



Messages

About Problems with Messages

Message problems fall into four categories:

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| Messages appear to be delayed | Some subscriber errors or misconceptions can lead to the impression that Cisco Unity is delaying messages. See the “Messages Appear to Be Delayed” section on page 4-2. |
| Messages seem to disappear | Some Exchange and Cisco Unity situations can affect message delivery. See the “Some Messages Seem to Disappear” section on page 4-3. |
| Messages are incomplete | A setup problem may cause callers to be cut off when they try to leave a message. See the “Cisco Unity Stops Recording Before a Caller Has Finished Leaving a Message” section on page 4-6. |
| Messages include dial tone or reorder tone | See the “Dial Tone or Reorder Tone Is Present at the End of a Message” section on page 4-8. |

Begin your troubleshooting by gathering information about the message problem. By discussing the problem with the subscriber, sometimes you can determine whether a problem is due to a misunderstanding of how Cisco Unity works. To confirm the arrival times of messages, generate a subscriber message activity

report for the subscriber. For more information, see the “[Subscriber Message Activity Report](#)” section in the “[Reports](#)” chapter of the *Cisco Unity System Administration Guide*. If you encounter a message problem that is not described in this section, contact the Cisco Technical Assistance Center (TAC).

Messages Appear to Be Delayed

Possible causes are:

The Cisco Unity Primary Exchange Server Is Down or Is Disconnected

Messages recorded while the primary Exchange server is down or disconnected are stored until the server is brought back up. The delay experienced between the time a message is recorded and its delivery is entirely dependant on the amount of time that the primary Exchange server was down or disconnected.

A Subscriber Misunderstands the Use of the # Key

For example, when a subscriber presses the # key while listening to a message, Cisco Unity saves the message as a new message and skips to the next message. Later, the subscriber checks messages again and hears the same message.

Explain to the subscriber that pressing the # key while a message plays saves it as a new message.

The System Clock Time Is Incorrect

For example, if the system clock is slow or if a desk clock is fast, the subscriber may believe messages were delayed.

Confirm that the system clock on the Cisco Unity server is reporting the correct time.

Exchange Settings Were Updated

When settings are changed for a subscriber in Exchange, the new values may not be reflected immediately in Cisco Unity.

Explain to the subscriber that the settings may take a few minutes to synchronize, causing a delay in receipt of messages.

AMIS Messages Are Unable to Be Delivered Promptly

Outbound AMIS messages can be restricted to use only certain voice messaging ports. If the ports designated to handle AMIS messages are busy with other calls, outbound AMIS messages can be delayed. The AMIS Outbound report shows AMIS outbound traffic and total transmission time used. If the total transmission time is approaching the limit of the ports dedicated to AMIS deliveries, review the schedule and port assignments to determine if additional resources (time and/or ports) should be dedicated to AMIS message traffic.

AMIS delivery of non-urgent messages can be restricted to occur only at scheduled delivery times. This may cause the recipient to believe message delivery was delayed.

Some AMIS messages may be undeliverable. An undeliverable message is returned to the sender with an NDR status; the sender or the administrator can make corrections and resend the message. This may also appear to the recipient as a delayed delivery.

Some Messages Seem to Disappear

In some situations, messages may not be delivered to the intended recipients. Possible causes are:

The Network or Home Exchange Server Is Down

This applies only if there are multiple Exchange servers. Increasing the Max Open Retries value and decreasing the Open Interval value will increase the number of tries and decrease the wait time Exchange uses when it tries to deliver a message after the network or server comes back up.

Change these message transfer agent (MTA) site configuration values, if needed, in the Exchange Administrator.

A Mailbox Is Full

When an Exchange mailbox has exceeded the Prohibit Send and Receive limit set in the Exchange Administrator, no new messages can be sent or received. When a recipient mailbox is full, an undeliverable message is returned to the sender.

Encourage the subscriber to dispose of messages promptly so that the Exchange mailbox does not fill up.

Undeliverable Messages Have Not Been Forwarded to Recipients

Messages returned to the Cisco Unity Messaging System mailbox are forwarded automatically to subscribers whose names appear on the Unaddressed Messages public distribution list. The messages then must be forwarded to the intended recipients.

Explain to subscribers on the Unaddressed Messages public distribution list the importance of regularly checking for and forwarding undeliverable messages.

A Mailbox Was Moved

When a subscriber Exchange mailbox is moved from one server to another, Cisco Unity must be shut down and restarted before the subscriber can access messages.

AMIS Messages Are Unable to Be Delivered

To research AMIS outbound messages

- Step 1** In the Cisco Unity Administrator, go to **Networking > AMIS > Profile**. Confirm that the AMIS delivery phone number is not restricted by the Cisco Unity restriction tables.
- Step 2** Run the **AMIS Outbound** report. If the total transmission time (listed at the bottom of the transmission duration column, and reported in seconds) is approaching the limit of the ports dedicated to AMIS deliveries, all of the port resources available are being used. Review the schedule and port assignments to determine if additional resources (time and/or ports) should be dedicated to AMIS message traffic.
- Step 3** To research existing messages in the outbound queue, check the Event log. An error message is generated when an AMIS message has been in the outbound queue for more than 24 hours.
- Step 4** To monitor messages as they are submitted for delivery, click **CommServer > MaestroTools.exe**.
- Step 5** Click the **Diagnostic Grid RegEdit** tab.
- Step 6** In the Groups list, select **ConvAmis**.
- Step 7** In the Flags list, turn on **Diagnostic 28 – AMIS Frames** and click **Update Registry**.
- Step 8** In the Groups list, select **Notifier**.
- Step 9** In the Flags list, turn on **Diagnostic Numbers 13, 19, 24, 26, and 28** and click **Update Registry**.
- Step 10** In the Groups list, select **CDE**.
- Step 11** In the Flags list, turn on **Diagnostic Numbers 10, 14, and 18** and click **Update Registry**.
- Step 12** After the problem reoccurs, or sufficient time has passed to gather AMIS message data, format the diagnostic log by using MaestroTools. The formatted diagnostic log is located in `diag_AvCsMgr_YYYYMMDD_HHMMSS_fmtd.txt`.
- Step 13** Disable all diagnostic traces activated in [Step 7](#), [Step 9](#), and [Step 11](#). Do not disable MiuGeneral 0-4 or the Miu will not write any failures to the Event log.

If you need assistance in interpreting the diagnostic logs, or are unable to resolve an AMIS message problem, contact Cisco TAC.

Cisco Unity Stops Recording Before a Caller Has Finished Leaving a Message

Possible causes are:

The Dialogic Quiet Parameter Is Incorrect

A caller may report hearing a prompt and being prevented from completing a message, or a subscriber may report this problem after noticing that a recording ends before the caller finished leaving a message. This can happen when the quiet parameter is not set to recognize low voice volume. It also can happen when a changed quiet parameter is not retained after a Cisco Unity upgrade.

To change the Dialogic quiet parameter (systems equipped with Dialogic voice cards only)

- Step 1** Shut down Cisco Unity and stop the Telephony service.
- Step 2** On the Windows Start menu, click **Programs > Dialogic System Software > Dialogic Configuration Manager–DCM**.
- Step 3** On the Service menu, click **Stop Service**. A second Dialogic Configuration Manager window appears.
- Step 4** When the message “Success: Dialogic service stopped” appears, click **Close**.
- Step 5** In the Service window, select a **Dialogic** card.
- Step 6** In the DCM–Properties dialog box for the card, click **Misc**.
- Step 7** Click **ParameterFile**.
- Step 8** In the Edit section, enter **quiet50.prm** in the Value box, and click **OK**.
- Step 9** Repeat [Step 5](#) through [Step 8](#) for additional Dialogic cards.

- Step 10** On the Service menu, click **Start Service**. A second Dialogic Configuration Manager window appears.
 - Step 11** When the message “Success: Dialogic service started” appears, click **Close**.
 - Step 12** Restart Cisco Unity.
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Cisco Unity, the Phone System, or the Central Office Disconnected the Call

If a caller reports being cut off while leaving a message and did not hear a prompt prior to the disconnect, Cisco Unity, the phone system, or the central office may have disconnected the call.

To determine why the call was disconnected

- Step 1** On the Windows Start menu, click **Programs > Administrative Tools > Event Viewer**.
 - Step 2** On the Log menu, click **System**.
 - Step 3** In the System Event log, look for an error that occurred at the time of the reported disconnected call. Double-click the error and skip to [Step 6](#).
If no errors appear for the date and time of the disconnected call, continue with [Step 4](#).
 - Step 4** On the Log menu, click **Application**.
 - Step 5** In the Application Event log, look for an error that occurred at the time of the reported disconnected call. Double-click the error.
 - Step 6** In the Event Detail dialog box, review the contents of the Description box.
If you need assistance interpreting or resolving the error, or if no error appears in the Application Event log that matches the date and time of the reported disconnected call, contact Cisco TAC.
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Dial Tone or Reorder Tone Is Present at the End of a Message

A possible cause is:

Switch Disconnect Tone and/or CO Disconnect Tone Are Incorrect in the Switch.ini File (Non-IP Phone Systems Only)

To determine the correct switch disconnect and CO disconnect tone values

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- Step 1** Run the Learn Tones utility. See the [“Learn Tones” section on page 9-7](#).
- Step 2** If running the Learn Tones utility does not resolve the problem, contact Cisco TAC.
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