



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 11-1. The “ Cisco Unity Does Not Respond to Touchtones ” section on page 11-2.
Problems that prevent subscribers from fully utilizing the features of Cisco Unity and the phone system	See the following sections: The “ Subscribers Cannot Access Cisco Personal Communications Assistant Pages ” section on page 11-4. The “ Subscribers Cannot Access Cisco Personal Communications Assistant Pages ” section on page 11-4 The “ No Sounds Play on the Multimedia System After Installing the Cisco CallManager Software ” section on page 11-5. The “ Subscribers Can Not Be Located in a New or Updated Directory Handler ” section on page 11-5.

Administrator access problems can include a missing tray icon, or missing or defaced web pages. See the “[Cisco Unity Tray Icon Is Missing from the Status Bar](#)” section on page 11-6, and the “[Cisco Unity Administrator or Status Monitor Pages Cannot Be Opened or Have Been Defaced](#)” section on page 11-6.

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

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- Step 1 On the Cisco Unity server, browse to the CommServer\Utilities\Utlim directory and double-click **Utlim.exe**. The Cisco Unity Telephony Integration Manager (UTIM) appears.
 - Step 2 Confirm that the settings match those indicated in the integration guide for your phone system.
 - Step 3 Correct any incorrect values for the phone system.
 - Step 4 If you changed values in [Step 3](#), click **Save**.
 - Step 5 If prompted, restart the Cisco Unity server.
 - 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. Use the [Task List for Troubleshooting Problems with Touchtones](#) to troubleshoot the possible causes.

Task List for Troubleshooting Problems with Touchtones

1. (Cisco CallManager only) Confirm that DTMF relay is enabled through VoIP dial-peer gateways. See the [“DTMF Signal Is Not Being Sent \(Cisco CallManager Only\)”](#) section on page 11-2.
2. (Circuit-switched phone systems only) Confirm that the DTMF signal is being sent. See the [“DTMF Signal Is Not Being Sent \(Circuit-Switched Phone Systems Only\)”](#) section on page 11-3.
3. (Circuit-switched phone systems only) Confirm that the DTMF values are consistent with Cisco Unity and the phone system. See the [“DTMF Values in Cisco Unity Are Inconsistent with the Values in the Phone System \(Circuit-Switched Phone Systems Only\)”](#) section on page 11-4.

DTMF Signal Is Not Being Sent (Cisco CallManager 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.

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, skip to the procedure, [To test manual DTMF signaling on the operator console, page 11-3](#).

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.

- Step 1** Set up a test phone (Phone 1) for single-line testing. For more information, see the [“Preparations for Troubleshooting the Phone System” 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

- Step 1** Do the procedure, [To test manual DTMF signaling on feature-set phones, page 11-3](#), 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 most likely 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)

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** On the Cisco Unity server, on the Windows Start menu, click **Programs > Cisco Unity > Edit Switch Utility**. The Switch Configuration Editor window appears.



Caution Do not use the Edit Switch utility to change values without contacting Cisco TAC for assistance.

- Step 3** Confirm that the phone system Cisco Unity is integrated with appears in the fields, then click **Edit This Switch Configuration**.
- Step 4** In the Switch Configuration dialog box, click the **Outdial** tab.
- Step 5** Compare values in the Dialed DTMF Duration and Delay Between Dialed DTMF Digits fields with the the phone system values. If the values do not match, contact Cisco TAC.
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Subscribers Cannot Access Cisco Personal Communications Assistant Pages

Subscribers use the Cisco PCA website to access the Cisco Unity Assistant. (Note that in version 3.1 and earlier, the Cisco Unity Assistant was known as the ActiveAssistant, or AA.)

When a subscriber cannot access the Cisco Personal Communications Assistant (PCA) pages, consider the following possible causes:

URL is case-sensitive

Subscribers can access the Cisco PCA at the following URL: `http://<Cisco Unity server>/ciscopca`. Note, however, that the URL is case-sensitive.

Browser configuration is not correct

When a subscriber cannot access any of the Cisco PCA pages, it may be that the subscriber browser is not configured properly. Make sure that the subscriber browser is configured to:

- Enable Active scripting.
- Download and run ActiveX controls.
- Enable Java scripting.
- Accept all cookies.

For a list of supported versions of Cisco Unity combined with the supported versions the software on client workstations, see the *Compatibility Matrix: Cisco Unity and the Software on Subscriber Workstations*, available on Cisco.com at

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

Cisco Unity uses SSL but the certificate has not been distributed to the trusted root store

When Cisco Unity is set up to use SSL, the browser displays a message to alert the subscriber that the authenticity of the Cisco PCA site cannot be verified and therefore, its content cannot be trusted. Subscribers will see this message, even if they add the Cisco PCA website to their list of trusted sites for the browser.

To prevent the browser from displaying the security alert, you can:

- Distribute the certificate to the trusted root store for all users in the domain by adding it to the Group Policy. See the “[Distributing the Root Certificate to the Trusted Root Store for All Users in the Domain \(Optional\)](#)” section on page 3-6 in the “[Setting Up Cisco Unity To Use SSL](#)” chapter.
- Tell subscribers how to add the certificate to the trusted root store on their own computers. See the “[Configuring Subscriber Browsers To Use the Cisco PCA](#)” section on page 5-11 in the “[Setting Up Client Applications](#)” chapter.

Discuss the two options with your the network administrator for your organization to determine which is best for your site.

Subscribers Cannot Access Cisco Unity Assistant From the Cisco PCA

When subscribers can access the Cisco PCA, but cannot access the Cisco Unity Assistant confirm that subscribers have been given the proper class of service rights on the Subscribers > Class of Service > Features Page in the Cisco Unity Administrator.

Finally, note that the Media Master control bar, which appears on the Cisco Unity Assistant pages, is not available across a firewall.

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.

Subscribers Can Not Be Located in a New or Updated Directory Handler

Subscribers or outside callers may report that they are unable to locate one or more subscribers in a recently created or updated directory handler. When a directory handler is scoped by a distribution list, the membership is synchronized from the IBM Lotus Notes Directory into the Cisco Unity SQL database. Changing the distribution list by which the directory handler is scoped requires a synchronization. This synchronization takes place when the Cisco Unity directory services (AvDSAD and AvDSGlobalCatalog) poll the directory for any changes to be applied to the SQL database, which usually occurs within 15 to 20 minutes after the directory handler scope change is made in the Cisco Unity Administrator.

To initiate an immediate synchronization, do the following procedure.

To manually synchronize the Cisco Unity database

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- Step 1** In the Cisco Unity Administrator, go to the **System > Configuration > Settings** page.
- Step 2** In the Replicate Cisco Unity directory objects section, click **Changed Objects**.
The Settings page is refreshed and the database changes will be synchronized in the background.
- Step 3** Wait a few minutes, then call in to Cisco Unity and confirm that the subscriber(s) can be located in the directory handler.
- Step 4** If the subscriber(s) still can not be located, confirm that they have recorded names. Subscribers must have recorded names to be accessed by using directory handlers.
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Another way to update directory handlers is to change the membership of a distribution list by which one or more directory handlers are scoped. Changes made to distribution list membership by using the Cisco Unity Administrator are updated in the Cisco Unity database within a few minutes. However, in complex networked sites, the replication process may take much longer. This is a function of network complexity and varies from site to site. The network replication process time is not a function of Cisco Unity directory synchronization services, and it is not possible to reduce this time by using the previous procedure.

Cisco Unity Tray Icon Is Missing from the Status Bar

To manually start the Cisco Unity tray icon

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- Step 1** Browse to the CommServer directory.
- Step 2** Run **AvCsTrayStatus.exe**. The tray icon will be restored.
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Cisco Unity Administrator or Status Monitor Pages Cannot Be Opened or Have Been Defaced

Virus incidents and attacks from hackers can cause the Cisco Unity Administrator or Status Monitor pages to be defaced or to become unusable. You can restore these pages by doing one of the following:

- Run the Cisco Unity install again. Refer to the *Cisco Unity Installation Guide* for instructions (this guide is available on Cisco.com, at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_installation_guides_books_list.html).
- Manually restore the applicable files from the Cisco Unity discs by using the following procedure.

For information on restoring defaced or unusable Cisco Personal Communications Assistant (PCA) pages, see the “[Subscribers Cannot Access Cisco Personal Communications Assistant Pages](#)” section on page 11-4.

To manually restore the Cisco Unity Administrator or Status Monitor 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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