



# Error Messages

## About Error Messages

Error message problems fall into these categories:

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| <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 12-2</a> .  |
| <b>Browser and Windows error messages</b>                      | Browser error messages may appear when subscribers attempt to log on to the Cisco Unity Administrator or the Cisco Personal Communications Assistant (PCA). Windows error messages may appear when you access Administrative tools.<br><br>See the applicable section: <ul style="list-style-type: none"> <li>• <a href="#">Cisco Unity Administrator Browser Error Messages and Windows Error Messages, page 12-4</a>.</li> <li>• <a href="#">Cisco PCA Error Messages, page 18-3</a>.</li> </ul> |
| <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 12-6</a> .  |
| <b>Media Master error messages</b>                             | These are error messages that may appear when subscribers use the Media Master control bar in the Cisco Unity Administrator, Cisco Unity Assistant, Cisco Unity Inbox, or ViewMail.<br><br>See the <a href="#">“Media Master Control Bar” chapter</a> .  |
| <b>ViewMail error message</b>                                  | This is an error message that may appear when subscribers use ViewMail. See the <a href="#">“ViewMail Error Message” section on page 12-8</a> .  |
| <b>Error messages associated with private secure messaging</b> | These are error messages that may appear when subscribers use the private secure messaging feature. See the <a href="#">“Troubleshooting Private Secure Voice Messages” section on page 5-8</a> .  |

For information about the error messages that Cisco Unity writes to the Windows Application Event log, refer to <http://www.CiscoUnitySupport.com>.

# 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.

**Recommended Action** To troubleshoot this problem:

- Check the startup settings for the services as described in the following [“To Check the Service Startup Settings”](#) procedure.
- Check for errors listed in the Application and System Event logs as described in the [“To Look for Errors in the Application and System Event Logs”](#) procedure on page 12-2.

### To Check the Service Startup Settings

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- Step 1** Do [Step 2](#) through [Step 5](#) for each of the following services:
- Cisco Unity services: AvCsGateway, AvCsMgr, and AvGaenSvr
  - Dialogic
  - IIS Admin Service
  - Each Microsoft Exchange service
  - World Wide Web Publishing Service
- Step 2** In the Control Panel Services dialog box, double-click the service.
- Step 3** On the General tab, verify that a Startup type of **Manual** is selected for AvCsMgr, AvUMRSyncSvr, AvRepDirSvrSvc, and Remote Access Connection Manager.
- 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 correct rights and permissions, as shown in the following table:
- Step 5** If the Remote Access Connection Manager service is started, stop the service, then restart the Cisco Unity server.
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### 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. When you have determined the cause of the first error, and have fixed it, 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** When 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 “CiscoUnity” or with the letters “Av,” double-click the error to display a dialog box containing additional information that may help you solve the problem.
- If the source is Doh, Exchange is probably not running. Start Exchange, and then start Cisco Unity again.
- 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** When 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 Dlge\_log or DlgeDcm, 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 applicable. When the Cisco Unity server contains more than one Dialogic voice card, you may also need to check the cable that connects the cards. Refer to the “Installing Voice Cards” section in the “Setting Up the Hardware” chapter of the Cisco Unity installation guide for additional information. (You can find the installation guide for your Cisco Unity 4.0(5) configuration at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod\\_installation\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_installation_guides_list.html).)
- If the Source column for an error has any other value, contact Cisco TAC.
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## Remote Access Connection Manager Service Errors

The Remote Access Connection Manager service (RAS) may appear in an error message, in the following two circumstances:

- When the UTIM utility is unable to restart RAS. When this occurs, UTIM will prompt you to restart Cisco Unity after updating settings.
- When RAS fails to stop. In this case, you will see the error message “Could not stop the Remote Access Connection Manager service. The service did not return an error.”

This problem has been observed when McAfee VirusScan 7.0 Enterprise is installed on the Cisco Unity server. To correct the problem, restart the Cisco Unity server. (Note that restarting Cisco Unity by using the tray icon will not resolve the problem. Instead, follow the instructions in the “Exiting and Starting the Cisco Unity Software and Server” Appendix of the Cisco Unity installation guide to restart the server. You can find the installation guide for your Cisco Unity 4.0(5) configuration at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod\\_installation\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_installation_guides_list.html).)

If you do not plan to use RAS, set it to a startup type of Disabled.

# Cisco Unity Administrator Browser Error Messages and Windows Error Messages

Cisco Unity administrators or subscribers may see the following error messages when they attempt to use the Cisco Unity Administrator or Administrative tools:

**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. Log on by using a different account.
- 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.

**Recommended Action** Do the following [“To Temporarily Associate an Exchange Account with the Administrator Class of Service”](#) procedure.

## To Temporarily Associate an Exchange Account with the Administrator Class of Service

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- Step 1** In the Exchange Administrator, browse 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.

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**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.

**Recommended 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 concurrent system administration sessions (five sessions) has been reached.

**Recommended 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.

**Recommended Action** 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.

**Recommended Action** Go to the Subscribers > Class of Service > Features page for the class of service associated with the subscriber template. Determine whether 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. For more information on Class of Service settings refer to the “Class of Service Settings” chapter of the *Cisco Unity System Administration Guide*. The guide is available at [http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_unity/unity40/sag/sag405/ex/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity40/sag/sag405/ex/index.htm).

**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.

**Recommended Action** Do the “[To Set Up Access to the Status Monitor After an Upgrade](#)” procedure on page 12-6.

**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.

**Recommended Action** Do the following “[To Set Up Access to the Status Monitor After an Upgrade](#)” procedure.

### To Set Up Access to the Status Monitor After an Upgrade

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- Step 1** On the Windows Start menu, click **Programs > Administrative Tools > Internet Services Manager**.
  - Step 2** Click the **Default Web Site** directory, then locate the **Status** directory.
  - Step 3** Right-click the **Status** directory and browse 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

Cisco Unity administrators can use the Event Monitoring System (EMS) to send e-mail and/or voice messages to other subscribers or distribution lists when an event occurs.

Cisco Unity administrators or subscribers may see the following messages:

**Error Message** A conversation error has occurred.

**Explanation** A conversation error has occurred, sending a caller to the failsafe conversation.

**Recommended 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.

**Recommended 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.

**Recommended Action** In the Cisco Unity Tools Depot, in the left pane under Reporting Tools, double-click Port Usage Analyzer. Run the Port Availability report. You may also find the Port Time Use report helpful. If the percentage of ports used exceeds 70 percent usage during peak periods, determine whether additional answer ports are required, or other adjustments to the port settings. For more information, refer to the “Voice Messaging Port Settings” section in the “System Settings” chapter of the *Cisco Unity System Administration Guide*. The guide is available at [http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_unity/unity40/sag/sag405/ex/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity40/sag/sag405/ex/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.

**Recommended 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.

**Recommended 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.

**Recommended 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** That e-mail cannot be played at this time.

**Explanation** All of the licensed Text to Speech resources are in use.

**Recommended 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.

**Recommended 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 distribution list. If you have not assigned another subscriber to this distribution list, be sure to monitor the Example Administrator account and forward or delete the messages sent to this account as applicable. 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 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 distribution list. Following Cisco Unity installation, the only member of this distribution list by default is the Example Administrator. If this distribution list contains no members, messages sent to it will be lost.

**Error Message** Voice server restart.

**Explanation** The Cisco Unity server stopped responding and was restarted.

**Recommended 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.

## ViewMail Error Message

Cisco Unity subscribers who use ViewMail may see the following message when starting Outlook:

**Error Message** TfxExt32.dll could not be loaded.

**Explanation** When a subscriber mailbox reaches the Prohibit Send and Receive limit in Exchange, ViewMail will not load when the subscriber starts Outlook, because the ViewMail form cannot be published unless the mailbox size is reduced.

**Recommended Action** Tell subscribers to reduce the size of their mailboxes, close Outlook, and then start Outlook again. ViewMail should load properly.

For additional error messages that subscribers may see when using the Media Master with ViewMail, see the “Procedures for Troubleshooting the Media Master Control Bar” section on page 16-11.