Voice View Express故障排除

目錄

簡介

本文探討如何對Cisco Unity Express的Voice View Express(VVE)功能進行故障排除。

VVE允許終端使用者使用其Cisco IP電話顯示屏和電話上可用的軟鍵與其Cisco Unity Express語音信箱進行互動。您可以方便地管理個人郵箱選項、管理通知、傳送、收聽、記錄和管理語音郵件。此功能為此類任務提供了電話使用者介面(TUI)和Web介面的替代方案。VVE本質上是一個類似於Cisco Unity Express GUI的Web應用程式，不同之處在於它提供XML內容（電話可以理解）而不是HTML（Web瀏覽器可以理解）。

必要條件

需求

閱讀齈應瞭解如何通過CLI和GUI訪問Cisco Unity Express，並熟悉配置和管理任務。

只有以下平台支援VVE功能：

- Cisco Unity Express語音郵件網路模組(NM-CUE)
- 具有增強容量的Cisco Unity Express網路模組(NM-CUE-EC)
- Cisco Unity Express進階整合模組(AIM-CUE)

只有7940/41、7960/61和7970/71電話支援VVE。

適用於VVE的Cisco Unity Express軟體版本最低為2.3.1。

採用元件

本文檔中的資訊基於運行安裝在Cisco CallManager Express 4.0路由器中的2.3.1軟體的NM-CUE。

本文中的資訊是根據特定實驗室環境內的裝置所建立。文中使用到的所有裝置皆從已清除（預設）的組態來啟動。如果您的網路正在作用，請確保您已瞭解任何指令可能造成的影響。

慣例

如需文件慣例的詳細資訊，請參閱思科技術提示慣例。

Cisco Unity Express中的語音檢視Express配置

必須提前啟用和配置VVE。這可以通過CLI或GUI(語音郵件> Voice View Express)來完成。

此命令顯示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
```

必須配置Cisco CallManager Express（或Cisco CallManager），以便「服務」按鈕可以訪問VVE應用。必須為Cisco CallManager Express配置服務和身份驗證URL。在Cisco Unity Express輸出中，您可以看到URL應該是什麼。若要在Cisco CallManager Express中配置此設定，請進入配置模式並指定URL（在本例中按IP地址指定，因為未使用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
```
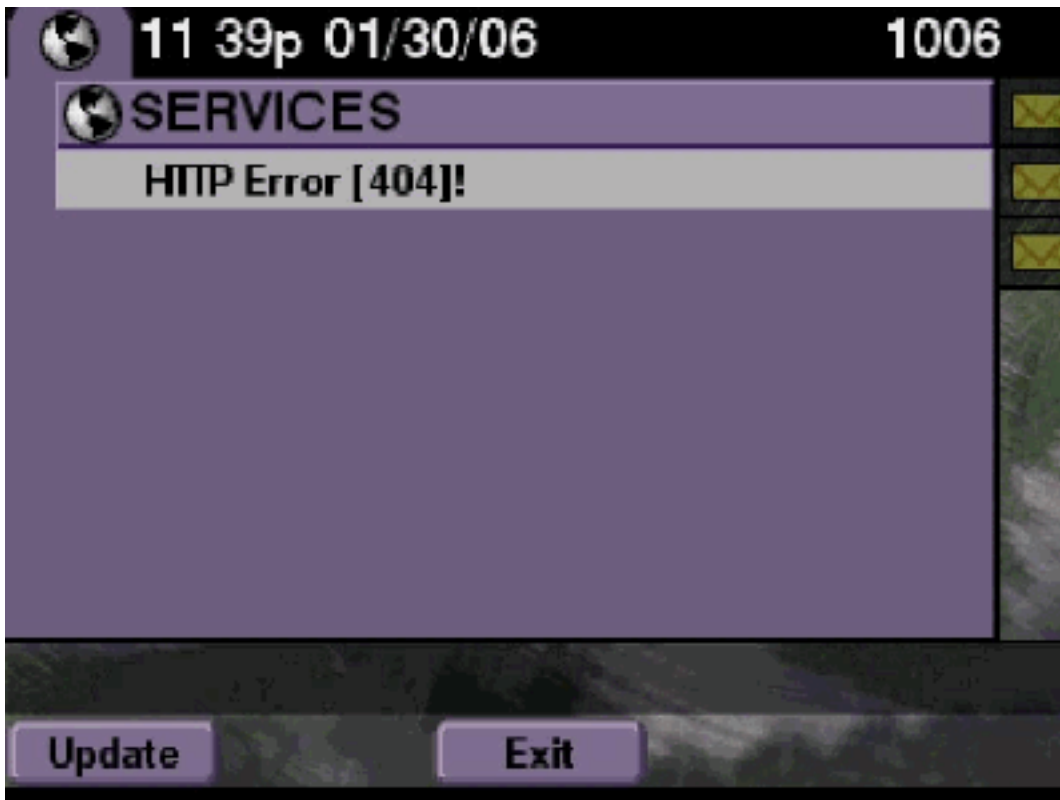
發出show run | inc url命令驗證配置：

```
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
```

問題示例

無法登入到Voice View Express（錯誤404）

問題描述

使用者按電話上的**Services**按鈕時，將顯示 http error 404 錯誤消息。

解決方案

請完成以下步驟：

1. 檢查電話以檢視它是否具有服務URL。如果Cisco Unity Express已連線到Cisco CallManager Express，請確保在Cisco CallManager Express上的電話服務下正確配置了服務URL和身份驗證URL。IP地址是此Cisco Unity Express的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. 轉到Cisco Unity Express CLI並選擇**show VoiceView configuration**，或者轉到Cisco Unity Express GUI並選擇**Voicemail > Voice View Express > Configuration**以檢查是否啟用了VVE。
   ```
   se-10-50-10-125#show voiceview configuration
   Phone service URL: http:///voiceview/common/login.do
   Enabled: Yes
   Idle Timeout (minutes): 30
   ```
3. 對於在Cisco CallManager伺服器中註冊的Cisco Unity Express，請從Cisco Unity Express

CLI發出**show ccn status ccm-manager**，以檢查Cisco Unity Express是否已在Cisco CallManager中註冊。

```
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跟蹤

在此範例中，VVE已停用。如果URL錯誤，或Cisco Unity Express未向Cisco CallManager註冊，則不會生成任何輸出。

```
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/
```

無法登入到Voice View Express（未找到主機）

問題描述

按下**Services**按鈕以進入VVE登入頁面時，將顯示Host not Found錯誤。

解決方案

請完成以下步驟：

1. 檢查Cisco Unity Express是否已啟動並正在運行。然後轉到CLI並選擇**show VoiceView configuration**，或者轉到GUI並選擇**Voicemail > Voice View Express > Configuration**，以驗證VVE服務是否已啟用和運行。
2. 如果已啟動且正在運行，請發出**show running-config | include url** command from the router to check the services URL。

系統暫時不可用

問題描述

使用者按**Services**按鈕或任何軟鍵時，系統暫時BYE錯誤消息。
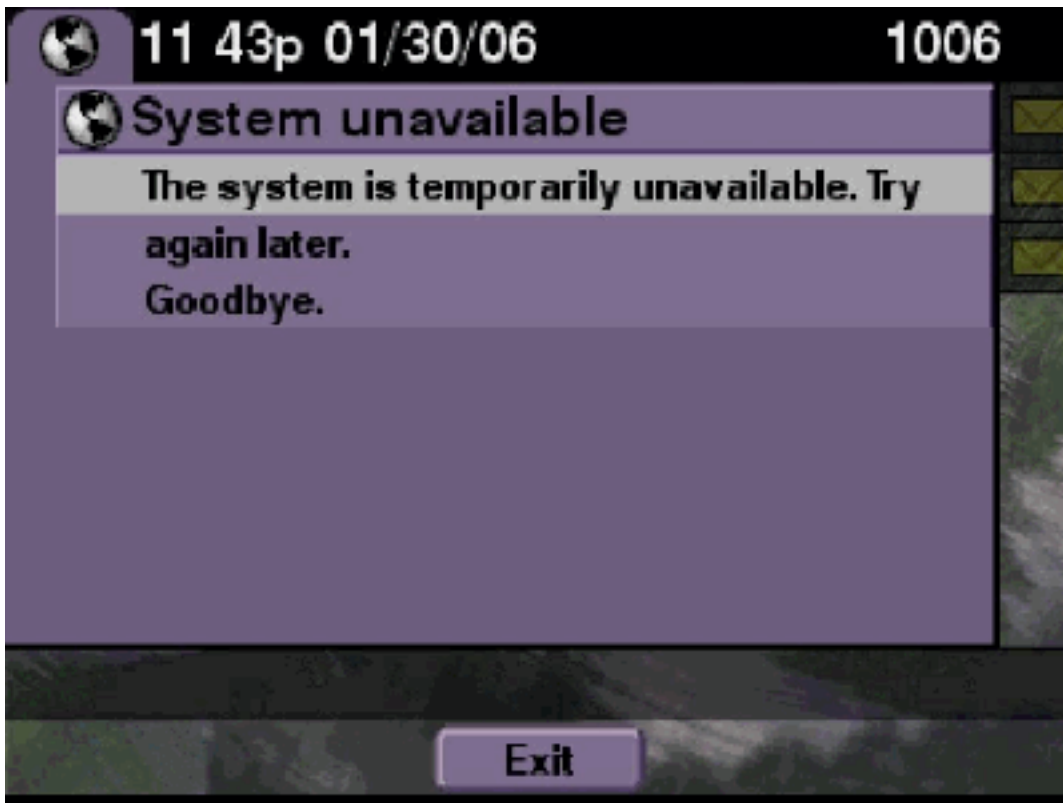
解決方案

從Cisco Unity Express CLI或Cisco Unity Express GUI檢查Cisco Unity Express是否處於離線模式。如果按一下任何頁面，則表明系統處於離線狀態。還提供了使系統重新聯機選項。

```
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)#
```

追蹤

```
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
```

使用者登入到Voice View Express時顯示身份驗證錯誤

問題描述

當使用者按Services按鈕或登入到VVE時，將顯示身份驗證錯誤。當使用者監聽或傳送消息時，也會顯示此錯誤。
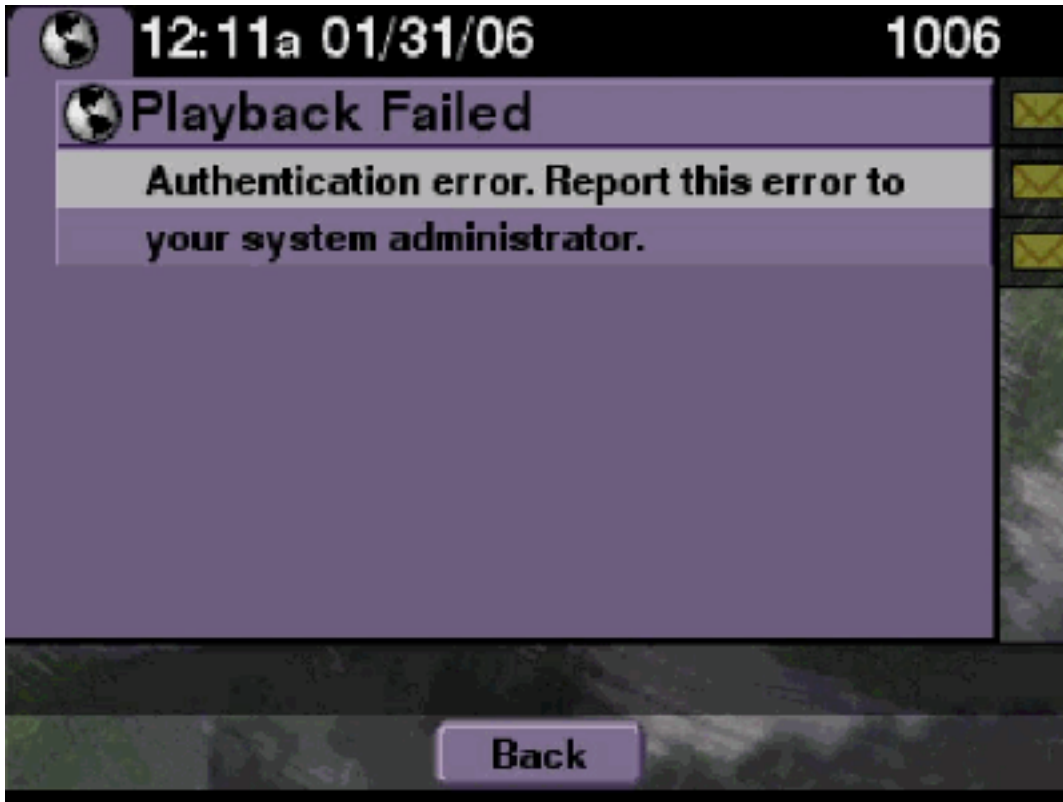
[解決方案](#)

請完成以下步驟：

1. 發出show software licenses命令，檢查您是否在系統上運行正確的許可證。
   ```
   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. 如果您配置了Cisco CallManager Express系統，並且您擁有Cisco CallManager許可證，則顯示此錯誤。
3. 檢查身份驗證URL是否配置正確或丟失。
4. 有時電話會快取憑證。如果上述步驟均不起作用，請對電話執行硬重新啟動（關閉電源並開機）。

[Cisco Unity Express跟蹤](#)

```
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
```

使用者登入到Voice View Express時郵箱已在使用

問題描述

當使用者登入到VVE時，聯絡並顯示錯誤消息。
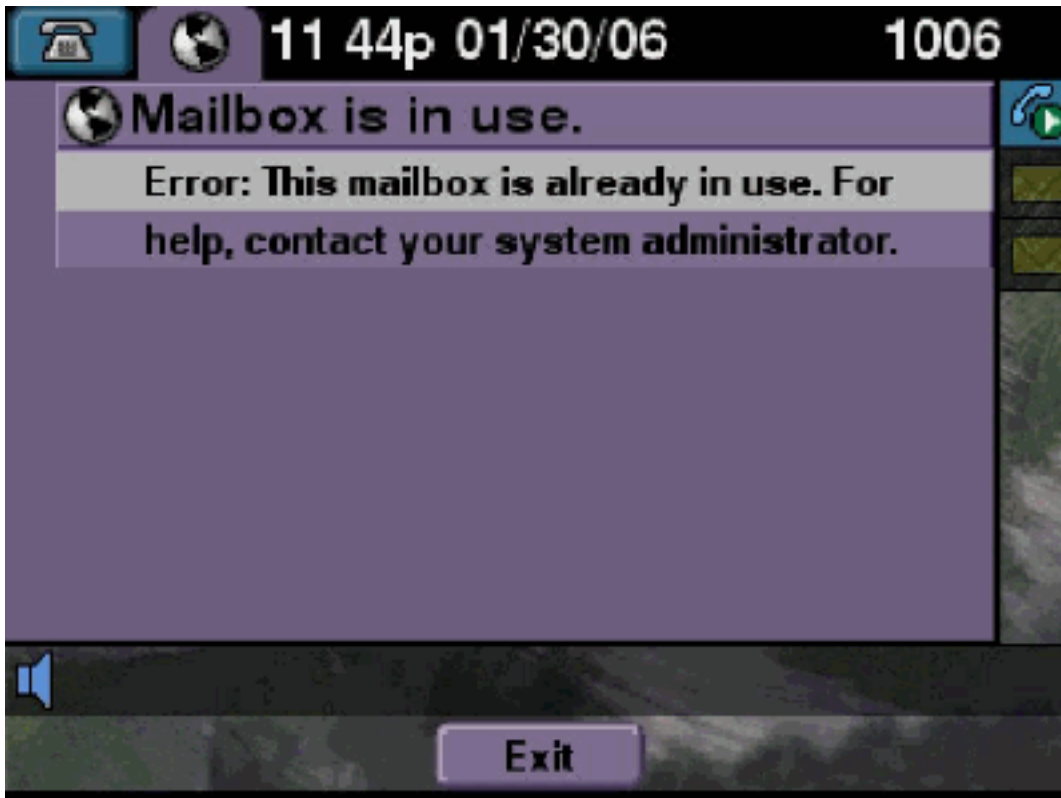
解決方案

請完成以下步驟：

1. 檢查該郵箱的TUI會話是否處於活動狀態。發出show ccn call application命令檢視是否有任何TUI呼叫處於活動狀態，並發出show voiceview sessions命令檢視有多少個VVE會話處於活動狀態。如果某個TUI會話處於活動狀態，並且您嘗試從同一部電話或另一部電話登入到該郵箱，則會顯示此錯誤消息。
   ```
   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. 在極少數情況下，郵箱可能會被鎖定。從CLI解鎖郵箱(發出voicemail mailbox unlock命令
)，或者從GUI選擇Voicemail > Mailboxes，選擇郵箱，然後按一下Unlock嘗試釋放此連線。

如果沒有VVE會話或TUI呼叫處於活動狀態，並且您仍然收到all ports busy消息，則表示埠已停滯。
按如下所述清除VVE會話和TUI會話：

終止VVE會話：

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

終止TUI會話：

```
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：可以從show ccn call application輸出中獲取ID。

Cisco Unity Express跟蹤

```
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_00000000000000000000079
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
```
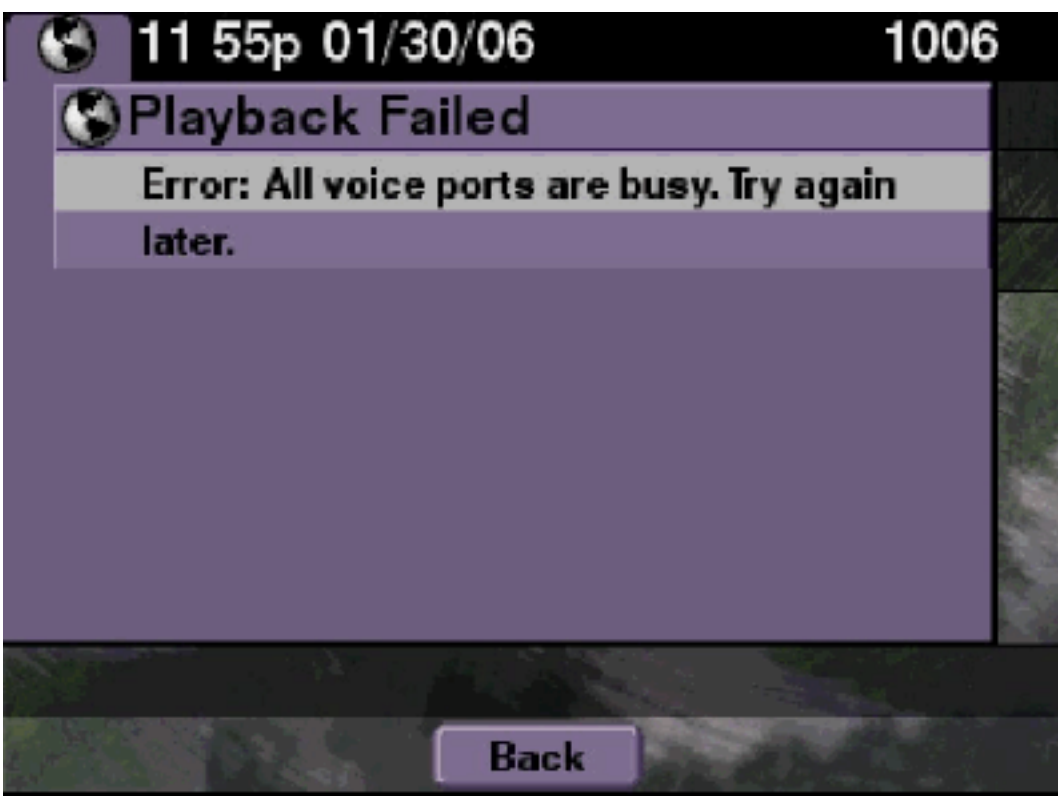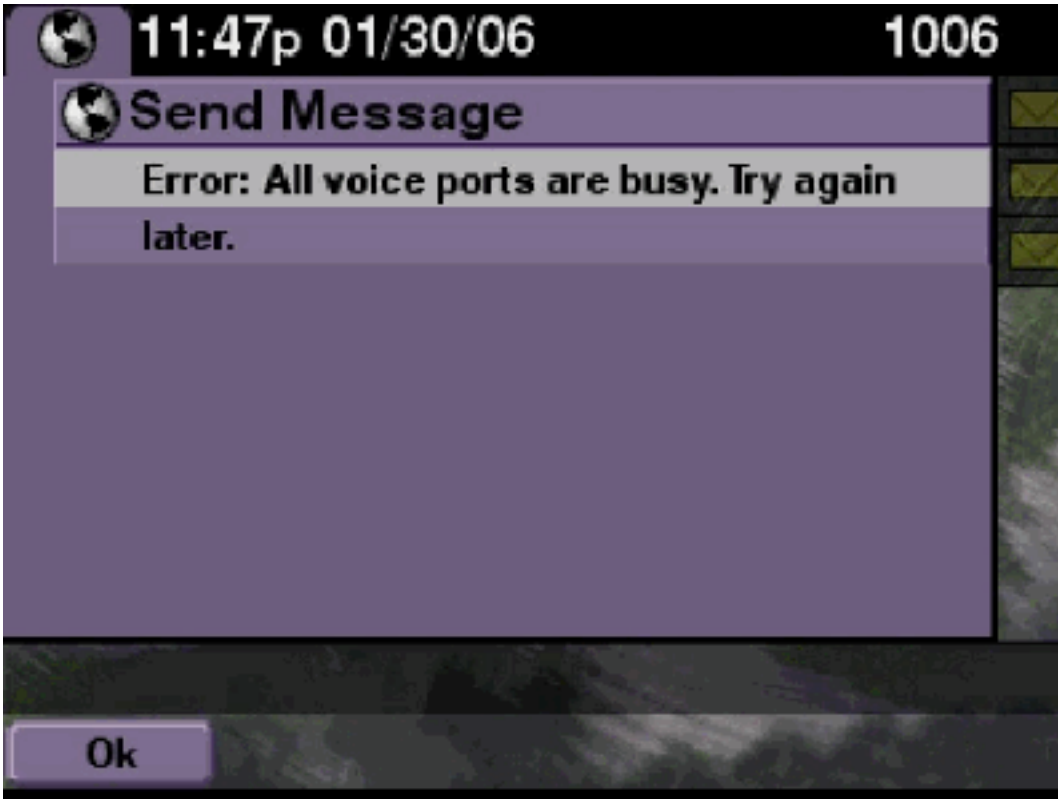
所有語音埠都忙

問題描述

當使用者嘗試通過VVE收聽或傳送消息時，或者出現Playback Failed Error:或顯示錯誤消息。

解決方案

處於活動狀態的TUI會話或VVE會話的最大數量。發出show ccn call application命令以檢視活動呼叫數。例如，如果16個TUI會話處於活動狀態，並且您嘗試通過VVE傳送消息或收聽消息，此錯誤消息會顯示在NM-CUE-EC上。

釋放埠以解決此問題。

```
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
```
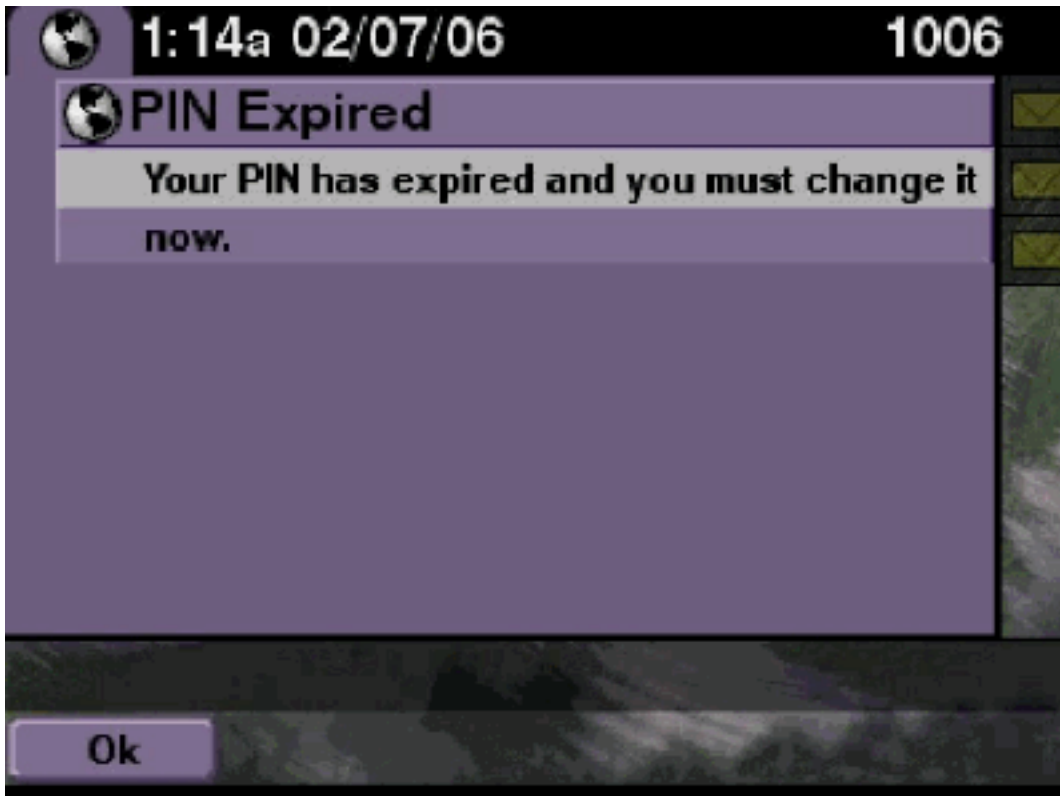
Cisco Unity Express跟蹤

```
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
```

由於PIN到期而出現登入失敗錯誤

問題描述

當使用者嘗試登入郵箱時，將顯示PIN過期消息。

解決方案

檢查使用者的PIN是否為空，教程是否設定為off。

Cisco Unity Express跟蹤

```
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
```

信箱停用時登入失敗

問題描述

當使用者嘗試登入郵箱時，顯示錯誤消息。
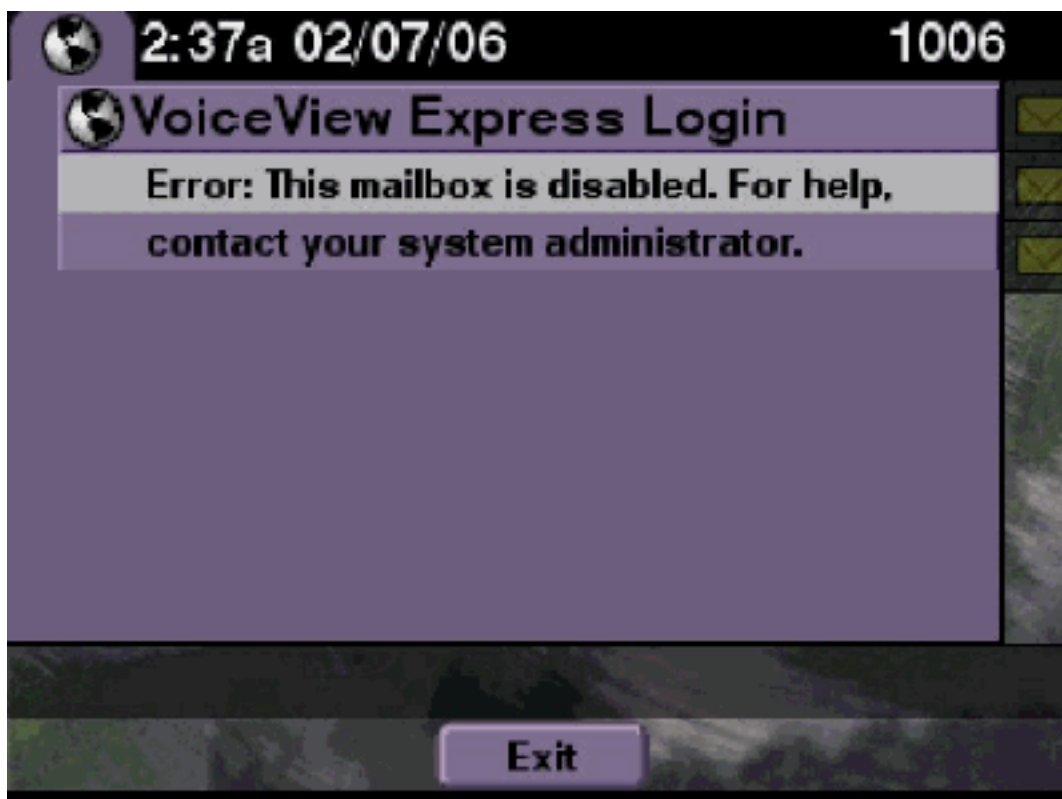
解決方案

這是預期行為。若要允許登入，請轉到Cisco Unity Express CLI並在配置模式下在語音郵件郵箱所有者使用者下發出enable命令，或者轉到Cisco Unity Express GUI並選擇Voicemail > Mailbox，選擇使用者的郵箱，然後選中enable以啟用使用者的郵箱。

Cisco Unity Express跟蹤

```
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
```

登入失敗和強制PIN更改

問題描述

當使用者嘗試登入郵箱時，出現Error:ExpressVoiceView ExpressPIN顯示錯誤消息。
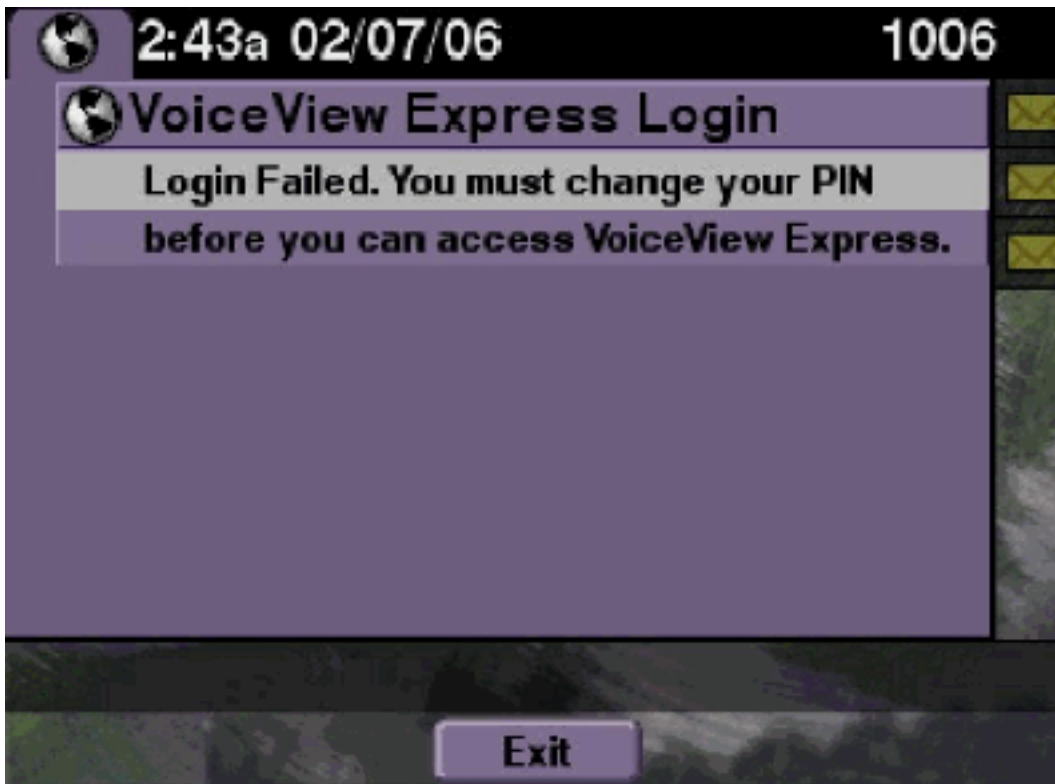
解決方案

這是預期行為。本教程被設定為ON，並且配置了一個空白PIN。從CLI或GUI生成PIN並嘗試登入。
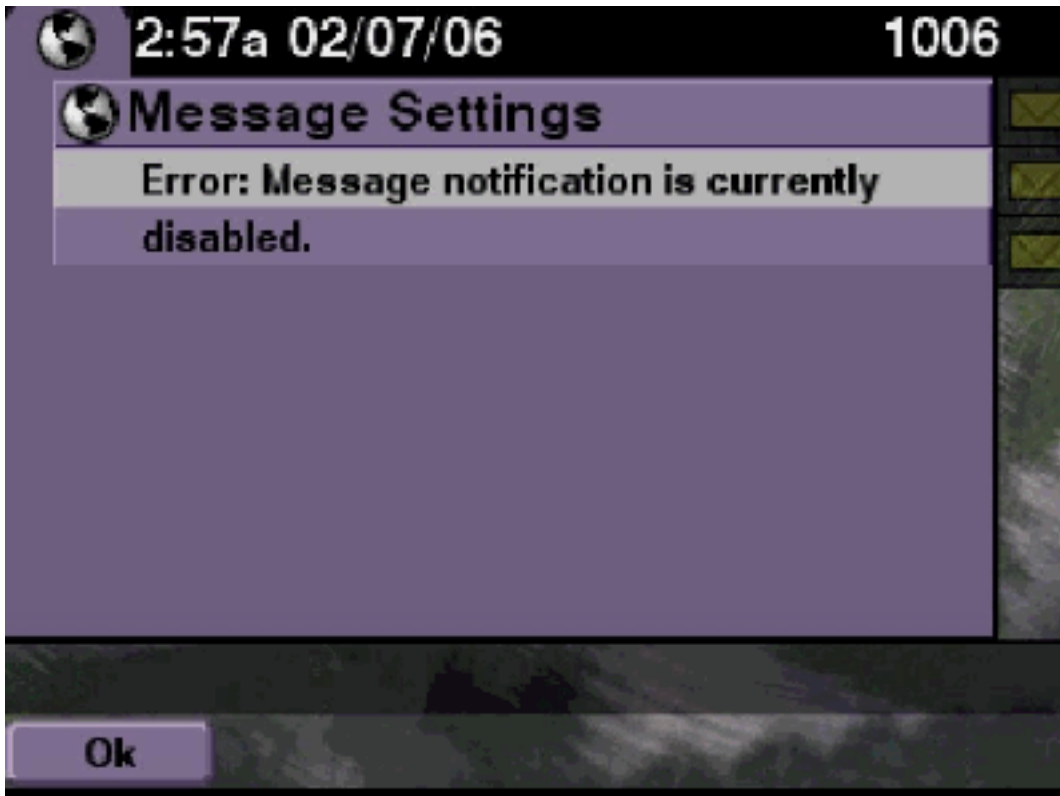
Cisco Unity Express跟蹤

```
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
```

留言通知錯誤

問題描述

當使用者嘗試通過VVE訪問Message Settings > Message Notifications時，出現Error:顯示錯誤消息
。

解決方案

檢查通知是否在系統範圍內啟用，然後檢查是否為此特定使用者啟用通知。如果沒有，請轉到Cisco
Unity Express CLI並發出show voicemail notification命令，或轉到Cisco Unity Express GUI並選擇
Voicemail > Message Notification > Notification Administration以啟用該命令。

Cisco Unity Express跟蹤

```
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
```

嘗試收聽留言時出錯

問題描述

使用者可以登入語音檢視快捷服務，但在嘗試收聽留言時收到此錯誤：

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

解決方案

當電話的Web伺服器無法訪問時會出現此問題。它要麼被禁用，要麼位於二者之間。

若要解決此問題，請前往**設定 > 安全組態**，並確保Web Access Enabled設定為Yes。

相關資訊

- 語音技術支援
- 語音和整合通訊產品支援
- Cisco IP電話故障排除
- 技術支援與文件 - Cisco Systems