Troubleshoot Unity Connection 7.x/8.x Issues

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Contents

Introduction
Prerequisites

Requirements
Components Used
Conventions

**Error:** Repeat credentials prohibited by credential policy
**Solution**

Warning! there have been more than 5 failed messages to the Connection server in a row
**Solution**

Disable Settings Tab
**Solution**

Virtual Memory Alerts in RTMT
**Problem**
**Solution**

Users Unable to Login to Voicemail
**Solution**

Error:Invalid entry
**Solution**

Java Exception Error
**Problem**
**Solution**

Problem
**Solution**

System Default Greeting Plays instead of Personalized Greeting
**Solution**

Message Playback Speed Changes too Fast for some Users
**Solution**

Cisco Unity Connection Recording Error
**Solution**

Unable to Access the Cisco Unity Connection Page
**Solution**

Unable to Update Language Setting via Web Page
**Solution**

Unity Connection Database Proxy is not starting up
**Solution**

Cisco Unity Connection Serviceablility Page Display Services Deactivated
**Solution**

Error: You must specify a valid Failed Objects Filename
**Solution**

Error: The mailbox is full
**Solution**

Error: Unable to communicate with service control center
**Solution**
Error: Invalid userid and password
Solution

CUC 8.x Bulk Edit Changes Unspecified Field Values to Defaults
Solution

Error: Install script of option /common/download/uc−locale−pt_BR−8.5.1.1−16.cop failed
Solution

Bulk Edit Option is missing under the Tools Menu
Solution

UC Bulk Edit changes unspecified field values to defaults
Solution

Error: Message Access not Enabled
Solution

Unity Connection – Temporarily Unavailable
Problem
Solution

Cisco Unity Connection with High Availability
Error on Unity Connection Subscriber Installation
Solution

Dist. List Conflict Error in Digital Network Logs Breaks Sync
Problem
Solution

SMTP Domain for Unity Connection 8.5.1
Boot up problem on VM deployed on OVA files
Solution

Unable to Change the Subject for Email Notifications
Problem
Solution

Run−time error '429' ActiveX component can't create object
Solution

Error: Cannot get a connection, pool exhausted
Solution

Cisco Unity Connection 8.5 IMAP Not Working
Solution
Cisco Unity Connection 8.5(1): Play/Record Button is Greyed Out on the Greetings Page
Solution

Unsupported IMAP Clients Causes High CPU Utilization
Solution

Unable to access CUC IMAP with CUPC
Unity Connection IMAP authentication via LDAP fails
Solution

Unable to set Unity Connection block size to 2MB
Solution

Voice Mail going to generic Unity Greeting
Problem
Solution

Error: Account has been locked
Solution

"Not Authorized" Message Appears When Accessing any Administrative Link
Problem
Solution

Unity Connection Single Inbox Issue
Solution

RTMT Error
Solution
Unable to Forward Messages to an External SMTP Address from the Web Inbox Tool
Solution

Long Delay When Using TTS on Large Mailboxes
Solution

Unity Connection 8.x: Unable to Set up Phone View Feature
ERROR [DirSync–DBInterface] common.DSDBInterface
Issue with Message Playback via Web Inbox with IE7
Problem
Solution

Cannot Change Domain Name for a Cisco Unity Connection 8.x Server
Solution

Cannot Reset User Password
Problem
Solution

Unable to Open Certain Menus on Cisco Unity Connection
Problem
Solution

Error: Unable to Communicate with Service Control Center
Solution

Cisco Unity Connection 8.5 Unified Messaging Single Inbox 401 error
Problem
Solution

Unable to Access RTMT for Unity Connection 8.6.2
Problem
Solution

IMAP authentication fails when using LDAP directory
Solution

Error: Password Changed Too Soon
Solution

Does not generate SMTP address
Solution

Error received when importing user
Solution

Known Issues

Introduction

This document discusses how to troubleshoot Cisco Unity Connection 7.x/8.x issues.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on the Cisco Unity Connection 7.x/8.x.

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.

Error: Repeat credentials prohibited by credential policy

When you try to reset the default password in the user template for new Cisco Unity Connection mail boxes, this error appears after you enter the new password:

Repeat credentials prohibited by credential policy

This issue is caused when you try to reuse the same password. The value for the Stored Number of Previous Credentials parameter specifies the number of previous passwords that Cisco Unity Connection (CUC) stores for a user. If this parameter is set to a value other than 0, when a user enters a new password, CUC compares it to the stored passwords, and rejects it if it matches a password in the history. The default setting for this parameter is five passwords.

Solution

In order to resolve this issue, complete these steps:

2. Set the Stored Number of Previous Credentials to 0. A value of 0 (zero) for this parameter means that CUC does not store any previous passwords for the user, and hence it allows you to reuse previous password.

Warning! there have been more than 5 failed messages to the Connection server in a row

When you try to import user data and messages from the Cisco Unity 4.x to Cisco Unity Connection 7.x through the COBRAS (Cisco Objected Backup and Restore Application Suite) tool, the Error 139Type mismatch0 in procedure Send Message to Server_unity of Module modUnityMessages an error message with the warning message Warning! there have been more than 5 failed messages to the Connection server in a row. This almost always means there is a virus scanning package or a firewall blocking port 25 error message appears.

Solution

Ensure that you do not have a virus scanning package installed on the Windows server on which you run COBRAS export or Import. This is by far the most common problem. By default, they block use of port 25 (SMTP) and message restores fail if that is the case.

Make sure there is no firewall either on the Windows server or between the Windows server and the Connection server that blocks port 25 (for import) or port 7993 (for export).

Currently, the COBRAS import tool assigns the Restriction table for a given user based on the class of service (CoS). If the Restriction table applied is more restrictive than the one used on the source system, this issue can occur. In this case, the workaround is to ensure that the Restriction table(s) on the source and destination systems of a COBRAS migration are the same. Refer to Cisco bug ID CSCsu97717 (registered customers only).
Complete these steps if the problem persists.

Change the Database Proxy Service Shutdown Timer:

1. In Cisco Unity Connection Administration, choose System Settings > Advanced > Connection Administration.
2. In the Database Proxy: Service Shutdown Timer field, enter a value between 1 and 999 days.

   Note: A value of zero disables the Database Proxy Service.
3. Click Save.

Start the Database Proxy Service:

1. In Cisco Unity Connection Serviceability, click Tools > Service Management.
2. In the Optional Services section, find the Connection Database Proxy row, and click Activate.

Disable Settings Tab

You want to disable the Settings tab on the Unity Connection Web Inbox page for users.

Solution

The Settings tab in the web−inbox is linked with: Messaging Assistant > Preferences > Personal Options.

In order to accomplish your requirements, complete these settings in class of service (COS):

1. Check the Allow Users to Use the Web Inbox and RSS Feeds option for web−inbox.
2. Carefully uncheck the Allow Users to Use the Messaging Assistant option under the Features section.
3. Save these COS settings and open the web−inbox for the users under this COS.

The settings tab will not be visible in web−inbox for the concerned users.

Virtual Memory Alerts in RTMT

Problem

A process with a memory leak starts to allocate too much lower memory. In order to protect the operating system kernel, the OS starts to kill processes using lower memory. This causes various services to fail depending on which ones are killed by the OS. This results in low available virtual memory alert in RTMT, as well as axl service down alert.

Solution

Disabling CSA (<B>utils csa disable</B>) prevents this problem. After this problem occurs, rebooting the system restores the system to operational state.

Note: This is documented in Cisco bug ID CSCsz11007 (registered customers only) .
Users Unable to Login to Voicemail

After you import users from Cisco Unified Communications Manager to Cisco Unity Connection, when users attempt to login to voicemail and enter their PIN, they hear the INVALID PIN message.

Solution

When you import Cisco Unified Communications Manager users to Cisco Unity Connection, an AXL server is required. This AXL server must be configured for the Cisco Unified Communications Manager server from which you import the users. When user accounts are created this way, Cisco Unity Connection takes the Alias, Extension, First Name and Last Name from Cisco Unified Communications Manager and completes the rest of the information from the user template created in Cisco Unity Connection under CUCAdministration > Template > User Template. As a result, the PIN of a newly imported user is set to the default voicemail password specified in that template. Users must first login with this default PIN and then change their password.

Error:Invalid entry

When you press the Messages button on the Cisco phone, Cisco Unity Connection announces Enter your pin followed by pound. If you do not enter the pin properly the first time, Cisco Unity then announces Invalid entry, enter your ID followed by pound.

Solution

This is normal behavior. You can change this behavior so that after the PIN is entered incorrectly the first time, Cisco Unity continues to ask the caller for the correct PIN rather than ask the caller to enter their user ID. In order to achieve this, open the Cisco Unity Connection web page, choose Advanced > Conversation, and uncheck Request Entry of User ID after Failed Password Entry from Known Extension.

Java Exception Error

Problem

When you try to add a To: email address to the SMTP Notification in Cisco Unity Connection 7.1, the Java Exception error is received.

Solution

Restart the Tomcat service in order to resolve the issue.

Problem

When you click the Perform Full Sync Now button under LDAP Directory Configuration > Directory, the Java Exception error appears.

Solution

Issue the utils network host <ip addr of UC server> command in order to determine if the DNS server has any incorrect reverse DNS records for the Cisco Unity Connection servers. Once you remove the incorrect DNS records, the issue will be resolved.
System Default Greeting Plays instead of Personalized Greeting

After you install a new language, the system default greeting of sorry<users> not available is played for subscribers instead of the personalized greeting.

Solution

This can happen when the new language is not selected for the user greeting on the Cisco Unity Connection Administration page under User > Edit > Greeting > Recording Language. If you select the new language here, you must re-record the greeting. It does not matter in which language you record the greeting. Also, in order to change the system prompt to the new language, you need to change the language from User > Message Settings > Language that caller hear > <the new language>.

Message Playback Speed Changes too Fast for some Users

The message playback speed changes too fast for some users.

Solution

Complete these steps in order to change the speed:

1. In Cisco Unity Connection Administration, find the user account or template that you want to edit. On the Edit menu, click Playback Message Settings. Set the Message Speed to Normal.
2. If the users make any changes while they listen to voicemail, they are saved. In order to disable this, you can go to Advanced > Conversation > Save message playback Volume and Speed. Uncheck this to ensure that the changes made by users are not saved permanently.

Cisco Unity Connection Recording Error

When you try to record a greeting on a call handler, this error message appears:

An unknown error occurred. Details:
The active Phone number is 8300 and the Time index is -1.
Code: 1
Description: Unknown Error

This issue is documented by Cisco bug ID CSCsx35850 (registered customers only).

Solution

In order to resolve this issue, go to Cisco Unity Connection Administration, expand Telephony Integrations, and then select Phone System. On the Phone System Basics page, check the Default TRAP Switch check box, and select Save.

Unable to Access the Cisco Unity Connection Page

When you try to access the Unity connection page, the http status 500 error message appears.
Solution

In order to resolve this issue, issue this command in the CLI:

    utils service restart Cisco Tomcat service

Also, make sure that you have the correct DNS records.

Unable to Update Language Setting via Web Page

When you set the default language for user mailboxes or mailbox templates with Cisco Unity Connection 7.x, only the **Inherit Language from Caller** option can be saved under **User Template > Edit Message Settings > Language That Callers Hear**. Upon selecting any other options, such as **Use this language** or **Use System Default Language** from the drop-down menu, the setting is not saved and the language setting gets reverted to **Inherit Language from Caller**.

This issue is documented by Cisco bug ID CSCtd48585 (registered customers only).

Solution

As a workaround, you can set the **Language Callers Hear** by using the bulk edit utility.

Unity Connection Database Proxy is not starting up

You receive messages from the Unity Connection server that the Database Proxy Service has stopped. When you attempt to start the Connection database proxy service in Cisco Unity Connection, it fails.

Solution

A value of zero disables the Database Proxy Service. Perform these steps in order to change the Database Proxy Service Shutdown Timer:

1. In Cisco Unity Connection Administration, click **System Settings > Advanced > Connection Administration**.
2. In the Database Proxy: Service Shutdown Timer field, enter a value between 1 and 999 days.
3. Click **Save**.

   **Note:** In order to start the Database Proxy Service from the **Cisco Unity Connection Serviceability Page**, go to the **Tools > Service Management** menu, choose the **Optional Services** section, find the Connection Database Proxy row, and click **Activate**.

Cisco Unity Connection Serviceability Page Display Services Deactivated

The Cisco Unity Connection serviceability page does not display accurate Active Status and Service Status conditions. Instead, the web page displays **Deactivated** and Server Status **Unknown**.

This issue is documented in Cisco bug ID CSCtd31601 (registered customers only).
Solution

Make sure that the original administrator account for the web interface, the account set up for web administration during installation, does not have a locked or expired password, because this has been known to cause these symptoms. If it does, go to Users > Administrator, click Edit > password settings, and click unlock password.

Error: You must specify a valid Failed Objects Filename

With Cisco Unity Connection 7.x, when trying to upload a CSV file to add the users using BAT, this error message is received:

You must specify a valid Failed Objects Filename. A valid name may not contain colons (:), slashes (/), or backslashes (\).

Solution

In order to resolve the issue, specify just the filename for Failed objects reports instead of giving the complete path of the filename.

Error: The mailbox is full

When logging into the mailbox of the subscriber, the The mailbox is full error message is received. Checking the mailbox information for that subscriber shows a negative value.

This issue is documented in Cisco bug ID CSCtc32553 (registered customers only).

Solution

The negative mailbox count for subscribers is corrected when this command is run from CLI:

```
run cuc dbquery unitymbxdbl execute procedure csp_MailboxesRefreshSize()
```

Note: You might need to run this command with unitymbxdb2, 3, and 4 if they have the additional mailbox stores.

Error: Unable to communicate with service control center

When logging in to the Serviceability page, this error message is received:

Unable to communicate with service control center. The password for appadministrator (the administration account that was created during installation) may be locked out or expired.

Solution

The cause of this error is that the value of encryptiontype in tbl_credential for the appadministrator is set to 3 instead of 4. Complete these steps in order to make it as a valid application user:

1. In order to verify that the encryption type should not be 3 for the appadministrator user, run this command: run cuc dbquery unitydirdb select encryptiontype,objectid from tbl_credential
2. In order to change this value to 4, issue this command: run cuc dbquery unitydirdb update tbl_credential set encryptiontype = "4" where objectid = "e875ec01-c090-475d-b7d2-af3be863eedd".

    where Objectid is the ID obtained from the above step.
3. Reset the password with this command: utils cuc reset password appadministrator
4. Restart the Cisco Tomcat service.

**Error: Invalid userid and password**

When the administrator tries to login to the Unity connection web page, the invalid userId and password error message is received.

**Solution**

In order to access the Unity connection web page, reset the administrator password with this command:

    admin: utils reset_ui_administrator_password

**CUC 8.x Bulk Edit Changes Unspecified Field Values to Defaults**

With Cisco Unity Connection 8.x, the Bulk Edit feature sometimes modifies fields which are not selected for intended changes. For example, even if you do not select Class of Service to change while operating the Bulk Edit interface, the subscriber being modified will have their Class of Service changed to "Voice Mail User COS" if it was set to something else already.

These are the steps to reproduce this issue:

1. Go to UCXN Administration > Users > Search for group of users. Select multiple users, then click Bulk Edit.
2. Check a single field for change and modify the value. Then, click submit job.

    Fields that are not selected/checked to be changed are modified by the Bulk Edit job.

This issue is documented by Cisco bug IDs CSCtl21444 (registered customers only) and CSCtl92457 (registered customers only).

**Solution**

As a workaround, you should choose to use bulk edit, and choose the desired Search Scope and Class of Service even if you do not intend on changing them from their current values. Otherwise, avoid using the Bulk Edit tool and edit the users individually as needed.

**Error: Install script of option /common/download//uc−locale−pt_BR−8.5.1.1−16.cop failed**

The installation of the locale file failed with this error:

    Install script of option /common/download//uc−locale−pt_BR−8.5.1.1−16.cop failed
This issue is documented by Cisco Bug ID CSCsh65422 (registered customers only).

**Solution**

In order to resolve the issue, restart the **Connection Mixer (CuMixer)** and **Connection Conversation Manager (CuCsMgr)** services.

**Bulk Edit Option is missing under the Tools Menu**

After installing Cisco Unity Connection 8.5, the **Bulk Edit** option is not showing under the **Tools** menu.

**Solution**

With version 8.x, the **Bulk Edit** option is moved under the **Users** menu. Go to **Users** and you can see the **Bulk Edit** under the displayed names.

**UC Bulk Edit changes unspecified field values to defaults**

The Bulk Edit feature sometimes modifies fields which are not selected for intended changes. For example, even if you do not select Class of Service to change while operating the Bulk Edit interface, the subscriber being modified will have their Class of Service changed to "Voice Mail User COS" if it was set to something else already.

These are the steps to reproduce this issue:

1. From the Cisco Unity Connection Administration page, select **Users**. Then, select **multiple users** and click **Bulk Edit**.

2. For user **cdwtest1**, the **Search Scope** and **Class of Service** is as shown here:

3. In this example, no changes for the values of **Search Scope** and **Class of Service** are made. Therefore, do not click on those check boxes.

4. Check a single field. For example, check the **Department** check box as Test and click **Submit**.

5. Navigate to user **cdwtest1**. You can see that even though the **Search Scope** and **Class of Service** fields were unchecked when submitting **Bulk Edit**, those fields got changed.

**Solution**

When the **Bulk Edit** tool is used, the workaround for this issue is to select the check box and choose the desired **Search Scope** and **Class of Service**, even if you do not intend on changing their current values. Otherwise, avoid using the Bulk Edit tool and edit the users individually as needed.

This issue is documented in Cisco bug ID CSCtl21444 (registered customers only).

**Error: Message Access not Enabled**

When trying to access the Cisco Unity Connection web inbox feature, this error message is received:

```
Message Access not Enabled
```
Solution

In order to resolve the issue, make sure that your Class of Service includes the Allow Users to Use the Web Inbox and RSS Feeds option checked under Licensed Features.

Unity Connection – Temporarily Unavailable

Problem

When you try to leave a voicemail, this message is received: This system is temporary unable to complete your call, please try again later.

Solution

Complete these steps and ensure the following:

1. Ensure that the Cisco Unity Connection version and the Locale version are compatible. Run this command:

   ```
   admin:show cuc locales
   Installed Locale Package   Locale
   --------------------------   ----
   uc-locale-en_GB-8.6.1.1-2   en-GB
   ```

2. Check the output for the Cisco Unity Connection version

   ```
   admin:show cuc version
   Active version: 8.6.1ES10.21011-10
   Inactive version: 8.6.2ES25.21900-25
   ```

An outage occurs when you run Unity Connection 8.6.2a and apply the 8.6.2aSU1 service pack without switching versions. End users will hear the failsafe message that the system is temporarily unavailable.

In order to resolve this issue, complete these steps:

1. Set the SELinux to permissive mode until the switch versions can be completed.

   ```
   'utils os secure permissive'
   ```

2. Once the switch–version is performed, you can set SELinux back to enforcing mode and the server will work as expected.

   ```
   'utils os secure enforce'
   ```

Note: This is documented in Cisco bug ID CSCty77528 (registered customers only).

Cisco Unity Connection with High Availability

Error on Unity Connection Subscriber Installation

When installing the Subscriber node, you receive this error:

```
Configuration validation with <hostname> (ip address)failed. This node is not found in <host name's> server configuration. Is this node configured on <hostname>? Is <hostname> the correct first node for this node?
```
Solution

This issue occurs because on the Publisher, the Subscriber was already configured with a hostname. However, during the setup the hostname entered was different from the hostname that you entered on the Publisher. When the setup tried to verify the connectivity with the Publisher, the hostname was not found. Therefore, you receive the error. Once you correct the hostname that is entered in the setup, the issue can be resolved. For more information, refer to Configuring a Cisco Unity Connection 8.x Cluster.

Dist. List Conflict Error in Digital Network Logs Breaks Sync

Problem

Cluster 1 is not accepting other cluster Directory Updates because of a duplicate Distribution List Display Name for the 'undeliverable messages' distribution list. This is the error in the CuReplicator logs:

```
com.cisco.unity.networking.DistributionListCreateOrModify.subRun(DistributionListHandlerFactory.java:667)
```

Solution

This can occur when the same displayname is configured on a distribution list on more than one node.

For example:
Node-1: Distribution list displayname : DistL
Node-2: Distribution list displayname : DistL

In order to resolve this issue, unconflict the Distribution list on one of the nodes by adding a special character. For example:

Node-1: Distribution list displayname : DistL_

Replication statistics will now show as all Directory Updates have been sent and acknowledged.

Note: This is documented by Cisco bug ID CSCts20300 (registered customers only).

SMTP Domain for Unity Connection 8.5.1

For full functionality, it is recommended to have the Unity Connection in a different SMTP domain from the Exchange server that needs to be communicated with.

This is documented in Cisco bug ID CSCtx52609 (registered customers only).

Boot up problem on VM deployed on OVA files

A Virtual Machine (VM) deployed from Unity Connection on UCS OVA files might not boot to the application installation after it is created. The console of the VM will show a blinking cursor only.

Solution

This issue is documented in Cisco bug ID CSCtk30801 (registered customers only). In order to resolve the issue, change the Boot order of the Cisco Unity Connection 8.x Virtual Machine and set the CDROM to a higher boot priority than the hard drives. Complete these steps:
1. In VMware vSphere Client, power off the virtual machine on which you deployed the OVA template.
2. From the left pane of vSphere Client, right-click the name of the virtual machine, and select Edit Settings.
3. From the Virtual Machine Properties dialog box, select the Options tab.
4. From the Settings column, under Advanced, select Boot Options.
5. Under Force BIOS Setup, check the Next Time the Virtual Machine Boots, Force Entry into the BIOS Setup Screen check box.
6. Click OK to close the Virtual Machine Properties dialog box.
7. Power on the virtual machine. The virtual machine will boot into the BIOS menu.
8. Navigate to the Boot menu and change the boot device order so the CD-ROM device is listed first, and the Hard Drive device is listed second.
9. Save the change and exit BIOS setup.

Unable to Change the Subject for Email Notifications

Problem

You cannot change the subject line formats for the email notifications in Cisco Unity Connection.

Solution

In order to change the subject line formats for the email notifications, issue this command from the CLI:

```
run cuc dbquery unitydirdb update tbl_notificationdevicessmtp set statictext= 'message you want to type'
```

Run-time error '429' ActiveX component can't create object

After installation of COBRAS Export for Unity Connection, this error message appears:

```
Run-time error '429' ActiveX component can't create object
```

Solution

Go to the Windows\System32\ folder and look for the EventLogger.dll file. Run RegSvr32 EventLogger.dll to force it to re-register the DLL, then try running COBRAS Export again.

Error: Cannot get a connection, pool exhausted

When logging into Cisco Unity Connection 7.x/8.x Administration, the Cannot get a connection, pool exhausted error message appears intermittently. Sometimes if all connections are completely leaked, you receive the Login Failed error message.

This problem occurs when Cisco Unity Connection is configured in an Active/Active (A/A) pair. The situation arises when database connections are leaked, which slows web response down over time and eventually does not allow administrators to login to any of the Administration pages pertaining to Unity Connection. Also, RTMT will not work. This issue is documented by Cisco bug ID CSCtd79132 (registered customers only).

When reports are run on the Serviceability page GUI, the Unable to find any report data based on parameter(s) error message appears even though data does exist based on the given parameters. This error is given each time the reports are run.
In order to resolve this issue, go to the Cisco Unity Connection Serviceability page. From the Tools menu, select Service Management. From the Control Center – Feature Services page, under Optional Services, restart the Reports Data Harvester service. This issue is documented by Cisco bug IDs CSCtd45086 (registered customers only) and CSCto62704 (registered customers only).

Solution

As a workaround, restart the Cisco Tomcat from SSH CLI using the `utils service restart Cisco Tomcat` command.

Cisco Unity Connection 8.5 IMAP Not Working

With Cisco Unity Connection 8.5, unable to add a new user to IMAP setting on Outlook 2007.

Solution

In order to resolve the issue, perform these steps:

1. Go to the SMTP Configuration section of the System Settings on the Cisco Unity Connection Administration web page.
2. On the Server page, check Allow Connections from Untrusted IP Addresses.
3. Choose Disabled for the Transport Layer Security from Untrusted IP Addresses, and save your changes.

Cisco Unity Connection 8.5(1): Play/Record Button is Greyed Out on the Greetings Page

With Cisco Unity Connection Administration (CUCA) 8.5(1), the Play/Record button under recordings is disabled or grayed out, and the selection under Callers Hear becomes unchecked. This occurs when using Microsoft® Internet Explorer to administer Cisco Unity Connection 8.5(1), and enabling the Ignore Caller Input during greeting option.

This is also documented by Cisco bug ID CSCtn75890 (registered customers only).

Solution

The workaround is to use a Mozilla Firefox browser to access the CUCA.

Unsupported IMAP Clients Causes High CPU Utilization

A Unity Connection system configured to support voice mail access via IMAP clients and unsupported IMAP clients is used to access voice messages.

This issue is documented by Cisco bug ID CSCtd17052 (registered customers only).

Solution

Restart the Connection IMAP Server service from the Cisco Unity Connection Serviceability webpage to recover the system from high CPU utilization. Also, identify the users using unsupported IMAP clients and prevent them from accessing the Unity Connection server via unsupported IMAP clients.
Unable to access CUC IMAP with CUPC

Unity Connection IMAP authentication via LDAP fails

Any IMAP client connecting to a Unity Connection IMAP server will fail authentication. Some examples of affected IMAP clients include Outlook, CUPC, and CUCIMOC. LDAP authentication of other Unity Connection features work. For example, Unity Connection users can login to CiscoPCA.

Solution

This problem occurs because the IMAP service does not have permission to use the Global Catalog port (3268/3269). This is the recommended configuration for Unity Connection LDAP authentication.

In order to resolve this issue, set the OS security mode to permissive from the CLI: util os secure permissive.

Note: This is documented in Cisco bug ID CSCtq09436 (registered customers only).

Unable to set Unity Connection block size to 2MB

Solution

The Cisco Unity Connection 8.6 Virtual Server Template (OVA) defines a virtual machine configuration that is supported in the CUC 8.6 release. This OVA contains all supported virtual machine configurations of this CUC release. Any fresh install of CUC 8.6 must use a virtual machine created from this OVA.

Once you have downloaded the OVA template, the function of the template is to create automatic settings as shown here:

- On vSphere > File > Deploy OVF Template
- Upload the OVA template CUC_8.6.2_vmv7_v1.5.ova

The CUC template is an open virtual archive (OVA) file that can be imported/deployed using the open virtualization format (OVF) support of VMware. The OVA file defines the following for the virtual machine based on the deployment 20000 User node:

1. Number of virtual CPUs: 7 (2.53GHz min speed of each, 17.71 GHz reserved)
2. Amount of RAM: 8 GB
3. Hard disks: 2 x 300 GB (contains aligned partitions for CUC application) or 2 * 500 GB (contains aligned partitions for CUC application)

The datastore where the Connection virtual machine will reside must be formatted with a VMware VMFS block size of 2MB or more. A block size of 1MB limits the maximum virtual hard disk size to 256GB.
4. A block size of 2MB allows 512GB virtual disk.
5. OS support: Red Hat Enterprise Linux 5 (32−bit)
6. Number of virtual CPUs: 7 (minimum of Nehalem class CPU)
7. Require ESXi Enterprise Plus Licensing since it uses over 4 vCPUs for the Virtual Machine.
Voice Mail going to generic Unity Greeting

Problem

Voice mail is going to a generic Unity greeting.

This issue is likely related to an apparently corrupted search space entry. For some reason, the partition for a particular site (and the default partition) is no longer in this main search space. Any attempt to modify the search space returns an internal error.

Solution

This issue occurs because the partitionobjectid in the tbl_Handler database table is not updated by the SA, although the entry in the DTMF table is.

There is a partitionObjectID field in tbl_Handler for each user. Updating the user's partition in the SA does not update this field. Without removing this field by either manually updating the database or deleting the user, the partition with objectID displayed in this field cannot be deleted.

This CLI command lists aliases which have a partition in the DTMF table that is not correctly updated in the Handler table:

```sql
select s.alias from vw_subscriber s, vw_callhandlerprimary c
where s.objectid=c.recipient_subscriberobjectid and
s.partitionobjectid != c.partitionobjectid
```

This issue is documented by Cisco bug ID CSCtl80493 (registered customers only).

Error: Account has been locked

The user cannot login to the administration page and receives this error: "Account has been locked".

Solution

In order to unlock the user account, complete these steps:

1. In Cisco Unity Connection Administration, select Users.
2. From the Search Users page, choose the alias of the user account that you want to modify. If the user does not appear in the search results table, set the applicable parameters in the search fields at the top of the page and select Find.

Also, verify these settings under the Edit Authentication Rule on Cisco Unity Connection Administration:

- The number of failed logon attempts that are allowed before an account is locked
- The number of minutes an account remains locked before it is reset
- Whether a locked account must be unlocked manually by an administrator. Go to User > Password Settings > Unlock Password to unlock the account.
- The minimum length allowed for passwords
- The number of days before a password expires
"Not Authorized" Message Appears When Accessing any Administrative Link

Problem

After running an upgrade in CUCMBE 8.6.2, you cannot access the Admin page. When you try to sign−in with an Administrator account and select (click) any link from the left−hand navigation tree−control, the right pane shows "Not Authorized". You cannot access any administrative link in Unity Connection.

Solution

Complete these steps:

1. Sign−in with the Command Line Interface (CLI) account (also called "Platform Account") either at the console or through SSH.
2. Run the following ("CCMAdministrator" needs to be replaced with the account username of the login that is failing):
   
   ```
   run cuc dbquery unitydirdb select objectid from vw_user
   where fn_tolower(alias)=fn_tolower('CCMAdministrator')
   ```
3. Write down the `objectid` value from the above query.
4. Run this command:
   
   ```
   run sql delete from appserverapplicationusermap where fkappserver=(select pkid from appserver)
   and fkapplicationuser=(select pkid from applicationuser where name='CCMAdministrator')
   and content!='5de64ad3-6428-4e2f-a7cc-3296b83990c1' 
   ```
   
   You should now be able to access the Unity Connection Administration webpage with the account that was previously failing.

   Note: This is documented by Cisco bug ID CSCsz22417 (registered customers only).

Unity Connection Single Inbox Issue

With Cisco Unity Connection 8.5, using the special characters in the Microsoft Exchange Display name can result in messages not delivered to Microsoft Exchange using Single Inbox. Some example characters include Å and §. Other special characters also cause the issue. French or German characters in Exchange Display can cause this issue as well.

The issue is documented by Cisco bug ID CSCts54240 (registered customers only).

Solution

The workaround is to remove the the special characters from the Exchange Display name.
RTMT Error

With Cisco Unity Connection 7.1, RTMT reports this error message:

```
%CCM_UNKNOWN−CERT−1−CertExpiryAlert: Certificate Expiry ALERT ALARM
Message:Certificate expiration Notification
```

Solution

As a resolution, perform the steps provided under Securing Cisco PCA and IMAP Email Client Access to Cisco Unity Connection.

Unable to Forward Messages to an External SMTP Address from the Web Inbox Tool

When a user uses the Web Inbox tool with Cisco Unity Connection 8.5 and tries to forward the message to an external SMTP address, the message failed to send error message is received.

This issue is documented by Cisco bug ID CSCtl94397 (registered customers only).

Solution

By default, you cannot forward messages to an external SMTP address from the Web Inbox tool. In order to change this, go to the System Settings > General Configuration tab. For the When a recipient cannot be found option, change the setting to Relay message to smart host.

Long Delay When Using TTS on Large Mailboxes

With Cisco Unity Connection 8.5, when attempting to check messages using TTS on a large mailbox around 300 MB there is a long delay for several minutes when pressing option 7 to listen to External Messages. Also, when attempting to play a message there is a long delay before the message is played.

Solution

This issue is documented by Cisco bug ID CSCto54535 (registered customers only). The workaround is to decrease the size of the mailbox.

Unity Connection 8.x: Unable to Set up Phone View Feature

The user cannot set up the Phone View feature on Cisco Unity Connection 8.x.

Make sure you are not using the Phone View feature through the VPN router because the Phone View feature might not function correctly outside a firewall or through a VPN router. For more information, refer to Troubleshooting Phone View in Cisco Unity Connection 8.x.

ERROR [DirSync−DBInterface] common.DSDBInterface

The user receives an error on the LDAP directory synchronization with Cisco Unity Connection 8.x, then receives this error:

```
ERROR [DirSync−DBInterface] common.DSDBInterface
```
Make sure the attribute last name field is not blank.

**Issue with Message Playback via Web Inbox with IE7**

**Problem**

With Unity Connection 8.x, you should use the WebGUI called Web Inbox on the server using this link: `https://<IP of CUCxN>/inbox`. When using Firefox as the client browser, everything works fine. However, when using IE7 as the browser, the GUI becomes stuck after a message is selected in the inbox for playback. No other message can be selected without a refresh of the page.

**Solution**

The issue occurs because the user workstation is missing the Quicktime plug-in. In order to resolve this issue, add the Quicktime plug-in to the IE7 web browser.

**Cannot Change Domain Name for a Cisco Unity Connection 8.x Server**

**Solution**

Complete these steps in order to change the DNS server name in Cisco Unity Connection 8.5:

You can change the Connection DNS settings by using CLI commands. This is the list of the available options and the corresponding CLI commands:

1. Delete the IP address for a DNS server – `delete dns`
2. Specify or change the IP address for the primary or secondary DNS server – `set network dns`
3. Set the DNS request time-out period in seconds – `set network dns options`
4. Set the number of times to attempt a DNS request before quitting – `set network dns options`
5. Rotate among the configured DNS servers, distributing the load – `set network dns options`

**In Order To Change the Domain Name of the Connection Server When DHCP Is Configured:**

1. On the applicable DHCP and DNS servers, change the domain name of the Connection server.
2. Restart the Connection server by using the `utils system restart` CLI command.
3. Restart the Connection server again by using the `utils system restart` CLI command.

**In Order To Change the Domain Name of the Connection Server When DHCP Is Not Configured:**

On the Connection server, run the `set network domain` CLI command.

**Note:** When Connection is installed on a virtual machine, changing the primary DNS server changes the calculated value of the MAC license and invalidates the Connection license.
Cannot Reset User Password

Problem

After you upgrade from Unity to Unity Connection server, you cannot access the PCA web page for any user without resetting the password. Also, the user password reset URL does not work.

Note: In order to change the password, you need to individually change it from the user web page.

Solution

The issue occurs because the user template shows that the web application password is checked to change the password for next login, and the password does not expire. This prompts the change of password during every login. Complete this step in order to resolve the issue:

- Set the password settings to do not expire under both user template and authentication rule.

Unable to Open Certain Menus on Cisco Unity Connection

Problem

This message is received when trying to open certain menus in Cisco Unity Connection: Column (dtmfaccessid) not found in any table in the query (or SLV is undefined).

Solution

Complete these steps in order to resolve the issue:

1. Clear the History on the Internet Explorer browser: (Tools > Delete Browsing History).
   ♦ Temporary Internet files
   ♦ Cookies
2. Or, you can use a different browser such as Firefox, Google Chrome, etc.

Error: Unable to Communicate with Service Control Center

With Cisco Unity Connection 8.x, this error message appears when trying to communicate with the Service Control Center:

Unable to communicate with service control center. The password for (the administration account that was created during installation) may be locked out or expired.

Solution

In order to resolve the issue, restart the TOMCAT service with this command:

utils service restart Cisco Tomcat
Cisco Unity Connection 8.5 Unified Messaging Single Inbox

401 error

Problem

The test for Unified Messaging Service passes, but fails for individual user accounts with the 401 error.


Solution

In order to resolve this issue, reset the password and set the authentication to NTLM and HTTPS.

Unable to Access RTMT for Unity Connection 8.6.2

Problem

When you open the RTMT, the Host name/IP shows unityvoicemail.corp.dom. If you attempt to change this for the IP address or the name of the primary server, this error is received:

RTMT application cannot communicate with specified node/cluster. Please verify the host IP address is correct and the network connection is up, and try again.

Solution

You need to reinstall RTMT in order to resolve this issue. Complete these steps:

1. Make sure the TOMCAT service is running. You can check this by running this command:

   `utils service list` on the ssh command line.

2. Uninstall RTMT.

   a. Perform one of these actions to uninstall RTMT:

      a. Select Start > All Programs > Cisco > Presence Serviceability > Uninstall Real–Time Monitoring Tool 8.5.
b. Select **Start > Accessories > Uninstall Real–time Monitoring tool** on a Red Hat Linux with KDE and/or Gnome client.

b. Finish uninstalling the plug–in.

3. Complete these steps to install RTMT:

   a. Select **Application > Plugins in Cisco Unified Presence Administration.**
   b. Click **Find.**
   c. Perform one of these actions:

      a. If you plan to install the RTMT tool on a computer that runs a Microsoft Windows operating system, select **Download for the Cisco Unified Presence Real–Time Monitoring Tool–Windows.**
      b. If you plan to install the RTMT tool on a computer that runs a Linux operating system, select **Download for the Cisco Unified Presence Real–Time Monitoring Tool–Linux.**
   d. Download the executable file to your preferred location.
   e. Perform one of these actions:

      a. In order to install the Windows version, double–select the RTMT icon that displays on the desktop or locate the directory where you downloaded the file and run the RTMT installation file. The extraction process begins.
      b. In order to install the Linux version, ensure that the file has execute privileges. For example, enter this command: `chmod +x CcmServRtmtPlugin.bin`.

      **Note:** This command is case sensitive.
   f. Click **Next.**
   g. Click **Yes** to accept the license agreement.
   h. Perform one of these actions:

      a. Choose the location where you want to install RTMT.
      b. If you do not want to use the default location, click **Browse** and navigate to a different location. Click **Next.**
   i. Click **Next.**
   j. Click **Finish** to complete the installation.

4. After you install the plug–in, select **Start > All Programs > Cisco > Presence Serviceability > Real–Time Monitoring Tool 8.5.**

5. Enter the IP address or host name of the publisher node in the Host IP Address field.

6. Enter the CCMAdministrator application user username in the User Name field. For example, the default username for this user is **CCMAdministrator.**

7. Enter the CCMAdministrator application user password that you established for the username in the Password field.

8. Enter the port that the application will use to listen to the server. The default port number is **8443.**

9. Check the Secure connection.

10. Click **OK.**

11. Click **Yes** to add the certificate store.

---

**IMAP authentication fails when using LDAP directory**

With Cisco Unity Connection 8.0 integrated with LDAP directory, when the Cisco Unity Connection user tries to enter the voicemail login credentials for Jabber, the authentication fails. If the Cisco Unity Connection is not integrated with LDAP, the IMAP authentication works fine.
Solution

This issue is documented by Cisco bug ID CSCty05524 (registered customers only). This occurs due to the SELinux enforcing mode. The workaround is to switch the SELinux mode to permissive using this CLI command:

```
utils os secure permissive
```

Error: Password Changed Too Soon

When trying to reset the security password in Cisco Unity Connection, the **password changed too soon** error message appears.

Solution

In order to resolve this issue, disable password age by running the `set password expiry disable` CLI command. In order to reset the Security password in Cisco Unity Connection, refer to Resetting Administrator and Security Passwords.

Does not generate SMTP address

The issue is that on your Unity Connection server there is currently a user who does not have an SMTP proxy address that matches the Exchange email address you specified in the Account Information section. However, the Exchange email address is the same.

New users receive this error:

```
Currently, this user does not have an SMTP proxy address that matches the Exchange email address that you specified in the Account Information section. We recommend that you add an SMTP proxy address so SMTP messages sent to the Connection server and addressed to the Exchange email address can be routed to the corresponding Connection user.
```

Solution

If you want to put the Unity Connection server into the same SMTP domain as the Exchange server, certain things will not work if this is done with Single Inbox. For full functionality, it is recommended to put the Unity Connection into a different SMTP domain from the Exchange server that needs to be communicated with. Refer to this document on the Cisco Support Community that describes Considerations when picking an SMTP domain for Unity Connection 8.5.1.

Error received when importing user

You cannot find the phone number 607510 by extension. This subscriber does not show up when searching by First name, Last name, or by Alias. When importing the user, this error is received:

```
ERROR: Tuesday, June 26, 2012 11:19:14 AM MST ERROR importing user (drodrigu) with extension =607510 : A User with the specified extension already exists in the Partition.
```

Solution

In order to resolve this issue, run this command in the CLI of the Cisco Unity Connection:
Known Issues

These are some of the known issues with Cisco Unity Connection:

- CSCtd45086 (registered customers only) Cannot get a connection, pool exhausted
- CSCtr72911 (registered customers only) UC Web Inbox forwarded msgs with intro in 2 parts
- CSCtr94356 (registered customers only) UC 8.6.1IMAP daemon returns unknown user or bad password
- CSCti99031 (registered customers only) UC: Race condition in SCCP state machine can cause ports to lock up
- CSCsz22417 (registered customers only) "Not Authorized" Message Appears When Accessing any Administrative Link
- CSCtn09444 (registered customers only)¾5 sec sign−in delay on sub when pub is down or being upgraded
- CSCtf96794 (registered customers only) PIMG integration – ports do not register when UDP is used
- CSCsl92087 (registered customers only) CUC 2.0 Helpdesk Administrator Role does not allow user to unlock accounts

Related Information

- Interface Reference Guide for Cisco Unity Connection Administration Release 7.x
- Voice Technology Support
- Voice and Unified Communications Product Support
- Technical Support & Documentation – Cisco Systems