



Troubleshooting Unified Messaging

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Troubleshooting Unified Messaging

Troubleshooting Single Inbox Issues

You may face some issues with single inbox that you can troubleshoot using the information provided in the sections mentioned further.

Mismatch of Date and Time for Messages in Unity Connection and Exchange 2003

Following are the circumstances when the date and time Unity Connection received a message is not synchronized with the date and time on Exchange 2003:

- A user already has voice messages when the administrator configures single inbox for the user. In Unity Connection, the messages continue to have the date and time that they were received. In Exchange 2003, the messages have the date and time that they were synchronized with Exchange.
- A administrator uses the Disaster Recovery System to restore voice messages and the backup contains messages that do not exist in Exchange 2003 because the user deleted them from Exchange after the backup. Unity Connection resynchronizes the voice message into Exchange. The date and time on the messages in Unity Connection are the original date and time that the messages were received, but the date and time on the messages in Exchange is the date and time that they were synchronized with Exchange.
- Single inbox is configured and the connectivity between Unity Connection and Exchange 2003 is interrupted and restored. In Unity Connection, messages received during the interruption in connectivity have the date and time that they were received. In Exchange, the messages have the date and time that they were synchronized after connectivity is restored.

Message Relay Not Working or is Not Working as Expected

If messages are not being relayed at all, confirm that you have specified the IP address for an SMTP smart host through which Unity Connection relays SMTP messages. (If DNS is configured, you can also specify the fully qualified domain name of the smart host.) To verify this, log in to Unity Connection Administration,

navigate to the **System Settings > SMTP Configuration > Smart Host** page and verify the IP address or hostname of smart host.

If messages are being relayed but not as you expect, check how the message actions are relaying messages for a specific user through the Message Actions page in Unity Connection Administration for that user.

If messages are disappearing, see the [Unity Connection Unable to Relay Messages](#).

Single Inbox Not Working for Anyone on Unity Connection

When single inbox is not working for any of the users on a Cisco Unity Connection server (for example, Unity Connection voice messages are not synchronized into Office 365 and the messages sent from ViewMail for Outlook are not delivered), do the following tasks.

1. On the primary server, in Cisco Unity Connection Serviceability, go to **Tools > Service Management**, and confirm that the status of the Connection Mailbox Sync (in the Critical Services section) service is Started:
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2. If a firewall is configured between the Unity Connection and Exchange servers or between Unity Connection and Active Directory domain controllers, confirm that the necessary ports are opened. For more information, see the “[IP Communications Required by Cisco Unity Connection](#)” chapter in the Security Guide for Cisco Unity Connection, *Release 11.x* at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/11x/security/b_11xcucsecx.html.

Single Inbox Not Working for Unified Messaging Users

When single inbox is not working only for the Unity Connection users whose unified messaging accounts are associated with the same unified messaging service, do the following tasks.



Note

When a cluster is configured, do the Unity Connection-specific tasks only on the primary (active) server.

1. Confirm that the unified messaging service is enabled and that single inbox is enabled:
In Unity Connection Administration, expand Unified Messaging and select Unified Messaging Services.
On the Search Unified Messaging Services page, select the unified messaging service of which you want to check the status.
On the Edit Unified Messaging Service page, confirm that the Enabled check box is checked.
Confirm that the Synchronize Unity Connection and Exchange Mailboxes (Single Inbox) check box is checked.
2. Test the unified messaging service:
In Unity Connection Administration, expand Unified Messaging and select Unified Messaging Services.
On the Search Unified Messaging Services page, select the unified messaging service that you want to test.
On the Edit Unified Messaging Service page, select Test.
Correct any problems that are listed on the Task Execution Results page.
3. Test one of the affected unified messaging accounts:
In Unity Connection Administration, expand Users and select Users.
On the Search Users page, select the user for which you want to update the unified messaging account.
On the Edit User Basics page, in the Edit menu, select Unified Messaging Accounts. On the Unified Messaging Accounts page, select Test.
Correct any problems that are listed on the Task Execution Results page. Among the problems that the Task Execution Results page may list are the following browser errors:
401 error: Possible causes include an incorrect password for the unified messaging services account, an incorrect username, or an invalid format for the username. (If you use the domain\user format, do not use FQDN format for the domain name.) Another possible cause is that the value of the Web-Based Authentication Mode list does not match the authentication mode configured in Exchange. All values appear on the Edit Unified Messaging Service page.
403 error: SSL is required in Exchange or Office 365, but the public certificates from the certification authority (CA) that signed the certificates on the Exchange servers have not been uploaded to the Unity Connection server.
404 error: (Exchange Only) One possible cause is that the unified messaging service is configured to use the HTTPS protocol to communicate with Exchange servers, but SSL is not enabled in Exchange. Another possible cause is that you are using Exchange 2003 as the message store, but WebDav extensions have not been enabled.
4. In Cisco Unity Connection Serviceability, go to **Tools > Service Management**. In the Critical Services section, confirm that the service status for the Connection Mailbox Sync service is Started.
5. Check Active Directory settings on the unified messaging services account:
 - Confirm that the account is not locked.
 - Confirm that the password for the account has not expired.

6. Temporarily replace the unified messaging services account with the Active Directory account for a Unity Connection user associated with this unified messaging service:

In Unity Connection Administration, expand Unified Messaging and select Unified Messaging Services. On the Edit Unified Messaging Service page of the select unified messaging service, in the Username and Password fields, replace the credentials for the unified messaging services account with the credentials for a Unity Connection user associated with the service.

Send the user a Unity Connection voice message, and determine whether the voice message synchronized to Exchange or Office 365.

If the message did not synchronize, switch the Username and Password fields back to the values for the unified messaging services account, then skip to Task 7.

If the message did synchronize, the problem is probably with permissions on the unified messaging services account. Continue with Task 6.c.

Switch the Username and Password fields back to the values for the unified messaging services account.

Regrant permissions as documented in the “[Configuring Unified Messaging](#)” chapter in the Unified Messaging Guide for Cisco Unity Connection *Release 11.x* at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/11x/unified_messaging/b_11xcucumgx.html.

Send the Unity Connection user another voice message, and determine whether the voice message synchronized to Exchange or Office 365.

If the message did not synchronize, skip to Task 7.

If the message did synchronize, test with some other users who are associated with the same unified messaging service to ensure that the problem is resolved.
7. If Exchange mailboxes for the users are all homed on the same Exchange server, confirm that the required services are running on the Exchange servers:
 - If the mailboxes are all homed on one Exchange 2010 or Exchange 2007 server, confirm that the EWS virtual directory is running on that Exchange server.
 - If the mailboxes are all homed on one Exchange 2003 server, confirm on that Exchange server that the WebDav extensions are enabled in IIS and that the WebDav virtual directory (Exchange) is configured properly.
8. Confirm that Exchange authentication and SSL settings are the same on all the Exchange servers and confirm that Unity Connection settings match the Exchange settings. For more information, see the “[Confirming Exchange Authentication and SSL Settings for Unity Connection](#)” section of the “[Configuring Unified Messaging](#)” chapter in the Unified Messaging Guide for Cisco Unity Connection *Release 11.x* at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/11x/unified_messaging/b_11xcucumgx.html.
9. (Office 365 Only) Confirm that Office 365 servers, which Unity Connection accesses have authentication mode set to Basic.
10. If you configured the unified messaging service to validate certificates for Exchange or Office 365 servers or for Active Directory domain controllers:
 - Confirm that the applicable certification authority certificates have been uploaded to the Unity Connection server.
 - Confirm that the certification authority certificates have not expired.

11. (Exchange Only) If all Unity Connection users associated with this unified messaging service have mailboxes homed on the same Exchange server, and if you are using HTTPS as the web-based protocol, confirm that SSL is properly configured:

Confirm that certification authority certificates have been uploaded to the Unity Connection server.

In Unity Connection Administration, confirm that the Exchange server name specified in the unified messaging service exactly matches the common name in the SSL certificate for that Exchange server.

Confirm that the SSL certificates have not expired.
12. (Exchange Only) Use Microsoft EWSEditor to access the Exchange mailbox of a Unity Connection user using the unified messaging services account. This allows you to determine whether the problem occurs even when Unity Connection is not involved.

EWSEditor software and documentation are available on the Microsoft website.

1. Confirm DNS settings:
 - Confirm that the Exchange server is reachable from Unity Connection.
 - If you configured the unified messaging service to search for Exchange or Office 365 servers, confirm that the Unity Connection server is configured to use DNS.
 - If you configured the unified messaging service to search for Exchange or Office 365 servers, confirm that the name of the Exchange or Office 365 server is resolvable by the DNS server that Unity Connection is configured to use.
 - If you configured the unified messaging service to search for Exchange or Office 365 servers, confirm that the DNS server that Unity Connection is using is configured with appropriate records for auto-discovery.

Single Inbox is Not Working for a User or a Subset of Users

When single inbox is not working (for example, Unity Connection voice messages are not synchronized into Exchange, and messages sent from ViewMail for Outlook are not delivered), and when the problem is occurring for one or more Unity Connection users but not for all users associated with a unified messaging service, do the following tasks.



- Note** When a cluster is configured, do the Unity Connection-specific tasks only on the primary (active) server.
1. In Unity Connection Administration, expand Users and select Users. On the Edit User Basics page, in the Edit menu, select Unified Messaging Accounts. On the Unified Messaging Accounts page for the user, confirm that the user is associated with a unified messaging service on which single inbox is enabled.
 2. If you created an Exchange 2010 mailbox for the unified messaging services account, and if Exchange mailboxes for the affected users were moved from one Exchange 2003 mailbox store to another, delete the Exchange 2010 mailbox.
 3. In Cisco Unity Connection Administration, expand Users and select Users. On the Edit User Basics page, in the Edit menu, select Unified Messaging Accounts. On the Unified Messaging Accounts page for the user, confirm that single inbox is enabled in one of the user's unified messaging accounts.
 4. In Cisco Unity Connection Administration, expand Users and select Users. On the Edit User Basics page, in the Edit menu, select Unified Messaging Accounts. On the Unified Messaging Accounts page for the user, confirm that Unity Connection is configured to use the correct Exchange email address.
 5. In Cisco Unity Connection Administration, expand Users and select Users. On the Edit User Basics page, in the Edit menu, select SMTP Proxy Addresses. On the SMTP Proxy Addresses page for the user, confirm that there is an SMTP proxy address that matches the user's Exchange mail address.
 6. If the user's Exchange mailbox was not moved, skip to Task 8.

If the user's Exchange mailbox was moved, and if the user is associated with a unified messaging service that specifies an Exchange server instead of allowing Unity Connection to search for Exchange servers, determine whether Unity Connection is able to automatically detect mailbox moves. See the “[Configuring Unified Messaging](#)” chapter in the Unified Messaging Guide for Cisco Unity Connection *Release 11.x* at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/11x/unified_messaging/b_11xcucumgx.html.

1. If the user's Exchange mailbox is homed on a new Exchange server, confirm that the unified messaging services account has the permissions necessary to access the server. For more information, see the “[Configuring Unified Messaging](#)” chapter in the Unified Messaging Guide for Cisco Unity Connection *Release 11.x* at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/11x/unified_messaging/b_11xcucumgx.html.
2. If single inbox is not working for all of the Unity Connection users whose mailboxes are homed on the same Exchange server, confirm that the required services are running on the Exchange servers:
 - If the mailboxes are all homed on an Exchange 2013, Exchange 2010, Unity Connection or Exchange 2007 server, confirm that the EWS service is running on that Exchange server.
 - If the mailboxes are all homed on an Exchange 2003 server, confirm that the WebDav service is running on that Exchange server.
3. If single inbox is not working for all of the Unity Connection users whose mailboxes are homed on the same Exchange server, and if you are using HTTPS as the web-based protocol, confirm that SSL is properly configured:
 - In Unity Connection Administration, uncheck the Validate Certificates for Exchange Servers check box, and determine whether single inbox is now working.
 - Confirm that SSL certificates have been uploaded to the Unity Connection server.

- Confirm that the SSL certificates have not expired.

Single Inbox Synchronization from Exchange is Delayed

If Unity Connection synchronization to Exchange is working (for example, voice messages are synchronized to users' Exchange mailboxes) but synchronization from Exchange is delayed (for example, the message waiting indicator is not turned off immediately after the last Unity Connection voice message is heard in ViewMail for Outlook), do the following tasks.

1. In Cisco Unity Connection Serviceability, go to **Tools > Service Management** and confirm that the service status for the Unity Connection Jetty service is Started. If not, activate and start the service, then test one of the affected users.
2. At a command line on the Exchange server, run the following command to telnet from the Exchange server to the Unity Connection server (confirm that port 7080 is open in the firewall, if applicable):

telnet <IP address of the Unity Connection server> **7080**

If no error message is returned, the Exchange server was able to connect to the Unity Connection server. If an error message is returned:

- In Cisco Unity Connection Serviceability, confirm that the Unity Connection Jetty service is running.
- Troubleshoot the network problem.

Press **Ctrl-K** to exit from Telnet.

1. In Cisco Unity Connection Administration, display the unified messaging account for one of the affected users and select **Reset**.

If synchronization from Exchange to Unity Connection starts working for the affected user, in Unity Connection Administration, display the unified messaging service associated with the affected user (Unified Messaging > Unified Messaging Services) and select **Reset**.

If you Reset a particular unified messaging service, the synchronization is delayed for all of the users associated with the unified messaging service as Unity Connection resynchronizes data with Exchange.

If the synchronization from Exchange is delayed, you can also check if the number of outstanding requests is consistently not exceeding 999. To check the number of outstanding request, you need to enable the CsMbxSync (level 19) traces. For more information on traces, see [Traces in Cisco Unity Connection Serviceability](#).

If the number of outstanding requests is consistently increasing to a value greater than 999, check the EWS latency (EWS request-response RTT time) between Unity Connection and Exchange Server. If the latency is more than the supported value, calculate the number of connections and change the number of connections to a calculated value. For information on maximum EWS latency and the method to calculate connections, see the “[Calculating the Number of Connections for One Unity Connection Server](#)” section of the Single Inbox in Cisco Unity Connection 11.x chapter of Design Guide for Cisco Unity Connection Release 11.x https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/11x/design/guide/b_11xcucdg.html.

Single Inbox Synchronization from Office 365 is Delayed

If Unity Connection synchronization to Office 365 is working (for example, voice messages are synchronized to users' Exchange mailboxes) but synchronization from Office 365 is delayed (for example, the message

waiting indicator is not turned off immediately after the last Unity Connection voice message is heard in ViewMail for Outlook), do the following tasks.

1. In Cisco Unity Connection Administration, display the unified messaging account for one of the affected users, and select **Reset**.
2. If synchronization from Exchange to Unity Connection starts working for the affected user, in Unity Connection Administration, display the unified messaging service associated with the affected user (Unified Messaging > Unified Messaging Services) and select **Reset**.

Single Inbox Synchronization from Exchange Failed

If synchronization from Unity Connection to Exchange fails for set of users and the unified messaging account Reset button press is not resolving the problem, do the following tasks:

1. Run the following CLI command to get list of aliases having Mailbox Status field set as non-zero: run `cuc dbquery unitydirdb select y.alias from vw_mailboxmap as x, vw_user as y where x.userobjectid=y.objectid AND x.status != 0`.
2. If the above CLI execution gives list of user aliases then we need to check the reason of non-zero value of status for listed users. If required, we can update the status field to zero through the following CLI command: run `cuc dbquery unitydirdb update tbl_mailboxmap set status = 0`



Note Updating the value of "status" as zero is just a work around and we must investigate the reason of status getting changed.

Single Inbox Fails with Office 365 Using ADFS

If you are integrating Unity Connection with Office 365 for Single Inbox where the Unity Connection Account used to access Office 365 was created on active directory and imported into Office 365, the Single Inbox may not work as Unity Connection is not equipped to handle ADFS.

To get the Single Inbox working, the account must be created locally on the Office 365 side.

Duplicate Message Issue with Single Inbox

Internet Message ID is a unique identifier for internet messages. Cisco Unity Connection assigns a unique Internet message ID to each voice message. If messages are restored with same internet message ID, the duplicate messages are created in the mailbox of a user. When mailbox synchronizes with Exchange, the duplicate messages are reflected in the Single Inbox.

To resolve the issue of duplicate messages in Single Inbox, a user or administrator must delete the duplicate messages from the mailbox.



Note COBRA is one of the interfaces that provide the option to restore the messages as duplicate messages. To avoid the duplicate message issue in Single Inbox, do not select the option to restore the messages as duplicate messages.

Resolving SMTP Domain Name Configuration Issues

- Step 1** In Cisco Unity Connection Administration, expand **System Settings** > **SMTP Configuration**, then select Smart Host.
- Step 2** On the Smart Host page, in the Smart Host field, enter the IP address or fully qualified domain name of the SMTP smart host server and select Save. (Enter the fully qualified domain name of the server only if DNS is configured.)
- Step 3** In Cisco Unity Connection Administration, expand System Settings and select General Configuration.
- Step 4** On the General Configuration page, in the When a recipient cannot be found list, select Relay message to smart host.
- Step 5** Click Save.
- Step 6** In Cisco Unity Connection Administration, expand Users > Message Actions and select the Accept the message option from the Voicemail drop-down list.
- Step 7** Enter an SMTP Proxy Address for the relay address field.

Note Do not create any SMTP Proxy Address for the user. Make sure to select the Relay the message option from the Email, Fax, and receipt drop-down lists.

- Step 8** Setup a recipient policy on Exchange Server such that the Unity Connection alias resolves to the corporate email Id.
- For Exchange 2013 or Exchange 2010, see the following link:
<http://technet.microsoft.com/en-us/library/bb232171.aspx>
 - For Exchange 2007, see the following link: [http://technet.microsoft.com/en-us/library/bb232171\(v=exchg.80\).aspx](http://technet.microsoft.com/en-us/library/bb232171(v=exchg.80).aspx)
 - For Exchange 2003, see the following link:
<http://support.microsoft.com/kb/822447>
 - For Configuring Exchange Email Policies with Unity Connection, please see the following white paper link:
http://www.cisco.com/en/US/prod/collateral/voicesw/ps6788/ps12506/ps6509/guide_c07-728014.html.
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Troubleshooting Problems with Cisco ViewMail for Microsoft Outlook

You may face some issues with ViewMail for Outlook that you can troubleshoot using the information provided in the sections mentioned further.

Voice Messages or Receipts are Not Received in the Outlook Inbox

If single inbox users do not receive incoming voice messages or receipts in the Outlook Inbox, note the following:

- Check the Junk E-mail folder to see whether the messages or receipts are automatically being filtered to this folder. The junk-email filter can be updated to add specific sender addresses or domain names to the safe filter list. For information on configuring the Junk E-mail folder to exclude a class of messages, refer to the Microsoft documentation.
- Check the configuration of any email anti-spam filters in your organization to see whether voice messages are being routed to a location other than the Outlook Inbox folder, .wav attachments are being removed, or the policy is otherwise interfering with the delivery of voice messages or receipts to Outlook.

- If you have Unity Connection mailbox quotas configured, and if a user has exceeded the send/receive quota, Unity Connection prevents messages from being received in the user's Unity Connection mailbox. ViewMail for Outlook does not notify a user that the send/receive threshold has been reached and that callers are therefore not allowed to leave voice messages for that user; the user would know only by checking voice messages in Unity Connection. However, when a user sends a message after reaching the send quota, ViewMail for Outlook does notify the user. The send quota is a lower threshold, so a user reaches the send/receive quota only by ignoring the earlier warning.

Messages Sent from a Single Inbox Outlook Client are Not Received

If single inbox users cannot send messages through the Unity Connection server from the Outlook client—for example, users receive non-delivery receipts (NDRs)—consider the following possibilities:

- The email address of the message sender must exactly match a primary or proxy SMTP address configured in Unity Connection.
- The email address of the message recipient must match a primary or proxy SMTP address that is configured for a Unity Connection user, or an SMTP proxy address that is configured for a VPIM contact. If no such match is found, Unity Connection relays the message to the SMTP smart host, or sends an NDR to the sender, depending on the option selected in the When a Recipient Cannot be Found setting on the System Settings > General Configuration page in Unity Connection Administration. By default, Unity Connection sends an NDR.

Messages Received in an Email Account Other than the Single Inbox Account

If users unexpectedly receive voice messages in their corporate or other email accounts rather than their Unity Connection mailboxes, consider the following possibilities:

- The email address of the message recipient must match a primary or proxy SMTP address that is configured for a Unity Connection user, or an SMTP proxy address that is configured for a VPIM contact. If no such match is found and Unity Connection is configured to relay the message to the SMTP smart host, the message is relayed to the applicable email address. Confirm that the message recipient has a proxy SMTP address configured for the applicable email address. See the “SMTP Proxy Addresses” section of the “User Settings” chapter of the System Administration Guide for Cisco Unity Connection, Release 11.x, available at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/11x/administration/guide/b_cucsag.html.
- If message actions for the recipient are configured to relay messages of a particular type (voice, email, fax or delivery receipt) to the user at the corporate email address, the seemingly erroneous routing of messages may be expected behavior. Message actions are also configured in the unified messaging service that is specified in the recipient's unified messaging account, and the interaction of the user-level setting and the setting in the unified messaging service may produce unanticipated results. For a summary of how message actions are relaying messages for a specific user, in Unity Connection Administration, see the Message Actions page for that user.

Messages cannot be Played in Outlook

To play secure messages from Outlook, you must install Cisco Unity Connection ViewMail for Microsoft Outlook version. When you view a secure message in Outlook, the text in the message briefly explains secure messages but does not include a .wav attachment. The only copy of the .wav file remains on the Unity Connection server.

**Caution**

If you delete a secure message from Outlook, Unity Connection moves the message to the deleted items folder in Unity Connection. If message aging is configured, the message is eventually deleted.

Messages Moved into a .PST Folder in Outlook cannot be Played

Unity Connection synchronizes voice messages in the following Outlook folders with the Unity Connection Inbox folder for the user, so the messages are still visible in the Unity Connection Inbox folder:

- Subfolders under the Outlook Inbox folder
- Subfolders under the Outlook Deleted Items folder
- The Outlook Junk Email folder

Unity Connection synchronizes voice messages in the Sent Items Outlook folder with the Unity Connection Sent Items folder for the user, so the messages are still visible in the Unity Connection Sent Items folder.

When Unity Connection replicates a secure voice message to Exchange, the replicated message contains only text that briefly explains secure messages; only the copy of the .wav file remains on the Unity Connection server. When a user plays a secure message using ViewMail for Outlook, ViewMail retrieves the message from the Unity Connection server and plays it without ever storing the message in Exchange or on the computer of the user.

If the user moves a secure message to an Outlook folder that is not synchronized with the Unity Connection Inbox folder, the only copy of the voice message is moved to the deleted items folder in Unity Connection, and the message can no longer be played in Outlook. If the user moves the message back into the Outlook Inbox folder or into an Outlook folder that is synchronized with the Unity Connection Inbox folder, and:

- If the message is still in the deleted items folder in Unity Connection, the message is synchronized back into the Unity Connection Inbox for that user, and the message becomes playable again in Outlook.
- If the message is not in the deleted items folder in Unity Connection, the message is not resynchronized into Unity Connection and can no longer be played in Outlook or Unity Connection.

For more information, see the “[Synchronization with Outlook Folders](#)” section of the "Introduction to Unified Messaging" chapter in the Unified Messaging Guide for Cisco Unity Connection *Release 11.x* at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/11x/unified_messaging/b_11xcucumgx.html.

Playing a Message Does Not Turn Off the Message Waiting Indicator

If you upgraded from Cisco Unity that was configured as unified messaging server and migrated the messages from the server, note the following:

- Two copies of migrated messages appear in the Exchange mailbox for each user: the original message and the migrated message that is synchronized into the Exchange mailbox when single inbox is configured.
- If a user uses Outlook to play the original message in Exchange (the copy that Cisco Unity put into Exchange when the message was received), the message remains unread in Unity Connection, and the message waiting indicator remains on. Playing the migrated message (the copy that was synchronized into the Exchange mailbox by the single inbox feature) or playing messages that are received after the migration turns off the message waiting indicator as appropriate.

Message Waiting Indicator Turns Off Before the Message is Played

If you have enabled the Mark Items as Read When Viewed in the Reading Pane option in Outlook, the message is marked as read as soon as you select it in the Outlook inbox. If this is the only Unity Connection voice message that you have not heard, Unity Connection turns off the message waiting indicator.

Deleting a Message in Outlook Does Not Delete the Corresponding Message

If you upgraded from Cisco Unity that was configured as unified messaging server and migrated the messages from the server, note the following:

- Two copies of migrated messages appear in the Exchange mailbox for each user: the original message and the migrated message that is synchronized into the Exchange mailbox when single inbox is configured.
- If a user uses Outlook to delete the original message in Exchange (the copy that Cisco Unity put into Exchange when the message was received), the migrated message remains in the user's inbox in Unity Connection. Deleting the migrated message in Outlook (the copy that was synchronized into the Exchange mailbox by the single inbox feature) causes the message to be moved from the user's inbox in Unity Connection to the user's deleted items folder in Unity Connection.
- For more information on how the deleted messages are handled, see the [Location for Deleted Messages](#) section of the “Introduction to Unified Messaging in Cisco Unity Connection 10.x” chapter of Unified Messaging Guide for Cisco Unity Connection Release 11.x at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/11x/unified_messaging/b_11xcucumgx.html.

Messages Moved into a .PST Folder in Outlook are Deleted

Unity Connection synchronizes voice messages in the following Outlook folders with the Unity Connection Inbox folder for the user, so the messages are still visible in the Unity Connection Inbox folder:

- Subfolders under the Outlook Inbox folder
- Subfolders under the Outlook Deleted Items folder
- The Outlook Junk Email folder

If a user moves voice messages into Outlook folders that are not under the Inbox folder, the messages are moved to the deleted items folder in Unity Connection.

For more information, see the “[Synchronization with Outlook Folder](#)” section of the “Introduction to Unified Messaging” chapter in the Unified Messaging Guide for Cisco Unity Connection *Release 11.x* at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/11x/unified_messaging/b_11xcucumgx.html.

Troubleshooting Problems with Invalid Passwords

When users change their Cisco Personal Communications Assistant (PCA) password in the Messaging Assistant, they must also update the password configured in ViewMail options so that the client can continue to access Unity Connection and retrieve voice messages. Likewise, when LDAP authentication is configured and the PCA password is changed in LDAP, the password configured in ViewMail options must be updated. If the PCA password has been changed but ViewMail has not been updated, users typically see a message indicating that the invalid credentials were entered for the account when they try to use ViewMail features.

Changing a Cisco ViewMail for Microsoft Outlook Password

- Step 1** If you are using Outlook 2010:
- On the user workstation, in Outlook 2010, click the **ViewMail** tab.
 - Select **Settings**.
- Step 2** If you are using Outlook 2007 or Outlook 2003:
- On the user workstation, on the Outlook Tools menu, select **Options**.
 - Select the ViewMail tab.
- Step 3** From the Associated Email Account list, select the Microsoft Exchange/Single Inbox account for the user and select **Edit**.
- Step 4** On the Viewmail Account Settings window, change the password for the user.
- Step 5** Select **Test Settings**.
- Step 6** If the test passes successfully, select **OK**. If the test fails, reenter the password and repeat
- Step 7** Select **OK** to close the window, and then select **OK** again to close the Options dialog.
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Collecting Diagnostics from ViewMail for Outlook on the User Workstation

To troubleshoot problems with the Cisco ViewMail for Microsoft Outlook form, you can enable diagnostics on the user workstation.

Enabling Cisco ViewMail for Microsoft Outlook Diagnostics and View the Log Files on the User Workstation

- Step 1** If you are using Outlook 2010:
- On the user workstation, in Outlook 2010, click the **ViewMail** tab.
 - Select **Settings**.
- Step 2** If you are using Outlook 2007 or Outlook 2003:
- On the user workstation, on the Outlook Tools menu, select **Options**.
 - Select the ViewMail tab.
- Step 3** Check the **Turn on Diagnostic Traces** check box.
- Step 4** Select **OK**.
- Step 5** Reproduce the problem.
- Step 6** If you are using Outlook 2010:
- On the user workstation, in Outlook 2010, click the **ViewMail** tab.
 - Select **Email Log Files**, and send the resulting message with logs attached to an email address.
- Step 7** If you are using Outlook 2007 or Outlook 2003:
- On the **Help** menu, select **Cisco ViewMail for Outlook > Email Log Files**.
 - Send the resulting message with logs attached to an email address.
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Collecting Diagnostics on the Unity Connection Server for Problems with Single Inbox and ViewMail for Outlook

You can enable the Unity Connection VMO macro trace to troubleshoot client problems from the server side.

For detailed instructions on enabling and collecting diagnostic traces, see the [Using Diagnostic Traces for Troubleshooting](#).

Troubleshooting Access to Emails in an External Message Store

User on the Phone Hears “Invalid Selection” after Pressing Seven

When a user has signed in by phone, presses seven on the main menu, and is told that the selection is invalid, the unified messaging service account for the user is not enabled for access to email in the external message store.

Enabling User Access to Email in an External Message Store

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- Step 1** In Cisco Unity Connection Administration, expand **Users** and select **Users**. On the Search Users page, select an applicable user.
 - Step 2** On the Edit User Basics page, in the Edit menu, select **Unified Messaging Accounts** > .
 - Step 3** On the Unified Messaging Accounts page, select the name of the unified messaging service that connects to the external message store.
 - Step 4** On the Edit Unified Messaging Account page, check the **Access Exchange by Using Text to Speech (TTS)** check box and select **Save**.
-

User on the Phone Hears “Your Messages are Not Available” after Pressing Seven

When a user has signed in by phone, presses seven on the main menu, and is told that messages are not available, use the following task list to determine the cause and to resolve the problem. Do the tasks in the order presented until the problem is resolved.

Follow the given steps for troubleshooting a “Your Messages are Not Available” after pressing seven:

1. Test the unified messaging service that enables access to email in the external message store, and correct any errors that are reported. See the [Testing the Unified Messaging Service to Access Emails in an External Message Store](#).
2. Test the unified messaging account of the user who is enabled to access email in the external message store, and correct any errors that are reported. See the [Testing Unified Messaging Account for User to Access Email in an External Message Store](#).
3. In Cisco Unity Connection Administration, expand Class of Service and select Class of Service. Select the class of service applied to voicemail users. On the Edit Class of Service page, confirm that the Allow Access to Exchange Email by Using Text to Speech (TTS) check box is checked.
4. In Cisco Unity Connection Administration, expand Users and select Users. Confirm that the Allow Access to Exchange Email by Using Text to Speech (TTS) check box is checked. See the [Enabling User Access to Email in an External Message Store](#).

5. Ping the server to which the unified messaging service connects using the value in the Server field on the Unified Messaging> Unified Messaging Services> if you select Specify an Exchange Server check box, enter the IP address or hostname of the Exchange 2003 server. If the ping fails, Unity Connection is not functional. You must restore the net work functionality to Unity Connection.
6. If the unified messaging service is configured for SSL and the Validate Certificates for Exchange Servers check box is checked, determine whether certificate validation is causing the problem. In Cisco Unity Connection Administration, go to Unified Messaging> Unified Messaging Services and uncheck the **Validate Certificates for Exchange Servers** check box and select **Save**.
7. (Exchange 2003 only) Follow the given steps for Exchange 2003 only:
 In Unity Connection Administration, on the Users > Edit Unified Messaging Accounts page for the user, confirm that the User ID field entry matches the Exchange login alias of the user. If the Login Type field is set to Use Unity Connection Alias, the user Exchange login alias must match the Unity Connection user alias.
 On the Exchange server, confirm that the Microsoft Exchange IMAP4 service is running.
 Confirm that the Exchange server is set up to support basic authentication for IMAP4.

Testing the Unified Messaging Service to Access Emails in an External Message Store

- Step 1** In Cisco Unity Connection Administration, expand **Unified Messaging** and select **Unified Messaging Services**. On the Search Unified Messaging Services page, select the name of the applicable service.
 - Step 2** On the Edit Unified Messaging Service page, select **Test**.
 - Step 3** In the Task Execution Results window, refer to the list of issues and recommendations and do the applicable troubleshooting steps.
 - Step 4** Repeat [Step 2](#) and [Step 3](#) until the test succeeds.
-

Testing Unified Messaging Account for User to Access Email in an External Message Store

- Step 1** In Cisco Unity Connection Administration, expand **Users** and select **Users**. On the Search Users page, select the alias of the user.
 - Step 2** On the Edit User Basics page, in the Edit menu, select **Unified Messaging Accounts**.
 - Step 3** On the Unified Messaging Accounts page, select the name of the applicable unified messaging account and select **Test**.
 - Step 4** In the Task Execution Results window, refer to the list of issues and recommendations and do the applicable troubleshooting steps.
 - Step 5** Repeat [Step 2](#) and [Step 4](#) until the test succeeds.
-

Enabling User Access to Email in an External Message Store

- Step 1** In Cisco Unity Connection Administration, expand **Users** and select **Users**. On the Search Users page, select the alias of the user.
- Step 2** On the Edit User Basics page, in the Edit menu, select **Unified Messaging Accounts**.

- Step 3** On the Unified Messaging Accounts page, select the name of the unified messaging service that connects to the external message store.
- Step 4** On the Edit Unified Messaging Account page, check the **Access Exchange Email by Using Text to Speech (TTS)** check box and select **Save**.
-

Users Hear Gibberish at the End or Beginning of an Email

When users hear gibberish at the end or beginning of an email, the gibberish is part of the email formatting that Text to Speech (TTS) plays back. Although the TTS engine is able to clean up some of the gibberish that can be found in various email formats, there are formats that cause some gibberish to be played.

Email Deleted by Phone is Still in the Inbox Folder (Exchange 2003 Only)

When accessing an email account with a MAPI client (such as Microsoft Outlook), email that was deleted by phone may still appear in the Inbox and not in the Deleted Items folder.

Unity Connection uses the IMAP protocol to interact with Exchange 2003. Exchange 2003 handles messages that are soft-deleted via IMAP differently than those that are soft-deleted using the MAPI protocol. When a message is soft-deleted through IMAP, it is marked as deleted and is left in the Inbox folder. When a message is soft-deleted through MAPI, it is moved to the Deleted Items folder.

Using Traces to Troubleshoot Access to Emails in an External Message Store

You can use traces to troubleshoot access to emails in an external message store. For detailed instructions, see the [Using Diagnostic Traces for Troubleshooting](#).

Troubleshooting Calendar Integrations

Using Unified Messaging Accounts are Used for Calendar Integrations

The following configuration principles apply to unified messaging accounts that are used for calendar integrations:

- A user can have only one unified messaging account for which the Access Exchange Calendar and Contacts check box is checked on the Unified Messaging Accounts page for the user.
- A user can have multiple unified messaging accounts for which the MeetingPlace Scheduling and Joining check box is checked on the Unified Messaging Services page.
- If a user has more than one unified messaging account for which the MeetingPlace Scheduling and Joining check box is checked, the Primary Meeting Service check box (on the Users > Edit Unified Messaging Account page) can be checked on only one of them.

Each user can access calendar information from only one unified messaging account. If the calendar-enabled unified messaging account connects to an Exchange server, the user has access to events only from the Exchange calendar. Similarly, if the calendar-enabled unified messaging account connects to a Cisco Unified MeetingPlace server, the user has access to events only from the Cisco Unified MeetingPlace calendar.

If a user has more than one unified messaging account for which the MeetingPlace Scheduling and Joining check box is checked, the unified messaging account for which the Primary Meeting Service check box is checked determines which Cisco Unified MeetingPlace server is used to schedule reservationless meetings.

For information on configuring a calendar integration between Cisco Unity Connection and Exchange, see the “[Configuring Unified Messaging](#)” chapter in the Unified Messaging Guide for Cisco Unity Connection Release 11.x at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/11x/unified_messaging/b_11xcucumgx.html.

Testing the Calendar Integration

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- Step 1** In Cisco Unity Connection Administration, expand **Users**, then select **Users**. On the Search Users page, select the alias of a user.
- Step 2** On the Edit User Basics page, on the Edit menu, select **Unified Messaging Accounts**.
- Step 3** On the Unified Messaging Accounts page, select the name of the applicable unified messaging service account.
- Step 4** On the Edit Unified Messaging Account page, select **Test**.
- Step 5** In the Task Execution Results window, refer to the list of issues and recommendations and do the applicable troubleshooting steps.
- Step 6** Repeat [Step 4](#) and [Step 5](#) until the test succeeds.
-

Obtaining Unified Messaging Account Status

In Cisco Unity Connection Administration, browse to the Unified Messaging > Unified Messaging Accounts Status page. The status icon on the page indicates the state of the Cisco Unity Connection configuration.

The Unified Messaging Accounts page for an individual user also displays Unity Connection configuration status.

Test Fails the Last Check

When you select Test on the Edit Unified Messaging Account page to troubleshoot a calendar integration and all checks succeed except for the last check (which fails with the message “The system failed to perform a typical calendar operation”), use the following task list to determine the cause and to resolve the problem. Do the tasks in the order presented until the problem is resolved:

1. On the Exchange server, confirm that SP2 or later is installed.
2. On the Exchange server, confirm that the user is enabled for Outlook Web Access (OWA).
3. In Cisco Unity Connection Administration, on the Users > Edit Unified Messaging Account page for the user, confirm that the entry in the Email Address field matches the primary SMTP address for the user.
4. On the Exchange server, confirm that the Microsoft Exchange Outlook Web Access service is available.

You can manually check whether the Microsoft Exchange Outlook Web Access service is available by entering one of the following URLs in a web browser:

`http://<servername>/exchange/<emailaddress>`

`https://<servername>/exchange/<emailaddress>`

Note the following:

- If the unified messaging account in which the Access Exchange Calendar and Contacts check box is checked is associated with a unified messaging service in which the value of the Web-Based Protocol list is “HTTPS,” the URL must begin with “https”.

- If you chose to specify an Exchange Server on the Unified Messaging > Unified Messaging Services page, for <servername>, enter the value of the Exchange Server. Use the unified messaging service to which the unified messaging account of the user refers. If you chose to search for Exchange servers, verify that you can ping the domain, and that the protocol (LDAP or LDAPS) is correct.
- For <emailaddress>, enter the email address that the user's unified messaging account is using. See the Account Information section of the Users > Edit Unified Messaging Account page for the user. When prompted to authenticate, enter the user's Active Directory alias and password.

5. (Exchange 2003 only) In Cisco Unified Operating System Administration, on the Services > Ping Configuration page, confirm that Unity Connection can ping the IP address or hostname of the Exchange server.
6. If the unified messaging service is configured to use HTTPS for the web-based protocol and the Validate Certificates for Exchange Servers check box is checked, determine whether certificate validation is causing the problem by doing the following sub-tasks.

In Unity Connection Administration, browse to the Unified Messaging > Unified Messaging Services page, and select the unified messaging service associated with the unified messaging account that you are testing.

On the Edit Unified Messaging Service page, uncheck the **Validate Server Certificate** check box and select **Save**.

On a phone, sign in as the user who experiences the problem and access calendar information.

If the user is able to access calendar information, confirm that the public root certificate of the Certificate Authority (CA) that issued the Exchange server certificate is installed on Unity Connection as a trusted certificate, that it is self-signed, and that it has not expired.

In Unity Connection Administration, on the System Settings > Unified Messaging Services > Edit Unified Messaging Services page, check the **Validate Server Certificate** check box and select **Save**.

7. Confirm that the service account on Exchange that the unified messaging service uses has the Administer Information Store, Receive As, and Send As permissions allowed.
8. If the Exchange server is slow enough to respond to calendar information requests that Unity Connection times out, in Unity Connection Administration, on the System Settings > Advanced > Unified Messaging Services page, set the TTS and Calendars: Time to Wait for a Response (In Seconds) field to a value greater than 4.



Note Increasing the value of TTS and Calendars: Time to Wait for a Response (In Seconds) may result in delays when accessing calendar information.

Test Succeeds but the Calendar Integration Still Does Not Work (Exchange 2003 Only)

When you select Test on the Edit Unified Messaging Account page to troubleshoot a calendar integration and all checks succeed but the calendar integration still does not work, use the following task list to determine the cause and to resolve the problem. Do the tasks in the order presented until the problem is resolved.

Task List for Troubleshooting a Calendar Integration When the Test Succeeds

1. In Cisco Unity Connection Administration, browse to the Unified Messaging > Unified Messaging Services page, and select the unified messaging service associated with the unified messaging account that you are testing. On the Edit Unified Messaging Service page, confirm that the fully qualified DNS name (FQDN) of the Exchange server is resolvable via DNS. Even if the unified messaging service is configured with the IP address of the Exchange server, calendar information from the Exchange server is provided with URLs that contain the FQDN of the server. Unity Connection uses these URLs, which must be resolved by a DNS server so that the user can access calendar information. If the Exchange server is slow enough to respond to calendar information requests that Unity Connection times out, in Unity Connection Administration, on the System Settings > Advanced > Unified Messaging Services page, set the TTS and Calendars: Time to Wait for a Response (In Seconds) field to a value greater than 4.



Note Increasing the value of TTS and Calendars: Time to Wait for a Response (In Seconds) may result in delays when accessing calendar information.

2. Confirm that the system clocks on the Unity Connection and Exchange servers are both correct.
3. Confirm that the meetings appear on the Outlook calendar of the user.

If Cisco Unified MeetingPlace meetings are scheduled through the user web interface for these applications, the scheduled meetings do not appear on the Outlook calendar of the user. If you configure the profile for Cisco Unified MeetingPlace with an email type of “Exchange,” meeting requests appear on the Outlook calendar of the user.

Non-Published Meetings Do Not Appear in List of Meetings (Cisco Unified MeetingPlace Only)

When Cisco Unity Connection has a calendar integration with Cisco Unified MeetingPlace, all applicable published and non-published meetings are listed when the user accesses meeting information.

If non-published meetings are not listed in the list of meetings, the service account that Unity Connection uses to access calendar information is not correctly configured.

Configuring the Unity Connection Service Account (Cisco Unified MeetingPlace Only)

- Step 1** Sign in to the Cisco Unified MeetingPlace Administration Server as an administrator.
- Step 2** Select **User Configuration > User Profiles**.
- Step 3** Select the Unity Connection service account.
- Step 4** In the Type of User field, select **System Administrator**.
- Step 5** Select **Save**.
- Step 6** Sign out of Cisco Unified MeetingPlace.

Meetings Do Not Appear in List of Meetings

When meetings do not appear in the list of meetings, the cause may be the interval that Cisco Unity Connection waits to update calendar information.

Changing the Interval that Cisco Unity Connection Waits to Update Calendar Information

- Step 1** In Cisco Unity Connection Administration, expand **System Settings** > **Advanced**, then select Unified Messaging Services.
- Step 2** On the Unified Messaging Services Configuration page, in the Calendars: Normal Calendar Caching Poll Interval (In Minutes) field, enter the length of time that Unity Connection waits between polling cycles when it caches upcoming Outlook calendar data for users who are configured for a calendar integration.
- A larger number reduces the impact on the Unity Connection server while reducing the ability of the server to handle last-minute changes to the Outlook calendar data for users in a timely manner. A smaller number increases the impact on the Unity Connection server while increasing the ability of the server to handle last-minute changes to the Outlook calendar data for users in a timely manner.
- In the Calendars: Short Calendar Caching Poll Interval (In Minutes) field, enter the length of time that Unity Connection waits between polling cycles when it caches upcoming Outlook calendar data for calendar users who must have their calendar caches updated more frequently.
- This setting applies to users who have the Use Short Calendar Caching Poll Interval check box checked on their Edit User Basics page.
- Step 3** Select **Save**.
-

“Access Exchange Calendar and Contacts” Option Not Available for Unified Messaging Accounts

When the Access Exchange Calendar and Contacts check box does not appear on the Unified Messaging Account page, use the following task list to determine the cause and to resolve the problem. Do the tasks in the order presented until the problem is resolved:

1. In Cisco Unity Connection Administration, browse to the Unified Messaging > Unified Messaging Services page, and select the unified messaging service associated with the unified messaging account that you are testing.
2. On the Edit Unified Messaging Service page, confirm that the Access Exchange Calendar and Contacts check box is checked.

Using Traces to Troubleshoot a Calendar Integration

You can use traces to troubleshoot a calendar integration. For detailed instructions, see the [Using Diagnostic Traces for Troubleshooting](#).

Troubleshooting Access to Calendar Information Using Personal Call Transfer Rules

When users have problems accessing calendar information when using Personal Call Transfer Rules, the cause may be the interval that Unity Connection waits to update calendar information. Do the following procedure.

You can use traces to troubleshoot issues related to accessing calendar information when using personal call transfer rules. For detailed instructions, see the [Using Diagnostic Traces for Troubleshooting](#).

- See also the [Troubleshooting Personal Call Transfer Rules](#) chapter.

Changing the Interval Unity Connection Waits to Update Calendar Information

SUMMARY STEPS

1. In Cisco Unity Connection Administration, expand **System Settings** > **Advanced** > **and** select Unified Messaging Services.
2. On the Unified Messaging Services Configuration page, in the Calendars: Normal Calendar Caching Poll Interval (In Minutes) field, enter the length of time that Unity Connection waits between polling cycles when it caches upcoming Outlook calendar data for users who are configured for a calendar integration.
3. Select **Save**.

DETAILED STEPS

Step 1 In Cisco Unity Connection Administration, expand **System Settings** > **Advanced** > **and** select Unified Messaging Services.

Step 2 On the Unified Messaging Services Configuration page, in the Calendars: Normal Calendar Caching Poll Interval (In Minutes) field, enter the length of time that Unity Connection waits between polling cycles when it caches upcoming Outlook calendar data for users who are configured for a calendar integration.

A larger number reduces the impact on the Unity Connection server while reducing the ability of the server to handle last-minute changes to the Outlook calendar data for users in a timely manner. A smaller number increases the impact on the Unity Connection server while increasing the ability of the server to handle last-minute changes to the Outlook calendar data for users in a timely manner.

In the Calendars: Short Calendar Caching Poll Interval (In Minutes) field, enter the length of time that Unity Connection waits between polling cycles when it caches upcoming Outlook calendar data for calendar users who must have their calendar caches updated more frequently.

This setting applies to users who have the Use Short Calendar Caching Poll Interval check box checked on their Edit User Basics page.

Step 3 Select **Save**.

Troubleshooting the Test Button for Unified Messaging Services and Unified Messaging Accounts

You can use traces to troubleshoot problems with the Test button (the unified messaging service diagnostic tool). This button is available on the following pages in Cisco Unity Connection Administration:

- Unified Messaging > Unified Messaging Services> select a unified messaging service on the Search Unified Messaging Services page> Edit Unified Messaging Services page.
- Users > Users > select a user on the Search Users page> Edit User Basics page> Edit> Unified Messaging Accounts> select an applicable account> Edit Unified Messaging Account page.

For information on using traces to troubleshoot problems with the Test button, see the [Using Diagnostic Traces for Troubleshooting](#).