



**Vidyo**<sup>®</sup>  
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](https://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 log in and join a conference.

## 1.) Logging in to VidyoPortal

- The user opens the VidyoDesktop client, and the client prompts them to log in 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 log in after SOAP is established.

- This process takes place within the VidyoPortal unit as the VidyoManager resides within the VidyoPortal and communicates using the RMCP protocol on TCP port 17991.
- Once the VidyoManager confirms that this is a registered user, the client receives this information, login process continues, and TCP port 17992 sends 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 VidyoDesktop client stays connected to the VidyoPortal/VidyoManager.
- The EMCP protocol is responsible for keeping the user connected to the VidyoManager and provides other details at the time that the user logs in such as the name of the VidyoRouter 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 VidyoManager, while the VidyoDesktop communicates with the web proxy.

### 3.) Joining a Call Using a Designated VidyoRouter

- The user attempts to make a call to a virtual room by clicking “Connect to <RoomName>,” where <RoomName> represents the name of the room that the participant joins.
- The client communicates to the VidyoRouter over SCIP on TCP port 17990 to establish signaling.
- Once completed, the VidyoDesktop changes its layout to show the other participants in the call.
- The VidyoRouter communicates to the VidyoManager on RMCP using TCP port 17991.

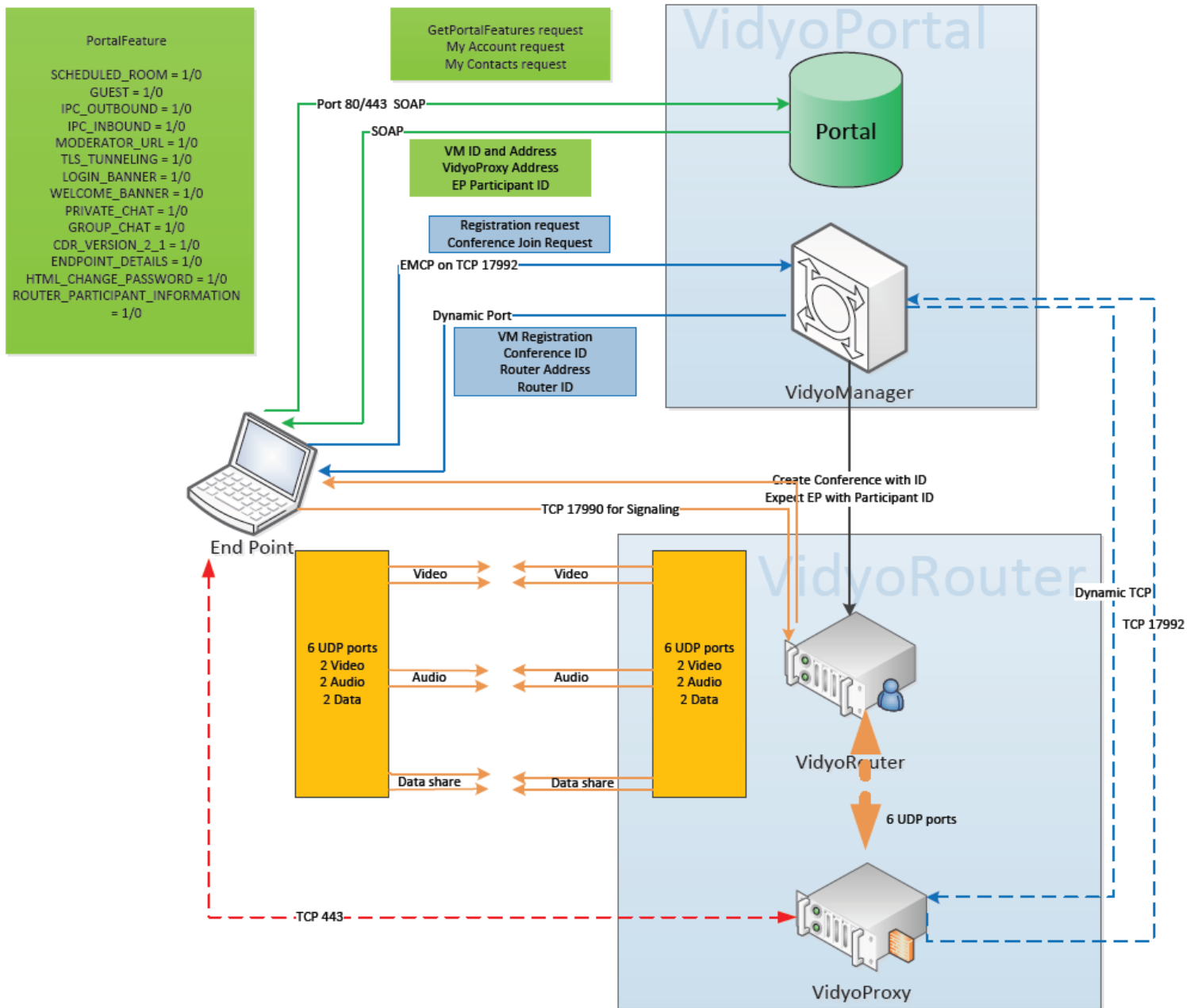
- Media passes through bi-directionally between the VidyoDesktop client and the VidyoRouter using UDP ports 50,000 – 65,535.

## 4.) Utilizing VidyoProxy

- The participant can log in to the VidyoDesktop client and/or join into a call via VidyoProxy protocol using TCP port 443 to the VidyoRouter if EMCP, SCIP, and/or media ports are not available between the client and respective servers.
- The VidyoProxy can be assigned to a user account from the admin interface of the tenant to connect to the VidyoManager if EMCP is not available.
- The assigned VidyoRouter acts as a “proxy” that connects the user from the client on TCP port 443, then the VidyoProxy connects to the VidyoManager on EMCP. The VidyoProxy bridges the client and the VidyoManager.
- The client sends SCIP and the media through TCP port 443 if SCIP and media ports are not available to communicate to the designated VidyoRouter from the VidyoDesktop client, which the VidyoProxy sends to the VidyoRouter assigned to the user.
- The VidyoProxy 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 VidyoProxy.



## 5.) Connectivity Diagram



# Log Analysis

This section illustrates how the steps listed in the previous section translate through the VidyoDesktop logs along with its respective VidyoManager and VidyoRouter logs where applicable. A note is available for each entry that may need further explanation. We also provide information about other normal behaviors reported within the VidyoDesktop logs to show how certain items are presented.

## A. Detecting the VidyoDesktop Version Running on the Computer

```
11-14 14:02:29.746 INFO App      Build tag is TAG_VD_3_6_0_027          [ [System thread], VidyoClientStart, VidyoClient.cpp:1109 ]
```

## B. Peripherals Connected to the Computer Where VidyoDesktop is Running

```
11-14 14:02:30.422 INFO App      Camera found: Logitech B910 HD Webcam          [ [System thread], OnVideoCapturerManagerEvent, AppLogic.cpp:11780 ]
11-14 14:02:30.422 INFO App      Camera found: Integrated Webcam                [ [System thread], OnVideoCapturerManagerEvent, AppLogic.cpp:11780 ]
11-14 14:02:30.422 INFO App      Camera found: VidyoDesktop Media Player Webcam [ [System thread], OnVideoCapturerManagerEvent, AppLogic.cpp:11780 ]
11-14 14:02:30.491 INFO App      Microphone found: Microphone Array (IDT High Definition Audio CODEC) [ [System thread], OnAudioCapturerManagerEvent, AppLogic.cpp:6464 ]
11-14 14:02:30.491 INFO App      Microphone found: Microphone (Logitech USB Headset) [ [System thread], OnAudioCapturerManagerEvent, AppLogic.cpp:6464 ]
11-14 14:02:30.491 INFO App      Microphone found: Rec. Playback (IDT High Definition Audio CODEC) [ [System thread], OnAudioCapturerManagerEvent, AppLogic.cpp:6464 ]
11-14 14:02:30.491 INFO App      Microphone found: Microphone (USB Audio Device) [ [System thread], OnAudioCapturerManagerEvent, AppLogic.cpp:6464 ]
11-14 14:02:30.491 INFO App      Microphone found: Microphone (VidyoDesktop Media Player Microphone) [ [System thread], OnAudioCapturerManagerEvent, AppLogic.cpp:6464 ]
11-14 14:02:30.492 INFO App      Speaker found: Speakers (Logitech USB Headset) [ [System thread], OnAudioPlaybackManagerEvent, AppLogic.cpp:6539 ]
11-14 14:02:30.492 INFO App      Speaker found: Speakers / Headphones (IDT High Definition Audio CODEC) [ [System thread], OnAudioPlaybackManagerEvent, AppLogic.cpp:6539 ]
11-14 14:02:30.492 INFO App      Speaker found: Communications Headphones (IDT High Definition Audio CODEC) [ [System thread], OnAudioPlaybackManagerEvent, AppLogic.cpp:6539 ]
```

## C. Network Interface Address Being Detected

### 1. VidyoDesktop Client Showing Its Local IP Address

```
11-14 14:02:30.495 INFO App Valid network interface addresses of machine are: 172.16.17.125 [ [System thread], LogicGetAllValidNetworkInterfaceAddresses, AppLogic.cpp:8142 ]
```

### 2. Corresponding VidyoManager Logs Indicating both Internal and External IP Addresses

```
2015-11-14 14:02:31.359: INFO: VMCSAPI: EpControl Response Thread: CsAPI/VMep.cpp:83: EpDetected: Ep D4BED964382E-0106353539333737-EF798B74C94A3A3F: localAddr: 172.16.17.125:57227, ExtAddr: 160.79.220.2:8523, tag: EAST
```

## D. Identifying Endpoint ID and Participant ID

- The VidyoManager provides these IDs to make it easier to find these in their respective logs.
- Both IDs display in the VidyoManager and VidyoRouter logs.
- Endpoint IDs are tracked in the VidyoManager logs, while Participant IDs are used to track users on the VidyoRouter logs.

### 1. VidyoDesktop Client

```
11-14 14:02:30.499 INFO AppEmcpcClient EMCP client construct with EP ID = D4BED964382E-0106353539333737-EF798B74C94A3A3F [ [System thread], EmcpcClientConstruct, AppEmcpcClient.cpp:488 ]
```

```
11-14 14:02:31.944 INFO App Registered using participant ID CsAPI1449029963-20817-5b6ddcca2576dee7-9081d62598917e1 [ AppLogicEventThread, EmcpcRegistered, AppLogic.cpp:18067 ]
```

### 2. VidyoManager Logs

```
2015-11-14 14:02:31.359: INFO: VMCSAPI: EpControl Response Thread: CsAPI/VMCSAPI.cpp:3445: EpMsgHandler: detected Ep:D4BED964382E-0106353539333737-EF798B74C94A3A3F, ParticipantId: CsAPI1449029963-20817-5b6ddcca2576dee7-9081d62598917e1
```

### 3. VidyoRouter Logs

```
2015-11-14 14:00:45.786: INFO: LmiCsRouter: Socket Engine: Lmi/ConferenceServer/Router/LmiCsRouter.c:2457: LmiCsRouterAllowEndpoint: Received AllowEndpoint command (endpointId:D4BED964382E-0106353539333737-EF798B74C94A3A3F, conferenceId:hperez@Main.vidyo.com, participantId:CsAPI1449029963-20817-5b6ddcca2576dee7-9081d62598917e1, endpointAddress:NULL, endpointInfo:NULL).
```

## E. Successful Login Attempt

- SOAP messaging (TCP port 80/443 to the VidyoPortal) must be completed in order for the client to successfully log in.
- Once achieved, the VidyoManager allows the user to connect to the TCP port 17992 for EMCP signaling.
- This is where the user has entered the VidyoPortal address along with the login credentials, as explained in Step 1 of [The Process for Logging In to the VidyoDesktop Client and Joining a Conference](#).

```
11-14 14:02:30.502 INFO App VidyoManager connection status is Inactive [ [System thread], SubscribeEvent, AppLogic.cpp:17814 ]
11-14 14:02:30.503 INFO AppEmcpClient Connecting to VidyoManager ca2-m1-vp.vidyo.com:17992 with VM ID GKZGKCAH74NGG8XK2AKSCJZVXQDHRFPXQX6NM8RWA6AU400VM0001 [ EMCP, EmcpClientStart, AppEmcpClient.cpp:1152 ]
11-14 14:02:30.503 INFO App Sending automatic login started event for user hperez & portal https://main.vidyo.com/services/ guest = 0 [ [System thread], ReportAutomaticLogin, AppLogic.cpp:19330 ]
11-14 14:02:30.512 INFO App Client started [ [System thread], VidyoClientStart, VidyoClient.cpp:1460 ]
11-14 14:02:30.512 INFO App Client start Completed [ [System thread], VidyoClientStart, VidyoClient.cpp:1502 ]
11-14 14:02:30.512 INFO AppGui Successfully initialized VidyoClient [VidyoDesktop-UI] [ [System thread], __thiscall VDVidyoClientPlugIn::VDVidyoClientPlugIn(void), ..\source\VDVidyoClientPlugIn.cpp:540 ]
11-14 14:02:31.944 INFO App Client successfully registered with VidyoManager [ AppLogicEventThread, OnEmcpEvent, AppLogic.cpp:18101 ]
11-14 14:02:31.944 INFO App VidyoManager connection status is Registered [ AppLogicEventThread, SubscribeEvent, AppLogic.cpp:17814 ]
11-14 14:02:31.976 INFO App User hperez (Hairo Perez) associated with client [ AppLogicEventThread, VcapBindUserRequest, AppLogic.cpp:18494 ]
11-14 14:02:31.976 INFO App User profile (language=en, max-send-bw=100000000, max-recv-bw=100000000) [ AppLogicEventThread, VcapBindUserRequest, AppLogic.cpp:18498 ]
11-14 14:02:31.976 INFO App VidyoManager connection status is Active [ AppLogicEventThread, SubscribeEvent, AppLogic.cpp:17814 ]
11-14 14:02:31.976 INFO AppGui Switched to UI (nextUiAction=12) [VD-VC Plug-In] [ [System thread], void __thiscall VDVidyoClientPlugIn::OnSwitchToUi(void), ..\source\VDVidyoClientPlugIn.cpp:8974 ]
```

## F. Examples of SOAP Messages that Communicate between VidyoDesktop and VidyoPortal

```
11-14 14:02:31.976 INFO App Sending SOAP GetPortalFeatures request [ VidyoClientVcsoapThread_1, VcSoapRequestThreadEntry, VidyoClientSoapInterface.cpp:5468 ]
11-14 14:02:31.976 INFO App Sending SOAP My Account request [ VidyoClientVcsoapThread_2, VcSoapRequestThreadEntry, VidyoClientSoapInterface.cpp:4737 ]
```

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

```
11-14 14:02:32.486 INFO App ListPortalFeature for guest=0 [ VidyoClientVcsoapThread_1,
LogPortalFeatures, AppLogic.cpp:17307 ]
11-14 14:02:32.486 INFO App ...PortalFeature: (16, Unknown) = 1 [ VidyoClientVcsoapThread_1,
LogPortalFeature, AppLogic.cpp:17302 ]
11-14 14:02:32.486 INFO App ...PortalFeature: (2, GUEST) = 1 [ VidyoClientVcsoapThread_1,
LogPortalFeature, AppLogic.cpp:17302 ]
11-14 14:02:32.486 INFO App ...PortalFeature: (9, PRIVATE_CHAT) = 1 [ VidyoClientVcsoapThread_1,
LogPortalFeature, AppLogic.cpp:17302 ]
11-14 14:02:32.486 INFO App ...PortalFeature: (10, GROUP_CHAT) = 1 [ VidyoClientVcsoapThread_1,
LogPortalFeature, AppLogic.cpp:17302 ]
11-14 14:02:32.486 INFO App ...PortalFeature: (11, CDR_VERSION_2_1) = 1 [ VidyoClientVcsoapThread_1,
LogPortalFeature, AppLogic.cpp:17302 ]
11-14 14:02:32.486 INFO App ...PortalFeature: (12, ENDPOINT_DETAILS) = 1 [ VidyoClientVcsoapThread_1,
LogPortalFeature, AppLogic.cpp:17302 ]
11-14 14:02:32.486 INFO App ...PortalFeature: (13, 16_TILES) = 1 [ VidyoClientVcsoapThread_1,
LogPortalFeature, AppLogic.cpp:17302 ]
11-14 14:02:32.486 INFO App ...PortalFeature: (14, HTML_CHANGE_PASSWORD) = 1 [ VidyoClientVcsoapThread_1,
LogPortalFeature, AppLogic.cpp:17302 ]
11-14 14:02:32.486 INFO App ...PortalFeature: (15, ROUTER_PARTICIPANT_INFORMATION) = 1
[ VidyoClientVcsoapThread_1, LogPortalFeature, AppLogic.cpp:17302 ]
11-14 14:02:32.486 INFO App ...PortalFeature: (1, SCHEDULED_ROOM) = 1 [ VidyoClientVcsoapThread_1,
LogPortalFeature, AppLogic.cpp:17302 ]
11-14 14:02:32.486 INFO App Initiating request to set endpoint details [ VidyoClientVcsoapThread_1,
AppLogicGetPortalFeaturesResponse, AppLogic.cpp:1608 ]
11-14 14:02:32.491 INFO App Sending SOAP Set Endpoint details request [ VidyoClientVcsoapThread_3,
VcSoapRequestThreadEntry, VidyoClientSoapInterface.cpp:6142 ]
11-14 14:02:35.292 INFO App Received successful response to My Account request [ VidyoClientVcsoapThread_2,
VcSoapRequestThreadEntry, VidyoClientSoapInterface.cpp:4759 ]
11-14 14:02:35.292 INFO App Sending SOAP Search My Contacts request [ VidyoClientVcsoapThread_4,
VcSoapRequestThreadEntry, VidyoClientSoapInterface.cpp:4702 ]
11-14 14:02:35.292 INFO App Sending SOAP GetPortalFeatures request [ VidyoClientVcsoapThread_5,
VcSoapRequestThreadEntry, VidyoClientSoapInterface.cpp:5468 ]
11-14 14:02:35.292 INFO App Sending SOAP GetPortalPrefix request [ VidyoClientVcsoapThread_6,
VcSoapRequestThreadEntry, VidyoClientSoapInterface.cpp:5974 ]
11-14 14:02:35.715 INFO App Sending SOAP Search by Entity ID request [ VidyoClientVcsoapThread_8,
VcSoapRequestThreadEntry, VidyoClientSoapInterface.cpp:4822 ]
11-14 14:02:35.715 INFO App Sending client version request (Client type 2) [ VidyoClientVcsoapThread_9,
VcSoapRequestThreadEntry, VidyoClientSoapInterface.cpp:3298 ]
11-14 14:02:35.716 INFO App Sending SOAP Search My Contacts request [ VidyoClientVcsoapThread_10,
VcSoapRequestThreadEntry, VidyoClientSoapInterface.cpp:4702 ]
11-14 14:02:36.041 INFO App Client version response with version TAG_VD_3_6_0_027 [ VidyoClientVcsoapThread_9,
VcSoapRequestThreadEntry, VidyoClientSoapInterface.cpp:3321 ]
```

## G. VidyoDesktop Client Identifying the Endpoint Software

### Version that the Corresponding VidyoPortal Stores

- If different, the VidyoDesktop client will prompt the user to either accept the upgrade/downgrade or decline the option.

```
11-14 14:02:36.041 INFO App Client version response with version TAG_VD_3_6_0_027 [ VidyoClientVcsoapThread_9,
VcSoapRequestThreadEntry, VidyoClientSoapInterface.cpp:3321 ]
```

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

```
11-14 14:02:36.041 INFO AppGui Software Update: Version portal = TAG_VD_3_6_0_027 - Local version = TAG_VD_3_6_0_027 [VidyoDesktop-UI] [ [System thread], void __thiscall VDController::HandleUpdateResponse(class VDRestResponse *), ..\source\VDController.cpp:3296 ]
11-14 14:02:36.041 INFO AppGui Versions match [VidyoDesktop-UI] [ [System thread], void __thiscall VDController::HandleUpdateResponse(class VDRestResponse *), ..\source\VDController.cpp:3309 ]
```

## H. Pre-call Setup from the VidyoDesktop Client

- The participant has the option to mute all devices the moment that the VidyoDesktop client joins into a call.
- The number 0 indicates that the device will join unmuted, while 1 indicates that the device will join muted.

```
11-14 14:02:42.817 INFO AppGui muteCamera =0 [VD-VC Plug-In] [ [System thread], void __thiscall VDVideoClientPlugIn::CallJoinOrInvite(class VDRestResponseCallJoinInvite *), ..\source\VDVideoClientPlugIn.cpp:1886 ]
11-14 14:02:42.817 INFO AppGui muteMicrophone =0 [VD-VC Plug-In] [ [System thread], void __thiscall VDVideoClientPlugIn::CallJoinOrInvite(class VDRestResponseCallJoinInvite *), ..\source\VDVideoClientPlugIn.cpp:1886 ]
11-14 14:02:42.817 INFO AppGui muteSpeaker =0 [VD-VC Plug-In] [ [System thread], void __thiscall VDVideoClientPlugIn::CallJoinOrInvite(class VDRestResponseCallJoinInvite *), ..\source\VDVideoClientPlugIn.cpp:1886 ]
```

## I. CPU Rating on Computer Running VidyoDesktop Client

- The VidyoDesktop client calculates the maximum CPU rating it can perform based on the hardware's specifications.
- The client uses this to measure how much encoding and decoding the CPU will be able to handle.
- If there are any quality issues occurring while in a conference call, then focus on this area.
- This also dictates the maximum number of participants that can be viewed at a time.

```
11-14 14:02:43.437 INFO LmiApp CPU = Intel64 Family 6 Model 42 Stepping 7 (Intel(R) Core(TM) i7-2760QM CPU @
2.40GHz) [ AppLogicJoinThread, GetCpuInfo, LmiResourceMonitor.c:350 ]
11-14 14:02:43.437 WARN LmiApp The processor supports Hyper-Threading Technology [ AppLogicJoinThread,
HTSupported, LmiResourceMonitor.c:156 ]
11-14 14:02:43.437 WARN LmiApp Hyper-Threading Technology is available. [ AppLogicJoinThread,
CalcUsableCores, LmiResourceMonitor.c:234 ]
11-14 14:02:43.437 INFO AppGui VD <- VIDYO_CLIENT_OUT_EVENT_JOINING [VD-VC Plug-In] [ [System thread],
void __thiscall VDVideoClientPlugIn::OnOutEvent(enum VidyoClientOutEvent,void *,unsigned int,void
*), ..\source\VDVideoClientPlugIn.cpp:3303 ]
11-14 14:02:43.437 INFO AppGui Conference Forming. Progress Steps: 6 [VD-VC Plug-In] [ [System thread], void
__thiscall VDVideoClientPlugIn::OnOutEvent(enum VidyoClientOutEvent,void *,unsigned int,void
*), ..\source\VDVideoClientPlugIn.cpp:3306 ]
11-14 14:02:43.439 INFO LmiApp Processors with Hyper-Threading Technology enabled were detected.
[ AppLogicJoinThread, CalcUsableCores, LmiResourceMonitor.c:325 ]
11-14 14:02:43.439 INFO LmiApp Base CPU rating = 9604 MHz. (processors = 4, processor speed = 2401 MHz)
[ AppLogicJoinThread, LmiResourceMonitorConstruct, LmiResourceMonitor.c:508 ]
11-14 14:02:43.439 INFO LmiApp Core2 detected. [ AppLogicJoinThread,
LmiResourceMonitorConstruct, LmiResourceMonitor.c:610 ]
11-14 14:02:43.439 INFO LmiApp Core Ix with hyper threading detected. CPU rating increased by 80%.
[ AppLogicJoinThread, LmiResourceMonitorConstruct, LmiResourceMonitor.c:629 ]
11-14 14:02:43.439 INFO LmiApp Windows detected. CPU rating reduced by 10%. [ AppLogicJoinThread,
LmiResourceMonitorConstruct, LmiResourceMonitor.c:642 ]
11-14 14:02:43.439 INFO LmiApp CPU rating = 1889785610 MHz. [ AppLogicJoinThread,
LmiResourceMonitorConstruct, LmiResourceMonitor.c:647 ]
11-14 14:02:43.439 INFO LmiApp i7 CPU Detected. [ AppLogicJoinThread,
LmiResourceMonitorConstruct, LmiResourceMonitor.c:659 ]
11-14 14:02:43.439 INFO LmiApp CPU Score = 15558 & Adjusted CPU Score = 32232 [ AppLogicJoinThread,
LmiResourceMonitorConstruct, LmiResourceMonitor.c:663 ]
11-14 14:02:43.439 INFO LmiApp CPU based maximum video encoding is limited to 7.61 360p@30 = 3.38 540p@30 =
1.90 720p@30 = 0.15 1080p@30 (52650950 pix/sec) [ AppLogicJoinThread, LmiAppCatcherConstruct,
LmiAppCatcher.c:3033 ]
11-14 14:02:43.450 INFO LmiApp Decoding capacity is limited by CPU to 27.69 360p@30 = 12.31 540p@30 = 6.92
720p@30 = 3.07 1080p@30 (191458050 pix/sec). New viewable decode streams count = 56 and previous = 4294967295
[ AppLogicJoinThread, LmiAppRendererUpdateDecodeStreamCount, LmiAppRenderer.c:4653 ]
11-14 14:02:43.450 INFO LmiApp Sending update to application - Limit = 56 and reason = 1 [ AppLogicJoinThread,
LmiAppRendererUpdateDecodeStreamCount, LmiAppRenderer.c:4661 ]
11-14 14:02:43.450 INFO LmiApp Current participant limit is set to 8. (User limit) [ AppLogicJoinThread,
LmiAppRendererUpdateParticipantLimit, LmiAppRenderer.c:4542 ]
```

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

```
11-14 14:02:43.450 INFO LmiApp      Send update to application Limit = 8 and reason = 0 [ AppLogicJoinThread,
LmiAppRendererUpdateParticipantLimit, LmiAppRenderer.c:4550 ]
11-14 14:02:43.450 INFO LmiApp      Initial CPU based maximum video decoding is limited to 27.69 360p@30 = 12.31
540p@30 = 6.92 720p@30 = 3.07 1080p@30 (191458050 pix/sec) [ AppLogicJoinThread, LmiAppRendererConstruct_,
LmiAppRenderer.c:5093 ]
11-14 14:02:43.450 INFO App        Found high end system [ AppLogicJoinThread, CreateLmiAppObj,
AppLogic.cpp:12694 ]
```

## J. Camera and Video Modes Selected

- These settings are based on what is selected on the Configuration screen of the VidyoDesktop client.
- The camera device is selected from the Devices section, while the video mode is selected in the Video section.

---

**Note** Hard setting the video mode, as listed below, may draw more power from the CPU.

“Best Quality” is the recommended option to use.

---

```
11-14 14:02:43.450 INFO App        Device camera at index 0 (Logitech B910 HD Webcam) is selected [ AppLogicJoinThread,
LogicSelectDevice, AppLogic.cpp:10106 ]
11-14 14:02:43.450 INFO App        Camera Name: |Logitech B910 HD Webcam| [ AppLogicJoinThread,
BuildCameraCapabilities, AppLogic.cpp:9965 ]
11-14 14:02:43.450 INFO App        User selected video mode: 720p30 [ AppLogicJoinThread,
BuildCameraCapabilitiesDesktop, AppLogic.cpp:9348 ]
11-14 14:02:43.453 INFO LmiApp      Optimal configuration for Logitech B910 HD Webcam: I420. Capture 1280x720 at 30 FPS.
Encode 1280x720 at 30 FPS. [ AppLogicJoinThread, ConfigureCamera, LmiAppCapturer.c:792 ]
11-14 14:02:43.453 INFO App        Selected camera: Logitech B910 HD Webcam [ AppLogicJoinThread,
SelectAndConfigureCameraWithOptimumCapabilities, AppLogic.cpp:10205 ]
```

## K. Client Successfully Joining the Conference

- The VidyoDesktop client provides the VidyoRouter address that the VidyoManager will use through SOAP messaging.
- The VidyoRouter chosen is based on the cloud rules configured on the VidyoPortal.
- The client then attempts to connect to the VidyoRouter via SCIP signaling over TCP port 17990.



## 1. VidyoDesktop Log

```
11-14 14:02:42.815 INFO AppGui Room Join Request. ID=16022 [VidyoDesktop-UI] [ [System thread], void __thiscall
VDController::OnRequest(class VDRRequestResponse *), ..\source\VDController.cpp:1184 ]
11-14 14:02:42.817 INFO AppGui Joining Room: Hairo Perez [VD-VC Plug-In] [ [System thread], void __thiscall
VDVidyoClientPlugIn::CallJoinOrInvite(class VDRRequestResponseCallJoinInvite *), ..\source\VDVidyoClientPlugIn.cpp:1893 ]
11-14 14:02:42.817 INFO App Request to join to conference with Privacy Off local mic unmuted and local speaker
unmuted [ AppLogicEventThread, LogicHandleSoapRequestForConference, AppLogic.cpp:22523 ]
11-14 14:02:42.817 INFO App Sending SOAP Join Conference request [ VidyoClientVcsoapThread_16,
VcSoapRequestThreadEntry, VidyoClientSoapInterface.cpp:3547 ]
11-14 14:02:43.434 INFO App Received conference join request [ AppLogicEventThread, OnEmcpEvent,
AppLogic.cpp:18176 ]
11-14 14:02:43.434 INFO App Request to join conference hperez@Main.vidyo.com at router
Z7ZYNAT9EW8R9B9UXQHFB5677SJDYFA9KP7FK9AJ78UJ200VR0001 using address scip:hq-m1-
vvr2.vidyo.com:17990;transport=TLS [ AppLogicEventThread, EmcpJoin, AppLogic.cpp:18001 ]
11-14 14:02:43.453 INFO App Joining using ID CsAPI1449029963-20817-5b6ddcca2576dee7-9081d62598917e1 with
userID of hperez and display name Hairo Perez [ AppLogicJoinThread, CreateLmiAppParticipant, AppLogic.cpp:13071 ]
11-14 14:02:43.453 INFO App Using secured RTP for media transport [ AppLogicJoinThread,
CreateSecureLocalParticipant, AppLogic.cpp:8771 ]
11-14 14:02:43.456 INFO App Using TLS for conference control signaling with router [ AppLogicJoinThread,
CreateCsSignalingTransport, AppLogic.cpp:33916 ]
11-14 14:02:43.456 INFO App Enabling host name verification of certificate [ AppLogicJoinThread,
LogicCreateSecureSignalingTransportAddress, AppLogic.cpp:8593 ]
11-14 14:02:43.456 INFO App Enabling host name verification of certificate [ AppLogicJoinThread,
LogicCreateSecureSignalingTransportAddress, AppLogic.cpp:8593 ]
11-14 14:02:43.457 INFO AppGui VD <- VIDYO_CLIENT_OUT_EVENT_JOIN_PROGRESS [VD-VC Plug-In] [ [System
thread], void __thiscall VDVidyoClientPlugIn::OnOutEvent(enum VidyoClientOutEvent_ void *, unsigned int, void
*), ..\source\VDVidyoClientPlugIn.cpp:3317 ]
11-14 14:02:44.100 INFO App joining conference at selected VidyoRouter [ AppLogicJoinThread,
JoinThreadEntry, AppLogic.cpp:5582 ]
11-14 14:02:44.136 INFO App Now in conference [ AppLogicEventThread, JoinGood,
AppLogic.cpp:13468 ]
```

## 2. VidyoManager Log

```
2015-11-14 14:02:42.685: INFO: VMSoapIn: VMSoapServicePool-10: SoapIn/VMService.cpp:460: createConference: Conf:
hperez@Main.vidyo.com size: 300, create request rcvd
2015-11-14 14:02:42.685: DEBUG: VMCSAPI: VMSoapServicePool-10: CsAPI/VMCSAPI.cpp:6226: AddConf: Adding data,
Conf: hperez@Main.vidyo.com, size:300
2015-11-14 14:02:42.685: INFO: VMSoapIn: VMSoapServicePool-10: SoapIn/VMService.cpp:486: createConference: conf
hperez@Main.vidyo.com created successfully
2015-11-14 14:02:42.687: DEBUG: VMSoapIn: VMSoapServiceListener: SoapIn/VMService.cpp:339:
VMHandleConnectRequests: Accepted socket 249 connection from IP [127.0.0.1]

2015-11-14 14:02:42.694: DEBUG: VMSoapIn: VMSoapServicePool-12: SoapIn/VMService.cpp:419: VMHandleSoapRequest:
Executing soap request 0x7f17f40c1ad0
2015-11-14 14:02:42.695: INFO: VMSoapIn: VMSoapServicePool-12: SoapIn/VMService.cpp:531: addEndpoint: addEndpoint
request for EP: D4BED964382E-0106353539333737-EF798B74C94A3A3F, conf: hperez@Main.vidyo.com, appDataSize: 0
2015-11-14 14:02:42.695: DEBUG: VMCSAPI: VMSoapServicePool-12: CsAPI/VMCSAPI.cpp:6982: FindLocationGroupsLocked: EP
Rules: epId=D4BED964382E-0106353539333737-EF798B74C94A3A3F, localAddress=172.16.17.125,
externalAddress=160.79.220.2, locationTag=EAST
2015-11-14 14:02:42.695: DEBUG: VMCSAPI: VMSoapServicePool-12: CsAPI/VMCSAPI.cpp:7023: FindLocationGroupsLocked:
ep=D4BED964382E-0106353539333737-EF798B74C94A3A3F matched locationId: 182
2015-11-14 14:02:42.695: DEBUG: VMCSAPI: VMSoapServicePool-12: CsAPI/VMVr.cpp:427: GetLeastUsed: vr
Z7ZYNAT9EW8R9B9UXQHFB5677SJDYFA9KP7FK9AJ78UJ200VR0001: usage 200
```

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

2015-11-14 14:02:42.695: DEBUG: VMCSAPI: VMSoapServicePool-12: CsAPI/VMCSAPI.cpp:6535: GetSequenceForEP: New conference [hperez@Main.vidyo.com](mailto:hperez@Main.vidyo.com), selected VR [Z7ZYNAT9EW8R9B9UXQHFB5677SJDFYA9KP7FK9AJ78UJ200VR0001](#) for EP D4BED964382E-0106353539333737-EF798B74C94A3A3F

2015-11-14 14:02:42.770: DEBUG: VMCSAPI: VMSoapServicePool-12: CsAPI/VMConf.cpp:65: AddVR: adding vrid Z7ZYNAT9EW8R9B9UXQHFB5677SJDFYA9KP7FK9AJ78UJ200VR0001, vr 0x7f1754000ea0, grp 88, from conf hperez@Main.vidyo.com

2015-11-14 14:02:42.843: DEBUG: VMCSAPI: VrControl Response Thread: CsAPI/VMCSAPI.cpp:3220: VrMsgHandler: received cmd resp from Vr:Z7ZYNAT9EW8R9B9UXQHFB5677SJDFYA9KP7FK9AJ78UJ200VR0001

2015-11-14 14:02:42.843: DEBUG: VMCallControl: VMSoapServicePool-12: CallControl/VMCallControl.cpp:307: AddEp: AddEpAsync successful for EP D4BED964382E-0106353539333737-EF798B74C94A3A3F conf hperez@Main.vidyo.com

### 3. VidyoRouter Log

2015-11-14 14:00:45.714: INFO: LmiCsRouter: Socket Engine: Lmi/ConferenceServer/Router/LmiCsRouter.c:2389: LmiCsRouterCreateConf: Received CreateConf command (conferenceId:[hperez@Main.vidyo.com](mailto:hperez@Main.vidyo.com), isSecure=TRUE).

2015-11-14 14:00:45.786: INFO: LmiCsRouter: Socket Engine: Lmi/ConferenceServer/Router/LmiCsRouter.c:2457: **LmiCsRouterAllowEndpoint: Received AllowEndpoint command (endpointId:D4BED964382E-0106353539333737-EF798B74C94A3A3F, conferenceId:[hperez@Main.vidyo.com](mailto:hperez@Main.vidyo.com), participantId:CsAPI1449029963-20817-5b6ddcca2576dee7-9081d62598917e1, endpointAddress:NULL, endpointInfo:NULL).**

2015-11-14 14:00:46.542: INFO: LmiCsRouter: TCP Socket Engine 2: Lmi/ConferenceServer/Router/LmiCsRouter.c:2897: LmiCsRouterAuthorizeSessionAdd: AuthorizeSessionAddCallback: for endpoint with altId CsAPI1449029963-20817-5b6ddcca2576dee7-9081d62598917e1.

**2015-11-14 14:00:46.542: INFO: LmiCsRouter: TCP Socket Engine 2: Lmi/ConferenceServer/Router/LmiCsRouter.c:1886: LmiCsRouterAuthorizeEndpoint: Endpoint D4BED964382E-0106353539333737-EF798B74C94A3A3F (altId:CsAPI1449029963-20817-5b6ddcca2576dee7-9081d62598917e1) allowed into conference hperez@Main.vidyo.com.**

2015-11-14 14:00:46.549: INFO: LmiCsRouter: TCP Socket Engine 2: Lmi/ConferenceServer/Router/LmiCsRouter.c:2929: LmiCsRouterAuthorizeParticipantJoin: AuthorizeParticipantJoinCallback (altId:CsAPI1449029963-20817-5b6ddcca2576dee7-9081d62598917e1, conference:hperez@Main.vidyo.com).

**2015-11-14 14:00:46.549: INFO: LmiCsRouter: TCP Socket Engine 2: Lmi/ConferenceServer/Router/LmiCsRouter.c:1886: LmiCsRouterAuthorizeEndpoint: Endpoint D4BED964382E-0106353539333737-EF798B74C94A3A3F (altId:CsAPI1449029963-20817-5b6ddcca2576dee7-9081d62598917e1) allowed into conference [hperez@Main.vidyo.com](mailto:hperez@Main.vidyo.com).**

2015-11-14 14:00:46.550: INFO: LmiCsRouter: TCP Socket Engine 2: Lmi/ConferenceServer/Router/LmiCsRouter.c:2965: LmiCsRouterParticipantJoined: ParticipantJoinedCallback (altId:CsAPI1449029963-20817-5b6ddcca2576dee7-9081d62598917e1, conference:hperez@Main.vidyo.com).

2015-11-14 14:00:46.550: INFO: LmiCsRouter: TCP Socket Engine 2: Lmi/ConferenceServer/Router/LmiCsRouter.c:1886: LmiCsRouterAuthorizeEndpoint: Endpoint D4BED964382E-0106353539333737-EF798B74C94A3A3F (altId:CsAPI1449029963-20817-5b6ddcca2576dee7-9081d62598917e1) allowed into conference hperez@Main.vidyo.com.

2015-11-14 14:00:46.550: INFO: LmiCsRouter: TCP Socket Engine 2: Lmi/ConferenceServer/Router/LmiCsRouter.c:3027: LmiCsRouterParticipantJoined: Endpoint D4BED964382E-0106353539333737-EF798B74C94A3A3F (altId:CsAPI1449029963-20817-5b6ddcca2576dee7-9081d62598917e1) successfully joined secure conference hperez@Main.vidyo.com.

2015-11-14 14:00:46.560: INFO: LmiCsRouter: TCP Socket Engine 2: Lmi/ConferenceServer/Router/LmiCsRouter.c:5042: LmiCsRouterConfDataRecvdFromEndpoint: ConfDataRecvdFromEndpoint: Publish message received from participant (scip:CsAPI1449029963-20817-5b6ddcca2576dee7-9081d62598917e1;transport=TLS), processing.

2015-11-14 14:00:46.621: INFO: LmiCsRouter: Socket Engine: Lmi/ConferenceServer/Router/LmiCsRouter.c:2669: LmiCsRouterEndpointChanged: Received EndpointChanged ack (ackRecvd:TRUE).

## L. Participant Starting and Stopping a Share While in a Call on the VidyoDesktop Client

11-14 14:09:06.556 INFO AppGuiUser User button clicked = 4 and state = 8 [VidyoDesktop-UI] [ [System thread], void \_\_thiscall VDCallWindow::OnButtonClicked(unsigned int,unsigned int), ..\source\VDCallWindow.cpp:2119 ]

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

```
11-14 14:09:06.556 INFO AppGui controller -> VCP (VD_REQUEST_TYPE_SCREEN_SHARING_ACTION) [VD-VC Plug-In]
[ [System thread], void __thiscall VDVCBase::OnIncomingRequest(class VDRRequestResponse
*), ..\source\VDVCBase.cpp:165 ]
11-14 14:09:06.556 INFO AppGui Handling screen sharing action request [VD-VC Plug-In] [ [System thread], void
__thiscall VDVideoClientPlugIn::HandleScreenSharingAction(class VDRRequestResponseScreenSharingAction
*), ..\source\VDVideoClientPlugIn.cpp:2830 ]
11-14 14:09:06.557 INFO AppGui >> VD_REQUEST_RESPONSE_SSA_TYPE_GET_LOCAL_APPLICATIONS [VD-VC Plug-In]
[ [System thread], void __thiscall VDVideoClientPlugIn::HandleScreenSharingAction(class
VDRRequestResponseScreenSharingAction *), ..\source\VDVideoClientPlugIn.cpp:2946 ]
11-14 14:09:06.558 INFO AppGui Number of app 14 [VD-VC Plug-In] [ [System thread], void __thiscall
VDVideoClientPlugIn::PrepareLocalApplicationList(struct VidyoClientRequestGetWindowsAndDesktops_ &,class
VDRRequestResponseScreenSharingAction *), ..\source\VDVideoClientPlugIn.cpp:1458 ]
11-14 14:09:06.558 INFO AppGui Number of desktops 4 [VD-VC Plug-In] [ [System thread], void
__thiscall VDVideoClientPlugIn::PrepareLocalApplicationList(struct VidyoClientRequestGetWindowsAndDesktops_ &,class
VDRRequestResponseScreenSharingAction *), ..\source\VDVideoClientPlugIn.cpp:1486 ]
11-14 14:09:06.558 INFO AppGui .....List of Desktops..... [VD-VC Plug-In] [ [System thread], void __thiscall
VDRRequestResponseScreenSharingAction::Debug(void), ..\source\VDRRequestResponseScreenSharingAction.cpp:84 ]
11-14 14:09:06.558 INFO AppGui Number of screens 4 [VD-VC Plug-In] [ [System thread], void
__thiscall VDRRequestResponseScreenSharingAction::Debug(void), ..\source\VDRRequestResponseScreenSharingAction.cpp:85 ]
11-14 14:09:06.558 INFO AppGui ...name (Generic PnP Monitor), resolution=(1920,1080) logical=(1920, 1080) topLeft=(-
1920,0), id=1 [VD-VC Plug-In] [ [System thread], void __thiscall
VDSharedScreen::Debug(void), ..\source\VDRRequestResponseScreenSharingAction.cpp:23 ]
11-14 14:09:06.558 INFO AppGui ...name (Generic PnP Monitor), resolution=(1600,900) logical=(1600, 900) topLeft=(-
3520,560), id=2 [VD-VC Plug-In] [ [System thread], void __thiscall
VDSharedScreen::Debug(void), ..\source\VDRRequestResponseScreenSharingAction.cpp:23 ]
11-14 14:09:06.558 INFO AppGui ...name (Generic PnP Monitor), resolution=(1920,1080) logical=(1920, 1040)
topLeft=(0,0), id=3 [VD-VC Plug-In] [ [System thread], void __thiscall
VDSharedScreen::Debug(void), ..\source\VDRRequestResponseScreenSharingAction.cpp:23 ]
11-14 14:09:06.558 INFO AppGui ...name (Generic PnP Monitor), resolution=(1920,1080) logical=(1920, 1080)
topLeft=(1920,0), id=4 [VD-VC Plug-In] [ [System thread], void __thiscall
VDSharedScreen::Debug(void), ..\source\VDRRequestResponseScreenSharingAction.cpp:23 ]
11-14 14:09:06.586 INFO AppGui DropDown active [VidyoDesktop-UI] [ [System thread], void __thiscall
VDFloatingToolBar::OnDropDownActive(class VDTToolBarButtonDropDown *), ..\source\VDFloatingToolBar.cpp:635 ]
11-14 14:09:09.140 INFO AppGui DropDown inactive [VidyoDesktop-UI] [ [System thread], void __thiscall
VDFloatingToolBar::OnDropDownInactive(class VDTToolBarButtonDropDown *), ..\source\VDFloatingToolBar.cpp:641 ]
11-14 14:09:09.143 INFO AppGui SCREENSHARE: monitor 1 -1920, 0, 1920, 1080 [VidyoDesktop-UI] [ [System thread],
enum VdCallTypesOfShares __thiscall VDCallWindow::DetermineTypeOfScreenShare(unsigned int,class
VDScreenAppShareManager *,int &), ..\source\VDCallWindow.cpp:4353 ]
11-14 14:09:09.143 INFO AppGui SCREENSHARE: monitor 2 -3520, 560, 1600, 900 [VidyoDesktop-UI] [ [System thread],
enum VdCallTypesOfShares __thiscall VDCallWindow::DetermineTypeOfScreenShare(unsigned int,class
VDScreenAppShareManager *,int &), ..\source\VDCallWindow.cpp:4353 ]
11-14 14:09:09.143 INFO AppGui SCREENSHARE: We've been asked to share a screen [VidyoDesktop-UI] [ [System
thread], enum VdCallTypesOfShares __thiscall VDCallWindow::DetermineTypeOfScreenShare(unsigned int,class
VDScreenAppShareManager *,int &), ..\source\VDCallWindow.cpp:4376 ]
11-14 14:09:09.143 INFO AppGui SCREENSHARE: sharedScreenRect 1920, 0, 1920, 1080 [VidyoDesktop-UI] [ [System
thread], enum VdCallTypesOfShares __thiscall VDCallWindow::DetermineTypeOfScreenShare(unsigned int,class
VDScreenAppShareManager *,int &), ..\source\VDCallWindow.cpp:4399 ]
11-14 14:09:09.143 INFO AppGui SCREENSHARE: Call window rect 235, 182, 1631, 831 [VidyoDesktop-UI] [ [System
thread], enum VdCallTypesOfShares __thiscall VDCallWindow::DetermineTypeOfScreenShare(unsigned int,class
VDScreenAppShareManager *,int &), ..\source\VDCallWindow.cpp:4400 ]
11-14 14:09:09.143 INFO AppGui Handling screen sharing action request [VD-VC Plug-In] [ [System thread], void
__thiscall VDVideoClientPlugIn::HandleScreenSharingAction(class VDRRequestResponseScreenSharingAction
*), ..\source\VDVideoClientPlugIn.cpp:2830 ]
11-14 14:09:09.144 INFO App Local share for screen started [ AppLogicEventThread, Share,
AppLogic.cpp:20767 ]
11-14 14:09:09.144 INFO App Share started [ AppLogicEventThread, Share,
AppLogic.cpp:20801 ]
```

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

```
11-14 14:09:09.149 INFO LmiApp Adding remote source: Hairo Perez (Desktop) [ Sig Socket/Timer loop,
OnRemoteSourceAdded, LmiAppRender.c:4270 ]
11-14 14:09:09.149 INFO AppGui VD <- VIDYO_CLIENT_OUT_EVENT_ADD_SHARE [VD-VC Plug-In] [ [System thread],
void __thiscall VDVideoClientPlugIn::OnOutEvent(enum VidyoClientOutEvent_,void *,unsigned int,void
*), ..\source\VDVideoClientPlugIn.cpp:3603 ]
11-14 14:10:23.319 INFO AppGuiUser User button clicked = 4 and state = 9 [VidyoDesktop-UI] [ [System thread], void
__thiscall VDCallWindow::OnButtonClicked(unsigned int,unsigned int), ..\source\VDCallWindow.cpp:2119 ]
11-14 14:10:23.320 INFO AppGui Handling screen sharing action request [VD-VC Plug-In] [ [System thread], void
__thiscall VDVideoClientPlugIn::HandleScreenSharingAction(class VDRRequestResponseScreenSharingAction
*), ..\source\VDVideoClientPlugIn.cpp:2830 ]
11-14 14:10:24.633 INFO AppGui Handling screen sharing action request [VD-VC Plug-In] [ [System thread], void
__thiscall VDVideoClientPlugIn::HandleScreenSharingAction(class VDRRequestResponseScreenSharingAction
*), ..\source\VDVideoClientPlugIn.cpp:2830 ]
11-14 14:10:24.633 INFO AppGui >> VD_REQUEST_RESPONSE_SSA_STOP_SHARING [VD-VC Plug-In] [ [System thread], void
__thiscall VDVideoClientPlugIn::HandleScreenSharingAction(class VDRRequestResponseScreenSharingAction
*), ..\source\VDVideoClientPlugIn.cpp:2940 ]
11-14 14:10:24.633 INFO AppGui Stop Sharing requested [VD-VC Plug-In] [ [System thread], void
__thiscall VDVideoClientPlugIn::HandleScreenSharingAction(class VDRRequestResponseScreenSharingAction
*), ..\source\VDVideoClientPlugIn.cpp:2942 ]
11-14 14:10:25.039 INFO LmiApp Screen share is stopped [ AppLogicEventThread,
LmiAppCapturerStopScreenShare, LmiAppCapturer.c:4554 ]
11-14 14:10:25.039 INFO App Screen share stopped [ AppLogicEventThread, Unshare,
AppLogic.cpp:20859 ]
11-14 14:10:25.039 INFO App Share stopped [ AppLogicEventThread, Unshare,
AppLogic.cpp:20874 ]
```

## M. User Clicking the Disconnect Button to End the Call Successfully

### 1. VidyoDesktop Log

```
11-14 14:03:46.231 INFO AppGuiUser User button clicked = 11 and state = 26 [VidyoDesktop-UI] [ [System thread],
void __thiscall VDCallWindow::OnButtonClicked(unsigned int,unsigned int), ..\source\VDCallWindow.cpp:2119 ]
11-14 14:03:46.231 INFO AppGui Conference is ending [VidyoDesktop-UI] [ [System thread], void
__thiscall VDCallWindow::EndConference(bool), ..\source\VDCallWindow.cpp:5405 ]
11-14 14:03:46.271 INFO AppGui Deleteing open private chat windows [VidyoDesktop-UI] [ [System thread], void
__thiscall
VDControlsListViewAttendeesContext::FlushAllPrivateChatWindows(void), ..\source\VDControlsListViewAttendeesContext.cpp:
484 ]
11-14 14:03:46.271 INFO AppGui controller -> VCP (VD_REQUEST_TYPE_LEAVE_CONFERENCE) [VD-VC Plug-In]
[ [System thread], void __thiscall VDVCBase::OnIncomingRequest(class VDRRequestResponse
*), ..\source\VDVCBase.cpp:102 ]
11-14 14:03:46.271 INFO App Leave called. Leaving conference [ AppLogicEventThread, Leave,
AppLogic.cpp:20186 ]
11-14 14:03:46.308 INFO AppGui Conference termination: conclusionType = 0 [VidyoDesktop-UI] [ [System thread],
void __thiscall VDCallWindow::OnConferenceEndedInvoluntarily(enum
VDCallWindowConclusionType_), ..\source\VDCallWindow.cpp:5176 ]
11-14 14:03:47.082 INFO AppGui Show Contacts Window [VidyoDesktop-UI] [ [System thread], void
__thiscall VDController::OnShowFavoritesWindow(void), ..\source\VDController.cpp:3613 ]
11-14 14:03:47.083 INFO AppGuiUser Favorites Window Shown [VidyoDesktop-UI] [ [System thread], bool
__thiscall VDFavoritesWindow::event(class QEvent *), ..\source\VDFavoritesWindow.cpp:1177 ]
11-14 14:03:47.222 INFO App StopMedia Entry [ AppLogicLeaveThread, StopMedia,
AppLogic.cpp:4026 ]
```

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

```
11-14 14:03:47.222 INFO App      Sending SOAP Search My Contacts request      [ VidyoClientVcsoapThread_24,
VcSoapRequestThreadEntry, VidyoClientSoapInterface.cpp:4702 ]
11-14 14:03:47.234 INFO App      Stopping camera                              [ AppLogicLeaveThread, StopMedia,
AppLogic.cpp:4071 ]
11-14 14:03:47.239 INFO LmiApp    Removing remote source: Hairo Perez (Microphone (Logitech USB Headset)) [ Sig
Socket/Timer loop, OnRemoteSourceRemoved, LmiAppRenderer.c:4372 ]
11-14 14:03:47.557 INFO App      Stopping microphone                          [ AppLogicLeaveThread, StopMedia,
AppLogic.cpp:4077 ]
11-14 14:03:47.563 INFO LmiApp    Removing remote source: Hairo Perez (Logitech B910 HD Webcam) [ Sig Socket/Timer
loop, OnRemoteSourceRemoved, LmiAppRenderer.c:4372 ]
11-14 14:03:47.692 INFO App      Stopping share                              [ AppLogicLeaveThread, StopMedia,
AppLogic.cpp:4083 ]
11-14 14:03:47.702 INFO App      Leaving conference                          [ AppLogicLeaveThread, LeaveThreadEntry,
AppLogic.cpp:5939 ]
11-14 14:03:47.717 INFO App      got leave completed callback                [ Sig Socket/Timer loop, OnLeaveAck,
AppLogic.cpp:6185 ]
11-14 14:03:47.718 INFO AppGui    VD <- VIDYO_CLIENT_OUT_EVENT_CALL_STATE  [VD-VC Plug-In] [ [System thread], void
__thiscall VDVideoClientPlugIn::OnOutEvent(enum VidyoClientOutEvent,void *,unsigned int,void
*), ..\source\VDVideoClientPlugIn.cpp:3690 ]
11-14 14:03:47.718 INFO AppGui    VIDYO_CLIENT_OUT_EVENT_CALL_STATE: Disconnecting  [VD-VC Plug-In] [ [System
thread], void __thiscall VDVideoClientPlugIn::OnOutEvent(enum VidyoClientOutEvent,void *,unsigned int,void
*), ..\source\VDVideoClientPlugIn.cpp:3712 ]
11-14 14:03:47.718 INFO App      Cleaning up conference                      [ AppLogicCleanupThread,
CleanupThreadEntry, AppLogic.cpp:6024 ]
11-14 14:03:47.818 INFO App      Conference status cleared                  [ AppLogicEventThread,
ClearConferenceStatus, AppLogic.cpp:1437 ]
```

## 2. VidyoManager Log

---

**Note** This may not appear in this manner as this indicates that the conference is ending since no more users are joining the call.

---

```
2015-11-14 14:03:47.158: INFO: VMCsAPI: VrControl Response Thread: CsAPI/VMCsAPI.cpp:3171: VrMsgHandler: received EP
change from Vr:Z7ZYNAT9EW8R9B9UXQHFB5677SJDYFA9KP7FK9AJ78UJ200VR0001
```

```
2015-11-14 14:03:47.184: INFO: VMVpNotifSoap: VMVpClientPool-20: VpNotifSoap/VMVpNotifSoap.cpp:293:
UpdateRouterEndpointStatus_: updateRouterEndpointStatus successful, EP D4BED964382E-010635353933737-
EF798B74C94A3A3F, joined 0
```

```
2015-11-14 14:03:47.271: DEBUG: VMCsAPI: EpControl Response Thread: CsAPI/VMCsAPI.cpp:3522: EpMsgHandler: received
EP change from Ep:D4BED964382E-010635353933737-EF798B74C94A3A3F
```

```
2015-11-14 14:03:47.345: DEBUG: VMCsAPI: VrControl Response Thread: CsAPI/VMCsAPI.cpp:3220: VrMsgHandler: received
cmd resp from Vr:Z7ZYNAT9EW8R9B9UXQHFB5677SJDYFA9KP7FK9AJ78UJ200VR0001
```

```
2015-11-14 14:03:47.345: DEBUG: VMCsAPI: EpControl Response Thread: CsAPI/VMCsAPI.cpp:6153: EpChanged: sending VP
SOAP Notif about Ep:D4BED964382E-010635353933737-EF798B74C94A3A3F state: Online(1), reason
EndpointQuitConference(2), oldstate: InConference(3)
```

```
2015-11-14 14:03:47.383: INFO: VMSoapIn: VMSoapServicePool-0: SoapIn/VMSvcService.cpp:1062: deleteConference: deleteConf
request for Conf: hperez@Main.vidyo.com
```

## 3. VidyoRouter Log

```
2015-11-14 14:01:50.102: INFO: LmiCsRouter: TCP Socket Engine 2: Lmi/ConferenceServer/Router/LmiCsRouter.c:3074:
LmiCsRouterParticipantLeft: ParticipantLeftCallback (altId:CsAPI1449029963-20817-5b6ddcca2576dee7-9081d62598917e1,
conference:hperez@Main.vidyo.com).
```

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

2015-11-14 14:01:50.102: INFO: LmiCsRouter: TCP Socket Engine 2: Lmi/ConferenceServer/Router/LmiCsRouter.c:3107: LmiCsRouterParticipantLeft: Endpoint D4BED964382E-0106353539333737-EF798B74C94A3A3F (altId:CsAPI1449029963-20817-5b6ddcca2576dee7-9081d62598917e1) left conference hperez@Main.vidyo.com.

2015-11-14 14:01:50.102: INFO: LmiCsRouter: TCP Socket Engine 2: Lmi/ConferenceServer/Router/LmiCsRouter.c:2323: LmiCsRouterSendEndpointChanged: Sending EndpointChanged updates

2015-11-14 14:01:50.173: INFO: LmiCsRouter: Socket Engine: Lmi/ConferenceServer/Router/LmiCsRouter.c:2669: LmiCsRouterEndpointChanged: Received EndpointChanged ack (ackRecvd:TRUE).

2015-11-14 14:01:50.289: INFO: LmiCsRouter: Socket Engine: Lmi/ConferenceServer/Router/LmiCsRouter.c:2489: LmiCsRouterRemoveEndpoint: Received RemoveEndpoint command (endpointId:D4BED964382E-0106353539333737-EF798B74C94A3A3F, conferenceId:hperez@Main.vidyo.com).

2015-11-14 14:01:50.401: INFO: LmiCsRouter: Socket Engine: Lmi/ConferenceServer/Router/LmiCsRouter.c:2440: LmiCsRouterDeleteConf: Received DeleteConf command (conferenceId:hperez@Main.vidyo.com).

## N. User Manually Quitting VidyoDesktop Client

### 1. VidyoDesktop Log

```
11-14 14:03:53.579 INFO AppGui Received quit message from UI [VD-VC Plug-In] [ [System thread], void
__thiscall VDVideoClientPlugIn::HandleQuitMessage(class VDRestResponseQuit
*), ..\source\VDVideoClientPlugIn.cpp:8230 ]
11-14 14:03:53.579 INFO AppGui Pre quit sent cancel messages [VD-VC Plug-In] [ [System thread], void __thiscall
VDVideoClientPlugIn::HandleQuitMessage(class VDRestResponseQuit *), ..\source\VDVideoClientPlugIn.cpp:8247 ]
11-14 14:03:53.580 INFO App Cancel in state APP_STATE_IDLE and no valid guest login to cancel [ AppLogicEventThread,
CancelGuestLogin, AppLogic.cpp:1992 ]
11-14 14:03:53.580 INFO AppGui VD <- VIDYO_CLIENT_OUT_EVENT_END_PROCESSING [VD-VC Plug-In] [ [System
thread], void __thiscall VDVideoClientPlugIn::OnOutEvent(enum VidyoClientOutEvent,void *,unsigned int,void
*), ..\source\VDVideoClientPlugIn.cpp:3381 ]
11-14 14:03:53.580 INFO AppGui VIDYO_CLIENT_OUT_EVENT_END_PROCESSING received during shutdown time [VD-VC
Plug-In] [ [System thread], void __thiscall VDVideoClientPlugIn::OnOutEvent(enum VidyoClientOutEvent,void *,unsigned
int,void *), ..\source\VDVideoClientPlugIn.cpp:3392 ]
11-14 14:03:53.580 INFO AppGui going to inform fe to continue with shutdown [VD-VC Plug-In] [ [System thread], void
__thiscall VDVideoClientPlugIn::OnShutdownProceed(void), ..\source\VDVideoClientPlugIn.cpp:9622 ]
11-14 14:03:53.580 INFO AppGui VD <- VIDYO_CLIENT_OUT_EVENT_END_PROCESSING [VD-VC Plug-In] [ [System
thread], void __thiscall VDVideoClientPlugIn::OnOutEvent(enum VidyoClientOutEvent,void *,unsigned int,void
*), ..\source\VDVideoClientPlugIn.cpp:3381 ]
11-14 14:03:53.580 INFO AppGui VIDYO_CLIENT_OUT_EVENT_END_PROCESSING received during shutdown time [VD-VC
Plug-In] [ [System thread], void __thiscall VDVideoClientPlugIn::OnOutEvent(enum VidyoClientOutEvent,void *,unsigned
int,void *), ..\source\VDVideoClientPlugIn.cpp:3392 ]
11-14 14:03:53.580 INFO AppGui type quit [VidyoDesktop-UI] [ [System thread], void __thiscall
VDController::OnPlugInResponse(class VDRestResponse *), ..\source\VDController.cpp:1909 ]
11-14 14:03:53.580 INFO AppGui BEFRRE delete [VidyoDesktop-UI] [ [System thread], __thiscall
VDController::~VDController(void), ..\source\VDController.cpp:799 ]
11-14 14:03:53.580 INFO App Stopping client - started [ [System thread], VidyoClientStop,
VidyoClient.cpp:1546 ]
11-14 14:03:53.580 INFO App Portal data cache is not idle at vc stop [ [System thread], AppLogicStop,
AppLogic.cpp:23548 ]
11-14 14:03:53.580 INFO App Emcp client is not idle at vc stop [ [System thread], AppLogicStop,
AppLogic.cpp:23555 ]
11-14 14:03:53.580 ERROR App AppLogicSendEventPortalDataCacheThreadDestruct() returned error!
[ VidyoClientPortalDataCacheThread, PortalDataCacheThreadEntry, VidyoClientPortalDataCache.cpp:3993 ]
11-14 14:03:53.684 INFO AppEmcpClient Connection to VidyoManager terminated [ EMCP, EmcpClientStop,
AppEmcpClient.cpp:1665 ]
11-14 14:03:55.581 ERROR App Portal data cache is not idle at vc stop even after wait [ [System thread], AppLogicStop,
AppLogic.cpp:23587 ]
```

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

## 2. VidyoManager Log

```
2015-11-14 14:03:53.032: INFO: VMCSAPI: EpControl Response Thread: CsAPI/VMCSAPI.cpp:3502: EpMsgHandler: lost Ep:D4BED964382E-0106353539333737-EF798B74C94A3A3F
2015-11-14 14:03:53.032: INFO: VMCSAPI: EpControl Response Thread: CsAPI/VMCSAPI.cpp:5975: EpLost: deleting Ep D4BED964382E-0106353539333737-EF798B74C94A3A3F
2015-11-14 14:03:53.063: DEBUG: VMVpNotifSoap: VMVpClientPool-23: VpNotifSoap/VMVpNotifSoap.cpp:252: UpdateEndpointStatus_: updateEndpointStatus successful, EP D4BED964382E-0106353539333737-EF798B74C94A3A3F, state Offline(0), reason EndpointLost(0), SeqNum 2904578083753136
```

## 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 address ca2-m1-vp.vidyo.com:17992 (secured), Portal address https://main.vidyo.com/services/ (VidyoConferencing-3.4.1(030).DBv341) [ AppLogicEventThread, LogicSignIn, AppLogic.cpp:19567 ]
```

```
11-14 14:12:48.221 INFO App Sign-in provided VidyoProxy address ny1-m1-vvr1.vidyo.com:443 [ AppLogicEventThread, LogicSignIn, AppLogic.cpp:19570 ]
```

```
11-14 14:12:48.222 INFO App May use VidyoProxy to connect to VM: ny1-m1-vvr1.vidyo.com [ AppLogicEventThread, LogicRestartEmcp, AppLogic.cpp:17576 ]
```

```
11-14 14:12:48.222 INFO AppEmcpClient Connecting to VidyoManager ca2-m1-vp.vidyo.com:17992 with VM ID GKZGKCAH74NGG8XK2AKSCJZVXQDHRFPXQX6NM8RWA6AU400VM0001 [ EMCP, EmcpClientStart, AppEmcpClient.cpp:1152 ]
```

```
11-14 14:12:48.222 INFO AppWebProxy Starting AppWpadAutoDiscoverWebProxyForUrl for: ca2-m1-vp.vidyo.com [ EMCP, AppWpadAutoDiscoverWebProxyForUrl, AppWpadClient.cpp:101 ]
```

```
11-14 14:12:48.224 INFO AppWebProxy WinHttpGetProxyForUrl failed to get Proxy Info with error 12180! [ 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 to the VidyoDesktop Client and Joining a Conference

- the user has the “Use VidyoProxy” checkbox selected in the Configuration section of the client.
- the TCP port 17990 and/or UDP ports 50,000 – 65,535 to the VidyoRouter bi-directionally are not available.

```
11-14 14:15:32.491 INFO App Using VidyoProxy at hq-m1-vvr2.vidyo.com:443 for media. VidyoProxy TLS = 0
[ AppLogicJoinThread, CreateCsMediaTransport, AppLogic.cpp:34113 ]
11-14 14:15:32.494 INFO App Using VidyoProxy at hq-m1-vvr2.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 control signaling with router [ AppLogicJoinThread,
CreateCsSignalingTransport, AppGui, 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 VidyoDesktop 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 Plug-In] [ [System thread], void __thiscall
VDVidyoClientPlugIn::CallJoinOrInvite(class VDRRequestResponseCallJoinInvite *), ..\source\VDVidyoClientPlugIn.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 event [VidyoDesktop-UI] [ [System thread], void
__thiscall VDController::OnCallStateIdle(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 Calling - Beginning to start progress indicator [ AppLogicEventThread,
EmcpCalling, AppLogic.cpp:16860 ]
11-14 14:25:17.407 INFO AppGui VIDYO_CLIENT_OUT_EVENT_CALL_STATE: Calling [VD-VC Plug-In] [ [System thread], void
__thiscall VDVidyoClientPlugIn::OnOutEvent(enum VidyoClientOutEvent,void *,unsigned int,void
*), ..\source\VDVidyoClientPlugIn.cpp:3703 ]
11-14 14:25:18.407 INFO AppGui VD <- VIDYO_CLIENT_OUT_EVENT_CALL_PROGRESS [VD-VC Plug-In] [ [System
thread], void __thiscall VDVidyoClientPlugIn::OnOutEvent(enum VidyoClientOutEvent,void *,unsigned int,void
*), ..\source\VDVidyoClientPlugIn.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
Z7ZYAT9EW8R9B9UXQHFB5677SJDYFA9KP7FK9AJ78UJ200VR0001 using address scip:hq-m1-
vvr2.vidyo.com:17990;transport=TLS [ AppLogicEventThread, EmcpJoin, AppLogic.cpp:18001 ]
```



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

```
11-14 14:25:18.924 INFO AppGui VIDYO_CLIENT_OUT_EVENT_CALL_STATE: Joining [VD-VC Plug-In] [ [System thread], void
__thiscall VDVideoClientPlugIn::OnOutEvent(enum VidyoClientOutEvent,void *,unsigned int,void
*), ..\source\VDVideoClientPlugIn.cpp:3706 ]
11-14 14:25:18.925 INFO AppGui Conference Forming. Progress Steps: 6 [VD-VC Plug-In] [ [System thread], void
__thiscall VDVideoClientPlugIn::OnOutEvent(enum VidyoClientOutEvent,void *,unsigned int,void
*), ..\source\VDVideoClientPlugIn.cpp:3306 ]
11-14 14:25:18.937 INFO AppGui VD <- VIDYO_CLIENT_OUT_EVENT_JOIN_PROGRESS [VD-VC Plug-In] [ [System
thread], void __thiscall VDVideoClientPlugIn::OnOutEvent(enum VidyoClientOutEvent,void *,unsigned int,void
*), ..\source\VDVideoClientPlugIn.cpp:3317 ]
11-14 14:25:18.942 INFO App Joining using ID CsAPI1449029963-20869-fdc5015a41448f80-de721b6796abaa21 with
userID of hperez and display name Hairo Perez [ AppLogicJoinThread, CreateLmiAppParticipant, AppLogic.cpp:13071 ]
11-14 14:25:19.407 INFO AppGui Call accepted by other party [VD-VC Plug-In] [ [System thread], void __thiscall
VDVideoClientPlugIn::OnOutEvent(enum VidyoClientOutEvent,void *,unsigned int,void
*), ..\source\VDVideoClientPlugIn.cpp:3360 ]
11-14 14:25:19.471 INFO App joining conference at selected VidyoRouter [ AppLogicJoinThread, JoinThreadEntry,
AppLogic.cpp:5582 ]
11-14 14:25:19.471 INFO AppGui VD <- VIDYO_CLIENT_OUT_EVENT_JOIN_PROGRESS [VD-VC Plug-In] [ [System
thread], void __thiscall VDVideoClientPlugIn::OnOutEvent(enum VidyoClientOutEvent,void *,unsigned int,void
*), ..\source\VDVideoClientPlugIn.cpp:3317 ]
11-14 14:25:19.473 INFO AppGui VD <- VIDYO_CLIENT_OUT_EVENT_JOIN_PROGRESS [VD-VC Plug-In] [ [System
thread], void __thiscall VDVideoClientPlugIn::OnOutEvent(enum VidyoClientOutEvent,void *,unsigned int,void
*), ..\source\VDVideoClientPlugIn.cpp:3317 ]
11-14 14:25:19.533 INFO App Now in conference [ AppLogicEventThread, JoinGood,
AppLogic.cpp:13468 ]
11-14 14:25:19.539 INFO LmiApp Adding remote source: Hairo Perez (Logitech B910 HD Webcam) [ Sig Socket/Timer loop,
OnRemoteSourceAdded, LmiAppRenderer.c:4270 ]
11-14 14:25:19.539 INFO LmiApp Adding remote source: Hairo Perez (Microphone (Logitech USB Headset)) [ Sig
Socket/Timer loop, OnRemoteSourceAdded, LmiAppRenderer.c:4270 ]
11-14 14:25:20.308 INFO LmiApp Adding remote source: Eslyn Batista (Logitech B910 HD Webcam) [ Sig Socket/Timer loop,
OnRemoteSourceAdded, LmiAppRenderer.c:4270 ]
11-14 14:25:20.308 INFO LmiApp Adding remote source: Eslyn Batista (Microphone (5- Logitech USB Headset)) [ Sig
Socket/Timer loop, OnRemoteSourceAdded, LmiAppRenderer.c:4270 ]
```

## 2. VidyoManager Log

```
2015-11-14 14:23:39.196: INFO: VMSoapIn: VMSoapServicePool-2: SoapIn/VMService.cpp:460: createConference: Conf:
hperez@Vidyo_ebatista@Vidyo size: 2, create request rcvd
2015-11-14 14:23:39.197: DEBUG: VMCsAPI: VMSoapServicePool-2: CsAPI/VMCsAPI.cpp:6226: AddConf: Adding data,
Conf:hperez@Vidyo_ebatista@Vidyo, size:2
2015-11-14 14:23:39.197: INFO: VMSoapIn: VMSoapServicePool-2: SoapIn/VMService.cpp:486: createConference: conf
hperez@Vidyo_ebatista@Vidyo created successfully
2015-11-14 14:23:39.209: INFO: VMSoapIn: VMSoapServicePool-2: SoapIn/VMService.cpp:1232: makeCall: makeCall request
for EP: D4BED964382E-0106353539333737-EF798B74C94A3A3F and EP 7CE-0202323834383738-D492F4EBE1DB091E, conf:
hperez@Vidyo_ebatista@Vidyo, from appDataSize: 0, to appDataSize: 133
2015-11-14 14:23:39.287: DEBUG: VMCsAPI: EpControl Response Thread: CsAPI/VMCsAPI.cpp:3632: EpMsgHandler: received
cmd resp from Ep:7CE-0202323834383738-D492F4EBE1DB091E
2015-11-14 14:23:39.287: DEBUG: VMCsAPI: EpControl Response Thread: CsAPI/VMCsAPI.cpp:6153: EpChanged: sending VP
SOAP Notif about Ep:7CE-0202323834383738-D492F4EBE1DB091E state: Ringing(4), reason EndpointStartedRing(9), oldstate:
Online(1)
2015-11-14 14:23:39.330: DEBUG: VMVpNotifSoap: VMVpClientPool-17: VpNotifSoap/VMVpNotifSoap.cpp:252:
UpdateEndpointStatus_: updateEndpointStatus successful, EP 7CE-0202323834383738-D492F4EBE1DB091E, state Ringing(4),
reason EndpointStartedRing(9), SeqNum 2891544014547127
2015-11-14 14:23:39.373: DEBUG: VMCsAPI: EpControl Response Thread: CsAPI/VMCsAPI.cpp:3632: EpMsgHandler: received
cmd resp from Ep:D4BED964382E-0106353539333737-EF798B74C94A3A3F
2015-11-14 14:23:39.373: DEBUG: VMCsAPI: EpControl Response Thread: CsAPI/VMCsAPI.cpp:6153: EpChanged: sending VP
SOAP Notif about Ep:D4BED964382E-0106353539333737-EF798B74C94A3A3F state: RingAlerting(8), reason
EndpointStartedAlert(14), oldstate: Online(1)
```

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2015-11-14 14:23:39.399: DEBUG: VMVpNotifSoap: VMVPCliientPool-8: VpNotifSoap/VMVpNotifSoap.cpp:252: UpdateEndpointStatus\_: updateEndpointStatus successful, EP D4BED964382E-0106353539333737-EF798B74C94A3A3F, state RingAlerting(8), reason EndpointStartedAlert(14), SeqNum 2905833449918717

### 3. VidyoRouter Log

2015-11-14 14:23:21.444: INFO: LmiCsRouter: Socket Engine: Lmi/ConferenceServer/Router/LmiCsRouter.c:2389: LmiCsRouterCreateConf: Received CreateConf command (conferenceId:hpez@Vidyo\_ebatista@Vidyo, isSecure=TRUE).  
2015-11-14 14:23:21.518: INFO: LmiCsRouter: Socket Engine: Lmi/ConferenceServer/Router/LmiCsRouter.c:2457: **LmiCsRouterAllowEndpoint: Received AllowEndpoint command (endpointId:D4BED964382E-0106353539333737-EF798B74C94A3A3F, conferencId:hpez@Vidyo\_ebatista@Vidyo, participantId:CsAPI1449029963-20869-fdc5015a41448f80-de721b6796abaa21, endPointAddress:NULL, endPointInfo:NULL).**  
2015-11-14 14:23:21.593: INFO: LmiCsRouter: Socket Engine: Lmi/ConferenceServer/Router/LmiCsRouter.c:2457: LmiCsRouterAllowEndpoint: Received AllowEndpoint command (endpointId:7CE-0202323834383738-D492F4EBE1DB091E, conferenceId:hpez@Vidyo\_ebatista@Vidyo, participantId:CsAPI1449029963-20526-1e3de97ace084665-18817e4c458c4c9d, endPointAddress:NULL, endPointInfo:NULL).  
2015-11-14 14:23:22.174: INFO: LmiCsRouter: TCP Socket Engine 2: Lmi/ConferenceServer/Router/LmiCsRouter.c:2897: LmiCsRouterAuthorizeSessionAdd: AuthorizeSessionAddCallback: for endpoint with altId CsAPI1449029963-20869-fdc5015a41448f80-de721b6796abaa21.  
2015-11-14 14:23:22.174: INFO: LmiCsRouter: TCP Socket Engine 2: Lmi/ConferenceServer/Router/LmiCsRouter.c:1886: LmiCsRouterAuthorizeEndpoint: Endpoint D4BED964382E-0106353539333737-EF798B74C94A3A3F (altId:CsAPI1449029963-20869-fdc5015a41448f80-de721b6796abaa21) allowed into conference hpez@Vidyo\_ebatista@Vidyo.  
2015-11-14 14:23:22.187: INFO: LmiCsRouter: TCP Socket Engine 2: Lmi/ConferenceServer/Router/LmiCsRouter.c:1886: LmiCsRouterAuthorizeEndpoint: Endpoint D4BED964382E-0106353539333737-EF798B74C94A3A3F (altId:CsAPI1449029963-20869-fdc5015a41448f80-de721b6796abaa21) allowed into conference hpez@Vidyo\_ebatista@Vidyo.  
**2015-11-14 14:23:22.187: INFO: LmiCsRouter: TCP Socket Engine 2: Lmi/ConferenceServer/Router/LmiCsRouter.c:3027: LmiCsRouterParticipantJoined: Endpoint D4BED964382E-0106353539333737-EF798B74C94A3A3F (altId:CsAPI1449029963-20869-fdc5015a41448f80-de721b6796abaa21) successfully joined secure conference hpez@Vidyo\_ebatista@Vidyo.**  
2015-11-14 14:23:22.187: INFO: LmiCsRouter: TCP Socket Engine 2: Lmi/ConferenceServer/Router/LmiCsRouter.c:2323: LmiCsRouterSendEndpointChanged: Sending EndpointChanged updates  
2015-11-14 14:23:22.964: INFO: LmiCsRouter: TCP Socket Engine 1: Lmi/ConferenceServer/Router/LmiCsRouter.c:2897: LmiCsRouterAuthorizeSessionAdd: AuthorizeSessionAddCallback: for endpoint with altId CsAPI1449029963-20526-1e3de97ace084665-18817e4c458c4c9d.  
**2015-11-14 14:23:22.964: INFO: LmiCsRouter: TCP Socket Engine 1: Lmi/ConferenceServer/Router/LmiCsRouter.c:1886: LmiCsRouterAuthorizeEndpoint: Endpoint 7CE-0202323834383738-D492F4EBE1DB091E (altId:CsAPI1449029963-20526-1e3de97ace084665-18817e4c458c4c9d) allowed into conference hpez@Vidyo\_ebatista@Vidyo.**  
2015-11-14 14:23:22.969: INFO: LmiCsRouter: TCP Socket Engine 1: Lmi/ConferenceServer/Router/LmiCsRouter.c:2929: LmiCsRouterAuthorizeParticipantJoin: AuthorizeParticipantJoinCallback (altId:CsAPI1449029963-20526-1e3de97ace084665-18817e4c458c4c9d, conference:hpez@Vidyo\_ebatista@Vidyo).  
2015-11-14 14:23:22.969: INFO: LmiCsRouter: TCP Socket Engine 1: Lmi/ConferenceServer/Router/LmiCsRouter.c:1886: LmiCsRouterAuthorizeEndpoint: Endpoint 7CE-0202323834383738-D492F4EBE1DB091E (altId:CsAPI1449029963-20526-1e3de97ace084665-18817e4c458c4c9d) allowed into conference hpez@Vidyo\_ebatista@Vidyo.  
2015-11-14 14:23:22.970: INFO: LmiCsRouter: TCP Socket Engine 1: Lmi/ConferenceServer/Router/LmiCsRouter.c:3027: LmiCsRouterParticipantJoined: Endpoint 7CE-0202323834383738-D492F4EBE1DB091E (altId:CsAPI1449029963-20526-1e3de97ace084665-18817e4c458c4c9d) successfully joined secure conference hpez@Vidyo\_ebatista@Vidyo.  
2015-11-14 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-to-point call [ AppLogicEventThread, OnEmcpEvent, AppLogic.cpp:18168 ]

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

```
11-14 14:55:59.148 INFO AppGui VD <- VIDYO_CLIENT_OUT_EVENT_CALL_STATE [VD-VC Plug-In] [ [System thread], void
__thiscall VDVideoClientPlugIn::OnOutEvent(enum VidyoClientOutEvent,void *,unsigned int,void
*), ..\source\VDVideoClientPlugIn.cpp:3690 ]
11-14 14:55:59.148 INFO AppGui VIDYO_CLIENT_OUT_EVENT_CALL_STATE: Ringing [VD-VC Plug-In] [ [System thread], void
__thiscall VDVideoClientPlugIn::OnOutEvent(enum VidyoClientOutEvent,void *,unsigned int,void
*), ..\source\VDVideoClientPlugIn.cpp:3700 ]
11-14 14:55:59.148 INFO AppGui VD <- VIDYO_CLIENT_OUT_EVENT_INCOMING_CALL [VD-VC Plug-In] [ [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 Plug-In]
[ [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 [VidyoDesktop-UI] [ [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) [VidyoDesktop-UI] [ [System thread], __thiscall
VDRRequestResponsePlaySound::VDRRequestResponsePlaySound(const class QString &,enum
VDRRequestResponsePlaySoundDefs::Command_) ..\source\VDRRequestResponsePlaySound.cpp:12 ]
11-14 14:55:59.180 INFO AppGui >> Direct P2P Call [VidyoDesktop-UI] [ [System thread], void __thiscall
VDController::HandleIncomingCallRequest(class VDRRequestResponseIncomingCall *), ..\source\VDController.cpp:2268 ]
11-14 14:55:59.180 INFO AppGui Controller action state changed from: 1 to: 8 [VidyoDesktop-UI] [ [System thread],
void __thiscall VDController::SetActionState(enum VDControllerActionState_), ..\source\VDController.cpp:2319 ]
11-14 14:55:59.180 INFO AppGui Menu being changed because of action state =(8) and online state=(9) [VidyoDesktop-UI]
[ [System thread], void __thiscall VDAApplication::OnActionStateChanged(enum
VDControllerActionState_), ..\source\VDAApplication.cpp:1088 ]
11-14 14:55:59.180 INFO AppGui .....~VDRRequestResponsePlaySound .req=(154061416) allocated! [VD-VC Plug-In]
[ [System thread], __thiscall
VDRRequestResponsePlaySound::~VDRRequestResponsePlaySound(void), ..\source\VDRRequestResponsePlaySound.cpp:18 ]
11-14 14:55:59.180 INFO App About to PlayRingtone on DEFAULT [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 Eslin Batista [VidyoDesktop-UI] [ [System thread],
void __thiscall VDIIncomingCallWindow::OnAccept(void), ..\source\VDIncomingCallWindow.cpp:205 ]
11-14 14:56:04.364 INFO AppGui controller -> VCP (VD_REQUEST_TYPE_ACCEPT_OR_DECLINE_INCOMING_CALL) [VD-VC
Plug-In] [ [System thread], void __thiscall VDVCBase::OnIncomingRequest(class VDRRequestResponse
*), ..\source\VDVCBase.cpp:137 ]
11-14 14:56:04.364 INFO App Response sent to server: fromUserID = Eslin 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
Z7ZYNAT9EW8R9B9UXQHFB5677SJDfYA9KP7FK9AJ78UJ200VR0001 using address scip:hq-m1-
vvr2.vidyo.com:17990;transport=TLS [AppLogicEventThread, EmcpJoin, AppLogic.cpp:18001 ]
11-14 14:56:04.683 INFO AppGui VD <- VIDYO_CLIENT_OUT_EVENT_CALL_STATE [VD-VC Plug-In] [ [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: Joining [VD-VC Plug-In] [ [System thread], void
__thiscall VDVideoClientPlugIn::OnOutEvent(enum VidyoClientOutEvent,void *,unsigned int,void
*), ..\source\VDVideoClientPlugIn.cpp:3706 ]
11-14 14:56:04.684 INFO AppGui VD <- VIDYO_CLIENT_OUT_EVENT_JOINING [VD-VC Plug-In] [ [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 Steps: 6 [VD-VC Plug-In] [ [System thread], void
__thiscall VDVideoClientPlugIn::OnOutEvent(enum VidyoClientOutEvent,void *,unsigned int,void
*), ..\source\VDVideoClientPlugIn.cpp:3306 ]
```

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

```
11-14 14:56:04.719 INFO App      Joining using ID CsAPI1449029963-208c1-da3d1439a5074070-f3f02959ee3545b7 with
userID of hperez and display name Hairo Perez [ AppLogicJoinThread, CreateLmiAppParticipant, AppLogic.cpp:13071 ]
11-14 14:56:05.269 INFO App      joining conference at selected VidyoRouter          [ AppLogicJoinThread, JoinThreadEntry,
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/Timer loop,
OnRemoteSourceAdded, LmiAppRenderer.c:4270 ]
11-14 14:56:09.304 INFO LmiApp    Adding remote source: Eslyn Batista (Microphone (5- Logitech 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:
  - The user is getting an error message indicating that the VidyoPortal could not be reached from the VidyoDesktop client.
- Reason:
  - 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:
  - 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.
  - 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 construct with EP ID = D85-0609363735313833-417937BE1AA2E479
[ [System thread], EmcpClientConstruct, AppEmcpClient.cpp:488 ]
01-18 23:56:14.825 INFO AppGui Login Clicked [VidyoDesktop-UI] [ [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),(hperez))[VD-VC Plug-In] [ [System
thread], void __thiscall VDVidyoClientPlugIn::LoginRequest(class VDRequestResponseLogin
*), ..\source\VDVidyoClientPlugIn.cpp:974 ]
```

## Troubleshooting

```
01-18 23:56:14.833 WARN LmiWinHttp Error 00002efd from SendRequest [ VidyoClientVcsoapThread_51, RequestResponse, LmiWinHttpStack.c:72 ]
01-18 23:56:14.833 ERROR AppVcsoapClient Soap Request GetPortalVersionRequest 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 = -1 and 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 sign-in to portal https://main.vidyo.com/services/ timedout [ VidyoClientVcsoapThread_51, VcSoapRequestThreadEntry, VidyoClientSoapInterface.cpp:4541 ]
01-18 23:56:14.834 INFO AppGui ... Login... : Login credentials rejected. Reason=408 [VD-VC Plug-In] [ [System thread], void __thiscall VDVideoClientPlugIn::OnLoginOutEvent(struct VidyoClientOutEventLogin_*, ..\source\VDVideoClientPlugIn.cpp:4936 ]
01-18 23:56:14.834 WARN AppGui Logging in failed.Setting Portal state to VD_CONTROLLER_PORTAL_STATE_LOGGING_IN_FAILED [VidyoDesktop-UI] [ [System thread], void __thiscall VDControllerLogin::HandleResponseForManualLogin(class VDRequestResponseLogin *), ..\source\VDControllerLogin.cpp:714 ]
01-18 23:56:14.834 INFO AppGui Signed out event received with error 408 [VD-VC Plug-In] [ [System thread], void __thiscall VDVideoClientPlugIn::OnSignedOutOutEvent(struct VidyoClientOutEventSignedOut_*, ..\source\VDVideoClientPlugIn.cpp:5214 ]
```

## 2. VidyoManager Log

```
2016-01-18 23:56:02.156: INFO: VMCSAPI: EpControl Response Thread: CsAPI/VMCSAPI.cpp:3502: EpMsgHandler: lost Ep: D85-0609363735313833-417937BE1AA2E479
2016-01-18 23:56:02.156: INFO: VMCSAPI: EpControl Response Thread: CsAPI/VMCSAPI.cpp:5975: EpLost: deleting Ep D85-0609363735313833-417937BE1AA2E479
2016-01-18 23:56:02.187: DEBUG: VMVpNotifSoap: VMVpClientPool-0: VpNotifSoap/VMVpNotifSoap.cpp:252: UpdateEndpointStatus : updateEndpointStatus successful, EP D85-0609363735313833-417937BE1AA2E479, state Offline(0), reason EndpointLost(0), SeqNum 4149614587858132
```

## B. VidyoDesktop Login Attempt Failed

- Symptom:
  - 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:
  - EMCP signaling (TCP port 17992) is unavailable between the VidyoDesktop and VidyoManager.
  - 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:
  - Any applications that prevent EMCP communication, such as local or network firewalls, can cause the port to be unavailable.

- ❑ 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 = D85-0609363735313833-417937BE1AA2E479
[ [System thread], EmcpClientConstruct, AppEmcpClient.cpp:488 ]
01-19 00:13:16.692 INFO AppEmcpClient Connecting to VidyoManager ca2-m1-vp.vidyo.com:17992 with VM ID
GKZGKCAH74NGG8XK2AKSCJZVXQDHRFPXQX6NM8RWA6AU400VM0001 [ 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], ReportAutomaticLogin, AppLogic.cpp:19330 ]
01-19 00:13:16.707 INFO App Client started [ [System thread], VidyoClientStart,
VidyoClient.cpp:1460 ]
01-19 00:13:16.707 INFO App Client start Completed [ [System thread], VidyoClientStart,
VidyoClient.cpp:1502 ]
01-19 00:13:16.707 INFO AppGui Successfully initialized VidyoClient [VidyoDesktop-UI] [ [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 AppGuiUser VidyoDesktop Launched. [VidyoDesktop-UI] [ [System thread], bool
__thiscall VDAApplication::Setup(void), ..\source\VDAApplication.cpp:279 ]
01-19 00:13:19.241 INFO AppGui Showing logging in [VidyoDesktop-UI] [ [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=12) [VD-VC Plug-In] [ [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, EmcpClientStop,
AppEmcpClient.cpp:1660 ]
01-19 00:13:46.994 INFO AppEmcpClient Connecting to VidyoManager ca2-m1-vp.vidyo.com:17992 with VM ID
GKZGKCAH74NGG8XK2AKSCJZVXQDHRFPXQX6NM8RWA6AU400VM0001 [ 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 Animation [VidyoDesktop-UI] [ [System thread], void __thiscall
VDLoginWindow::StartAnimation(void), ..\source\VDLoginWindow.cpp:394 ]
01-19 00:15:04.962 INFO AppGui tray icon sign in animation started [VidyoDesktop-UI] [ [System thread], void
__thiscall VDController::OnStartTrayIconLoginAnimation(void), ..\source\VDController.cpp:2085 ]
01-19 00:15:04.962 INFO AppGui Login Clicked [VidyoDesktop-UI] [ [System thread], void __thiscall
VDLoginWindow::Login(void), ..\source\VDLoginWindow.cpp:515 ]
01-19 00:15:05.940 INFO App LogIn response received [ VidyoClientVcsoapThread_4,
VcSoapRequestThreadEntry, VidyoClientSoapInterface.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 ca2-m1-vp.vidyo.com:17992 (secured),
Portal address https://main.vidyo.com/services/ (VidyoConferencing-3.4.1(030).DBv341) [ AppLogicEventThread, LogicSignIn,
AppLogic.cpp:19567 ]

```

## Troubleshooting

```
01-19 00:15:07.029 INFO App VidyoManager connection path reset [ AppLogicEventThread, LogicResetEmcp, AppLogic.cpp:17821 ]
01-19 00:15:07.029 INFO AppEmcpClient Connecting to VidyoManager ca2-m1-vp.vidyo.com:17992 with VM ID GKZGKCAH74NGG8XK2AKSCJZVXQDHRFPXQX6NM8RWA6AU400VM0001 [ 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=12) [VD-VC Plug-In] [ [System thread], void __thiscall VDVideoClientPlugIn::OnSwitchToUi(void), ..\source\VDVideoClientPlugIn.cpp:8974 ]
01-19 00:15:37.330 WARN AppEmcpClient Terminated EMCP connection without waiting for Exit ack [ EMCP, EmcpClientStop, AppEmcpClient.cpp:1660 ]
01-19 00:15:37.330 INFO AppEmcpClient Connecting to VidyoManager ca2-m1-vp.vidyo.com:17992 with VM ID GKZGKCAH74NGG8XK2AKSCJZVXQDHRFPXQX6NM8RWA6AU400VM0001 [ EMCP, EmcpClientStart, AppEmcpClient.cpp:1152 ]
01-19 00:16:04.957 INFO AppGui Sign-in request timed out [VidyoDesktop-UI] [ [System thread], void __thiscall VDLoginWindow::LoginTimedout(void), ..\source\VDLoginWindow.cpp:571 ]
01-19 00:16:04.957 INFO AppGui Ditching login request [VidyoDesktop-UI] [ [System thread], void __thiscall VDLoginWindow::DitchLoginRequest(void), ..\source\VDLoginWindow.cpp:544 ]
01-19 00:16:04.957 INFO AppGui Stopping Animation [VidyoDesktop-UI] [ [System thread], void __thiscall VDLoginWindow::StopAnimation(void), ..\source\VDLoginWindow.cpp:408 ]
01-19 00:16:04.957 INFO AppGui tray icon sign in animation stopped [VidyoDesktop-UI] [ [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 logninState = 7 [ VidyoClientVcsoapThread_4, VcSoapRequestThreadEntry, VidyoClientSoapInterface.cpp:4532 ]
01-19 00:16:07.028 INFO AppGui Signed out event received with error 2002 [VD-VC Plug-In] [ [System thread], void __thiscall VDVideoClientPlugIn::OnSignedOutOutEvent(struct VidyoClientOutEventSignedOut_*, ..\source\VDVideoClientPlugIn.cpp:5214 ]
01-19 00:16:07.028 INFO AppGui ... Login... : Login credentials rejected. Reason=401 [VD-VC Plug-In] [ [System thread], void __thiscall VDVideoClientPlugIn::OnLoginOutEvent(struct VidyoClientOutEventLogin_*, ..\source\VDVideoClientPlugIn.cpp:4936 ]
01-19 00:16:07.028 WARN AppGui Error in login=1 [VidyoDesktop-UI] [ [System thread], void __thiscall VDControllerLogin::HandleResponseForManualLogin(class VDRequestResponseLogin *), ..\source\VDControllerLogin.cpp:708 ]
01-19 00:16:07.028 WARN AppGui Logging in failed.Setting Portal state to VD_CONTROLLER_PORTAL_STATE_LOGGING_IN_FAILED [VidyoDesktop-UI] [ [System thread], void __thiscall VDControllerLogin::HandleResponseForManualLogin(class VDRequestResponseLogin *), ..\source\VDControllerLogin.cpp:714 ]
```

## C. VidyoDesktop Client is Unable to Communicate with the VidyoManager

- Symptom:
  - The user is able to log in, but unable to join the meeting due to an immediate error message stating "Join meeting failed."
  - The user attempts to select the Connect To... button, but is unable to because the button grays out, and then the system logs them off due to a network error.
- Reason:



- ❑ The VidyoDesktop client uses EMCP (TCP port 17992) to allow a user to successfully register to the VidyoManager and maintain the signaling on the same port.
- ❑ If this becomes unavailable, then the user will not be able to log in.
- ❑ If the user logged in with their VidyoDesktop credentials, the user can no longer stay logged in to the VidyoDesktop client.
- Potential Solutions:
  - ❑ 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.
  - ❑ Use tools such as telnet to test connectivity between the client's computer and the VidyoManager address.
  - ❑ Test from another subnet to confirm if this is isolated on the user's network or on the infrastructure side.

## 1. VidyoDesktop Log

```

01-19 00:04:55.451 INFO AppGui Room Join Request. ID=16022 [VidyoDesktop-UI] [ [System thread], void __thiscall
VDController::OnRequest(class VDRestResponse *), ..\source\VDController.cpp:1184 ]
01-19 00:04:55.453 INFO AppGui Joining Room: Hairo Perez [VD-VC Plug-In] [ [System thread], void __thiscall
VDVidyoClientPlugIn::CallJoinOrInvite(class VDRestResponseCallJoinInvite *), ..\source\VDVidyoClientPlugIn.cpp:1893 ]
01-19 00:04:55.970 INFO App Received conference join request [ AppLogicEventThread, OnEmcpEvent,
AppLogic.cpp:18176 ]
01-19 00:04:55.970 INFO App Request to join conference hperez@Main.vidyo.com at router
NZGF9DW53WASS5HDBRBUWCC23RH1CHT6QMRUJA3BX7BJ00VR0001 using address scip:ny1-m1-
vvr3.vidyo.com:17990;transport=TLS [ AppLogicEventThread, EmcpJoin, AppLogic.cpp:18001 ]
01-19 00:04:55.995 INFO App Joining using ID CsAPI1452660781-5599-c22fa59b8d0c1afb-862a8cc70b86f19f with userID
of hperez and display name Hairo Perez [ AppLogicJoinThread, CreateLmiAppParticipant, AppLogic.cpp:13071 ]
01-19 00:04:56.355 INFO App joining conference at selected VidyoRouter [ 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 D85-0609363735313833-417937BE1AA2E479 timeout HeartbeatAck,
ignoring [ EpClient Timer Manager-0, LmiCsEpClientReceivedHeartbeatAck, LmiCsEpClient.c:1546 ]
01-19 00:10:10.871 ERROR LmiCsEpClient EpClient D85-0609363735313833-417937BE1AA2E479 timeout HeartbeatAck,
ignoring [ EpClient Timer Manager-0, LmiCsEpClientReceivedHeartbeatAck, LmiCsEpClient.c:1546 ]
01-19 00:10:20.872 ERROR LmiCsEpClient EpClient D85-0609363735313833-417937BE1AA2E479 timeout HeartbeatAck,
ignoring [ EpClient Timer Manager-0, 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.vidyo.com@ny1-m1-
vvr3.vidyo.com:17990;transport=TLS;tag=FDA4E7CAC2ADB392 failed [ Sig Socket/Timer loop, LmiRemoteEntitySendPacket,
LmiRemoteEntity.c:437 ]
01-19 00:10:22.965 ERROR LmiScipSignaling ---> Response 41 <sessionInitiate>: Shutting down [ Sig Socket/Timer loop,
LmiScipSignalingStackLogReplies_, LmiScipSignalingStack.c:484 ]
    
```

## Troubleshooting

01-19 00:10:22.970 ERROR LmiScipSignaling ---> Response 42 <sessionInitiate>: Shutting down [ Sig Socket/Timer loop, LmiScipSignalingStackLogReplies\_, LmiScipSignalingStack.c:484 ]

01-19 00:10:22.983 ERROR LmiCmcpSignaling <--- Response 16 <conferenceShowSelected>: Unknown dialog [ Sig Socket/Timer loop, LmiCmcpSignalingStackLogReplies\_, LmiCmcpSignalingStack.c:212 ]

01-19 00:10:22.997 INFO App Got connection failed callback [ Sig Socket/Timer loop, OnRemoteDisconnect, AppLogic.cpp:6136 ]

01-19 00:10:22.998 INFO App Received APP\_CALLBACKEVENT\_REMOTEDISCONNECT [ AppLogicEventThread, OnCallbackEvent, AppLogic.cpp:16580 ]

01-19 00:10:22.998 INFO App Disconnected from VidyoRouter [ AppLogicEventThread, RemoteDisconnect, 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 [ AppLogicCleanupThread, CleanupThreadEntry, AppLogic.cpp:6024 ]

01-19 00:10:23.769 INFO App Conference status cleared [ AppLogicEventThread, ClearConferenceStatus, AppLogic.cpp:1437 ]

01-19 00:10:23.769 INFO AppGui disconnected from conference, or lost server connection [VD-VC Plug-In] [ [System thread], void \_\_thiscall VDVideoClientPlugIn::OnOutEvent(enum VidyoClientOutEvent\_ void \*, unsigned int, void \*), ..\source\VDVideoClientPlugIn.cpp:3252 ]

01-19 00:10:23.774 INFO AppGui Conference termination: conclusionType = 1 [VidyoDesktop-UI] [ [System thread], void \_\_thiscall VDCallWindow::OnConferenceEndedInvoluntarily(enum VDCallWindowConclusionType\_ ), ..\source\VDCallWindow.cpp:5178 ]

**01-19 00:10:30.871 ERROR LmiCsEpClient EpClient D85-0609363735313833-417937BE1AA2E479 timeout HeartbeatAck, ignoring [ EpClient Timer Manager-0, LmiCsEpClientReceivedHeartbeatAck, LmiCsEpClient.c:1546 ]**

**01-19 00:10:32.871 INFO App Lost connection with VidyoManager [ AppLogicEventThread, OnEmcpEvent, 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 connectivity lost, re-connecting... [VidyoDesktop-UI] [ [System thread], void \_\_thiscall VDController::OnPlugInResponse(class VDRequestResponse \*), ..\source\VDController.cpp:1943 ]

01-19 00:10:33.051 INFO App Sending SOAP Search My Contacts request [ VidyoClientVcsoapThread\_32, VcSoapRequestThreadEntry, VidyoClientSoapInterface.cpp:4702 ]

01-19 00:10:33.051 INFO App Sending SOAP Search by Entity ID request [ VidyoClientVcsoapThread\_33, VcSoapRequestThreadEntry, VidyoClientSoapInterface.cpp:4822 ]

01-19 00:10:33.052 INFO AppGui SRCH-- Adding My Contacts (12 contacts) [VD-VC Plug-In] [ [System thread], void \_\_thiscall VDVideoClientPlugIn::onRetrievedMyContacts(struct VidyoClientPrivateOutEventPortalDataCacheRetrieve\_ \*), ..\source\VDVideoClientPlugIn.cpp:5630 ]

01-19 00:10:33.052 INFO AppGui SRCH-- Adding My Rooms (3 contacts) [VD-VC Plug-In] [ [System thread], void \_\_thiscall VDVideoClientPlugIn::onRetrievedMyContacts(struct VidyoClientPrivateOutEventPortalDataCacheRetrieve\_ \*), ..\source\VDVideoClientPlugIn.cpp:5632 ]

01-19 00:10:33.052 INFO AppGui SRCH-- InitialBuddyRequest ENDED [VD-VC Plug-In] [ [System thread], void \_\_thiscall VDVideoClientPlugIn::onRetrievedMyContacts(struct VidyoClientPrivateOutEventPortalDataCacheRetrieve\_ \*), ..\source\VDVideoClientPlugIn.cpp:5709 ]

## 2. VidyoManager Log

**2016-01-19 00:10:18.139: INFO: VMCSAPI: EpControl Response Thread: CsAPI/VMCSAPI.cpp:3502: EpMsgHandler: lost Ep:D85-0609363735313833-417937BE1AA2E479**

**2016-01-19 00:10:18.139: INFO: VMCSAPI: EpControl Response Thread: CsAPI/VMCSAPI.cpp:5975: EpLost: deleting Ep D85-0609363735313833-417937BE1AA2E479**

2016-01-19 00:10:18.214: DEBUG: VMCSAPI: VrControl Response Thread: CsAPI/VMCSAPI.cpp:3220: VrMsgHandler: received cmd resp from Vr:NZGF9DW53WASS5HDBRBUWCC23RH1CHT6QMRUJA3BX7BJ00VR0001

2016-01-19 00:10:18.273: INFO: VMSOAPIn: VMSOAPServicePool-14: SoapIn/VMSOAPService.cpp:1062: deleteConference: deleteConf request for Conf: hperez@Main.vidyo.com

## Troubleshooting

```
2016-01-19 00:10:18.273: INFO: VMCSAPI: VMSoapServicePool-14: CsAPI/VMCSAPI.cpp:1824: HandleRequest: processing
internal deleteConf msg, conf:hpez@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:NZGF9DW53WASS5HDBRBUEWCC23RH1CHT6QMRUJA3BX7BJ00VR0001
2016-01-19 00:10:18.343: INFO: VMCSAPI: VMSoapServicePool-14: CsAPI/VMConf.cpp:31: FindConf:
Conf:hpez@Main.vidyo.com not found
2016-01-19 00:10:18.343: DEBUG: VMCSAPI: VMSoapServicePool-14: CsAPI/VMCSAPI.cpp:1693: HandlePendingReq:
VMConf::FindConf failed for conf hpez@Main.vidyo.com, no need to remove req 0x7f495c023970
2016-01-19 00:10:18.343: INFO: VMSoapIn: VMSoapServicePool-14: SoapIn/VMService.cpp:1090: deleteConference: conf
hpez@Main.vidyo.com deleted successfully
2016-01-19 00:10:18.343: INFO: VMCSAPI: VMIntMsgHandler-8: CsAPI/VMConf.cpp:31: FindConf:
Conf:hpez@Main.vidyo.com not found
2016-01-19 00:10:18.343: WARNING: VMCSAPI: VMIntMsgHandler-8: CsAPI/VMCSAPI.cpp:1716: ProcessIntConfReq:
VMConf::FindConf failed for conf hpez@Main.vidyo.com
2016-01-19 00:10:18.345: DEBUG: VMVpNotifSoap: VMVpClientPool-6: VpNotifSoap/VMVpNotifSoap.cpp:252:
UpdateEndpointStatus_: updateEndpointStatus successful, EP D85-0609363735313833-417937BE1AA2E479, state Offline(0),
reason EndpointLost(0), SeqNum 4150306239277664
```

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

### ■ Symptom:

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

### ■ Reason:

- 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.
- 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:

- In this scenario, the VidyoManager is aware of the VidyoRouter, but the user cannot reach it on its required ports.
- Verify if other users from other computers and/or network are able to join a conference using this same VidyoRouter.

## Troubleshooting

- ❑ 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 CsAPI1452660781-5595-9f60505572c6f62d-
c2c963ae0f4c0d97 [ 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
NZGF9DW53WASS5HDBRBUEWCC23RH1CHT6QMRUJA3BX7BJ00VR0001 using address scp:ny1-m1-
vvr3.vidyo.com:17990;transport=TLS [ AppLogicEventThread, EmcpJoin, AppLogic.cpp:18001 ]
01-18 23:59:17.831 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 VidyoRouter [ AppLogicJoinThread, JoinThreadEntry,
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 App Got connection failed callback [ Sig Socket/Timer loop,
OnRemoteDisconnect, AppLogic.cpp:6136 ]
01-18 23:59:18.228 INFO App Cleaning up conference [ AppLogicCleanupThread, CleanupThreadEntry,
AppLogic.cpp:6024 ]
```

### 1B. VidyoDesktop Log on Second Attempt

```
01-18 23:59:18.315 INFO App Joining using ID CsAPI1452660781-5595-9f60505572c6f62d-c2c963ae0f4c0d97 with userID
of hperez and display name Hairo Perez [ AppLogicJoinThread, CreateLmiAppParticipant, AppLogic.cpp:13071 ]
01-18 23:59:18.315 INFO AppWebProxy Starting AppWpadAutoDiscoverWebProxyForUrl for: ny1-m1-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 transport [ AppLogicJoinThread,
CreateSecureProxiedLocalParticipant, AppLogic.cpp:34254 ]
01-18 23:59:18.317 INFO App Using VidyoProxy at ny1-m1-vvr3.vidyo.com:443 for media. VidyoProxy TLS = 0
[ AppLogicJoinThread, CreateCsMediaTransport, AppLogic.cpp:34111 ]
01-18 23:59:18.318 INFO App Using VidyoProxy at ny1-m1-vvr3.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 0.0.0.0:0 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 failed.
[ 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 LmiIcE ICE media stream 07E2E4AC: could not bind sockets for interface 0 (UDP/0.0.0.0:0) ICE
components 1 and 2 [ AppLogicJoinThread, ConstructLocalCandidatesForInterface, LmiIcEMediaStream.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 = 6 [ AppLogicJoinThread,
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                        [ AppLogicEventThread, ClearConferenceStatus,
AppLogic.cpp:1437 ]
01-18 23:59:18.371 INFO AppGui    Conference termination: conclusionType = 1      [VidyoDesktop-UI] [ [System thread],
void __thiscall VDCallWindow::OnConferenceEndedInvoluntarily(enum
VDCallWindowConclusionType_), ..\source\VDCallWindow.cpp:5178 ]
```

## 2. VidyoManager Log

```
2016-01-18 23:59:12.832: INFO: VMSoapIn: VMSoapServicePool-0: SoapIn/VMSservice.cpp:460: createConference: Conf:
hperez@Main.vidyo.com size: 300, create request rcvd
2016-01-18 23:59:12.832: DEBUG: VMCSAPI: VMSoapServicePool-0: CsAPI/VMCSAPI.cpp:6226: AddConf: Adding data,
Conf:hperez@Main.vidyo.com, size:300
2016-01-18 23:59:12.832: INFO: VMSoapIn: VMSoapServicePool-0: SoapIn/VMSservice.cpp:486: createConference: conf
hperez@Main.vidyo.com created successfully
2016-01-18 23:59:12.835: DEBUG: VMCSAPI: VMSoapServicePool-0: CsAPI/VMCSAPI.cpp:6535: GetSequenceForEP: New
conference hperez@Main.vidyo.com, selected VR NZGF9DW53WASS5HDBRBUEWCC23RH1CHT6QMRUJA3BX7BJ00VR0001 for
EP D85-0609363735313833-417937BE1AA2E479
2016-01-18 23:59:12.905: DEBUG: VMCSAPI: VrControl Response Thread: CsAPI/VMCSAPI.cpp:3220: VrMsgHandler: received
cmd resp from Vr:NZGF9DW53WASS5HDBRBUEWCC23RH1CHT6QMRUJA3BX7BJ00VR0001
2016-01-18 23:59:12.905: DEBUG: VMCSAPI: VMSoapServicePool-0: CsAPI/VMConf.cpp:65: AddVR: adding vrId
NZGF9DW53WASS5HDBRBUEWCC23RH1CHT6QMRUJA3BX7BJ00VR0001, vr 0x7f4974001c70, grp 89, from conf
hperez@Main.vidyo.com
2016-01-18 23:59:12.975: DEBUG: VMCallControl: VMSoapServicePool-0: CallControl/VMCallControl.cpp:307: AddEp:
AddEpAsync successful for EP D85-0609363735313833-417937BE1AA2E479 conf hperez@Main.vidyo.com
2016-01-18 23:59:13.088: DEBUG: VMVpNotifSoap: VMVpClientPool-19: VpNotifSoap/VMVpNotifSoap.cpp:252:
UpdateEndpointStatus_: updateEndpointStatus successful, EP D85-0609363735313833-417937BE1AA2E479, state
WaitJoiningConference(2), reason EndpointStartedJoin(6), SeqNum 4149966016533923
2016-01-18 23:59:13.628: DEBUG: VMCSAPI: EpControl Response Thread: CsAPI/VMCSAPI.cpp:3522: EpMsgHandler: received
EP change from Ep:D85-0609363735313833-417937BE1AA2E479
2016-01-18 23:59:13.628: WARNING: VMCSAPI: EpControl Response Thread: CsAPI/VMCSAPI.cpp:6112: EpChanged: ep D85-
0609363735313833-417937BE1AA2E479 returned to online state, wasn't in confernece, yet had vr
(NZGF9DW53WASS5HDBRBUEWCC23RH1CHT6QMRUJA3BX7BJ00VR0001) and/or conference (hperez@Main.vidyo.com) info
2016-01-18 23:59:13.697: DEBUG: VMCSAPI: EpControl Response Thread: CsAPI/VMCSAPI.cpp:6153: EpChanged: sending VP
SOAP Notif about Ep:D85-0609363735313833-417937BE1AA2E479 state: Online(1), reason EndpointQuitConference(2),
oldstate: WaitJoiningConference(2)
2016-01-18 23:59:13.710: DEBUG: VMCSAPI: VMVpClientPool-17: CsAPI/VMCSAPI.cpp:4754: RemoveEpVR: RemoveEpVR: conf
hperez@Main.vidyo.com, ep D85-0609363735313833-417937BE1AA2E479
2016-01-18 23:59:13.710: ERROR: VMCSAPI: VMVpClientPool-17: CsAPI/VMCSAPI.cpp:4766: RemoveEpVR: can't find VR for EP
D85-0609363735313833-417937BE1AA2E479, conf hperez@Main.vidyo.com
2016-01-18 23:59:13.710: ERROR: VMCallControl: VMVpClientPool-17: CallControl/VMCallControl.cpp:1173:
VMAddEPSMLocked: RemoveEpVR failed for EP D85-0609363735313833-417937BE1AA2E479 conf hperez@Main.vidyo.com
2016-01-18 23:59:13.738: INFO: VMSoapIn: VMSoapServicePool-0: SoapIn/VMSservice.cpp:1062: deleteConference: deleteConf
request for Conf: hperez@Main.vidyo.com
```

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

- Symptom:
  - An ongoing call has media passing through back and forth, but the call disconnects suddenly.
- Reason:
  - The VidyoDesktop client is using the TCP port 17990 as the signaling port to the VidyoRouter.
  - If this communication is not available, the client immediately prompts an error message indicating a general error.
  - 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.
  - The VidyoRouter will indicate the participant ID that is failing to communicate to it.
- Potential Solution:
  - Verify that the port is indeed available to this specified VidyoRouter, such as firewall rules allowing this communication to be unavailable.
  - Try having another user attempt to join into a conference using the same VidyoRouter.
  - 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 participant ID CsAPI1452660781-5584-f4d9f0730b994dcb-549ae03c37c42e81 [ 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/Timer loop, 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:hperez@Main.vidyo.com@ny1-m1-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, LmiAppRender.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, LmiAppRender.c:4372 ]

01-18 23:45:48.450 ERROR LmiProtocolStack Send to scip:hperez@Main.vidyo.com@ny1-m1-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:hperez@Main.vidyo.com@ny1-m1-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:hperez@Main.vidyo.com@ny1-m1-vvr3.vidyo.com:17990;transport=TLS;tag=C1525C5634B29441 failed [ Socket/Timer loop, LmiRemoteEntitySendPacket, LmiRemoteEntity.c:437 ]

01-18 23:45:48.473 INFO App Got 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: Disconnecting [VD-VC Plug-In] [ [System thread], void \_\_thiscall VDVideoClientPlugIn::OnOutEvent(enum VidyoClientOutEvent\_ void \*, unsigned int, void \*), ..\source\VDVideoClientPlugIn.cpp:3712 ]

01-18 23:45:48.494 INFO App Cleaning up conference [ AppLogicCleanupThread, CleanupThreadEntry, AppLogic.cpp:6024 ]

01-18 23:45:48.650 INFO App Conference status cleared [ AppLogicEventThread, ClearConferenceStatus, AppLogic.cpp:1437 ]

01-18 23:45:48.650 INFO AppGui disconnected from conference, or lost server connection [VD-VC Plug-In] [ [System thread], void \_\_thiscall VDVideoClientPlugIn::OnOutEvent(enum VidyoClientOutEvent\_ void \*, unsigned int, void \*), ..\source\VDVideoClientPlugIn.cpp:3252 ]

## 2. VidyoRouter Log

2016-01-18 23:44:56.534: ERROR: LmiScipSignaling: SDK Timer Manager-1: Lmi/Scip/PlugIn/LmiScipDialog.c:139: SessionWatchDogTimerExpiryCallback: Terminating session on watchdog expiry

2016-01-18 23:44:56.534: WARNING: LmiScipSessionDialog: SDK Timer Manager-1: Lmi/Scip/PlugIn/LmiScipSessionDialog.c:1640: RefreshFailed: Session refresh failed for session [944/1/incoming] towards scip:CsAPI1452660781-5584-f4d9f0730b994dcb-549ae03c37c42e81;transport=TLS, Terminating the session

2016-01-18 23:44:56.534: ERROR: LmiConferenceManager: SDK Timer Manager-1: Lmi/ConferenceManager/LmiParticipant.c:863: LmiParticipantSetNumberOfLoudestSpeakers\_: No EP session for scip:CsAPI1452660781-5584-f4d9f0730b994dcb-549ae03c37c42e81;transport=TLS

2016-01-18 23:44:56.534: ERROR: LmiProtocolStack: SDK Timer Manager-1: Lmi/ProtocolStack/LmiRemoteEntity.c:437: LmiRemoteEntitySendPacket: Send to scip:CsAPI1452660781-5584-f4d9f0730b994dcb-549ae03c37c42e81;transport=TLS;tag=6E6416AED174539C failed

2016-01-18 23:44:56.534: ERROR: LmiConferenceManager: SDK Timer Manager-1: Lmi/ConferenceManager/LmiParticipant.c:899: LmiParticipantRemoveRoute: Participant scip:CsAPI1452660781-5584-f4d9f0730b994dcb-549ae03c37c42e81;transport=TLS has no EP session

## Troubleshooting

2016-01-18 23:44:56.534: ERROR: LmiConferenceManager: SDK Timer Manager-1: Lmi/ConferenceManager/LmiParticipant.c:899: LmiParticipantRemoveRoute: Participant scip:CsAPI1452660781-5584-f4d9f0730b994dcb-549ae03c37c42e81;transport=TLS has no EP session

2016-01-18 23:44:56.534: INFO: LmiCsRouter: SDK Timer Manager-1: Lmi/ConferenceServer/Router/LmiCsRouter.c:3074: LmiCsRouterParticipantLeft: ParticipantLeftCallback (altId:CsAPI1452660781-5584-f4d9f0730b994dcb-549ae03c37c42e81, conference:hperez@Main.vidyo.com).

2016-01-18 23:44:56.534: INFO: LmiCsRouter: SDK Timer Manager-1: Lmi/ConferenceServer/Router/LmiCsRouter.c:3107: LmiCsRouterParticipantLeft: Endpoint D85-0609363735313833-417937BE1AA2E479 (altId:CsAPI1452660781-5584-f4d9f0730b994dcb-549ae03c37c42e81) left conference [hperez@Main.vidyo.com](mailto:hperez@Main.vidyo.com).



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

### ■ Symptoms:

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

### ■ Reason:

- This is due to UDP traffic not being available from the VidyoDesktop client to the VidyoRouter or vice-versa.
- By default, UDP ports 50,000 – 65,535 are used bi-directionally 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.
- 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 bi-directionally for 30 seconds.

### ■ Potential Solutions:

- Firewall rules may prevent the media from passing in one or both directions.
- Ensure that the correct UDP port range match on both the VidyoDesktop and VidyoRouter to help prevent this issue.
- Verify there are no UDP timeouts are set for Vidyo, or that the UDP timeout is set to a higher amount of time.
- 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
NZGF9DW53WASS5HDBRBUEWCC23RH1CHT6QMRUJA3BX7BJ00VR0001 using address scip:ny1-m1-
vvr3.vidyo.com:17990;transport=TLS [ AppLogicEventThread, EmcpJoin, AppLogic.cpp:18001 ]
```

## Troubleshooting

```
01-19 00:02:24.766 INFO App      Joining using ID CsAPI1452660781-5596-a50986edc5e49ab1-d1e0af83d6ed2cf8 with
userID of hperez and display name Hairo Perez [ AppLogicJoinThread, CreateLmiAppParticipant, AppLogic.cpp:13071 ]
01-19 00:02:25.106 INFO App      joining conference at selected VidyoRouter          [ AppLogicJoinThread, JoinThreadEntry,
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, LmiRtpSessionOnIceConnectivityCheckingComplete, LmiRtpSession.c:748 ]
01-19 00:02:33.174 WARN LmiRtp    RTP session 0A573480: connectivity checking complete, success=false [ Socket/Timer
loop, LmiRtpSessionOnIceConnectivityCheckingComplete, LmiRtpSession.c:748 ]
01-19 00:02:33.256 WARN LmiRtp    RTP session 0A2BE458: connectivity checking complete, success=false [ Socket/Timer
loop, LmiRtpSessionOnIceConnectivityCheckingComplete, LmiRtpSession.c:748 ]
01-19 00:02:55.289 ERROR LmiScipSignaling Terminating session on Refresh 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-m1-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-m1-
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-m1-
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-m1-
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          [ AppLogicEventThread, RemoteDisconnect,
AppLogic.cpp:15010 ]
01-19 00:02:56.257 INFO  App      Cleaning up conference            [ AppLogicCleanupThread, CleanupThreadEntry,
AppLogic.cpp:6024 ]
01-19 00:02:56.419 INFO  AppGui   disconnected from conference, or lost server connection  [VD-VC Plug-In] [ [System
thread], void __thiscall VDVideoClientPlugIn::OnOutEvent(enum VideoClientOutEvent_ void *, unsigned int, void
*), ..\source\VDVideoClientPlugIn.cpp:3252 ]
01-19 00:02:56.425 INFO  AppGui   Conference termination: conclusionType = 1          [VideoDesktop-UI] [ [System thread],
void __thiscall VDCallWindow::OnConferenceEndedInvoluntarily(enum
VDCallWindowConclusionType_), ..\source\VDCallWindow.cpp:5178 ]
```

## 2. VidyoManager Log

```
2016-01-19 00:02:51.824: INFO: VMSoapIn: VMSoapServicePool-11: SoapIn/VMService.cpp:1062: deleteConference:
deleteConf request for Conf: hperez@Main.vidyo.com
2016-01-19 00:02:51.824: INFO: VMCsAPI: VMSoapServicePool-11: CsAPI/VMCsAPI.cpp:1824: HandleRequest: processing
internal deleteConf msg, conf:hperez@Main.vidyo.com
2016-01-19 00:02:51.824: DEBUG: VMCsAPI: VMSoapServicePool-11: CsAPI/VMWaitPool.cpp:263: GetUnused: reusing 19763
as 19764
2016-01-19 00:02:51.893: DEBUG: VMCsAPI: VrControl Response Thread: CsAPI/VMCsAPI.cpp:3220: VrMsgHandler: received
cmd resp from Vr:NZGF9DW53WASS5HDBRBUEWCC23RH1CHT6QMRUJA3BX7BJ00VR0001
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: VMSoapServicePool-11: CsAPI/VMConf.cpp:31: FindConf:
Conf:hperez@Main.vidyo.com not found
2016-01-19 00:02:51.894: DEBUG: VMCsAPI: VMSoapServicePool-11: CsAPI/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: VMSoapServicePool-11: SoapIn/VMService.cpp:1090: deleteConference: conf
hperez@Main.vidyo.com deleted successfully
2016-01-19 00:02:51.894: INFO: VMCsAPI: VMIntMsgHandler-6: CsAPI/VMConf.cpp:31: FindConf:
Conf:hperez@Main.vidyo.com not found
2016-01-19 00:02:51.894: WARNING: VMCsAPI: VMIntMsgHandler-6: CsAPI/VMCsAPI.cpp:1716: ProcessIntConfReq:
VMConf::FindConf failed for conf hperez@Main.vidyo.com
2016-01-19 00:02:51.895: DEBUG: VMVpNotifSoap: VMVpClientPool-15: VpNotifSoap/VMVpNotifSoap.cpp:252:
UpdateEndpointStatus_ : updateEndpointStatus successful, EP D85-0609363735313833-417937BE1AA2E479, state Online(1),
reason EndpointQuitConference(2), SeqNum 4150159163797884
```

## 3. VidyoRouter Log

```
2016-01-19 00:01:29.651: INFO: LmiCsRouter: Socket Engine: Lmi/ConferenceServer/Router/LmiCsRouter.c:2389:
LmiCsRouterCreateConf: Received CreateConf command (conferenceId: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 (endpointId:D85-0609363735313833-417937BE1AA2E479,
conferenceId:hperez@Main.vidyo.com, participantId:CsAPI1452660781-5596-a50986edc5e49ab1-d1e0af83d6ed2cf8,
endpointAddress:NULL, endpointInfo:NULL).
2016-01-19 00:01:30.275: INFO: LmiCsRouter: TCP Socket Engine 2: Lmi/ConferenceServer/Router/LmiCsRouter.c:2897:
LmiCsRouterAuthorizeSessionAdd: AuthorizeSessionAddCallback: for endpoint with altId CsAPI1452660781-5596-
a50986edc5e49ab1-d1e0af83d6ed2cf8.
2016-01-19 00:01:30.275: INFO: LmiCsRouter: TCP Socket Engine 2: Lmi/ConferenceServer/Router/LmiCsRouter.c:1886:
LmiCsRouterAuthorizeEndpoint: Endpoint D85-0609363735313833-417937BE1AA2E479 (altId:CsAPI1452660781-5596-
a50986edc5e49ab1-d1e0af83d6ed2cf8) allowed into conference hperez@Main.vidyo.com.
2016-01-19 00:01:30.296: ERROR: LmiTransport: SDK Timer Manager-1: Lmi/Transport/LmiUdpTransport.c:82:
LmiUdpConnectionSend: 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: AuthorizeParticipantJoinCallback (altId:CsAPI1452660781-5596-a50986edc5e49ab1-d1e0af83d6ed2cf8, conference:hpez@Main.vidyo.com).

2016-01-19 00:01:30.300: INFO: LmiCsRouter: TCP Socket Engine 2: Lmi/ConferenceServer/Router/LmiCsRouter.c:1886: LmiCsRouterAuthorizeEndpoint: Endpoint D85-0609363735313833-417937BE1AA2E479 (altId:CsAPI1452660781-5596-a50986edc5e49ab1-d1e0af83d6ed2cf8) allowed into conference hpez@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:CsAPI1452660781-5596-a50986edc5e49ab1-d1e0af83d6ed2cf8, conference:hpez@Main.vidyo.com).

2016-01-19 00:01:30.302: INFO: LmiCsRouter: TCP Socket Engine 2: Lmi/ConferenceServer/Router/LmiCsRouter.c:1886: LmiCsRouterAuthorizeEndpoint: Endpoint D85-0609363735313833-417937BE1AA2E479 (altId:CsAPI1452660781-5596-a50986edc5e49ab1-d1e0af83d6ed2cf8) allowed into conference hpez@Main.vidyo.com.

2016-01-19 00:01:30.302: INFO: LmiCsRouter: TCP Socket Engine 2: Lmi/ConferenceServer/Router/LmiCsRouter.c:3027: LmiCsRouterParticipantJoined: Endpoint D85-0609363735313833-417937BE1AA2E479 (altId:CsAPI1452660781-5596-a50986edc5e49ab1-d1e0af83d6ed2cf8) successfully joined secure conference hpez@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-1: Lmi/Transport/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 EndpointChanged ack (ackRecvd:TRUE).

**2016-01-19 00:01:30.377: ERROR: LmiTransport: SDK Timer Manager-1: Lmi/Transport/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-1: Lmi/Transport/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-1: Lmi/Transport/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-1: Lmi/Transport/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-1: Lmi/Transport/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-1: Lmi/Transport/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-1: Lmi/Transport/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-1: Lmi/Transport/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-1: Lmi/Transport/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-1: Lmi/Transport/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-1: Lmi/Rtp/LmiRtpSession.c:790: LmiRtpSessionOnceConnectivityCheckingComplete: RTP session 0x7fe3385b6450: connectivity checking complete, success=false**

2016-01-19 00:01:38.217: ERROR: LmiConferenceManager: SDK Timer Manager-1: Lmi/ConferenceManager/LmiParticipant.c:863: LmiParticipantSetNumberOfLoudestSpeakers\_: No EP session for scip:CsAPI1452660781-5596-a50986edc5e49ab1-d1e0af83d6ed2cf8;transport=TLS

2016-01-19 00:01:38.217: ERROR: LmiProtocolStack: SDK Timer Manager-1: Lmi/ProtocolStack/LmiRemoteEntity.c:437: LmiRemoteEntitySendPacket: Send to scip:CsAPI1452660781-5596-a50986edc5e49ab1-d1e0af83d6ed2cf8;transport=TLS;tag=AEBF139395E313FF failed

2016-01-19 00:01:38.217: ERROR: LmiConferenceManager: SDK Timer Manager-1: Lmi/ConferenceManager/LmiParticipant.c:899: LmiParticipantRemoveRoute: Participant scip:CsAPI1452660781-5596-a50986edc5e49ab1-d1e0af83d6ed2cf8;transport=TLS has no EP session

2016-01-19 00:01:38.217: ERROR: LmiConferenceManager: SDK Timer Manager-1: Lmi/ConferenceManager/LmiParticipant.c:899: LmiParticipantRemoveRoute: Participant scip:CsAPI1452660781-5596-a50986edc5e49ab1-d1e0af83d6ed2cf8;transport=TLS has no EP session

## Troubleshooting

```
2016-01-19 00:01:38.217: INFO: LmiCsRouter: SDK Timer Manager-1: Lmi/ConferenceServer/Router/LmiCsRouter.c:3074:
LmiCsRouterParticipantLeft: ParticipantLeftCallback (altId:CsAPI1452660781-5596-a50986edc5e49ab1-d1e0af83d6ed2cf8,
conference:hpez@Main.vidyo.com).
2016-01-19 00:01:38.217: INFO: LmiCsRouter: SDK Timer Manager-1: Lmi/ConferenceServer/Router/LmiCsRouter.c:3107:
LmiCsRouterParticipantLeft: Endpoint D85-0609363735313833-417937BE1AA2E479 (altId:CsAPI1452660781-5596-
a50986edc5e49ab1-d1e0af83d6ed2cf8) left conference hpez@Main.vidyo.com.
2016-01-19 00:01:38.217: INFO: LmiCsRouter: SDK Timer Manager-1: Lmi/ConferenceServer/Router/LmiCsRouter.c:2323:
LmiCsRouterSendEndpointChanged: Sending EndpointChanged updates
2016-01-19 00:01:38.217: WARNING: LmiConferenceManager: SDK Timer Manager-1:
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-1:
Lmi/ConferenceManager/LmiEndpoint.c:2176: OnConnectivityFailed: OnConnectivityFailed: Removed EPS
scip:CsAPI1452660781-5596-a50986edc5e49ab1-d1e0af83d6ed2cf8;transport=TLS
2016-01-19 00:02:01.574: INFO: LmiCsRouter: Socket Engine: Lmi/ConferenceServer/Router/LmiCsRouter.c:2489:
LmiCsRouterRemoveEndpoint: Received RemoveEndpoint command (endpointId:D85-0609363735313833-417937BE1AA2E479,
conferenceId:hpez@Main.vidyo.com).
2016-01-19 00:02:01.699: INFO: LmiCsRouter: Socket Engine: Lmi/ConferenceServer/Router/LmiCsRouter.c:2440:
LmiCsRouterDeleteConf: Received DeleteConf command (conferenceId:hpez@Main.vidyo.com).
```

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

### ■ Symptoms:

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

### ■ Reason:

- 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:

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

```
02-15 10:04:07.740 INFO LmiApp No change in max participant limit 0. (User limit) [ 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:

- ❑ 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:
  - ❑ Port 63457 TCP is not available locally to the computer.
- Potential Solutions:
  - ❑ Confirm that there are no blocked ports via anti-virus or the firewall on the computer.
  - ❑ 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.

```
02-11 10:58:21.251 ERROR LmiTransport Bind error on socket 03A2EA80 for addr 127.0.0.1:63457: Permission denied  
[ [System thread], LmiSocketBind, LmiSocket.c:441 ]  
02-11 10:58:21.251 WARN App Binding to TCP IPv4 localhost failed [ [System thread],  
CreateSocketsAndReceivers, AppHelperServer.cpp:2294 ]
```

## I: Skipping/Frozen Video Feed

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

```
07-23 23:15:28.578 WARN App RTT measurements spike from 90 ms to 145 ms  
07-23 23:15:33.584 WARN App RTT measurements spike from 145 ms to 216 ms  
07-23 23:15:57.814 WARN LmiRateShaper [Video] Video : Congestion: delay 761 ms, BR: av 1632, rx 1238, tx 303  
[ Socket/Timer loop, LmiRateShaperLog_, LmiRateShaper.c:111 ]  
07-23 23:16:01.592 WARN App RTT measurements spike from 95 ms to 437 ms  
07-23 23:16:07.607 WARN App RTT measurements spike from 89 ms to 216 ms
```

## Troubleshooting

```
07-23 23:16:14.628 WARN App RTT measurements spike from 77 ms to 145 ms
07-23 23:16:27.941 INFO LmiApp Desired downsampling for BW = 9/16 [ H264 Encoder, OnPaceInfo,
LmiAppCapturer.c:1021 ]
07-23 23:16:27.941 INFO LmiApp Downsampling due to uplink bandwidth [ H264 Encoder, OnPaceInfo,
LmiAppCapturer.c:1023 ]
07-23 23:16:27.941 INFO LmiApp Reducing encode resolution to 720x402 due to bandwidth limits. AVG Send BW =
1649250 BPS [ H264 Encoder, SetDownsamplingLevel, LmiAppCapturer.c:865 ]
07-23 23:16:27.941 WARN App TX downsampling due to bandwidth alarm raised [ H264 Encoder, RaiseAlarm,
AppLogic.cpp:3860 ]
07-23 23:16:28.368 WARN LmiRateShaper [Video] Video : Congestion cleared: delay 4 ms, BR: av 1590, rx 148, tx 798
[ Socket/Timer loop, LmiRateShaperLog_, LmiRateShaper.c:111 ]
07-23 23:16:33.654 WARN App RTT measurements spike from 96 ms to 292 ms
07-23 23:16:39.757 WARN App RTT measurements spike from 79 ms to 265 ms
07-23 23:16:44.837 WARN App RTT measurements spike from 73 ms to 126 ms
```

## J: VidyoPortal Address is Unreachable by Various Means

### ■ Symptoms:

- The VidyoDesktop client receives an error message stating “Server unreachable” when attempting to log in.
- Access to the VidyoPortal address via the web interface is not available.
- Pinging to the address returns an error message that it could not find host.

### ■ Reason:

- The FQDN address is not resolvable from the computer that the user is using to log in.
- The DNS server may not be reachable from the computer.
- The DNS server assigned to the computer may not have the appropriate record to resolve to the designated FQDN.

### ■ Potential Solutions:

- Determine that the local computer has a DNS server assigned that can resolve to the address.
- Confirm that the DNS server has the correct record to resolve the address.
- Verify that the port to the DNS server from the local computer is not blocked.

```
02-11 19:56:25.789 ERROR LmiTransport LmiHostConstruct failed. (nodename nor servname provided, or not known) name:
main.vidyo.com family: unknown (0) [ EMCP, LmiHostConstruct,
/Users/build/TAGS/TAG_VD_3_3_3_002/VidyoClient/SDK/Lmi/Transport/LmiHost.c:50 ]
```

```
02-11 19:56:25.789 ERROR LmiCsConnMgr ConnEstablish 0x32bd840 failed, could not create transport address. [ EMCP,
LmiCsConnMgrConnEstablish,
/Users/build/TAGS/TAG_VD_3_3_3_002/VidyoClient/SDK/Lmi/ConferenceServer/ConnMgr/LmiCsConnMgrConn.c:228 ]
```

## Troubleshooting

```
02-11 19:56:25.789 ERROR LmiCsContactMgr ContactConnEstablish 0x32bd5e0 failed, EstablishConnSecure failed. [ EMCP, LmiCsContactMgrContactConnEstablish, /Users/build/TAGS/TAG_VD_3_3_3_002/VidyoClient/SDK/Lmi/ConferenceServer/ContactMgr/LmiCsContactMgrContact.c:739 ]
02-11 19:56:25.789 ERROR LmiCsContactMgr ContactConnectTo 0x32bd5e0 failed, ContactConnEstablish failed. [ EMCP, LmiCsContactMgrContactConnectTo, /Users/build/TAGS/TAG_VD_3_3_3_002/VidyoClient/SDK/Lmi/ConferenceServer/ContactMgr/LmiCsContactMgrContact.c:377 ]
02-11 19:56:25.789 ERROR LmiCsEmcp EmcpClient B6C37D6335EC-5E4E524F716C7C69-4EB95AD89F5CC43C: 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:

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

### ■ Reason:

- 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:

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



## Contacting Technical Support

If you are a Vidyo Reseller or Vidyo End User with “Plus” coverage, please feel free to 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](mailto:support@vidyo.com)

If you are a Vidyo End User without “Plus” coverage, please contact your Vidyo Reseller for further details.