

# Unity 5.0 - Troubleshooting Phone View Issues

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## Introduction

Phone View is made up of two main features: Message Monitor and Visual Message Locator.

Message Monitor simulates an answering machine in that it allows a subscriber to monitor messages that are left. Message Monitor also allows the subscriber to connect to the caller while a message is left.

After a subscriber logs into voicemail, Visual Message Locator allows presentation of voice messages on the IP phone display as a menu. The menu consists of a few significant properties of the message (sender, time sent, etc.). The user can use the IP phone menu navigation features to visually scan a list of messages and choose the one they wish to hear.

# Prerequisites

## Requirements

There are no specific requirements for this document.

## Components Used

This document is applicable to Cisco Unity 5.0.

**Note:** The Cisco IP Phone 7911 does not support Cisco Unity Phone View.

## Conventions

Refer to [Cisco Technical Tips Conventions](#) for more information on document conventions.

# Phone View Troubleshooting

## Troubleshooting Problems with Cisco Unity Phone View

This section provides a summary of the logs, traces, and other tools available to troubleshoot Cisco Unity Phone View.

- **Unity Diagnostic Tool**—With Unity diagnostics, many Phone View issues can be resolved. These diagnostic traces must be set in the Unity Diagnostic Tool:
  - CDE 1, 20-23
  - Conversation
  - Conversation Utilities
  - MiuCall
  - MiuGeneral 0-4, 12, 14, 16 (SIP integrations: 20-22)
  - MiuIO 11, 14
  - MiuMethods 12, 14, 16, 18
  - PhraseServer
  - PhraseServertoMonitor
- **UTIM**—The Unity Telephony Integration Manager is useful to troubleshoot configuration problems with Cisco Unity Phone View with the Verify button on the Phone View tab.
- **Ethereal/Wireshark**—A network capture tool, such as Ethereal or Wireshark, can be used to

capture the network traffic while you use PhoneView. Within a Phone View call, network traffic occurs between Unity and the phone. Within the device list retrieval, network traffic occurs between Unity and Cisco CallManager. The traffic that is most relevant is HTTP traffic and traffic on the CTI port number specified in UTIM on the **Tools > Phone View Settings** page.

- **Winhttpcfg.exe**—When you use SSL between Unity and Cisco CallManager, a utility called Winhttpcfg.exe can be used to show the HTTP traffic while you use Phone View. Refer to [How To Trace ServerXMLHTTP Calls Using the Winhttptracecfg Tracing Tool in XML](#) for more details about this tool. The use of this tool requires a restart of Cisco Unity.

This list provides an overview of the troubleshooting steps for Cisco Unity Phone View. Detailed procedures and troubleshooting steps follow the list.

1. Enable the various logs and traces as described in the [Enabling Traces](#) section.
2. [Is the Device List Successfully Retrieved in UTIM?](#) If the device list is successfully retrieved, skip to Step 4. Otherwise, proceed to step 3.
3. Determine why the device list cannot be retrieved. See the [Troubleshooting Why the Device List Could Not be Retrieved](#) section.
4. [Is the Specific Device Authorized for Phone View?](#) If the device is authorized, skip to Step 6. Otherwise, proceed to step 5.
5. Determine why the device is not authorized. See the [Troubleshooting Why the Device is Not Authorized](#) section.
6. [Determine if the Device List Retrieval Has Successfully Run.](#)
7. If all previous steps pass, but Phone View still does not display, see the [Review Unity Diagnostics for Other Phone View Errors](#) section.
8. [Troubleshooting the Phone View “not found” error.](#)
9. Determine why the conversation does not offer Visual Message Locator. See the [Troubleshooting Why Conversation Does Not Offer Visual Message Locator](#) section.
10. For other errors and resolutions, see the [Other Errors](#) section.

## Enabling Traces

Before you make test calls to track down the problem, perform this procedure to enable the applicable traces:

1. Open the Unity Diagnostic Tool from **Tools Depot** or **Start > Programs > Unity**.
2. Click **Configure Micro Traces**.
3. Click **Next**.

4. Set these traces:
  - CDE 1, 20-23
  - Conversation
  - Conversation Utilities
  - MiuCall
  - MiuGeneral 0-4, 12, 14, 16 (SIP integrations: 20-22)
  - MiuIO 11, 14
  - MiuMethods 12, 14, 16, 18
  - PhraseServer
  - PhraseServertoMonitor
5. Click **Next**.
6. Click **Finish**.
7. Start a new log file; click Start New Log Files.

### **Is the Device List Successfully Retrieved in UTIM?**

In order to verify that Cisco Unity can contact CCM to retrieve the device list, perform this procedure:

1. On the Unity Server, open UTIM.
2. Choose the Properties of the Integration for the subscriber that does not get Phone View on their phone.
3. Click the **Phone View** tab.
4. Click the **Verify Users** button.
5. If the device list is retrieved successfully, see the [Is the Specific Device Authorized for Phone View?](#) section. Otherwise, see the [Troubleshooting Why the Device List Could Not be Retrieved](#) section.

### **Troubleshooting Why the Device List Could Not be Retrieved**

In order to determine why the device list cannot be retrieved, perform this procedure:

1. From the **Verify Phone View Settings** page where the device retrieval failed, click **Log File....**

- Review the log file for one of these errors to determine why the device list cannot be retrieved.

Error	Resolution
<p>Error: Phone View - Cannot reach CUCM/CCM. Check CUCM/CCM version on the UTIM Phone View tab.</p>	<p>Verify that Cisco CallManager runs.</p> <p>Verify that the Phone System Version set on the <b>PhoneView</b> tab is correct.</p>
<p>Connect succeeded - Try to retrieve devices from 10.93.248.46 Attempt to retrieve the list of phone devices from CUCM/CCM. This can take a moment... Error: Phone View - Incorrect CUCM/CCM username and/or password Failed to retrieve devices from 10.93.248.46 - will try next server (if any).</p>	<p>Verify the Cisco CallManager username and password is correct.</p> <p><b>Note:</b> If you are integrated with Cisco CallManager 4.x and if Multi-Level Admin is configured on Cisco CallManager, the Multi-Level Admin username and password might need to be used for the credentials.</p>
<p>Error: Phone View - Exceeded allowed rate for realtime information. Phone View - SelectCmDevice OpenRequest failed Error: Phone View - RetrieveDevices failed to call SelectCmDevice Failed to retrieve devices from &lt;IP address&gt; - will try</p>	<p>Verify that Cisco CallManager runs and can be pinged. Try to go to this URL: <a href="http://&lt;CallManager IP Address&gt;/ccmcip/authenticate.jsp">http://&lt;CallManager IP Address&gt;/ccmcip/authenticate.jsp</a>. You get a page that says unauthorized. If any other page is displayed, there is mostly likely a problem with the Unity ability to contact the Cisco CallManager.</p> <p>Verify the Cisco CallManager server is not too busy. For example, if multiple Unity servers attempt the device refresh to the same Cisco CallManager at the same time, one can fail completely. This can also happen if the refresh interval happens at the same time that the</p>

next server (if any).

Verify Users button is pressed. Try to click the Verify Users button again and see if the problem occurs again.

## Is the Specific Device Authorized for Phone View?

In order to verify that the specific device has been configured correctly in UTIM for Phone View, perform this procedure:

1. On the Unity Server, open UTIM.
2. Choose the Properties of the Integration for the subscriber that does not get Phone View on their phone.
3. Click the **Phone View** tab.
4. Click the **Verify Users** button.
5. Choose the device to be tested in the **Verify Phone View Settings** window.
6. Click the **Test Device** button.
7. If the device is authorized, but Phone View still does not work, see [Determine if the Device List Retrieval Has Successfully Run](#). Otherwise, see [Troubleshooting Why the Device is Not Authorized](#).

## Troubleshooting Why the Device is Not Authorized?

In order to troubleshoot why the device is not authorized for Phone View in UTIM, perform this procedure:

Review this table to determine the problem.

<b>Resolution</b>
Verify that the CTI/Application username/password in both Cisco CallManager and in UTIM match.
Verify that the CTI/Application user credentials in CCM do not have to be changed at the next login. (This issue is most likely to happen on systems integrated with Cisco CallManager 6.x due to the default settings of an application user.)
Verify that the device is associated with the CTI/Application user in Cisco CallManager.
<b>Note: User Id is case sensitive.</b>

## Determine if the Device List Retrieval Has Successfully Run

Before Phone View works on Cisco Unity, the phone device information on Cisco CallManager must be successfully retrieved by Unity. On a reboot, the device retrieval for each integration that is configured must be successful before the phones on that integration can use Phone View features.

By default, the device list is retrieved on a Cisco Unity restart. This also occurs on a regular 15-minute interval. The device retrieval occurs for the first Cisco CallManager server listed for each integration on the Unity server. If the first (primary) Cisco CallManager cannot be contacted, try the next Cisco CallManager listed on the integration (if there is one), then the third, and so on until the information is successfully received or all fail. In a Cisco Unity failover pair, the failover server does not retrieve the device list until it is active. While the failover server is active, the primary server does not get the device list. This can result in a temporary Phone View outage within a Cisco Unity failover/failback event.

Cisco CallManager has a restriction on how many devices it can get in 60 seconds. If the device request takes longer than this to get all devices, the retrieval delays for 60 seconds plus some random value before it continues to retrieve the devices. This delay occurs if more than 3000 devices are retrieved in the same minute.

**Log statements when delay is required:**

```
Exceeded allowed rate for Realtime information.  
SelectCmDevice bOpenRequest failed  
SelectCmDevice failed because allowed rate for realtime information was exceeded  
Waiting for <time> ms to retry again.
```

In a multiple integration environment, if the device list refresh intervals overlap, only one request is made at a time. Dependent upon the number of devices and integrations configured, this can cause the interval id to be inexact.

The device list in the logs lists all phones that are eligible for Phone View use. If a phone is not listed in the retrieved list, Phone View is not enabled for that phone.

**Note:** Even if the phone is listed, it does not mean that it is fully configured for Phone View.

Perform this procedure:

1. Open the Unity Diagnostic Tool and gather the AvCsMgr logs.
2. Search the logs to verify that a device list refresh has run successfully.

**A device list refresh is successful when this is seen in the logs:**

```
Successful Device List refresh  
CCMSvc::CCM_Http_AXL - Start device list for integration ID [n]  
name: <device name of phone 1> ip: <ip address of phone 1> dn:  
<directory number line1>  
name: <device name of phone 2>ip: < ip address of phone 2> dn:  
<directory number line1> <directory number line2>  
name: <device name of phone 3>ip: < ip address of phone 3> dn:  
<directory number line1>  
CCMSvc::CCM_Http_AXL - End device list for integration ID [n]
```

3. Verify whether the device on which you attempt to perform Phone View is listed in the list. If the device is not listed, make sure it is on a Cisco CallManager server that is contacted within the device retrieval.
4. If the device list retrieval failed, see the [Troubleshooting Why the Device List Could Not be Retrieved](#) section.
5. If the device list retrieval was successful, see [Review Unity Diagnostics for Other Phone View Errors](#).

**Note:** After you enable Phone View and add a phone to the application user, you have to wait 15 minutes before unity recognizes the phone and you try to troubleshoot. There is no way around this 15 minutes. You can run UTIM, and it shows you that the phone is authorized, but you still have to wait 15 minutes from the time you add the phone to the Phone View application user in CCM before Unity recognizes the phone as a valid Phone View enabled phone.

## Review Unity Diagnostics for Other Phone View Errors

If Phone View still does not work after the device list is successfully retrieved and the specific device is authorized through UTIM, perform a test call and then perform this procedure:

1. Open the Unity Diagnostic Tool and gather the AvCsMgr logs for the time of a test call. (Many of the errors are self explanatory, but a few of the trickier ones are listed here.)
2. Review the table for common errors and their resolutions.

Error	Resolution
Not found	See the <a href="#">Troubleshooting Phone View Not Found Error</a> section.
Authentication error (4)	Change the authentication URL in the CCM Enterprise Parameters to use the IP address of the Cisco Call Manager instead of the servername.
(Message Monitor only) MM not enabled in UTIM	<p>Verify that the Message Monitor is enabled in UTIM.</p> <p>If the Message Monitor is enabled in UTIM and the logs still display this message, most likely the mailbox switch ID is set correct, but all other parts of the subscriber, such as the contact rules, are set to an old switch ID. This can happen if the subscriber has been moved from one switch to another.</p> <p>In order to resolve this, go to <b>Tools &gt; Subscriber-Phone System</b></p>

<b>Associations</b> in UTIM and move the affected subscribers to the correct switch.
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## Troubleshooting Phone View Not Found Error

In order to further narrow down the problem related to the *not found* error in the Cisco Unity diagnostics, perform this procedure:

1. From the Cisco Unity server, attempt to ping the device that does not display Phone View. If the ping is not successful, the HTTP traffic cannot reach the phone. This can be due to a firewall configuration or something else that blocks the traffic, which can include a VPN router.
2. Verify that the directory number that Cisco Unity attempts to bind to is a valid subscriber extension.
3. Verify that the phone device that Cisco Unity attempts to bind to is the device to which you expect it to bind.
4. Verify that, if the directory number to which Cisco Unity attempts to bind is associated with multiple devices, that Message Monitor has been enabled for a single device through the subscriber conversation in **Setup (4) > Personal Settings (3) > Message Monitor Settings (6)**.

## Get a Sniffer Trace From the Phone

One way to get a sniffer trace from the phone is to enable the Span to PC port feature on the 7941, 7961, or 7970 phone. In order to do that, find the phone in CCM and, on the Device page at the very bottom in the Product Specific Configuration Layout, enable Span to PC Port and reset the phone.

## Troubleshooting Why the Visual Message Locator Conversation is Not Offered

Review this table to determine the problem:

<b>Resolution</b>
Verify that the device is not behind a VPN router.  Most VPN routers are configured to block unauthenticated http traffic. Due to this restriction, Phone View applications cannot be displayed on devices behind VPN routers.
Verify that the Visual Message Locator Enabled check box is checked on the Phone View tab in UTIM.
Verify that both the Message Locator and Visual Message Locator are enabled for the subscriber. On the <b>Subscriber &gt; Feature</b> page in the Unity SA, the <b>Subscriber can use Message Locator</b> and <b>Subscriber can use Phone View Visual Message Locator</b> both need to be checked.

Make sure that you are not using shared lines on your IP phone. Phone View does not support shared lines.

## Other Errors

This procedure includes a list of errors outside of the mentioned troubleshooting that can be encountered.

Scan the list of errors to troubleshoot any issues that have not yet been resolved by this document:

Error	Resolution
No IP address published for phone device <device>.	The device number and IP address were not retrieved in the list.
Phone device <device> is not a supported type.	Verify that you use Phone View on a supported phone...797941, 7961, 7970, 7971.
Phone device <device> is not enabled for HTTP.	Verify that Web Access is Enabled under the phone Security Configuration.
Phone device with IP address <device> is already in use.	Only one Phone View feature can be used at a time. If more than one feature is used simultaneously, this error displays. The error also displays if the device you use did not get a proper disconnect state after Phone View usage. Try again.
LoadLocale() failed for phone device <device>.	<p>Unity determines the locale of the phone and then loads the appropriate files. If the locale returned to Unity does not match any of the file names, this error will be displayed.</p> <p>Verify the name of a file in the <code>\Commserver\Localize\Scripts\CiscoIPPhoneLocales</code> directory matches the locale logged in the logs:</p> <pre>CJsPhone::LoadLocale - phone Accept-Language =</pre> <p><b>Note:</b> Note: If a script file for the language on the phone is not found, Phone View defaults to the US locale.</p>
CJsPhone::GetCiscoHttpHeaderFromPhone - ERROR", "Wait for m_evtHttpHeadersInitialized event TIMED OUT (or FAILED). This can be an indication that the phone device cannot communicate with the TCP port configured for CTI services for this server.	Verify that the CTI port configured in <b>UTIM Tools &gt; Phone Settings</b> is correct and valid.
Expected the Message Monitor or Visual Message Locator to display, but it does not display and only silence is heard.	Look for an XML parse error on phone. If this occurs, it can be related to the firmware load on the phone.
Unity Trace File Errors: Funcs_PhoneApps!BindToCallingIpPhone	

<p>- BIND FAILED:</p> <p>CJsPhone::SendHttp - ERROR:</p> <p>Response received from phone was CiscoIPPhoneError [0] (this is an unexpected response). Phone info: Name = SEP0019562431B5, 1st DN = 4302, IP = 10.25.147.115. Enable MsgMonitor to this phone will be disabled for this call.</p>	<p>Only turn on micro trace CDE 23 and gather the AvCsMgr from UDT to see what phones Unity thinks are enabled.</p> <p>Check <b>ccm - system &gt; enterprise parameters &gt; url</b> authentication. Make sure there are no typos and/or you use the IP address than DNS.</p>
<p>Funcs_PhoneApps!BindToCallingIpPhone - BIND FAILED.</p> <p>CJsPhone::SendHttp - ERROR: Response received from phone was CiscoIPPhoneError [4] (Authentication error) - The CTI username and/or password may be incorrect. Phone info: Name = SEP001E4A0C8563 1st DN = 4303 IP = 10.25.147.117.</p>	<p>Enable MsgMonitor to this phone will be disabled for this</p>
<p>Funcs_PhoneApps!BindToCallingIpPhone - BIND FAILED:</p>	<p>Not found: Enable MsgMonitor to this phone will be disabled for this call.</p>
<p>Phone is on a shared line and got this error:</p> <p>Funcs_PhoneApps!BindToCallingIpPhone - BIND FAILED:</p> <p>CJsPhone::SendHttp - ERROR: &lt;error&gt; HttpRequest returned 401. Phone info: Name = SEP003094C2AF9C, 1st DN = 4308, IP = 172.27.204.149.</p>	<p>Enable MsgMonitor to this phone will be disabled for this</p>
<p>When you try to activate Phone View feature on Cisco Unity, the error message XML error [5] is received on Cisco IP Phone 7911G.</p>	<p>This issue occurs because the Cisco IP Phone 7911 does not support the Phone View feature.</p>

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