



# **BlackBerry AtHoc**

## **Cisco IP Phone Blast Troubleshooting Guide**

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# Getting started

This document provides information about the diagnostic tools and utilities available for troubleshooting Cisco IP Phone Blast phones.

For information about how to set up IP Phone Blast in AtHoc, see the *BlackBerry AtHoc IP Phone Gateway Setup and Operation Guide for Avaya and Cisco IP Phone Blast*.

For information about how to set up NDS for Cisco IP Phone Blast, see the *BlackBerry AtHoc Cisco IP Phone Blast NDS Installation Guide*.

For information about how to set up NDS for Avaya IP Phone Blast, see the *BlackBerry AtHoc Avaya IP Phone Blast NDS Installation Guide*.

# Large number of phones

If you have a large number of phones, more than a few hundred, you might need to switch to partial phone updates instead of having every phone update be a full update. A partial update only looks for changes to the IP addresses of known phones. A full update looks for all changes in all known phones. If you have a large number of phones, it can take a while to process a full update.

There are two settings in `c:\Program Files (x86)\Syn-Apps\BlastNotifier\BlastNotifier.exe.config` that control the frequency of phone updates and how often the update must be a full update instead of a partial update.

Default values:

- `PhoneUpdateInterval` = 120000 milliseconds (every 2 minutes)
- `FullUpdateRatio` = 1 (make every phone update a full update)

`PhoneUpdateInterval` sets the frequency for updates. `FullUpdateRatio` sets the ratio of full to partial updates.

For example, if you want to keep the default `PhoneUpdateInterval` value of 120000 milliseconds (2 minutes) but only do a full update every 20 minutes, change the `FullUpdateRatio` value to 10. So, every 10th update is a full update, and all other updates are partial updates.

To configure a partial phone update every 10 minutes with a full update every 12 hours, set the `PhoneUpdateInterval` = 600000 and the `FullUpdateRatio` = 72. 60000 milliseconds equals one minute, and 600000 equals 10 minutes. There are 720 minutes in 12 hours that can be divided into 72 10-minute periods.

# Expired certificates

To know if the certificates are expired, see error number 4 in the results when you try to activate a particular IP Phone. There can be many other reasons for the expired certificates error.

If your BlackBerry AtHoc certificates are expired, use the `netsh http delete` command to remove them.

# SSL/TLS connected phones generate aggregate errors

To troubleshoot SSL\TLS connected phones that generate aggregate errors, perform the following steps:

1. Disable checking the validity of the phone certificate to speed up the SSL handshake.  
**Note:** Consult with your security expert before doing this. Usually it has no side effects.
2. Apply the registry change `trustphones.zip`. You can obtain the `trustphone.zip` file from BlackBerry AtHoc customer support.
3. Reduce the number of commands sent at one time and increase the number that can be threaded at once.
4. Make the following changes to the `BlastNotifier.exe.config` file:

```
<setting name="PhoneCommandBatchSize" serializeAs="String">
  <value>75</value>
</setting>
<setting name="PostMaxConnPerProc" serializeAs="String">
  <value>200</value>
</setting>
```

5. Create throttling by modifying the database so fewer tasks execute at any given time which slows down the plugin. For example, to make the plugin execute 1000 tasks every 10 seconds, modify the following settings:
  - `<device type="ucmIpPhone" enabled="true" secondsTimeout="0" requiredInilizations="None" maxTasksPerInit="1000" maxTasksPerExecution="1000" maxTasksCanProcess="1000" />`
  - `ngdelivery.dbo.AsyncSqlQuery_SystemJob -> CreateNewTasks -> change interval to 10`
  - `EXEC usp_DlvTask_CreateNewTask -> Modify -> Change the 3000 to 1000 or so whatever batch is wanted.`
6. Apply the phone command in the `BlastNotifier.exe.config` and `SAAnnounceRevolution.exe.config` files:

```
<setting name="PhoneCommandBatchWaitMs" serializeAs="String">
  <value>300</value>
</setting>
```

# Trace the details of the activation to a specific phone (DN)

To trace the activation details to a specific phone, perform the following steps:

1. Obtain the log files. For example, `PhoneCacheLog.txt`, `PhoneCacheLog.txt.1`, `PhoneCacheLog.txt.2` until you have the entire time window of the alert covered. You can see the date and time in the file entries.
2. Open the phone cache log files and search for the DN whose details you want to track.
3. Entries with the details of the selected DN are displayed.



# BlackBerry AtHoc Customer Support Portal

BlackBerry AtHoc customers can obtain more information about BlackBerry AtHoc products or get answers to questions about their BlackBerry AtHoc systems through the Customer Support Portal:

<https://support.athoc.com/customer-support-portal.html>

The BlackBerry AtHoc Customer Support Portal also provides support via computer-based training, operator checklists, best practice resources, reference manuals, and user guides.

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