The Sametime Community Server runs on Lotus Domino. It supports all presence (or awareness) and text chat activity in a Sametime community. Any Sametime client that contains a presence list must connect to the Sametime Community server.

### Users unable to logon to Sametime Connect Client

1. Administrator logs on to the Sametime Connect Client and identifies the error.
2. Repeat for every server in the cluster and identify the problem server.
3. Bypass any load balancer and try direct connection.

### Troubleshoot the issue as a single user issue

1. Log on to Community Server through OS and verify ST services are up and running fine.
2. Repeat for every server in the cluster.

### LDAP Server Troubleshooting

1. Ping Test
2. Log on to Community Server using ST Web Administrator and verify services are up and running fine
3. Log on to Community Server through OS and verify ST services are up and running fine

### DNS Troubleshooting

1. Check the DNS entry for the community servers, try a ping or nslookup to ensure the DNS is reaching fine.

### FW Troubleshooting

1. Verify if any FW is blocking the ports used by ST server by doing a telnet test using the ports: 1533, 1516, 80 etc.

### ST Application DB Troubleshooting

1. vpuserinfo.nsf is either missing or corrupt
2. Ensure LDAP Configuration document is not corrupted by doing a direct lookup bypassing the config document
3. Recreate stauths/stautht.nsf Dbs
4. Run maintenance on names.nsf

### Ticket Closed

- Ping Test
- Verify LDAP server is up and running fine
- Do a LDAP search test using ldapsearch utility
- Check local logs and other logs

### Issue resolved?

- ST Application DB Troubleshooting
- Is the issue fixed?

### Raise PMR and collect Logs

### DNS Troubleshooting

1. Check the DNS entry for the community servers, try a ping or nslookup to ensure the DNS is reaching fine.

### FW Troubleshooting

1. Verify if any FW is blocking the ports used by ST server by doing a telnet test using the ports: 1533, 1516, 80 etc.

### ST Application DB Troubleshooting

1. vpuserinfo.nsf is either missing or corrupt
2. Ensure LDAP Configuration document is not corrupted by doing a direct lookup bypassing the config document
3. Recreate stauths/stautht.nsf Dbs
4. Run maintenance on names.nsf

### Ticket Closed

- Ping Test
- Verify LDAP server is up and running fine
- Do a LDAP search test using ldapsearch utility
- Check local logs and other logs

### Issue resolved?

- ST Application DB Troubleshooting
- Is the issue fixed?

### Raise PMR and collect Logs
Demystifying Sametime Proxy Server - Troubleshooting

The IBM Sametime Proxy Server runs on IBM WebSphere Application Server. It requires a Sametime Community Server. The Sametime Proxy Server communicates with the Sametime Community Server, Sametime Meeting server, Lotus Connections Server, and Sametime Unified Telephony Server or other TCSPI-enabled server.

**Users unable to logon to Sametime through web browser**

Administrator Logs on to the Sametime web browser to reproduce the error

**Able to logon?**

- **Yes**: Administrator Logs on to the Sametime Connect Client and see if it works
  - 1. Logon to SSC
  - 2. Go to Servers > Server Types > WebSphere Application Servers
  - 3. Ensure the ST Proxy server status is running
  - Troubleshoot Community Server Issue (Follow Sheet 1)

- **No**: Troubleshoot the issue as a single user issue

**Issue resolved?**

- **Yes**: DNS Troubleshooting
  - Check the DNS entry for the proxy and community servers, try a ping or nslookup to ensure the DNS is resolving fine
  - Is DNS working fine?
    - **Yes**: FW Troubleshooting
      - Verify if any FW is blocking the ports used by ST server by doing a telnet test using the ports 1533, 1516, 80 etc
      - Is FW ports open?
        - **Yes**: Ticket Closed
        - **No**: Troubleshoot FW Issue
      - Troubleshoot DNS Issue
    - **No**: Troubleshoot Community Server Issue (Follow Sheet 1)
  - Troubleshoot DNS Issue
  - Ticket Closed

- **No**: Troubleshoot the issue as a single user issue

**Issue resolved?**

- **Yes**: Raise PMR and collect Logs
  - ST Proxy Server Troubleshooting
    - Troubleshoot Community Server Issue (Follow Sheet 1)
    - ST Proxy Server Troubleshooting
    - Is status running?
      - **Yes**: DNS Troubleshooting
        - Check the DNS entry for the proxy and community servers, try a ping or nslookup to ensure the DNS is resolving fine
        - Is DNS working fine?
          - **Yes**: FW Troubleshooting
            - Verify if any FW is blocking the ports used by ST server by doing a telnet test using the ports 1533, 1516, 80 etc
            - Is FW ports open?
              - **Yes**: Ticket Closed
              - **No**: Troubleshoot FW Issue
            - Troubleshoot DNS Issue
          - **No**: Troubleshoot Community Server Issue (Follow Sheet 1)
        - Troubleshoot DNS Issue
      - **No**: Troubleshoot Community Server Issue (Follow Sheet 1)
  - Troubleshoot DNS Issue
  - Ticket Closed

**Sametime Proxy server components:**
1. Sametime Community Server
2. ST Proxy Server (WAS)
3. Network and FW
Demystifying Sametime Meeting Server - Troubleshooting

The IBM Sametime Meeting Server runs on WAS. It requires an IBM DB2 database and an LDAP server. The Meeting Server provides a central meeting place for members of the community. When combined with the Sametime Media Manager, meeting rooms can be enhanced with audio-visual features.

Users unable to attend ST Meetings

Administrator logs on to the ST Meeting URL and reproduces the problem

1. Ping Test
2. Logon to SSC
3. Go to Servers > Server Types > WebSphere Application Servers
4. Ensure the ST Meeting server status is running

If status running?

Troubleshoot DB2 Issue

Is DB2 working fine?

Troubleshoot LDAP Issue

Is LDAP server working fine?

Troubleshoot FW Issue

Is FW ports open?

Ticket Closed

Issue Resolved?

1. Restart the ST meeting Node services /Servers by following the standard start/stop procedure
2. Restart OS and verify services
3. Check the systemout /trace logs
4. Check for any errors in Event logs

Error 501, page out - Page cannot be displayed
Error - Hour glass on ST Meeting URL page
Error - Authentication issues
Any other error

1. Ping Test
2. Expand resources > JDBC>Data Sources
3. Select check box Meeting Server admin Data Source
4. Hit Test Connection button
5. Telnet the DB2 server on port 50000 and 50002

1. Ping Test
2. Verify LDAP server is up and running
3. Verify Telnet on port 389 or 636
4. Do a LDAP search test using ldapsearch utility from WAS

Sometime synchronizing the nodes may work

1. Open SSC console-----> System Admin--- -> Nodes---->Select the nodes----> Hit Full Re synchronize

ST Meeting server components involved:
1. Lotus Domino Server (only for awareness functionality)
2. Lotus Sametime Meeting Server
3. DB2 server
4. LDAP server

Raise PMR and collect Logs

Error - Authentication issues
Any other error

1. Login to SSC
2. Go to Servers > Server Types > WAS
3. Ensure the ST meeting server status is running

Is DB2 working fine?

Telegram the DB2 server on port 50000 and 50002

Is status running?

Troubleshoot the issue as a single user issue

Issue resolved?

Troubleshoot LDAP Issue

Troubleshoot FW Issue

Ticket Closed

Issue Resolved?

1. Restart the ST meeting Node services /Servers by following the standard start/stop procedure
2. Restart OS and verify services
3. Check the systemout /trace logs
4. Check for any errors in Event logs

Sometime synchronizing the nodes may work

1. Open SSC console-----> System Admin--- -> Nodes---->Select the nodes----> Hit Full Re synchronize

Raise PMR and collect Logs

 reachable

Users unable to attend ST Meetings

Administrator logs on to the ST Meeting URL and reproduces the problem

1. Ping Test
2. Logon to SSC
3. Go to Servers > Server Types > WebSphere Application Servers
4. Ensure the ST Meeting server status is running

If status running?

Troubleshoot DB2 Issue

Is DB2 working fine?

Troubleshoot LDAP Issue

Is LDAP server working fine?

Troubleshoot FW Issue

Is FW ports open?

Ticket Closed

Issue Resolved?

1. Restart the ST meeting Node services /Servers by following the standard start/stop procedure
2. Restart OS and verify services
3. Check the systemout /trace logs
4. Check for any errors in Event logs

Sometime synchronizing the nodes may work

1. Open SSC console-----> System Admin--- -> Nodes---->Select the nodes----> Hit Full Re synchronize

Raise PMR and collect Logs

reachable

 reachable