



# Troubleshooting

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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**

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

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### 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.




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

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**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.




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**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.

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## 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
<b>log console</b>	Displays messages on the console based on severity.	—	Yes
<b>log filter</b>	Displays messages on the console based on a filter.	—	Yes
<b>log server</b>	Configures an external server for storing log files.	—	Yes
<b>show arp</b>	Displays the Cisco Unity Express ARP table entries.	Yes	—
<b>show crash</b>	Prints the most recent crash log.	Yes	—
<b>show errors</b>	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
<b>show exception</b>	Displays any exceptions that are thrown out.	Yes	—
<b>show interfaces</b>	Displays all available interfaces.	Yes	—
<b>show log</b>	Displays a specific log.	Yes	—
<b>show logging</b>	Displays the current active logging level.	Yes	—
<b>show logs</b>	Displays a list of log files.	Yes	—
<b>show memory</b>	Displays current Cisco Unity Express memory statistics.	Yes	—
<b>show processes</b>	Displays CPU or memory processes.	Yes	—
<b>show software</b>	Displays configured software information.	Yes	—
<b>show tech-support</b>	Displays complete system information.	Yes	—
<b>show trace</b>	<b>DO NOT USE EXCEPT WITH TAC GUIDANCE.</b>	Yes	—
<b>show version</b>	Displays the version of all hardware components.	Yes	—
<b>trace all</b>	<b>DO NOT USE EXCEPT WITH TAC GUIDANCE.</b>	Yes	—
<b>trace ccn</b>	<b>DO NOT USE EXCEPT WITH TAC GUIDANCE.</b>	Yes	—
<b>trace config-ccn</b>	<b>DO NOT USE EXCEPT WITH TAC GUIDANCE.</b>	Yes	—
<b>trace overwrite</b>	<b>DO NOT USE EXCEPT WITH TAC GUIDANCE.</b>	—	Yes
<b>trace server</b>	<b>DO NOT USE EXCEPT WITH TAC GUIDANCE.</b>	—	Yes
<b>trace voicemail</b>	<b>DO NOT USE EXCEPT WITH TAC GUIDANCE.</b>	Yes	—
<b>trace webInterface</b>	<b>DO NOT USE EXCEPT WITH TAC GUIDANCE.</b>	Yes	—