

Unity Connection Single Inbox MWI Issue



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Introduction

This document describes an issue with the Single Inbox feature in Cisco Unity Connection. With the Single Inbox feature you are able to sync messages to Microsoft Exchange and then receive notification from Exchange when the message is marked read or deleted. Upon receipt of this notification from Exchange, Unity Connection changes the status of the local copy of the message. At times there are issues where notifications are not received from Exchange and thus the Message Waiting Indicator (MWI) and Unity Connection's local copy of the message are not in the proper status.

Troubleshoot

In order to troubleshoot this issue, check the application log on the Exchange Client Access Server (CAS) for warnings or error messages created when the message was marked as read or deleted in Outlook. Generally these warnings are sourced from MExchange Web Services. An example of the warning that might be seen is shown here:

Log Name: Application
Source: MExchange Web Services
Date: 11/25/2013 11:12:41 AM

Event ID: 6
Task Category: Core

Level: Warning
Keywords: Classic
User: N/A
Computer: Labtest.cisco.com

Description:

Unable to send a notification for subscription
HQBqb2huZXhjYXAwMS5jb3JwLmZtZ2xvYmFsLmNvbRAAAAAGUx5NOPjRQoqT+menP2j1.
(Send attempts: 3)

It is also suggested to take a Network Capture on Exchange CAS in order to see if it sends out notifications to Unity Connection.

In the capture, check to see if there is any traffic on TCP port 7080. This is the port which Unity Connection requests Exchange to send the notification of message status change.

If you receive a capture, you can filter it with 'tcp.port==7080'. If you apply the filter and then do not see any traffic, Exchange did not put any traffic on the wire on that port.

Should you see something similar to the example warning and also not see any 7080 traffic on the network capture, it is possible a proxy setting on the CAS server is the cause of the issue. Traffic might instead be routed to a proxy setting which is set for http://<unknown IP address>:80.

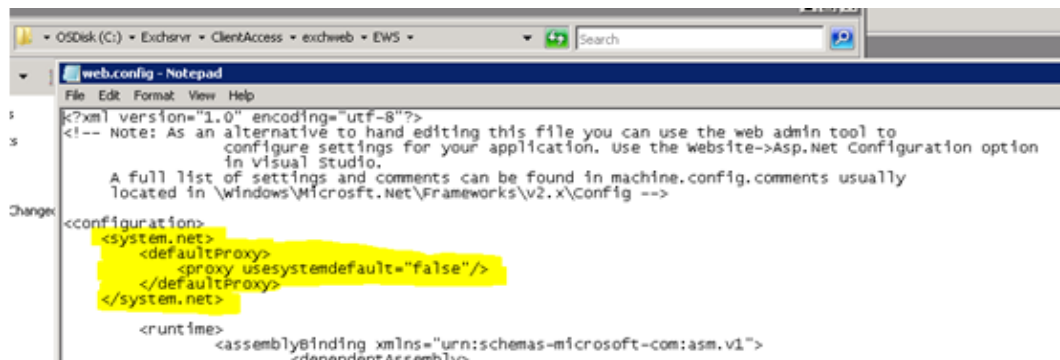
Solution

In order to correct the issue, complete these steps:

1. Check the proxy settings on the CAS server. The proxy settings are mostly applied through group policy and sit in this registry: HKLM\Software\Microsoft\Windows\CurrentVersion\Internet Settings\Proxy Server.
2. In order to test the issue, disable the default proxy in Exchange Web Services (EWS) web.config.

Possible Path: C:\Exchsrvr\ClientAccess\exchweb\EWS

```
<configuration>
  <system.Net>
    <defaultProxy>
      <proxy usesystemdefault="false"/>
    </defaultProxy>
  </system.Net>
</configuration>
```



3. Test in order to see if notifications leave Exchange and reach Unity Connection.
4. If this does not address the issue, contact the Technical Assistance Center (TAC) for further guidance.