



Error Messages

About Error Messages

Error message problems fall into these four categories:

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| Startup error messages | These are error messages that may appear when Cisco Unity or the Cisco Unity server is started. See the “Startup Error Messages” section on page 7-2. |
| Browser and Windows error messages | Browser error messages may appear during a logon attempt to the Cisco Unity Administrator or to the ActiveAssistant™. Windows error messages may appear when accessing Administrative Tools. See the “Browser and Windows Error Messages” section on page 7-5. |
| E-mail and voice error messages | Cisco Unity may send e-mail and voice mail error messages. See the “E-mail and Voice Error Messages” section on page 7-8 and the “AMIS Error Messages” section on page 7-11. |

pcAnywhere errors

You may experience a conflict between Symantec® pcAnywhere® version 8 and a video chip and driver from the ATI® Rage Pro™ series. See the [“Blue-screen Error or Video Compatibility Error After Installing pcAnywhere”](#) section on page 7-13. Conflicts also may occur between certain versions of pcAnywhere and Windows operating systems and terminal configurations. See the [“Blue Screen Error When Attempting to Start pcAnywhere”](#) section on page 7-15 and the [“pcAnywhere Runs Slowly”](#) section on page 7-15.

Startup Error Messages

Use the information in this section to troubleshoot errors that occur when starting either the Cisco Unity software or server.

Cisco Unity Fails to Start

Error Message At least one service or driver failed during system startup.

Explanation This message is displayed when one or more of the Cisco Unity services or the services required by Cisco Unity do not start.

Action To troubleshoot this problem:

- Check the startup settings for the services as described in the following procedure, [To check the service startup settings](#).
- Check for errors listed in the Application and System Event logs as described in the procedure, [To look for errors in the Application and System Event logs](#).

To check the service startup settings

Perform the steps below on each of the following services:

- Each Cisco Unity service: AvCsGateway, AvCsMgr, AvGaenSvr, and AvMalSvr
- Dialogic
- IIS Admin Service
- Each Microsoft Exchange service
- World Wide Web Publishing Service

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- Step 1** In the Control Panel Services dialog box, click the service, then click **Startup**.
- Step 2** Verify that **Manual** is selected for AvCsMgr, AvUMRSyncSvr, and AvRepDirSvrSvc.
- Step 3** Verify that **Automatic** is selected for the other services.
- Step 4** Verify that the domain name, user name, and password in the account assigned to the service are correct and that the account has the following rights and permissions (note however that AvDirChangeWriter does not require these permissions):

Windows domain permissions

- Member of the Domain Admins group
- Member of the Local Administrators group

Windows user rights

- Log on locally
- Act as a part of the operating system
- Log on as a service

The account assigned to any of the Cisco Unity services must also have Services Account Administration permissions for the site and configuration containers.

To look for errors in the Application and System Event logs

Because startup events occur in rapid succession, when you look in the Application or System Event log for information about these events, you will be looking for the first event in a series of events that probably occurred just seconds apart. Locate the first error in the startup attempt. Subsequent errors may have

been caused by the first error. If you can determine the cause and fix the first error, then shut down and restart the Cisco Unity server. All subsequent errors may be resolved by fixing the first.

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- Step 1** On the Windows Start menu, click **Programs > Administrative Tools > Event Viewer**.
- Step 2** In the Application Event log, look at the Date and Time columns to find the first event in the current startup attempt.
- Step 3** Once you find the first event in the startup attempt, look for the first error that occurred after it. If no errors appear in the startup attempt, skip to [Step 5](#).
- Step 4** Look at the value in the Source column for the first error and then for any subsequent errors in the startup attempt.
- If the name in the source begins with the letters “Av,” then double-click the error to display a dialog box containing additional information that may help you solve the problem.
- If the source is Doh_Mc, then Exchange probably is not running. Start Exchange, then try again to start Cisco Unity.
- If the Source column for an error contains any other value, or if you cannot determine the cause of the problem, contact the Cisco Technical Assistance Center (TAC).
- Step 5** In the System Event log, look at the Date and Time columns to find the first event in the current startup attempt.
- Step 6** Once you find the first event in this startup attempt, look for the first error that occurred after it.
- If no errors appear in the System Event log, contact Cisco TAC.
- Step 7** Look at the value in the Source column for the first error and for any subsequent errors in the startup attempt.
- If the value is Dlgc_log or DlgcDcm, then the problem is with the installation or configuration of the Dialogic voice or fax cards. Double-click the event error to display additional information that may help you solve the problem. When a Dialogic service fails to start, you may need to check the IRQ settings, switches, jumpers, and rotary dials on each card, as appropriate. When the Cisco Unity server contains more than one Dialogic voice card, you may also need to check

the cable that connects the cards. See the “[Installing Voice Cards](#)” section in the “[Installing a Cisco Unity System](#)” chapter of the *Cisco Unity Installation Guide* for additional information.

If the Source column for an error has any other value, contact Cisco TAC.

To change LPT1 port settings

- Step 1 On the Windows Start menu, click **Programs > Administrative Tools > Computer Management**.
 - Step 2 Double-click **Device Manager**.
 - Step 3 Expand **Ports** and double-click **LPT1**.
 - Step 4 Click **Port Settings**.
 - Step 5 Click **Try Not to Use an Interrupt**.
 - Step 6 Click **OK**.
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Browser and Windows Error Messages

Cisco Unity administrators or subscribers may see the following error messages:

Error Message Access denied. Your class of service prohibits you from accessing the System Administration Web pages.

Explanation When this message appears during a logon attempt to the Cisco Unity Administrator, one of the following has occurred:

- The class of service for the logon account has been changed. See the system administrator for more information.

- The Cisco Unity class of service has been changed to subscriber for everyone who previously had administrator privileges. There is no longer a Cisco Unity account for the administrator class of service.

Action Perform the following procedure, [To temporarily associate an Exchange account with the Administrator class of service.](#)

To temporarily associate an Exchange account with the Administrator class of service

- Step 1** In the Exchange Administrator, go to the recipients for your site, and locate the Example Administrator recipient.
- Step 2** Double-click the Example Administrator recipient.
- Step 3** Associate the Example Administrator recipient with the Windows account that you are logged on with.
- Step 4** Log off and then log back on again to Cisco Unity.
- Step 5** Assign accounts as needed to the administrator class of service.
- Step 6** Log off of Cisco Unity.
- Step 7** In the Exchange Administrator, remove your account association with the Example Administrator account.

Under normal circumstances, the Example Administrator should not be associated with a Windows account.

Error Message Access denied. You cannot access the System Administration Web pages. Cisco Unity is not running.

Explanation When this message appears, Cisco Unity is not running. Cisco Unity must be running before anyone can log on to the Cisco Unity Administrator.

Action Start Cisco Unity.

Error Message Access denied. You cannot access the System Administration web pages. There are too many active sessions.

Explanation When this message appears, the maximum limit of five concurrent system administration sessions has been reached.

Action Wait for an active session to be closed and then try again later.

Error Message Access denied. Your Windows Domain Account [Domain\login] is not associated with a Cisco Unity subscriber.

Explanation When this message appears during a logon attempt to the Cisco Unity Administrator, an invalid user name or password is being used.

Action Contact the system administrator to confirm the user name and password.

Error Message Additional users cannot be assigned to the class of service associated with the selected subscriber template. You have reached the license limit for one or more of the features enabled by the class of service.

Explanation Class of service can be used to restrict which licensed features are available to subscribers. If all available licenses for a feature are in use by a class of service, no new subscribers can be added to that class of service.

Action Go to the Licensed Features page for the class of service associated with the subscriber template. Determine if any of the licensed features used by that class of service are out of licenses, and if so, obtain sufficient additional licenses to meet subscriber needs. As a temporary measure until additional licenses are available, you can change the class of service associated with the selected subscriber template.

Error Message This page cannot be displayed. HTTP 403.1 Forbidden execute access forbidden.

Explanation This error may appear when Status Monitor access is attempted for the first time after an upgrade.

Action Perform the following procedure, [To set up access to the Status Monitor after an upgrade](#).

To set up access to the Status Monitor after an upgrade

- Step 1 Go to **Start > Programs > Administrative Tools > Internet Services Manager**.
 - Step 2 Click the Default Web Site folder, then locate the Status folder.
 - Step 3 Right-click the Status folder and go to **Properties**.
 - Step 4 Click the **Virtual Directory** tab.
 - Step 5 Set Execute Permissions to **Scripts Only**.
 - Step 6 Click **OK**.
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E-mail and Voice Error Messages

By default, Cisco Unity sends e-mail to the System Event Messages public distribution list when certain critical errors occur. Cisco Unity administrators can use the Event Notification utility to send e-mail and/or voice mail to other subscribers or distribution lists when an error occurs. Cisco Unity administrators or subscribers may see the following error messages:

Error Message A conversation error has occurred.

Explanation A conversation error has occurred, sending a caller to the fail safe conversation.

Action Refer to the Windows Application Event log for more information about the error. If you are unable to determine the source of the problem from the information in the Application Event log, contact Cisco TAC.

Error Message Account locked—logon attempt limit reached.

Explanation An account is locked because the limit of unsuccessful phone logon attempts was reached.

Action Go to the Subscribers > Subscribers > Account Page for the subscriber, and uncheck the Cisco Unity Account Status box to unlock the account. You can also refer to the Windows Application Event log for more information about the error.

Error Message One or more Exchange servers in the site are unavailable.

Explanation The Cisco Unity server detected that one or more Exchange servers are unavailable.

Action Restart the Exchange server(s), and refer to the Windows Application Event log for more information about the error.

Error Message Possible phone system integration failure.

Explanation The Cisco Unity server received an inbound call with no phone system integration information.

Action Refer to the Windows Application Event log for more information. If you are unable to determine the source of the problem from the information in the Application Event log, contact Cisco TAC.

Error Message System event notification.

Explanation Notification of a system event was attempted, but the notification text or voice message is missing or corrupt.

Action Refer to the Windows Application Event log for more information, and review the notification message settings for the Event Notification utility. If you are unable to determine the source of the problem from the information in the Application Event log, contact Cisco TAC.

Error Message That e-mail cannot be played at this time.

Explanation All of the licensed text-to-speech resources are in use.

Action Subscribers can try again later, or you may need to add more licenses.

Error Message Voice server hard disk almost full.

Explanation The Cisco Unity server hard disk is almost full. System logging and report data generation are terminated to conserve space.

Action Reclaim space on the hard disk to avoid potential loss of new messages and to resume logging and report generation. The Example Administrator account, which Cisco Unity creates during installation, serves as a default message recipient for the Unaddressed Messages and System Event Messages distribution lists. If you have not assigned another subscriber to these distribution lists, be sure to monitor the Example Administrator account and forward or delete the messages sent to this account as appropriate. For subscribers on the Unaddressed Messages public distribution list, create a separate Inbox folder for returned messages. Then create a rule that automatically moves messages sent by the Cisco Unity Messaging System account from the Inbox to the returned messages folder.



Caution

Do not delete the Example Administrator unless you have assigned another subscriber to the Unaddressed Messages and System Event Messages distribution lists. Following Cisco Unity installation, the only member of these distribution lists by default is the Example Administrator. If these distribution lists contain no members, messages sent to them will be lost.

Error Message Voice server restart.

Explanation The Cisco Unity server stopped responding and was restarted.

Action Refer to the Windows Application Event log for more information about the error. If you are unable to determine the source of the problem from the information in the Application Event log, contact Cisco TAC.

AMIS Error Messages

Cisco Unity administrators or subscribers may see the following error messages. If you are unable to determine the source of the problem from the information given, contact Cisco TAC.

Error Message AMIS outbound mailbox contains messages more than 24 hours old.

Explanation At least one AMIS outbound message has been in the queue for more than 24 hours and has not been delivered. If an insufficient number of ports have been allocated to AMIS delivery, there may be times when messages stay in the queue for more than 24 hours. Because retry counts are reset whenever the AMIS delivery window closes, and if the AMIS delivery schedule becomes active and inactive several times during the day, messages going to numbers that are busy or not answered may never reach the maximum number of retries.

Action Refer to the Non-Delivery Receipt (NDR) sent to the sending subscriber, and to the Windows System Event log for more information about the error. Also see the [“AMIS Messages Are Unable to Be Delivered Promptly”](#) section on page 4-3.

Error Message Error: AMIS message from <sender> to <intended recipient> cannot be delivered.

Explanation An AMIS message was undeliverable due to rejection by the destination node. Reasons for rejection include rejection of the Cisco Unity node ID or rejection of an individual message.

Action Refer to the Non-Delivery Receipt (NDR) sent to the sending subscriber and to the Windows System Event log for more information about the error. If the error can not be attributed to a problem with the Cisco Unity node ID, confirm the intended recipient address and resend.

Error Message AMIS call to location <number> was not answered.

Explanation Cisco Unity tried to dial an AMIS outbound call, and either received no answer or busy too many times, as defined on the AMIS configuration page in the Cisco Unity Administrator, or a human answered the call.

Action Refer to the Non-Delivery Receipt (NDR) sent to the sending subscriber and to the Windows System Event log for more information about the error. If the error was due to a busy or no answer response, confirm the delivery number, and resend. If the error was due to a human answering the call, correct the destination number, and uncheck the **Disable delivery** box on the AMIS configuration page in the Cisco Unity Administrator.

Error Message AMIS restriction table not found. Message delivered.

Explanation An AMIS outbound message was sent, despite the fact that there is no AMIS-specific restriction table.

Action Create the AMIS Restriction Table in the Cisco Unity Administrator, if you want to manage the phone numbers used for AMIS calls.

Error Message Error: Location <number> not found. Inbound AMIS message rejected.

Explanation A remote AMIS node tried to deliver messages to Cisco Unity, but was rejected because the node ID did not correspond to an AMIS location in Cisco Unity.

Action Refer to the Windows System Event log for more information about the error. Confirm the AMIS locations in the Cisco Unity Administrator.

Error Message Error: Extension <number> not found. Inbound AMIS message rejected.

Explanation A remote AMIS location tried to deliver a message, but it was rejected because the intended message recipient mailbox does not correspond to the primary call handler of a Cisco Unity subscriber.

Action None required. The sender should receive an NDR and resolve the problem.

Error Message Error: Inbound AMIS message on Port <number> was terminated after <number> seconds.

Explanation An inbound AMIS message transmission was terminated unexpectedly.

Action Refer to the Windows System Event log for more information about the error.

Error Message AMIS location <1> disabled.

Explanation An inbound AMIS message was rejected due to the AMIS location being disabled.

Action To receive calls from this location, enable it in the Cisco Unity Administrator.

pcAnywhere Errors

Blue-screen Error or Video Compatibility Error After Installing pcAnywhere

When Symantec pcAnywhere version 8.0 or earlier is installed on a machine that uses Windows NT and a video chip and driver from the ATI Rage Pro series (a video chip that is installed in Cisco Unity turnkey systems), you may encounter one of the following problems:

- Windows NT displays a blue-screen error when you restart.
- pcAnywhere displays the error message “A video compatibility problem caused pcAnywhere32 to switch to the ‘compatibility’ video mode. To re-enable the ‘accelerated’ video mode, click Application Options from the File menu and reset the video mode on the Host Operation page.”

These errors are caused by the installation program for the ATI Rage Pro video drivers, and prevent the use of pcAnywhere to transfer files or to perform a remote Ctrl-Alt-Delete. (The installation program adds two drivers to the system registry but copies only one of the drivers to the Windows NT System32 directory.) You can resolve this problem by installing two files from the Windows NT 4.0 compact disc.

To install the video files from the Windows NT compact disc

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- Step 1** Insert the Windows NT version 4.0 compact disc in the CD-ROM drive.
- Step 2** Open a DOS window.
- Step 3** Expand the file **8514A.dll** from the compact disc to the System32 directory by using the following DOS command:
- ```
EXPAND <CD-ROM drive>:\I386\8514A.DL_
C:\<Windows NT directory>\System32\8514A.DLL
```
- Step 4** Expand the file **8514A.sys** from the compact disc to the Drivers directory by using the following DOS command:
- ```
EXPAND <CD-ROM drive>:\I386\8514A.SY_
C:\<Windows NT directory>\System32\Drivers\
8514A.SYS
```
- Step 5** Restart the computer.
- Step 6** Reinstall pcAnywhere32.
- Step 7** If either error occurs again, confirm that the files are in the correct locations, have the correct date and time stamp, and are the proper size, as follows:
- ```
C:\<Windows NT directory>\System32\8514A.DLL
7/18/96 or newer
11:42am
39,312 bytes
```

```
C:\<Windows NT directory>\System32\Drivers\8514A.SYS
7/16/96 or newer
9:30pm
5,808 bytes
```

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## Blue Screen Error When Attempting to Start pcAnywhere

Conflicts between certain versions of pcAnywhere and Windows operating systems cause a blue screen error and prevent pcAnywhere from starting. Cisco Unity versions 2.4.6 and earlier, running on Windows NT, are compatible with either version 8.0 or 9.2 of pcAnywhere. Cisco Unity versions running on Windows 2000 are only compatible with pcAnywhere versions 9.21 and above.

If you are upgrading from Windows NT to Windows 2000, and currently running pcAnywhere version 9.2, do not reboot. Install version 9.21 first, then reboot. The version 9.21 upgrade is available from the Symantec web site.

## pcAnywhere Runs Slowly

If pc Anywhere appears to have a slow response time, perform the following procedure.

### To optimize workstation settings for running pcAnywhere

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- Step 1 On the workstation monitor where pcAnywhere is run, right-click the desktop.
  - Step 2 Click **Properties**.
  - Step 3 Click the **Settings** tab.
  - Step 4 In the Colors box, select **High Color (16 Bit)**, and click **OK**.
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## Cisco Unity Startup Problems Related to pcAnywhere

When pcAnywhere version 10 is installed on a Cisco Unity system that is running Windows 2000 and Exchange 5.5 and is using Dialogic voice cards, and when the pcAnywhere Host or Remote Service is configured to use a modem or COM port, the following problems can occur when a user logs on to the system immediately after a restart:

- The Remote Access Connection Manager service remains in a starting state.
- Cisco Unity starts, but the MIU times out after 5 minutes when initializing the T1 TAPI ports.
- The Dialogic service may fail to start on the first attempt.
- Cisco Unity may start with no port available.
- The Dialogic service may retry the startup process and succeed, causing Cisco Unity to start properly on a second attempt.

These problems do not occur when the pcAnywhere Host and Remote Services are configured to use TCP/IP.

There are two options for problem resolution: the workaround listed below, or the configuration changes to the Host or Remote Service settings, as shown in the following procedure, [To change the Host Service settings](#).

**Workaround**                      The problems can usually be avoided by waiting for Cisco Unity to start before logging on to the server.

### To change the Host Service settings

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- Step 1**    Start pcAnywhere.
- Step 2**    Click the **Hosts** icon to configure the Host Service.
- Step 3**    Right-click **Modem**.
- Step 4**    Click the **Settings** tab.
- Step 5**    In the Host Startup section, uncheck the **Launch with Windows** check box.
- Step 6**    Save the settings.

Step 7 Manually start pcAnywhere.

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#### To change the Remote Service settings

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Step 1 Start pcAnywhere.

Step 2 Click the **Remotes** icon to configure the Remote Service.

Step 3 Right-click **Modem**.

Step 4 Click **Properties**.

Step 5 On the Connection Info tab, check the **TCP/IP** check box, and uncheck any other options.

Step 6 Save the settings.

Step 7 When use of a modem is required to operate as a Remote pcAnywhere server, change the Remote Service properties as needed after Cisco Unity has successfully started.

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