

Troubleshooting MailView Issues for Cisco IP Phone Productivity Services

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Introduction

In MailView, when you press the Messages button on your Cisco IP Phone 7940 or Cisco IP Phone 7960, you now get a list of the email and voicemail messages that are in your Inbox on your corporate messaging server. You can scroll through your messages and read email messages right on the screen. You can also listen and delete voicemails using the soft keys. Any operation you perform on your messages using MailView is reflected on your PC-based email client or traditional voicemail interface automatically, because they use the same message storage. This document provides information on how to troubleshoot MailView if the user is unable to play/login/forward/reply to voicemail from a Cisco IP phone.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on the software and hardware versions below.

- Cisco IP Phone 7940 and 7960

The information presented in this document was created from devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If you are working in a live network, ensure that you understand the potential impact of any command before using it.

Conventions

For more information on document conventions, see the Cisco Technical Tips Conventions.

Error Displaying the Inbox: No Replica for Mailbox on Server

This problem affects Multiple Exchange servers, including Cisco Unity 2.4.6/Unity 3.0 and Exchange 5.5/Exchange 2000.

MailView uses Internet Mail Access Protocol (IMAP). IMAP referrals are not supported in Cisco IP Phone Productivity Services (PPS).

Verify the following:

1. Open a command window and try the following commands: **telnet < unity-server-name> 143 login < userid> < password**

At this point you would see the following message:

```
? OK [REFERRAL imap://redmond%2Freedl%2Fimapf;AUTH=*@reedlml.reedlml.com]
LOGIN completed
```

2. Select inbox.

The following message indicates that IMAP referrals are not supported:

```
No, There is no replica for that mailbox on this server.
```

3. You can log out of the telnet connection by typing **logout**, and pressing **ENTER**.

Configure the PPS server to use the referred exchange server by following the steps below:

1. Run Regedit on the PPS server.
2. Go to HKEY_LOCAL_MACHINE\Software\Cisco Systems, Inc.\MailView.
3. Change the "ActiveVoiceServer" Key Value to the IP address/hostname of the referred to (as seen from the message in the login command) exchange server.
4. Restart the PPS server.

Unable to Log in to MailView

The Cisco Unity domain name given while installing is the fully-qualified domain name or it is not the domain name.

The Cisco Unity domain name given during installation should be the NT domain of Unity, not the fully-qualified domain name.

Follow the steps below.

1. Run Regedit on the PPS server.
2. Go to HKEY_LOCAL_MACHINE\Software\Cisco Systems, Inc.\MailView.
3. Change the "UnityNTDomainName" Key Value to the NT domain name (example: *unity not unity.cisco.com*).
4. Restart the PPS server.

The exchange server is different from the Unity server. (Exchange is installed on a separate server.) It should be the NT domain of Unity and not the fully-qualified domain name

1. Run Regedit on the PPS server.

2. Go to HKEY_LOCAL_MACHINE\Software\Cisco Systems, Inc.\MailView.
3. Change the "ActiveVoiceServer" Key to the IP address or hostname of the exchange server.
4. Restart the PPS server.

Note: MailView does not work if the Cisco TAPI Wave driver is installed.

Unable to Play Voicemails in MailView

Authentication fails. This might be because of the usage of lowercase device names in earlier releases of Cisco CallManager. Authenticate.asp uses uppercase names for authentication. If Cisco CallManager was upgraded to Bravo from an earlier release, then the database might still have the lowercase name and cause this problem.

To resolve this problem, unregister the phone from the Cisco CallManager and reregister it.

MailView Does Not Display Email Content

Message Format on the Unity server is not set up.

Follow the steps below to resolve this problem:

1. Select **Start > Programs > Microsoft Exchange > System Manager** to open the Exchange System Manager Window.
2. On the Exchange Server Manager form, under <your-organization>, select **Servers.<Your Exchange Server>** displays.
3. Select <**Your Exchange Server**> > **Protocols > IMAP4 > Default IMAP4 Virtual Server Properties**.
4. Right-click **Default IMAP4 Virtual Server**. The Default IMAP4 Virtual Server Properties form displays.
5. In the MIME encoding section, select **Both** and click **OK** to close the form.

Unable to Forward/Reply to Voicemails

Internet Mail Service (IMS) Cisco Gateway/Unity Voicemail Gateway is not set up. The IMS is a Simple Mail Transfer Protocol. (SMTP) gateway built into Microsoft Exchange.

To set up the gateway, perform the following steps:

1. Run Microsoft Exchange Administrator.
 2. Select your **Server > Connections**. Verify that IMS is not installed (not listed). Select your Server.
 3. Select **File > New Other > Internet Mail Service**.
 4. Follow the installation steps. To set up Voicemail gateway: on the Microsoft Exchange server where SMTP gateway is installed, insert the Cisco Unity CD.
 5. Go to the Voice Gateway directory. Run **Setup.exe** and follow the instructions. Internet Voice Connector (IVC) starts automatically. IVC object is installed within the Connectors object of the Microsoft Exchange Administrator Users (and Administrators).
 6. You must also set e-mail IDs for each Cisco Unity user to match the Microsoft Exchange server e-mail IDs. You must add an e-mail alias for each mail recipient of the form userid@domain name of type "voice." This enables the Cisco Unity server to recognize that MailView replies and forwards are voice mail. It also allows users to receive MailView replies and forwards of "voice" type.
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Related Information

- [IP Phone Productivity Service Documentation](#)
 - [Subscribing to IP Phone Productivity Services](#)
 - [Using IP Phone Productivity Services](#)
 - [Voice Technology Support](#)
 - [Voice and IP Communications Product Support](#)
 - [Recommended Reading: Troubleshooting Cisco IP Telephony](#)
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