Troubleshooting

This chapter provides information on troubleshooting some Cisco Unity Express problems and contains the following sections:

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Also check in case system limitations are involved in the problem under consideration.

Troubleshooting Guidelines

The following sections provide information and suggestions for resolving some problems with the Cisco Unity Express configuration and applications:

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System Reports

Cisco Unity Express provides the following system reports in both the graphical user interface (GUI) and the command-line interface (CLI):

- Mailbox and message statistics
- Mailbox size monitoring
- Backup and restore history
- System hardware parameters
- Memory and CPU usage (CLI only)
- Call history

Log Files

Problem: I cannot display log files in the GUI.

Explanation Log files are kept for error reporting and troubleshooting. The GUI does not have access to system error messages.

Recommended Action

Use the CLI to display log files.

Users and Groups

Problem: I cannot get in to the GUI.

Explanation You forgot to enter a system administrator during the initialization wizard.

Recommended Action Use the administrator login ID created during the post-installation procedure or create an administrator login ID using the following CLI commands, starting in Cisco Unity Express EXEC mode, where *user-id* is the user ID and *password* is the user's password:

   a. cue-10-0-0-0# **username** *user-id* **create**

   b. cue-10-0-0-0# **username** *user-id* **password** *password*

   c. cue-10-0-0-0# **config t**

   d. cue-10-0-0-0(config)# **groupname Administrators member** *user-id*

Problem: I need to recover a user's password or personal identification number (PIN).

Explanation The user has forgotten the password or PIN.

Recommended Action For security reasons, passwords and PINs are not displayed on the screen or printed out. You must create a new password or PIN and give that new code to the user. See for the commands to create a new password or PIN.

Hardware and Software

Rebooting the System

Problem: Is it necessary to reboot the router when rebooting the Cisco Unity Express module?

Explanation A reboot of the Cisco Unity Express module does not require a reboot of the router. The Cisco Unity Express module and the router can be rebooted independently of each other. However, if you reboot the router, no calls will reach the module until IP connectivity is reestablished between the router and the module.

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Caution Always do a shutdown of the module before power-cycling the router to avoid data loss or file corruption. To perform a graceful shutdown of the module, enter the **service-module service-engine** *slot/port* **shutdown** command.

Setting Daylight Savings Time

Problem: I need to set daylight savings time.

Explanation Cisco Unity Express sets daylight savings time automatically on the basis of the time zone, which is selected during the installation procedure or with the **Administration > Network Time & Time Zone Settings** GUI screen.

Communicating Between Components

Problem: I cannot open a session in to the Cisco Unity Express module.

Explanation The TTY line associated with the module is occupied.

Recommended Action Use the **service-module service-engine** *slot*/*port* **session clear** command to clear the TTY line.

Problem: I cannot change or remove the IP address or IP default-gateway configurations with the Cisco Unity Express CLI.

Explanation The IP address and IP default-gateway configurations are controlled from the Cisco IOS software.

Recommended Action Make the required changes from the service-engine interface.

Problem: Service-module commands do not seem to take effect.

Explanation The service-module status might not be steady state. RBCP configuration messages go through only when the service-module is in steady state.

Recommended Action Use the **service-module service-engine** *slot*/*port* **reload** command to reload the Cisco Unity Express module.

Problem: I cannot ping the internal address when using the IP unnumbered scheme.

Explanation The IP route table is not correct.

Recommended Action When using IP unnumbered, add a static route that points to the service-engine interface.

Problem: I cannot set the speed of the terminal line from the router side or the Cisco Unity Express side.

Explanation Cisco Unity Express does not have a CLI command to set the speed. The speed is set to 9600, 8-N-1 on both the Cisco CallManager and Cisco Unity Express sides. Although Cisco IOS software allows you to change the speed settings, the changes do not take effect.

Online Insertion and Removal (OIR)

Problem: I did an OIR of the Cisco Unity Express network module on my router but it does not seem to be working.

Explanation Only the Cisco 3745 and 3845 routers support OIR. OIR is not available on the AIM.

Problem: I did an OIR on the Cisco 3745. Now the Cisco Unity Express network module is not working.

Explanation The Cisco Unity Express network module must be shutdown before OIR.

Recommended Action OIR requires the following steps:

a. Shut down the service-engine interface.

b. Issue the **service-module service-engine** *slot*/*port* **shutdown** command.

c. Wait for confirmation that the network module has been shut down.

d. Proceed with the OIR.

Saving and Viewing Log Files

Problem: I need to be able to store log files to a remote location.

Recommended Action Log files are stored on the disk, which is the default location. You can configure Cisco Unity Express to store the log files to a separate server. Also, you can copy log files on the disk to a separate server if they need to be kept for history purposes, for example:

copy log *filename*.**log url ftp://***ftp-user-id*:*ftp-user-passwd***@***ftp-ip-address***/***directory*

se-10-0-0-0# **copy log messages.log url ftp://admin:voice@172.168.0.5/log_history**

Problem: I cannot display the contents of log files on the GUI.

Explanation The GUI cannot display log files. Troubleshooting commands and files are available only through the CLI.

Recommended Action Copy the log files from Cisco Unity Express to an external server and use a text editor, such as vi, to display the content.

Saving Configuration Changes

Problem: I lost some configuration data when the GUI timer expired.

Explanation You did not save the data while you were entering it.

Recommended Action While making some configuration changes in the GUI, use the **Apply** icon to save your changes to the running configuration before the timer logs you out of the system. If the timer logs you out and you did not use the **Apply** icon, your changes are not saved.

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Note The timer affects only the GUI, not the CLI.

Problem: I lost configuration data when I rebooted the system.

Explanation You did not save the data before the reboot.

Recommended Action Perform a **Save Configuration** operation in the GUI or enter a **copy running-config startup-config** command in the CLI to copy your changes from the running configuration to the startup configuration. When Cisco Unity Express reboots, it reloads the startup configuration.

Note Voice-mail messages, which are considered application data and are saved directly to the disk, are preserved automatically in the startup configuration. (They should be backed up to preserve them on another server in case of a power outage or a new installation.) All other configuration changes require an explicit "save configuration" operation to preserve them in the startup configuration.

Voice Mail

Problem: A user received a message with an envelope that says "unknown caller."

Explanation Cisco Unity Express has a Lightweight Directory Access Protocol (LDAP) directory with the names and extensions of the users who have voice mailboxes. When a message comes in, Cisco Unity Express tries to match the caller's ID (name or extension) to an entry in the LDAP directory. If a match is found, the user's name or extension is included in the message envelope.

If a user is configured on Cisco CallManager Express but not in Cisco Unity Express, for example, Cisco Unity Express has no record of that user in its LDAP directory and announces that caller as "unknown caller."

Recommended Action You may want to synchronize the Cisco CallManager Express and Cisco Unity Express databases if some Cisco CallManager Express users are not defined in the LDAP directory.

Cisco Unity Express databases if some Cisco CME users are not defined in the LDAP directory.

Message Waiting Indicators (MWIs)

Problem: After upgrading to a new version of Cisco Unity Express, the MWIs do not light up even when messages are left in the mailboxes.

Explanation The upgrade procedure removed the IP address of the Session Initiation Protocol (SIP) subsystem.

Recommended Action Reconfigure the SIP IP address to point to the Cisco CME router.

Auto-Attendant Prompts

Problem: The custom auto-attendant prompt is not working.

Recommended Action Verify that the prompt format is CCITT G.711 U-law, 8kHz, 8-bit, Mono.

Troubleshooting Commands

Table 9 lists Cisco Unity Express troubleshooting commands. The Cisco Technical Assistance Center (TAC) may request that you run one or more of these commands when troubleshooting a problem. TAC personnel will provide additional information about the commands at that time.

⚠ **Caution** Some of these commands may impact performance of your system. We recommend that you do not use these commands unless directed to do so by the TAC.

Table 9   Troubleshooting Commands

Command	Purpose	Cisco Unity Express EXEC Mode	Cisco Unity Express Configuration Mode
log console	Displays messages on the console based on severity.	—	Yes
log filter	Displays messages on the console based on a filter.	—	Yes
log server	Configures an external server for storing log files.	—	Yes
show arp	Displays the Cisco Unity Express ARP table entries.	Yes	—
show crash	Displays the most recent crash log.	Yes	—
show errors	Displays any errors reported in the messages log.	Yes	—
show exception	Displays any exceptions that are thrown out.	Yes	—
show interfaces	Displays all available interfaces.	Yes	—
show log	Displays a specific log.	Yes	—
show logging	Displays the current active logging level.	Yes	—
show logs	Displays a list of log files.	Yes	—
show memory	Displays current Cisco Unity Express memory statistics.	Yes	—
show processes	Displays CPU or memory processes.	Yes	—
show software	Displays configured software information.	Yes	—
show tech-support	Displays complete system information.	Yes	—
show trace	*Do not use except with tac guidance.*	Yes	—
show version	Displays the version of all hardware components.	Yes	—
trace all	*Do not use except with tac guidance.*	Yes	—
trace ccn	*Do not use except with tac guidance.*	Yes	—

Table 9 **Troubleshooting Commands (continued)**

Command	Purpose	Cisco Unity Express EXEC Mode	Cisco Unity Express Configuration Mode
trace config-ccn	*Do not use except with tac guidance.*	Yes	—
trace overwrite	*Do not use except with tac guidance.*	—	Yes
trace server	*Do not use except with tac guidance.*	—	Yes
trace voicemail	*Do not use except with tac guidance.*	Yes	—
trace webInterface	*Do not use except with tac guidance.*	Yes	—