



TelePresence

TMS Troubleshooting Guide

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TMS Troubleshooting Guide
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1 Introduction

The Cisco TelePresence Management Suite (Cisco TMS) is a portal for managing and monitoring your video conferencing systems from a single structured overview. Cisco TMS provides centralized control for on-site and remote video systems, and a deployment and scheduling system for your entire video network. This document provides a troubleshooting guide on cisco TMS components.

1.1 Release Notes

Table 1 - Release Notes

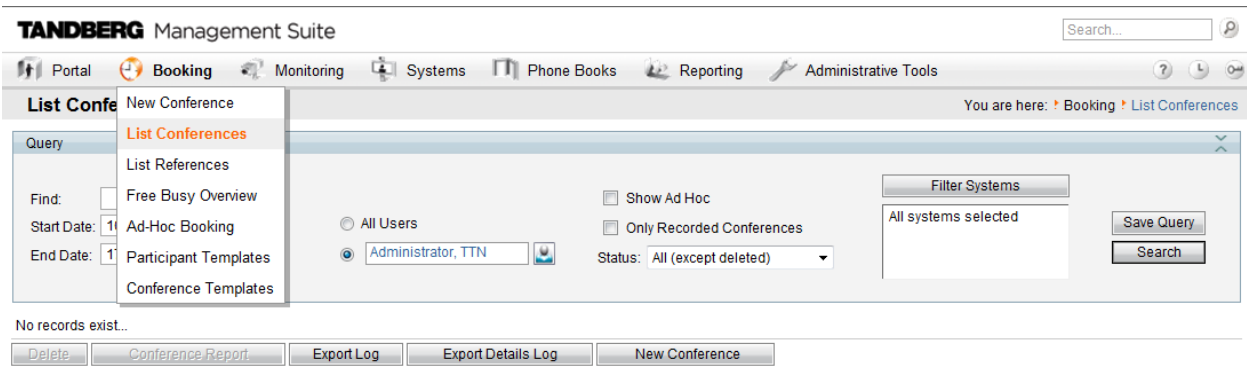
Technical Change	Title(s) of Affected Section(s)	Changes Made By	Date
Initial release		Catherine Donleycott	7/11/2012

[Further information on Cisco TMS functionality is available online.](#)

2 TMS Scheduling

1. If a Scheduled meeting doesn't work as planned, first check endpoints booked in the conference. It might happen that the endpoint doesn't work normally or the end user didn't answer the call from the MCU.
2. User can't find the scheduled meeting:
Change Start Date or End Date in List Conference. TMS automatically set Start Date 7 days back in time and the user might want to find a Conference in the past. End Date is today, and the user might want to find a Conference in the future.
3. Search for the specific Conference affected. Use one or multiple of the possible search possibilities in List Conferences:
 - a. Find: Search for name on Conference
 - b. By Start Date and End Date
 - c. All Users or specify user
 - d. Show or hide Ad Hoc Conferences
 - e. Only Recorded Conferences (No recording possibilities yet so no Conferences show)
 - f. Filter on specific systems
 - g.
 - h.
 - i.
 - j.
 - k.
 - l.
 - m.
 - n.
 - o.

Figure 1 - List Conferences in TMS



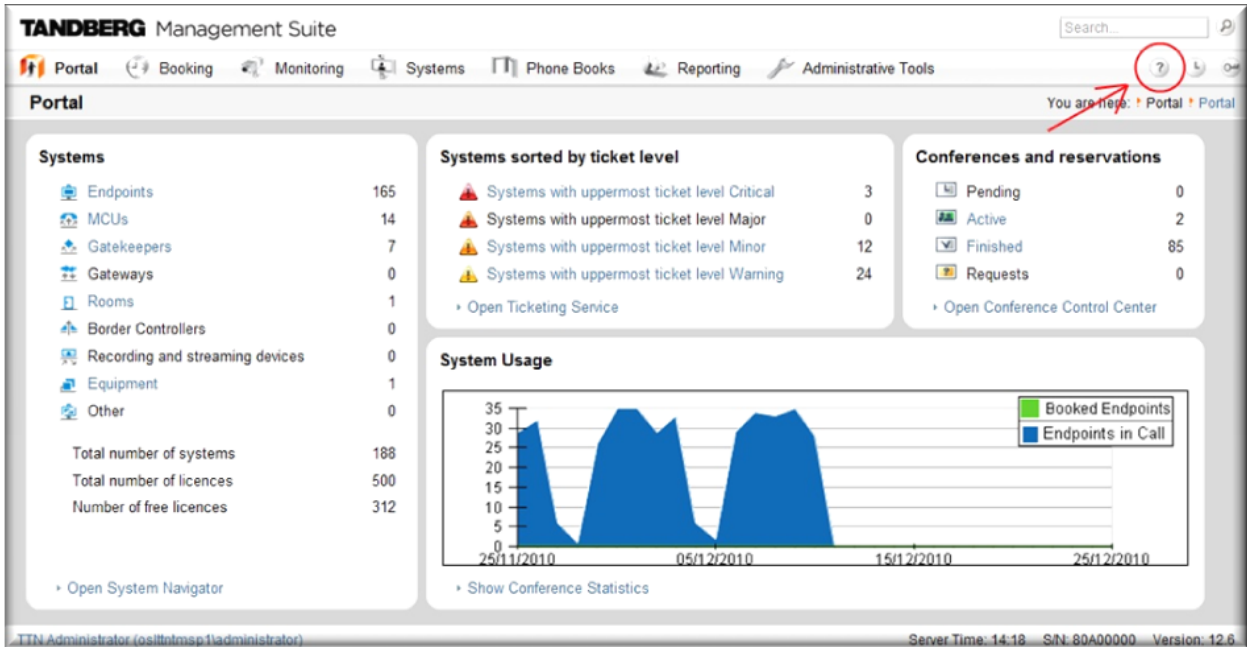
Resources:

http://www.cisco.com/en/US/docs/telepresence/infrastructure/tms/admin_guide/Cisco_TMS_Admin_Guide_13-2.pdf

3 TMS WebHelp

To see a definition of each tab in the TMS web interface, consult the TMS WebHelp .

Figure 2 - Accessing TMS WebHelp



4 The SQL database

The SQL database is where all information in use by TMS is stored except software files for system upgrade and the services' log files. The database is called **tmsng** and can run on SQL 2005 or 2008 server. During the installation of TMS the **sa** account on the SQL server is automatically chosen to create and access the database.

To choose a different account can be specified, select **Custom** installation.

The account used to run and upgrade TMS must have **db** owner permissions to the **tmsng** database, while a user that also has access to master.**mdf** is required for creating the **tmsng** database the first time.

4.1 Symptoms

TMS does not load or you get a stack trace declaring that the SQL server is unavailable: *SQL Server does not exist or access denied* is displayed.

4.2 How to fix

4. Make sure that the SQL server is running by checking the SQL agent of the server, or going into services and making sure that the MSSQLSERVER service is running.
5. Run an **osql** script towards the database and see if it returns any data. This script returns the number of systems in the TMS database. Depending on the SQL configuration, run one of the following commands from the TMS server itself.
 - p. `osql -E -d tmsng -Q "select count(*) from objsystem"`
 - q. `osql -E -S .\SQLTMS -d tmsng -Q "select count(*) from objsystem"`
6. Make sure that the information TMS uses to connect to the database is correct. This information was historically only stored in the registry, but is now also stored encrypted in the web.config file. Therefore using the TMS Tools application, found under Cisco TMS in the Start menu of the TMS server, is recommended to change and make sure this information is correct.

5 Java Applet – Monitoring

5.1 What it does

The Sun Java applet version is used for displaying dynamic information in the Conference Control Center, Graphical Monitor, and Map Monitor. The Java applet adds functionality related to graphics, clicking, right-clicking, and drag-and-drop actions.

5.2 Symptoms

- When entering the Conference Control Center, Graphical Monitor or Map Monitor, you are prompted for a username and password.
- The applet does not load, and there is no Java (coffee cup) icon in the notification area.
- The applet does not load, but Java is installed.
- The applet loads very slowly.
- Conference snapshots are not displayed on some clients.

5.3 How to fix

5.3.1 Authentication

The Java Applet requires the users to authenticate themselves if the TMS server is not part of the domain (or a trusted domain) the user is logged into. The solution is to make the TMS server part of the domain, or insert the username and password when prompted for each session.

5.3.2 Java installation

The Java virtual machine is not installed on the machine, and the client PC does not have direct access to the Internet to download it automatically. To retrieve go to <http://www.java.com/> to download and install Java.

5.3.3 Proxy issues

A proxy server might be preventing the Java applet from retrieving the necessary data from the TMS server. To open the Java console, right-click the Java icon in the notification area and select Open Console. Error messages stating *Unknown source* are displayed. To solve this problem, try one or more of the following methods:

- If using the TMS server's IP address when accessing TMS, try again with the TMS server's host name.
- Configure the Java client through the Java Control Panel to use Direct Connection rather than using the browser's proxy settings.
- The proxy server may have to be configured to allow this kind of traffic from the TMS server to the clients.

5.3.4 Slow or incomplete loading

The applet normally finishes loading within 5 seconds after the Monitoring link is pressed. If you experience a significantly higher loading time, complete the following steps:

- Turn off caching in Java and delete the existing temporary files:
 - Open the Java Control Panel.
 - Click the **General** tab.
 - Click **Settings**, click **View Applets**.
 - De-select **Enable Caching** in the lower left corner.
 - Click **OK**.
 - Click **Delete Files**.
 - Select all check boxes.
 - Click **OK**.
 - Click **OK**.
 - Click **OK**.
- Remove old or duplicate Java clients from Internet Explorer:
 - Click **Tools** in the Internet Explorer menu.
 - Click the **Programs** tab.
 - Click **Manage Add-ons**.
 - Disable all old or duplicate Java plug-ins.
- Remove Google Desktop. We have seen issues where Google Desktop is conflicting with the Java plug-in and significantly increasing the loading time of Java applets. Other desktop search engines like MSN Search does not show the same symptoms.
- If using Java build 1.6.0_15/16, you need to de-select **Enable the next generation Java plug-in...** under **Advanced** on the Java Control Panel to make the Graphic and Map Monitor work as expected.

6 Phone book

6.1 Global Directory

The Global Directory is a file stored on the codec where the entries cannot be changed via the remote control. The file is transmitted by HTTP to all endpoints that are subscribing to one or more phone books in Cisco TMS. Multiple phone books are merged into one phone book. If containing more than 400 entries, only the first 400 are shown on the endpoint. The file is transmitted to the endpoint on the intervals set in the **Administrative Tools > Configuration > General Settings > Phone Books Update Frequency** field.

NOTE: This only works on endpoints (Cisco MXP and Tandberg classic) that support the **globdir.prm** file.

6.2 Corporate Directory

The Corporate Directory is an XML service on the Cisco TMS server that allows the endpoint to retrieve the phone books directly from the server every time the phone book button on the endpoint is pressed. It allows for a hierarchy of phonebooks and multiple phone numbers on every entry. The Corporate Directory is also searchable.

6.3 Phone book (Corporate Directory) errors

You can get the following errors on the endpoint if the corporate directory is not working properly:

Table 2 - Phone Book Errors

Message	Explanation or suggested solution
Request timed out, no response	The TMS server is busy, try again.
Warning: directory data not retrieved: 404	The endpoint is configured with the IP address of a different web server than the TMS server. The corporate directory path on the endpoint is wrong.
Warning: directory data not retrieved: 401	The "Public" virtual directory on the TMS server is not configured to allow Anonymous Access. The most common problem here is that anonymous access is set, but the account used has been overwritten by a group policy. The default IUSR user is a part of the guest account, and typically group policies disable this account.
TMS: No phonebook(s) set on this system	No phonebook(s) set on this system in TMS. Configure the endpoint to subscribe to phonebooks in TMS. Using NAT on the endpoint can lead to TMS not recognizing the system and not allowing it to retrieve any phone books.
Request timed out, no response	The endpoint is configured with the IP address of a non existing web server.
No contact with server	The IIS is restarting or in a state where corrupted messages are received.

6.4 TMS logs

C:\Program Files\TANDBERG\TMS\wwwTMS\Data\Logs\tmsdebug

6.5 When to get logs

- In CCC the call status shows still InCall, Idle or Disconnecting
 - TMSDatabaseScannerService
- The call doesn't launch and CCC event log is pretty much empty
 - TMSLiveService
- When pressing the phonebook button the Polycom remote nothing shows up
 - TMSPLCMDirectoryService
- Meeting booked in TMS but it didn't launch
 - TMSSchedulerService
- No CDRs and TMS is not adding new systems automatically
 - TMSWatchdogService
- When logging into TMS and CCC, I'm receiving SQL errors.
 - Log-Web and Log-WebPublic
 - This is responsible for access to the TMS web interface and communications to the database
 - Symptoms include receiving SQL exception errors, TMS web application errors and XML issues

7 TMS services

7.1 TMSAgentService (not applicable if migrated to TMS provisioning extension)

This service starts the local TMS Agent. The TMS Agent is needed for provisioning Cisco Video jabber/Movi clients and E20 endpoint.

7.1.1 Symptoms

You are unable to create or edit groups or users within TMS on page **Systems > Provisioning > Directory**.

7.1.2 How to fix

7. Check the logs for symptoms or error messages at c:\Program Files\Tandberg\TMS\wwwTMS\Data\Logs\tmsdebug\log-provisioningservice.txt on the server.
8. Restarting the service or the TMS server normally fixes any problem with this service.

7.2 TMSDatabaseScannerService

The TMSDatabaseScannerService checks the status and configuration of existing systems. The scanner checks:

- The connection status
- The call status
- The system configuration

If a system is unavailable, the service receives that status until the next scan, or until the endpoint sends a trap to TMS.

NOTE: The scanner pauses for 15 min after the scan has finished.

The scanner process is a moderately CPU-intensive process for the server and should be tuned according to the need for updated system information in TMS. To scan one system takes from two seconds up to approximately 20 seconds (worst case). Scanning 100 systems might take from three minutes up to 30 minutes.

The scanner reads the system connection status and call status on every scan, but only reads the full system configuration in intervals defined in the field **System Force Refresh Interval** (in hours). The scanner updates 20 connection statuses in parallel and reads five full system configurations in parallel.

To improve response time, Cisco TMS runs an extra connection status check every 30 seconds for systems in these categories:

- Cisco TelePresence MCU
- gateways
- gatekeepers
- border controllers
- recording devices
- supervisors
- Cisco TelePresence Server (TS 7010)
- Cisco TelePresence System (CTS)

7.2.1 Symptoms

The symptoms are that the system information and system status in TMS is outdated. Systems not responding still have the status **InCall** or **Idle**.

7.2.2 How to fix

9. Check the logs for symptoms or error messages at c:\Program Files\Tandberg\TMS\wwwTMS\Data\Logs\tmsdebug\log-TMSDatabaseScanner.txt on the server.
10. Restarting the service or the TMS server normally fixes any problem with this service.

7.3 TMSLiveService

This service

- allocates conferences on the MCUs
- issues the dial commands to the endpoints and the MCUs
- monitors the activity of the participants during a conference

7.3.1 Symptoms

- The call does not start, and the log in the Conference Control Center is almost empty.
- You could have only one line that says "**Created**" in the log. You might have more lines there if the conference has been changed – but none of them is related to launching the conference.

7.3.2 How to fix

11. Check the logs for symptoms or error messages at c:\Program Files\Tandberg\TMS\wwwTMS\Data\Logs\tmsdebug\log-liveservice.txt on the server.
12. Restarting the service or the TMS server normally fixes any problem with this service
- 13.

7.4 TMSSchedulerService

This service is responsible for launching events at set times. Examples of events are:

- System Restore
- System Upgrade
- Update Phonebooks

This service also reminds the **TMSLiveService** to start a conference if needed.

NOTE: **TMSLiveService** keeps track of all booked conferences, but loses this information if it is restarted.

7.4.1 Symptoms

Scheduled events do not start.

7.4.2 How to fix

14. Check the logs for symptoms or error messages at c:\Program Files\Tandberg\TMS\wwwTMS\Data\Logs\tmsdebug\log-schedulerservice.txt on the server.
15. Restarting the service or the TMS server normally fixes any problem with this service.

7.5 TMSServerDiagnosticsService

This service is responsible for checking:

- the server disk space
- the database size
- that the other services are running

A TMS ticket is opened if:

- a service is not running
- free disk space is less than 10%
- the database is 90% of max size

7.5.1 Symptoms

Tickets are not opened if:

- the service is not running
- there is less than 10% free disk space
- the database is larger than 90% of its max size

7.5.2 How to fix

16. Check the logs for symptoms or error messages at c:\Program Files\Tandberg\TMS\wwwTMS\Data\Logs\tmsdebug\log-TMSServerDiagnosticsService.txt on the server.
17. Restarting the service or the TMS serve normally fixes any problem with this service.

7.6 TMSSnmpService (formerly TMSWatchdogServiceStarter.exe)

This service should be turned off if you have TMS set to HTTPS only. For more information, see Cisco TMS [Implementing Secure Management](#).

The service:

- Collects traps from the endpoints and adds them directly to the database.
- Is responsible for broadcasting SNMP messages to discover newly added systems.

To specify the sub-ranges for where TMSSnmpService searches for new endpoints, go to **Administrative Tools > Network Settings > SNMP Broadcast/Multicast Address(es)**.

To specify the SNMP Broadcast Interval, go to **Administrative Tools > Network Settings** and modify the setting **SNMP Broadcast Interval** (in minutes). Cisco recommends setting **SNMP Broadcast Interval** to broadcast 2 times a day depending on video network size. Define multiple scan ranges by comma separating the ranges. By setting the **Broadcast/Multicast Address** value to 127.0.0.1, TMS does not scan for new systems via SNMP broadcast.

To quickly find which systems are online, you can use the **TMSSnmpService** and send **SNMP OID** queries to systems that:

- are known to TMS
- support SNMP
- do not have status "No Response", "No SNMP Response" or similar

To enable this feature:

- Go to **Administrative Tools > Network Settings**.
- Turn on the function **Scan SNMP** capable systems to allow quick discovery of inaccessibility

Furthermore, you can specify the interval, and the maximum number of missed SNMP responses before the system gets the status **No SNMP Response**. If there is no response to SNMP queries, TMS uses an HTTP connection to check the status of the system.

7.6.1 Symptoms

- The statistics are empty
- TMS does not receive system events
- New systems are not automatically discovered

7.6.2 How to fix

18. Make sure no other SNMP tool is running on the server, like **HP OpenView** or other server or network monitoring tools using Microsoft Windows' SNMP Component.
19. Check the logs for symptoms or error messages at c:\Program Files\Tandberg\TMS\wwwTMS\Data\Logs\tmsdebug\log-TMSSnmpService.txt on the server.
20. Restarting the service or the TMS server normally fixes any problem with this service.

8 The Web server (IIS)

TMS uses Microsoft Internet Information Services to make TMS available as a webpage. Since version 9.0, TMS has been developed with the Microsoft .NET platform and some extra components are therefore required on the IIS for TMS to work properly. ASP.NET version 4.0 is currently in use. These components are installed by Windows during the TMS installation as they are required by TMS, but not Cisco specific.

All web-related files are stored on the server in the location you specified during the installation. The default location is c:\Program Files\Tandberg\TMS\.

In the Internet Information, Server Manager shows that the installation has created five virtual directories.

21. TMS
 - r. The Application that handles the TMS web interface.
 - s. The virtual directory for this component on the IIS is: <http://serverIP/tms>.
 - t. This component should have the Directory Security set to Windows Integrated Authentication (default), Basic Authentication or both.
22. tms/public
 - u. Handles Corporate Directory for Tandberg endpoints.
 - v. Handles http traps from Tandberg MXP and MCU systems.
 - w. The virtual directory for this component on the IIS is: <http://serverIP/tms/public>.
 - x. This component should have the Directory Security set to Anonymous Access.
23. pwx
 - y. Handles HTTP traps from Polycom systems.
 - z. Handles phonebooks for Polycom systems.
 - aa. The virtual directory for this component on the IIS is: <http://serverIP/pwx>.
 - bb. This component should have the Directory Security set to Anonymous Access.
 - cc. This component can be removed if this TMS installation is not used with Polycom endpoints.
24. XAPSite
 - dd. Handles communication between TMS and pre version 7 MGCs.
 - ee. The virtual directory for this component on the IIS is: <http://serverIP/XAPSite>.
 - ff. This component should have the Directory Security set to Anonymous Access.
 - gg. This component can be removed if this TMS installation is not used with a Polycom MGC with version 6.x or older.
25. TMSConferenceAPI
 - hh. This component warns the old Exchange API (TMS 7 and 8) that it must be upgraded.
 - ii. The virtual directory for this component on the IIS is: <http://serverIP/TMSConferenceAPI>.
 - jj. This component should have the Directory Security set to Anonymous Access.
 - kk. This component can be removed if this TMS installation does not have an older Exchange integration (TMS 8 or older).

8.1 Symptoms

- You cannot access the TMS page.
- The corporate directory on the Tandberg endpoints does not work and statistics from Tandberg MXP endpoints are empty.
- Statistics from Polycom endpoints are empty.

8.2 How to fix

26. Check that IIS is running.
27. Check that you can access the default webpage `http://TMSServerName`.
28. Check that the virtual directories above exist on the TMS server.
29. Check that they are pointing to valid directories on the TMS server.
30. Check that the permission settings are correct according to the list above.
31. Check that the IIS allows for running .net extensions.
32. Logs are found in `c:\Program Files\Tandberg\TMS\wwwTMS\Data\Logs\tmsdebug\log-web.txt` on the

9 TMS Ports

Ports that needs to be opened in order for TMS to communicate and manage Telperesnce systems VTC systems

- HTTP – TCP Port 80 inbound or HTTPS – TCP Port 443 inbound
- SNMP- UDP Port 161 both directions
- SNMP Traps – UDP Port 162 outbound

The following services are optional:

- HTTPS – TCP Port 443 inbound
- Telnet – TCP Port 23 inbound
- Note for SOHO System Support: When using Remote System/SOHO Support, functionality is limited compared to an endpoint in which TMS has full access to. The endpoint must have outgoing
- HTTP TCP Port 80 access to the TMS server.

10 Common issues

10.1 CDR's not reporting back to TMS

33. Make sure all SNMP management fields are pointing back to TMS on the endpoints
34. IP address of TMS is in the SNMP traphost field
35. External management service is on and pointed back to TMS
36. Quickest way is to enforce management from TMS to the endpoint
37. Make sure IIS has the default settings(as it is referenced on section 8)
38. MXP endpoints reports CDR's through HTTP on anonymous side of the website to TMS
39. Classic endpoints reports CDR's through SNMP
40. Go to IIS under Default Websites and Web Sites
41. Go to Properties and Directory Security
42. If this is correct, then there is a proxy or firewall

10.2 Cannot access the TMS webpage

43. Go into IIS

44. Web Service Extensions
45. Make sure ASP.Net V2.0.50727 is Allowed
46. TMS uses ASP.Net to communicate to the SQL server and allows you to view TMS website

10.3 CCC Java Error

47. When accessing CCC, you see a red **X** in the top right corner
48. CCC is Java based
49. Make sure they can view CCC from the TMS server
50. If so, then have the customer check multiple computers and see if they can view the CCC
51. If not, then most likely their computers has a corporate policy restricting Java being launched from a 3rd party program
52. Have the customer go to www.java.com and make sure they can view the animation and upgrade to the latest Java version

10.4 TMS is slow

TMS is responding very slow. TMS is just a program, check the Windows 2003 and Windows 2008 server. Check:

- Disk space
- Make sure there are rogue cookies and temp files
- Minimum of 1 GB RAM
- Anti Virus software
- 3rd party software installed
- Make sure there are any modifications made to IIS
- Make sure TMS is slow by remotely connecting to the server
- Network traffic

10.5 No HTTP response

A system that TMS cannot communicate with using the HTTP or HTTPS protocols showing NO HTTP response under status.

53. If status can be cleared by clicking **Force> refresh>** then returns, check whether a web proxy that requires authentication is present on the network, because this blocks traffic from the TMS services
54. If such a proxy is present, set up your network so that traffic between TMS and the endpoint is not routed through it or is trusted without requiring authentication.
55. If status cannot be cleared by clicking **Force> refresh**, then try connecting to the system by using the web browser on the TMS server itself. If you are unable to connect to it over HTTP or HTTPS, log in to the system over SSH or telnet and make sure that it accepts HTTPS or HTTP connections.
56. Make sure that TMS has the system's correct IP address or hostname: go to **Systems > Navigator**, select the endpoint, and open the **Connection** tab.

10.6 Packet sniff

Capturing packet trace from TMS server, while trying to duplicate most of the issues above also helps to better identify the cause of the problem.

End of Document