



## Troubleshooting Messages

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### User Hears Full Mailbox Warnings

When users hear a prompt related to a full mailbox, it means that the limit of at least one of the following mailbox quotas, which limit the size of voice mailboxes, has reached:

- **Warning Quota:** If a mailbox has reached the size of the warning quota, the user hears a warning that the mailbox is almost full. To resolve the issue, delete the messages until the mailbox size becomes less than the warning quota.
- **Send Quota:** If a mailbox has reached the size of the send quota, the user is unable to send messages and hears a warning that messages cannot be sent. If the user mailbox contains deleted messages, Cisco Unity Connection offers the option to remove all deleted messages to reduce the mailbox size.
- **Send/Receive quota:** If a mailbox has reached the size of the send/receive quota:
  - The user is unable to send messages.
  - The user hears a warning that messages cannot be sent.
  - Unidentified callers are not allowed to leave messages for the user.
  - Messages from other users generate nondelivery receipts to the senders.
  - If the user mailbox contains deleted messages, Unity Connection offers the option to remove all deleted messages. If necessary, the user can also remove saved or new messages individually until the mailbox size is below the quotas.

# Nondelivery Receipt (NDR) Not Received for Undelivered Message

Occasionally, messages cannot be delivered to the recipient that the caller intended to reach. The system behavior in this case depends on the type of sender and the reason that the message could not be delivered.

In general, if Unity Connection cannot deliver the message because of issues that are not likely to be resolved (for example, the caller was disconnected before addressing the message or the recipient mailbox has been deleted), the message is sent to the Undeliverable Messages distribution list, and Unity Connection sends a nondelivery receipt (NDR) to the sender. However, the sender does not receive a nondelivery receipt in the following cases:

- When the sender of the original message is an unidentified caller
- When the sender is a user, but the user is configured to not accept NDRs
- While the mailstore of the user is offline (in this case, the NDR is delivered when the database becomes available).

If the original message is malformed, rather than sending the message to the Undeliverable Messages list, Unity Connection places the message in the MTA bad mail folder (UmssMtaBadMail). This folder is automatically checked nightly by the Monitor Bad Mail Folders task and if messages are found, an error is written to the application event log indicating troubleshooting steps.

## Messages Are Delayed

Following are the tasks to troubleshoot the possible causes for the apparent delay of messages.

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**Step 1** To verify the arrival times of messages, generate a user message activity report for the user. For more information, see the "[Generating and Viewing Reports](#)" section in the "Using Reports" chapter of the Administration Guide for Cisco Unity Connection Serviceability Release 15, available at [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/connection/15/serv\\_administration/guide/b\\_15cucservag.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/15/serv_administration/guide/b_15cucservag.html).

**Step 2**

**Step 3** See the applicable information in the "[Orientation Task List for Unity Connection Users](#)" section in the "User Orientation" chapter of the User Workstation Setup Guide for Cisco Unity Connection Release 15, available at [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/connection/15/user\\_setup/guide/b\\_15cucuwx.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/15/user_setup/guide/b_15cucuwx.html).

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## Messages Are Not Delivered

See the following troubleshooting steps for investigating messages that are not being delivered to the intended recipients.

- Confirm that the users who are assigned to the Undeliverable Messages distribution list have been forwarding messages to the intended recipients. See the [Undeliverable Messages Not Forwarded to Recipients, on page 4](#) section.

- Confirm that the user mailbox is not full. See the [User Has a Full Mailbox, on page 3](#)
- Confirm that you or another administrator did not inadvertently delete a user who was assigned to review the messages for Cisco Unity Connection entities. See the [Users Assigned to Unity Connection Entities Deleted and No Replacements Assigned, on page 4](#) section.
- Review message aging settings. See the "Message Aging Policies" section in the "Message Storage" chapter of the System Administration Guide for Cisco Unity Connection Release 14, available at [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/connection/14/administration/guide/b\\_14cucsag.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/14/administration/guide/b_14cucsag.html).
- Verify that the message, which got removed from the mailbox, is not flagged for dispatch delivery. If the two users belongs to a distribution list that is the recipient of a call handler configured to mark messages for dispatch delivery, then a message is removed from the mailbox of the user as soon as the message is accepted by another user of the distribution list. See the "Dispatch Messages" section in the "Messaging" chapter of the System Administration Guide for Cisco Unity Connection Release 15, available at [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/connection/15/administration/guide/b\\_15cucsag.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/15/administration/guide/b_15cucsag.html).
- The user account may be configured to relay one or more message types to another SMTP address, but the message relay is failing. See the [Unity Connection Unable to Relay Messages, on page 4](#)

## User Has a Full Mailbox

If a user mailbox is no longer allowed to receive messages, Unity Connection handles the message in either of the following ways:

- By default, when an unidentified caller attempts to send a message to a user whose mailbox has exceeded the send/receive quota, Unity Connection still delivers the message. For such scenarios, you can configure Unity Connection to indicate the caller that the recipient mailbox is full, and prevent the caller from recording a message for that recipient. To do this, log in to Cisco Unity Connection Administration, navigate to the Message Storage > Mailbox Quotas page, and check the Full Mailbox Check for Outside Caller Messages check box.)

If the recipient mailbox has not yet exceeded the send/receive quota at the time an unidentified caller records a message but the quota is exceeded in the act of delivering the message, Unity Connection delivers the message regardless of the quota.

- When a user tries to leave a message for another user whose mailbox has exceeded the send/receive quota, Unity Connection allows the user to record and send the message. However, if the mailbox for the recipient is full, he or she does not receive the message. In addition, if the user account for the recipient is configured to send non-delivery receipts when message delivery fails, Unity Connection sends the message sender a non-delivery receipt.

If the recipient mailbox has not yet exceeded the send/receive quota at the time a Unity Connection user records a message, but the quota is exceeded in the act of delivering the message, Unity Connection delivers the message regardless of the quota.

If a user whose voice mailbox has exceeded the send quota logs in to Unity Connection and attempts to send a message to another user, Unity Connection indicates that the send quota has been exceeded and does not allow the sender to record the message. If a user calls another user and the call is forwarded to a voice mailbox, the user is able to leave a message but the message is sent as an outside caller message.

Read receipts and non-delivery receipts are sent and delivered regardless of the status of the mailbox quota.

Encourage the user to dispose of messages promptly so that the Unity Connection mailbox does not fill up, and explain to users on the Undeliverable Messages distribution list the importance of regularly checking for and forwarding undeliverable messages.



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**Caution** If the mailboxes of the users who are assigned to check the Undeliverable Messages list exceed the send/receive quota, the messages sent to the Undeliverable Messages distribution list are lost. To avoid this problem, specify a generous value for the send/receive quota for at least one user who is a member of the Undeliverable Messages list and encourage the user to dispose of messages promptly.

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## Undeliverable Messages Not Forwarded to Recipients

Messages returned to the Unity Messaging System mailbox are forwarded automatically to users whose names appear on the Undeliverable Messages system distribution list. The messages then must be forwarded to the intended recipients. Therefore, the users of the Undeliverable Messages distribution list should regularly check and forward undeliverable messages.



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## Users Assigned to Unity Connection Entities Deleted and No Replacements Assigned

When you delete a user who was assigned to review the messages that are sent to any of the following Unity Connection entities, make sure that you assign another user or a distribution list to replace the deleted user; otherwise, messages may be lost:

- Undeliverable Messages distribution list (by default, the UndeliverableMessagesMailbox user account is the only member of this distribution list)
- Operator call handler
- Opening Greeting call handler
- Goodbye call handler
- Example Interview call handler

## Unity Connection Unable to Relay Messages

Unity Connection uses the settings on the Message Actions page for a user in Cisco Unity Connection Administration to determine how to handle the different types of messages that it receives for the user. The relay action instructs Unity Connection to send all the messages of a certain type to a relay address on a different messaging system (such as a corporate email server) for storage and user access.

If the relay address that is configured for a user matches one of the user SMTP proxy addresses that is configured on the system, Unity Connection does not relay messages to the relay address to avoid possible delivery loops. For example, if Unity Connection needs to relay a message to a proxy address, it is possible that the proxy

address would resolve back to the same Unity Connection mailbox that relayed the original message, thus creating an infinite loop.

When configuring relay addresses for message relay, we recommend that you use the precise email address of the destination mailbox, for example, `alias@mailserver`. If a Unity Connection server is unable to relay message to the correct address, make sure the smarthost entered on the server is correct and reachable. However, if the problem is still not resolved, review the message relay logs mentioned in [Micro Traces for Selected Problems](#) section.

## Unable to Play Message Audio in Outlook Web Access

When Unity Connection is configured to relay messages to a Microsoft Exchange server (using the Relay the Message or the Accept and Relay the Message action), users who use Outlook Web Access to access their Exchange mailboxes may not be able to play the message audio. When this occurs, the message header indicates that the audio attachment is available for the message, but the user cannot view or play the attachment when the message is opened.

## Unable to Receive Notification Emails for Quota Overflow

If a user is unable to receive notification emails for quota overflow, verify the following:

- Verify that the sender (Unity Connection) is not getting an NDR in the mailbox. If the sender is getting an NDR, check the NDR code and take action accordingly. For more information on NDR codes, refer to the "[Troubleshooting Non-Delivery Receipts](#)" chapter of this guide.
- Verify that the corporate email address specified for the user is valid and correctly spelled.
- Verify that the corporate mailbox of the user has some free space.

