Troubleshooting Cisco Unity Express

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IP Addressing Problems

Problem: I cannot ping the Cisco Unity Express module.

Explanation The IP address of the host server is missing or wrong.

Recommended Action Choose **Administration > Domain Name Settings** to configure the host server.

Explanation The wrong module or gateway is configured.

Backup or Restore Not Working

Problem: The backup or restore file is not loading correctly.

Recommended Action Verify that the correct FTP server is configured. Choose **Administration > Backup/Restore > Configuration**.

Recommended Action Verify that the correct DNS server is configured. Choose **Administration > Domain Name Settings**.

Installation Not Working Correctly

Problem: The installation is not loading correctly.

Recommended Action Verify that the correct FTP server is configured. Choose **Administration > Backup/Restore > Configuration**.

Recommended Action Verify that the correct DNS server is configured. Choose **Administration > Domain Name Settings**.

Incorrect Date and Time

Problem: The date and time on the system are not correct.

Recommended Action Verify that the correct NTP server is configured. Choose **Administration > Network Time & Time Zone Settings**.

Recommended Action Verify that the correct time zone is configured. Choose **Administration > Network Time & Time Zone Settings**.

MWI Lights Not Working Properly

Problem: The MWI lights do not go on when messages are stored in a user's mailbox.

Recommended Action Refresh the MWI lights for the user. Choose **Voice Mail > Message Waiting Indicators > Refresh**.

Recommended Action Check that the user's extension is designated as a primary extension. Cisco Unity Express does not send a MWI to an E.164 number. Choose **Configure > Users** to designate a primary extension.

Recommended Action Check if the WAN link is down between Cisco Unity Express and Cisco CallManager. Choose **Configure > CallManager** and click **Verify**. If the link is down, a failure message appears. MWI lights do not work while the WAN is down. Once the link comes back up, the system does a refresh of all MWI lights. Any MWI updates sent to Cisco Unity Express while the link was down are lost.

Configurations Disappear

Problem: I configured voice-mail or auto-attendant parameters, but I do not see them in the current Cisco Unity Express configuration.

Explanation You did not click the **Apply** icon in the GUI to save the changes.

Explanation You made changes using CLI commands to the Cisco CallManager server or Cisco CME router, but Cisco Unity Express did not pick them up.

Explanation You made changes to the running configuration that were not saved to the startup configuration.

Recommended Action Choose **Administration > Save Configuration** to load the startup configuration.

Wrong GUI Layout

Problem: When I log in to the GUI, I see a limited set of options, not the full administration windows.

Explanation Another administrator is logged in. Only one administrator can access the administration GUI at a time.

Recommended Action Find out who is logged in and log that person out or wait a few minutes for the inactivity timer to log that person out.

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.