

# Evolved Office: Skype Communicator

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## Support & Service Delivery MOP

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## Foreword

This guide is designed to provide troubleshooting assistance to common Skype Communicator Questions.

Related Internal Resources

[Voice Engineering Confluence Page](#)

### 1 Provisioning Skype Communicator

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The Skype Communicator Service is located under the User Service or Mass User Service setting via OSSmosis.

- Customer cannot have both UC-One and Skype Communicator Service & you will encounter a message upon provisioning the Skype Service if UC-One Service is already applied.

### 2 Accessing the Application

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- Check to ensure the user has administrator privileges to install applications.
- Check that the proper executable is being used based upon Broadsoft Platform.
- Check that the customer is using Microsoft and not Apple OS. Skype Communicator is **not supported** on a Apple.
- Utilize the full user guide to check compatibility of operating systems (also noted below)

### 3 End User Requirements

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Upon opening a ticket or troubleshooting you will need to confirm with Admin or End User the following requirements

- Windows
  - Windows 7
  - Windows 8
  - Windows 8.1
  - Windows 10
- Lync/S4B
  - Lync 2010 32-bit
  - Lync 2013 Basic 32 and 64 Bit
  - Lync 2013 Standard 32 and 64 Bit
  - S4B 2015 32 and 64 Bit
  - S4B 2016 32 and 64 Bit
- **Windows Administrator Rights (due to required registry entry)**

## 4 Accessing the Application

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The application successfully installed, but the user cannot access the application. Here are some common symptoms and remedies.

- Cannot contact the server. Please check your Internet connection.
  - Open a web browser and navigate to an external web page ([www.google.com](http://www.google.com)). Ensure the user has an active Internet connection.
- Connection to the server failed. Try again later. If the problem persists, please contact your service provider.
  - Ensure the user has an Evolve IP branded and the most current application installed on their machine.
  - The URL which is embedded into the branded Skype Communicator client points to the Evolve IP XSI servers. Check that other Skype Communicator clients can connect to the XSI.
- Authentication failed. Invalid user.
  - Check that the user is built in OSSmosis and provisioned for a Skype Communicator account.
  - The username or password is incorrect. First verify the username. This is typically the phone number.
  - Have the customer's group administrator reset the user's password (toolbar/web password) in OSSmosis. NOTE: This is the same password for other voice applications: Toolbar, Receptionist, Call Center, Personal Portal, etc)

## 5 Error Messages from the Application

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The application will display error messages at the top.

- Calls unavailable.
  - Typically means that the user has an Internet connection, but a firewall is blocking SIP messaging. So, the application cannot act as a soft phone for placing calls. The phone presence status is typically inaccurate as well. Ensure the firewall in place allows SIP traffic to pass through and the SIP ALG setting is active. This is the responsibility of the firewall vendor or home user to contact their ISP.
- Network unavailable.
  - The user(s) have lost their Internet connection. When Internet is restored, typically this message will go away and the application will connect back to the EIP network. A restart of the application may be necessary.

## 6 Common Questions

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### **Why is my client showing chat & voice calls are unavailable?**

Confirm your firewall settings have been updated correctly on [Skype Communicator Firewall Settings](#)

### **How do I make a call from my desk phone rather than my soft phone? It continues to default to my soft phone client.**

Right click on the blue cloud in your system tray. Click on "Dialing Service" and select "Call From Phone".

Additional visuals and information can be found in the User Guide under section 2.3

## 7 Capturing Logs

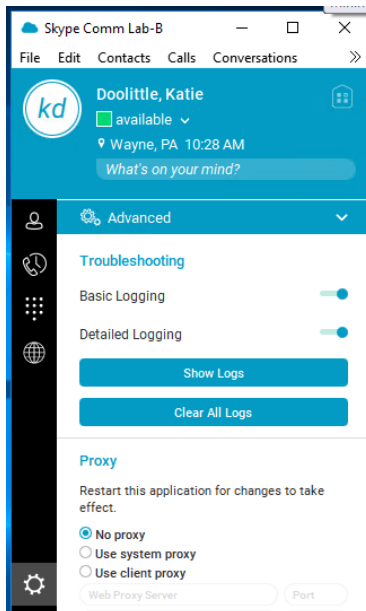
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Tier 2 and Voice Engineering will typically request Call Log with any ticket.

Logs must be enabled, they are not by default.

To enable click on the “Settings” function → select “Advanced” → enable “Basic” and “Detailed” logging

To pull logs click on the “Settings” function → select “Advanced” → Show Logs



## 8 Crash Logs

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If the application detects a crash, it will create a crash dump in C:\temp\btbc\_dumps. ( need to find out what the equivalent is on MAC)

## 9 Call Troubleshooting

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Troubleshoot the call as you would any other SIP call on our network. You can additionally run wireshark on the user's local PC and include the collected PCAP.

## 10 Loss of Functionality

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If the app appears to be running, but unable to reach specific functions such as IM&P, collect the client logs as well as run a wireshark without any filters so we can see how the app is communicating with the various services.

## 11 Reported Issues

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We have had reports during the Controlled Release Phase (Water street #275757) where users are unable to complete calls from Skype for Business application once Skype Communicator is installed.

The outcome was that the correct local permissions (See requirements) were not set up correctly.

[http://xchange.broadsoft.com/php/xchange/system/files/BroadTouch/BusinessCommunicator/Releases/Release\\_21.5.0/UC-OneAdd-inforS4BProductGuide-R21.5.0.pdf](http://xchange.broadsoft.com/php/xchange/system/files/BroadTouch/BusinessCommunicator/Releases/Release_21.5.0/UC-OneAdd-inforS4BProductGuide-R21.5.0.pdf)