



# Troubleshooting

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This chapter provides information on troubleshooting and contains the following sections:

- [Troubleshooting Guidelines, page 345](#)
- [Troubleshooting Commands, page 350](#)

Also check [Cisco Unity Express 3.0 Installation and Upgrade Guide](#) in case system limitations are involved in the problem under consideration.



**Tip**

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Bookmark the [Cisco Unity Express documentation home page](#) for easy access to all the documents. Print out and have available the documentation for these Ongoing and As-Needed tasks.

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## Troubleshooting Guidelines

The following sections provide information and suggestions for troubleshooting the Cisco Unity Express configuration and applications:

- [System Reports, page 346](#)
- [Log Files, page 346](#)
- [Users and Groups, page 346](#)
- [Hardware and Software, page 347](#)
- [Voice Mail, page 349](#)
- [Message Waiting Indicators \(MWIs\) \(Cisco Unified CME Only\), page 349](#)
- [Auto-Attendant Prompts, page 350](#)



**Tip**

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The [Cisco Technical Support & Documentation](#) website contains thousands of pages of searchable technical content, including links to products, technologies, solutions, technical tips, and tools. Registered Cisco.com users can log in from this page to access even more content.

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## 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

**Symptom:** 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

**Symptom:** 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 *user-id* is the user ID and *password* is the subscriber's password:

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

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

**Explanation** The subscriber 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 subscriber. See [“Adding and Modifying a User” on page 98](#) for the commands to create a new password or PIN.

## Hardware and Software

### Rebooting the System

**Symptom:** Is it necessary to reboot the router when rebooting 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. To perform a graceful shutdown of the Cisco Unity Express module, enter the **service-module service-engine slot/port shutdown** command. To perform a graceful shutdown of the enhanced Cisco Unity Express module, enter the **service-module integrated service-engine slot/unit shutdown** command.

### Setting Daylight Savings Time

**Symptom:** 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

**Symptom:** 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.

**Symptom:** 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.

**Symptom:** 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.

**Symptom:** 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.

**Symptom:** 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 Unified Communications Manager 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)

**Symptom:** I did an OIR of the Cisco Unity Express network module on my router but it does not seem to be working.

**Explanation** Only the Cisco 3745 and 3845 routers support OIR. OIR is not available on the AIM.

**Symptom:** I did an OIR on the Cisco 3745. Now the Cisco Unity Express network module is not working.

**Explanation** The Cisco Unity Express network module must be shutdown before OIR.

**Recommended Action** OIR requires the following steps:

- a. Shut down the service-engine interface.
- b. Issue the **service-module service-engine slot/port shutdown** command.
- c. Wait for confirmation that the network module has been shut down.
- d. Proceed with the OIR.

## Saving and Viewing Log Files

**Symptom:** I need to be able to store log files to a remote location.

**Recommended Action** Log files are stored on the disk, which is the default location. You can configure Cisco Unity Express to store the log files to a separate server. Also, you can copy log files on the disk to a separate server if they need to be kept for history purposes, for example:

```
copy log filename.log url ftp://ftp-user-id:ftp-user-passwd@ftp-ip-address/directory
se-10-0-0-0# copy log messages.log url ftp://admin:voice@172.168.0.5/log_history
```

**Symptom:** I cannot display the contents of log files on the GUI.

**Explanation** The GUI cannot display log files. Troubleshooting commands and files are available only through the CLI.

**Recommended Action** Copy the log files from Cisco Unity Express to an external server and use a text editor, such as vi, to display the content.

## Saving Configuration Changes

**Symptom:** I lost some configuration data when the GUI timer expired.

**Explanation** You did not save the data while you were entering it.

**Recommended Action** While making some configuration changes in the GUI, use the **Apply** icon to save your changes to the running configuration before the timer logs you out of the system. If the timer logs you out and you did not use the **Apply** icon, your changes are not saved.



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**Note** The timer affects only the GUI, not the CLI.

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**Symptom:** I lost configuration data when I rebooted the system.

**Explanation** You did not save the data before the reboot.

**Recommended Action** Perform a **Save Configuration** operation in the GUI or enter a **copy running-config startup-config** command in the CLI to copy your changes from the running configuration to the startup configuration. When Cisco Unity Express reboots, it reloads the startup configuration.



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**Note** Voice-mail messages, which are considered application data and are saved directly to the disk, are preserved automatically in the startup configuration. (They should be backed up to preserve them on another server in case of a power outage or a new installation.) All other configuration changes require an explicit “save configuration” operation to preserve them in the startup configuration.

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## Voice Mail

**Symptom:** A subscriber received a message with an envelope that says “unknown caller.”

**Explanation** Cisco Unity Express has a Lightweight Directory Access Protocol (LDAP) directory with the names and extensions of the subscribers who have voice mailboxes. When a message comes in, Cisco Unity Express tries to match the caller’s ID (name or extension) to an entry in the LDAP directory. If a match is found, the subscriber’s name or extension is included in the message envelope.

If a subscriber is configured on the Cisco Unified CME or Cisco Unified Communications Manager platform but not in Cisco Unity Express, for example, Cisco Unity Express has no record of that subscriber in its directory and announces that caller as “unknown caller.”

**Recommended Action** You may want to synchronize the platform and Cisco Unity Express databases if some platform subscribers are not defined in the directory.

## Message Waiting Indicators (MWIs) (Cisco Unified CME Only)

**Symptom:** After upgrading to a new version of Cisco Unity Express, the MWIs do not light up even when messages are left in the mailboxes.

**Explanation** The upgrade procedure removed the IP address of the Session Initiation Protocol (SIP) subsystem.

**Recommended Action** Reconfigure the SIP IP address to point to the Cisco Unified CME router.

## Auto-Attendant Prompts

**Symptom:** 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.

## Checking Log and Trace Files

To check the log and trace files on the flash memory, use the **show logs** command in Cisco Unity Express EXEC mode.

**show logs**

Logging and tracing to flash memory is turned off by default. Executing the **log trace** command starts the log and trace functions immediately.

The command displays the `atrace.log` and `messages.log` files. Each file has a fixed length of 10 MB, and tracing or logging stops automatically when the file reaches this length. New files overwrite the old files.

## Troubleshooting Commands

Table 15 lists Cisco Unity Express troubleshooting commands. Cisco technical support personnel may request that you run one or more of these commands when troubleshooting a problem. Cisco technical support personnel will provide additional information about the commands at that time.



**Caution**

Some of these commands may impact performance of your system. We recommend that you do not use these commands unless directed to do so by Cisco Technical Support.

**Table 15** Troubleshooting Commands

Command	Purpose	Cisco Unity Express EXEC Mode	Cisco Unity Express Configuration Mode
<b>log console monitor</b> <i>module all</i>	Displays messages on the console.	Yes	—
<b>log console</b> { <b>errors</b>   <b>info</b>   <b>warning</b> }	Displays messages on the console.	—	Yes
<b>log server address</b> { <i>ip-address</i>   <i>hostname</i> }	Configures an external server for storing log files.	—	Yes
<b>show arp</b>	Displays the Cisco Unity Express ARP table entries.	Yes	—
<b>show crash buffer</b>	Displays the most recent crash log.	Yes	—
<b>show errors</b>	Displays any errors reported in the messages log.	Yes	—

**Table 15** *Troubleshooting Commands (continued)*

<b>Command</b>	<b>Purpose</b>	<b>Cisco Unity Express EXEC Mode</b>	<b>Cisco Unity Express Configuration Mode</b>
<b>show exception</b>	Displays any exceptions that are thrown out.	Yes	—
<b>show interfaces</b>	Displays all available interfaces.	Yes	—
<b>show log name filename</b>	Displays a specific log.	Yes	—
<b>show logging</b>	Displays the current active logging level.	Yes	—
<b>show logs</b>	Displays a list of log files.	Yes	—
<b>show memory</b>	Displays current Cisco Unity Express memory statistics.	Yes	—
<b>show processes</b>	Displays CPU or memory processes.	Yes	—
<b>show software directory {downgrade   download}</b>	Displays configured software information.	Yes	—
<b>show software download server</b>	Displays configured software information.	Yes	—
<b>show software licenses</b>	Displays configured software information.	Yes	—
<b>show software packages</b>	Displays configured software information.	Yes	—
<b>show software versions [detail]</b>	Displays configured software information.	Yes	—
<b>show tech-support</b>	Displays complete system information.	Yes	—
<b>show trace</b>	<i>Do not use except by permission from Cisco Technical Support.</i>	Yes	—
<b>show version</b>	Displays the version of all hardware components.	Yes	—
<b>trace all</b>	<i>Do not use except by permission from Cisco Technical Support.</i>	Yes	—
<b>trace caff-sip all</b>	<i>Do not use except by permission from Cisco Technical Support.</i>	Yes	—
<b>trace ccn all</b>	<i>Do not use except by permission from Cisco Technical Support.</i>	Yes	—
<b>trace config-ccn all</b>	<i>Do not use except by permission from Cisco Technical Support.</i>	Yes	—

**Table 15 Troubleshooting Commands (continued)**

<b>Command</b>	<b>Purpose</b>	<b>Cisco Unity Express EXEC Mode</b>	<b>Cisco Unity Express Configuration Mode</b>
<b>trace configapi all</b>	<i>Do not use except by permission from Cisco Technical Support.</i>	Yes	—
<b>trace dbclient all</b>	<i>Do not use except by permission from Cisco Technical Support.</i>	Yes	—
<b>trace dns all</b>	<i>Do not use except by permission from Cisco Technical Support.</i>	Yes	—
<b>trace dns_cache all</b>	<i>Do not use except by permission from Cisco Technical Support.</i>	Yes	—
<b>trace entityManager all</b>	<i>Do not use except by permission from Cisco Technical Support.</i>	Yes	—
<b>trace imap all</b>	<i>Do not use except by permission from Cisco Technical Support.</i>	Yes	—
<b>trace management all</b>	<i>Do not use except by permission from Cisco Technical Support.</i>	Yes	—
<b>trace networking all</b>	<i>Do not use except by permission from Cisco Technical Support.</i>	Yes	—
<b>trace ntp all</b>	<i>Do not use except by permission from Cisco Technical Support.</i>	Yes	—
<b>trace smtpclient all</b>	<i>Do not use except by permission from Cisco Technical Support.</i>	Yes	—
<b>trace snmp all</b>	<i>Do not use except by permission from Cisco Technical Support.</i>	Yes	—
<b>trace superthread all</b>	<i>Do not use except by permission from Cisco Technical Support.</i>	Yes	—
<b>trace sysdb all</b>	<i>Do not use except by permission from Cisco Technical Support.</i>	Yes	—
<b>trace udppacer all</b>	<i>Do not use except by permission from Cisco Technical Support.</i>	Yes	—

**Table 15** *Troubleshooting Commands (continued)*

<b>Command</b>	<b>Purpose</b>	<b>Cisco Unity Express EXEC Mode</b>	<b>Cisco Unity Express Configuration Mode</b>
<b>trace vmclient all</b>	<i>Do not use except by permission from Cisco Technical Support.</i>	Yes	—
<b>trace voicemail all</b>	<i>Do not use except by permission from Cisco Technical Support.</i>	Yes	—
<b>trace voiceview all</b>	<i>Do not use except by permission from Cisco Technical Support.</i>	Yes	—
<b>trace voiceview-ccn all</b>	<i>Do not use except by permission from Cisco Technical Support.</i>	Yes	—
<b>trace webInterface all</b>	<i>Do not use except by permission from Cisco Technical Support.</i>	Yes	—

