



CHAPTER 7

Voice Messaging Issues

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

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

http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_troubleshooting_guides_list.html

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

http://www.cisco.com/en/US/products/sw/voicesw/ps2237/tsd_products_support_series_home.html

Voice Messaging Stops After 30 Seconds

Symptom

When Cisco Unity is running with Cisco Unified Communications Manager, a caller has only 30 seconds in which to leave a voice-mail message.

Possible Cause

This problem occurs when a caller is leaving a voice message and the call terminates 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.

Recommended Action

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

For information on setting Cisco Unity diagnostic traces, refer to the “Diagnostic Trace Utilities and Logs” section of the applicable *Cisco Unity Troubleshooting Guide* at

http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_troubleshooting_guides_list.html#3.

Cisco Unity Does Not Roll Over: Receive Busy Tone

Symptom

Cisco 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
```

Possible Cause

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

Recommended Action

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

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

Symptom

Calls from one Cisco Unified IP Phone to another that are forwarded to voice-messaging system get treated as a direct call to Cisco 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 greeting) if the Redial softkey is pressed.

Possible Cause

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

Recommended Action

1. On the Cisco Unified Communications Manager server, change the name of the Display field on the Cisco Voice Mail ports to anything other than "VoiceMail."
2. On the Unity server, add a new Registry string value of
HKLM\Software\ActiveVoice\AvSkinny\voiceMail display Name= *anything other than VoiceMail*.

Administrator Account Not Associated with Cisco Unity Subscriber

Symptom

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

Possible Cause

Access was not configured for the user.

Recommended Action

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 the “Granting Administrative Rights to Other Cisco Unity” section of the “Accessing the Cisco Unity Administrator” chapter in the applicable *Cisco Unity System Administration Guide* at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_troubleshooting_guides_list.html



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/en/US/docs/voice_ip_comm/unity/3x/administration/guide/312/SAG_0255.html#wp1060485

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.

