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Introduction

The Web Inbox application provides access to voice messages and receipts stored on the Cisco Unity Connection server. The Web Inbox enables users to play, compose, reply to or forward, and manage Unity Connection voice messages using a web browser. It is installed on the Unity Connection server during installation.

Following are the tasks to troubleshoot problems with Web Inbox:

- If there is an error message associated with the problem, review the Web Inbox Error Messages.

- Review the Adobe Flash Player Settings Dialog Box Unresponsive (Mac OS X with Firefox Only) to consider the most common reasons why users cannot access the Web Inbox pages, including use of an incorrect URL, incorrect browser settings, or the presence of unsupported software installed on the workstation.

- If the problem is that the Adobe Flash Player Settings dialog box appears but no options on the dialog box can be selected, see the Adobe Flash Player Settings Dialog Box Unresponsive (Mac OS X with Firefox Only).

- If the problem is that no messages are displayed in the Web Inbox, see the Messages Not Displayed in Web Inbox.

- If the problem is that users do not see any sent items in the Sent Folder, see the Sent Messages Not Displayed in Web Inbox.

- Confirm that the Tomcat service is running. See the Verifying that Tomcat Service is Running.

- If the problem is that the Web Inbox does not get open in Internet Explorer 9 with Windows 7 64 bit, see the Web Inbox Not Working with Internet Explorer 9 on Windows 7 64 bit.

If you cannot resolve the problem and plan to report the problem to Cisco TAC, you are asked to provide information about your system and about the problem.

> **Note** Cisco Unity Connection uses Flash Player for recording voice messages through Web Inbox. However, support of Flash Player will end soon. Hence Cisco Unity Connection 11.5(1) Service Update 8 and later, replaces Flash Player with **Web Real-Time Communication(Web RTC)** to record voice messages using **HTML5** in Web Inbox.
>
> For more information on updates of the Flash Player refer https://www.adobe.com/products/flashplayer/end-of-life.html

Web Inbox Error Messages

In addition to browser error messages (such as "File not found" or "Unauthorized access"), users may see Web Inbox-specific error messages, Flash plugin error messages, Quicktime plugin error messages, and Tomcat error messages when signing in to or using the Web Inbox.

The four types of error messages that users may encounter are described in the following table:

Browser error messages	Browser error messages may indicate that the Web Inbox failed to install, the user does not have network access to the Unity Connection server, the browser is not configured correctly, or the user does not have the required security certificate installed (if the Web Inbox uses SSL connections).
Web Inbox-specific error messages	Web Inbox-specific error messages are displayed on the Sign-In page or another Web Inbox page, and typically indicate problems with user credentials or actions within the Web Inbox.
Quicktime Plugin error messages	Quicktime Plugin-specific error or warning messages are pop-up alerts that occur on pages that load the Quicktime plugin recording and playback controls. These messages typically appear the first time that the Quicktime plugin is loaded when you navigate to a page that contains the controls.
Tomcat error messages	Tomcat errors occur when there is a system error, such as file corruption or insufficient memory on the Unity Connection server. A Tomcat error message usually lists the sequence of application errors. Each exception is followed by a description of what the Tomcat service was attempting to do when the error occurred, and for some exceptions, a message explaining the error is also offered. The "Exception" and "Root Cause" sections in the error message may offer additional information about the problem.

See the following sections for information about these specific error messages.

Error Message: "Sign-In Status – Account Has Been Locked."

When users encounter the error message "Sign-in status – account has been locked," it is possible that the user exceeded the number of failed sign-in attempts that is allowed. (This limit is set on the System Settings > Authentication Rules page in Cisco Unity Connection Administration.) It may also be possible that the user forgot his or her credentials, or an unauthorized user attempted to gain access.

Use the following task list to determine the source of the problem and correct it.

1. To confirm that the account is locked, in Cisco Unity Connection Administration, go to the Users > Edit Password Settings page for the individual user, and select Web Application from the Choose Password menu. Under Web Applications Password Settings, you can verify the status of the user credentials to determine whether the password was locked by an administrator, there were failed sign-in attempts, or the password was locked after an excessive number of failed sign-in attempts.

2. To unlock the user account, in Cisco Unity Connection Administration, go to the Users > Edit Password Settings page for the individual user, and select Web Application from the Choose Password menu. Under Web Applications Password Settings, select Unlock Password.

Error Message: "Apache Tomcat/<Version> – HTTP Status 500 – Internal Server Error."

File corruption at the time of installation or a Tomcat memory corruption can cause users to encounter the error message "Apache Tomcat/<version> – HTTP status 500 – internal server error." To confirm that this is the cause of the problem, check the Tomcat error page for the indicated root cause for the exception. If an exception message similar to the one below exists, there is a file or memory corruption:

java.lang.ClassFormatError: <classpath>/<classname> (Illegal constant pool index)

Contact Cisco TAC.

Error Message: "Site Is Unavailable."

If users encounter the error message "Site is unavailable," confirm that the Apache Tomcat service is running. See the Verifying that Tomcat Service is Running.

Error Message: "This User Account Does Not Have a Mailbox and Cannot Sign In to the Web Inbox. To Use the Web Inbox, You Must Have an Account with a Mailbox."

If a user with valid credentials but who does not have an associated Unity Connection mailbox attempts to sign in to the Web Inbox, the user receives the error "This user account does not have a mailbox and cannot sign in to the Web Inbox. To use the Web Inbox, you must have an account with a mailbox."

To correct the problem, create an account with a mailbox for the user. As a best practice, we recommend that Unity Connection administrators do not use the same user account to sign in to Cisco Unity Connection Administration that they use to sign in to the Web Inbox to manage their own Unity Connection account.

Error Message: "Error While Uploading Message to Server"

If a user sign in to a Web Inbox using Mozilla Firefox and sends a voice message by uploading the .wav file, an error message "Error while uploading message to server" gets displayed on the Web Inbox, However, the recipient still receives the voice message.

Removing the Error Message Displayed on the Web Inbox

SUMMARY STEPS

1. Uninstall the Mozilla Firefox browser.
2. Clear your data from Mozilla Firefox:
3. Reinstall the Mozilla Firefox browser again.

DETAILED STEPS

Step 1   Uninstall the Mozilla Firefox browser.

> **Note**   Uninstalling the Firefox does not remove any user data, such as cache or history. To completely remove the user data, you must manually delete the Firefox folder that contains the user profile.

Step 2   Clear your data from Mozilla Firefox:

a)   Select the Windows Start button and enter %APPDATA% in the search field.
b)   Press Enter to open the hidden Roaming folder. The Mozilla folder gets displayed.
c)   Open the Mozilla folder and delete the Firefox folder to manually delete the user profile.

Step 3   Reinstall the Mozilla Firefox browser again.

Error Message: "HTML5 audio compatible browser or QuickTime Plug-in not found. Select Phone option to play the message. Install Quick time plugin or open web inbox into firefox"

If a user sign in to a Web Inbox using Internet Explorer 11 Mozilla Firefox and sends a voice message by uploading the.wav file, an error message "Error while uploading message to server" gets displayed on the Web Inbox, However, the recipient still receives the voice message.

Send Option is Disabled on MAC Operating System

On MAC operating system, if the Send option on Safari is not working after uploading voice message, make sure that the most recent version of Flash Player is installed on your machine. If the latest version of Flash Player is installed on your system but still the Send option is not working, do the following to resolve the issue:

Step 1   Navigate to **Safari** > **Preferences** and select Security tab.
Step 2   Check the Allow Plug-ins check box on the Security tab.
Step 3   Click Website Settings.
Step 4   In Configured Websites, select Allow Always for the Unity Connection server.

Adobe Flash Player Settings Dialog Box Unresponsive (Mac OS X with Firefox Only)

When a user presses the record button to compose a message for the first time in the Web Inbox, an Adobe Flash Player Settings dialog box is displayed, asking the user whether to allow the Web Inbox to access the microphone. In some cases, users who see this dialog box are unable to select any of the options in the dialog box, and are therefore unable to record audio for the message. To change the global Flash Player privacy settings so that the dialog box does not appear, do the following procedure.

Note   In order to perform this procedure, the user must have access to the Internet to reach the Adobe Macromedia web site.

Changing Global Flash Player Privacy Settings to Allow the Web Inbox to Access the Computer Microphone

Step 1   In the web browser that you use to access the Web Inbox, navigate to the Website Privacy Settings panel of the Adobe Flash Player Settings Manager at
http://www.macromedia.com/support/documentation/en/flashplayer/help/settings_manager06.html.

Step 2   In the Adobe Flash Player Settings Manager Website Privacy Settings panel, in the Visited Websites table, locate and select the website corresponding to the Web Inbox.

Step 3   While the Web Inbox site is selected, select **Always Allow** as the privacy setting. When this change is made, Web Inbox can access the computer microphone without prompting the user for permission.

Messages Not Displayed in Web Inbox

If the Web Inbox does not display any messages for a user even though the user has messages in the folder being displayed, clear the browser cache. (Refer to the browser documentation for instructions on how to clear the cache.)

Sent Messages Not Displayed in Web Inbox

In order for sent messages to be available to users in the Sent folder in the Web Inbox, the Sent Messages feature must be enabled. By default, the feature is not enabled. To enable the feature, change the Sent Messages: Retention Period (in Days) setting on the System Settings > Advanced > Messaging page in Cisco Unity Connection Administration to a value greater than zero. Note that because sent messages count toward user mailbox quotas, configuring a high value for this setting can cause user mailboxes to fill with sent messages if users do not regularly manage them from the Web Inbox.

Verifying that Tomcat Service is Running

Do the following tasks to confirm that the Tomcat service is running in Unity Connection and if necessary, to restart the Tomcat service:

1. Confirm that the Tomcat service is running using either Real-Time Monitoring Tool (RTMT) or the Command Line Interface (CLI). Do the applicable procedure:

    • Confirming that the Tomcat Service is Running Using Real-Time Monitoring Tool (RTMT)

    • Confirming that the Tomcat Service is Running Using the Command Line Interface (CLI)

2. If necessary, restart the Tomcat service using the Command Line Interface (CLI). See the Restarting the Tomcat Service Using the Command Line Interface (CLI).

Confirming that the Tomcat Service is Running Using Real-Time Monitoring Tool (RTMT)

Step 1 Launch Real-Time Monitoring Tool (RTMT).

Note For details on using RTMT, see the applicable *Cisco Unified Real Time Monitoring Tool Administration Guide, Release 1* http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/service/11_0_1/rtmt/CUCM_BK_CA30A928_00_cisco-unifi

Step 2 On the System menu, select **Server** > **Critical Services**.

Step 3 On the System tab, locate Cisco Tomcat and view its status. The status is indicated by an icon.

Confirming that the Tomcat Service is Running Using the Command Line Interface (CLI)

Step 1 Use the Command Line Interface (CLI) command **utils service list** to list all of the services.

Note For details on using CLI commands, see the applicable *Command Line Interface Reference Guide for Cisco Unified Comm Release 11.0(1), available* at http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/cli_ref/11_0_1/CUCM_BK_CBEED39F_00_cucm-cli-refere

Step 2 Scan the CLI output for the Cisco Tomcat service and confirm that its status is **Started**.

Restarting the Tomcat Service Using the Command Line Interface (CLI)

To restart the Cisco Tomcat service, use the CLI command **utils service restart Cisco Tomcat**.

Note For details on using CLI commands, see the applicable *Command Line Interface Reference Guide for Cisco Unified Comm Release 11.0(1), available* at http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/cli_ref/11_0_1/CUCM_BK_CBEED39F_00_cucm-cli-refere

Web Inbox Not Working with Internet Explorer 9 on Windows 7 64 bit

If the Web Inbox is not working with Internet Explorer 9 on Windows 7 64 bit, make sure that the Media Feature Pack is installed in your system.