



Troubleshooting

This chapter provides information on troubleshooting some Cisco Unity Express problems and contains the following sections:

- [Troubleshooting Guidelines, page 117](#)
- [Troubleshooting Commands, page 121](#)

Also check “[Restrictions for Implementing Cisco Unity Express](#)” on [page 11](#) in case system limitations are involved in the problem under consideration.

Troubleshooting Guidelines

The following sections provide information and suggestions for resolving some problems with the Cisco Unity Express configuration and applications:

- [System Reports, page 117](#)
- [Log Files, page 118](#)
- [Users and Groups, page 118](#)
- [Hardware and Software, page 118](#)
- [Voice Mail, page 121](#)
- [Auto Attendant Prompts, page 121](#)

System Reports

Cisco Unity Express provides the following system reports in both the graphical user interface (GUI) and the command-line interface (CLI):

- Mailbox and message statistics
- Mailbox size monitoring
- Backup and restore history
- System hardware parameters
- Memory and CPU usage (CLI only)
- Call history

Log Files

Problem: I cannot display log files in the GUI.

Explanation Log files are kept for error reporting and troubleshooting. The GUI does not have access to system error messages.

Recommended Action Use the CLI to display log files.

Users and Groups

Problem: I cannot get in to the GUI.

Explanation You forgot to enter a system administrator during the initialization wizard.

Recommended Action Use the administrator login ID created during the post-installation procedure or create an administrator login ID using the following CLI commands, starting in Cisco Unity Express EXEC mode, where *name* is the user's name and *password* is the user's password:

- a. cue-10-0-0-0# **username** *name* **create**
- b. cue-10-0-0-0# **username** *name* **password** *password*
- c. cue-10-0-0-0# **config t**
- d. cue-10-0-0-0(config)# **groupname Administrators member**

Problem: I need to recover a user's password or personal identification number (PIN).

Explanation The user has forgotten the password or PIN.

Recommended Action For security reasons, passwords and PINs are not displayed on the screen or printed out. You must create a new password or PIN and give that new code to the user. See [“Adding and Modifying a User” on page 84](#) for the commands to create a new password or PIN.

Hardware and Software

Rebooting the System

Problem: I am not sure if I need to reboot the router when I reboot the Cisco Unity Express module.

Explanation A reboot of the Cisco Unity Express module does not require a reboot of the router. The Cisco Unity Express module and the router can be rebooted independently of each other. However, if you reboot the router, no calls will reach the module until IP connectivity is reestablished between the router and the module.



Caution

Always do a shutdown of the module before power-cycling the router to avoid data loss or file corruption.

Setting Daylight Savings Time

Problem: I need to set daylight savings time.

Explanation Cisco Unity Express sets daylight savings time automatically on the basis of the time zone, which is selected during the installation procedure or with the **Administration > Network Time & Time Zone Settings** GUI screen.

Communicating Between Components

Problem: I cannot open a session in to the Cisco Unity Express module.

Explanation The TTY line associated with the module is occupied.

Recommended Action Use the **service-module service-engine slot/port session clear** command to clear the TTY line.

Problem: I cannot change or remove the IP address or IP default-gateway configurations with the Cisco Unity Express CLI.

Explanation The IP address and IP default-gateway configurations are controlled from the Cisco IOS software.

Recommended Action Make the required changes from the service-engine interface.

Problem: Service-module commands do not seem to take effect.

Explanation The service-module status might not be steady state. RBCP configuration messages go through only when the service-module is in steady state.

Recommended Action Use the **service-module service-engine slot/port reload** command to reload the Cisco Unity Express module.

Problem: I cannot ping the internal address when using the IP unnumbered scheme.

Explanation The IP route table is not correct.

Recommended Action When using IP unnumbered, add a static route that points to the service-engine interface.

Problem: I cannot set the speed of the terminal line from the router side or the Cisco Unity Express side.

Explanation Cisco Unity Express does not have a CLI command to set the speed. The speed is set to 9600, 8-N-1 on both the Cisco CallManager and Cisco Unity Express sides. Although Cisco IOS software allows you to change the speed settings, the changes do not take effect.

Online Insertion and Removal (OIR)

Problem: I did an OIR of the Cisco Unity Express AIM-CUE on my router but it does not seem to be working.

Explanation Only the Cisco 3745 router supports OIR. OIR is not available on the AIM.



Voice Mail

Problem

Explanation

Recommended Action

Auto Attendant Prompts

Problem

Recommended Action

Troubleshooting Commands



Caution

Table 9 *Troubleshooting Commands*

Command	Purpose	Cisco Unity Express EXEC Mode	Cisco Unity Express Configuration Mode
log console		—	Yes
	Displays messages on the console based on a filter.	—	Yes

Troubleshooting Commands (continued)

	Configures an external server for storing log files.	—	Yes
	Displays the Cisco Unity Express ARP table entries.	Yes	—
	Displays the most recent crash log.	Yes	—
	Displays any errors reported in the messages log.	Yes	—
show exception	Displays any exceptions that are thrown out.	Yes	—
show interfaces	Displays all available interfaces.	Yes	—
show log	Displays a specific log.	Yes	—
show logging	Displays the current active logging level.	Yes	—
show logs	Displays a list of log files.	Yes	—
show memory	Displays current Cisco Unity Express memory statistics.	Yes	—
show processes	Displays CPU or memory processes.	Yes	—
show software	Displays configured software information.	Yes	—
show tech-support	Displays complete system information.	Yes	—
show trace	<i>Do not use except with tac guidance.</i>	Yes	—
show version	Displays the version of all hardware components.	Yes	—
trace all	<i>Do not use except with tac guidance.</i>	Yes	—
trace ccn	<i>Do not use except with tac guidance.</i>	Yes	—
trace config-ccn	<i>Do not use except with tac guidance.</i>	Yes	—
trace overwrite	<i>Do not use except with tac guidance.</i>	—	Yes
trace server	<i>Do not use except with tac guidance.</i>	—	Yes
trace voicemail	<i>Do not use except with tac guidance.</i>	Yes	—
trace webInterface	<i>Do not use except with tac guidance.</i>	Yes	—