



Troubleshooting

This chapter provides information on troubleshooting some Cisco Unity Express problems and contains the following sections:

- [Troubleshooting Guidelines, page 129](#)
- [Troubleshooting Commands, page 133](#)

Also check “[Restrictions](#)” on [page 36](#) in case system limitations are involved in the problem under consideration.

Troubleshooting Guidelines

The following sections provide information and suggestions for resolving some problems with the Cisco Unity Express configuration and applications:

- [System Reports, page 129](#)
- [Log Files, page 130](#)
- [Users and Groups, page 130](#)
- [Hardware and Software, page 130](#)
- [Voice Mail, page 133](#)
- [Auto Attendant Prompts, page 133](#)

System Reports

Cisco Unity Express provides the following system reports in both graphical user interface (GUI) and command-line interface (CLI):

- Mailbox and message statistics
- Mailbox size monitoring
- Backup and restore history
- System hardware parameters
- Memory and CPU usage (CLI only)
- Call history

Log Files

Problem: I cannot display log files in the GUI.

Explanation Log files are kept for error reporting and troubleshooting. The GUI does not have access to system error messages.

Recommended Action Use the CLI to display log files.

Users and Groups

Problem: I cannot get in to the GUI.

Explanation You forgot to enter a system administrator during the initialization wizard.

Recommended Action Use the administrator login ID created during the post-installation procedure or create an administrator login ID using the following CLI commands, starting in Cisco Unity Express EXEC mode, where *xyz* is the user ID and *abc* is the user's password:

- a. cue-10-0-0-0# **username xyz create**
- b. cue-10-0-0-0# **username xyz password abc**
- c. cue-10-0-0-0# **config t**
- d. cue-10-0-0-0(config)# **groupname Administrators member xyz**

Problem: I need to recover a user's password or personal identification number (PIN).

Explanation The user has forgotten the password or PIN.

Recommended Action For security reasons, passwords and PINs are not displayed on the screen or printed out. You must create a new password or PIN and give that new code to the user. See [“Adding and Modifying a User” on page 98](#) for the commands to create a new password or PIN.

Hardware and Software

Rebooting the System

Problem: I am not sure if I need to reboot the router when I reboot the Cisco Unity Express module.

Explanation A reboot of the Cisco Unity Express module does not require a reboot of the router. The Cisco Unity Express module and the router can be rebooted independently of each other. However, if you reboot the router, no calls will reach the module until IP connectivity is reestablished between the router and the module.



Caution

Always do a shutdown of the module before power cycling the router to avoid data loss or file corruption.

Communicating Between Components

Problem: Inability to open a session in to the Cisco Unity Express module.

Explanation The TTY line associated with the module is occupied.

Recommended Action Use the **service-module service-engine slot/port session clear** command to clear the TTY line.

Problem: Inability to change or remove the IP address or IP default-gateway configurations with the Cisco Unity Express CLI.

Explanation The IP address and IP default-gateway configurations are controlled from the Cisco IOS software.

Recommended Action Make the required changes from the service-engine interface.

Problem: Service-module commands do not seem to take effect.

Explanation The service-module status might not be steady-state. RBCP configuration messages go through only when the service-module is in steady state.

Recommended Action Use the **service-module service-engine slot/port reload** command to reload the Cisco Unity Express module.

Problem: Inability to ping the internal address when using the IP unnumbered scheme.

Explanation The IP route table is not correct.

Recommended Action When using IP unnumbered, add a static route pointing to the service-engine interface.

Problem: Inability to set the speed of the terminal line from the router side or the Cisco Unity Express side.

Explanation Cisco Unity Express does not have a CLI command to set the speed. The speed is set to 9600, 8-N-1 on both the Cisco CallManager and Cisco Unity Express sides. Although Cisco IOS software allows you to change the speed settings, the changes do not take effect.

Online Insertion and Removal (OIR)

Problem: I did an OIR of the Cisco Unity Express network module on my router but it does not seem to be working.

Explanation Only the Cisco 3745 router supports OIR. OIR is not available on the AIM.

Problem: I did an OIR on the Cisco 3745. Now the Cisco Unity Express network module is not working.

Recommended Action OIR requires the following steps:

- a. Shut down the service-engine interface.
- b. Issue the **service-module service-engine slot/port shutdown** command.
- c. Wait for confirmation that the network module has been shut down.
- d. Proceed to do the OIR.

Saving and Viewing Log Files

Problem: Need to be able to store log files to a remote location.

Recommended Action Log files are stored on the disk, which is the default location. You can configure Cisco Unity Express to store the log files to a separate server. Also, you can copy log files on the disk to a separate server if they need to be kept for history purposes, for example:

```
se-10-0-0-0# copy log filename.log url
ftp://ftp-userid:ftp-userpasswd@ftp-ip-address/directory
```

```
se-10-0-0-0# copy log messages.log url ftp://admin:voice@172.168.0.5/log_history
```

Problem: Cannot display the contents of log files on the GUI.

Explanation The GUI cannot display log files. Troubleshooting commands and files are available only through the CLI.

Recommended Action Copy the log files from Cisco Unity Express to an external server and use a text editor, such as **vi**, to display the content.

Saving Configuration Changes

Problem: Lost some configuration data when the GUI timer expired.

Explanation You did not save the data while you were entering it.

Recommended Action While making some configuration changes in the GUI, use the **Apply** icon to save your changes to the running configuration before the timer logs you out of the system. If the timer logs you out and you did not use the **Apply** icon, your changes are not saved.



Note The timer affects only the GUI, not the CLI.

Problem: Lost configuration data when I rebooted the system.

Explanation You did not save the data before the reboot.

Recommended Action Perform a **Save Configuration** operation in the GUI or enter a **copy running-config startup-config** command in the CLI to copy your changes from the running configuration to the startup configuration. When Cisco Unity Express reboots, it reloads the startup configuration.



Note Voice mail messages, which are considered application data and are saved directly to the disk, are preserved automatically in the startup configuration. (They should be backed up to preserve them on another server in case of a power outage or a new installation.) All other configuration changes require an explicit “save configuration” operation to preserve them in the startup configuration.

Voice Mail

Problem: A user received a message with an envelope that says “unknown caller.”

Explanation Cisco Unity Express has a Lightweight Directory Access Protocol (LDAP) directory with the names and extensions of the users who have voice mailboxes. When a message comes in, Cisco Unity Express tries to match the caller’s ID (name or extension) to an entry in the LDAP directory. If a match is found, the user’s name or extension is included in the message envelope.

If a user is configured on Cisco Manager but not in Cisco Unity Express, for example, Cisco Unity Express has no record of that user in its LDAP directory and announces that caller as “unknown caller.”

Recommended Action You may want to synchronize the Cisco CallManager and Cisco Unity Express databases if some Cisco CallManager users are not defined in the LDAP directory.

Auto Attendant Prompts

Problem: The custom auto attendant prompt is not working.

Recommended Action Verify that the prompt format is CCITT G.711 U-law, 8kHz, 8-bit, Mono.

Troubleshooting Commands

[Table 5](#) lists Cisco Unity Express troubleshooting commands. The Cisco Technical Assistance Center (TAC) may request that you run one or more of these commands when troubleshooting a problem. TAC personnel will provide additional information about the commands at that time.



Caution

Some of these commands may impact performance of your system. We recommend that you do not use these commands unless directed by the TAC.

Table 5 *Troubleshooting Commands*

Command	Purpose	Cisco Unity Express EXEC Mode	Cisco Unity Express Configuration Mode
log console	Displays messages on the console based on severity.	—	Yes
log filter	Displays messages on the console based on a filter.	—	Yes
log server	Configures an external server for storing log files.	—	Yes
show arp	Displays the Cisco Unity Express ARP table entries.	Yes	—
show crash	Prints the most recent crash log.	Yes	—
show errors	Displays any errors reported in the messages log.	Yes	—

Table 5 Troubleshooting Commands (continued)

Command	Purpose	Cisco Unity Express EXEC Mode	Cisco Unity Express Configuration Mode
show exception	Displays any exceptions that are thrown out.	Yes	—
show interfaces	Displays all available interfaces.	Yes	—
show log	Displays a specific log.	Yes	—
show logging	Displays the current active logging level.	Yes	—
show logs	Displays a list of log files.	Yes	—
show memory	Displays current Cisco Unity Express memory statistics.	Yes	—
show processes	Displays CPU or memory processes.	Yes	—
show software	Displays configured software information.	Yes	—
show tech-support	Displays complete system information.	Yes	—
show trace	DO NOT USE EXCEPT WITH TAC GUIDANCE.	Yes	—
show version	Displays the version of all hardware components.	Yes	—
trace all	DO NOT USE EXCEPT WITH TAC GUIDANCE.	Yes	—
trace ccn	DO NOT USE EXCEPT WITH TAC GUIDANCE.	Yes	—
trace config-ccn	DO NOT USE EXCEPT WITH TAC GUIDANCE.	Yes	—
trace overwrite	DO NOT USE EXCEPT WITH TAC GUIDANCE.	—	Yes
trace server	DO NOT USE EXCEPT WITH TAC GUIDANCE.	—	Yes
trace voicemail	DO NOT USE EXCEPT WITH TAC GUIDANCE.	Yes	—
trace webInterface	DO NOT USE EXCEPT WITH TAC GUIDANCE.	Yes	—