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# Common Troubleshooting Issues

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- Initial Configuration
  - I set the network configuration in the initial configuration page, but I still cannot see UX on the network.
  - After Initial Configuration, I am importing an old backup from a different UX, but my T1/E1 ports do not match the configuration.
- ISDN related issues
  - ISDN port stuck in Yellow alarm state
  - MOC conference participants get static when PSTN caller joins the conference
- SIP related issues
  - Tenor signaling group in UX will be up and then will go down for no apparent reason
- Faxing
  - Where can I find a guide to configure a fax solution for Lync?
  - When do I use G.711 VS T.38?
  - The faxes have quality issues.
  - Faxes from PSTN via UX to FACSys fax server do not complete
- Audio Quality
- Call Completion issues
  - Call rejected from PSTN with ISUP cause code 16, UX sends 500 Internal Server Error to Lync
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- Call Presentation
  - Calling Name for PSTN to Lync calls is not displayed correctly
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- Certificate Related
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- Lync Deployment
  - Config Replication step in the Setup SBA task fails with "A network-related or instance-specific error occurred while establishing a connection to SQL Server"
  - The Config Replication Step of Setup SBA Task Fails with Failed to run configuration replication script
- Lync Operational
  - Calls to PSTN numbers fail. Lync declares the gateway unavailable with Event ID 46046
  - Lync clients at Branch Site cannot establish MTLS connection with the Central Pool
  - Lync Server 2010 Archiving Agent fails to create local queue on the SBA
  - Monitor application does not load. Monitor displays - Failed to connect to the Server. Please try again.
  - When querying Active Directory cache, attributes are missing in the search result
  - Workaround for no ring back in PSTN to Lync calls

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## Initial Configuration

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**I set the network configuration in the initial configuration page, but I still cannot see UX on the network.**

- Check the Ethernet port's speed and duplexity and match that to the Ethernet port configuration in UX.

**After Initial Configuration, I am importing an old backup from a different UX, but my T1/E1 ports do not match the configuration.**

- Try inserting the card into the other slot. Also, you will have to reset the configuration to factory defaults in order to remove the auto populated ports and restore the old configuration again.

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## ISDN related issues

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**ISDN port stuck in Yellow alarm state**

**MOC conference participants get static when PSTN caller joins the conference**

## SIP related issues

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**Tenor signaling group in UX will be up and then will go down for no apparent reason**

## Faxing

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**Where can I find a guide to configure a fax solution for Lync?**

Using a Tenor as an Analog Device in a Lync UX SBA Deployment

**When do I use G.711 VS T.38?**

It is recommended to use G.711 when implementing a fax solution where UX and the fax server are on the same LAN. T.38 should be used when there are many hops.

**The faxes have quality issues.**

Check clock source setting.

**Faxes from PSTN via UX to FACSys fax server do not complete**

## Audio Quality

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## Call Completion issues

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**Call rejected from PSTN with ISUP cause code 16, UX sends 500 Internal Server Error to Lync**

**Forked PSTN call to Lync and PBX gets disconnected by UX upon receiving STATUS message from PSTN**

## Call Presentation

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**Calling Name for PSTN to Lync calls is not displayed correctly**

**Calling Name is not present on outbound calls over ISDN port with NI2 or Euro-ISDN switch variants**

## Certificate Related

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**Common Troubleshooting Issues with Certificates in UX**

## Lync Deployment

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**Config Replication step in the Setup SBA task fails with "A network-related or instance-specific error occurred while establishing a connection to SQL Server"**

**The Config Replication Step of Setup SBA Task Fails with Failed to run configuration replication script**

## Lync Operational

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**Calls to PSTN numbers fail. Lync declares the gateway unavailable with Event ID 46046**

**Lync clients at Branch Site cannot establish MTLS connection with the Central Pool**

**Lync Server 2010 Archiving Agent fails to create local queue on the SBA**

**Monitor application does not load. Monitor displays - Failed to connect to the Server. Please try again.**

**When querying Active Directory cache, attributes are missing in the search result**

**Workaround for no ring back in PSTN to Lync calls**