CHAPTER 32

Troubleshooting the HTML Notifications in Cisco Unity Connection

Cisco Unity Connection allows you to deliver the SMTP-based HTML notifications for a new voice message to the end users. These notifications can be sent as an HTML format embedded in the email via SMTP. The users get the flexibility to receive the HTML notifications that can include customized icons, header, and footer along with the link to access Cisco Unity Connection Mini Web Inbox. Unity Connection Mini Web Inbox is a player that allows user to play the voice messages over computer or mobile devices.

Ensure that you have taken care of all the requirements and checklist while creating the HTML templates. For more information on the checklist while creating and rendering a template, refer to the "Checklist for Creating and Rendering a Template - Must haves" section in the Adding, Modifying, or Deleting a Notification Template in Cisco Unity Connection 10.x chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection* Release 10.x available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/user_mac/guide/10xcucmacx.html.

For more information on 'Must Haves' for Cisco Unity Connection Mini Web Inbox, refer to the *Quick Start Guide for the Cisco Unity Connection Mini Web Inbox* available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/quick_start/guide/b_10xcucqsgmin iinbox.html.

> **Note** It is recommended, that the Unity Connection Mini Web Inbox must always be opened from the notification email as it requires certain URL parameters.

Task List for Troubleshooting Problems with HTML Notifications and Unity Connection Mini Web Inbox

When the HTML notifications or Unity Connection Mini Web Inbox fail to operate properly, use the following suggestions to resolve the problem

- If the HTML notifications are not received by the users, review "HTML Notifications Are Not Received By the Users, page 32-2" section.

- If the images are not displayed in the email notification on Microsoft Outlook, review the "Images Are Not Displayed on Microsoft Outlook, page 32-2" section.

- If the images are not displayed in the email notification on Internet Explorer 8, review the "Images Are Not Displayed on Internet Explorer 8, page 32-3" section.

- If the images are not displayed in the email notification on IBM Lotus Notes, review the "Images Are Not Displayed on IBM Lotus Notes, page 32-4" section.

- lf the hyperlinks are not visible in the email notification, review the "Hyperlinks Are Not Visible in the Email Notification, page 32-4" section.

- If you are not able to launch Unity Connection Mini Web Inbox, review the "Unable to Launch Unity Connection Mini Web Inbox, page 32-4.

- Review the "Unable to View the Updated Cisco Unity Connection Mini Web Inbox Interface in Internet Explorer, page 32-4" section if the user is not able to view the updated Unity Connection Mini Web Inbox window on Internet Explorer.

- If you are not able to play and record messages on computer using Unity Connection Mini Web Inbox, review the "Unable to Play and Record Voice Messages on Computer Using Cisco Unity Connection Mini Web Inbox, page 32-5" section.

HTML Notifications Are Not Received By the Users

If the users are not receiving the HTML notifications, ensure the following steps:

- Confirm that the smart host hostname is configured from Cisco Unity Connection Administration. For more information, refer to the "Setting Up HTML or SMTP Message Notifications in Cisco Unity Connection 10.x" section of the "Setting Up HTML, SMTP, and SMS (SMPP) Message Notifications in Cisco Unity Connection 10.x" chapter of the System Administration Guide for *System Administration Guide for Cisco Unity Connection Release 10.x*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/administration/guide/10xcucsagx.html.

- Ping the smart host from Unity Connection server. If the ping fails, there is a possibility that network Unity Connection is not functional and you must restore the network Unity Connection.

- Confirm that the '**Unity Connection Notifier**' service is up and running.

- Confirm that the HTML notification device is enabled. For more information on how to setup the HTML notification device, refer to the Notification Devices in Cisco Unity Connection 10.x section in the "Setting Up Features and Functionality That Are Controlled by User Account Settings in Cisco Unity Connection 10.x" chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 10.x*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/user_mac/guide/10xcucmacx.html.

- Confirm that a valid email address is specified while configuring HTML notifications for a user. For more information on how to setup the HTML notification device, refer to the Notification Devices in Cisco Unity Connection 10.x section in the "Setting Up Features and Functionality That Are Controlled by User Account Settings in Cisco Unity Connection 10.x" chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 10.x*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/user_mac/guide/10xcucmacx.html.

Images Are Not Displayed on Microsoft Outlook

If the user is using Microsoft Outlook client for checking the email notifications and is unable to view the images in the notification, do the following steps:

- If the images are not displayed, right click the image and select the **Show Images** options.

- Make sure the minimum requirements for images to be displayed on Microsoft Outlook are met. To check the settings for Microsoft Outlook, refer to the "Configuring Microsoft Outlook to Display Images in an HTML Message Notification" section of the Configuring an Email Account to Access Cisco Unity Connection 10.x Voice Messages chapter of the *User Workstation Setup Guide for*

Cisco Unity Connection Release 10.x, available at
http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/user_setup/guide/10xcucuwsx.
html.

- If the authentication mode is selected, then make sure you are giving the correct credentials.

- If the user enters wrong password thrice continuously then Unity Connection will not prompt the user again and the user must restart the Outlook. To enter the credentials and display the images in the notification you must restart the Outlook.

- When prompted for credentials at the first instance, if the user clicks on the **Cancel** button and does not enter Unity Connection credentials then no image will be displayed in the email notification. You must restart the Outlook to enter the Unity Connection credential and view the images.

- If the images are not getting displayed in the email notification even after installing the required hotfix and Outlook has been restarted, then follow the below mentioned steps:

  1. Check the version of MSO.DLL from the path *C:\Program Files\Common Files\Microsoft Shared\MSORUN* on the Windows machine. Ensure that the version of MSO must include the fix. For more information on version, refer to the details of the Outlook 2007 and Outlook 2010 hotfix.

  2. After restarting Outlook, you must ensure that it is no longer running by ending any running process of Outlook.exe from the Task Manager window. The changes to MSO.DLL will take affect only after proper shutdown and restart of the Outlook.

- Make sure that the registry entry for AllowImageProxyAuth was made for DWORD only.

- If the user is not able to see any images even after all the recommended settings, check the network connectivity of the Unity Connection Server with Internet Explorer by copying the link of the images and manually opening it over the browser.

  - You can check the connectivity via wireshark captures and filtering over SSL packet flow over 443 or 8443 port for the communication.

Images Are Not Displayed on Internet Explorer 8

If the user is using Microsoft Internet Explorer 8 for checking the email notification and unable to view the images, do the following steps:

- Confirm the option to display the images is enabled. For more information refer to "Images Are Not Displayed on Internet Explorer 8" section of the "Configuring an Email Account to Access Cisco Unity Connection10.x Voice Messages" chapter of the *User Workstation Setup Guide for Cisco Unity Connection* Release 10.x, available at
http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/user_setup/guide/10xcucuwsx.
html.

- If the authentication mode is selected, then make sure you are giving the correct credentials. For more information on how to select the authentication mode, refer to the Configuring the Authentication Mode section of the "Configuring an Email Account to Access Cisco Unity Connection 10.x Voice Messages" chapter of the *User Workstation Setup Guide for Cisco Unity Connection* Release 10.x, available at
http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/user_setup/guide/10xcucuwsx.
html.

Images Are Not Displayed on IBM Lotus Notes

If the user is using IBM Lotus Notes for checking the email notification and unable to view the images, do the following steps

- If the images are not displayed, right click the image and select show images options.

- If the authentication mode is selected, then make sure you are giving the correct credentials. For more information on how to select the authentication mode, refer to the Configuring the Authentication Mode section of the "Configuring an Email Account to Access Cisco Unity Connection 10.x Voice Messages" chapter of the *User Workstation Setup Guide for Cisco Unity Connection* Release 10.x, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/user_setup/guide/10xcucuwsx.html.

Hyperlinks Are Not Visible in the Email Notification

If the hyperlinks given in the notification template are not visible in the notification, then you need to make sure that the HTML notification template in Cisco Unity Connection Administration has the valid HTML tags and all items (static, action, and status items) are given correctly.

For more information on how to define the tags and the items, refer to the "Adding, Modifying, or Deleting a Notification Template in Cisco Unity Connection 10.x" chapter of the*User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 10.x*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/user_mac/guide/10xcucmacx.html.

Unable to Launch Unity Connection Mini Web Inbox

If the user is unable to launch the Unity Connection Mini Web Inbox, ensure the following settings:

- Confirm that under COS assigned to the user, Web Inbox is enabled.

- Confirm that the message for which you are opening the Unity Connection Mini Web Inbox is not deleted.

- Confirm that the user is logged in with the valid user name.

Unable to View the Updated Cisco Unity Connection Mini Web Inbox Interface in Internet Explorer

To View the Updated Interface of Unity Connection Mini Web Inbox

Step 1   Open Internet Explorer and then go to **Tools**.

Step 2   In the Internet Options window under the Browsing History section, click **Settings**.

Step 3   In the Temporary Internet Files and History Settings window, select the **Every time I visit the webpage option to check the newer version of stored pages** option.

Step 4   Click **Ok**.

Unable to Play and Record Voice Messages on Computer Using Cisco Unity Connection Mini Web Inbox

If the user is unable to play and record voice messages on computer using Unity Connection Mini Web Inbox, confirm the following:

- Confirm that the outdial number is configured. For more information on how to setup the outdial number and other fields for the HTML notification device, refer to the "Notification Devices in Cisco Unity Connection 10.x" section in the "Setting Up Features and Functionality That Are Controlled by User Account Settings in Cisco Unity Connection 10.x" chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 10.x*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/user_mac/guide/10xcucmacx.html.

- Confirm that the callback number is configured.

- Confirm that the end user answers the phone.