



Intel® Unite™ SOLUTION

Troubleshooting Guide

November 2015



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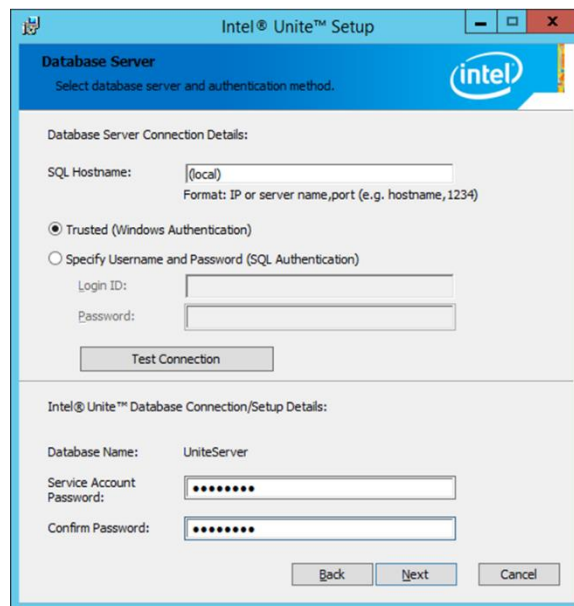
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Troubleshooting - Enterprise Version

Caution Area: Clean Install of Pin Server

During the installation of PIN server, there is a chance the Database password might get corrupted if a user tries to install the PIN server multiple times.

Workaround/Solution: The best and easiest solution is resetting the password directly in the database manager console, see figure, Database Server window.



The Admin Portal page cannot be reached after installing the Intel Unite application on the server

Workaround/Solution: Make sure the necessary roles and features for Web Server have been added to the server.

- Add Roles and Features to the server using Server manager
 - Server Roles: Web Server
 - Include Management Tools
 - Add .Net Framework 3.5 features
 - Add .Net Framework 4 features
 - ASP .Net
 - WCF Services
 - HTTP Activation
 - Web Server Roles:
 - Web Server, Common HTTP features and Default Document



The hub does not get a PIN from the PIN server

Workaround/Solution: Ensure the Intel Unite application on the hub is given an exemption in the Windows* Firewall Settings (*Intel Unite App Firewall Help Guide for more details*) and make sure <http://enterpriseserverFQDN/ccservice.aspx> page can be reached from the HUB. This will ensure a successful installation of the Intel Unite application on the enterprise server and the accessibility of the PIN server from the HUB.

- Launch the Intel Unite application on the hub with a /debug switch from a command prompt, i.e. Navigate to the folder containing the installed Intel Unite hub application and execute "Intel Unite.exe" /debug. This will start the application on the hub and open up a debug window where you can monitor the connection flow. Once the platform check passes, the hub looks for the DNS service record for _uniteservice._tcp and adds the DNS service host <http://enterpriseserverFQDN/ccservice.aspx>
- The enterprise server certificate validation occurs after which the profile settings are applied and the hub gets a PIN from the server.

The hub cannot find the DNS record

Workaround/Solution: Make sure the Hub system can ping the server on which DNS service is running and a DNS service record has been created for the Intel Unite solution. The service record must have the following values: **Service:** _uniteservice, **Protocol:** _tcp, **Port:** 443 and **Host:** offering the service.

The Enterprise Server certificate validation fails

Workaround/Solution: Check the certificate chain of the certificate issued to your domain/enterprise server and make sure it is valid. If you are running the Intel Unite solution in a test environment, disable the check certificate chain cert check by adding a registry key to ignore the check and re-launch the hub application.

HKEY_LOCAL_MACHINE\software\Intel\Unite\DisableCheckCertificateChain (DWORD) [1= do not check certificate chain of Enterprise server certificate (set for self-signed certs)]

The Client application does not find the Enterprise Server

Workaround/Solution: Ensure the Intel Unite application is given an exemption in the client firewall settings. (*Intel Unite App Firewall Help Guide for more details*)

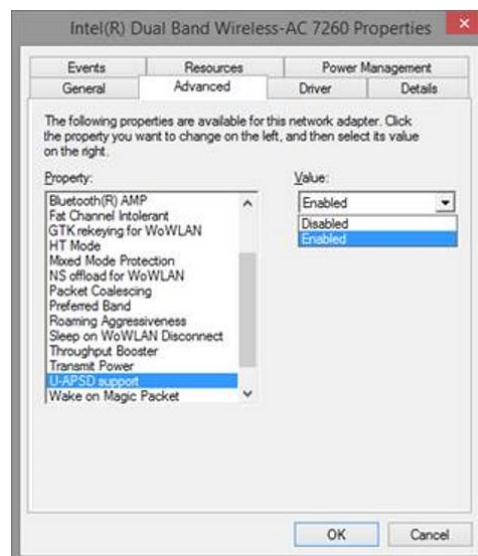
- Launch the Intel Unite application on the client with a /debug switch from a command prompt, i.e. Navigate to the folder containing the installed Intel Unite client application and execute "Intel Unite.exe" /debug. The debug window shows additional connection steps that can be used for debugging.
- Once the platform check passes, the client looks for the DNS service record for _uniteservice._tcp and adds the DNS service host:
<http://enterpriseserverFQDN/ccservice.aspx>
- Then the enterprise server certificate validation occurs after which the profile settings are applied and the client application lets user enter a PIN.

The user may see longer-than-usual connect times, or periodic slow screen updates.

Root Cause:

This is a bug with some wireless access points when U-APSD (Unscheduled Automatic Power Save Delivery) is enabled. Refer: <http://www.intel.com/support/wireless/wlan/sb/CS-034875.htm>

Workaround: As the KB states, this can potentially be solved with an update to the firmware of the wireless access point. In most enterprises, this is not easy to do as a last resort you can disable U-APSD on the client in the advanced properties of the wireless driver.



Slowness on the PIN Server

Workaround/Solution: The Intel Unite enterprise server manages allocation of pins and looking up pins to connect to rooms. As a security feature the rate at which a user can request pins and



query pins from the database is limited with an exponential back off algorithm. This back-off mechanism tracks attempts based on the user's IP address and the number of attempts.

The IT Unite servers may utilize load balancers to help manage load and maintain redundancy in their environment. The load balancers redirect traffic to the appropriate web servers. So the web server may appear to be receiving all requests from the same IP address thus triggering the back off algorithms.

- The database contains a stored procedure (*spGetPinBackoffTime*) that returns the calculated delay in seconds back to the web server. This functionality has been disabled, and the stored procedure always returns 0. This disables the security back off algorithm.

Troubleshooting – MAC* Client

Launch the Intel Unite application (/Applications/Utilities) from the Terminal to see the debug messages.

```
/pathToUnite/Intel\ Unite.app/Contents/MacOS/Intel\ Unite
```

The application will start and you'll see all the debug information in the Terminal.

Enterprise Server Connection Error -1003: A server with the specified hostname could not be found.

Workaround/Solution: Make sure that the DNS Search Domain is defined correctly.

If a user defines a DNS server but does not specify any Search Domains, when the MAC* tries to perform an Auto Discovery there is no DNS domain suffix to search through. If there's no DNS Search Domains defined, the Intel Unite app can't add them to either Auto Discovery or even the "static" entry of *uniteservice*. So unless if Auto Discovery works on *_uniteservice._tcp*, the client won't be able to find the enterprise server.

The easiest solution is simply to add a DNS Search Domain(which should match the DNS SRV record) but one could also define the Enterprise Server in the *plist* settings instead

Use the Terminal command:

```
defaults write com.intel.Intel-Unite EnterpriseServer myServer.mydomain.myTLD
```

Enterprise Server Connection Error -1001: The request timed out

Workaround/Solution: This error could be because of the following two reasons.



1. There's potentially a problem with the Web Service on the Enterprise Server
2. The Mac* has a network issue connecting to the server

The first step in addressing this would be to find the Web Service in the debug log. Look for <https://EnterpriseServerFQDN/Unite/CCService.aspx>

Copy and paste this URL into Safari and confirm that the Mac* can get to the Web Service. This will verify if there is a network issue connecting to the server and the web service on Enterprise server runs fine.

Troubleshooting - Standalone Version

Client PC not connecting to Hub

Workaround/Solution:

- Verify that the client PC and the Hub are on the same subnet.
- Verify that the firewall is allowing the Intel Unite app traffic to reach the network.
- Verify that the shared key for the Client PC matches the Hub.

Invalid PIN

Workaround/Solution:

If the message **“The pin you entered could not be found. Please try again”** appears when trying to connect to the Intel Unite Hub:

- Verify you have entered a valid and current PIN, the PIN changes every 5 minutes
- Verify that the shared key for the Client PC matches the PIN on the Hub.

System requirements not met

Workaround/Solution:

- The Intel Unite Hub and each Client device needs to meet the requirements mentioned in the Users / Setup Guide.

Changing Shared Key value

Workaround/Solution:

- The Shared key can be changed as many times as needed with administrative rights. Go to the taskbar, select the Intel Unite app icon and right click to open the Shared Key window.

Firewall issues

Workaround/Solution:

- If you experience firewall issues, please refer to the “Intel Unite App Firewall Help Guide” to configure Firewall Settings.

Useful Links

Useful Links

- http://www.intel.com/p/en_US/support/highlights/sftwr-prod/unite
- For other issues, please contact Support at <https://bizsupport.intel.com>
- In order to improve the content of this guide, please report additional issues to bizsupport@intel.com

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