

7 Common UC&C Complaints and How to Remedy Them

Unified communications and collaboration is complex, and even the best implementations run into issues. Be ready to solve your end users' problems fast and efficiently.

INSIDE

The quality of that phone call was so bad!

Page 2

My calls keep dropping!

Page 4

One person on the conference call caused a real problem!

Page 6

I can't hear anyone on the other end of the call!

Page 8

My video on conference calls is grainy!

Page 10

I can't dial out!

Page 12

It's slow to dial out!

Page 14

1

When the end user says,

“The quality of that phone call was so bad!”



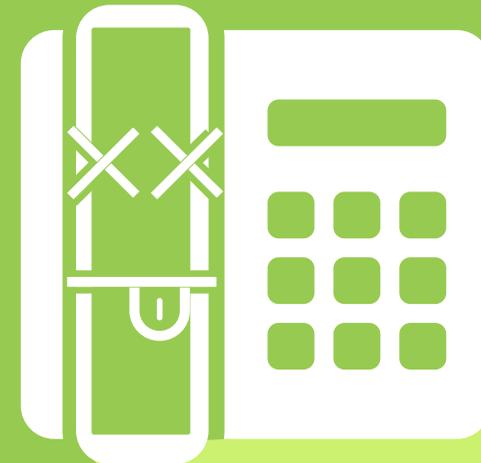


Check these possible causes:

- **Network**
 - ▶ There's not enough bandwidth.
 - ▶ Quality-of-Service (QoS) is misconfigured.
 - ▶ A rogue application or device is eating into the bandwidth.
- **Call Server**
 - ▶ A misconfigured or wrong codec is selected on call setup.
- **Gateway**
 - ▶ Echo cancelers aren't working effectively.
- **Session Border Controllers (SBCs)**
 - ▶ Configuration issues are negotiating the wrong codec on call setup.
 - ▶ QoS reclassification is incorrect.
- **Endpoint Devices**
 - ▶ Echo and noise cancelers aren't working effectively.
 - ▶ Soft-client performance is causing a problem.
 - ▶ Packet-loss concealment or jitter-buffer configuration may be the issue.
 - ▶ There might be a bad or incorrectly positioned microphone at the remote end.
 - ▶ Speakerphone is in a noisy location.
- **If You're Using Lync**
 - ▶ End-user devices may not be optimized for Lync.



← Back to Questions



2

When the end user says,

**“My calls
keep
dropping!”**



Check these possible causes:

- **Network**
 - ▶ The firewall or routers may be periodically blocking or not routing signaling and voice traffic correctly.
 - ▶ WAN issues at a remote site may be causing a slow response to call servers.
 - ▶ Network prioritization for signaling protocols is incorrectly set up.
 - ▶ Routing issues are making it difficult for media streams to reach the destination (like a one-way call).
 - ▶ Endpoints may be having trouble communicating with the call server.
- **Call Server**
 - ▶ Configurations such as error session timeout and keep-alive signal may not be set correctly.
- **SBCs**
 - ▶ Configurations such as error session timeout and keep-alive signal may not be set correctly.
 - ▶ Traffic may be blocked because of a failure or misconfiguration.
 - ▶ There could be performance issues between the call server and the SIP trunk.



3

When the end user says,

“One person on the conference call caused a real problem!”



Check these possible causes:

- **Network**
 - ▶ Congestion may be the problem because of a bad link (firewall, internet, QoS, etc.) with one participant.
- **Conference Bridge**
 - ▶ It may not be servicing calls effectively.
- **Endpoints**
 - ▶ One user's connection or equipment could be causing a problem for all.



4

When the end user says,

“I can’t hear anyone on the other end of the call!”



Check these possible causes:

- **Network**

- ▶ The firewall or the routers may be blocking voice traffic.
- ▶ There may be diverse routing in the network with no return path.
- ▶ Edge devices could be blocking traffic for external peering traffic.
- ▶ Routing issues are making it difficult for media streams to reach the destination.
- ▶ Endpoints are having trouble communicating with the call server.

- **Call Server**

- ▶ There may be an issue affecting call transmission.

- **SBCs**

- ▶ Traffic could be blocked because of a failure or misconfiguration.
- ▶ There may be performance issues between the call server and the SIP trunk.



← Back to Questions

← Previous

Next page →

5

When the end user says,

“My video on conference calls is grainy!”



Check these possible causes:

- **Network**
 - ▶ A bandwidth or misconfigured QoS issue could be affecting call quality.
- **Conference Bridge**
 - ▶ There may be interoperability or codec selection issues.
- **Equipment**
 - ▶ Check that the codec is set up to cope with network issues.



6

When the end user says,

“I can’t dial out!”



Check these possible causes:

- **Network**
 - ▶ Endpoints may be having trouble communicating with the call server.
 - ▶ The call server could be having problems communicating with external peers (for example, firewall, permission, and configuration errors).
- **SBCs**
 - ▶ There may be interoperability issues between the call server and the SIP trunk.



7

When the end user says,
“It’s slow to dial out!””



Check these possible causes:

- **Network**
 - ▶ WAN issues at a remote site are causing the slow response to call servers.
 - ▶ Network prioritization for signaling protocols is incorrect.
- **Server**
 - ▶ Call servers are congested or badly balanced.
 - ▶ There may be SBC vendor interoperability or codec issues.





Manually correlating data from all these disparate sources with component-specific tools makes it difficult and time-consuming to identify the root cause. You need visibility across your entire network and UC&C infrastructure.

To learn how NETSCOUT can help you answer your UC&C questions visit: www.netscout.com/solutions/ucc-performance-management

About NETSCOUT

NETSCOUT SYSTEMS, INC. (NASDAQ: NTCT) is a leading provider of business assurance – a powerful combination of service assurance, cybersecurity, and business intelligence solutions – for today’s most demanding service provider, enterprise and government networks. NETSCOUT’s Adaptive Service Intelligence (ASI) technology continuously monitors the service delivery environment to identify performance issues and provides insight into network-based security threats, helping teams to quickly resolve issues that can cause business disruptions or impact user experience. NETSCOUT delivers unmatched service visibility and protects the digital infrastructure that supports our connected world. To learn more, visit www.netscout.com.

