



Subscriber and Administrator Access

About Access Problems

Subscriber access problems are usually related to a problem with the phone system integration. Subscriber access problems may include:

Problems that prevent subscribers from using Cisco Unity

See the following sections:

The “[Subscribers Logging On to Cisco Unity Hear the Opening Greeting Instead of the Subscriber Conversation](#)” section on page 10-2.

The “[Cisco Unity Does Not Respond to Touchtones](#)” section on page 10-3.

Problems that prevent subscribers from fully utilizing the features of Cisco Unity and the phone system

See the following sections:

The “[Subscribers Cannot View the Cisco Unity Visual Messaging Interface Pages](#)” section on page 10-6.

See the “[No Sounds Play on the Multimedia System After Installing the Cisco CallManager Software](#)” section on page 10-6.

The “[Cisco Unity Administrator, Status Monitor, ActiveAssistant, or Cisco Unity Visual Messaging Interface Pages Cannot Be Opened or Have Been Defaced](#)” section on page 10-7.

Administrator access problems can include a missing tray icon, missing or defaced web pages, or startup problems when using pcAnywhere.

See the “[Cisco Unity Tray Icon Is Missing from the Status Bar](#)” section on page 10-7, the “[Cisco Unity Administrator, Status Monitor, ActiveAssistant, or Cisco Unity Visual Messaging Interface Pages Cannot Be Opened or Have Been Defaced](#)” section on page 10-7, or the “[Cisco Unity Startup Problems Related to pcAnywhere](#)” section on page 10-8.

For error messages related to subscriber or administrator access problems, see [Chapter 7, “Error Messages.”](#) If you encounter a subscriber or administrator access problem that is not described in these two chapters, contact the Cisco Technical Assistance Center (TAC).

Subscribers Logging On to Cisco Unity Hear the Opening Greeting Instead of the Subscriber Conversation

Confirm that the integration is enabled and that the phone system settings are correct.

To verify the phone system settings in the Cisco Unity Administrator

- Step 1** In the Cisco Unity Administrator, click **System > Switch**.
 - Step 2** In the Set Active Switch Type section, verify all values.
 - Step 3** Correct any incorrect values for the phone system.
 - Step 4** If you changed values in [Step 3](#), click **Save**.
 - Step 5** Shut down and restart Cisco Unity.
 - Step 6** If you have confirmed that the integration is enabled and that the phone system settings are correct, and subscribers still hear the opening greeting instead of the subscriber conversation, contact Cisco TAC.
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Cisco Unity Does Not Respond to Touchtones

There are several possible reasons that Cisco Unity may not respond to touchtones. In this section, possible causes are listed in order, from most likely to least likely to occur:

- [DTMF Signal Is Not Being Sent \(Cisco CallManager Phone Systems Only\)](#), page 10-3
- [DTMF Signal Is Not Being Sent \(Circuit-Switched Phone Systems Only\)](#), page 10-4
- [DTMF Values in Cisco Unity Are Inconsistent with the Values in the Phone System \(Circuit-Switched Phone Systems Only\)](#), page 10-5

DTMF Signal Is Not Being Sent (Cisco CallManager Phone Systems Only)

In certain situations, DTMF digits are not recognized when processed through VoIP dial-peer gateways. To avoid this problem, certain gateways must be configured to enable DTMF relay. The DTMF relay feature is available in Cisco IOS software version 12.0(5) and later.

Cisco IOS software-based gateways that use H.245 out-of-band signaling must be configured to enable DTMF relay. Enable `dtmf-relay h245-alphanumeric` on this dial-peer.

The Catalyst 6000 T1/PRI and FXS gateways enable DTMF relay by default and do not need additional configuration to enable this feature.

To enable DTMF relay

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- Step 1** On a VoIP dial-peer servicing Cisco Unity, use the following command:
- ```
dtmf-relay h245-alphanumeric
```
- Step 2** Create a destination pattern that matches the Cisco CallManager voice mail port numbers. For example, if the system has voice mail ports 1001 through 1016, enter the dial-peer destination pattern **10xx**.
- Step 3** Repeat [Step 1](#) and [Step 2](#) for all remaining VoIP dial-peers servicing Cisco Unity.
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## DTMF Signal Is Not Being Sent (Circuit-Switched Phone Systems Only)

The first procedure in this section is used only for feature-set phones, because feature-set phones rely on the phone system to generate touchtones, while analog phones generate their own touchtones. For feature-set phones, you may need to enable touchtones on the phone system.

If you are having trouble only with the operator console, continue with the next procedure, [To test manual DTMF signaling on the operator console](#). If you are using only analog phones to access Cisco Unity and are having trouble with response to touchtones, contact Cisco TAC.

### To test manual DTMF signaling on feature-set phones

Do this procedure for each type of feature-set phone that you use to access Cisco Unity.

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- Step 1** Set up a test phone (Phone 1) for single-line testing. For more information, see the [“Troubleshooting Preparation” section on page 1-1](#).
- Step 2** On a feature-set phone that is connected to the phone system but that is not connected to Cisco Unity (Phone 2), call Phone 1. For Phone 2, use a phone that is the same type that subscribers use to access Cisco Unity.
- Step 3** Answer Phone 1.
- Step 4** On Phone 2, press touchtone keys.
- If you hear touchtones on Phone 1, then the type of phone you are using for Phone 2 is sending DTMF signals to Cisco Unity. Continue with [Step 5](#).
- If you do not hear touchtones, reprogram the phone system to provide station-to-station DTMF signaling on that line, and repeat the test. If you still do not hear touchtones, contact the phone system vendor.
- Step 5** Connect a line-monitoring device (for example, a ZiadLinemaster) to Phone 1, and test the duration and volume of the touchtones Phone 2 is generating. Write down the values, and contact Cisco TAC to determine whether touchtone durations in the phone system template file need to be changed. For information on setting up the line-monitoring device, see the documentation from the manufacturer.
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**To test manual DTMF signaling on the operator console**

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- Step 1** Perform the previous procedure, [To test manual DTMF signaling on feature-set phones](#), but use the operator console for Phone 2.
- Step 2** If you hear touchtones on Phone 1, then the operator console is sending DTMF signals to Cisco Unity. The reason Cisco Unity is not responding to touchtones is probably related to the Cisco Unity setup. Contact Cisco TAC.
- If you cannot hear touchtones on Phone 1, the operator console is not generating touchtones. Add a tone dialer that generates DTMF tones, and repeat the test.
- If you still cannot hear touchtones, contact Cisco TAC.
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## DTMF Values in Cisco Unity Are Inconsistent with the Values in the Phone System (Circuit-Switched Phone Systems Only)

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**To compare phone system and Cisco Unity values for DTMF duration and delay between digits**

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- Step 1** In the phone system documentation or programming, locate the duration of DTMF tones and the delay between digits that the phone system expects from Cisco Unity.
- Step 2** Start the Edit Switch utility, and locate the Dialed DTMF Duration and Delay Between Dialed DTMF Digits boxes.
- Step 3** Compare the phone system values with the Cisco Unity values. If the values do not match, contact Cisco TAC.
- Do not use the Edit Switch utility to change values without contacting Cisco TAC for assistance.
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# Subscribers Cannot View the Cisco Unity Visual Messaging Interface Pages

When a subscriber cannot view the Cisco Unity Visual Messaging Interface (VMI) pages, confirm that the computer that a subscriber uses to access Cisco Unity VMI is configured so that:

- The browser that the subscriber is using allows the scripting of Java applets and Active Scripting.
- If the virus scanner on the subscriber workstation scans downloaded files, it scans only program files.

In addition, consider the following:

- Cisco Unity VMI is not available across a firewall.
- If the subscriber cannot view Cisco Unity VMI pages without logging in each time that the Media Master is displayed, you can establish trusts across domains to avoid this problem.
- If the subscriber is trying to access Cisco Unity VMI over a modem connection, advise the subscriber to allow sufficient time to download the Cisco Unity VMI file, which is over 1MB in size.

# No Sounds Play on the Multimedia System After Installing the Cisco CallManager Software

When a multimedia system is installed on the Cisco Unity server, registry entries for the multimedia system wave driver may be overwritten when you install the Cisco wave driver. If this happens, the multimedia system no longer plays sounds. Contact Cisco TAC.

# Cisco Unity Tray Icon Is Missing from the Status Bar

To manually start the Cisco Unity tray icon

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- Step 1** Navigate to the CommServer directory.
- Step 2** Run `AvCsTrayStatus.exe`. The tray icon will be restored.
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## Cisco Unity Administrator, Status Monitor, ActiveAssistant, or Cisco Unity Visual Messaging Interface Pages Cannot Be Opened or Have Been Defaced

Virus incidents and attacks from hackers can cause the Cisco Unity Administrator, Status Monitor, ActiveAssistant, and Cisco Unity Visual Messaging Interface (VMI) pages to be defaced or to become unusable. There are two ways to restore these pages:

- Run the Cisco Unity install again. Refer to the *Cisco Unity Installation Guide* 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).
- Manually restore the files from the Cisco Unity discs by using the following procedure.

To manually restore the SA, Status Monitor, AA, and VMI pages

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- Step 1** From Cisco Unity Disc 1, copy the **Web** directory to the **CommServer** directory on the Cisco Unity server. In the Confirm Folder Replace window, click **Yes to All**.

- Step 2** For US English, from Cisco Unity Disc 1, copy the **Localize\Web** directory to the **CommServer** directory on the Cisco Unity server. In the **Confirm Folder Replace** window, click **Yes to All**.
- Step 3** For each additional language, locate the Cisco Unity disc on which the language files are stored. Repeat [Step 2](#). In the **Confirm Folder Replace** window, click **Yes to All**.
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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.

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### 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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