



# Troubleshooting Transcription (SpeechView)

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## Troubleshooting Transcription (SpeechView)

### Task List for Troubleshooting SpeechView

To troubleshoot issues related to SpeechView, do the tasks mentioned in the sub-sections.



**Note**

For more information on configuring SpeechView, see the SpeechView chapter of the System Administration Guide for Cisco Unity Connection Release 14 at [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/connection/14/administration/guide/b\\_14cucsag.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/14/administration/guide/b_14cucsag.html).

### Issues Related to Basic Configuration Settings

1. Check for warnings or errors in Cisco Unity Connection Administration:
  - On the System Settings > Licenses page. An error message on this page alerts you if you have a license violation. Confirm that your SpeechView usage is as you expect by looking at the number of SpeechView users listed under License Count. For more information about license issues, see the [Troubleshooting Licensing](#) chapter.
  - On the Unified Messaging > SpeechView Transcription> Service page. Make sure that on the Transcription Service for SpeechView page, the Enabled check box is checked.
  - On the System Settings > Advanced System Settings > Unified Messaging Services page> Transcriptions: Time to Wait for a Transcription Response before Timing Out (In Seconds) field.

Many of the warning and error messages on these pages also include information on how to resolve the problem.

1. Confirm that the voicemail users for which SpeechView needs to be enabled have the class of service setting enabled. In Cisco Unity Connection Administration, expand Class of Service and select Class of Service. Select the applicable class of service. On the Edit Class of Service page, check the Allow Users to Access SpeechView Transcription Service check box and select Save.

## Issues with a Proxy Server

If accessing the transcription service via a proxy server, troubleshoot the proxy server:

1. In Cisco Unity Connection Serviceability, use the Voice Network Map tool to verify the health of the digital network. See the “[Using the Voice Network Map Tool](#)” chapter of the Administration Guide for Cisco Unity Connection Serviceability *Release 14*, at [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/connection/14/serv\\_administration/guide/b\\_14cucservag.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/14/serv_administration/guide/b_14cucservag.html).
2. Verify that the server designated as a proxy system is configured to advertise transcription services.
3. Continue with this task list on the proxy server.

## Issues with the Transcription Service Configuration

1. If the transcription service registration is failing or times out, review the registration task execution results window for specific error messages.
2. If registration has succeeded, use the Test button to troubleshoot the transcription service configuration:  
  
In Cisco Unity Connection Administration, expand **Unified Messaging > SpeechView Transcription and select Services**.  
  
Select the Test button.  
  
View the test task execution results for specific warnings and error messages.
3. If the test you ran above fails and the transcription service was previously working successfully but has suddenly stopped working, use the Register button to reestablish the registration with the external transcription service:  
  
In Cisco Unity Connection Administration, expand **Unified Messaging > SpeechView Transcription and select Services**.  
  
Select the Register button. Another window displaying the results open. The registration process normally takes several minutes.  
  
View the registration task execution results for specific warnings and error messages.
4. In Unity Connection Serviceability, verify that the Unity Connection SpeechView Processor and the Unity Connection SMTP Server services are running. See the [Confirming that Connection SpeechView Processor and Connection SMTP Server Services are Running](#).
5. Run the SMTP test to verify that messages can successfully be sent from Unity Connection to an external email account outside of your organization. This SMTP test helps you determine whether the registration problem is due to issues in the communication path to the third-party transcription service. See the [Running SMTP Test to Verify Outgoing and Incoming SMTP Path](#).
6. Generate the SpeechView Activity Summary Report to verify that the transcriptions are arriving at the Unity Connection server. For more information, see the “[Generating and Viewing Reports](#)” section in the “Using Reports” chapter of the Administration Guide for Cisco Unity Connection Serviceability *Release 14*, available at [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/connection/14/serv\\_administration/guide/b\\_14cucservag.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/14/serv_administration/guide/b_14cucservag.html).

## Issues Related to User Expectations

1. Confirm that the message in question is of a type that is transcribed. The following messages are never transcribed:
  - Private messages
  - Broadcast messages
  - Dispatch messages

Secure messages are transcribed only if the user belongs to a class of service for which the Allow Transcriptions of Secure Messages option is enabled.

1. Verify that the problem message was not already deleted by the user. When a transcription is received from the third-party transcription service, the transcription text is attached to the original voice message. If users delete a voice message before the transcription is received from the transcription service, the transcription text is attached to the deleted message. It is not considered a new message and is not sent to a notification device.



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**Note** If users belong to a class of service that is configured to move deleted messages to the Deleted Items folder, users can see the transcription in the Deleted Items folder of an IMAP client.

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2. If the transcription service is unable to provide a transcription of a message, the user receives a message stating that the transcription cannot be provided and to call Unity Connection to listen to the message. See the [Messages that Cannot be Transcribed](#) for details.

## Issues with Transcription Notifications

Troubleshoot the notification device configuration. See the [Troubleshooting Notification Devices](#).

## Enabling Traces and Contacting Cisco TAC

If you still have problems after following all the troubleshooting steps described in this chapter, enable traces and contact the Cisco Technical Assistance Center (TAC). See the [Using Diagnostic Traces to Troubleshoot SpeechView](#).

## Confirming that Connection SpeechView Processor and Connection SMTP Server Services are Running

The **Connection SpeechView Processor** service needs to be running only on the acting primary server of a Unity Connection cluster server pair.

The **Connection SMTP Server** service needs to be running on both servers in a Unity Connection cluster server pair.

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**Step 1** In Cisco Unity Connection Serviceability, on the Tools menu, select **Service Management**.

- Step 2** On the Control Center – Feature Services page, under Optional Services, locate the Connection **SpeechView Processor** service.
- Step 3** Confirm that the activate status for the **Connection SpeechView Processor** service is **Activated**. If the activate status is Deactivated, select **Activate**.
- Step 4** Confirm that the service status for the **Connection SpeechView Processor** service is **Started**. If the service status is Stopped, select **Start**.
- Step 5** Confirm that the activate status for the **Connection SMTP Server** service is **Activated**. If the activate status is Deactivated, select **Activate**.
- Step 6** Confirm that the service status for the **Connection SMTP Server** service is **Started**. If the service status is Stopped, select **Start**.
- Step 7** If using a Unity Connection cluster, repeat [Step 5](#) and [Step 6](#) on the secondary server.

## Running SMTP Test to Verify Outgoing and Incoming SMTP Path

The SMTP test is a CLI command that sends a test message to a specified email address. You then access the email account and reply to the test message without changing the subject line. The test passes when the response is received by the Unity Connection server. The success or failure of parts of the test help to narrow down whether the source of the problem is in the outgoing or incoming SMTP configuration.

- Step 1** On the Unity Connection server, use the CLI (Command Line Interface) command **run cuc smtpstest <email address>**. Use an email address that is outside of your organization.

For example, enter “run cuc smtpstest johndoe@isp.com”.

**Note** For details on using 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).

- Step 2** Sign in to the email account that you used in [Step 1](#).
- Step 3** If the outgoing message is not received at the email address that you specified in [Step 1](#), do the following sub-steps to troubleshoot the problem:
- Verify that the SMTP smart host setting is configured in Cisco Unity Connection Administration. For details, see the “[Task List for Configuring SpeechView](#)” section in the “SpeechView” chapter of the System Administration Guide for Cisco Unity Connection *Release 14*, available at [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/connection/14/administration/guide/b\\_14cucsag.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/14/administration/guide/b_14cucsag.html).
  - Verify that Unity Connection can reach the smart host using the CLI command `utils network ping <smarthost>`.
  - Verify that the smart host is configured to route messages from the Unity Connection server to the outside world.
  - Review the logs on the smart host server.
- Step 4** Repeat [Step 1](#) through [Step 3](#) until the test message successfully arrives at the email address you specified in [Step 1](#).
- Step 5** Reply to the test message. Do not change the subject line.
- Step 6** If the incoming reply message is not received by the CLI test, do the following sub-steps to troubleshoot the problem:
- Verify that the email address entered in the Incoming SMTP Address field on the Unified Messaging > SpeechView Transcription > Service page in Cisco Unity Connection Administration is being routed correctly. It must be routed by your email infrastructure to the “stt-service” account on the Unity Connection server domain.

For example, if the Incoming SMTP Address is “transcriptions@example.com,” the email system must be configured to route transcriptions@example.com to stt-service@connection.example.com.

- b) View the Unity Connection SMTP Server component log files to see if the message reached Unity Connection. The SMTP logs are located in diag\_SMTP\_\*.uc. If you see “untrusted client Unity Connection refused” messages in the log files, you need to configure Unity Connection to trust incoming traffic from your email system.

For details on configuring Unity Connection to trust incoming traffic from your email system, see the “[Task List for Configuring SpeechView](#)” section in the “SpeechView” chapter of the System Administration Guide for Cisco Unity Connection *Release 14*, available at [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/connection/14/administration/guide/b\\_14cucsag.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/14/administration/guide/b_14cucsag.html).

- c) View the log files for your email infrastructure for additional clues.

**Step 7** Repeat [Step 5](#) through [Step 6](#) until the test message reply is received.

**Step 8** If the test continues to fail, enable traces and contact Cisco TAC. See the [Using Diagnostic Traces to Troubleshoot SpeechView](#).

## Troubleshooting Transcription Notifications

The problem with transcription notifications may be solved by any of the steps in the procedure, which are arranged in order of likelihood. After each step, retest transcription notifications, and if the problem has not been resolved, continue on to the next step in the procedure.

**Step 1** Confirm that messages are being transcribed by following [Step 1](#). through [Step 3](#). in the [Task List for Troubleshooting SpeechView](#).

**Step 2** Confirm that the Send Transcriptions of Voice Messages setting is enabled for the SMS or SMTP notification device on the Edit Notification Device page for the user account in Cisco Unity Connection Administration.

**Step 3** If the message is a secure message, confirm that the user belongs to a class of service that allows transcriptions of secure messages to be sent to notification devices.

**Step 4** Test to see whether the SMS or SMTP notification device receives non-transcription messages by doing the following sub-steps:

- a) Verify that the device is configured to notify the user for All Voice Messages.
- b) Send a voice message to the user.
- c) If the device is not receiving any notifications, see the [Troubleshooting Notification Devices](#) chapter for further troubleshooting information.

**Step 5** If these steps do not resolve the problem, enable traces and contact Cisco TAC. See the [Using Diagnostic Traces to Troubleshoot SpeechView](#).

## Messages that Cannot be Transcribed

The third-party transcription service may have problems transcribing messages if the recording is inaudible or if the sender was speaking in a language that is not supported by the transcription service. In these cases, the service returns a transcription that instructs the user to call Unity Connection to listen to the message.

## Transcription Not Synchronized on User Phones

If a user does not receive transcription on the mobile device not qualified with Unity Connection, make sure that the Hold till transcription received option is enabled for the user. To enable the Hold till transcription received option, navigate to Cisco Personal Communications Assistant > Message Assistant > Personal Options.

However, if the Hold till transcription received option is enabled for a Single Inbox (SIB) user with the SpeechView transcription service, the synchronization of a new voice message between Unity Connection and Exchange mailboxes will be done only when Unity Connection receives the transcription of the voice message from the third-party external service.

## Transcription Issue after Upgrade

If SpeechView services are enabled on Unity Connection 11.x or later and you are upgrading Cisco Unity Connection to 14, you may face the SpeechView transcription issues. After upgrade, you must register Unity Connection with nuance server.

Do the following to resolve the transcription issue for Unity Connection 14:

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- Step 1** In Cisco Unity Connection Administration, expand Unified Messaging and select SpeechView Transcription Service. In the SpeechView Transcription Service page, uncheck the Enabled check box to disable the SpeechView services.
  - Step 2** In the SpeechView Transcription Service page, check the Enabled check box.
  - Step 3** Select Get License Data field to acquire the licenses from Cisco Smart Software Manager (CSSM) or Cisco Smart Software Manager satellite.
  - Step 4** Select Register button to register with the external transcription service.
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## Using Diagnostic Traces to Troubleshoot SpeechView

You can use Unity Connection traces to troubleshoot problems with the SpeechView transcription feature.

Enable the following micro traces to troubleshoot SpeechView problems:

- MTA (level 10, 11, 12, 13)
- SMTP (all levels)
- SttClient (all levels)
- SttService (all levels)
- SysAgent (level 10, 11, 12, 16)
- Notifier (level 16, 21, 25, 30)—if you are troubleshooting problems with delivery to notification devices.

For detailed instructions on enabling and collecting diagnostic traces, see the [Using Diagnostic Traces for Troubleshooting](#) section.