



# Troubleshooting Cisco Unity Connection Deployments

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## Troubleshooting Installation Issues

If you receive an error during installation of Cisco Unity Connection, do the following:

- Check if you are meeting the platform requirements mentioned in Cisco Unity Connection 12.x Supported Platforms List at [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/connection/12x/supported\\_platforms/b\\_12xcucspl.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/12x/supported_platforms/b_12xcucspl.html).
- Make sure that you have met the software requirements mentioned in System Requirements for Cisco Unity Connection Release 12.x at [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/connection/12x/requirements/b\\_12xcucsysreqs.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/12x/requirements/b_12xcucsysreqs.html).
- Check if the problem is because of SELinux mode on publisher server during the installation of a subscriber server. See [Troubleshooting SELinux Issues](#) section.
- Review install logs to diagnose the problem. You can use CLI command or RTMT to collect installation logs. For more information on collecting logs from CLI command, see “file get” section of the “File Commands” chapter of the applicable Command Line Interface Reference Guide for Cisco Unified Communications Solutions. For information on collecting logs from RTMT, see the “Collect Installation Logs” section of the “Traces and Logs” chapter of the applicable Cisco Unified Real-Time Monitoring Tool Administration Guide. You can locate both the guide at <http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-maintenance-guides-list.html>.



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**Note** If you receive any error while installing the subscriber server, you can review the install logs of the subscriber server to troubleshoot the problem.

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- Contact Cisco TAC if you are not able to resolve the issue.

## Troubleshooting Upgrade Issues

Following are the issues that you might face while upgrading from one version of Unity Connection to another:

- **Switch Version Failures:** To troubleshoot the switch version failures as a part of upgrade from Unity Connection 8.6 to a later version, verify whether the problem is caused by SELinux security policies. For more information, see the [Troubleshooting SELinux Issues](#) section. You can also review install logs for upgrade failure. For more information on how to collect install logs, see applicable Command Line Interface Reference Guide for Cisco Unified Communications Solutions and Cisco Unified Real-Time Monitoring Tool Administration Guide at <http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-call-manager/products-maintenance-guides-list.html>.




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**Note** Make sure to run pre upgrade CLI to verify if the system is good to upgrade.

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## Troubleshooting Locale Issues After Upgrade

If you face any problem related to locale after upgrade, do the following

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- Step 1** Check if the locale is installed or not using the show cuc locales CLI command.
  - Step 2** In Cisco Unity Connection Administration, navigate to Users > Users and select a user for whom locale is not displaying correctly.
  - Step 3** Verify that the correct language is selected from the language drop-down list.
  - Step 4** Click Save to apply the settings.
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## Troubleshooting SELinux Issues

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- Step 1** To check the status of SELinux on Unity Connection server, run the Command Line Interface (CLI) command **utils os secure** status.
  - Step 2** If SELinux is in Enforcing mode, run the CLI command **utils os secure permissive** to put the Unity Connection server in Permissive mode.
  - Step 3** Try to reproduce the symptom with SELinux in permissive mode. If the symptom is reproducible, it is not caused by SELinux.
  - Step 4** If the symptom is not reproducible, do the following steps to gather logs before you contact Cisco TAC:
    - a) Create your test directory on sftp server to save the audit log diagnostic file at that location.
    - b) Put Unity Connection server in Enforcing mode by running the CLI command **utils os secure enforce**.
    - c) Try to create the symptom again.
    - d) Create the audit logs diagnostic file by running the CLI command **utils create report security**. This command creates a diagnostic file “security-diagnostics.tar.gz”. Copy the diagnostic file to sftp directory created in step 4(a) by running the CLI command **file get activelog syslog/security-diagnostics.tar.gz**.

**Step 5** Contact Cisco TAC.

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