Troubleshooting Phone View

- Problems with Phone View, on page 1
- Using Traces to Troubleshoot Phone View Issues, on page 3

Problems with Phone View

Use the troubleshooting information in this section if an error message appears when the user attempts to use Phone View. Consider the following possible causes:

- The application user is configured incorrectly. See the Application User Configured Incorrectly, on page 1 section.
- The user phone configuration is not correct. See the User Phone Configuration Not Correct, on page 2
- The phone system integration is configured incorrectly. See the Phone System Integration Configured Incorrectly, on page 2

The Phone View feature is supported only with Cisco Unified Communications Manager phone system integrations.

The Phone View feature may not function correctly outside a firewall or through a VPN router. Requirements for Phone View are available in the "Requirements for Phone View" section of the System Requirements for Cisco Unity Connection Release 14, available at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/14/requirements/b_14cucsysreqs.html .

Application User Configured Incorrectly

The problem may be caused by the incorrect configuration of the application user on the Cisco Unified Communications Manager server.

To Verify the Configuration of the Application User

Procedure

Step 1 In Cisco Unified Communications Manager Administration, on the User Management menu, select **Application User** .

Step 2 On the Find and List Application Users page, select **Find** .

Step 3 Select the user ID of the application user that is used by Phone View.

Step 4 On the Application User Configuration page, under Application User Information, select **Edit Credential** .

Step 5 On the Credential Configuration page, confirm that the following check boxes are checked:

- **User Must Change at Next Login**
- **Does Not Expire**

Step 6 Select **Save** .

Step 7 In the Related Links box, select **Back to User** and select **Go** .

Step 8 On the Application User Configuration page, under Application User Information, in the Password field, reenter the password.

Step 9 In the Confirm Password field, reenter the password.

Step 10 Under Device Information, in the Controlled Devices field, confirm that the devices that are associated with the application user account are correct and select **Save** .

Step 11 On the System menu, select **Enterprise Parameters** .

Step 12 On the Enterprise Parameters Configuration page, under Phone URL Parameters, in the URL Authentication field, confirm that the URL is correct.

Step 13 If you made any changes, select **Save** .

User Phone Configuration Not Correct

One possible cause may be that the configuration on the user phone is not current. You can reboot the phone so that it reloads the configuration from the Cisco Unified CM server.

Another possible cause is that the user phone is not supported.

Phone System Integration Configured Incorrectly

The problem may be caused by the incorrect configuration of the Cisco Unified CM phone system integration in Cisco Unity Connection Administration.

To Verify the Configuration of the Cisco Unified Communications Manager Phone System Integration

Procedure

Step 1 In Cisco Unity Connection Administration, expand **Telephony Integration**, then select**Phone Systems** .

Step 2 On the Search Phone Systems page, select the name of the phone system.

Step 3 On the Phone System Basics page, under Phone View Settings, confirm that the **Enable Phone View** check box is checked.

Step 4 In the CTI Phone Access Username field, confirm that the name of the application user in Cisco Unified CM Administration is correct.

Note
The name of the application user is case-sensitive.

Step 5 In the CTI Phone Access Password field, reenter the password of the application user in Cisco Unified CM Administration and select **Save** .

To Verify the Configuration of the User

Procedure

Step 1 In Cisco Unity Connection Administration, expand **Users**, then select **Users**. On the Search Users page, select the name of the user.

Step 2 On the Edit User Basics page, on the Edit menu, select **Phone Menu**..

Step 3 On the Phone Menu page, under Finding Messages with Message Locator, confirm that the **Enable** check box is checked.

Step 4 Confirm that the **Enable Phone View** check box is checked and select **Save** .

Using Traces to Troubleshoot Phone View Issues

You can use traces to troubleshoot phone view issues. For detailed instructions on enabling the applicable traces and viewing the trace logs, see the Using Diagnostic Traces for Troubleshooting section.