



# Troubleshooting Cisco Unity Express

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## Overview

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## IP Addressing Problems

**Problem:** I cannot ping the Cisco Unity Express module.

**Explanation** The IP address of the host server is missing or wrong.

**Recommended Action** Click **Administration > Domain Name Settings** to configure the host server.

**Explanation** The wrong module or gateway is configured.

## Backup and Restore Not Working

**Problem:** The backup or restore file is not loading correctly.

**Recommended Action** Verify that the correct FTP server is configured. Click **Administration > Backup/Restore > Configuration**.

**Recommended Action** Verify that the correct DNS server is configured. Click **Administration > Domain Name Settings**.

## Installation is Not Working Correctly

**Problem:** The installation is not loading correctly.

**Recommended Action** Verify that the correct FTP server is configured. Click **Administration > Backup/Restore > Configuration**.

**Recommended Action** Verify that the correct DNS server is configured. Click **Administration > Domain Name Settings**.

## Incorrect Date and Time

**Problem:** The date and time on the system is not correct.

**Recommended Action** Verify that the correct NTP server is configured. Click **Administration > Network Time & Time Zone Settings**.

**Recommended Action** Verify that the correct time zone is configured. Click **Administration > Network Time & Time Zone Settings**.

## MWI Lights Not Working Properly

**Problem:** The MWI lights do not go on when messages are stored in a user's mailbox.

**Recommended Action** Refresh the MWI lights for the user. Click **Voice Mail > Message Waiting Indicators > Refresh**.

**Recommended Action** Check that the user's extension is designated as a primary extension. Click **Configure > Users** to designate a primary extension.

**Recommended Action** Check if the WAN link is down between Cisco Unity Express and Cisco CallManager. Click **Configure > CallManager** and click **Verify**. If the link is down, a failure message appears. MWI lights do not work while the WAN is down. Once the link comes back up, the system does a refresh of all MWI lights. Any MWI updates sent to Cisco Unity Express while the link was down are lost.

## Configurations Disappear

**Problem:** I configured voice mail or auto attendant parameters but I do not see them in the current Cisco Unity Express configuration.

**Explanation** You did not click the **Apply** icon in the GUI to save the changes.

**Explanation** You made changes using CLI commands to the Cisco CallManager router but Cisco Unity Express did not pick them up.

**Recommended Action** Click **Administration > Synchronize Information** to synchronize the Cisco CallManager and Cisco Unity Express databases.

**Explanation** You made changes to the start-up configuration that were not saved to the running configuration.

**Recommended Action** Click **Administration > Save Configuration** to load the start-up configuration.

## Wrong GUI Layout

**Problem:** When I log in to the GUI, I see a limited set of options, not the full administration screens.

**Explanation** Another administrator is logged in. Only one administrator can access the administration GUI at a time.

**Recommended Action** Find out who is logged in and log that person off or wait a few minutes for the inactivity timer to log that person out.

## Auto Attendant Prompts

**Problem:** The custom auto attendant prompt is not working.

**Recommended Action** Verify that the prompt format is CCITT G.711 U-law, 8kHz, 8-bit, Mono.

