

Troubleshoot Voice View Express

Document ID: 69778

Introduction

Prerequisites

- Requirements
- Components Used
- Conventions

Voice View Express Configuration in Cisco Unity Express

Sample Problems

- Cannot log into Voice View Express (Error 404)
- Cannot log into Voice View Express (Host not Found)
- System Temporarily Unavailable
- Authentication Error Displays when a User Logs onto Voice View Express
- Mailbox Already in use when a User Logs onto Voice View Express
- All Voice Ports are Busy
- Login Failed Error due to PIN Expiration
- Login Failure when Mailbox is Disabled
- Login Failure and Forceful PIN Change
- Message Notification Error
- Error when You Try to Listen to Messages

Related Information

Introduction

This document examines how to troubleshoot the Voice View Express (VVE) feature of Cisco Unity Express.

VVE allows end users to interact with their Cisco Unity Express voicemail mailbox using their Cisco IP Phone display and softkeys available on the phone. You can conveniently manage personal mailbox options, manage notifications, send, listen to, record, and manage voicemail messages. The feature provides an alternative to the Telephony User Interface (TUI) and web interface for such tasks. VVE is essentially a web application like the Cisco Unity Express GUI except for the fact that it serves XML content (that the phone understands) instead of HTML (that a web browser understands).

Prerequisites

Requirements

The reader should understand how to access Cisco Unity Express via the CLI and GUI and be familiar with configuration and administration tasks.

VVE functionality is supported only on these platforms:

- Cisco Unity Express Voicemail Network Module (NM-CUE)
- Cisco Unity Express Network Module with Enhanced Capacity (NM-CUE-EC)
- Cisco Unity Express Advanced Integration Module (AIM-CUE)

VVE is only supported with the 7940/41, 7960/61, and 7970/71 phones.

The minimum Cisco Unity Express software release for VVE is 2.3.1.

Components Used

The information in this document is based on an NM-CUE that runs 2.3.1 software installed in a Cisco CallManager Express 4.0 router.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Voice View Express Configuration in Cisco Unity Express

VVE must be enabled and configured in advance. This can be accomplished from the CLI or GUI (**Voicemail > Voice View Express**).

This command shows the VVE configuration:

```
Se-10-50-10-125#show voiceview configuration
```

```
Phone service URL:      http://<CUE-hostname>/voiceview/common/login.do
Enabled:                Yes
Idle Timeout (minutes): 30
```

```
Se-10-50-10-125#show phone-authentication configuration
```

```
Authentication service URL: http://<CUE-hostname>/voiceview/authentication/authenticate.do
Authentication Fallback Server URL: http://190.190.190.2/CCMCIP/authenticate.asp
```

The Cisco CallManager Express (or Cisco CallManager) must be configured so that the Services button can access the VVE application. The services and authentication URLs must be configured for Cisco CallManager Express. In the Cisco Unity Express output, you can see what the URL is supposed to be. In order to configure this in Cisco CallManager Express, enter configuration mode and specify the URLs (in this case by IP address since DNS is not used):

```
cme#configure terminal
Enter configuration commands, one per line. End with CNTL/Z.
cme(config)#telephony-service
cme(config-telephony)#url services
http://10.50.10.125/voiceview/common/login.do
cme(config-telephony)#url authentication
http://10.50.10.125/voiceview/authentication/authenticate.do
cme(config-telephony)#exit
```

Issue the **show run | inc url** command to verify the configuration:

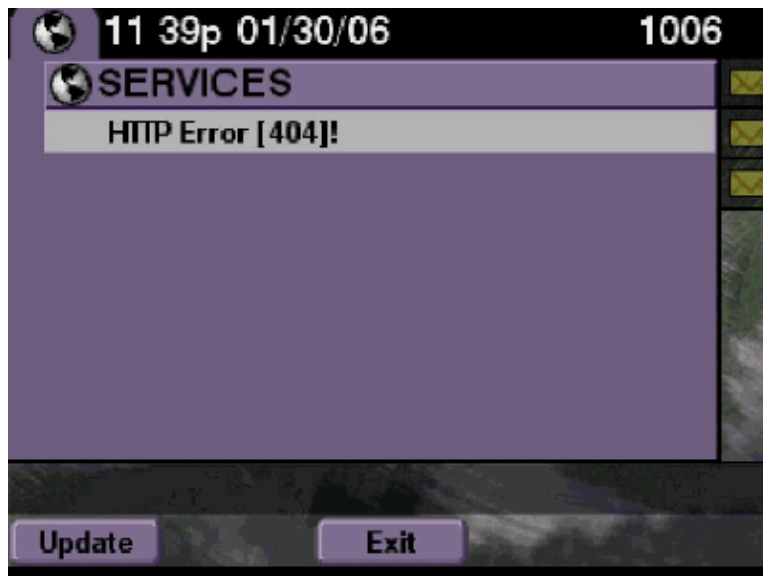
```
cme#show run | inc url
url services
ghttp://14.84.159.12//voiceview/common/login.do
url authentication
http://14.84.159.12//voiceview/authentication/authenticate.do
```

Sample Problems

Cannot log into Voice View Express (Error 404)

Problem Description

When a user presses the **Services** button on the phone, the `http error 404` error message displays.



Solution

Complete these steps:

1. Check the phone to see if it has the services URL. If the Cisco Unity Express is connected to Cisco CallManager Express, then make sure that the services URL and the authentication URLs are correctly configured under Telephony service on Cisco CallManager Express.

The IP address is 10.50.10.125 of this Cisco Unity Express:

```
cme#show running-config | include url
url services http://10.50.10.125/voiceview/common/login.do
url authentication http://10.50.10.125/voiceview/authentication/authenticate.do
```

2. Either go to the Cisco Unity Express CLI and select **show VoiceView configuration** or go to the Cisco Unity Express GUI and select **Voicemail > Voice View Express > Configuration** in order to check if VVE is enabled.

```
se-10-50-10-125#show voiceview configuration
Phone service URL: http:///voiceview/common/login.do
Enabled: Yes
Idle Timeout (minutes): 30
```

3. For a Cisco Unity Express registered with a Cisco CallManager server, issue the **show ccm status ccm-manager** from the Cisco Unity Express CLI to check if the Cisco Unity Express is registered with Cisco CallManager.

```
se-10-50-30-125#show ccm status ccm-manager
JTAPI Subsystem is currently registered with Call Manager: 180.180.180.3
```

Cisco Unity Express Traces

In this example, VVE is disabled. If the URL is wrong, or Cisco Unity Express is not registered with the Cisco CallManager, no output is generated.

```
se-10-50-10-125#show trace buffer tail
Press <CTRL-C> to exit...
1503 01/31 08:19:17.885 WFSP APP 0 WFSysdbNdApp::get exit
6754 01/31 08:19:52.217 vovw cont 0 Enter Controller Requested URI:
voiceview/common/login.do
6754 01/31 08:19:52.218 vovw sydb 0 /sw/apps/vui/vvconfig/enabled
6754 01/31 08:19:52.223 vovw sydb 0 0
6754 01/31 08:19:52.226 vovw cont 0 Exit Controller Requested URI: /voiceview/common/login
6664 01/31 08:19:58.731 vovw cont 0 Enter Controller Requested URI: /voiceview/common/login
6664 01/31 08:19:58.731 vovw sydb 0 /sw/apps/vui/vvconfig/enabled
6664 01/31 08:19:58.731 vovw sydb 0 0
6664 01/31 08:19:58.732 vovw cont 0 Exit Controller Requested URI: /voiceview/common/login
6754 01/31 08:20:54.181 vovw cont 0 Enter Controller Requested URI: /voiceview/common/login
6754 01/31 08:20:54.181 vovw sydb 0 /sw/apps/vui/vvconfig/enabled
6754 01/31 08:20:54.181 vovw sydb 0 0
6754 01/31 08:20:54.183 vovw cont 0 Exit Controller Requested URI: /voiceview/
```

Cannot log into Voice View Express (Host not Found)

Problem Description

When the **Services** button is pressed in order to get to the VVE login page, the Host not Found Error displays.

Solution

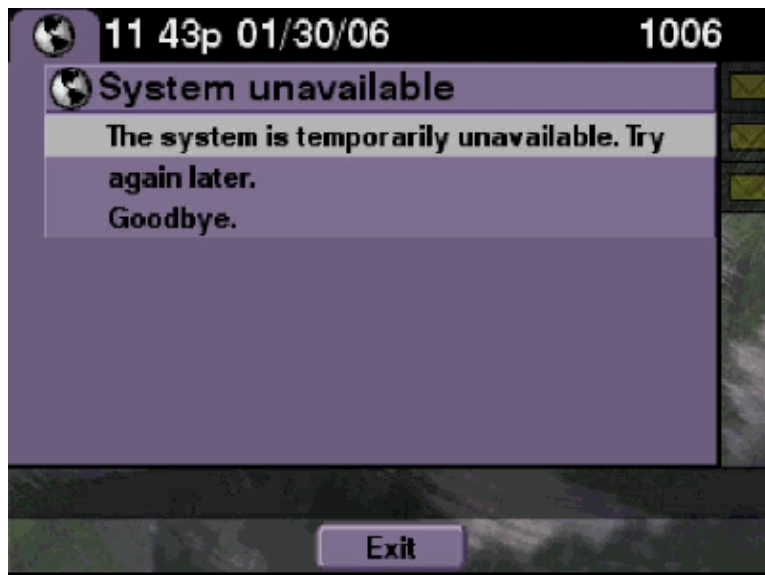
Complete these steps:

1. Check if Cisco Unity Express is up and running. Then either go to the CLI and select **show VoiceView configuration** or go to the GUI and select **Voicemail > Voice View Express > Configuration** in order to verify that the VVE service is enabled and runs.
2. If it is up and it runs, issue the **show running-config | include url** command from the router to check the services URL.

System Temporarily Unavailable

Problem Description

When a user presses the **Services** button or any soft key, the System temporarily Unavailable. Please try again at a later time good bye error message displays.



Solution

Check to see if Cisco Unity Express is in offline mode either from the Cisco Unity Express CLI or from the Cisco Unity Express GUI. If you click on any page it tells you that the system is offline. An option is also provided to bring the system back online.

```
se-10-50-30-125#offline
!!!WARNING!!!: If you are going offline to do a backup, it is recommended
that you save the current running configuration using the 'write' command,
prior to going to the offline state.
```

```
Are you sure you want to go offline[n]? : y
se-10-50-30-125(offline)#
```

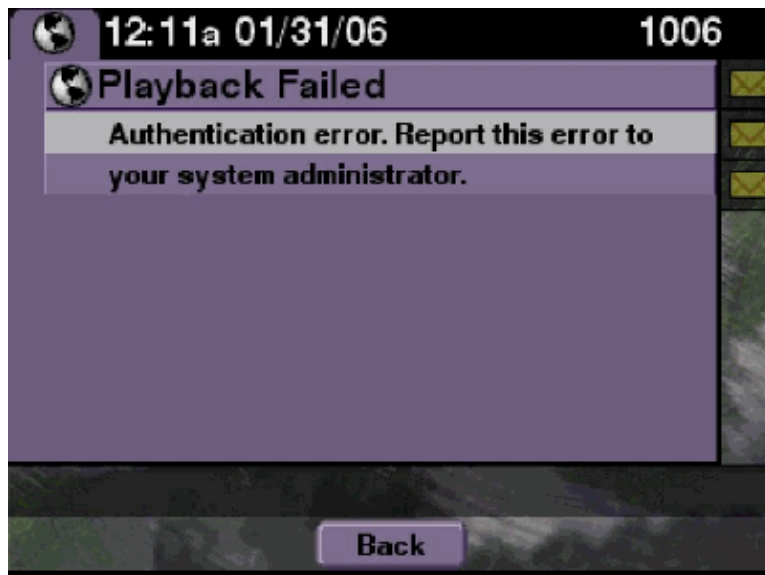
Traces

```
se-10-50-10-125>trace voiceview all
se-10-50-10-125>trace voiceview-ccn all
se-10-50-10-125>
2302 02/06 15:22:41.577 voiceview controller " " Setting session locale en_US
2302 02/06 15:22:41.577 voiceview sysdb " " /sw/apps/monitor/ctrl/offline
2302 02/06 15:22:41.579 voiceview sysdb " " 1
2302 02/06 15:22:41.579 voiceview controller " "
Exit Controller Forward URI: /common/offline.do
2302 02/06 15:22:41.580 voiceview controller " "
Enter Controller Requested URI: /voiceview/common/offline.do
2302 02/06 15:22:41.580 voiceview sysdb " " /sw/apps/vui/vvconfig/enabled
2302 02/06 15:22:41.581 voiceview sysdb " " 1
2302 02/06 15:22:41.585 voiceview controller " "
Exit Controller Requested URI: /voiceview/WEB-INF/screens/phoneobjects/CiscoIPPhoneText.js
```

Authentication Error Displays when a User Logs onto Voice View Express

Problem Description

When a user presses the **Services** button or logs onto VVE, an authentication error displays. This error also displays when a user listens to or sends a message.



Solution

Complete these steps:

1. Issue the **show software licenses** command to check if you are running the correct license on your system.

```
se-10-50-10-125#show software licenses
Core:
- Application mode: CCME
- Total usable system ports: 8

Voicemail/Auto Attendant:
- Max system mailbox capacity time: 6000
- Default # of general delivery mailboxes: 20
- Default # of personal mailboxes: 100
- Max # of configurable mailboxes: 120

Languages:
- Max installed languages: unlimited
- Max enabled languages: 2
```

2. If you have a Cisco CallManager Express configured system and you have a Cisco CallManager license, then this error displays.
3. Check if the authentication URL is configured properly or is missing.
4. Sometimes the phone caches the credentials. If none of these steps work, perform a hard reboot (power off and power on) on the phone.

Cisco Unity Express Traces

```
se-10-50-10-125>trace voiceview all
se-10-50-10-125>trace voiceview-ccn all
se-10-50-10-125>show trace buffer tail
```

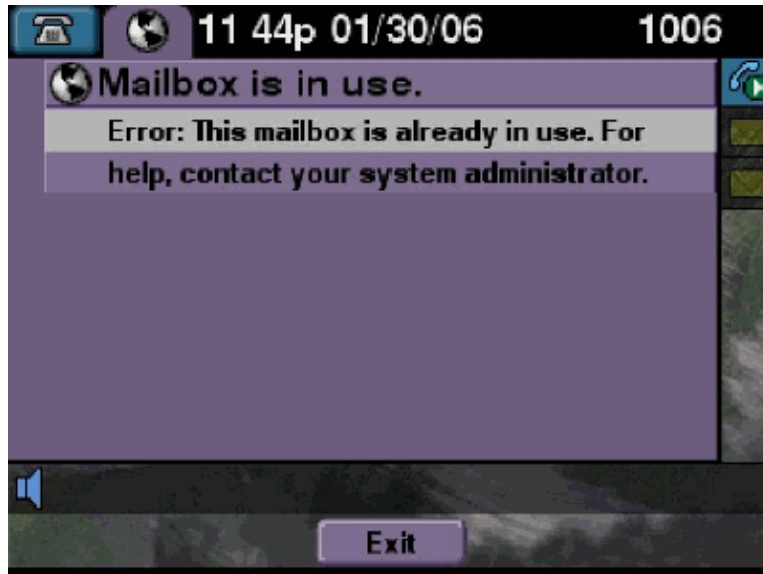
```
6194 02/06 17:52:00.090 vovw sydb 0 CCM
6194 02/06 17:52:00.090 vovw sydb 0 /sw/apps/wf/ccnapps/configurations/craAesop
/ccnwfapp/wfjtapi/ciscoccnatpassword
6194 02/06 17:52:00.091 vovw sydb 0
6194 02/06 17:52:00.092 vovw vcmt 0 SoundTransmitter started
6194 02/06 17:52:00.096 vovw vcmt 0 New CRA callId: 57
6194 02/06 17:52:00.103 vovw prxy 0 CiscoIPPhoneResponseParser opening the socket
6194 02/06 17:52:00.146 vovw prxy 0 CiscoIPPhoneResponseParser close socket
```

```
6194 02/06 17:52:00.151 vovw vcmt 0 IOException: Server returned HTTP response code:
401 for URL: http://10.50.10.67/CGI/Execute
6194 02/06 17:52:00.154 vovw cont 0 Exit Controller Requested URI:
/voiceview/WEB-INF/screens/phoneobjects/CiscoIPPhoneText.jsp
```

Mailbox Already in use when a User Logs onto Voice View Express

Problem Description

When a user logs onto VVE, the This mailbox is already in use. For help please contact the system administrator error message displays.



Solution

Complete these steps:

1. Check to see if a TUI session for that mailbox is active. Issue the **show ccn call application** command to see if any TUI calls are active and issue the **show voiceview sessions** command to see how many VVE sessions are active.

If a TUI session is active and you attempt to log into that mailbox from the same phone or from a different phone, then this error message displays.

```
se-10-50-10-125>show voiceview sessions
Mailbox RTP User ID Phone MAC Address
1004 Yes lindsay 000C.30DE.5EA8
1016 Yes venus 0015.629F.8706

2 session(s)
2 active RTP stream(s)

se-10-50-10-125>show ccn call application

Active Call Details for Subsystem : SIP

-----

**** Details for route ID : 1200 ****

-----
```

** Active Port #1: Call and Media info **

Port ID : 5
Port Impl ID : 16906
Port State : IN_USE
Call Id : 265
Call Impl Id : EEB034F9-B76811DA-9A72CAAD-D5085A1@10.50.10.1
Call State : CALL_ANSWERED
Call active time(in seconds) : 73
Application Associated : voicemail
Application Task Id : 16000000125
Called Number : 1200
Dialed Number :
Calling Number : 1012
ANI :
DNIS :
CLID : sip:1012@10.50.10.1
Arrival Type : DIRECT
Last Redirected Number :
Original Called Number :
Original Dialed Number :

Media Id : 6
Media State : IN_USE
Media Destination Address : 10.50.10.1
Media Destination Port : 19116
Destination Size : 30
Destination Payload : G711ULAW64K
Media Source Address : 10.50.10.125
Media Source Port : 16906
Source Size : 30
Source Payload : G711ULAW64K

** Active Port #2: Call and Media info **

Port ID : 4
Port Impl ID : 16904
Port State : IN_USE
Call Id : 268
Call Impl Id : 11D25918-B76911DA-9A98CAAD-D5085A1@10.50.10.1
Call State : CALL_ANSWERED
Call active time(in seconds) : 15
Application Associated : voicemail
Application Task Id : 16000000127
Called Number : 1200
Dialed Number :
Calling Number : 1006
ANI :
DNIS :
CLID : sip:1006@10.50.10.1
Arrival Type : DIRECT
Last Redirected Number :
Original Called Number :
Original Dialed Number :

Media Id : 4
Media State : IN_USE
Media Destination Address : 10.50.10.1
Media Destination Port : 18310
Destination Size : 30
Destination Payload : G711ULAW64K

Media Source Address : 10.50.10.125
Media Source Port : 16904
Source Size : 30
Source Payload : G711ULAW64K

2. In very rare cases the mailbox can get locked. Unlock the mailbox from the CLI (issue the **voicemail mailbox unlock** command) or from the GUI select **Voicemail > Mailboxes**, choose the mailbox, and click **Unlock** to try to free this connection.

If no VVE sessions or TUI calls are active and you still get the all ports busy message, it means that the port has become stuck. Clear the VVE sessions and the TUI session as described here:

Terminate a VVE Session:

```
se-10-50-10-125>service voiceview session terminate mailbox 1004
```

Terminate a TUI Session:

```
se-10-50-10-125>ccn call terminate call ?  
CALL Call Impl ID (Use 'show ccn call route' to get impl id)  
se-10-50-10-125>ccn call terminate port ?  
PORT Port Impl ID (Use 'show ccn call route' to get impl id)
```

Note: The ID can be obtained from the **show ccn call application** output.

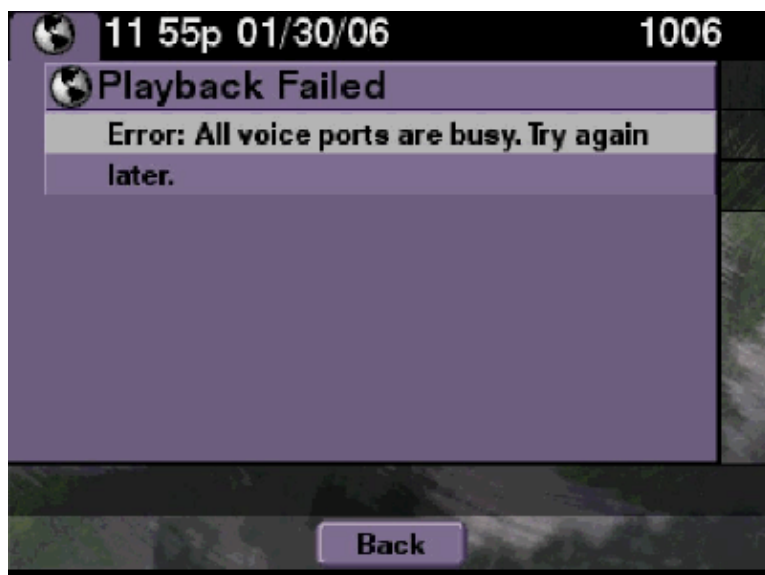
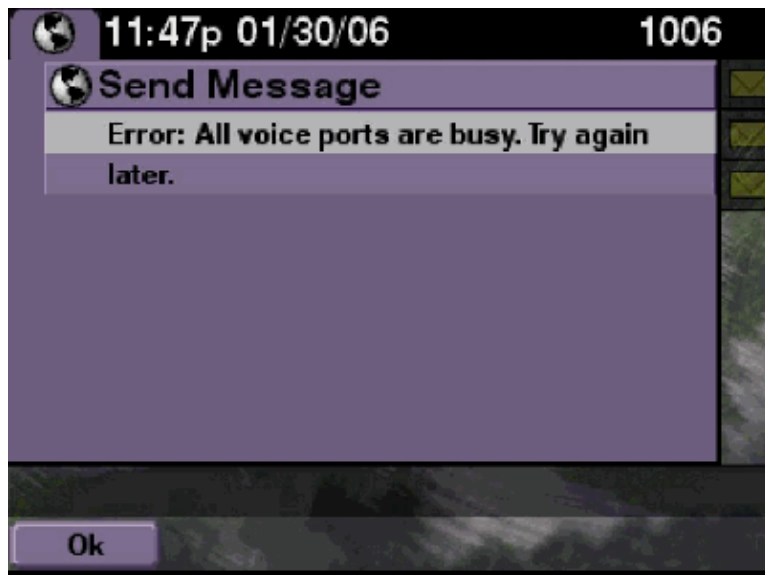
Cisco Unity Express Traces

```
se-10-50-10-125>trace voiceview all  
se-10-50-10-125>trace voiceview-ccn all  
se-10-50-10-125#show trace buffer tail  
Press <CTRL-C> to exit...  
6413 01/31 11:13:21.288 vovw cont 0 Exit Controller  
Requested URI: /voiceview/WEB-INF/screens/phoneobjects/CiscoIPPhoneText.jsp  
1087 01/31 11:14:11.947 vovw auth 0 VM SS sent message to logout :  
PERSONAL_0000000000000000000000079  
1087 01/31 11:14:11.948 vovw sess 0 SessionProperties doLogoutCleanup for 1001  
6413 01/31 11:14:17.209 vovw cont 0 Center Controller  
Requested URI: /voiceview/common/login.do  
6413 01/31 11:14:17.210 vovw sess 0 LOGIN request  
6413 01/31 11:14:17.244 vovw sess 0 1001  
6413 01/31 11:14:17.244 vovw sess 0 Found mailbox  
6413 01/31 11:14:17.244 vovw sess 0 Valid extension  
6413 01/31 11:14:17.245 vovw sess 0 Verifying user password  
6413 01/31 11:14:17.283 vovw sess 0 Opening mailbox  
6413 01/31 11:14:17.318 vovw sess 0 Mailbox already in use.  
6413 01/31 11:14:17.322 vovw cont 0 Exit Controller  
Requested URI: /voiceview/WEB-INF/screens/phoneobjects/CiscoIPPhoneText.jsp
```

All Voice Ports are Busy

Problem Description

When a user tries to listen to or send a message through VVE, either the Playback Failed Error: All voice ports are busy. Please try again later or the Send Message Error: All voice ports are busy. Try again later. error message displays.



Solution

Either the maximum number of TUI sessions or VVE sessions are active. Issue the **show ccn call application** command to see the number of active calls. For example, this error message displays on an NM-CUE-EC if 16 TUI sessions are active and if you try to send a message or listen to a message through VVE.

Free up a port to solve this problem.

```
se-10-50-10-125>show voiceview sessions
Mailbox RTP User ID Phone MAC Address
1004 Yes lindsay 000C.30DE.5EA8
1016 Yes venus 0015.629F.8706
1013 Yes maria 0015.C68E.6C1E
1015 Yes svetlana 0015.63EE.3790
1014 Yes elena 0015.629F.888B
1009 Yes ivan 0015.6269.57D2
1012 Yes seles 0016.4676.4FCA
1006 Yes vera 0012.7F02.7EAC

8 session(s)
8 active RTP stream(s)
```

se-10-50-10-125>show ccn call application

Active Call Details for Subsystem : SIP

**** Details for route ID : 1200 ****

** Active Port #1: Call and Media info **

Port ID : 5
Port Impl ID : 16906
Port State : IN_USE
Call Id : 265
Call Impl Id : EEB034F9-B76811DA-9A72CAAD-D5085A1@10.50.10.1
Call State : CALL_ANSWERED
Call active time(in seconds) : 73
Application Associated : voicemail
Application Task Id : 16000000125
Called Number : 1200
Dialed Number :
Calling Number : 1012
ANI :
DNIS :
CLID : sip:1012@10.50.10.1
Arrival Type : DIRECT
Last Redirected Number :
Original Called Number :
Original Dialed Number :

Media Id : 6
Media State : IN_USE
Media Destination Address : 10.50.10.1
Media Destination Port : 19116
Destination Size : 30
Destination Payload : G711ULAW64K
Media Source Address : 10.50.10.125
Media Source Port : 16906
Source Size : 30
Source Payload : G711ULAW64K

** Active Port #2: Call and Media info **

Port ID : 4
Port Impl ID : 16904
Port State : IN_USE
Call Id : 268
Call Impl Id : 11D25918-B76911DA-9A98CAAD-D5085A1@10.50.10.1
Call State : CALL_ANSWERED
Call active time(in seconds) : 15
Application Associated : voicemail
Application Task Id : 16000000127
Called Number : 1200
Dialed Number :
Calling Number : 1006
ANI :
DNIS :
CLID : sip:1006@10.50.10.1
Arrival Type : DIRECT
Last Redirected Number :

Original Called Number :
Original Dialed Number :

Media Id : 4
Media State : IN_USE
Media Destination Address : 10.50.10.1
Media Destination Port : 18310
Destination Size : 30
Destination Payload : G711ULAW64K
Media Source Address : 10.50.10.125
Media Source Port : 16904
Source Size : 30
Source Payload : G711ULAW64K

** Active Port #3: Call and Media info **

Port ID : 7
Port Impl ID : 16910
Port State : IN_USE
Call Id : 261
Call Impl Id : D16FCE50-B76811DA-9A4ECAAD-D5085A1@10.50.10.1
Call State : CALL_ANSWERED
Call active time(in seconds) : 124
Application Associated : voicemail
Application Task Id : 16000000121
Called Number : 1200
Dialed Number :
Calling Number : 1014
ANI :
DNIS :
CLID : sip:1014@10.50.10.1
Arrival Type : DIRECT
Last Redirected Number :
Original Called Number :
Original Dialed Number :

Media Id : 1
Media State : IN_USE
Media Destination Address : 10.50.10.1
Media Destination Port : 18634
Destination Size : 30
Destination Payload : G711ULAW64K
Media Source Address : 10.50.10.125
Media Source Port : 16910
Source Size : 30
Source Payload : G711ULAW64K

** Active Port #4: Call and Media info **

Port ID : 1
Port Impl ID : 16898
Port State : IN_USE
Call Id : 264
Call Impl Id : E7314493-B76811DA-9A68CAAD-D5085A1@10.50.10.1
Call State : CALL_ANSWERED
Call active time(in seconds) : 88
Application Associated : voicemail
Application Task Id : 16000000124
Called Number : 1200
Dialed Number :
Calling Number : 1016

ANI :
DNIS :
CLID : sip:1016@10.50.10.1
Arrival Type : DIRECT
Last Redirected Number :
Original Called Number :
Original Dialed Number :

Media Id : 2
Media State : IN_USE
Media Destination Address : 10.50.10.1
Media Destination Port : 16586
Destination Size : 30
Destination Payload : G711ULAW64K
Media Source Address : 10.50.10.125
Media Source Port : 16898
Source Size : 30
Source Payload : G711ULAW64K

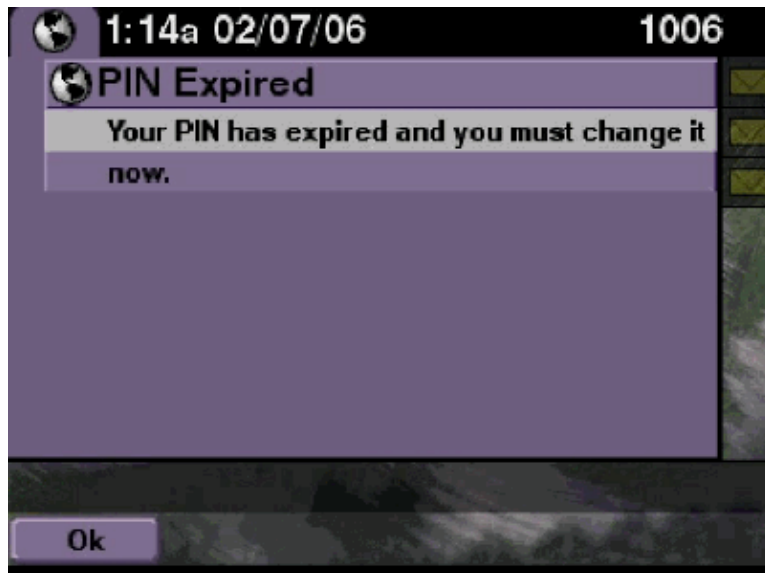
Cisco Unity Express Traces

```
se-10-50-10-125#show trace buffer tail
6999 03/15 20:59:12.362 vovw cont 0 Center Controller
Requested URI: /voiceview/voicemail/playvm.do
6999 03/15 20:59:12.740 vovw vcmt 0 Adding OID: 19225
6999 03/15 20:59:12.742 vovw vcmt 0 Total play time 495
6999 03/15 20:59:12.742 vovw sydb 0 /sw/limits/global/applicationMode
6999 03/15 20:59:12.742 vovw sydb 0 ITS
6999 03/15 20:59:12.743 vovw sydb 0 /sw/limits/global/applicationMode
6999 03/15 20:59:12.743 vovw sydb 0 ITS
6999 03/15 20:59:12.745 vovw vcmt 0 SoundTransmitter started
7185 03/15 20:59:12.748 VCCN svve 0 requestNewSession: enter
7185 03/15 20:59:12.749 VCCN svve 0 New contact created id: 1866
7185 03/15 20:59:12.749 VCCN svve 0 Number of active contacts: 8
6999 03/15 20:59:12.750 vovw vcmt 0 New CRA callId: 1866
7185 03/15 20:59:12.814 VCCN svve 0 Number of active contacts: 7
7185 03/15 20:59:12.815 VCCN svve 0 VVEContact: terminate(): 1866
6999 03/15 20:59:12.816 vovw vcmt 0 VVEException: MissingChannel: All voice ports busy
```

Login Failed Error due to PIN Expiration

Problem Description

When a user tries to log into a mailbox, the PIN expired message displays.



Solution

Check to see if the user has a blank PIN set and tutorial set to off.

Cisco Unity Express Traces

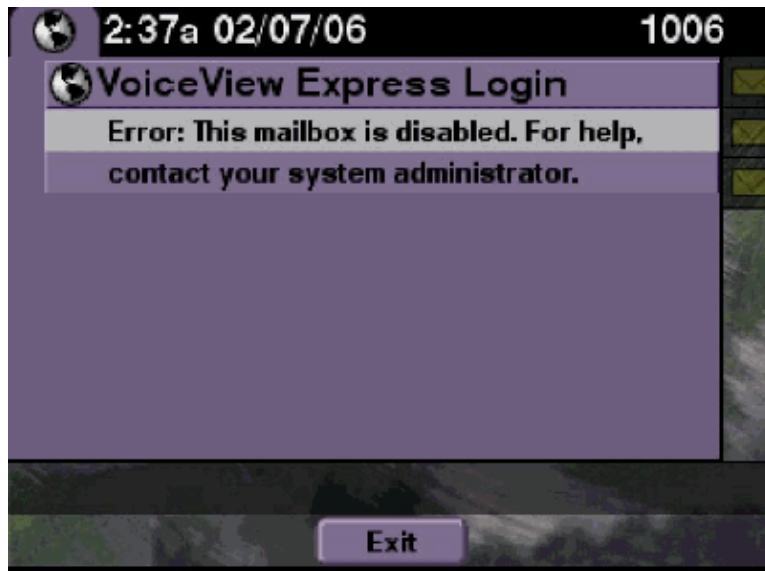
```
se-10-50-10-125>trace voiceview all
se-10-50-10-125>trace voiceview-ccn all
se-10-50-10-125>show trace buffer tail

6651 02/06 17:16:01.821 vovw sydb 0 0
6651 02/06 17:16:01.821 vovw cont 0 Center Controller
Requested URI: /voiceview/common/login.do
6651 02/06 17:16:01.822 vovw sess 0 LOGIN request
6651 02/06 17:16:01.859 vovw sess 0 1006
6651 02/06 17:16:01.859 vovw sess 0 Found mailbox
6651 02/06 17:16:01.859 vovw sess 0 Valid extension
6651 02/06 17:16:01.859 vovw sess 0 Verifying user password
6651 02/06 17:16:01.890 vovw sess 0 User PIN has expired
6651 02/06 17:16:01.890 vovw sess 0 Opening mailbox
6651 02/06 17:16:01.985 vovw sess 0 Open mailbox successful
6651 02/06 17:16:01.985 vovw sess 0 SessionProperties logged in
user 1006 session: wbj3dfb391 from 10.50.10.67
6651 02/06 17:16:01.985 vovw sess 0 Session Info provider attaching...
6651 02/06 17:16:01.987 vovw sess 0 Session Info provider attached
6651 02/06 17:16:01.987 vovw sess 0 SessionProperties number of users now: 1
6651 02/06 17:16:02.005 vovw sess 0 Forward to password expired page
6651 02/06 17:16:02.141 vovw cont 0 Exit Controller
Requested URI: /voiceview/WEB-INF/screens/phoneobjects/CiscoIPPhoneText.jsp
```

Login Failure when Mailbox is Disabled

Problem Description

When a user tries to login to a mailbox, the This mailbox is disabled. For help, please contact your system administrator. error message displays.



Solution

This is expected behavior. In order to allow a login, either go to the Cisco Unity Express CLI and issue the **enable** command under the voicemail mailbox owner user in config mode or go to the Cisco Unity Express GUI and select **Voicemail > Mailbox**, choose the user's mailbox, and check **enable** in order to enable the user's mailbox.

Cisco Unity Express Traces

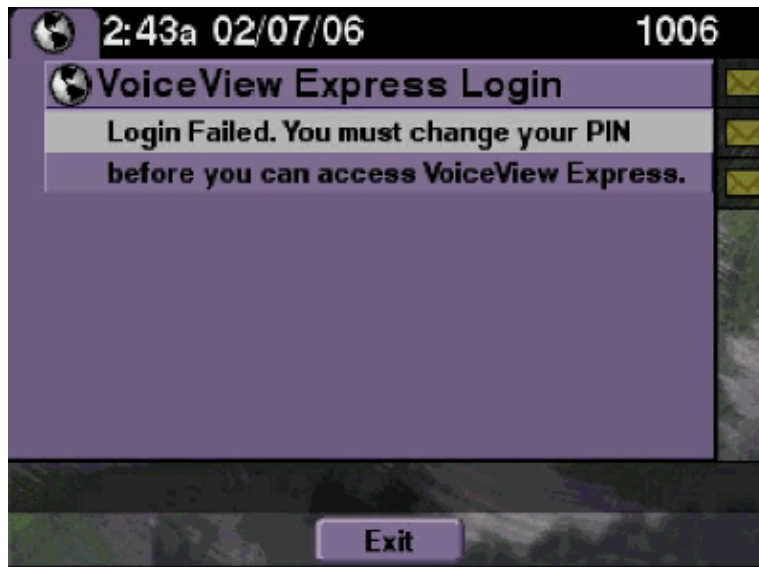
```
se-10-50-10-125>trace voiceview all
se-10-50-10-125>trace voiceview-ccn all
se-10-50-10-125>show trace buffer tail

6441 02/06 18:26:13.785 vovw sess 0 LOGIN request
6441 02/06 18:26:13.824 vovw sess 0 1006
6441 02/06 18:26:13.824 vovw sess 0 Found mailbox
6441 02/06 18:26:13.824 vovw sess 0 Valid extension
6441 02/06 18:26:13.824 vovw sess 0 Verifying user password
6441 02/06 18:26:13.864 vovw sess 0 Opening mailbox
6441 02/06 18:26:13.930 vovw sess 0 Open mailbox successful
6441 02/06 18:26:13.930 vovw sess 0 VVException/SessionProperties.
Error: Mailbox disabled
6441 02/06 18:26:13.940 vovw cont 0 Exit Controller
Requested URI: /voiceview/WEB-INF/screens/phoneobjects/CiscoIPPhoneText.jsp
```

Login Failure and Forceful PIN Change

Problem Description

When a user tries to login to a mailbox, the Error: Voice View Express Login: Login Failed: You must change your PIN before you can access VoiceView Express. error message displays.



Solution

This is expected behavior. The tutorial is set to ON and a blank PIN is configured. Generate a PIN from either the CLI or GUI and try to log in.

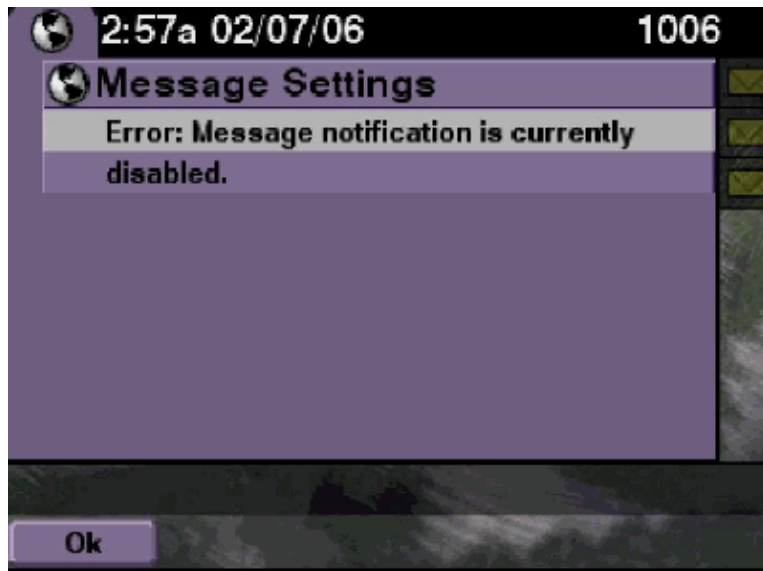
Cisco Unity Express Traces

```
se-10-50-10-125>trace voiceview all
se-10-50-10-125>trace voiceview-ccn all
se-10-50-10-125>show trace buffer tail
6216 02/06 18:43:27.240 vovw sess 0 SessionProperties logged in user
1006 session: b4xuyud461 from 10.50.10.67
6216 02/06 18:43:27.240 vovw sess 0 Session Info provider attaching...
6216 02/06 18:43:27.241 vovw sess 0 Session Info provider attached
6216 02/06 18:43:27.241 vovw sess 0 SessionProperties number of users now: 1
6216 02/06 18:43:27.241 vovw sess 0 VVException/SessionProperties.
Error: Initial access with blank PIN
6216 02/06 18:43:27.252 vovw cont 0 Exit Controller Requested URI:
/voiceview/WEB-INF/screens/phoneobjects/CiscoIPPhoneText.jsp
se-10-50-10-125> username vera pin 123
```

Message Notification Error

Problem Description

When a user tries to access Message Settings > Message Notifications through VVE, the Error: Message Notification is currently disabled. error message displays.



Solution

Check to see if the notification is enabled system wide and then check to see if the notification for this particular user is enabled. If not, either go to the Cisco Unity Express CLI and issue the **show voicemail notification** command or go to the Cisco Unity Express GUI and select **Voicemail > Message Notification > Notification Administration** to enable it.

Cisco Unity Express Traces

```
se-10-50-10-125>trace voiceview all
se-10-50-10-125>trace voiceview-ccn all
se-10-50-10-125>

6320 02/06 19:00:41.405 vovw sydb 0 1
6320 02/06 19:00:41.405 vovw cont 0 Submit Type 'RECONFIGURE'
6320 02/06 19:00:41.405 vovw sydb 0 /sw/apps/monitor/ctrl/offline
6320 02/06 19:00:41.406 vovw sydb 0 0
6320 02/06 19:00:41.406 vovw cont 0 Center Controller Requested URI:
  /voiceview/msgsettings/NotifDeviceList.do
6320 02/06 19:00:41.407 vovw notf 0 Populating the form
6320 02/06 19:00:41.445 vovw notf 0 sysEnabled true userEnabled false
6320 02/06 19:00:41.448 vovw cont 0 Exit Controller Requested URI:
  /voiceview/WEB-INF/screens/phoneobjects/CiscoIPPhoneText.jsp
```

Error when You Try to Listen to Messages

Problem Description

Users are able to login to Voice View Express service, but they receive this error when they try to listen to the messages:

```
Playback Failed:
Report this error to your system administrator,
IOException:x.x.x.x/x.x.x.x:80
- Connection refused"
```

Solution

The issue occurs when the web server of the phone is not reachable. Either it is disabled, or a firewall sits in between.

In order to resolve the issue, go to **Settings > Security Configuration** and make sure that **Web Access Enabled** is set to **Yes**.

Related Information

- [Voice Technology Support](#)
 - [Voice and Unified Communications Product Support](#)
 - [Recommended Reading: Troubleshooting Cisco IP Telephony](#)
 - [Technical Support & Documentation – Cisco Systems](#)
-

[Contacts & Feedback](#) | [Help](#) | [Site Map](#)

© 2008 – 2009 Cisco Systems, Inc. All rights reserved. [Terms & Conditions](#) | [Privacy Statement](#) | [Cookie Policy](#) | [Trademarks of Cisco Systems, Inc.](#)

Updated: Jun 03, 2009

Document ID: 69778
