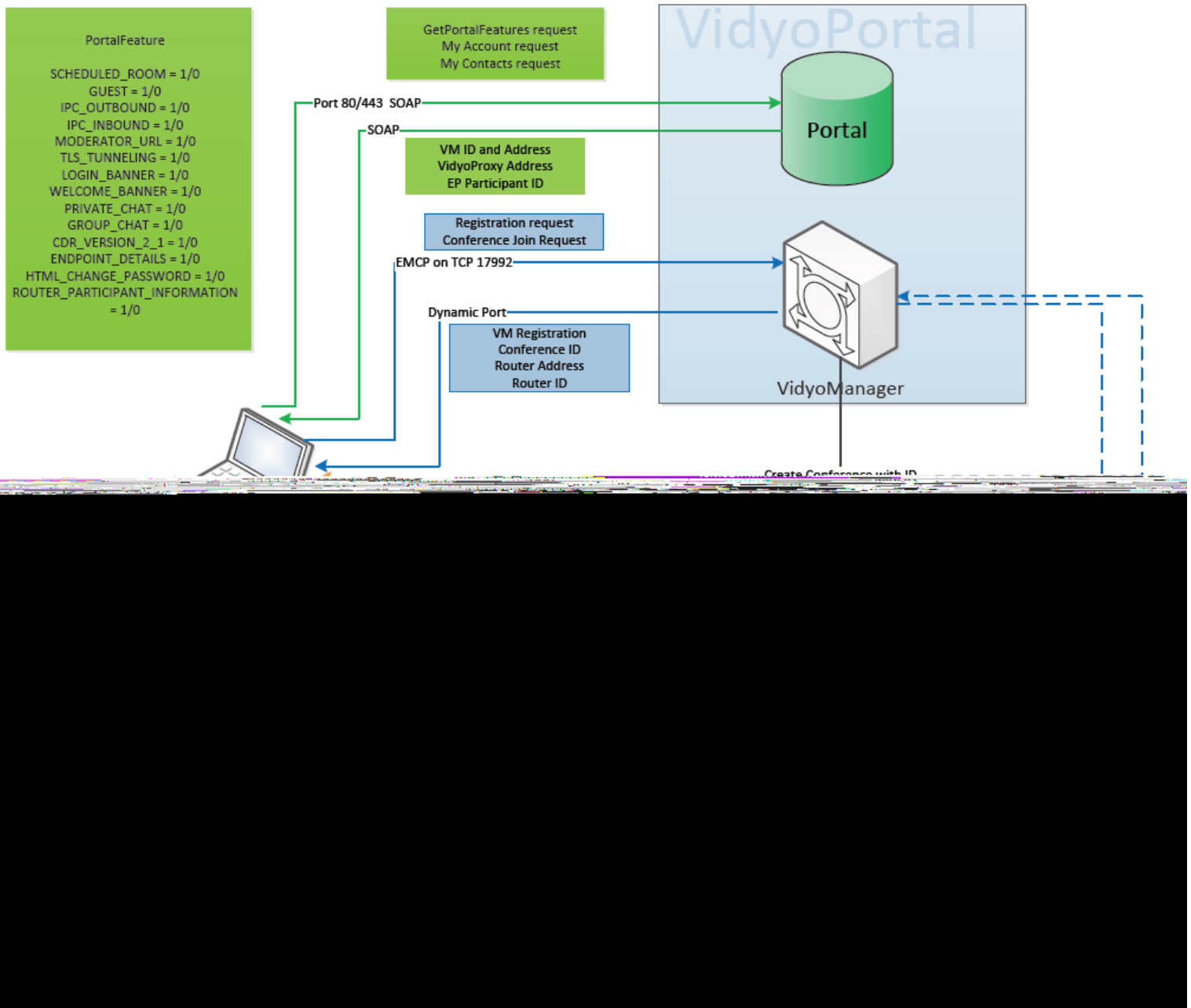
The Process for Logging In Vidyo Desktop Client and Joining a Conference

- › Media passes through bi-directionally between the Vidyo Desktop client and the Vidyo Router using UDP ports 50,000-65,535.

4.) Utilizing Vidyo Proxy

- › The participant can log in to the Vidyo Desktop client and/or join into a call via Vidyo Proxy protocol using TCP port 443 to the Vidyo Router if EMCP, SCIP, and/or media ports are not available between the client and respective servers
- › The Vidyo Proxy can be assigned to a user account from the admin interface of the tenant to connect to the Vidyo Manager if EMCP is not available.
- › The assigned Vidyo Router acts as a bridge connecting the user from the client on TCP port 443, then the Vidyo Proxy connects to the Vidyo Manager on EMCP. The Vidyo Proxy bridges the client and the Vidyo Manager.
- › The client sends SCIP and the media through TCP port 443. If SCIP and media ports are not available to communicate to the designated Vidyo Router from the Vidyo Desktop client, which the Vidyo Proxy sends to the Vidyo Router assigned to the user.
- › The Vidyo Proxy also works in conjunction with the web proxy where the client communicates and sends all relevant packets through the web proxy, which then sends all the appropriate information (EMCP, SCIP, media) to the Vidyo Proxy.

5.) Connectivity Diagram



11-14 14:03:55.582 INFO App Finished AppLogic stop [[System thread], AppLogicStop, AppLogic.cp:23604]

2. VidyoManager Log

2015-11-14 14:03:53.032: INFO: VMCSAPI: EpControl Response Thread: CsAPI/VMCSAPI.cpp:3502: EpMsgHandler: lost Ep:D4BED964382E1063535393333EF798B74C94A3A3F
2015-11-14 14:03:53.032: INFO: VMCSAPI: EpControl Response Thread: CsAPI/VMCSAPI.cpp:5975: EpLost: deleting Ep D4BED964382E1063535393333EF798B74C94A3A3F
2015-11-14 14:03:53.063: DEBUG: VMVpNotifSoap: VMVPCIDatPool: VMVpNotifSoap/VMVpNotifSoap.cpp:252: UpdateEndpointStatus_: updateEndpointStatus successful, EP D4BED964382E1063535393333EF798B74C94A3A3F, state Offline(0), reason EndpointLost(0), SeqNum 578083753136

O. VidyoDesktop Using VidyoProxy (Port 443 TCP) for EMCP Signaling to the VidyoManager

- > The user can be assigned a VidyoProxy from /admin which indicates the VidyoProxy that may be used to allow users to connect to VidyoManager if TCP port 17992 is not available.
- > This also checks if web proxy is required and provides an error if there are no web proxies available.

11-14 14:12:48.221 INFO App Signin with user hperez2, VidyoManager proxy address https://main.vidyo.com:17992 (secured), Portal address https://main.vidyo.com/services/ (VidyoConference(039).DBv341) [AppLogicEventThread, LogicSignIn, AppLogic.cpp:19567]

11-14 14:12:48.221 INFO App Signin provided VidyoProxy address https://main.vidyo.com:443 [AppLogicEventThread, LogicSignIn, AppLogic.cpp:19570]

11-14 14:12:48.222 INFO App May use VidyoProxy to connect to Vidyo.com [AppLogicEventThread, LogicRestartEmcp, AppLogic.cpp:17576]

11-14 14:12:48.222 INFO AppEmcpClient Connecting to VidyoManager proxy address https://main.vidyo.com:17992 with VM ID GKZGKCAH74NGG8XK2AKSCJZVXQDHRFPXQX6NM8RWA6AU400VM0001 [EMCP, EmcpClientStart, AppEmcpClient.cpp:1152]

11-14 14:12:48.222 INFO AppWebProxy Starting AppWpadAutoDiscoverWebProxyForUrl https://main.vidyo.com [EMCP, AppWpadAutoDiscoverWebProxyForUrl, AppWpadClient.cpp:101]

11-14 14:12:48.224 INFO AppWebProxy WinHttpGetProxyForUrl failed to get Proxy https://main.vidyo.com [EMCP, AppWpadAutoDiscoverWebProxyForUrl, AppWpadClient.cpp:301]

11-14 14:12:48.224 ERROR AppEmcpClient EmcpClientStart:AppWpadGetWebProxy() returned error! [EMCP, EmcpClientFindWebProxy, AppEmcpClient.cpp:1114]

P. VidyoDesktop Using VidyoProxy (Port 443 TCP) for SCIP Signaling and Media to the VidyoRouter

- > The VidyoDesktop also either uses VidyoProxy if

The Process for Logging In Vidyodesk Client and Joining a Conference

- Y k _ \ ' | j \ i ' _ X j ' k _ \ ' checkbox selected in the configuration section of the client
- Y the TCP port 17990 and/or UDP ports 50,000-5,535 to the VidyoRouter directionally are not available.

```
11-14 14:15:32.491 INFO App Using VidyoProxy at vr2.vidyo.com:443 for media. VidyoProxy TLS = 0 [ AppLogicJoinThread, CreateCsMediaTransport, AppLogic.cpp:34113 ]
11-14 14:15:32.494 INFO App Using VidyoProxy at vr2.vidyo.com:443 for conference control signaling. VidyoProxy TLS = 0 [ AppLogicJoinThread, CreateCsSignalingTransport, AppLogic.cpp:33905 ]
11-14 14:15:32.494 INFO App Using TLS for conference signaling with router [ AppLogicJoinThread, CreateCsSignalingTransport, AppLogic.cpp:33916 ]
11-14 14:15:32.494 INFO App Enabling host name verification of certificate [ AppLogicJoinThread, LogicCreateSecureSignalingTransportAddress, AppLogic.cpp:8593 ]
11-14 14:15:32.494 INFO App Call thru VidyoProxy. Using 0.0.0.0 as media transport address [ AppLogicJoinThread, LogicCreateVidyoProxyMediaTransportAddress, AppLogic.cpp:8222 ]
```

Q. Direct Dialing to another Vidyodesk User

- > When reviewing logs, there is a difference in the logs when a call is direct to another participant or joining a conference.
- > The bolded sections mean that the call itself is a direct call.

1. VidyoDesktop Log

```
11-14 14:25:16.405 INFO AppGui Calling Eslyn Batista [VD-VC PlugIn] [ [System thread], void __thiscall VDVideoClientPlugIn::CallJoinOrInvite(class VDRRequestResponseCallJoinInvite, void *source, VDVideoClientPlugIn.cpp:1745 ]
11-14 14:25:16.405 INFO App Request to make a direct call with Privacy Off local mic unmuted and local speaker unmuted [ AppLogicEventThread, LogicHandleSoapRequestForConference, AppLogic.cpp:22589 ]
11-14 14:25:16.405 INFO App Sending SOAP Direct Call request [ VidyoClientVcsoapThread_18, VcSoapRequestThreadEntry, VidyoClientSoapInterface.cpp:4589 ]
11-14 14:25:16.427 INFO AppGui Handling a call state=idle (VidyoDesktop) [ [System thread], void __thiscall VDController::OnStateIdle(void), source=VDController.cpp:2363 ]
11-14 14:25:16.851 INFO App Received a calling indication [ AppLogicEventThread, OnEmcpEvent, AppLogic.cpp:18184 ]
11-14 14:25:17.407 INFO App EMCP Call beginning to start progress indicator [ AppLogicEventThread, EmcpCalling, AppLogic.cpp:16860 ]
11-14 14:25:17.407 INFO AppGui VIDYO_CLIENT_OUT_EVENT_CALL_START [VD-VC PlugIn] [ [System thread], void __thiscall VDVideoClientPlugIn::OnOutEvent(enum VidyoClientOutEvent,void *,unsigned int,void *), ..source=VDVideoClientPlugIn.cpp:3703 ]
11-14 14:25:18.407 INFO AppGui -VIDYO_CLIENT_OUT_EVENT_CALL_PROGRESS [VD-VC PlugIn] [ [System thread], void __thiscall VDVideoClientPlugIn::OnOutEvent(enum VidyoClientOutEvent,void *,unsigned int,void *), ..source=VDVideoClientPlugIn.cpp:3337 ]
11-14 14:25:18.924 INFO App Received conference join request [ AppLogicEventThread, OnEmcpEvent, AppLogic.cpp:18176 ]
11-14 14:25:18.924 INFO App Request to join conference hperez@Vidyo_ebatista@Vidyo at router Z7ZYNAT9EW8R9B9UXQHFB5677SJDFYA9KP7FK9AJ78UJ200VRO001 using address scip:hq.vr2.vidyo.com:17990:transport=TLS [ AppLogicEventThread, AppLogic.cpp:18001 ]
```


The Process for Logging In Vidyo Desktop Client and Joining a Conference

```
201511-14 14:23:39.399: DEBUG: VMVpNotifSoap: VMVPCIErVpNotifSoap/VMVpNotifSoap.cpp:252:
UpdateEndpointStatus: UpdateEndpointStatus successful, EP D4BED964382E1063535393337EF798B74C94A3A3F, state
RingAlerting(8), reason EndpointStartedAlert(14), SeqNum 2905833449918717
```

3. VidyoRouter Log

```
201511-14 14:23:21.444: INFO: LmiCsRouter: Socket Engine: Lmi/ConferenceServer/Router/LmiCsRouter.c:2389:
LmiCsRouterCreateConf: Received CreateConf command (conferenceId:hperex@Vidyo_ebatista@Vidyo, isSecure=TRUE).
201511-14 14:23:21.518: INFO: LmiCsRouter: Socket Engine: Lmi/ConferenceServer/Router/LmiCsRouter.c:2457:
LmiCsRouterAllowEndpoint: Received AllowEndpoint command (endpointId:D4BED964382E1063535393337EF798B74C94A3A3F, conferenceId:hperex@Vidyo_ebatista@Vidyo, participantId:CsAPI1449029963
fd5015a4144868021b6796abaa21, endpointInfo:NULL).
201511-14 14:23:21.593: INFO: LmiCsRouter: Socket Engine: Lmi/ConferenceServer/Router/LmiCsRouter.c:2457:
LmiCsRouterAllowEndpoint: Received AllowEndpoint command (endpointId:D4BED964382E1063535393337EF798B74C94A3A3F, conferenceId:hperex@Vidyo_ebatista@Vidyo, participantId:CsAPI1449029963
fd5015a4144868021b6796abaa21, endpointInfo:NULL).
201511-14 14:23:22.174: INFO: LmiCsRouter: TCP Socket Engine 2: Lmi/ConferenceServer/Router/LmiCsRouter.c:2897:
LmiCsRouterAuthorizeSessionAdd: AuthorizeSessionAddCallback: for endpoint with altId CsAPI1449029963
fd5015a4144868021b6796abaa21.
201511-14 14:23:22.174: INFO: LmiCsRouter: TCP Socket Engine 2: Lmi/ConferenceServer/Router/LmiCsRouter.c:1886:
LmiCsRouterAuthorizeEndpoint: Endpoint D4BED964382E1063535393337EF798B74C94A3A3F (altId:CsAPI1449029963
20869dc5015a4144868021b6796abaa21) allowed into conference hperex@Vidyo_ebatista@Vidyo.
201511-14 14:23:22.187: INFO: LmiCsRouter: TCP Socket Engine 2: Lmi/ConferenceServer/Router/LmiCsRouter.c:1886:
LmiCsRouterAuthorizeEndpoint: Endpoint D4BED964382E1063535393337EF798B74C94A3A3F (altId:CsAPI1449029963
20869dc5015a4144868021b6796abaa21) allowed into conference hperex@Vidyo_ebatista@Vidyo.
201511-14 14:23:22.187: INFO: LmiCsRouter: TCP Socket Engine 2: Lmi/ConferenceServer/Router/LmiCsRouter.c:3027:
LmiCsRouterParticipantJoined: Endpoint D4BED964382E1063535393337EF798B74C94A3A3F (altId:CsAPI1449029963
20869dc5015a4144868021b6796abaa21) successfully joined secure conference hperex@Vidyo_ebatista@Vidyo.
201511-14 14:23:22.187: INFO: LmiCsRouter: TCP Socket Engine 2: Lmi/ConferenceServer/Router/LmiCsRouter.c:2323:
LmiCsRouterSendEndpointChanged: Sending EndpointChanged updates
201511-14 14:23:22.964: INFO: LmiCsRouter: TCP Socket Engine 1: Lmi/ConferenceServer/Router/LmiCsRouter.c:2897:
LmiCsRouterAuthorizeSessionAdd: AuthorizeSessionAddCallback: for endpoint with altId CsAPI1449029963
1e3de97ace08466817e4c458c4c9d.
201511-14 14:23:22.964: INFO: LmiCsRouter: TCP Socket Engine 1: Lmi/ConferenceServer/Router/LmiCsRouter.c:1886:
LmiCsRouterAuthorizeEndpoint: Endpoint D4BED964382E1063535393337EF798B74C94A3A3F (altId:CsAPI1449029963
1e3de97ace08466817e4c458c4c9d) allowed into conference hperex@Vidyo_ebatista@Vidyo.
201511-14 14:23:22.969: INFO: LmiCsRouter: TCP Socket Engine 1: Lmi/ConferenceServer/Router/LmiCsRouter.c:2929:
LmiCsRouterAuthorizeParticipantJoin: AuthorizeParticipantJoinCallback (altId:CsAPI1449029963
18817e4c458c4c9d, conference:hperex@Vidyo_ebatista@Vidyo).
201511-14 14:23:22.969: INFO: LmiCsRouter: TCP Socket Engine 1: Lmi/ConferenceServer/Router/LmiCsRouter.c:1886:
LmiCsRouterAuthorizeEndpoint: Endpoint D4BED964382E1063535393337EF798B74C94A3A3F (altId:CsAPI1449029963
1e3de97ace08466817e4c458c4c9d) allowed into conference hperex@Vidyo_ebatista@Vidyo.
201511-14 14:23:22.970: INFO: LmiCsRouter: TCP Socket Engine 1: Lmi/ConferenceServer/Router/LmiCsRouter.c:3027:
LmiCsRouterParticipantJoined: Endpoint D4BED964382E1063535393337EF798B74C94A3A3F (altId:CsAPI1449029963
1e3de97ace08466817e4c458c4c9d) successfully joined secure conference hperex@Vidyo_ebatista@Vidyo.
201511-14 14:23:22.970: INFO: LmiCsRouter: TCP Socket Engine 1: Lmi/ConferenceServer/Router/LmiCsRouter.c:2323:
LmiCsRouterSendEndpointChanged: Sending EndpointChanged updates
```

R. Direct Dialing Received from another User via

VidyoDesktop

```
11-14 14:55:59.148 INFO App Received an invite to a point call [ AppLogicEventThread, OnEmpcEvent,
AppLogic.cpp:18168 ]
```

The Process for Logging In Vidyo Desktop Client and Joining a Conference

```

11-14 14:55:59.148 INFO AppGui -VIDYO_CLIENT_OUT_EVENT_CALL_STATE [VD-VC PlugIn] [ [System thread], void
__thiscall VDVideoClientPlugIn::OnOutEvent(enum VidyoClientOutEvent_ * ,unsigned int,void
*), ..source\VDVideoClientPlugIn.cpp:3690 ]
11-14 14:55:59.148 INFO AppGui VIDYO_CLIENT_OUT_EVENT_CALL_STATE [VD-VC PlugIn] [ [System thread], void
__thiscall VDVideoClientPlugIn::OnOutEvent(enum VidyoClientOutEvent_ ,void * ,unsigned int,void
*), ..source\VDVideoClientPlugIn.cpp:3700 ]
11-14 14:55:59.148 INFO AppGui -VIDYO_CLIENT_OUT_EVENT_INCOMING_CALL [VD-VC PlugIn] [ [System
thread], void __thiscall VDVideoClientPlugIn::OnOutEvent(enum VidyoClientOutEvent_ ,void * ,unsigned int,void
*), ..source\VDVideoClientPlugIn.cpp:3527 ]
11-14 14:55:59.148 INFO AppGui Creating a new SmartConferenceStartStatus on incoming call [VD-VC PlugIn]
[ [System thread], void __thiscall VDVideoClientPlugIn::OnOutEvent(enum VidyoClientOutEvent_ ,void * ,unsigned int,void
*), ..source\VDVideoClientPlugIn.cpp:3537 ]
11-14 14:55:59.149 INFO AppGui Received Incoming Call Request [VidyoDesktopUI] [ [System thread], void
__thiscall VDController::HandleIncomingCallRequest(class VDRRequestResponseIncomingCall
*), ..source\VDController.cpp:2259 ]
11-14 14:55:59.178 INFO AppGui .....VDRRequestResponsePlaySound .req=(154061416) allocated!, id=(31),
file=(:/sound/incomingCall.wav) [VidyoDesktopUI] [ [System thread], __thiscall
VDRRequestResponsePlaySound::VDRRequestResponsePlaySound(const class QString & ,enum
VDRRequestResponsePlaySoundDefs::CommandSource & ,VDRRequestResponsePlaySound.cpp:12 ]
11-14 14:55:59.180 INFO AppGui >> Direct P2P Call [VidyoDesktopUI] [ [System thread], void __thiscall
VDController::HandleIncomingCallRequest(class VDRRequestResponseIncomingCall & ,VDRRequestResponseIncomingCall
*), ..source\VDController.cpp:2268 ]
11-14 14:55:59.180 INFO AppGui Controller state changed from: 1 to: 8 [VidyoDesktopUI] [ [System thread],
void __thiscall VDController::SetActionState(enum VDControllerActionState & ,VDController.cpp:2319 ]
11-14 14:55:59.180 INFO AppGui Menu being changed because of a(s) and online state [VidyoDesktopUI]
[ [System thread], void __thiscall VDAApplication::OnActionStateChanged(enum
VDControllerActionState & ,VDAApplication.cpp:1088 ]
11-14 14:55:59.180 INFO AppGui .....~VDRRequestResponsePlaySound .req=(154061416) allocated [VD-VC PlugIn]
[ [System thread], __thiscall
VDRRequestResponsePlaySound::~VDRRequestResponsePlaySound(void) [VDRRequestResponsePlaySound.cpp:18 ]
11-14 14:55:59.180 INFO App About to Play Ringtone [AppLogicPlaySoundThread,
PlayToneUntilStateChanges, AppLogic.cpp:4443 ]
11-14 14:55:59.180 INFO App Using Speakers (Logitech USB Headset) to play ringtone [AppLogicPlaySoundThread,
PlayToneUntilStateChanges, AppLogic.cpp:4471 ]
11-14 14:56:04.364 INFO AppGui Accepting Incoming Call from Eslyn Batista [VidyoDesktopUI] [ [System thread],
void __thiscall VDIncomingCallWindow::OnAccept(void) [VDIncomingCallWindow.cpp:205 ]
11-14 14:56:04.364 INFO AppGui control MCP (VD_REQUEST_TYPE_ACCEPT_OR_DECLINE_INCOMING_CALL)
PlugIn] [ [System thread], void __thiscall VDVCBase::OnIncomingRequest(class VDRRequestResponse
*), ..source\VDVCBase.cpp:137 ]
11-14 14:56:04.364 INFO AppResponse sent to server: fromUserID = Eslyn Batista [AppLogicEventThread,
EmcpAnswer, AppLogic.cpp:20250 ]
11-14 14:56:04.683 INFO App Received conference join request [AppLogicEventThread, OnEmcpEvent,
AppLogic.cpp:18176 ]
11-14 14:56:04.683 INFO App Request to join conference ebatista@Vidyo_hperez@Vidyo at router
Z7ZYNAT9EW8R9B9UXQHFB5677SJDYFA9KP7FK9AJ78UJ200VROO01 using address scip:hq
vvr2.vidyo.com:17990;transport=TLS [AppLogicEventThread, EmcpJoin, AppLogic.cpp:18001 ]
11-14 14:56:04.683 INFO AppGui -VIDYO_CLIENT_OUT_EVENT_CALL_STATE [VD-VC PlugIn] [ [System thread], void
__thiscall VDVideoClientPlugIn::OnOutEvent(enum VidyoClientOutEvent_ ,void * ,unsigned int,void
*), ..source\VDVideoClientPlugIn.cpp:3690 ]
11-14 14:56:04.683 INFO AppGui VIDYO_CLIENT_OUT_EVENT_CALL_STATE [VD-VC PlugIn] [ [System thread], void
__thiscall VDVideoClientPlugIn::OnOutEvent(enum VidyoClientOutEvent_ ,void * ,unsigned int,void
*), ..source\VDVideoClientPlugIn.cpp:3706 ]
11-14 14:56:04.684 INFO AppGui -VIDYO_CLIENT_OUT_EVENT_JOINING [VD-VC PlugIn] [ [System thread],
void __thiscall VDVideoClientPlugIn::OnOutEvent(enum VidyoClientOutEvent_ ,void * ,unsigned int,void
*), ..source\VDVideoClientPlugIn.cpp:3303 ]
11-14 14:56:04.684 INFO AppGui Conference Forming. Progress Step [VidyoDesktopUI] [ [System thread], void
__thiscall VDVideoClientPlugIn::OnOutEvent(enum VidyoClientOutEvent_ ,void * ,unsigned int,void
*), ..source\VDVideoClientPlugIn.cpp:3306 ]

```

The Process for Logging In Vidyodesktop Client and Joining a Conference

```
11-14 14:56:04.719 INFO App      Joining using ID CsAP208c9a299439a507403602959ee3545b7 with  
userID of hperez and display name Hairo Perez [ AppLogicJoinThread, CreateLmtAppLogic.cpp:13071 ]  
11-14 14:56:05.269 INFO App      joining conference at selected VidyRouter [ AppLogicJoinThread, JoinThre  
AppLogic.cpp:5582 ]  
11-14 14:56:05.302 INFO App      got connect callback [ Sig Socket/Timer loop, OnJoinAck,  
AppLogic.cpp:6090 ]  
11-14 14:56:05.302 INFO App      Now in conference [ AppLogicEventThread, JoinGood,  
AppLogic.cpp:13468 ]  
11-14 14:56:05.307 INFO LmiApp    Adding remote source: Hairo Perez (Logitech B910 HD Webcam) [ Sig Socket/Timer loop,  
OnRemoteSourceAdded, LmiAppRenderer.c:4270 ]  
11-14 14:56:05.307 INFO LmiApp    Adding remote source: Hairo Perez (Microphone (Logitech USB Headset)) [ Sig  
Socket/Timer loop, OnRemoteSourceAdded, LmiAppRenderer.c:4270 ]  
11-14 14:56:08.822 INFO LmiApp    Adding remote source: Eslyn Batista (Logitech B910 HD Webcam) [ Sig Socket/Tim  
OnRemoteSourceAdded, LmiAppRenderer.c:4270 ]  
11-14 14:56:09.304 INFO LmiApp    Adding remote source: Eslyn Batista (Microphone (USB Headset)) [ Sig  
Socket/Timer loop, OnRemoteSourceAdded, LmiAppRenderer.c:4270 ]
```

Troubleshooting

This section presents some of the more common errors that appear in the logs, the issues that cause them to occur, and how to resolve them. This section also follows a similar format as the previous section where we show the VidyoDesktop logs as well as the VidyoManager and VidyoRouter as a reference when needed.

A. User is Unable to Log In to the VidyoPortal

- › Symptom:
 - Ÿ The user is getting an error message indicating that the VidyoPortal could not be reached from the VidyoDesktop client.
- › Reason:
 - Ÿ The VidyoDesktop client is unable to establish a connection to the VidyoPortal on the TCP port 80/443 and fails to login due to SOAP messaging not being available.
- › Potential Solution:
 - Ÿ Confirm if there is an internet connection available to ensure that the computer is still online and able to reach the VidyoPortal from the computer.
 - Ÿ If an internet connection is not available, confirm from another computer/network to determine if this VidyoPortal is reachable via a web browser, which will allow an administrator to determine if the issue is on the client or server side.

1. VidyoDesktop Log

```
01-18 23:53:10.985 INFO AppEmcpClient EMCP client constructed [D85069316373531383379337BE1AA2E] 479  
[ [System thread], EmcpClientConstruct, AppEmcpClient.cpp:488 ]  
01-18 23:56:14.825 INFO AppGui Login Clicked [VidyoDesktopUI] [ [System thread], void __thiscall  
VDLoginWindow::Login(void), ..source\VDLoginWindow.cpp:515 ]  
01-18 23:56:14.826 INFO AppGui ... Login... : LoginRequest:(https://main.vidyo.com/Httpmz) [System  
thread], void __thiscall VDVideoClientPlugIn::LoginRequest(class VDRequestResponseLogin  
*), ..source\VDVideoClientPlugIn.cpp:974 ]
```

Troubleshooting

```
01-18 23:56:14.833 WARN LmiWinHttp Error 00002efd from SendRequest [ VidyoClientVcsoapThread_51, LmiWinHttpStack.c:72 ]
01-18 23:56:14.833 ERROR AppVcsoapClient Soap Request PortalVersionRequest failed, result code 408 [ VidyoClientVcsoapThread_51, DoHttpPluginSoapRequest, AppVcsoapClient.c:608 ]
01-18 23:56:14.833 ERROR App Portal Version request failed with plugin error HTTP status code =408 using path = Direct [ VidyoClientVcsoapThread_51, VcSoapRequestThreadEntry, VidyoClientSoapInterface.cpp:4255 ]
01-18 23:56:14.834 WARN App Login failed error = 408, linked = 0 and loginState = 3 [ VidyoClientVcsoapThread_51, VcSoapRequestThreadEntry, VidyoClientSoapInterface.cpp:4532 ]
01-18 23:56:14.834 ERROR App Attempt to signal https://main.vidyo.com/services/ timedout [ VidyoClientVcsoapThread_51, VcSoapRequestThreadEntry, VidyoClientSoapInterface.cpp:4541 ]
01-18 23:56:14.834 #ONAppGui ... Login... : Login credentials rejected. Reason=408 BYC Plugin [ [System thread], void __thiscall VDVidyoClientPlugIn::OnLoginOutEvent(struct VidyoClientOutEventLogin_*) , ..source\VDVidyoClientPlugIn.cpp:4936 ]
01-18 23:56:14.834 WARN AppGui Logging in failed.Setting Portal state to VD_CONTROLLER_PORTAL_STATE_LOGGING_IN_FAILED [ [System thread], void __thiscall VDControllerLogin::HandleResponseForManualLogin(class VDRequestResponseLogin) VDControllerLogin.cpp:714 ]
01-18 23:56:14.834 INFO AppGui Signed out event received with error 408 [ [System thread], void __thiscall VDVidyoClientPlugIn::OnSignedOutOutEvent(struct VidyoClientOutEventSignedOut_*) , ..source\VDVidyoClientPlugIn.cpp:5214 ]
```

2. VidyoManager Log

```
2016-01-18 23:56:02.156: INFO: VMCSAPI: EpControl Response Thread: CsAPI/VMCSAPI.cpp:3502: EpMsgHandler: lost Ep: 06093637353134837937BE1AA2E479
2016-01-18 23:56:02.156: INFO: VMCSAPI: EpControl Response Thread: CsAPI/VMCSAPI.cpp:5975: EpLost: deleting Ep D85 06093637353134837937BE1AA2E479
2016-01-18 23:56:02.187: DEBUG: VMVpNotifSoap: VMVpClientNotifSoap/VMVpNotifSoap.cpp:252: UpdateEndpointStatus_: updateEndpointStatus successful 06093637353134837937BE1AA2E479, state Offline(0), reason EndpointLost(0), SeqNum 4149614587858132
```

B. VidyoDesktop Login Attempt Failed

- › Symptom:
 - Ÿ The login process starts on the VidyoDesktop client, but fails to connect after about a minute causing an error message to display due to invalid credentials.
- › Reason:
 - Ÿ EMCP signaling (TCP port 17992) is unavailable between the VidyoDesktop and VidyoManager.
 - Ÿ SOAP connects to the VidyoPortal, but if EMCP is not available to connect to the VidyoManager, there will be an error indicating that the credentials are invalid.
- › Potential Solution:
 - Ÿ Any applications that prevent EMCP communication, such as local or network firewalls, can cause the port to be unavailable.

- Y Confirm with the network team to determine if this port is indeed available.

1A. VidyoDesktop Log Using Automatic Login Process

```

01-19 00:13:16.690 INFO AppEmcpClient EMCP client construct with EP ID 0609853735313837937BE1AA2E479
[ [System thread], EmcpClientConstruct, AppEmcpClient.cpp:488 ]
01-19 00:13:16.692 INFO AppEmcpClient Connecting to VidyoManager.vidyo.com:17992 with VM ID
GKZGKCAH74NGG8XK2AKSCJZVXQDHRFPXQX6NM8RWA6AU40OVM0001 [ EMCP, EmcpClientStart, AppEmcpClient.cpp:1152 ]
01-19 00:13:16.692 INFO App Sending automatic login started event for user hperez & portal
https://main.vidyo.com/services/ guest = 0 [ [System thread], AutomaticLogin, AppLogic.cpp:19330 ]
01-19 00:13:16.707 INFO App Client started [ [System thread], VidyoClientSt
VidyoClient.cpp:1460 ]
01-19 00:13:16.707 INFO App Client started Comp [ [System thread], VidyoClientStart,
VidyoClient.cpp:1502 ]
01-19 00:13:16.707 INFO AppGui Successfully initialized VidyoDesktop [ [System thread], __thiscall
VDVidyoClientPlugIn::VDVidyoClientPlugIn(void)\source\VDVidyoClientPlugIn.cpp:540 ]
01-19 00:13:17.713 ERROR LmiCsContactMgr ContactSendRequest 036EA950 failed, Send or QueueMsg failed. [ EMCP,
LmiCsContactMgrContactSendRequest, LmiCsContactMgrContact.c:516 ]
01-19 00:13:19.177 INFO AppGui VidyoDesktop Launch [ [System thread], bool
__thiscall VDAApplication::Setup(void)\source\VDAApplication.cpp:279 ]
01-19 00:13:19.241 INFO AppGui Showing Id [ [System thread], void __thiscall
VDController::ShowLoggingInWindow(void)\source\VDController.cpp:3150 ]
01-19 00:13:46.742 INFO App Connection to VidyoManager failed. Retrying. [ AppLogicEventThread,
OnEmcpEvent, AppLogic.cpp:18133 ]
01-19 00:13:46.742 INFO App VidyoManager connection status is Inactive [ AppLogicEventThread,
SubscribeEvent, AppLogic.cpp:17814 ]
01-19 00:13:46.742 INFO AppGui Switched to UI (nextUiAction) [ [System thread], void
__thiscall VDVidyoClientPlugIn::OnSwitchToUi(void)\source\VDVidyoClientPlugIn.cpp:8974 ]
01-19 00:13:46.994 WARN AppEmcpClient Terminated EMCP connection without waiting for Exit ack [ EMCP, EmcpClient
AppEmcpClient.cpp:1660 ]
01-19 00:13:46.994 INFO AppEmcpClient Connecting to VidyoManager.vidyo.com:17992 with VM ID
GKZGKCAH74NGG8XK2AKSCJZVXQDHRFPXQX6NM8RWA6AU40OVM0001 [ EMCP, EmcpClientStart, AppEmcpClient.cpp:1152 ]
01-19 00:13:47.009 ERROR LmiCsContactMgr ContactSendRequest 04104898 failed, Send or QueueMsg failed. [ EMCP,
LmiCsContactMgrContactSendRequest, LmiCsContactMgrContact.c:516 ]
01-19 00:14:17.039 INFO App Connection to VidyoManager failed. Retrying. AppLogicEventThread,
OnEmcpEvent, AppLogic.cpp:18133 ]
01-19 00:14:17.039 INFO App VidyoManager connection status is Inactive [ AppLogicEventThread,
SubscribeEvent, AppLogic.cpp:17814 ]

```

1B. VidyoDesktop Log Using Manual Login Process

```

01-19 00:15:04.962 INFO AppGui Starting App [ [System thread], void __thiscall
VDLoginWindow::StartAnimation(void)\source\VDLoginWindow.cpp:394 ]
01-19 00:15:04.962 INFO AppGui on sign in animation started [ [System thread], void
__thiscall VDController::OnStartTrayIconLoginAnimation(void)\source\VDController.cpp:2085 ]
01-19 00:15:04.962 INFO AppGui Login Click [ [System thread], void __thiscall
VDLoginWindow::Login(void)\source\VDLoginWindow.cpp:515 ]
01-19 00:15:05.940 INFO App Login response received [ VidyoClientVcsoapThread_4,
VcSoapRequestThreadEnterVidyoClientSoapInterface.cpp:4450 ]
01-19 00:15:05.940 INFO App Sending SOAP GetPortalFeatures request [ VidyoClientVcsoapThread_4,
VidyoClientGetPortalFeatures, VidyoClientSoapInterface.cpp:2100 ]
01-19 00:15:07.029 INFO App Signin with user hperez, VidyoManager address.vidyo.com:17992 (secured),
Portal address https://main.vidyo.com/services/ (VidyoCore(080).DBv341) [ AppLogicEventThread, LogicSignIn,
AppLogic.cpp:19567 ]

```

Troubleshooting

```
01-19 00:15:07.029 INFO App VidyoManager connection path reset [ AppLogicEventThread, LogicRese
AppLogic.cpp:17821 ]
01-19 00:15:07.029 INFO AppEmcpClient Connecting to VidyoManager.vidyo.com:17992 with VM ID
GKZGKCAH74NGG8X2AKSCJZVXQDHRFPXQX6NM8RWA6AU400VM0001 [ EMCP, EmcpClientStart, AppEmcpClient.cpp:1152 ]
01-19 00:15:37.078 INFO App Connection to VidyoManager failed. Retrying. [ AppLogicEventThread,
OnEmcpEvent, AppLogic.cpp:18133 ]
01-19 00:15:37.078 INFO App VidyoManager connection status is Inactive [ AppLogicEventThread,
SubscribeEvent, AppLogic.cpp:17814 ]
01-19 00:15:37.078 INFO AppGui Switched to UI (nextUiAction=VDVCPlugIn) [ [System thread],
__thiscall VDVidyoClientPlugIn::OnSwitchToUi(void),source=VDVidyoClientPlugIn.cpp:8974 ]
01-19 00:15:37.330 WARN AppEmcpClient Terminated EMCP connection without waiting for Exit ack [ EMCP, EmcpClientStart,
AppEmcpClient.cpp:1660 ]
01-19 00:15:37.330 INFO AppEmcpClient Connecting to VidyoManager.vidyo.com:17992 with VM ID
GKZGKCAH74NGG8X2AKSCJZVXQDHRFPXQX6NM8RWA6AU400VM0001 [ EMCP, EmcpClientStart, AppEmcpClient.cpp:1152 ]
01-19 00:16:04.957 INFO AppGui Signrequest timedout [VidyoDesktopUI] [ [System thread], void
__thiscall VDLoginWindow::LoginTimedout(void),source=VDLoginWindow.cpp:571 ]
01-19 00:16:04.957 INFO AppGui Ditching login request [VidyoDesktopUI] [ [System thread], void
__thiscall VDLoginWindow::DitchLoginRequest(void),source=VDLoginWindow.cpp:544 ]
01-19 00:16:04.957 INFO AppGui Stopping Animation [VidyoDesktopUI] [ [System thread], void __thiscall
VDLoginWindow::StopAnimation(void),source=VDLoginWindow.cpp:408 ]
01-19 00:16:04.957 INFO AppGui tray icon sign in animation [VidyoDesktopUI] [ [System thread], void
__thiscall VDController::OnStopTrayIconLoginAnimation(void),source=VDController.cpp:2091 ]
01-19 00:16:07.028 WARN App Login failed error = 0, linked = 0 and loginState = 7 [ VidyoClientVcsoapThread_4,
VcSoapRequestThreadEntry, VidyoClientSoapInterface.cpp:4532 ]
01-19 00:16:07.028 INFO AppGui Signed out event received with error=2002 [VD-VC PlugIn] [ [System thread], void
__thiscall VDVidyoClientPlugIn::OnSignedOutOutEvent(struct VidyoClientOutEventSignedOut_
*), ..source=VDVidyoClientPlugIn.cpp:5214 ]
01-19 00:16:07.028 INFO AppGui ... Login... : Login credentials rejected Reason=401 [VD-VC PlugIn] [ [System
thread], void __thiscall VDVidyoClientPlugIn::OnLoginOutEvent(struct VidyoClientOutEventLogin_
*), ..source=VDVidyoClientPlugIn.cpp:4936 ]
01-19 00:16:07.028 WARN AppGui Error in [VidyoDesktopUI] [ [System thread], void __thiscall
VDControllerLogin::HandleResponseForManualLogin(class VDRequestResponseLoginVDControllerLogin.cpp:708 ]
01-19 00:16:07.028 WARN AppGui Logging in failed.Setting Portal state t
VD_CONTROLLER_PORTAL_STATE_LOGGING_IN_FAILED [VidyoDesktopUI] [ [System thread], void __thiscall
VDControllerLogin::HandleResponseForManualLogin(class VDRequestResponseLoginVDControllerLogin.cpp:714 ]
```

C. VidyoDesktop Client is Unable to Communicate with the VidyoManager

> Symptom:

Y The user is able to login, but unable to join the meeting due to an immediate error message stating "A f`e`d \ \ k`e`e`] X`c \ [%

Y The user attempts to click the "Join" button, but the button grays out, and then the system logs them off due to a network error.

> Reason:

Troubleshooting

- Y The VidyoDesktop client uses EMCP (TCP port 17990) to allow a user to successfully register to the VidyoManager and maintain the signaling on the same port.
 - Y If this becomes unavailable, then the user will not be able to log in.
 - Y If the user logged in with their VidyoDesktop credentials, the user can no longer stay logged in to the VidyoDesktop client.
- > Potential Solutions:
- Y Changes to firewall rules while connected to a call may cause this to occur. Confirm if other users are unable to log in to their VidyoDesktop client.
 - Y Test from another subnet to confirm if the VidyoManager address.
 - Y Test from another subnet to confirm if the infrastructure side.

1. VidyoDesktop Log

```
01-19 00:04:55.451 INFO AppGui Room Join Request [VidyoDesktop] [ [System thread], void __thiscall
VDController::OnRequest(class VDRResponse *)sourceVDController.cpp:1184 ]
01-19 00:04:55.453 INFO AppGui Joining Room: Hair [VidyoDesktop] [ [System thread], void __thiscall
VDVidyoClientPlugIn::CallJoinOrInvite(class VDRRequestResponseCallJoinSourceVDVidyoClientPlugIn.cpp:1893 ]
01-19 00:04:55.970 INFO App Received conference join request [ AppLogicEventThread, OnEmcp
AppLogic.cpp:18176 ]
01-19 00:04:55.970 INFO App Request to join hperez@Main.vidyo.com at router
NZGF9DW53WASS5HDBRBUEWCC23RH1CHT6QMRUJA3BX7BJOOVR0001 using address scip:ny1
vvr3.vidyo.com:17990:transport=TLS [ AppLogicEventThread, EmcpJoin, AppLogic.cpp:18001 ]
01-19 00:04:55.995 INFO App ng using loginID CsAPI1452665599222fa59b8d0c18b2a8cc70b86f19f with userID
of hperez and display name Hairo Perez [ AppLogicJoinThread, CreateLmiAppParticipant, AppLogic.cpp:13071 ]
01-19 00:04:56.355 INFO App joining conference Video-Related [ AppLogicJoinThread, JoinThreadEntry,
AppLogic.cpp:5582 ]
01-19 00:04:56.504 INFO App Now in conference [ AppLogicEventThread, JoinGood,
AppLogic.cpp:13468 ]
01-19 00:10:00.870 ERROR LmiCsEpClient EpClient 0609363735313833417937BE1AA2E479 timeout HeartbeatAck,
ignoring [ EpClient Timer Manager, LmiCsEpClientReceivedHeartbeatAck, LmiCsEpClient.c:1546 ]
01-19 00:10:10.871 ERROR LmiCsEpClient EpClient 0609363735313833417937BE1AA2E479 timeout HeartbeatAck,
ignoring [ EpClient Timer Manager, LmiCsEpClientReceivedHeartbeatAck, LmiCsEpClient.c:1546 ]
01-19 00:10:20.872 ERROR LmiCsEpClient EpClient 0609363735313833417937BE1AA2E479 timeout HeartbeatAck,
ignoring [ EpClient Timer Manager, LmiCsEpClientReceivedHeartbeatAck, LmiCsEpClient.c:1546 ]
01-19 00:10:22.964 INFO LmiApp Removing remote source: Hairo Perez (Logitech HD Webcam C510) [ Sig Socket/Timer
loop, OnRemoteSourceRemoved, LmiAppRenderer.c:4372 ]
01-19 00:10:22.964 INFO LmiApp Removing remote source: Hairo Perez (Headset Microphone (Logitech B530 USB
Headset)) [ Sig Socket/Timer loop, OnRemoteSourceRemoved, LmiAppRenderer.c:4372 ]
01-19 00:10:22.964 ERROR LmiProtocolStack Send to scip:hperez@Main.ny-1-
vvr3.vidyo.com:17990:transport=TLS;tag=FDA4E7CAC2ADB392 failed [ Sig Socket/Timer loop, LmiRemoteEntitySendPacket,
LmiRemoteEntity.c:437 ]
01-19 00:10:22.965 ERROR LmiScipSignalingResponse 41 <sessionInitiate>: Shutting down Sig Socket/Timer loop,
LmiScipSignalingStackLogReplies_, LmiScipSignalingStack.c:484 ]
```

Troubleshooting

```
01-19 00:10:22.970 ERROR LmiScipSignalResponse 42 <sessionInitiate>: Shutting down [ Sig Socket/Timer loop,
LmiScipSignalingStackLogReplies_, LmiScipStack.c:484 ]
01-19 00:10:22.983 ERROR LmiCmcpSignalResponse 16 <conferenceShowSelected>: Unknown dialog [ Sig Socket/Timer
loop, LmiCmcpSignalingStackLogReplies_, LmiCmcpSignalingStack.c:212 ]
01-19 00:10:22.997 INFO AppGot connection failed callback [ Sig Socket/Timer loop,
OnRemoteDisconnect, AppLogic.cpp:6136 ]
01-19 00:10:22.998 INFO App Received APP_CALLBACKEVENT_REMOTEDISCONNECT [ AppLogicEventThrea
d, AppLogic.cpp:16580 ]
01-19 00:10:22.998 INFO App Disconnected from VidyoRouter [ AppLogicEventThread, Remote
AppLogic.cpp:14980 ]
01-19 00:10:23.597 INFO App Disconnected by server [ AppLogicEventThread, RemoteDisconnect,
AppLogic.cpp:15000 ]
01-19 00:10:23.597 INFO App Cleaning up conference [ AppLogicEventThread, Cleanup
AppLogic.cpp:6024 ]
01-19 00:10:23.769 INFO App Conference status cleared [ AppLogicEventThread, ClearConf
AppLogic.cpp:1437 ]
01-19 00:10:23.769 INFO AppGui disconnected from conference, or lost service [VD-VC PlugIn] [System
thread], void __thiscall VDVidyoClientPlugIn::OnOutEvent(enum VidyoClientOutEvent_,void *,unsigned int,void
*), ..source\VDVidyoClientPlugIn.cpp:3252 ]
01-19 00:10:23.774 INFO AppGui Conference termination: conclusion [VidyoDesktop] [ [System thread],
void __thiscall VDCallWindow::OnConferenceEndedInvoluntarily(enum
VDCallWindowConclusionType,source\VDCallWindow.cpp:5178 ]
01-19 00:10:30.871 ERROR LmiCsEpClient EpClient 060936373531383317937BE1AA2E479 timeout HeartbeatAck,
ignoring [ EpClient Timer Manager, LmiCsEpClientReceivedHeartbeatAck, LmiCsEpClient.c:1546 ]
01-19 00:10:32.871 INFO App Lost connection with VidyoManager [ AppLogicEventThread, OnEmcpEve
AppLogic.cpp:18125 ]
01-19 00:10:32.871 INFO App Client unregistered from VidyoManager [ AppLogicEventThread,
OnEmcpEvent, AppLogic.cpp:18118 ]
01-19 00:10:32.871 INFO App VidyoManager connection status is Inactive [ AppLogicEventThread,
SubscribeEvent, AppLogic.cpp:17814 ]
01-19 00:10:32.871 WARN AppGui Backend connection to host in progress. [VidyoDesktop] [ [System thread],
void __thiscall VDController::OnPlugInResponse(class VDRquestResource,VDController.cpp:1943 ]
01-19 00:10:33.051 INFO App Sending SOAP Search My Contacts request [ VidyoClientVcsoapThread_
VcSoapRequestThreadEntry, VidyoClientSoapInterface.cpp:4702 ]
01-19 00:10:33.051 INFO App A Sending SOAP Search by Entity ID request [ VidyoClientVcsoapThread_33,
VcSoapRequestThreadEntry, VidyoClientSoapInterface.cpp:4822 ]
01-19 00:10:33.052 INFO AppGui --Search My Contacts (12 contacts) [VD-VC PlugIn] [ [System thread], void
__thiscall VDVidyoClientPlugIn::onRetrievedMyContacts(struct VidyoClientPrivateOutEventPortalDataCacheRetrieve_
*), ..source\VDVidyoClientPlugIn.cpp:5630 ]
01-19 00:10:33.052 INFO AppGui --Search My Rooms (3 contacts) [VD-VC PlugIn] [ [System thread], void
__thiscall VDVidyoClientPlugIn::onRetrievedMyContacts(struct VidyoClientPrivateOutEventPortalDataCacheRetrieve_
*), ..source\VDVidyoClientPlugIn.cpp:5632 ]
01-19 00:10:33.052 INFO AppGui --IntruddyRequest ENDED [VD-VC PlugIn] [ [System thread], void
__thiscall VDVidyoClientPlugIn::onRetrievedMyContacts(struct VidyoClientPrivateOutEventPortalDataCacheRetrieve_
*), ..source\VDVidyoClientPlugIn.cpp:5709 ]
```

2. VidyoManager Log

```
201601-1900:10:18.139: INFO: VMCsAPI: EpControl Response Thread: CsAPI/VMCsAPI.cpp:3502: EpMsgHandler: lost
Ep:D85060936373531383317937BE1AA2E479
201601-19 00:10:18.139: INFO: VMCsAPI: EpControl Response Thread: CsAPI/VMCsAPI.cpp:5975: EpLost: deleting Ep D85
060936373531383317937BE1AA2E479
201601-19 00:10:18.214: DEBUG: VMCsAPI: VrControl Response Thread: CsAPI/VMCsAPI.cpp:3220: VrMsgHandler: received
cmd resp from Vr:NZGF9DW53WASS5HDBRBUEWCC23RH1CHT6QMRUJA3BX7BJOOVR0001
201601-1900:10:18.273: INFO: VMSoapIn: VMSoapService/VMSOapIn/VMService.cpp:1062: deleteConference:
deleteConf request for Conf: hperez@Main.vidyo.com
```

Troubleshooting

```
2016-01-19 00:10:18.273: INFO: VMCSAPI: VMSoapService/CsAPI/VMCSAPI.cpp:1824: HandleRequests: process
internal deleteConf msg, conf:hper@Main.vidyo.com
2016-01-19 00:10:18.343: DEBUG: VMCSAPI: VrControl Response Thread: CsAPI/VMCSAPI.cpp:3220: VrMsgHandler: received
cmd resp from Vr:NZGF9DW53WASS5HDBRBUEWCC23RH1CHT6QMRUJA3BX7BJ00VRO001
2016-01-19 00:10:18.343: INFO: VMCSAPI: VMSoapService/CsAPI/VMConf.cpp:31: FindConf:
Conf:hper@Main.vidyo.com not found
2016-01-19 00:10:18.343: DEBUG: VMCSAPI: VMSoapService/CsAPI/VMCSAPI.cpp:1693: HandlePendingReq:
VMConf::FindConf failed for conf:hper@Main.vidyo.com, no need to remove req Ox7f495c023970
2016-01-19 00:10:18.343: INFO: VMSoapIn: VMSoapService/SoapIn/VMSvc.cpp:1090: deleteConference: conf
hper@Main.vidyo.com deleted successfully
2016-01-19 00:10:18.343: INFO: VMCSAPI: VMIntMsgHandler/CsAPI/VMConf.cpp:31: FindConf:
Conf:hper@Main.vidyo.com not found
2016-01-19 00:10:18.343: WARNING: VMCSAPI: VMIntMsgHandler/CsAPI/VMCSAPI.cpp:1716: ProcessIntConfReq:
VMConf::FindConf failed for conf:hper@Main.vidyo.com
2016-01-19 00:10:18.345: DEBUG: VMVpNotifSoap: VMVpClient/VMVpNotifSoap/VMVpNotifSoap.cpp:252:
UpdateEndpointStatus_: updateEndpointStatus successful, EPID:08536373531383317937BE1AA2E479, state Offline(0),
reason EndpointLost(0), SeqNum 4150306239277664
```

D. User is Unable to Join Conference after Clicking the Join Conference Button

> Symptom:

Y The user attempts to join a conference by clicking on the green icon, but the Joining screen freezes and the user is never connected to the conference.

> Reason:

Y The VidyoRouter SCIP port (TCP 17990) is not available due to not being able to reach the VidyoRouter assigned to the user from the cloud rules.

Y The VidyoProxy (TCP port 443) is not available to connect as well. This is important to know because the client will attempt to connect twice, using the normal method of connecting to the VidyoRouter via SCIP, and then by using VidyoProxy (along with any web proxies if available) if the SCIP port is unable to be reached.

> Potential Solution:

Y In this scenario, the VidyoManager is aware of the VidyoRouter, but the user cannot reach it on its required ports.

Y Verify if other users from other computers and/or network are able to join a conference using this same VidyoRouter.

Troubleshooting

- Y Firewall rules to these ports may potentially cause this to occur if rules are not set properly.

1A. VidyoDesktop Log on First Attempt

```
01-18 23:59:04.092 INFO App Registered using participant ID C5A915F62560572c6f62dc2c963ae0f4c0d97 [ AppLogicEventThread, EmcpRegistered, AppLogic.cpp:18067 ]
01-18 23:59:17.275 INFO App Sending SOAP Join Conference request [ VidyoClientVcsoapThread_21
VcSoapRequestThreadEntry, VidyoClientSoapInterface.cpp:3547 ]
01-18 23:59:17.776 INFO App Request to join conference hperez@Main.vidyo.com at router
NZGF9DW53WASS5HDBRBUEWCC23RH1CHT6QMURUJA3BX7BUC518300fess scip:my1-
vvr3.vidyo.com:17990;transport=TLS [ AppLogicEventThread, EmcpJoin, AppLogic.cpp:18001 ]
01-18 23:59:17.88 INFO App Using TLS for conference control signaling with router [ AppLogicJoinThread,
CreateCsSignalingTransport, AppLogic.cpp:33914 ]
01-18 23:59:18.213 INFO App joining conference at selected VidyoRouterJoinThread,[AppLogicEntry,
AppLogic.cpp:5582 ]
01-18 23:59:18.216 ERROR LmiScipSignaling No response received for sessionInitiate. (Request 1) [ Sig Socket/Timer loop,
LmiScipDialogProcessResponse, LmiScipDialog.c:309 ]
01-18 23:59:18.226 INFO AppGot connection failed callback [ Sig Socket/Timer loop,
OnRemoteDisconnect, AppLogic.cpp:6136 ]
01-18 23:59:18.228 INFO App Cleaning up conference [ AppLogicEntryThread, Clea
AppLogic.cpp:6024 ]
```

1B. VidyoDesktop Log on Second Attempt

```
01-18 23:59:18.315 INFO App Joining CS Signaling ID 266078395f60505572c6f62dc963ae0f4c0d97 with ID
of hperez and display name Hairo Perez [ AppLogicEventThread, LmiAppParticipant, AppLogic.cpp:13071 ]
01-18 23:59:18.315 INFO AppWebProxy Starting AppWpadAutoDiscoverWebProxyForUrl for vvr3.vidyo.com
[ AppLogicJoinThread, AppWpadAutoDiscoverWebProxyForUrl, AppWpadClient.cpp:101 ]
01-18 23:59:18.316 INFO AppWebProxy WinHttpGetProxyForUrl failed to get Proxy Info with error 12180!
[ AppLogicJoinThread, AppWpadAutoDiscoverWebProxyForUrl, AppWpadClient.cpp:301 ]
01-18 23:59:18.316 INFO App Using secured RTP for media tran [ AppLogicJoinThread,
CreateSecureProxiedLocalParticipant, AppLogic.cpp:34254 ]
01-18 23:59:18.317 INFO App Using VidyoProxy at my1vvr3.vidyo.com:443 for media. VidyoProxy TLS = 0
[ AppLogicJoinThread, CreateCsMediaTransport, AppLogic.cpp:34111 ]
01-18 23:59:18.318 INFO App Using VidyoProxy at my1vvr3.vidyo.com:443 for conference control signaling.
VidyoProxy TLS = 0 [ AppLogicJoinThread, CreateCsSignalingTransport, AppLogic.cpp:33903 ]
01-18 23:59:18.318 INFO App Using TLS for conference control signaling with router [ AppLogicJoinThread,
CreateCsSignalingTransport, AppLogic.cpp:33914 ]
01-18 23:59:18.318 INFO App Call thru VidyoProxy. Using 0.0.0.0 as media transport address. [ AppLogicJoinThread,
LogicCreateVidyoProxyMediaTransportAddress, AppLogic.cpp:8222 ]
01-18 23:59:18.333 ERROR LmiCsVidyoProxy ProxyUdpTransportSocketInitiateAndWait: Attempt to create UDP socket on
ProxyServer failed or timed out. [ AppLogicJoinThread, LmiCsVidyoProxyUdpTransportSocketInitiateAndWait,
LmiCsVidyoProxyUdpTransport.c:1479 ]
01-18 23:59:18.333 ERROR LmiCsVidyoProxy ProxyUdpTransportCreateSocket: ProxyUdpTransportSocketInitiateAndWait fail
[ AppLogicJoinThread, LmiCsVidyoProxyUdpTransportCreateSocket, LmiCsVidyoProxyUdpTransport.c:374 ]
01-18 23:59:18.333 ERROR LmiCsVidyoProxy ProxyUdpTransportCreateSocketPair: creation of first socket failed.
[ AppLogicJoinThread, LmiCsVidyoProxyUdpTransportCreateSocketPair, LmiCsVidyoProxyUdpTransport.c:406 ]
01-18 23:59:18.334 ERROR Lmilce ICE media stream 07E2E4AC: could not bind sockets for interface 0 (UDP/0.0.0.0:0
components 1 and 2 [ AppLogicJoinThread, ConstructLocalCandidatesForInterface, LmilceMediaStream.c:1980 ]
01-18 23:59:18.334 ERROR LmiApp Media connection for video failed with error code: 4 [ AppLogicJoinThread,
LmiAppParticipantConstructEx, LmiAppParticipant.c:494 ]
01-18 23:59:18.335 ERROR App LmiAppParticipantConstructEx() returned error code 4 [ AppLogi
CreateSecureProxiedLocalParticipant, AppLogic.cpp:34278 ]
```

Troubleshooting

```
01-18 23:59:18.336 ERROR App      CreateSecureProxiedLocalParticipant() returned error! [ AppLogicJoinThread,
CreateLmiAppParticipant, AppLogic.cpp:13115 ]
01-18 23:59:18.336 ERROR App      CreateLmiAppParticipant() returned error! [ AppLogicJoinThread,
JoinThreadEntry, AppLogic.cpp:5418 ]
01-18 23:59:18.336 INFO App      Conference status cleared [ AppLogicEventStatusThread, Cle
AppLogic.cpp:1437 ]
01-18 23:59:18.371 INFO AppGui    Conference termination: conclusion [Type Desktop] [ [System thread],
void __thiscall VDCallWindow::OnConferenceEndedInvoluntarily(enum
VDCallWindowConclusionType source, VDCallWindow.cpp:5178 ]
```

2. VidyoManager Log

```
2016-01-18 23:59:12.832: INFO: VMSOapIn: VMSOapService/VMService.cpp:460: createConference: Conf:
hperez@Main.vidyo.com size: 300, create request rcvd
2016-01-18 23:59:12.832: DEBUG: VMCsAPI: VMSOapService/CsAPI/VMCsAPI.cpp:6226: AddConf: Adding data,
Conf:hperez@Main.vidyo.com, size:300
2016-01-18 23:59:12.832: INFO: VMSOapIn: VMSOapService/VMService.cpp:486: createConference: conf
hperez@Main.vidyo.com created successfully
2016-01-18 23:59:12.835: DEBUG: VMCsAPI: VMSOapService/CsAPI/VMCsAPI.cpp:6535: GetSequenceForEP: New
conference hperez@Main.vidyo.com, selected NZGF9DW53WASS5HDBRBUEWCC23RH1CHT6QMRUJA3BX7BJOOVR0001
EP D850609363735313833417937BE1AA2E479
2016-01-18 23:59:12.905: DEBUG: VMCsAPI: VrControl Response Thread: CsAPI/VMCsAPI.cpp:3220: VrMsgHandler: received
cmd resp from Vr:NZGF9DW53WASS5HDBRBUEWCC23RH1CHT6QMRUJA3BX7BJOOVR0001
2016-01-18 23:59:12.905: DEBUG: VMCsAPI: VMSOapService/CsAPI/VMConf.cpp:65: AddVR: adding vrlid
NZGF9DW53WASS5HDBRBUEWCC23RH1CHT6QMRUJA3BX7BJOOVR0001, vr 0x7f4974001c70, grp 89, from conf
hperez@Main.vidyo.com
2016-01-18 23:59:12.975: DEBUG: VMCallControl: VMSOapService/VMCallControl/VMCallControl.cpp:307: AddEp:
AddEpAsync successful for EP D850609363735313833417937BE1AA2E479 conf hperez@Main.vidyo.com
2016-01-18 23:59:13.088: DEBUG: VMVpNotifSoap: VMVPClient/VMVpNotifSoap/VMVpNotifSoap.cpp:252:
UpdateEndpointStatus_: updateEndpointStatus successful, EP D850609363735313833417937BE1AA2E479, state
WaitJoiningConference(2), reason EndpointStartedJoin(6), SeqNum 4149966016533923
2016-01-18 23:59:13.628: DEBUG: VMCsAPI: EpControl Response Thread: CsAPI/VMCsAPI.cpp:3523: VrMsgHandler: received
EP change from Ep: D850609363735313833417937BE1AA2E479
2016-01-18 23:59:13.628: WARNING: VMCsAPI: EpControl Response Thread: CsAPI/VMCsAPI.cpp:6112: EpChanged: ep D85
0609363735313833417937BE1AA2E479 returned to online state, wasn't in conference, yet had vr
(NZGF9DW53WASS5HDBRBUEWCC23RH1CHT6QMRUJA3BX7BJOOVR0001)
2016-01-18 23:59:13.697: DEBUG: VMCsAPI: EpControl Response Thread: CsAPI/VMCsAPI.cpp:6153: EpChanged: sending VP
SOANotif about Ep: D850609363735313833417937BE1AA2E479 state: Online(1), reason EndpointQuitConference(2),
oldstate: WaitJoiningConference(2)
2016-01-18 23:59:13.710: DEBUG: VMCsAPI: VMVPClient/CsAPI/VMCsAPI.cpp:4754: RemoveEpVR: RemoveEpVR: conf
hperez@Main.vidyo.com, ep D850609363735313833417937BE1AA2E479
2016-01-18 23:59:13.710: ERROR: VMCsAPI: VMVPClient/CsAPI/VMCsAPI.cpp:4766: RemoveEpVR: can't find VR for EP
D850609363735313833417937BE1AA2E479, conf hperez@Main.vidyo.com
2016-01-18 23:59:13.710: ERROR: VMCallControl: VMVPClient/VMCallControl/VMCallControl.cpp:1173:
VMAddEPSMLocked: RemoveEpVR failed for EP D850609363735313833417937BE1AA2E479 conf hperez@Main.vidyo.com
2016-01-18 23:59:13.738: INFO: VMSOapIn: VMSOapService/VMService.cpp:1062: deleteConference: deleteConf
request for Conf: hperez@Main.vidyo.com
```

E. VidyoDesktop is not Communicating to VidyoRouter via the SCIP Port

- > Symptom:
 - Y An ongoing call has media passing through back and forth, but the call disconnects suddenly.
- > Reason:
 - Y The VidyoDesktop client is using the TCP port 17990 as the signaling port to the VidyoRouter.
 - Y If this communication is not available, the client immediately prompts an error message indicating a general error.
 - Y If this connection disconnects while in the middle of the call, the VidyoDesktop client tries to re-establish the connection to this port a few times. If there is no success, the call will end due to loss of signal from the client to the VidyoRouter.
 - Y The VidyoRouter will indicate the participant ID that is failing to communicate to it.
- > Potential Solution:
 - Y Verify that the port is indeed available to this specified VidyoRouter, such as firewall rules allowing this communication to be available.
 - Y Try having another user attempt to join into a conference using the same VidyoRouter.
 - Y Confirm if the user is experiencing the same issue when attempting to connect to other VidyoRouters. This may help in determining if the issue is isolated to the one user/subnet or the infrastructure.

1. VidyoDesktop Log

```
01-18 23:44:04.874 INFO App Registered using [CA:Rt145260755844d9f0730b994dcb  
549ae03c37c42e] [AppLogicEventThread, EmcpRegistered, AppLogic.cpp:18067 ]  
01-18 23:45:18.446 ERROR LmiScipSignaling No response received for sessionInitiate. (Request 26) [ Sig Socket/Timer loop,  
LmiScipDialogProcessResponse, LmiScipDialog.c:309 ]  
01-18 23:45:25.947 ERROR LmiScipSignaling No response received for sessionInitiate. (Request 27) [ Sig Socket/  
LmiScipDialogProcessResponse, LmiScipDialog.c:309 ]
```

Troubleshooting

```
01-18 23:45:33.449 ERROR LmiScipSignaling No response received for sessionInitiate. (Request 28) [ Sig Socket/Timer loop,
LmiScipDialogProcessResponse, LmiScipDialog.c:309 ]
01-18 23:45:40.949 ERROR LmiScipSignaling No response received for sessionInitiate. (Request 29) [ Sig Socket/Timer loop,
LmiScipDialogProcessResponse, LmiScipDialog.c:309 ]
01-18 23:45:48.445 ERROR LmiScipSignaling Terminating session on watchdog expiry [ Socket/Timer loop,
SessionWatchDogTimerExpiryCallback, LmiScipDialog.c:139 ]
01-18 23:45:48.445 WARN LmiScipSessionDialog Session refresh failed for session [1/944/outgoing] towards
scip:hpez@Main.vidyo.com@ny11-vvr3.vidyo.com:17990;transport=TLS, Terminating the session [ Socket/Timer loop,
RefreshFailed, LmiScipSessionDialog.c:1640 ]
01-18 23:45:48.450 INFO LmiApp Removing remote source: Hairo Perez (Logitech HD Webcam C510) [ Socket/Timer loop,
OnRemoteSourceRemoved, LmiAppRenderer.c:4372 ]
01-18 23:45:48.450 INFO LmiApp Removing remote source: Hairo Perez (Headset Microphone (Logitech B530 USB
Headset)) [ Socket/Timer loop, OnRemoteSourceRemoved, LmiAppRenderer.c:4372 ]
01-18 23:45:48.450 ERROR LmiProtocolStack Send to scip:hpez@Main.vidyo.com@ny1
vvr3.vidyo.com:17990;transport=TLS;tag=C1525C5634B29441 failed [ Socket/Timer loop, LmiRemoteEntitySendPacket,
LmiRemoteEntity.c:437 ]
01-18 23:45:48.451 ERROR LmiProtocolStack Send to scip:hpez@Main.vidyo.com@ny1
vvr3.vidyo.com:17990;transport=TLS;tag=C1525C5634B29441 failed [ Socket/Timer loop, LmiRemoteEntitySendPacket,
LmiRemoteEntity.c:437 ]
01-18 23:45:48.451 ERROR LmiProtocolStack Send to scip:hpez@Main.vidyo.com@ny1
vvr3.vidyo.com:17990;transport=TLS;tag=C1525C5634B29441 failed [ Socket/Timer loop, LmiRemoteEntitySendPacket,
LmiRemoteEntity.c:437 ]
01-18 23:45:48.473 INFO AppGot connection failed callback [ Socket/Timer loop, OnRemoteDisconnect,
AppLogic.cpp:6136 ]
01-18 23:45:48.473 INFO App Received APP_CALLBACKEVENT_REMOTEDISCONNECT [ AppLogicEventThread,
OnCallbackEvent, AppLogic.cpp:16580 ]
01-18 23:45:48.473 INFO App Disconnected from VidyoRouter [ AppLogicEventThread,
RemoteDisconnect, AppLogic.cpp:14980 ]
01-18 23:45:48.494 ERROR App Connection to server lost [ AppLogicEventThread, RemoteDisconnect,
AppLogic.cpp:15010 ]
01-18 23:45:48.494 INFO AppGui VIDYO_CLIENT_OUT_EVENT_CALL_STATE: Disconnected [ [System
thread], void __thiscall VDVideoClientPlugIn::OnOutEvent(VideoClientOutEvent,void *,unsigned int,void
*), ..\source\VDVideoClientPlugIn.cpp:3712 ]
01-18 23:45:48.494 INFO App Cleaning up conference [ AppLogicEventThread, Cleanup,
AppLogic.cpp:6024 ]
01-18 23:45:48.650 INFO App Conference status cleared [ AppLogicEventThread, ClearConf,
AppLogic.cpp:1437 ]
01-18 23:45:48.650 INFO AppGui disconnected from conference, or lost server connection [ [System
thread], void __thiscall VDVideoClientPlugIn::OnOutEvent(enum VideoClientOutEvent,void *,unsigned int,void
*), ..\source\VDVideoClientPlugIn.cpp:3252 ]
```

2. VidyoRouter Log

```
2016-01-18 23:44:56.534: ERROR: LmiScipSignaling: SDK Timer Manager: Lmi/Scip/PlugIn/LmiScipDialog.c:139:
SessionWatchDogTimerExpiryCallback: Terminating session on watchdog expiry
2016-01-18 23:44:56.534: WARNING: LmiScipSessionDialog: SDK Timer Manager
Lmi/Scip/PlugIn/LmiScipSessionDialog.c:1640: RefreshFailed: Session refresh failed for session [944/1/incoming] towards
scip:CsAPI1452660781f4d9f0730b994dcb549ae03c37c42e81;transport=TLS, Terminating the session
2016-01-18 23:44:56.534: ERROR: LmiConferenceManager: SDK Timer Manager
Lmi/ConferenceManager/LmiParticipant.c:863: LmiParticipantSetNumberOfLoudestSpeakers_: No EP session for
scip:CsAPI1452660781f4d9f0730b994dcb549ae03c37c42e81;transport=TLS
2016-01-18 23:44:56.534: ERROR: LmiProtocolStack: SDK Timer Manager: Lmi/ProtocolStack/LmiRemoteEntity.c:437:
LmiRemoteEntitySendPacket: Send to scip:CsAPI1452660781f4d9f0730b994dcb549ae03c37c42e81;transport=TLS;tag=6E6416AED174539C failed
2016-01-18 23:44:56.534: ERROR: LmiConferenceManager: SDK Timer Manager
Lmi/ConferenceManager/LmiParticipant.c:899: LmiParticipantRemoveRoute: Participant scip:CsAPI1452660781
f4d9f0730b994dcb549ae03c37c42e81;transport=TLS has no EP session
```

Troubleshooting

2016-01-18 23:44:56.534: ERROR: LmiConferenceManager: SDK Timer: Manager
Lmi/ConferenceManagerParticipant.c:899: LmiParticipantRemoveRoute: Participant scip:CsAPI1452660781
f4d9f0730b994549ae03c37c42e81;transport=TLS has no EP session
2016-01-18 23:44:56.534: INFO: LmiCsRouter: SDK Timer: ManagerConferenceServer/Router/LmiCsRouter.c:3107:
LmiCsRouterParticipantLeft: ParticipantLeftCallback (altId:CsAPI1452660781f4d9f0730b994549ae03c37c42e81,
conference:hperrez@Main.vidyo.com).
2016-01-18 23:44:56.534: INFO: LmiCsRouter: SDK Timer: ManagerConferenceServer/Router/LmiCsRouter.c:3107:
LmiCsRouterParticipantLeft: Endpoint008536373531383937BE1AA2E479 (altId:CsAPI1452660781
f4d9f0730b994549ae03c37c42e81) left conference@Main.vidyo.com

F: User Disconnecting from a Call While in a Conference Due to No Media

> Symptoms:

- Y Joining into a conference but getting a black screen from other users, then disconnecting after few seconds.
- Y All panes from other users freeze while in the middle of a call and the call disconnects after some time.

> Reason:

- Y This is due to UDP traffic not being available from the VidyoDesktop client to the VidyoRouter or vice-versa.
- Y By default, UDP ports 50,000 65,535 are used bidirectionally between VidyoDesktop and VidyoRouter to send media back and forth between the users that are in the call. This instance can happen at any point such as at the beginning or during the conference call.
- Y An established SCIP allows connectivity into the conference, but there is not any media passing through in which the user disconnects from the call after no media is sent bidirectionally for 30 seconds.

> Potential Solutions:

- Y Firewall rules may prevent the media from passing in one or both directions.
- Y Ensure that the correct UDP port range match on both the VidyoDesktop and VidyoRouter to help prevent this issue.
- Y Verify there are no UDP timeouts set for Vidyo, or that the UDP timeout is set to a higher amount of time.
- Y Local anti-virus software may detect this and not allow the traffic to pass through as well.

1. VidyoDesktop Log

```
01-19 00:02:24.721 INFO App Request to join conference hperez@Main.vidyo.com at router  
NZGF9DW53WASS5HDBRBUEWCC23RH1CHT6QMRUJA3BX7BJOS18001 less scip:myl-  
vr3.vidyo.com:17990:transport + AppLogicEventThread, EmcpJoin, AppLogic.cpp:18001 ]
```

Troubleshooting

```
01-19 00:02:24.766 INFO App      Joining using ID CsAP54962560876c1c5e49d1e0af83d6ed2cf8 with
userID of hperez and display name Hairo Perez [ AppLogicJoinThread, CreateMainApp, AppLogic.cpp:13071 ]
01-19 00:02:25.106 INFO App      joining conference at selected VidyoRouter [ AppLogicJoinThread, JoinThread,
AppLogic.cpp:5582 ]
01-19 00:02:25.247 INFO App      Now in conference [ AppLogicEventThread, JoinGood,
AppLogic.cpp:13468 ]
01-19 00:02:25.294 ERROR LmiTransport Error writing to UDP socket 4212: Address not available (6) [ Socket/Timer loop,
LmiUdpConnectionSend, LmiUdpTransport.c:82 ]
01-19 00:02:25.315 ERROR LmiTransport Error writing to UDP socket 4264: Address not available (6) [ Socket/Timer loop,
LmiUdpConnectionSend, LmiUdpTransport.c:82 ]
01-19 00:02:25.335 ERROR LmiTransport Error writing to UDP socket 4356: Address not available (6) [ Socket/Timer loop,
LmiUdpConnectionSend, LmiUdpTransport.c:82 ]
01-19 00:02:25.376 ERROR LmiTransport Error writing to UDP socket 4272: Address not available (6) [ Socket/Timer loop,
LmiUdpConnectionSend, LmiUdpTransport.c:82 ]
01-19 00:02:25.397 ERROR LmiTransport Error writing to UDP socket 4364: Address not available (6) [ Socket/Timer loop,
LmiUdpConnectionSend, LmiUdpTransport.c:82 ]
01-19 00:02:25.417 ERROR LmiTransport Error writing to UDP socket 4180: Address not available (6) [ Socket/Timer loop,
LmiUdpConnectionSend, LmiUdpTransport.c:82 ]
01-19 00:02:25.438 ERROR LmiTransport Error writing to UDP socket 4304: Address not available (6) [ Socket/Timer loop,
LmiUdpConnectionSend, LmiUdpTransport.c:82 ]
01-19 00:02:25.459 ERROR LmiTransport Error writing to UDP socket 4396: Address not available (6) [ Socket/Timer loop,
LmiUdpConnectionSend, LmiUdpTransport.c:82 ]
01-19 00:02:25.479 ERROR LmiTransport Error writing to UDP socket 4220: Address not available (6) [ Socket/Timer loop,
LmiUdpConnectionSend, LmiUdpTransport.c:82 ]
01-19 00:02:25.500 ERROR LmiTransport Error writing to UDP socket 4312: Address not available (6) [ Socket/Timer loop,
LmiUdpConnectionSend, LmiUdpTransport.c:82 ]
01-19 00:02:25.520 ERROR LmiTransport Error writing to UDP socket 4404: Address not available (6) [ Socket/Timer loop,
LmiUdpConnectionSend, LmiUdpTransport.c:82 ]
01-19 00:02:33.153 WARN LmiRtp      RTP session 0A572E28: connectivity checking complete, success=false [ Socket/Timer
loop, LmiRtpSessionOnceConnectivityCheckingComplete, LmiRtpSession.c:748 ]
01-19 00:02:33.174 WARN LmiRtp      RTP session 0A573480: connectivity checking complete, success=false [ Socket/Timer
loop, LmiRtpSessionOnceConnectivityCheckingComplete, LmiRtpSession.c:748 ]
01-19 00:02:33.256 WARN LmiRtp      RTP session 0A2BE458: connectivity checking complete, success=false [ Socket/Timer
loop, LmiRtpSessionOnceConnectivityCheckingComplete, LmiRtpSession.c:748 ]
01-19 00:02:55.289 ERROR LmiScipSignaling Terminating processRefresh NACK (Unknown dialog) [ Sig Socket/Timer
loop, RefresherProcessResponse_, LmiScipDialog.c:85 ]
01-19 00:02:55.289 WARN LmiScipSessionDialog Session refresh failed for session [1/946/outgoing] towards
scip:hperez@Main.vidyo.com@ny1-vvr3.vidyo.com:17990;transport=TLS, Terminating the session [ Sig Socket/Timer loop,
RefreshFailed, LmiScipSessionDialog.c:1640 ]
01-19 00:02:55.290 INFO LmiApp      Removing remote source: Hairo Perez (Logitech HD Webcam C510) [ Sig Socket/Timer
loop, OnRemoteSourceRemoved, LmiAppRenderer.c:4372 ]
01-19 00:02:55.290 INFO LmiApp      Removing remote source: Hairo Perez (Headset Microphone (Logitech B530 USB
Headset)) [ Sig Socket/Timer loop, OnRemoteSourceRemoved, LmiAppRenderer.c:4372 ]
01-19 00:02:55.290 ERROR LmiProtocolStack Send to scip:hperez@Main.vidyo.com@ny1-
vvr3.vidyo.com:17990;transport=TLS;tag=C04225DEEB63362E failed [ Sig Socket/Timer loop, LmiRemoteEntitySendPacket,
LmiRemoteEntity.c:437 ]
01-19 00:02:55.291 ERROR LmiProtocolStack Send to scip:hperez@Main.vidyo.com@ny1-
vvr3.vidyo.com:17990;transport=TLS;tag=C04225DEEB63362E failed [ Sig Socket/Timer loop, LmiRemoteEntitySendPacket,
LmiRemoteEntity.c:437 ]
01-19 00:02:55.291 ERROR LmiProtocolStack Send to scip:hperez@Main.vidyo.com@ny1-
vvr3.vidyo.com:17990;transport=TLS;tag=C04225DEEB63362E failed [ Sig Socket/Timer loop, LmiRemoteEntitySendPacket,
LmiRemoteEntity.c:437 ]
01-19 00:02:55.295 INFO App      Got connection failed callback [ Sig Socket/Timer loop,
OnRemoteDisconnect, AppLogic.cpp:6136 ]
01-19 00:02:55.295 INFO App      Received APP_CALLBACKEVENT_REMOTEDISCONNECT [ AppLogicEventThread,
OnCallbackEvent, AppLogic.cpp:16580 ]
01-19 00:02:55.295 INFO App      Disconnected from VidyoRouter [ AppLogicEventThread,
RemoteDisconnect, AppLogic.cpp:14980 ]
```

Troubleshooting

```
01-19 00:02:56.256 ERROR App      Connection to server lost          logicAppThread, RemoteDisconnect,
AppLogic.cpp:15010 ]
01-19 00:02:56.257 INFO  App      Cleaning up conference              [ AppThread, CleanupThread, Cleanup
AppLogic.cpp:6024 ]
01-19 00:02:56.419 INFO  AppGui  disconnected from conference, or lost server connection [VD-VC PlugIn] [ [System
thread], void __thiscall VDVideoClientPlugIn::OnOutEvent(enum VidyoClientOutEvent_,void *,unsigned int,void
*), ..\source\VDVideoClientPlugIn.cpp:3252 ]
01-19 00:02:56.425 INFO  AppGui  Conference termination: conclusionTypeVidyoDesktop[] [ [System thread],
void __thiscall VDCallWindow::OnConferenceEndedInvoluntarily(enum
VDCallWindowConclusionType_)source\VDCallWindow.cpp:5178 ]
```

2. VidyoManager Log

```
2016-01-19 00:02:51.824: INFO: VMSoapIn: VMSoapServiceSoapIn/VMService.cpp:1062: deleteConference:
deleteConf request for Conf: hperez@Main.vidyo.com
2016-01-19 00:02:51.824: INFO: VMCSAPI: VMSoapServiceCsAPI/VMCSAPI.cpp:1824: HandleRequest:
internal deleteConf msg, conf:hperez@Main.vidyo.com
2016-01-19 00:02:51.824: DEBUG: VMCSAPI: VMSoapServiceCsAPI/VMWaitPool.cpp:263: GetUnused: reusing 19763
as 19764
2016-01-19 00:02:51.893: DEBUG: VMCSAPI: VrControl Response Thread: VMCSAPI.cpp:3220: VrMsgHandler: received
cmd resp from NZGF9DW53WASS5HDBRBUEWCC23RH1CHT6QMRUJA3BX7BJOOVR0001
2016-01-19 00:02:51.894: DEBUG: VMCSAPI: VrControl Response Thread: CsAPI/VMWaitPool.cpp:324: GetObjWithId: found
object with Id=19764
2016-01-19 00:02:51.894: DEBUG: VMCSAPI: VrControl Response Thread: CsAPI/VMCSAPI.cpp:3349: handleVrCmdResp: sent
response for id=19764
2016-01-19 00:02:51.894: INFO: VMCSAPI: VMSoapServiceCsAPI/VMConf.cpp:31: FindConf:
Conf:hperez@Main.vidyo.com not found
2016-01-19 00:02:51.894: DEBUG: VMCSAPI: VMSoapServiceCsAPI/VMCSAPI.cpp:1693: HandlePendingReq:
VMConf::FindConf failed for conf hperez@Main.vidyo.com, no need to remove req 0x7f496802ab10
2016-01-19 00:02:51.894: INFO: VMSoapIn: VMSoapServiceSoapIn/VMService.cpp:1090: deleteConference: conf
hperez@Main.vidyo.com deleted successfully
2016-01-19 00:02:51.894: INFO: VMCSAPI: VMIntMsgHandlerCsAPI/VMConf.cpp:31: FindConf:
Conf:hperez@Main.vidyo.com not found
2016-01-19 00:02:51.894: WARN: VMCSAPI: VMIntMsgHandlerCsAPI/VMCSAPI.cpp:1716: ProcessIntConfReq:
VMConf::FindConf failed for conf hperez@Main.vidyo.com
2016-01-19 00:02:51.895: DEBUG: VMVpNotifSoap: VMVPClientVpNotifSoap/VMVpNotifSoap.cpp:252:
UpdateEndpointStatus_: updateEndpointStatus successful 0609368735313837937BE1AA2E479, state Online(1),
reason EndpointQuitConference(2), SessionId 159163797884
```

3. VidyoRouter Log

```
2016-01-19 00:01:29.651: INFO: LmiCsRouter: Socket Engine: Lmi/ConferenceServer/Router/LmiCsRouter.c:2389:
LmiCsRouterCreateConf: Received CreateConf command (confid:hperez@Main.vidyo.com, isSecure=TRUE).
2016-01-19 00:01:29.721: INFO: LmiCsRouter: Socket Engine: Lmi/ConferenceServer/Router/LmiCsRouter.c:2457:
LmiCsRouterAllowEndpoint: Received AllowEndpoint command (endpoint:0609368735313837937BE1AA2E479,
confid:hperez@Main.vidyo.com, participant:CsAPI14526607596a50986edc5e49ad1e0af83d6ed2cf8,
endpointAddress:NULL, endpointInfo:NULL).
2016-01-19 00:01:30.275: INFO: LmiCsRouter: TCP Socket Engine 2: Lmi/ConferenceServer/Router/LmiCsRouter.c:2897:
LmiCsRouterAuthorizeSessionAdd: AuthorizeSessionAdd: Callback: for endpoint with altId CsAPI14526607596a50986edc5e49ad1e0af83d6ed2cf8.
2016-01-19 00:01:30.275: INFO: LmiCsRouter: TCP Socket Engine 2: Lmi/ConferenceServer/Router/LmiCsRouter.c:1886:
LmiCsRouterAuthorizeEndpoint: Endpoint0609368735313837937BE1AA2E479 (altId:CsAPI14526607596a50986edc5e49ad1e0af83d6ed2cf8) allowed into conference hperez@Main.vidyo.com.
2016-01-19 00:01:30.296: ERROR: LmiTransport: SDK Timer-ManagerTransport/LmiUdpTransport.c:82:
LmiUdpConnSend: Error writing to UDP socket 51: Miscellaneous error (28)
```

Troubleshooting

2016-01-19 00:01:30.300: INFO: LmiCsRouter: TCP Socket Engine 2: Lmi/ConferenceServer/Router/LmiCsRouter.c:2929: LmiCsRouterAuthorizeParticipantJoin: AuthorizeParticipantJoinCallDataAPI1452660781@a50986edc5e49ab1d1e0af83d6ed2cf8, conference:hperetz@Main.vidyo.com).

2016-01-19 00:01:30.300: INFO: LmiCsRouter: TCP Socket Engine 2: Lmi/ConferenceServer/Router/LmiCsRouter.c:1886: LmiCsRouterAuthorizeEndpoint: Endpoint0689363735313837937BE1AA2E479 (altId:CsAPI1452660781@a50986edc5e49ab1d1e0af83d6ed2cf8) allowed into conference hperetz@Main.vidyo.com.

2016-01-19 00:01:30.302: INFO: LmiCsRouter: TCP Socket Engine 2: Lmi/ConferenceServer/Router/LmiCsRouter.c:2965: LmiCsRouterParticipantJoined: ParticipantJoinedCallback (altId:CsAPI1452660781@a50986edc5e49ab1d1e0af83d6ed2cf8, conference:hperetz@Main.vidyo.com).

2016-01-19 00:01:30.302: INFO: LmiCsRouter: TCP Socket Engine 2: Lmi/ConferenceServer/Router/LmiCsRouter.c:1886: LmiCsRouterAuthorizeEndpoint: Endpoint0689363735313837937BE1AA2E479 (altId:CsAPI1452660781@a50986edc5e49ab1d1e0af83d6ed2cf8) allowed into conference hperetz@Main.vidyo.com.

2016-01-19 00:01:30.302: INFO: LmiCsRouter: TCP Socket Engine 2: Lmi/ConferenceServer/Router/LmiCsRouter.c:3027: LmiCsRouterParticipantJoined: Endpoint0689363735313837937BE1AA2E479 (altId:CsAPI1452660781@a50986edc5e49ab1d1e0af83d6ed2cf8) successfully joined secure conference hperetz@Main.vidyo.com.

2016-01-19 00:01:30.302: INFO: LmiCsRouter: TCP Socket Engine 2: Lmi/ConferenceServer/Router/LmiCsRouter.c:2323: LmiCsRouterSendEndpointChanged: Sending EndpointChanged updates

2016-01-19 00:01:30.357: ERROR: LmiTransport: SDK Timer Manager/LmiTransport/LmiUdpTransport.c:82: LmiUdpConnectionSend: Error writing to UDP socket 53: Network unreachable (10)

2016-01-19 00:01:30.371: INFO: LmiCsRouter: Socket Engine: Lmi/ConferenceServer/Router/LmiCsRouter.c:2669: LmiCsRouterEndpointChanged: Received EndpointChangedRecvd:TRUE).

2016-01-19 00:01:30.377: ERROR: LmiTransport: SDK Timer Manager/LmiTransport/LmiUdpTransport.c:82: LmiUdpConnectionSend: Error writing to UDP socket 57: Miscellaneous error (28)

2016-01-19 00:01:30.397: ERROR: LmiTransport: SDK Timer Manager/LmiTransport/LmiUdpTransport.c:82: LmiUdpConnectionSend: Error writing to UDP socket 63: Miscellaneous error (28)

2016-01-19 00:01:30.437: ERROR: LmiTransport: SDK Timer Manager/LmiTransport/LmiUdpTransport.c:82: LmiUdpConnectionSend: Error writing to UDP socket 58: Miscellaneous error (28)

2016-01-19 00:01:30.458: ERROR: LmiTransport: SDK Timer Manager/LmiTransport/LmiUdpTransport.c:82: LmiUdpConnectionSend: Error writing to UDP socket 64: Miscellaneous error (28)

2016-01-19 00:01:30.478: ERROR: LmiTransport: SDK Timer Manager/LmiTransport/LmiUdpTransport.c:82: LmiUdpConnectionSend: Error writing to UDP socket 52: Miscellaneous error (28)

2016-01-19 00:01:30.498: ERROR: LmiTransport: SDK Timer Manager/LmiTransport/LmiUdpTransport.c:82: LmiUdpConnectionSend: Error writing to UDP socket 59: Network unreachable (10)

2016-01-19 00:01:30.518: ERROR: LmiTransport: SDK Timer Manager/LmiTransport/LmiUdpTransport.c:82: LmiUdpConnectionSend: Error writing to UDP socket 65: Network unreachable (10)

2016-01-19 00:01:30.538: ERROR: LmiTransport: SDK Timer Manager/LmiTransport/LmiUdpTransport.c:82: LmiUdpConnectionSend: Error writing to UDP socket 54: Network unreachable (10)

2016-01-19 00:01:30.558: ERROR: LmiTransport: SDK Timer Manager/LmiTransport/LmiUdpTransport.c:82: LmiUdpConnectionSend: Error writing to UDP socket 60: Network unreachable (10)

2016-01-19 00:01:30.579: ERROR: LmiTransport: SDK Timer Manager/LmiTransport/LmiUdpTransport.c:82: LmiUdpConnectionSend: Error writing to UDP socket 66: Network unreachable (10)

2016-01-19 00:01:38.217: WARNING: LmiRtp: SDK Timer Manager/LmiRtp/LmiRtpSession.c:790: LmiRtpSessionOnceConnectivityCheckingComplete: RTP session 0x7fe3385b6450: connectivity checking complete, success=false

2016-01-19 00:01:38.217: ERROR: LmiConferenceManager: SDK Timef:Manager Lmi/ConferenceManager/LmiParticipant.c:863: LmiParticipantSetNumberOfLoudestSpeakers_: No EP session for scip:CsAPI1452660781@a50986edc5e49ab1d1e0af83d6ed2cf8;transport=

2016-01-19 00:01:38.217: ERROR: LmiProtocolStack: SDK Timer Manager/LmiProtocolStack/LmiRemoteEntity.c:437: LmiRemoteEntitySendPacket: Send to scip:CsAPI1452660781@a50986edc5e49ab1d1e0af83d6ed2cf8;transport=TLS;tag=AEBF139395E313FF failed

2016-01-19 00:01:38.217: ERROR: LmiConferenceManager: SDK Timef:Manager Lmi/ConferenceManager/LmiParticipant.c:899: LmiParticipantRemoveRoute: Participant scip:CsAPI1452660781@a50986edc5e49ab1d1e0af83d6ed2cf8;transport=TLS has no EP session

2016-01-19 00:01:38.217: ERROR: LmiConferenceManager: SDK Timef:Manager Lmi/ConferenceManager/LmiParticipant.c:899: LmiParticipantRemoveRoute: Participant scip:CsAPI1452660781@a50986edc5e49ab1d1e0af83d6ed2cf8;transport=TLS has no EP session

Troubleshooting

```
2016-01-19 00:01:38.217: INFO: LmiCsRouter: SDK Timer Manager:ConferenceServer/Router/LmiCsRouter.c:3074:
LmiCsRouterParticipantLeft: ParticipantLeftCallback (altId:CsAPI14526605896a50986edc5e49ab1e0af83d6ed2cf8,
conference:hpercz@Main.vidyo.com).
2016-01-19 00:01:38.217: INFO: LmiCsRouter: SDK Timer Manager:ConferenceServer/Router/LmiCsRouter.c:3107:
LmiCsRouterParticipantLeft: Endpoint0608563735313437937BE1AA2E479 (altId:CsAPI14526605896a50986edc5e49ab1e0af83d6ed2cf8) left conference hpercz@Main.vidyo.com.
2016-01-19 00:01:38.217: INFO: LmiCsRouter: SDK Timer Manager:ConferenceServer/Router/LmiCsRouter.c:2323:
LmiCsRouterSendEndpointChanged: Sending EndpointChanged updates
2016-01-19 00:01:38.217: WARNING: LmiConferenceManager: SDK Timer Manager
Lmi/ConferenceManager/LmiEndpoint.c:5920: LmiEndpointRemoveConferenceMember: Did not find conference member
Hairo Perez associated with EP Hairo Perez on removal.
2016-01-19 00:01:38.217: ERROR: LmiConferenceManager: SDK Timer Manager
Lmi/ConferenceManager/LmiEndpoint.c:2176: OnConnectivityFailed: OnConnectivityFailed: Removed EPS
scip:CsAPI14526605896a50986edc5e49ab1e0af83d6ed2cf8;transport=TLS
2016-01-19 00:02:01.574: INFO: LmiCsRouter: Socket Engine: Lmi/ConferenceServer/LmiCsRouter.c:2489:
LmiCsRouterRemoveEndpoint: Received RemoveEndpoint command (endpointId:0608563735313437937BE1AA2E479,
conferenceId:hpercz@Main.vidyo.com).
2016-01-19 00:02:01.699: INFO: LmiCsRouter: Socket Engine: Lmi/ConferenceServer/LmiCsRouter.c:2440:
LmiCsRouterDeleteConf: Received DeleteConf command (conferenceId:hpercz@Main.vidyo.com).
```

G: User Disconnecting from a Call while in a Conference Due to No Media

> Symptoms:

- Y The user joins a call but is only able to see either their self-view enabled or no other users.

> Reason:

- Y The video settings of the VidyoDesktop client was set to No video while connected in the previous call. This setting remains even after the call has ended.

> Potential Solutions:

- Y Click the arrow above the Change Layout button to ensure this is not set to No video .

```
0215 10:04:07.740 INFO LmiApp No change in max participant limit 0. ([ Media Socket/Timer loop,
LmiAppRendererUpdateParticipantLimit,
/Users/build/TAGS/TAG_VD_3_6_0_027/VidyoClient/SDK/Lmi/AppFramework/LmiAppRenderer.c:4556 ]
```

H: Unable to Join a Call via a Guest Link

> Symptoms:



Troubleshooting

- Y The user is able to join a call through the Contacts section of VidyoDesktop, but is unable to do so when attempting to use a guest link to the same room even when using the same link in all browsers on the computer.
- > Reason:
 - Y Port 63457 TCP is not available locally to the computer.
- > Potential Solutions:
 - Y Confirm that there are no blocked ports via antivirus or the firewall on the computer.
 - Y Ensure that the computer is able to communicate to the localhost (127.0.0.1) with the designated port by any means, such as telnet.

```
0211 10:58:21.251 ERROR Transport Bind error on socket 03A2EA80127.0.0.1:63457 Permission denied
[ [System thread], LmiSocketBind, LmiSocket.c:441 ]
0211 10:58:21.251 WARN App Binding to TCP IPv4 localhost failed [ [System thread],
CreateSocketsAndReceivers, AppHelperServer.cpp:2294 ]
```

I: Skipping/Frozen Video Feed

- > Symptoms:
 - Y K _ \ ' i \ d f k \ videoj feed is skipping and/or freezing while in a conference
- > Reason:
 - Y Congestion delays along with round trip time delays due to bandwidth limitations.
 - Y In this instance, logs show that the transmit side was lower than what it is expected.
 - Y RTT spikes may appear in conjunction with congestion delays to determine if this is network related.
- > Potential Solutions:
 - Y Lower the resolution/FPS in the configuration settings of the VidyoDesktop client.
 - Y Adjust Group settings to cap the bandwidth to a certain rate.

```
0723 23:15:28.578 WARN App RTT measurements spike from 90 ms to 145 ms
0723 23:15:33.584 WARN App RTT measurements spike from 145 ms to 2
0723 23:15:57.814 WARN LmiRateShaper [Video] Video : Congestion: delay 61 ms, BR: av 1632, rx 1238, tx 303
[ Socket/Timer loop, LmiRateShaperLog_, LmiRateShaper.c:111 ]
0723 23:16:01.592 WARN App RTT measurements spike from 95 ms to 437
0723 23:16:07.607 WARN App RTT measurements spike from 89 ms to 216 ms
```


Troubleshooting

```
0211 19:56:25.789 ERROR LmiCsContactMgr ContactConnEstablish Ox32bd5e0 failed, EstablishConnSecure failed. [ EMCP, LmiCsContactMgrContactConnEstablish, /Users/build/TAGS/TAG_VD_3_3_3_002/VidyoClient/SDK/Lmi/ConferenceServer/ContactMgr/LmiCsContactMgr.c:729 ]
0211 19:56:25.789 ERROR LmiCsContactMgr ContactConnectTo Ox32bd5e0 failed, ContactConnEstablish failed. [ EMCP, LmiCsContactMgrContactConnectTo, /Users/build/TAGS/TAG_VD_3_3_3_002/VidyoClient/SDK/Lmi/ConferenceServer/ContactMgr/LmiCsContactMgr.c:377 ]
0211 19:56:25.789 ERROR LmiCsEmcp EmcpClient B6C374D652457C16C746995AD89F5CC43C: GetSendContact failed, ConnectToContact failed. [ EMCP, LmiCsEmcpClientGetSendContact, /Users/build/TAGS/TAG_VD_3_3_3_002/VidyoClient/SDK/Lmi/ConferenceServer/Emcp/LmiCsEmcpClient.c:748 ]
```

K: Certificates on VidyoPortal/VidyoRouter were updated

> Symptoms:

- Y The user is unable to login to the VidyoDesktop client after updating security certificates on the VidyoPortal.
- Y Users are unable to join a call after the VidyoRouter updates with the latest certificates.

> Reason:

- Y The local computer used to access the VidyoDesktop client does not have the root-intermediate certificate bundle to allow the client to connect since it will treat the VidyoPortal or VidyoRouter as an untrusted site.

> Potential Solutions:

- Y Installing the root-intermediate certificate bundle on the local computer is required to allow the computer to connect or update the same certificate bundle on the VidyoPortal/VidyoRouter if multiple users are experiencing the same issue.

```
01-08 11:44:01.869 ERROR LmiCsTlsConnection 0645F910 (base 0645F910) TLS handshake failed, ConnectionTlsConnect failed Socket Engine, LmiCsTlsTransportConnectionTlsConnect, LmiCsTlsTransport.c:2026 ]
01-08 11:44:10.815 ERROR LmiCsTlsConnection 0645F510 (base 0645F510) TLS handshake failed, ConnectionTlsConnect failed Socket Engine, LmiCsTlsTransportConnectionTlsConnect, LmiCsTlsTransport.c:2026 ]
01-08 11:44:20.825 ERROR LmiCsTlsConnection 0645F910 (base 0645F910) TLS handshake failed, ConnectionTlsConnect failed Socket Engine, LmiCsTlsTransportConnectionTlsConnect, LmiCsTlsTransport.c:2026 ]
```


Contacting Technical Support

contact the Vidyo Customer Support team via email with any questions or if you need assistance.

- › Phone: +1-866-99-VIDYO / +1-201-289-8597
- › Email: support@vidyo.com

Reseller for further details.