

Voice View Express 故障排除

目录

[简介](#)

[先决条件](#)

[要求](#)

[使用的组件](#)

[规则](#)

[在Cisco Unity Express的Voice View Express配置](#)

[问题示例](#)

[不能登录Voice View Express \(错误404\)](#)

[不能登录Voice View Express \(没找到的主机\)](#)

[临时地不可用的系统](#)

[验证错误显示，当在Voice View Express上的用户登录](#)

[邮箱已经在使用中，当在Voice View Express上的用户登录](#)

[所有语音端口忙碌](#)

[登录失败错误由于个人识别码过期](#)

[登录失败，当邮箱禁用](#)

[登录失败和强制PIN崔凡吉莱](#)

[留言通知错误](#)

[错误，当您设法听消息](#)

[相关信息](#)

简介

本文检查如何排除故障Cisco Unity Express Voice View Express (VVE)功能。

VVE允许最终用户与他们的Cisco Unity Express语音邮件邮箱呼应使用他们的Cisco IP电话显示和自定义功能键可用在电话。您能便利地管理个人邮箱选项，管理通知，发送，侦听对，记录和管理语音邮件消息。功能提供一替代方案给电话用户界面(TUI)和Web接口为这样任务。VVE根本是一个Web应用程序类似Cisco Unity Express GUI除了事实为XML服务内容(电话了解)而不是HTML (Web浏览器了解)。

先决条件

要求

读者应该知道如何通过CLI和GUI访问Cisco Unity Express和熟悉配置和管理任务。

这些平台仅支持VVE功能：

- Cisco Unity Express语音邮件网络模块(NM-CUE)
- 有增强版产能的(NM-CUE-EC) Cisco Unity Express网络模块
- Cisco Unity Express高级集成模块(AIM-CUE)

VVE只支持与7940/41，7960/61和7970/71电话。

VVE的最低的Cisco Unity Express软件版本是2.3.1。

[使用的组件](#)

运行2.3.1在Cisco CallManager Express 4.0路由器安装的软件的本文档中的信息根据NM-CUE。

本文档中的信息都是基于特定实验室环境中的设备编写的。本文档中使用的所有设备最初均采用原始(默认)配置。如果您使用的是真实网络，请确保您已经了解所有命令的潜在影响。

[规则](#)

有关文档规则的详细信息，请参阅 [Cisco 技术提示规则](#)。

[在Cisco Unity Express的Voice View Express配置](#)

必须事先启用和配置VVE。这可以是实现的从CLI或GUI (语音邮件>Voice视图Express)。

此命令显示VVE配置：

```
Se-10-50-10-125#show voiceview configuration Phone service URL: http://<CUE-  
hostname>/voiceview/common/login.do Enabled: Yes Idle Timeout (minutes): 30 Se-10-50-10-125#show  
phone-authentication configuration Authentication service URL: http://<CUE-  
hostname>/voiceview/authentication/authenticate.do Authentication Fallback Server URL:  
http://190.190.190.2/CCMCIP/authenticate.asp
```

必须配置Cisco CallManager Express (或Cisco CallManager)，以便服务按键能访问VVE应用程序。必须为Cisco CallManager Express配置服务和验证URL。在Cisco Unity Express输出中，您能看到什么URL应该是。为了配置此在Cisco CallManager Express，请输入配置模式并且指定URL (在这种情况下由IP地址，因为没有使用DNS)：

```
cme#configure terminal Enter configuration commands, one per line. End with CNTL/Z.  
cme(config)#telephony-service cme(config-telephony)#url services  
http://10.50.10.125/voiceview/common/login.do cme(config-telephony)#url authentication  
http://10.50.10.125/voiceview/authentication/authenticate.do cme(config-telephony)#exit
```

发出show run|url命令的inc验证配置：

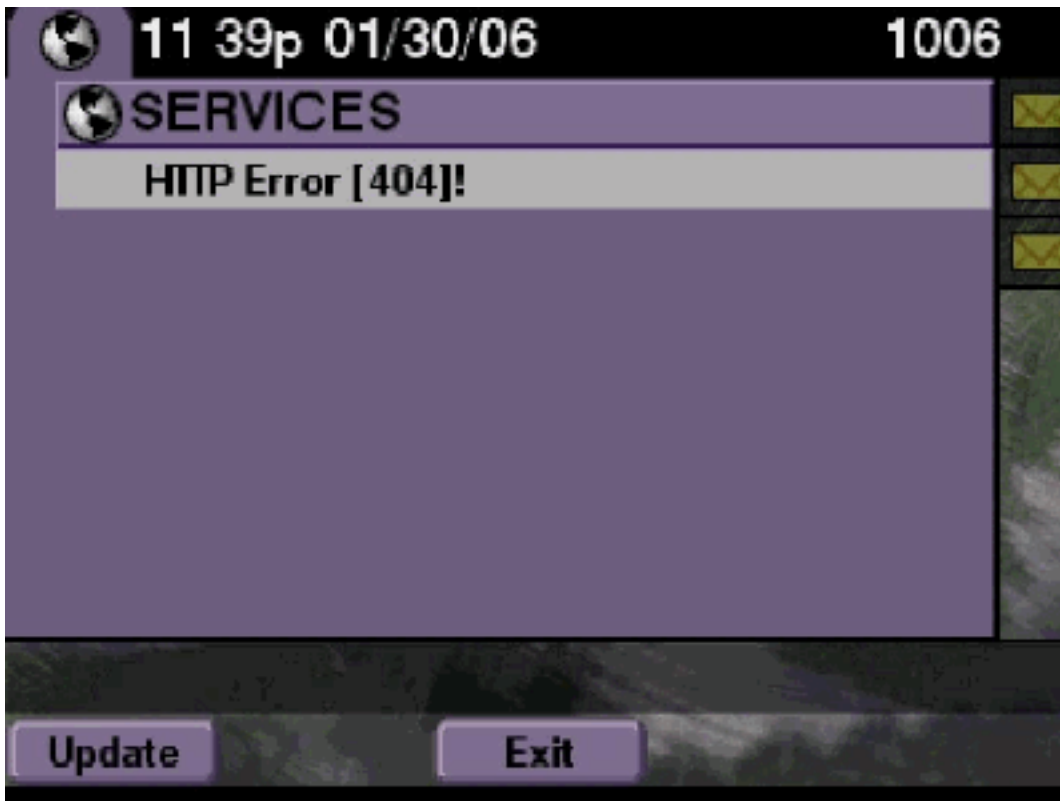
```
cme#show run | inc url url services ghttp://14.84.159.12//voiceview/common/login.do url  
authentication http://14.84.159.12//voiceview/authentication/authenticate.do
```

[问题示例](#)

[不能登录Voice View Express \(错误404\)](#)

[问题说明](#)

当用户按在电话的服务按键，http404错误消息显示。



解决方案

完成这些步骤：

1. 检查电话发现是否有服务URL。如果Cisco Unity Express连接到Cisco CallManager Express，则请确保服务URL和验证URL正确地配置在Cisco CallManager Express的电话服务下。IP地址是此Cisco Unity Express 10.50.10.125：
`cme#show running-config | include url`
`url services http://10.50.10.125/voiceview/common/login.do url authentication`
`http://10.50.10.125/voiceview/authentication/authenticate.do`
2. 请去Cisco Unity Express CLI，并且精选请显示Voiceview配置或去Cisco Unity Express GUI并且选择语音邮件>Voice视图Express >配置为了检查VVE是否启用。
`se-10-50-10-125#show voiceview configuration` Phone service URL: http://voiceview/common/login.do
Enabled: Yes Idle Timeout (minutes): 30
3. 对于Cisco Unity Express用Cisco CallManager服务器注册，发出从Cisco Unity Express CLI的显示ccn状态CCM管理者检查Cisco Unity Express是否用Cisco CallManager注册。
`se-10-50-30-125#show ccn status ccm-manager` JTAPI Subsystem is currently registered with
Call Manager: 180.180.180.3

Cisco Unity Express跟踪

在本例中，VVE禁用。如果URL是错误的，或者Cisco Unity Express没有用Cisco CallManager注册，输出没有生成。

```
se-10-50-10-125#show trace buffer tail Press <CTRL-C> to exit... 1503 01/31 08:19:17.885 WFSP
APP 0 WFSysdbNdApp::get exit 6754 01/31 08:19:52.217 vovw cont 0 Enter Controller Requested URI:
voiceview/common/login.do 6754 01/31 08:19:52.218 vovw sydb 0 /sw/apps/vui/vvconfig/enabled 6754
01/31 08:19:52.223 vovw sydb 0 0 6754 01/31 08:19:52.226 vovw cont 0 Exit Controller Requested
URI: /voiceview/common/login.do 6664 01/31 08:19:58.731 vovw cont 0 Enter Controller Requested
URI: /voiceview/common/login.do 6664 01/31 08:19:58.731 vovw sydb 0
/sw/apps/vui/vvconfig/enabled 6664 01/31 08:19:58.731 vovw sydb 0 0 6664 01/31 08:19:58.732 vovw
cont 0 Exit Controller Requested URI: /voiceview/common/login.do 6754 01/31 08:20:54.181 vovw
cont 0 Enter Controller Requested URI: /voiceview/common/login.do 6754 01/31 08:20:54.181 vovw
```

```
sydb 0 /sw/apps/vui/vvconfig/enabled 6754 01/31 08:20:54.181 vovw sydb 0 0 6754 01/31
08:20:54.183 vovw cont 0 Exit Controller Requested URI: /voiceview/
```

不能登录Voice View Express (没找到的主机)

问题说明

当**服务按键**是被压入的命令达到VVE登录页，Host not Found显示。

解决方案

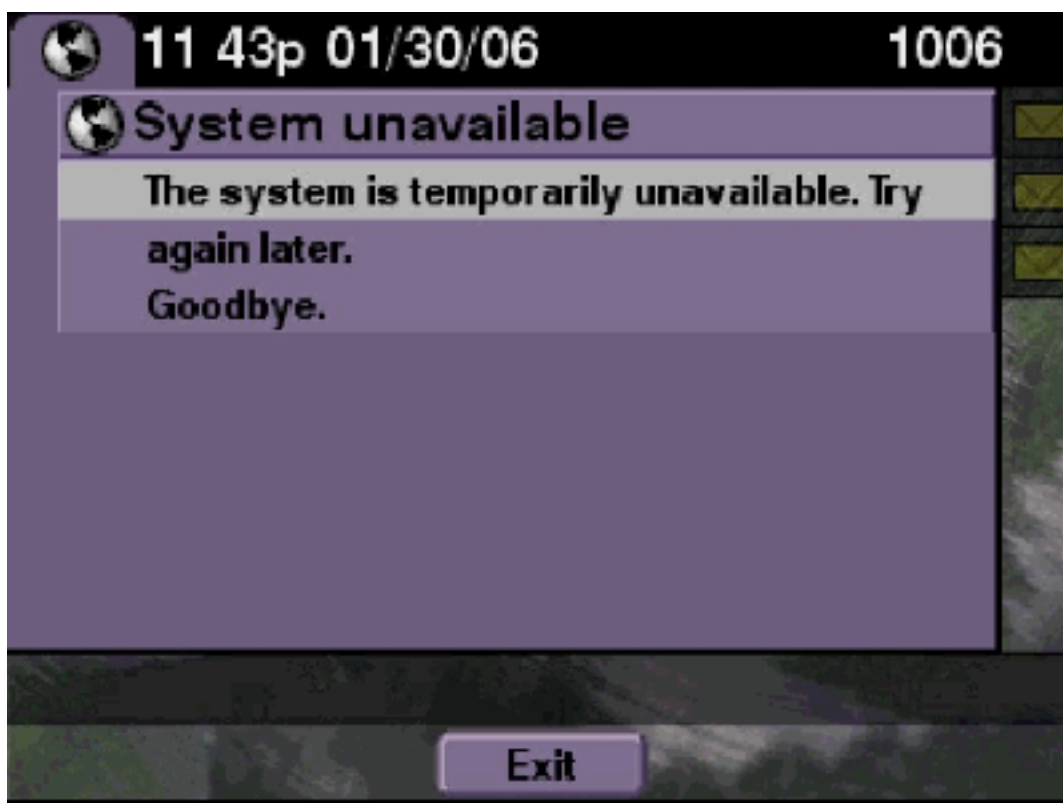
完成这些步骤：

1. 检查Cisco Unity Express是否是正在运行的。然后请去CLI，并且精选请显示Voiceview配置或去GUI并且选择语音邮件>Voice视图Express >配置为了验证VVE服务启用并且运作。
2. 如果它上，并且运行，请发出show running-config|包括url命令从路由器检查服务URL。

临时地不可用的系统

问题说明

当用户按**服务按键**或所有软键，错误消息显示。



解决方案

确认Cisco Unity Express是否在脱机模式从Cisco Unity Express CLI或从Cisco Unity Express GUI。如果点击任何页告诉您系统脱机。选项也提供带来联机系统的上一步。

```
se-10-50-30-125#offline !!!WARNING!!!: If you are going offline to do a backup, it is
recommended that you save the current running configuration using the 'write' command, prior to
```

going to the offline state. Are you sure you want to go offline[n]? : y se-10-50-30-125(offline)#

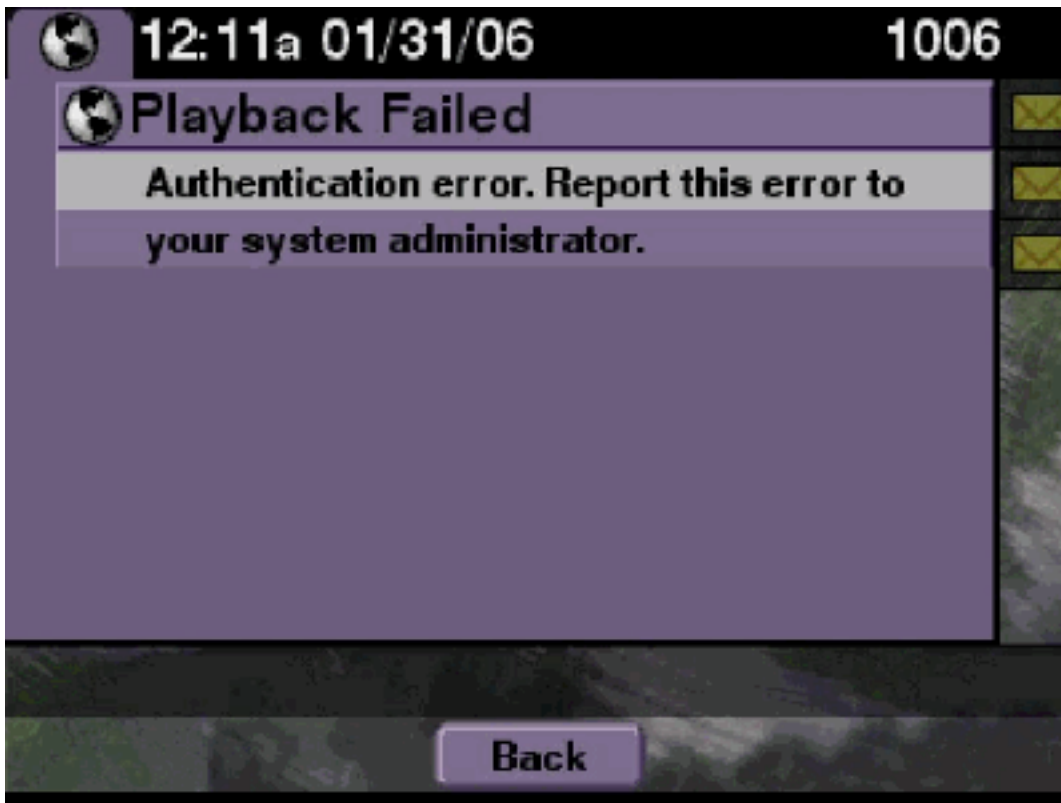
跟踪

```
se-10-50-10-125>trace voiceview all se-10-50-10-125>trace voiceview-ccn all se-10-50-10-125>
2302 02/06 15:22:41.577 voiceview controller " " Setting session locale en_US 2302 02/06
15:22:41.577 voiceview sysdb " " /sw/apps/monitor/ctrl/offline 2302 02/06 15:22:41.579 voiceview
sysdb " " 1 2302 02/06 15:22:41.579 voiceview controller " " Exit Controller Forward URI:
/common/offline.do 2302 02/06 15:22:41.580 voiceview controller " " Enter Controller Requested
URI: /voiceview/common/offline.do 2302 02/06 15:22:41.580 voiceview sysdb " "
/sw/apps/vui/vvconfig/enabled 2302 02/06 15:22:41.581 voiceview sysdb " " 1 2302 02/06
15:22:41.585 voiceview controller " " Exit Controller Requested URI: /voiceview/WEB-
INF/screens/phoneobjects/CiscoIPPhoneText.jsp
```

验证错误显示，当在Voice View Express上的用户登录

问题说明

当用户按**服务按钮**或日志在VVE上，验证错误显示。也此错误显示，当用户侦听对或传送信息。



解决方案

完成这些步骤：

1. 发出**show software licenses**命令检查是否运行在您的系统的正确许可证。se-10-50-10-125#**show software licenses** Core: - Application mode: CCME - Total usable system ports: 8 Voicemail/Auto Attendant: - Max system mailbox capacity time: 6000 - Default # of general delivery mailboxes: 20 - Default # of personal mailboxes: 100 - Max # of configurable mailboxes: 120 Languages: - Max installed languages: unlimited - Max enabled languages: 2
2. 如果有Cisco CallManager Express配置的系统，并且有Cisco CallManager许可证，然后此错误显示。
3. 检查验证URL是否适当地配置或未命中。

4. 有时电话缓存凭证。如果这些步骤都不工作，请执行一辆硬重新启动(停电和启动)在电话。

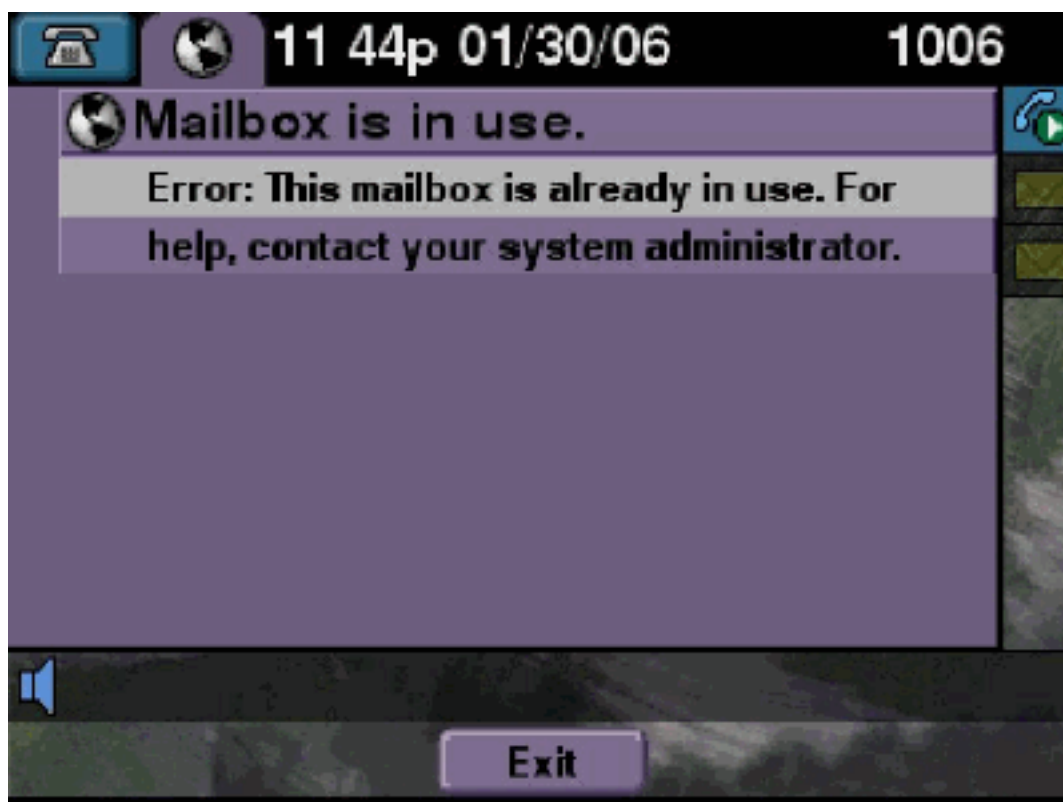
Cisco Unity Express跟踪

```
se-10-50-10-125>trace voiceview all se-10-50-10-125>trace voiceview-ccn all se-10-50-10-125>show
trace buffer tail 6194 02/06 17:52:00.090 vovw sydb 0 CCM 6194 02/06 17:52:00.090 vovw sydb 0
/sw/apps/wf/ccnapps/configurations/craAesop /ccnwfapp/wfjtapi/ciscoccnatpassword 6194 02/06
17:52:00.091 vovw sydb 0 6194 02/06 17:52:00.092 vovw vcmt 0 SoundTransmitter started 6194 02/06
17:52:00.096 vovw vcmt 0 New CRA callId: 57 6194 02/06 17:52:00.103 vovw prxy 0
CiscoIPPhoneResponseParser opening the socket 6194 02/06 17:52:00.146 vovw prxy 0
CiscoIPPhoneResponseParser close socket 6194 02/06 17:52:00.151 vovw vcmt 0 IOException: Server
returned HTTP response code: 401 for URL: http://10.50.10.67/CGI/Execute 6194 02/06 17:52:00.154
vovw cont 0 Exit Controller Requested URI: /voiceview/WEB-
INF/screens/phoneobjects/CiscoIPPhoneText.jsp
```

邮箱已经在使用中，当在Voice View Express上的用户登录

问题说明

当在VVE上的用户登录，错误消息显示联系。



解决方案

完成这些步骤：

1. 确认该邮箱的TUI会话是否是活跃的。发出show ccn call application命令发现任何TUI呼叫是否是活跃的和发出show voiceview sessions命令看到多少VVE会话是活跃的。如果TUI会话是活跃的，并且尝试登录该邮箱从同一个电话或从其他电话，则此错误消息显示。

```
se-10-50-10-125>show voiceview sessions Mailbox RTP User ID Phone MAC Address 1004 Yes lindsay
000C.30DE.5EA8 1016 Yes venus 0015.629F.8706 2 session(s) 2 active RTP stream(s) se-10-50-10-125>show ccn call application Active Call Details for Subsystem : SIP
-----
**** Details for route ID : 1200 ****
-----
```

```

----- ** Active Port #1: Call and Media info ** -----
-- Port ID : 5 Port Impl ID : 16906 Port State : IN_USE Call Id : 265 Call Impl Id :
EEB034F9-B76811DA-9A72CAAD-D5085A1@10.50.10.1 Call State : CALL_ANSWERED Call active
time(in seconds) : 73 Application Associated : voicemail Application Task Id : 16000000125
Called Number : 1200 Dialed Number : Calling Number : 1012 ANI : DNIS : CLID :
sip:1012@10.50.10.1 Arrival Type : DIRECT Last Redirected Number : Original Called Number :
Original Dialed Number : Media Id : 6 Media State : IN_USE Media Destination Address :
10.50.10.1 Media Destination Port : 19116 Destination Size : 30 Destination Payload :
G711ULAW64K Media Source Address : 10.50.10.125 Media Source Port : 16906 Source Size : 30
Source Payload : G711ULAW64K ** Active Port #2: Call and Media info ** -----
----- Port ID : 4 Port Impl ID : 16904 Port State : IN_USE Call Id : 268
Call Impl Id : 11D25918-B76911DA-9A98CAAD-D5085A1@10.50.10.1 Call State : CALL_ANSWERED
Call active time(in seconds) : 15 Application Associated : voicemail Application Task Id :
16000000127 Called Number : 1200 Dialed Number : Calling Number : 1006 ANI : DNIS : CLID :
sip:1006@10.50.10.1 Arrival Type : DIRECT Last Redirected Number : Original Called Number :
Original Dialed Number : Media Id : 4 Media State : IN_USE Media Destination Address :
10.50.10.1 Media Destination Port : 18310 Destination Size : 30 Destination Payload :
G711ULAW64K Media Source Address : 10.50.10.125 Media Source Port : 16904 Source Size : 30
Source Payload : G711ULAW64K

```

2. 在非常罕见的情况中邮箱能获得已锁定。取消锁定从CLI的邮箱(请发出**voicemail mailbox unlock**命令)或从GUI选择**语音邮件>邮箱**，选择邮箱，并且单击**取消锁定**设法释放此连接。

如果VVE会话或TUI呼叫不是活跃的，并且仍然收到所有端口忙碌消息，意味着端口变得卡住。清除VVE会话和TUI会话如描述此处：

终止VVE会话：

```
se-10-50-10-125>service voiceview session terminate mailbox 1004
```

终止TUI会话：

```
se-10-50-10-125>ccn call terminate call ? CALL Call Impl ID (Use 'show ccn call route' to get
impl id) se-10-50-10-125>ccn call terminate port ? PORT Port Impl ID (Use 'show ccn call route'
to get impl id)
```

注意： ID可以从**显示ccn呼叫应用程序输出**获取。

[Cisco Unity Express跟踪](#)

```

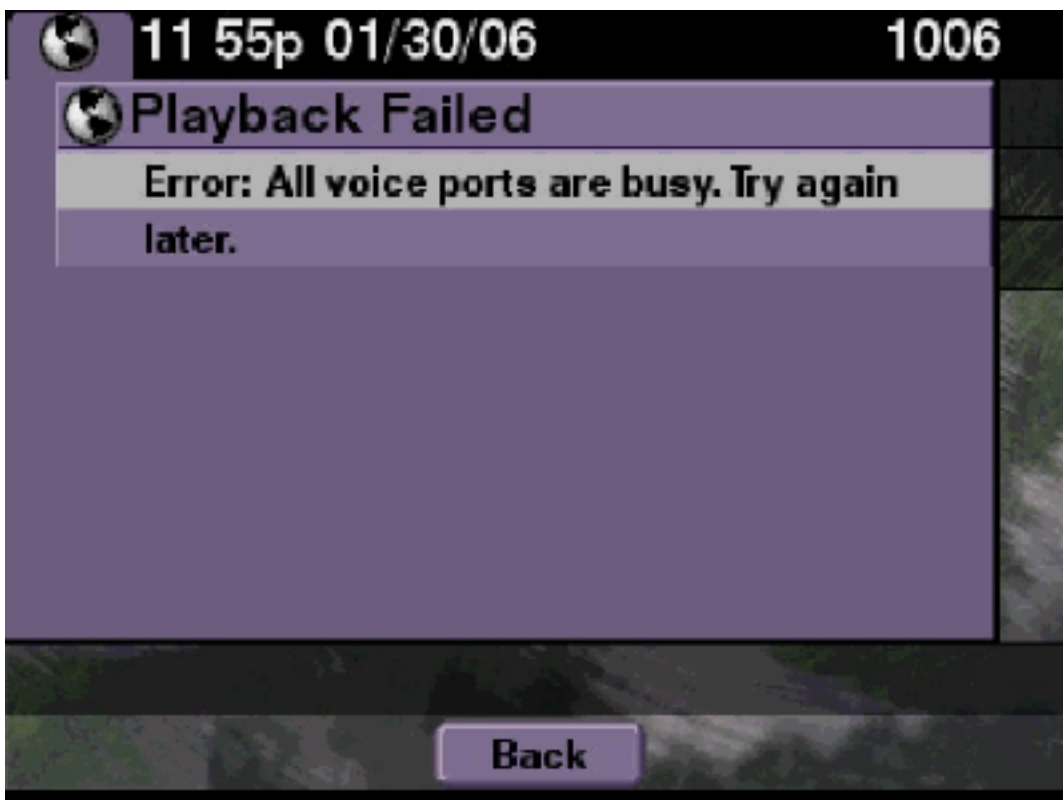
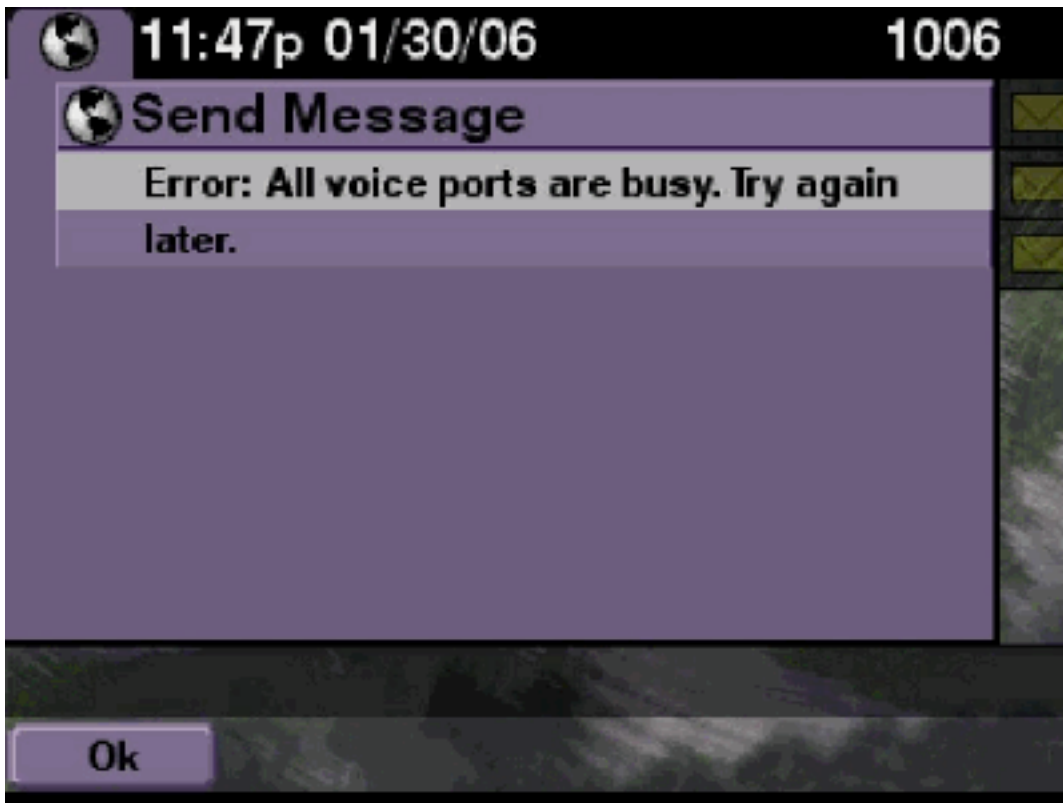
se-10-50-10-125>trace voiceview all se-10-50-10-125>trace voiceview-ccn all se-10-50-10-125#show
trace buffer tail Press <CTRL-C> to exit... 6413 01/31 11:13:21.288 vovw cont 0 Exit Controller
Requested URI: /voiceview/WEB-INF/screens/phoneobjects/CiscoIPPhoneText.jsp 1087 01/31
11:14:11.947 vovw auth 0 VM SS sent message to logout : PERSONAL_000000000000000000000079 1087
01/31 11:14:11.948 vovw sess 0 SessionProperties doLogoutCleanup for 1001 6413 01/31
11:14:17.209 vovw cont 0 Center Controller Requested URI: /voiceview/common/login.do 6413 01/31
11:14:17.210 vovw sess 0 LOGIN request 6413 01/31 11:14:17.244 vovw sess 0 1001 6413 01/31
11:14:17.244 vovw sess 0 Found mailbox 6413 01/31 11:14:17.244 vovw sess 0 Valid extension 6413
01/31 11:14:17.245 vovw sess 0 Verifying user password 6413 01/31 11:14:17.283 vovw sess 0
Opening mailbox 6413 01/31 11:14:17.318 vovw sess 0 Mailbox already in use. 6413 01/31
11:14:17.322 vovw cont 0 Exit Controller Requested URI: /voiceview/WEB-
INF/screens/phoneobjects/CiscoIPPhoneText.jsp

```

[所有语音端口忙碌](#)

[问题说明](#)

当用户设法侦听对或通过VVE时传送信息，任一**Error:**或**Message**错误消息显示。



解决方案

TUI会话最大或VVE会话是活跃的。发出**show ccn call application**命令看到激活的呼叫数量。例如，在NM-CUE-EC的此错误消息显示，如果16 TUI会话是活跃的，并且，如果设法传送信息或听消息通过VVE。

释放端口解决此问题。

```
se-10-50-10-125>show voiceview sessions Mailbox RTP User ID Phone MAC Address 1004 Yes lindsay  
000C.30DE.5EA8 1016 Yes venus 0015.629F.8706 1013 Yes maria 0015.C68E.6C1E 1015 Yes svetlana
```



```

0015.63EE.3790 1014 Yes elena 0015.629F.888B 1009 Yes ivan 0015.6269.57D2 1012 Yes seles
0016.4676.4FCA 1006 Yes vera 0012.7F02.7EAC 8 session(s) 8 active RTP stream(s) se-10-50-10-
125>show ccn call application Active Call Details for Subsystem : SIP -----
----- **** Details for route ID : 1200 **** ----- **
Active Port #1: Call and Media info ** ----- Port ID : 5
Port Impl ID : 16906 Port State : IN_USE Call Id : 265 Call Impl Id : EEB034F9-B76811DA-
9A72CAAD-D5085A1@10.50.10.1 Call State : CALL_ANSWERED Call active time(in seconds) : 73
Application Associated : voicemail Application Task Id : 16000000125 Called Number : 1200 Dialed
Number : Calling Number : 1012 ANI : DNIS : CLID : sip:1012@10.50.10.1 Arrival Type : DIRECT
Last Redirected Number : Original Called Number : Original Dialed Number : Media Id : 6 Media
State : IN_USE Media Destination Address : 10.50.10.1 Media Destination Port : 19116 Destination
Size : 30 Destination Payload : G711ULAW64K Media Source Address : 10.50.10.125 Media Source
Port : 16906 Source Size : 30 Source Payload : G711ULAW64K ** Active Port #2: Call and Media
info ** ----- Port ID : 4 Port Impl ID : 16904 Port State :
IN_USE Call Id : 268 Call Impl Id : 11D25918-B76911DA-9A98CAAD-D5085A1@10.50.10.1 Call State :
CALL_ANSWERED Call active time(in seconds) : 15 Application Associated : voicemail Application
Task Id : 16000000127 Called Number : 1200 Dialed Number : Calling Number : 1006 ANI : DNIS :
CLID : sip:1006@10.50.10.1 Arrival Type : DIRECT Last Redirected Number : Original Called Number
: Original Dialed Number : Media Id : 4 Media State : IN_USE Media Destination Address :
10.50.10.1 Media Destination Port : 18310 Destination Size : 30 Destination Payload :
G711ULAW64K Media Source Address : 10.50.10.125 Media Source Port : 16904 Source Size : 30
Source Payload : G711ULAW64K ** Active Port #3: Call and Media info ** -----
----- Port ID : 7 Port Impl ID : 16910 Port State : IN_USE Call Id : 261 Call Impl
Id : D16FCE50-B76811DA-9A4ECAAD-D5085A1@10.50.10.1 Call State : CALL_ANSWERED Call active
time(in seconds) : 124 Application Associated : voicemail Application Task Id : 16000000121
Called Number : 1200 Dialed Number : Calling Number : 1014 ANI : DNIS : CLID :
sip:1014@10.50.10.1 Arrival Type : DIRECT Last Redirected Number : Original Called Number :
Original Dialed Number : Media Id : 1 Media State : IN_USE Media Destination Address :
10.50.10.1 Media Destination Port : 18634 Destination Size : 30 Destination Payload :
G711ULAW64K Media Source Address : 10.50.10.125 Media Source Port : 16910 Source Size : 30
Source Payload : G711ULAW64K ** Active Port #4: Call and Media info ** -----
----- Port ID : 1 Port Impl ID : 16898 Port State : IN_USE Call Id : 264 Call Impl
Id : E7314493-B76811DA-9A68CAAD-D5085A1@10.50.10.1 Call State : CALL_ANSWERED Call active
time(in seconds) : 88 Application Associated : voicemail Application Task Id : 16000000124
Called Number : 1200 Dialed Number : Calling Number : 1016 ANI : DNIS : CLID :
sip:1016@10.50.10.1 Arrival Type : DIRECT Last Redirected Number : Original Called Number :
Original Dialed Number : Media Id : 2 Media State : IN_USE Media Destination Address :
10.50.10.1 Media Destination Port : 16586 Destination Size : 30 Destination Payload :
G711ULAW64K Media Source Address : 10.50.10.125 Media Source Port : 16898 Source Size : 30
Source Payload : G711ULAW64K

```

[Cisco Unity Express跟踪](#)

```

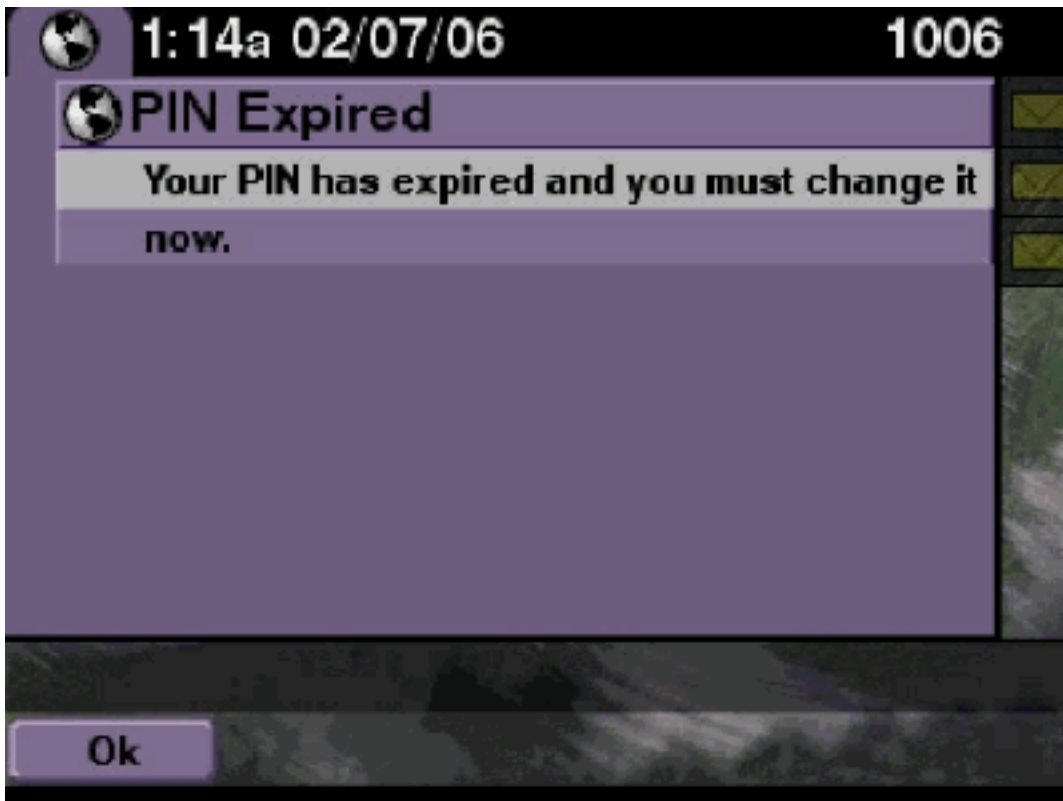
se-10-50-10-125#show trace buffer tail 6999 03/15 20:59:12.362 vovw cont 0 Center Controller
Requested URI: /voiceview/voicemail/playvm.do 6999 03/15 20:59:12.740 vovw vcmt 0 Adding OID:
19225 6999 03/15 20:59:12.742 vovw vcmt 0 Total play time 495 6999 03/15 20:59:12.742 vovw sydb
0 /sw/limits/global/applicationMode 6999 03/15 20:59:12.742 vovw sydb 0 ITS 6999 03/15
20:59:12.743 vovw sydb 0 /sw/limits/global/applicationMode 6999 03/15 20:59:12.743 vovw sydb 0
ITS 6999 03/15 20:59:12.745 vovw vcmt 0 SoundTransmitter started 7185 03/15 20:59:12.748 VCCN
svve 0 requestNewSession: enter 7185 03/15 20:59:12.749 VCCN svve 0 New contact created id: 1866
7185 03/15 20:59:12.749 VCCN svve 0 Number of active contacts: 8 6999 03/15 20:59:12.750 vovw
vcmt 0 New CRA callId: 1866 7185 03/15 20:59:12.814 VCCN svve 0 Number of active contacts: 7
7185 03/15 20:59:12.815 VCCN svve 0 VVEContact: terminate(): 1866 6999 03/15 20:59:12.816 vovw
vcmt 0 VVEException: MissingChannel: All voice ports busy

```

[登录失败错误由于个人识别码过期](#)

[问题说明](#)

当用户设法登录邮箱时，PIN超时信息显示。



[解决方案](#)

确认用户是否有一空白PIN设置的和指南集对。

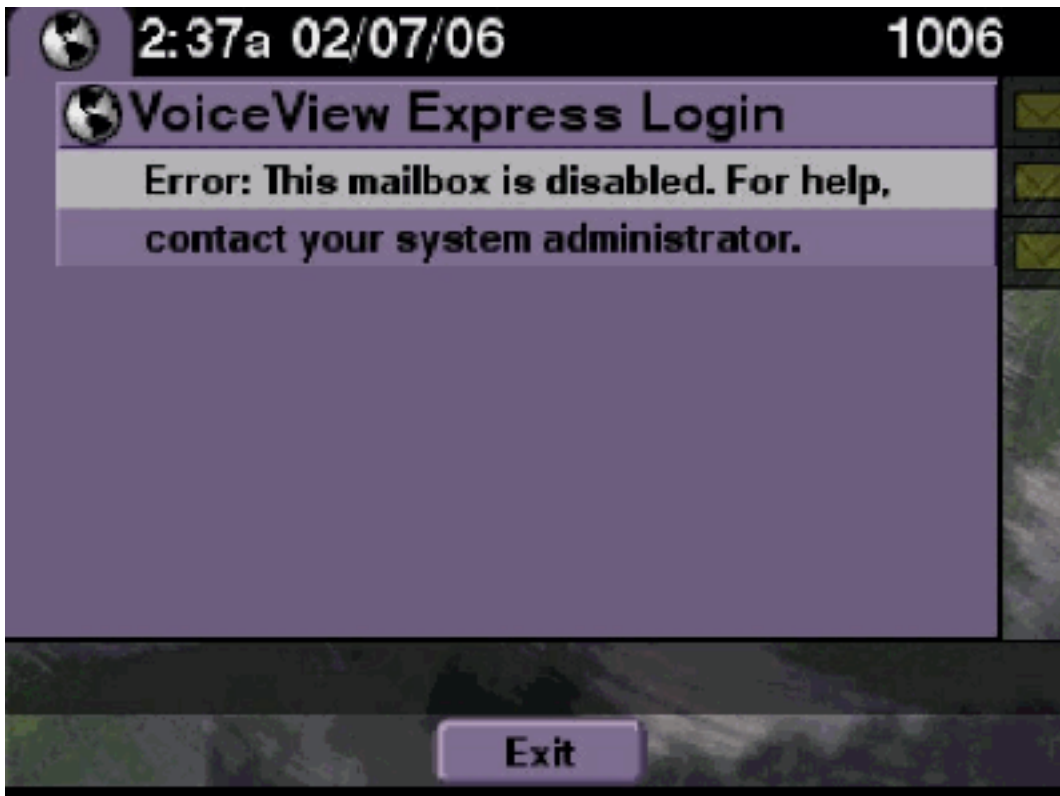
[Cisco Unity Express跟踪](#)

```
se-10-50-10-125>trace voiceview all se-10-50-10-125>trace voiceview-ccn all se-10-50-10-125>show
trace buffer tail 6651 02/06 17:16:01.821 vovw sydb 0 0 6651 02/06 17:16:01.821 vovw cont 0
Center Controller Requested URI: /voiceview/common/login.do 6651 02/06 17:16:01.822 vovw sess 0
LOGIN request 6651 02/06 17:16:01.859 vovw sess 0 1006 6651 02/06 17:16:01.859 vovw sess 0 Found
mailbox 6651 02/06 17:16:01.859 vovw sess 0 Valid extension 6651 02/06 17:16:01.859 vovw sess 0
Verifying user password 6651 02/06 17:16:01.890 vovw sess 0 User PIN has expired 6651 02/06
17:16:01.890 vovw sess 0 Opening mailbox 6651 02/06 17:16:01.985 vovw sess 0 Open mailbox
successful 6651 02/06 17:16:01.985 vovw sess 0 SessionProperties logged in user 1006 session:
wbj3dfb391 from 10.50.10.67 6651 02/06 17:16:01.985 vovw sess 0 Session Info provider
attaching... 6651 02/06 17:16:01.987 vovw sess 0 Session Info provider attached 6651 02/06
17:16:01.987 vovw sess 0 SessionProperties number of users now: 1 6651 02/06 17:16:02.005 vovw
sess 0 Forward to password expired page 6651 02/06 17:16:02.141 vovw cont 0 Exit Controller
Requested URI: /voiceview/WEB-INF/screens/phoneobjects/CiscoIPPhoneText.jsp
```

[登录失败，当邮箱禁用](#)

[问题说明](#)

当用户设法登录到邮箱时，错误消息显示。



[解决方案](#)

这是预料之中的现象。为了允许登录，去Cisco Unity Express CLI和发出**enable**命令在配置模式的语音邮件邮箱所有者用户下或去Cisco Unity Express GUI和选择**语音邮件>邮箱**，选择用户邮箱和检查**enable (event)**为了启用用户邮箱。

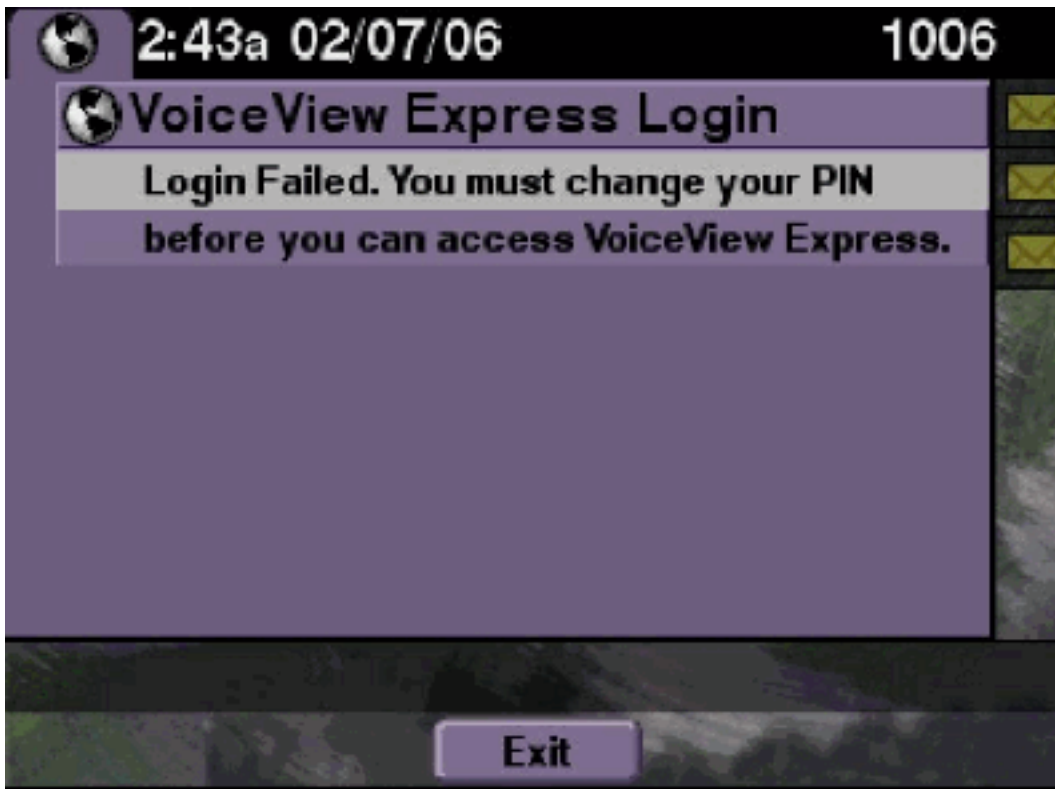
[Cisco Unity Express跟踪](#)

```
se-10-50-10-125>trace voiceview all se-10-50-10-125>trace voiceview-ccn all se-10-50-10-125>show
trace buffer tail 6441 02/06 18:26:13.785 vovw sess 0 LOGIN request 6441 02/06 18:26:13.824 vovw
sess 0 1006 6441 02/06 18:26:13.824 vovw sess 0 Found mailbox 6441 02/06 18:26:13.824 vovw sess
0 Valid extension 6441 02/06 18:26:13.824 vovw sess 0 Verifying user password 6441 02/06
18:26:13.864 vovw sess 0 Opening mailbox 6441 02/06 18:26:13.930 vovw sess 0 Open mailbox
successful 6441 02/06 18:26:13.930 vovw sess 0 VVException/SessionProperties. Error: Mailbox
disabled 6441 02/06 18:26:13.940 vovw cont 0 Exit Controller Requested URI: /voiceview/WEB-
INF/screens/phoneobjects/CiscoIPPhoneText.jsp
```

[登录失败和强制PIN崔凡吉莱](#)

[问题说明](#)

当用户设法登录到邮箱，Error:Voice View Express VoiceView Express错误消息显示。



解决方案

这是预料之中的现象。本指南被设置至开，并且空白PIN配置。生成从CLI或GUI的PIN并且设法登陆。

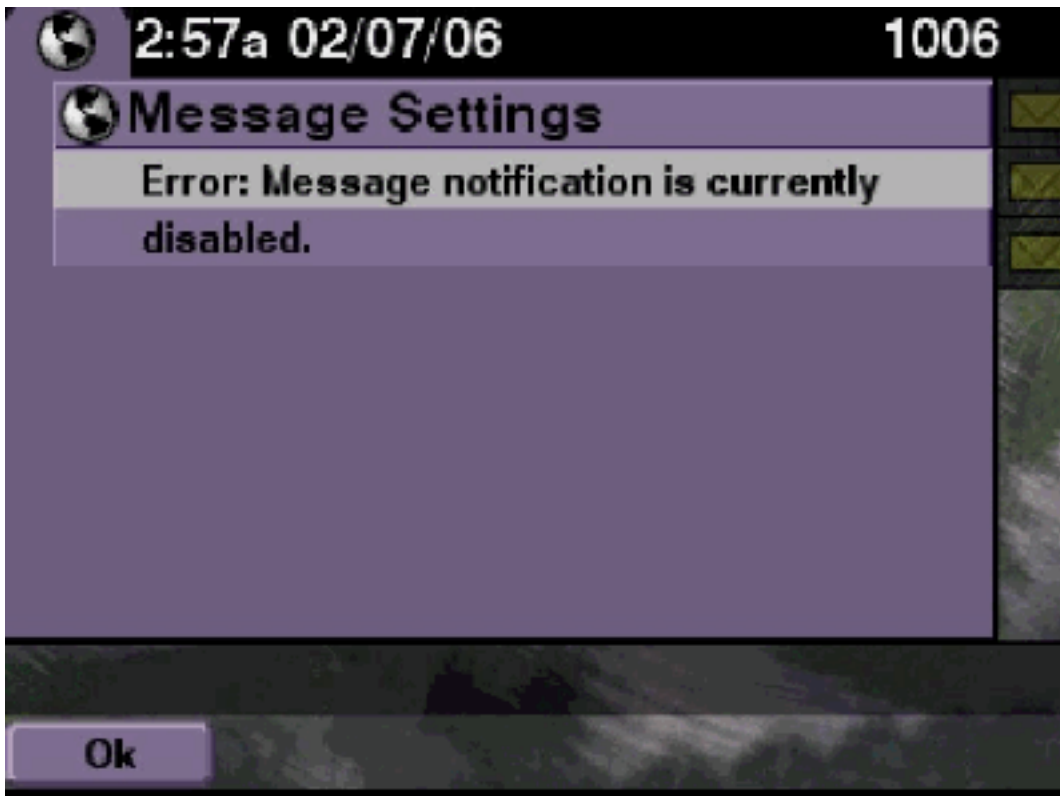
Cisco Unity Express跟踪

```
se-10-50-10-125>trace voiceview all se-10-50-10-125>trace voiceview-ccn all se-10-50-10-125>show
trace buffer tail 6216 02/06 18:43:27.240 vovw sess 0 SessionProperties logged in user 1006
session: b4xuyud461 from 10.50.10.67 6216 02/06 18:43:27.240 vovw sess 0 Session Info provider
attaching... 6216 02/06 18:43:27.241 vovw sess 0 Session Info provider attached 6216 02/06
18:43:27.241 vovw sess 0 SessionProperties number of users now: 1 6216 02/06 18:43:27.241 vovw
sess 0 VVException/SessionProperties. Error: Initial access with blank PIN 6216 02/06
18:43:27.252 vovw cont 0 Exit Controller Requested URI: /voiceview/WEB-
INF/screens/phoneobjects/CiscoIPPhoneText.jsp se-10-50-10-125> username vera pin 123
```

留言通知错误

问题说明

当用户设法通过VVE访问消息设置>留言通知，Error: 错误消息显示。



解决方案

确认通知是否宽是激活系统然后检查发现此特定用户的通知是否启用。否则，请去Cisco Unity Express CLI并且发出**show voicemail notification**命令或去Cisco Unity Express GUI并且选择启用它的语音邮件>留言通知>通知管理。

Cisco Unity Express跟踪

```
se-10-50-10-125>trace voiceview all se-10-50-10-125>trace voiceview-ccn all se-10-50-10-125>
6320 02/06 19:00:41.405 vovw sydb 0 1 6320 02/06 19:00:41.405 vovw cont 0 Submit Type
'RECONFIGURE' 6320 02/06 19:00:41.405 vovw sydb 0 /sw/apps/monitor/ctrl/offline 6320 02/06
19:00:41.406 vovw sydb 0 0 6320 02/06 19:00:41.406 vovw cont 0 Center Controller Requested URI:
/voiceview/msgsettings/NotifDeviceList.do 6320 02/06 19:00:41.407 vovw notf 0 Populating the
form 6320 02/06 19:00:41.445 vovw notf 0 sysEnabled true userEnabled false 6320 02/06
19:00:41.448 vovw cont 0 Exit Controller Requested URI: /voiceview/WEB-
INF/screens/phoneobjects/CiscoIPPhoneText.jsp
```

错误，当您设法听消息

问题说明

用户能登录到Voice View Express服务，但是他们收到此错误，当他们设法听消息时：

```
Playback Failed:
Report this error to your system administrator,
IOException:x.x.x.x/x.x.x.x:80
- Connection refused"
```

解决方案

当电话的Web服务器不可及的，问题出现。或者它禁用，或者防火墙中间坐。

为了解决问题，请去**设置> Security配置**并且确保启用的Web访问设置对是。

相关信息

- [语音技术支持](#)
- [语音和统一通信产品支持](#)
- [Cisco IP 电话故障排除](#)
- [技术支持和文档 - Cisco Systems](#)