



## Voice Messaging Issues

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This chapter covers the solutions for the following most common voice messaging issues:

- [Voice Messaging](#)
- [Unity Issues](#)

### Voice Messaging

For extensive troubleshooting information for Cisco Unity voice messaging, refer to the *Cisco Unity Troubleshooting Guide* at the following URL:

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_unity/unity31/tsg/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity31/tsg/index.htm)

For all documentation related to Cisco Unity, refer to the following URL:

<http://www.cisco.com/univercd/cc/td/doc/product/voice/index.htm>

### Voice Messaging Stops After 30 Seconds

#### Symptom

When running Cisco Unity 3.x with Cisco CallManager, a caller only has 30 seconds in which to leave a voice-mail message.

## Probable Cause

This problem occurs when a caller is leaving a voice message and the call is terminated 30 seconds into the message. Reproduce this easily by dialing a valid extension/number and attempting to leave a voice message that is longer than 30 seconds.

## Corrective Action

### Procedure

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- Step 1** To resolve this problem, verify that the Media Gateway Control Protocol (MGCP) is being used on the voice gateway.
- Step 2** If the MGCP is being used, add the **no mgcp timer receive-rtcp** command.
- Step 3** If MGCP is not on the voice gateway, enable Skinny traces for the Cisco Unity server and Cisco CallManager traces.

Refer to Configuring Unity Traces with MaestroTools.exe at the following URL: [http://www.cisco.com/warp/public/788/AVVID/unity\\_trace\\_maestrotools.html](http://www.cisco.com/warp/public/788/AVVID/unity_trace_maestrotools.html) for further information on configuring Skinny traces in Cisco Unity 3.x and later.

Beginning with Cisco Unity 3.1, the Cisco Unity Diagnostic Tool replaces MaestroTools. For further information on utilizing this tool, refer to Cisco Unity Diagnostic Tool at the following URL: [http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_unity/unity31/tsg/tsg31/tsg\\_0900.htm#xtocid13](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity31/tsg/tsg31/tsg_0900.htm#xtocid13)

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## Unity Issues

This section covers the following topics:

- [Unity Does Not Roll Over: Receive Busy Tone](#)
- [Calls Forwarded to Voice Messaging Are Treated as a Direct Call to Unity](#)
- [Administrator Account Not Associated with Cisco Unity Subscriber](#)
- [Noise in Recorded Message on Cisco Unity 3.1.2 or 3.1.3](#)

## Unity Does Not Roll Over: Receive Busy Tone

### Symptom

Unity does not get past the first line and will not roll over to the second port.

#### Example

```
Call 5000 from 1001
Get Unity
Place the call on Hold
Press New Call
Dial 5000
Get Busy tone
Press End Call
Press Resume Call
Press End Call
```

### Probable Cause

Messaging Interface is configured with the same number as Unity (5000), and it is registering the intercept, so the call is hitting CMI.

### Corrective Action

Check the CMI service parameters to ensure that the voicemaildn is not configured.

## Calls Forwarded to Voice Messaging Are Treated as a Direct Call to Unity

### Symptom

Unity version is 2.4.5.135, TSP is 6.0(1), and Cisco CallManager is 3.1(31)spD.

Calls from one IP phone to another that are forwarded to voice messaging get treated as a direct call to Unity from the phone that is making the call. However, this only occurs if the digits are dialed but works properly (receiving the called phone's greeting) if the Redial softkey is pressed.

## Probable Cause

The logic in the TSP states that if the call is a forwarded call and the originalCalledPartyName is "Voicemail," then mark the call as a direct call. This was done for failover Unity systems using Cisco CallManager.

## Corrective Action

### Procedure

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- Step 1** On the Cisco CallManager server, change the name of the Display field on the Cisco Voice Mail ports to anything other than "VoiceMail."
- Step 2** On the Unity server, add a new Registry string value of HKLM\Software\ActiveVoice\AvSkinny\voiceMail display Name= *anything other than VoiceMail*.
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## Administrator Account Not Associated with Cisco Unity Subscriber

### Symptom

While attempting to access the System Administrator (SA) page, you receive an error stating that the administrator account is not associated with the Unity subscriber.

## Probable Cause

Access was not configured for the user.

## Corrective Action

### Procedure

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- Step 1** To gain appropriate rights to access the SA page, you must run the GrantUnityAccess utility. Locate this tool at **C:\commserver\grantunityaccess.exe**



**Note** For more information about the GrantUnityAccess utility, refer to *Granting Administrative Rights to Other Cisco Unity Servers* at the following URL:  
[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_unity/unity31/sag/sag312/sag\\_0255.htm#xtocid8](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity31/sag/sag312/sag_0255.htm#xtocid8)

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- Step 2** If you run this utility with no options, the instructions should display. The normal use of this tool provides the domain/alias of the account that is to have access to the SA, and then provides information about from which account to *copy* those rights.

For example, if the alias of the user to whom you want to give administration rights is TempAdministrator and your domain name is MyDOMAIN, you would use the following command at the DOS prompt:

**GrantUnityAccess -u MyDOMAIN\TempAdministrator -s Installer -f.**

The installer account designates a special account that always has administration rights but is not created in the directory itself; it is local to the SQL database only.

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## Noise in Recorded Message on Cisco Unity 3.1.2 or 3.1.3

### Symptom

This problem occurs only if the registry setting values for Automatic Gain Control (AGC) are set incorrectly. The bad values are usually

- AGCsamplesize is 4e20 hex (20000 decimal) and should be 1f40 hex (8000 decimal).
- AGCgainthreshold is 28 hex (40 decimal) and should be 5 hex (5 decimal).

### Probable Cause

In some cases on Cisco Unity 3.1.2 servers, and possibly 3.1.3 upgraded servers, the AGC registry settings are set to the incorrect values. These incorrect settings can cause loud white noise in the following situations:

- At the beginning of a message.
- Within the message when the user stops talking while recording the message.
- At the end of the message.

### Corrective Action

Changing the registry settings to the correct values eliminates the problem. For detailed information, refer to the Cisco Unity product documentation at the following URL:

[http://www.cisco.com/univered/cc/td/doc/product/voice/c\\_unity/index.htm](http://www.cisco.com/univered/cc/td/doc/product/voice/c_unity/index.htm)