



# Troubleshooting Cisco Unity Connection

The Troubleshooting Guide for Cisco Unity Connection helps resolve problems that you might encounter with Cisco 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 procedure mentioned in this chapter to determine whether the problem is caused by SELinux Security policies. (SELinux replaced Cisco Security Agent(CSA) on Unity Connection servers.) You can also use traces to troubleshoot various problems associated with Unity Connection.

For more information on the CLI commands, see the applicable Command Line Interface Reference Guide for Cisco Unified Communications Solutions at .

- [Troubleshooting Cisco Unity Connection, on page 1](#)

## Troubleshooting Cisco Unity Connection

### Using Diagnostic Traces for Troubleshooting

Diagnostic traces can be used as a tool to assist you in troubleshooting problems. In Cisco Unity Connection Serviceability, you enable traces to troubleshoot Cisco Unity Connection components. In Cisco Unified Serviceability, you enable traces to troubleshoot services that are supported in Cisco Unified Serviceability. After the traces are enabled, you can access the trace log files using Real-Time Monitoring Tool (RTMT) or the command line interface (CLI).

### Traces in Cisco Unity Connection Serviceability

Cisco Unity Connection Serviceability provides both micro traces and macro traces that you can enable individually or in any combination.

Cisco Unity Connection Serviceability micro traces	Used to troubleshoot problems with specific Unity Connection components.
Cisco Unity Connection Serviceability macro traces	Used to troubleshoot general areas of Unity Connection functionality.

After the traces are enabled, you can access the trace log files using the Real-Time Monitoring Tool (RTMT) or the command line interface (CLI).

## Micro Traces for Selected Problems

You can use Cisco Unity Connection Serviceability micro traces to troubleshoot problems with specific Unity Connection components. [Table 1: Cisco Unity Connection Serviceability Micro Traces for Selected Problems](#) provides information on different Cisco Unity Connection Serviceability micro traces that you need for troubleshooting selected problems and for viewing the trace logs. (For instructions on using Cisco Unity Connection Serviceability micro traces, see the “Using Traces” chapter of the Administration Guide for Cisco Unity Connection Serviceability *Release 12.x*, available at [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/connection/12x/serv\\_administration/b\\_12xcucservag.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/12x/serv_administration/b_12xcucservag.html)).



**Note** Enabling Cisco Unity Connection Serviceability micro traces decreases system performance. Enable traces only for troubleshooting purposes.

**Table 1: Cisco Unity Connection Serviceability Micro Traces for Selected Problems**

Problem Area	Traces to Set	RTMT Service to Select	Trace Log Filename
<b>Audio Issues</b>			
Playing an attachment via the TUI	CML (all levels)	Connection Conversation Manager	diag_CuCsMgr_*.uc
		Connection Notifier	diag_CuNotifier_*.uc
		Connection Tomcat Application	diag_Tomcat_*.uc
	ConvSub (all levels)	Connection Conversation Manager	diag_CuCsMgr_*.uc
<b>Calendar Integration Issues</b>			
Calendar integration	CCL (levels 10, 11, 12, 13)	Connection Conversation Manager.	diag_CuCsMgr_*.uc
		Connection Tomcat Application	diag_Tomcat_*.uc
	CsWebDav (levels 10, 11, 12, 13)	Connection Conversation Manager	diag_CuCsMgr_*.uc
		Connection Tomcat Application	diag_Tomcat_*.uc
Calendar integration (event notifications)	CsWebDav (levels 10 through 13)	Connection IMAP Server	diag_CuImapSvr_*.uc
<b>Call Issues</b>			

Problem Area	Traces to Set	RTMT Service to Select	Trace Log Filename
Routing rules	Arbiter (levels 14, 15, 16)	Connection Conversation Manager	diag_CuCsMgr_*.uc
	RoutingRules (level 11)	Connection Conversation Manager	diag_CuCsMgr_*.uc
Client Issues			
Cisco Unified Personal Communicator client (IMAP-related issues)  (see also “Cisco Unified Personal Communicator client (IMAP-related issues)” in Table 2: Cisco Unity Connection Serviceability Macro Traces for Selected Problems)	CML (all levels)	Connection Conversation Manager	diag_CuCsMgr_*.uc
		Connection Notifier	diag_CuNotifier_*.uc
		Connection Tomcat Application	diag_Tomcat_*.uc
	CsMalUmss (all levels)	Connection Conversation Manager	diag_CuCsMgr_*.uc
		Connection Tomcat Application	diag_Tomcat_*.uc
	CuImapSvr (all levels)	Connection IMAP Server	diag_CuImapSvr_*.uc
MTA (all levels)	Connection Message Transfer Agent	diag_MTA_*.uc	
ViewMail for Outlook (sending and receiving messages)  (see also “ViewMail for Outlook (sending and receiving messages)” in Table 2: Cisco Unity Connection Serviceability Macro Traces for Selected Problems)	CML (all levels)	Connection Conversation Manager	diag_CuCsMgr_*.uc
		Connection Notifier	diag_CuNotifier_*.uc
		Connection Tomcat Application	diag_Tomcat_*.uc
	CsMalUmss (all levels)	Connection Conversation Manager	diag_CuCsMgr_*.uc
		Connection Tomcat Application	diag_Tomcat_*.uc
	CuImapSvr (all levels)	Connection IMAP Server	diag_CuImapSvr_*.uc
	MTA (all levels)	Connection Message Transfer Agent	diag_MTA_*.uc
SMTP (all levels)	Connection SMTP Server	diag_SMTP_*.uc	
Unity Connection Cluster Issues			
Unity Connection clusters (except file replication)	SRM (all levels)	Connection Server Role Manager	diag_CuSrm_*.uc

Problem Area	Traces to Set	RTMT Service to Select	Trace Log Filename
Unity Connection cluster file replication	CuFileSync (all levels)	Connection File Syncer	diag_CuFileSync_*.uc
External Message Store Issues			
Accessing emails in an external message store	CML (all levels)	Connection Conversation Manager	diag_CuCsMgr_*.uc
		Connection Tomcat Application	diag_Tomcat_*.uc
Fax Issues			
File rendering	MTA (all levels)	Connection Message Transfer Agent	diag_MTA_*.uc
SMTP messages are not sent	MTA (all levels)	Connection Message Transfer Agent	diag_MTA_*.uc
SMTP server mishandles faxes	SMTP (all levels)	Connection SMTP Server	diag_SMTP_*.uc
<b>LDAP Issues</b>			
LDAP synchronization (see also “ <a href="#">LDAP synchronization</a> ” in <a href="#">Table 3: Cisco Unified Serviceability Traces for Selected Problems</a> )	CuCmDbEventListener	Connection CM Database Event Listener	diag_CuCmDbEventListener_*.uc
Message Issues			
Dispatch messages (see also “ <a href="#">Dispatch messages</a> ” in <a href="#">Table 2: Cisco Unity Connection Serviceability Macro Traces for Selected Problems</a> )	MTA (all levels)	Connection Message Transfer Agent	diag_MTA_*.uc

Problem Area	Traces to Set	RTMT Service to Select	Trace Log Filename
IMAP messages (see also “ <a href="#">IMAP messages</a> ” in <a href="#">Table 2: Cisco Unity Connection Serviceability Macro Traces for Selected Problems</a> )	CML (all levels)	Connection Conversation Manager	diag_CuCsMgr_*.uc
		Connection Notifier	diag_CuNotifier_*.uc
		Connection Tomcat Application	diag_Tomcat_*.uc
	CsMalUmss (all levels)	Connection Conversation Manager	diag_CuCsMgr_*.uc
		Connection Tomcat Application	diag_Tomcat_*.uc
	CuImapSvr (all levels)	Connection IMAP Server	diag_CuImapSvr_*.uc
	MTA (all levels)	Unity Connection Message Transfer Agent	diag_MTA_*.uc
SMTP (all levels)	Connection SMTP Server	diag_SMTP_*.uc	
Message delivery and retrieval (see also “ <a href="#">Message delivery and retrieval</a> ” in <a href="#">Table 2: Cisco Unity Connection Serviceability Macro Traces for Selected Problems</a> )	CML (all levels)	Connection Conversation Manager	diag_CuCsMgr_*.uc
		Connection Notifier	diag_CuNotifier_*.uc
		Connection Tomcat Application	diag_Tomcat_*.uc
	CsMalUmss (levels 10, 14, 18, 22, 23, 26)	Connection Conversation Manager	diag_CuCsMgr_*.uc
		Connection Tomcat Application	diag_Tomcat_*.uc
	MTA (all levels)	Connection Message Transfer Agent	diag_MTA_*.uc
	Notifier (all levels except 6 and 7)	Connection Conversation Manager	diag_CuCsMgr_*.uc
		Connection Notifier	diag_CuNotifier_*.uc
	SMTP (all levels)	Connection SMTP Server	diag_SMTP_*.uc
	UmssSysAgentTasks (all levels)	Connection System Agent	diag_CuSysAgent_*.uc
Message Relay Issues	MTA (all levels)	Connection Message Transfer Agent	diag_MTA_*.uc
	SMTP (all levels)	Connection SMTP Server	diag_SMTP_*.uc

Problem Area	Traces to Set	RTMT Service to Select	Trace Log Filename
NDRs (see also “NDRs” in <a href="#">Table 2: Cisco Unity Connection Serviceability Macro Traces for Selected Problems</a> )	CML (all levels)	Connection Conversation Manager	diag_CuCsMgr_*.uc
		Connection Notifier	diag_CuNotifier_*.uc
		Connection Tomcat Application	diag_Tomcat_*.uc
	CuCsMgr (all levels)	Connection Conversation Manager	diag_CuCsMgr_*.uc
Notifications not sent (see also “Notifications not sent” in <a href="#">Table 2: Cisco Unity Connection Serviceability Macro Traces for Selected Problems</a> )	CuCsMgr (all levels)	Connection Conversation Manager	diag_CuCsMgr_*.uc
	Notifier (all levels except 6 and 7)	Connection Conversation Manager	diag_CuCsMgr_*.uc
		Connection Notifier	diag_CuNotifier_*.uc
SMTP/HTML notification/Intelligent Notification	Notifier (all levels except 6 and 7)	Connection Notifier	diag_CuNotifier_*.uc
	SMTP (all levels)	Connection SMTP Server	diag_SMTP_*.uc
Secure message aging	UmssSysAgentTasks (all levels)	Connection System Agent	diag_CuSysAgent_*.uc
SMS notifications	Notifier (all levels except 6 and 7)	Connection Conversation Manager	diag_CuCsMgr_*.uc
		Connection Notifier	diag_CuNotifier_*.uc
<b>Networking Issues</b>			
Intrasite Networking replication (see also “ <a href="#">Intrasite Networking replication</a> ” in <a href="#">Table 2: Cisco Unity Connection Serviceability Macro Traces for Selected Problems</a> )	CuReplicator	Connection Digital Networking Replication Agent	diag_CuReplicator_*.uc
Intersite Networking replication	Feeder (levels 00, 01, 02, 03)	Connection Tomcat Application	diag_Tomcat_*.uc
	FeedReader (levels 00, 01, 02, 03, 10, 14)	Connection System Agent	diag_CuSysAgent_*.uc

Problem Area	Traces to Set	RTMT Service to Select	Trace Log Filename
HTTP(S) Networking	FeedReader (levels 00, 01, 02, 03, 10, 14)	Connection System Agent	diag_CuSysAgent_*.uc
	Feeder (levels 00, 01, 02, 03)	Connection Tomcat Application	diag_Tomcat_*.uc
VPIM message delivery (see also “VPIM message delivery” in Table 2: Cisco Unity Connection Serviceability Macro Traces for Selected Problems)	MTA (all levels)	Connection Message Transfer Agent	diag_MTA_*.uc
	SMTP (all levels)	Connection SMTP Server	diag_SMTP_*.uc
Personal Call Transfer Rule Issues			
Accessing calendar information	CCL (levels 10, 11, 12, 13)	Connection Conversation Manager	diag_CuCsMgr_*.uc
		Connection Tomcat Application	diag_Tomcat_*.uc
	CsWebDav (levels 10, 11, 12, 13)	Connection Conversation Manager	diag_CuCsMgr_*.uc
		Connection Tomcat Application	diag_Tomcat_*.uc
Configuring personal call transfer rule settings by phone	ConvSub (all levels)	Connection Conversation Manager	diag_CuCsMgr_*.uc
Rule processing during calls to a rules-enabled user	ConvRoutingRules (all levels)	Connection Conversation Manager	diag_CuCsMgr_*.uc
	RulesEngine (all levels)	Connection Tomcat Application	diag_Tomcat_*.uc
		Connection Conversation Manager	diag_CuCsMgr_*.uc
Rules-related conversations	CDE (all levels)	Connection Conversation Manager	diag_CuCsMgr_*.uc
Phone View Issues			
Phone View	PhoneManager (all levels)	Connection Conversation Manager	diag_CuCsMgr_*.uc
Report Issues			
Data collection in reports	ReportDataHarvester (all levels)	Connection Report Data Harvester	diag_CuReportDataHarvester_*.uc

Problem Area	Traces to Set	RTMT Service to Select	Trace Log Filename
Display of reports	CuService (all levels)	Connection Tomcat Application	diag_Tomcat_*.uc
RSS Feed Issues			
Access to RSS feeds of voice messages	RSS (all levels)	Connection Tomcat Application	diag_Tomcat_*.uc
SNMP Issues			
SNMP	CuSnmpAgt (all levels)	Connection SNMP Agent	diag_CuSnmpAgt_*.uc
SpeechView Transcription Issues			
SpeechView transcriptions	SttClient (all levels)	Connection Message Transfer Agent	diag_MTA_*.uc
	SttService (all levels)	Connection SpeechView Processor	diag_SttService_*.uc
	SMTP (all levels)	Connection SMTP Server	diag_SMTP_*.uc
	MTA (level 10, 11, 12, 13)	Connection Message Transfer Agent	diag_MTA_*.uc
	SysAgent (level 10, 11, 12, 16)	Connection System Agent	diag_CuSysAgent_*.uc
Sending transcriptions to notification devices	Notifier (level 16, 21, 25, 30)	Connection Notifier	diag_CuNotifier_*.uc
Test Button (External Service and External Service Account) Issues			
Test button (external service diagnostic tool)	CuESD (all levels)	Connection Tomcat Application	diag_Tomcat_*.uc
Web Inbox Issues			
Interactions with Representational State Transfer (REST) API	VMREST (all levels)	Connection Tomcat Application	diag_Tomcat_*.uc
Jabber VoiceMail Issues			



Problem Area	Traces to Set	RTMT Service to Select	Trace Log Filename
Jabber VoiceMail	Not Applicable as it is enabled by default	Cisco Tomcat	localhost_access_log.txt
	Not Applicable as it is enabled by default	Connection Jetty	request.log
	Notifier (level 18 and 21)	Connection Notifier	diag_CuNotifier_*.uc
	Cuca	Connection Tomcat Application	diag_Tomcat_*.uc
	VMREST	Connection Tomcat Application	diag_Tomcat_*.uc
Visual VoiceMail Issues	TRAP - (all levels)	Connection Conversation Manager	diag_CuCsMgr_*.uc
	VMREST (all levels)	Connection Tomcat Application	diag_Tomcat_*.uc
	Arbiter - (level 12 to17)	Connection Conversation Manager	diag_CuCsMgr_*.uc
	CDE-04 - <13-17>	Connection Conversation Manager	diag_CuCsMgr_*.uc
	MiuCall - (all levels)	Connection Conversation Manager	diag_CuCsMgr_*.ucCu
	MiuGeneral - (all levels)	Connection Conversation Manager	diag_CuCsMgr_*.uc
	MiuIO - <11-15>	Connection Conversation Manager	diag_CuCsMgr_*.uc
	MiuMethod - (all levels)	Connection Conversation Manager	diag_CuCsMgr_*.uc
	MiuSIP - (all levels)	Connection Conversation Manager	diag_CuCsMgr_*.uc
	MiuSIPStack - (all levels)	Connection Conversation Manager	diag_CuCsMgr_*.uc
	Mixer - (all levels)	Connection Mixer	diag_CuMixer_*.uc
Cisco Smart Software Licensing Issues			
Licensing	CuSImSvr (all levels)	Connection Smart License Manager Server	diag_CuSImSvr_*.uc
Tenant Partitioning Issues			

Problem Area	Traces to Set	RTMT Service to Select	Trace Log Filename
Tenant Partitioning	Cuca	Connection Tomcat Application	diag_Tomcat_*.uc
	VMREST (all levels)	Connection Tomcat Application	diag_Tomcat_*.uc
Video Greetings Issues			
Video Greetings	CDE (level 1, 10 to 17, 20, 21)	Connection Conversation Manager	diag_CuCsMgr_*.uc
	ConvSub (level 01 to 05)	Connection Conversation Manager	diag_CuCsMgr_*.uc
	MiuIO (level 11 to 13, 25, 27)	Connection Conversation Manager	diag_CuCsMgr_*.uc
	Miu Sip/Miu Sip Stack (all levels)	Connection Conversation Manager	diag_CuCsMgr_*.uc
	MiuMethods/MiuCall (all levels)	Connection Conversation Manager	diag_CuCsMgr_*.uc
	Mixer (levels 01 to 04)	Connection Mixer	diag_CuMixer_*.uc
	Video (level 10 and 11)	Connection Conversation Manager	diag_CuCsMgr_*.uc
SAML SSO Issues			
SAML SSO	<p>CLI Command to activate SAML SSO logs:</p> <p>admin: set samltrace level &lt;trace-level&gt;</p> <p>where</p> <p>trace-level can be BEBUG, INFO, WARNING, ERROR, or FATAL</p> <p>CLI Command to check trace level:</p> <p>admin: show samltrace level</p>	<p>Cisco Tomcat</p> <p>Cisco Tomcat Security</p> <p>Cisco SSO</p>	<p>ssosp*.log</p> <p>ssoApp.log</p>
Miscellaneous Issues			
Synchronization traces between Unity Connection and Exchange	CsMbxSync	Connection Mailbox Sync	diag_CuMbxSync_*.uc

Problem Area	Traces to Set	RTMT Service to Select	Trace Log Filename
Exchange EWS calls in MbxSync diag	CsEws	Connection Mailbox Sync	diag_CuMbxSync_*.uc
EWS notification in Jetty web service diags	EWSNotify	Connection Jetty	
Exchange 2003 webdav protocol diags	CsWebDav	Connection Mailbox Sync	diag_CuMbxSync)_.uc
Activities of Connection external service	CuEsd	Connection Tomcat Application	diag_Tomcat_*.uc
Message deposition on Connection	MTA	Connection Message Transfer Agent	diag_CuMta_*.uc
CUCA test buttons for UM service and UM user pages	Cuca	Connection Tomcat Application	diag_Tomcat_*.uc
Autodiscovery feature diags	MbxLocator	Connection Mailbox Sync	diag_CuMbxSync_*.uc
MbxSyncQ and EWSNotifQ events	DBEvent	Connection DB Event Publisher	diag_DbEventPublisher_*.uc
PIN Synchronization Issues			
PIN Synchronization Issues	AxlAccess (level 00,01)	Connection Conversation Manager	diag_CuCsMgr_*.uc
	Bulk Administration Tool (all levels)	Tomcat Logs	diag_Tomcat_*.uc
	CiscoPCA (level 00,01,02,13)	Tomcat Logs	diag_Tomcat_*.uc
	Cuca (all levels)	Tomcat Logs	diag_Tomcat_*.uc
	CuCsMgr (level 10)	Connection Conversation Manager	diag_CuCsMgr_*.uc
	VMREST (all levels)	Tomcat Logs	diag_Tomcat_*.uc
	CDL (level 10 and 11)	Connection Conversation Manager	diag_CuCsMgr_*.uc
	ConvSub (level 01,03,04,05)	Connection Conversation Manager	diag_CuCsMgr_*.uc

## Macro Traces for Selected Problems

Cisco Unity Connection Serviceability macro traces enable a preselected set of micro traces with which you can troubleshoot general areas of Unity Connection functionality.

[Table 2: Cisco Unity Connection Serviceability Macro Traces for Selected Problems](#) lists the information for Cisco Unity Connection Serviceability macro traces that you need for troubleshooting selected problems and for viewing the trace logs. (For instructions on using Cisco Unity Connection Serviceability macro traces, see the “Using Traces” chapter of the Administration Guide for Cisco Unity Connection Serviceability *Release 12.x*, available at [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/connection/12x/serv\\_administration/b\\_12xcucservag.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/12x/serv_administration/b_12xcucservag.html)).



**Note** Enabling Cisco Unity Connection Serviceability macro traces decreases system performance. Enable traces only for troubleshooting purposes.

**Table 2: Cisco Unity Connection Serviceability Macro Traces for Selected Problems**

Problem Area	Traces to Set	RTMT Service to Select	Trace Log Filename
Audio Issues			
Audio quality	Media (Wave) Traces	Connection Conversation Manager	diag_CuCsMgr_*.uc
		Connection Mixer	diag_CuMixer_*.uc
Call Issues			
Call control	Call Control (Miu) Traces (expand the macro trace to select SIP or SCCP)	Connection Conversation Manager	diag_CuCsMgr_*.uc
Call flow	Call Flow Diagnostics	Connection Conversation Manager	diag_CuCsMgr_*.uc
ViewMail for Outlook (recording or playback by phone)	Call Control (Miu) Traces (expand the macro trace to select SIP or SCCP)	Connection Conversation Manager	diag_CuCsMgr_*.uc
Client Issues			
Cisco Unified Personal Communicator client (IMAP-related issues)  (see also “ <a href="#">Cisco Unified Personal Communicator client (IMAP-related issues)</a> ” in <a href="#">Table 1: Cisco Unity Connection Serviceability Micro Traces for Selected Problems</a> )	Call Flow Diagnostics	Connection Conversation Manager	diag_CuCsMgr_*.uc

Problem Area	Traces to Set	RTMT Service to Select	Trace Log Filename
ViewMail for Outlook (sending and receiving messages)  (see also “ <a href="#">ViewMail for Outlook (sending and receiving messages)</a> ” in <a href="#">Table 1: Cisco Unity Connection Serviceability Micro Traces for Selected Problems</a> )	Call Flow Diagnostics	Connection Conversation Manager	diag_CuCsMgr_*.uc
	ViewMail for Outlook	Connection Conversation Manager	diag_CuCsMgr_*.uc
		Connection IMAP Server	diag_CuImapSvr_*.uc
		Connection Message Transfer Agent	diag_MTA_*.uc
		Connection Tomcat Application	diag_Tomcat_*.uc
		Connection REST Service	diag_Tomcat_*.uc
		Connection Mailbox Sync	diag_CuMbxSync_*.uc
Cisco Unity Connection Serviceability Issues			
Cisco Unity Connection Serviceability	Connection Serviceability Web Service	Connection Tomcat Application	diag_Tomcat_*.uc
Conversation Issues			
Conversations	Conversation Traces	Connection Conversation Manager	diag_CuCsMgr_*.uc
Message Issues			
Dispatch messages  (see also “ <a href="#">Dispatch messages</a> ” in <a href="#">Table 1: Cisco Unity Connection Serviceability Micro Traces for Selected Problems</a> )	Call Flow Diagnostics	Connection Conversation Manager	diag_CuCsMgr_*.uc
IMAP messages  (see also “ <a href="#">IMAP messages</a> ” in <a href="#">Table 1: Cisco Unity Connection Serviceability Micro Traces for Selected Problems</a> )	Call Flow Diagnostics	Connection Conversation Manager	diag_CuCsMgr_*.uc

Problem Area	Traces to Set	RTMT Service to Select	Trace Log Filename
Message delivery and retrieval (see also “ <a href="#">Message delivery and retrieval</a> ” in <a href="#">Table 1: Cisco Unity Connection Serviceability Micro Traces for Selected Problems</a> )	Message Tracking Traces	Connection Message Transfer Agent	diag_MTA_*.uc
		Connection System Agent	diag_CuSysAgent_*.uc
		Connection Conversation Manager	diag_CuCsMgr_*.uc
		Connection Tomcat Application	diag_Tomcat_*.uc
		Connection IMAP Server	diag_CuImapSvr_*.uc
NDRs (see also “ <a href="#">NDRs</a> ” in <a href="#">Table 1: Cisco Unity Connection Serviceability Micro Traces for Selected Problems</a> )	Call Flow Diagnostics	Connection Conversation Manager	diag_CuCsMgr_*.uc
Notifications not sent (see also “ <a href="#">Notifications not sent</a> ” in <a href="#">Table 1: Cisco Unity Connection Serviceability Micro Traces for Selected Problems</a> )	Traces for Other Notification Problems (expand the macro trace to select SIP or SCCP)	Connection Conversation Manager	diag_CuCsMgr_*.uc
		Connection Notifier	diag_CuNotifier_*.uc
Message not synchronized in Unified Messaging	Single Inbox Traces	Connection Mailbox Sync	diag_CuMbxSync_*.uc
MWI Issues			
MWIs	Traces for MWI problems (expand the macro trace to select SIP or SCCP)	Connection Conversation Manager	diag_CuCsMgr_*.uc
		Connection Notifier	diag_CuNotifier_*.uc
Networking Issues			
Intrasite Networking replication (see also “ <a href="#">Intrasite Networking replication</a> ” in <a href="#">Table 1: Cisco Unity Connection Serviceability Micro Traces for Selected Problems</a> )	Digital Networking	Connection Digital Networking Replication Agent	diag_CuReplicator_*.uc

Problem Area	Traces to Set	RTMT Service to Select	Trace Log Filename
VPIM message delivery (see also “VPIM message delivery” in Table 1: Cisco Unity Connection Serviceability Micro Traces for Selected Problems)	Call Flow Diagnostics	Connection Conversation Manager	diag_CuCsMgr_*.uc
Startup Issues			
Unity Connection startup fails	Unity Startup	Connection Conversation Manager	diag_CuCsMgr_*.uc
		Connection Notifier	diag_CuNotifier_*.uc
Text to Speech Issues			
Text to Speech	Call Control (Miu) Traces (expand the macro trace to select SIP or SCCP)	Connection Conversation Manager	diag_CuCsMgr_*.uc
	Media (Wave) Traces	Connection Conversation Manager	diag_CuCsMgr_*.uc
		Connection Mixer	diag_CuMixer_*.uc
	Text to Speech (TTS) Traces	Connection Conversation Manager	diag_CuCsMgr_*.uc

## Using Micro or Macro Traces

When you use Cisco Unity Connection Serviceability micro traces or macro traces to troubleshoot problems in Unity Connection, you must first enable the applicable traces in Cisco Unity Connection Serviceability. Then you can use the Real-Time Monitoring Tool (RTMT) or the command line interface (CLI) to collect and view the logs that are generated by the traces.

### Enabling Micro or Macro Traces and View Trace Logs

#### Procedure

	Command or Action	Purpose
<b>Step 1</b>	In Cisco Unity Connection Serviceability, on the Trace menu, do either of the following:	<ul style="list-style-type: none"> <li>select <b>Micro Traces</b> to enable micro traces.</li> <li>Select <b>Macro Traces</b> to enable macro traces.</li> </ul>
<b>Step 2</b>	On the Micro Traces or Macro Traces page, in the Server field, select the name of the Unity Connection server and select <b>Go</b> .	

	Command or Action	Purpose
<b>Step 3</b>	Do either of the following:	<ul style="list-style-type: none"> <li>In the Micro Trace field, select the micro trace that you want to set and select <b>Go</b>.</li> <li>Check the check box of the macro trace that you want to enable.</li> </ul>
<b>Step 4</b>	Under Micro Traces or Macro Traces, check the check boxes for the micro-trace or macro-trace levels that you want to set and select <b>Save</b> .	
<b>Step 5</b>	Reproduce the problem.	
<b>Step 6</b>	To collect the trace log files, launch the Real-Time Monitoring Tool (RTMT). For detailed instructions, see the “Working with Trace and Log Central” chapter of the applicable <i>Cisco Unified Real-Time Monitoring Tool Administration Guide</i> , available at <a href="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</a> .	You can access the trace log files using the command line interface (CLI). For information, see the applicable <i>Command Line Interface Reference Guide for Cisco Unified Solutions</i> at <a href="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</a> .
<b>Step 7</b>	In RTMT, on the System menu, select <b>Tools &gt; Trace &gt; Trace &amp; Log Central</b> .	
<b>Step 8</b>	In the Trace & Log Central tree hierarchy, double-click <b>Collect Files</b> .	
<b>Step 9</b>	In the Select CUC Services/Application tab, check the check boxes for the applicable services and select <b>Next</b> .	
<b>Step 10</b>	In the Select System Services/Applications tab, select <b>Next</b> .	
<b>Step 11</b>	In the Collection Time group box, specify the time range for which you want to collect traces.	
<b>Step 12</b>	In the Download File option group box, specify the options you want for downloading traces.	
<b>Step 13</b>	Select <b>Finish</b> .	
<b>Step 14</b>	To view the trace files that you collected, you can use the Local Browse option of the trace collection feature.	
<b>Step 15</b>	In Cisco Unity Connection Serviceability, disable the traces that you enabled in <a href="#">Step 3</a> and <a href="#">Step 4</a> , then select <b>Save</b> .	

## Traces in Cisco Unified Serviceability

### Traces for Selected Problems

You can use Cisco Unified Serviceability traces to troubleshoot certain problems. After the traces are enabled, you can access the trace log files using the Real-Time Monitoring Tool (RTMT) or the command line interface (CLI).

[Table 3: Cisco Unified Serviceability Traces for Selected Problems](#) lists the information for Cisco Unified Serviceability traces that you need for troubleshooting selected problems and for viewing the trace logs. (For



detailed information on using Cisco Unified Serviceability traces, see the “Trace” chapter of the applicable *Cisco Unified Serviceability Administration Guide* 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).)



**Note** Enabling Cisco Unified Serviceability traces decreases system performance. Enable traces only for troubleshooting purposes.

**Table 3: Cisco Unified Serviceability Traces for Selected Problems**

Problem Area	Traces to Set	RTMT Service to Select
Backing up and restoring	Cisco DRF Local Cisco DRF Master	Cisco DRF Local Cisco DRF Master
LDAP synchronization	Cisco DirSync	Cisco DirSync
Web application sign-in	Cisco CCMRealm Web Service	Cisco CallManager Realm

## Using Traces to Troubleshoot Problems

When you use Cisco Unified Serviceability traces to troubleshoot problems in Cisco Unity Connection, you must first enable the applicable traces in Cisco Unified Serviceability. Then you can use the Real-Time Monitoring Tool (RTMT) or the command line interface (CLI) to collect and view the logs that are generated by the traces.

### Enabling Cisco Unified Serviceability Traces and View Trace Logs

- Step 1** In Cisco Unified Serviceability, on the Trace menu, select **Troubleshooting Trace Settings**.
- Step 2** On the Troubleshooting Trace Settings page, under Directory Services, check the check box for the trace that you want to enable and select **Save**.
- Step 3** Reproduce the problem.
- Step 4** To collect the trace log files, launch the Real-Time Monitoring Tool (RTMT). For detailed instructions, see the “Working with Trace and Log Central” chapter of the applicable *Cisco Unified Real-Time Monitoring Tool Administration Guide*, available 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).  
  
You can access the trace log files using the command line interface (CLI). For information, 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).
- Step 5** In RTMT, on the System menu, select **Tools > Trace > Trace & Log Central**.
- Step 6** In the Trace & Log Central tree hierarchy, double-click **Collect Files**.
- Step 7** In the Select CUC Services/Application tab, select **Next**.
- Step 8** In the Select System Services/Applications tab, check the check boxes for the applicable service and select **Next**.
- Step 9** In the Collection Time group box, specify the time range for which you want to collect traces.
- Step 10** In the Download File option group box, specify the options you want for downloading traces.
- Step 11** Select **Finish**.
- Step 12** To view the trace files that you collected, you can use the Local Browse option of the trace collection feature.

**Step 13** In Cisco Unity Connection Serviceability, disable the traces that you enabled in [Step 2](#), and select **Save**.

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