



# Error Messages

---

## About Error Messages

Error message problems fall into these three categories:

- |   |   |
|---|---|
| <b>Startup error messages</b>             | These are error messages that may appear when Cisco Unity or the Cisco Unity server is started. See the <a href="#">“Startup Error Messages” section on page 7-1.</a>   |
| <b>Browser and Windows error messages</b> | Browser error messages may appear during a logon attempt to the Cisco Unity Administrator, the ActiveAssistant, or the Cisco Unity Visual Messaging Interface. Windows error messages may appear when accessing Administrative Tools. See the <a href="#">“Browser and Windows Error Messages” section on page 7-5.</a> |
| <b>E-mail and voice error messages</b>    | Cisco Unity may send e-mail and voice mail error messages. See the <a href="#">“E-mail and Voice Error Messages” section on page 7-8.</a>   |

## 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

- 
- 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.

---

- 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. The *Cisco Unity Installation Guide* is available on Cisco.com at

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

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.

---

## 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** The Windows NT account you are logged on with is not associated with a Cisco Unity subscriber.

**Explanation** Subscribers will get this error message when attempting to access the ActiveAssistant or the Visual Messaging Interface (VMI), or when attempting a TRaP (telephone recording and playback) connection from

ViewMail for Outlook if they are not authenticated under a domain account that is linked to their Exchange mailbox, either directly or indirectly through the Active Directory SidHistory property.

**Action** Run the GrantUnityAccess utility to associate the domain account with the subscriber account. GrantUnityAccess is a command line utility and can be found on the Cisco Unity server in the folder in which Cisco Unity was installed (the default location is C:\CommServer). Specify the following arguments:

```
GrantUnityAccess -u <Domain>\<UserAlias> -s <UnitySubscriberAlias>
```

For information about the arguments, enter

```
GrantUnityAccess -?
```

**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** Failed to perform fetch against AvXml.dll. Check AvXml virtual directory settings in IIS for proper permissions and execute access. See the Troubleshooting Guide for details.

**Explanation** This error may appear when accessing the Status Monitor page.

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

**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**.
- 

## 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** All Ports Busy notification.

**Explanation** The voice server detected that all ports that are set to answer calls are busy. In this circumstance, incoming calls receive a busy signal and subscribers are unable to access the Cisco Unity conversation.

**Action** Generate a port usage report for the ports set to answer calls.

If the value of Percentage Of Ports Used exceeds 70 percent usage during peak periods, click System > Ports in the Cisco Unity Administrator and review the port configuration to determine if additional answer ports are required, or if other adjustments to the port settings are needed. For more information, see the “Voice Port Settings” section in the “System Settings” chapter of the *Cisco Unity System Administration Guide*. The *Cisco Unity System Administration Guide* is available on Cisco.com at [http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_unity/unity31/sag/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity31/sag/index.htm).

**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.

