



# 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 15*, available at [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/connection/15/serv\\_administration/guide/b\\_15cucservag.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/15/serv_administration/guide/b_15cucservag.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)<br><br>(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)<br><br>(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<br>(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 |
| Message Issues  |                         |                                       |                          |
| Dispatch messages<br>(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<br>(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<br>(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<br>(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<br>(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   |
| Networking Issues   |  |   |                        |
| Intrasite Networking replication<br>(see also “Intrasite Networking replication” 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   |
| 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       |

| Problem Area   | Traces to Set                    | RTMT Service to Select            | Trace Log Filename    |
|--|----------------------------------|-----------------------------------|-----------------------|
| VPIM message delivery<br>(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_CuReportDataHarv |
| 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      |

| Problem Area   | Traces to Set                              | RTMT Service to Select            | Trace Log Filename       |
|--|--|-----------------------------------|--------------------------|
| 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  |  |                                   |                          |
| 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         |



| Problem Area                          | Traces to Set              | RTMT Service to Select                  | Trace Log Filename  |
|---------------------------------------|----------------------------|---|---------------------|
| 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            |                            |   |                     |
| Tenant Partitioning                   | Cuca                       | Connection Tomcat Application           | diag_Tomcat_*.uc    |
|                                       | VMREST (all levels)        | Connection Tomcat Application           | diag_Tomcat_*.uc    |
| Video Greetings Issues                |                            |   |                     |

| Problem Area   | Traces to Set  | RTMT Service to Select  | Trace Log Filename                  |
|--|--|---|-------------------------------------|
| 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                   |
| <b>SAML SSO Issues</b>   |  |   |                                     |
| 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> |
| <b>Miscellaneous Issues</b>                                      |  |   |                                     |
| Synchronization traces between Unity Connection and Exchange     | CsMbxSync  | Connection Mailbox Sync   | diag_CuMbxSync_*.uc                 |
| Synchronization traces between Unity Connection and Gmail Server | CuGSuiteSyncSrv  | Connection GSuite Sync Service                                    | diag_CuGSuiteSyncSrv_*.uc           |
| Exchange EWS calls in MbxSync diag                               | CsEws  | Connection Mailbox Sync   | diag_CuMbxSync_*.uc                 |
| EWS notification in Jetty web service diags                      | EWSNotify  | Connection Jetty  |                                     |

| Problem Area                                       | Traces to Set                         | RTMT Service to Select            | Trace Log Filename         |
|--|---------------------------------------|-----------------------------------|----------------------------|
| 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 15*, available at [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/connection/15/serv\\_administration/guide/b\\_15cucservag.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/15/serv_administration/guide/b_15cucservag.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)<br><br>(see also “Cisco Unified Personal Communicator client (IMAP-related issues)” in Table 1: Cisco Unity Connection Serviceability Micro Traces for Selected Problems) | 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)<br><br>(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<br><br>(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<br><br>(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<br>(see also “ <a href="#">Message delivery and retrieval</a> ” in Table 1: <a href="#">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<br>(see also “ <a href="#">NDRs</a> ” in Table 1: <a href="#">Cisco Unity Connection Serviceability Micro Traces for Selected Problems</a> )   | Call Flow Diagnostics  | Connection Conversation Manager                 | diag_CuCsMgr_*.uc      |
| Notifications not sent<br>(see also “ <a href="#">Notifications not sent</a> ” in Table 1: <a href="#">Cisco Unity Connection Serviceability Micro Traces for Selected Problems</a> )                     | Traces for Other Notification Problems<br>(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<br>(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<br>(see also “ <a href="#">Intrasite Networking replication</a> ” in Table 1: <a href="#">Cisco Unity Connection Serviceability Micro Traces for Selected Problems</a> ) | Digital Networking   | Connection Digital Networking Replication Agent | diag_CuReplicator_*.uc |
| VPIM message delivery<br>(see also “ <a href="#">VPIM message delivery</a> ” in Table 1: <a href="#">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   |
|--------------------------------|--|---------------------------------|----------------------|
| 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> .              |  |
| <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> . |  |

|                | Command or Action   | Purpose   |
|----------------|---|---|
| <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

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- 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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