



# Overview of Cisco Unity Connection 10.x Troubleshooting

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The *Troubleshooting Guide for Cisco Unity Connection* helps you resolve problems that you might encounter with Unity Connection. If your Unity Connection system is exhibiting a symptom that is documented in this troubleshooting guide, perform the recommended troubleshooting procedures. However, if the symptom is not documented in this troubleshooting guide, or if the recommended troubleshooting does not resolve the problem, do the following procedure to determine whether the problem might be caused by SELinux Security policies. (SELinux replaced Cisco Security Agent(CSA) on Unity Connection servers.)

For more information on the CLI commands, see the applicable *Command Line Interface Reference Guide for Cisco Unified Communications Solutions* at [http://www.cisco.com/en/US/products/ps6509/prod\\_maintenance\\_guides\\_list.html](http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html).

See the following sections:

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## Troubleshooting Symptoms Not Resolved by Documented Troubleshooting Procedures

### To Troubleshoot Symptoms Not Resolved by Documented Troubleshooting Procedures

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- Step 1** To check the status of SELinux on Unity Connection server, run the Command Line Interface (CLI) command **utils os secure status**.
- Step 2** If SELinux is in Enforcing mode, run the CLI command **utils os secure permissive** to put the Unity Connection server in Permissive mode.
- Step 3** Try to reproduce the symptom with SELinux in permissive mode. If the symptom is reproducible, it is not caused by SELinux.
- Step 4** If the symptom is not reproducible, do the following steps to gather logs before you contact Cisco TAC:
- a. Create your test directory on sftp server to save the audit log diagnostic file at that location.
  - b. Put Unity Connection server in Enforcing mode by running the CLI command **utils os secure enforce**.

- c. Try to create the symptom again.
- d. Create the audit logs diagnostic file by running the CLI command **utils create report security**. This command creates a diagnostic file “security-diagnostics.tar.gz”. Copy the diagnostic file to sftp directory created in step 4(a) by running the CLI command **file get activelog syslog/security-diagnostics.tar.gz**.

**Step 5** Contact Cisco TAC.

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## Troubleshoot Switch Version Failures As Part of Upgrade

### To Troubleshoot Switch Version Failures As Part of Upgrade from Unity Connection 8.6 to a Later Version

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- Step 1** To check the status of SELinux on Unity Connection server, run the Command Line Interface (CLI) command **utils os secure status**.
  - Step 2** If SELinux is in Enforcing mode, run the CLI command **utils os secure permissive** to put the Unity Connection server in Permissive mode.
  - Step 3** Retry the switch version with SELinux in permissive mode. If the switch version failure is reproducible, it is not caused by SELinux.
  - Step 4** If the switch version failure is not reproducible, do the following steps to gather logs before you contact Cisco TAC:
    - a. Create your test directory on sftp server to save the audit log diagnostic file at that location.
    - b. Put Unity Connection server in Enforcing mode by running the CLI command **utils os secure enforce**.
    - c. Try to create the symptom again.
    - d. Create the audit logs diagnostic file by running the CLI command **utils create report security**. This command creates a diagnostic file “security-diagnostics.tar.gz”. Copy the diagnostic file to sftp directory created in step 4(a) by running the CLI command **file get activelog syslog/security-diagnostics.tar.gz**.
  - Step 5** Contact Cisco TAC.
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## Troubleshoot Failsafe Message During Upgrade

If you are getting the failsafe message while upgrading from Unity Connection 8.6.(x) in a cluster, put the system in the permissive mode using the CLI command **utils os secure permissive** command until the switch version process is completed.

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