Troubleshooting a Cisco Unity Connection Cluster Configuration

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One Server Stops Functioning and the Other Server is Not Handling Calls

When one Unity Connection server in a Unity Connection cluster is not functioning (for example, when the subscriber server is undergoing maintenance) and the remaining server does not answer calls or send MWI requests, use the following task list to determine the cause and to resolve the problem.

Following are the tasks to troubleshoot when one server stops functioning and the other server is not handling calls:

1. Verify the status of the voice messaging ports in Cisco Unity Connection Serviceability. See the "Verifying the Status of the Voice Messaging Ports" section on page 19-1.
2. Verify the voice messaging port assignments for the phone system integration. See the "Verifying the Voice Messaging Ports Assignments for Phone System Integration" section on page 19-2.
3. For SCCP integrations, confirm that the voice messaging ports are registered with the Cisco Unified CM server. See the "Confirming that Voice Messaging Ports are Registered (SCCP Integrations Only)" section on page 19-2.
4. Enable the SRM micro trace (all levels) in Cisco Unity Connection Serviceability. For detailed instructions on enabling the micro trace and viewing the trace logs, see the Using Diagnostic Traces for Troubleshootingsection.

Note The Cisco Unity Connection cluster feature is not supported for use with Cisco Business Edition. Requirements for the Unity Connection cluster feature are available in the "Requirements for a Unity Connection Cluster" section in the *System Requirements Guide 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.

Verifying the Status of the Voice Messaging Ports

Procedure

Step 1 In Cisco Unity Connection Serviceability, on the Tools menu, select **Cluster Management**.

Step 2 On the Cluster Management page under Port Manager, verify the following for the server that should be handling calls:

- In the Total Ports column, the number of ports that is listed is correct.
- In the Change Port Status column, the Stop Taking Calls button appears. If the Take Calls button appears, select **Take Calls**.

Verifying the Voice Messaging Ports Assignments for Phone System Integration

Procedure

Step 1 In Cisco Unity Connection Administration, expand **Telephony Integrations**, then select **Phone System**.

Step 2 In the Related Links list, select **Check Telephony Integration** and select **Go**.

The Task Execution Results displays one or more messages with troubleshooting steps.

Step 3 Follow the steps for correcting the problems.

Step 4 Repeat Step 2 through Step 3 until the Task Execution Results displays no problems.

Confirming that Voice Messaging Ports are Registered (SCCP Integrations Only)

Procedure

Step 1 In Cisco Unified CM Administration, on the Voice Mail menu, select **Voice Mail Port**.

Step 2 On the Find and List Voice Mail Ports page, select **Find**.

Step 3 In the Status column, confirm that all ports show the status of "**Registered with <server name**."

Both Servers Attain Primary Server Status

Use the troubleshooting information in this section if both servers in the Unity Connection cluster have Primary server status (a "split brain" condition). See the following possible causes:

- The network is not functioning or is preventing the publisher and subscriber servers from communicating with each other.

The solution is to restore the network Unity Connection so that the publisher and subscriber servers can communicate.

- The host name for the subscriber server was changed and is not entered correctly on the System Settings > Cluster page of the publisher server.

The solution is to enter the correct host name of the subscriber server on the System Settings > Cluster page of the publisher server.

Unity Connection Cluster Not Functioning Correctly

When a Unity Connection cluster is not functioning correctly (for example, server status does not change when expected), 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. Confirm that the applicable services are running on the server with primary server status. See the "Confirming that Applicable Services are Running on the Server with Primary Server Status" section on page 19-3.
2. Confirm that the applicable services are running on both servers. See the "Confirming that Applicable Services are Running on Both Servers" section on page 19-3.
3. Use traces to troubleshoot the Unity Connection cluster. For detailed instructions on enabling the applicable traces and viewing the trace logs, see the Traces in Cisco Unity Connection Serviceability.

Confirming that Applicable Services are Running on the Server with Primary Server Status

Procedure

Step 1 In Cisco Unity Connection Serviceability, on the Tools menu, select **Service Management**.

Step 2 On the Control Center - Feature Services page, under Critical Services, confirm that the following services have the **Started** service status:

- Connection Message Transfer Agent
- Connection Notifier

Step 3 If the services have the **Stopped** service status, select **Start**.

Confirming that Applicable Services are Running on Both Servers

Procedure

Step 1 In Cisco Unity Connection Serviceability, on the Tools menu, select **Service Management**.

Step 2 On the Control Center - Feature Services page, under Status Only Services, confirm that the Unity Connection Server Role Manager service has the **Started** service status.

The services in the Status Only Services section cannot be started in Cisco Unity Connection Serviceability. You must use the command line interface (CLI) to start or stop these services. For information on the CLI, see the *Command Line Interface Reference Guide for Cisco Unified Communications Solutions* at https://www.cisco.com/c/en/us/support/unified-communications/unity-connection/products-maintenance-guides-list.html.

Step 3 Under Critical Services, check the service status for the following services:

- Connection Conversation Manager
- Connection Mixer

If the services have the **Started** service status, skip to Step 4. If the services have the **Stopped** service status, select **Start**.

Step 4 Under Base Services, check the service status for the Unity Connection DB Event Publisher service.

If the service has the **Started** service status, skip to Step 5. If the service has the **Stopped** service status, select **Start**.

Step 5 Under Optional Services, check the service status for the following services:

- Connection File Syncer
- Connection IMAP Server
- Connection SMTP Server

If the service has the **Stopped** service status, select **Start**.

Server Cannot be Added to the Unity Connection Cluster

Use the troubleshooting information in this section if the Add New button is disabled on the System Settings > Cluster page so that you cannot add a server to the Unity Connection cluster. See the following possible reasons why the Unity Connection cluster feature is not available:

- Unity Connection is installed as Cisco Business Edition, which does not support the Unity Connection cluster feature. See the "Requirements for a Unity Connection Cluster" section in the *System Requirements for Cisco Unity Connection Guide Release 14*, available at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/14/requirements/b_14cucsysreqs.html.
- The size of the hard disc on the publisher server is inadequate for supporting the Unity Connection cluster feature. Both servers in a Unity Connection cluster must meet the specifications in the *Cisco Unity Connection Supported Platforms List* Release 14, available at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/14/supported_platforms/b_14cucspl.html.
- The number of servers in the Unity Connection cluster is the maximum that is supported. No more servers can be added to the Unity Connection cluster. For information on replacing Unity Connection servers in a Unity Connection cluster, see the "Replacing the Non Functional Server" section of "Maintaining Cisco Unity Connection Server" chapter of the *Install, Upgrade, and Maintenance Guide for Cisco Unity Connection Release 14*, available at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/14/install_upgrade/guide/b_14cuciumg.html.

Cannot Access Alert Logs When the Publisher Server Stops Functioning

When the publisher server is not functioning and you cannot access the alert logs from the subscriber server, you must specify the subscriber server as the failover collector.

Enabling the Subscriber Server to Access the Alert Logs When the Publisher Server Stops Functioning

Procedure

Step 1 On the publisher server, in Cisco Unity Connection Administration, expand **System Settings**, then select **Service Parameters**.

Step 2 On the Service Parameters page, in the Server field, select the publisher server.

Step 3 In the Service field, select **Cisco AMC Service**.

Step 4 In the Failover Collector field, select the subscriber server.

Step 5 Select **Save**.

Step 6 In Cisco Unified Serviceability, in the Tools menu, select **Control Center - Network Services**.

Step 7 In the Server field, select the subscriber server and select **Go**.

Step 8 Under Performance and Monitoring, select **Cisco AMC Service** and select **Restart**.

Step 9 When prompted to confirm that you want to restart the service, select **OK**.