



A

addressing

- intersite networking problems with Cisco Unity [114](#)
- intrasite or intersite networking problems [112](#)
- networked messages [111](#)
- to local recipients [12](#)
- VPIM messages and blind addressing, problems [115](#)
- VPIM messages to specific recipients, problems [115](#)

Apache Tomcat

- and CPCA errors [13](#)
- and Web Inbox errors [13](#)
- service, verifying [15, 16](#)

Apple Safari, configuring for Media Master [12](#)

audio quality

- Check Telephony Configuration test [11](#)
- choppy audio [12](#)
- garbled prompts [13](#)
- garbled recordings [12](#)
- low volume of recordings [14](#)
- prompts with jitter [13](#)
- traces [15](#)

authentication, troubleshooting when Cisco Unified CM authentication is configured for ports [110](#)

B

- blind addressing, VPIM [115](#)
- busy greeting, does not play [14](#)

C

calendar integrations

Connection 8.0 [16](#)

Connection 8.5 and later [115](#)

call control [12](#)

Call Transfer Rule Tester [13](#)

call transfers, fail for Cisco Unified CM Express SCCP integrations [15](#)

changing passwords, effect on IMAP email client access to Connection [12](#)

Cisco PCA

- access problems [12, 14](#)
- Apache Tomcat errors [13](#)
- error messages [12](#)
- locked user account [12](#)
- managing security alerts when using SSL connections [13](#)
- saving changes, problems [14](#)
- sign-in account errors [13](#)
- Tomcat service, verifying [15](#)

Cisco Unified Real-Time Monitoring Tool (RTMT) [13](#)

Cisco Unified Serviceability [13](#)

Cisco Unity Diagnostic Tool

- voice-recognition macro trace logs [15](#)
- voice-recognition micro trace logs [15](#)

Cisco Utilities Database Link for Informix [14](#)

Cisco Voice Technology Group Subscription tool [13](#)

Connection cluster

- Add New button disabled [15](#)
- both servers have Primary status [13](#)
- cannot access alert logs when publisher server is not functioning [15](#)
- cluster does not function correctly [13](#)
- server does not handle calls [11](#)

Connection Serviceability [12](#)

Connection SNMP Agent service, confirming configuration [12](#)

cross-server sign-in

- about [124](#)
- home server cannot be reached [125](#)
- user ID and PIN not accepted [125](#)
- users do not hear PIN prompt [124](#)

cross-server transfers

- about [124](#)
- call cannot be completed [126](#)
- callers prompted to leave a message [126](#)
- callers transferred to wrong user [126](#)

CUDLI [14](#)

Custom Key Map tool [11](#)

D

Database Proxy [14](#)

delayed messages [12](#)

diagnostics

- collecting from ViewMail for Outlook [18](#)
- IMAP client problems [115, 18](#)
- SpeechView transcriptions [17](#)

directory handler [11](#)

disappearing messages [13](#)

E

emails, accessing in an external message store [11](#)

encryption, troubleshooting when Cisco Unified CM encryption is configured for ports [110](#)

English-United States language unavailable [11](#)

error messages for Cisco PCA [12](#)

error messages for Web Inbox [12](#)

Exchange calendar, accessing calendar information [16](#)

external message store, access to emails [11](#)

external services

- access to emails in an external message store [11](#)
- calendar integration [16](#)
- diagnostic tool [112](#)
- personal call transfer rules (PCTRs) [111, 121](#)

Test button, diagnostic tool [112](#)

F

fax

- delivery to fax machine [13](#)
- delivery to users [11](#)
- notifications by Connection [15](#)
- quality [17](#)
- receipts [15](#)

full-mailbox warnings [11](#)

G

Grammar Statistics tool, accessing [11](#)

greetings, busy greeting does not play [14](#)

H

Help menu, long pauses when listening to [12](#)

hostname entered does not match the remote site certificate [13](#)

I

IMAP client, messages not received [13](#)

IMAP email access to Connection

- overview [12](#)
- with LDAP configured [13](#)
- without LDAP configured [12](#)

integration

- call control [12](#)
- calls not answered [113](#)
- calls not transferred to the correct greeting [11](#)
- calls to Cisco Unity Connection fail [12](#)
- Check Telephony Configuration test [11](#)
- Cisco Unified CM authentication or encryption [110](#)
- Cisco Unified CM through SCCP or SIP trunk [19](#)
- IP address, changing for Cisco Unified CM server [15](#)

- not answering calls [13](#)
- not answering some calls [13](#)
- port do not register [15, 18](#)
- ports repeatedly disconnect [15, 18](#)
- Remote Port Status Monitor [11](#)
- intersite networking, linking sites [11, 13](#)

K

- key mapping problems [11](#)
- key presses (touchtones) [11](#)

L

- language (English-United States) unavailable [11](#)
- license, troubleshooting [11](#)

M

- mailboxes, warnings about full [11](#)
- Media Master
 - and phone device [13](#)
 - Apple Safari [12](#)
 - display problems [11](#)
 - Microsoft Internet Explorer [12](#)
 - Mozilla Firefox [13](#)
 - opening a file that is saved on a workstation [15](#)
 - phone device ringing [13](#)
- MeetingPlace, accessing calendar information [16](#)
- MeetingPlace Express, accessing calendar information [16](#)
- message delivery problems [111, 15](#)
- message notifications
 - devices added are triggered at all hours [110](#)
 - intermittent failure [19](#)
 - missed attempts [14](#)
 - nonfunctional [16](#)
 - port configuration [12](#)
 - repeat notifications [15](#)

- slow for a user [13](#)
- slow for multiple users [11](#)
- SMS [19](#)
- SMTP [19](#)
- messages
 - addressing [12](#)
 - delayed [12](#)
 - disappearing [13](#)
 - intrasite or intersite networking, not received [117](#)
 - intrasite or intersite networking, replies not delivered [117](#)
 - limited to 30 seconds [11](#)
 - networked message transport [116](#)
 - received in email account [111, 15](#)
 - recordings limited to 30 seconds [15](#)
 - undeliverable [12](#)
 - VPIM, incoming not received [117](#)
 - VPIM, outgoing not received [118](#)
- Messaging Assistant
 - access problems [14](#)
 - saving changes, problems [14](#)
- Messaging Inbox
 - access problems [14](#)
 - saving changes, problems [14](#)
- Microsoft Internet Explorer, configuring for Media Master [12](#)
- Mozilla Firefox, configuring for Media Master [13](#)
- MWIs
 - causes for turning on and off [11](#)
 - configuring port memory [15](#)
 - delay turning on or off [16](#)
 - deleting MWI ports when port memory is used [15](#)
 - do not turn on or off [12](#)
 - message count not given on the phone [17](#)
 - synchronizing [14](#)
 - turn on but not off [14](#)
 - when to synchronize [14](#)

N

networking, intersite

- Cisco Unity users unable to address messages [114](#)
- directory synchronization problems between a Connection site and a Cisco Unity site [121](#)
- directory synchronization problems between two Connection sites [121](#)
- failed to assess the current network size [13](#)
- hostname entered does not match the remote site certificate [13](#)
- linking sites [11, 13](#)
- specified location is already part of the network [14](#)
- unable to contact the remote site [11](#)

networking, intrasite

- automatic replication stalled [119](#)
- directory synchronization problems [119](#)
- manual replication stalled [120](#)
- push and pull replication status mismatch [120](#)
- USN mismatch [119](#)

networking, intrasite or intersite

- addressing messages [111](#)
- Connection users unable to address messages [112](#)
- cross-server sign-in and transfer problems [124](#)
- message transport [116](#)
- message transport problems [117](#)
- replies to messages sent by remote senders not delivered [117](#)

nondelivery receipts [11](#)

P

passwords, effect that changing has on IMAP email client access to Connection [12](#)

personal call transfer rules

- access problems [14](#)
- access to calendar information [111, 121](#)
- call behavior, inconsistent [18](#)
- call holding unavailable [12](#)
- call looping during rule processing [18](#)

call screening unavailable [12](#)

Call Transfer Rule Tester, using [13](#)

conditions related to meetings [14](#)

destinations [12](#)

destinations, editing prepopulated [12](#)

performance counters [19](#)

phone menu options [17](#)

rule set failure [13](#)

rules without a "from" condition, creating [13](#)

saving changes, problems [14](#)

settings unavailable [11](#)

Transfer All rule, failure [16](#)

voice-recognition conversation problems [17](#)

phone system integration

call control [12](#)

calls not answered [113](#)

calls not transferred to the correct greeting [11](#)

calls to Cisco Unity Connection fail [12](#)

Check Telephony Configuration test [11](#)

Cisco Unified CM authentication or encryption [110](#)

Cisco Unified CM through SCCP or SIP trunk [19](#)

configuration for Phone View [12](#)

IP address, changing for Cisco Unified CM server [15](#)

not answering calls [13](#)

not answering some calls [13](#)

ports do not register [15, 18](#)

ports repeatedly disconnect [15, 18](#)

Remote Port Status Monitor [11](#)

Phone View

application user configuration [11](#)

phone system integration configuration [12](#)

traces [13](#)

user phone configuration [12](#)

ports, troubleshooting when Cisco Unified CM authentication or encryption is configured [110](#)

prompts, garbled or jitter [13](#)

R

- reconfiguring MWI ports when port memory is used [15](#)
- recordings
 - garbled audio stream [12](#)
 - low volume [14](#)
- Remote Administration Tools [14](#)
- Remote Port Status Monitor [14](#)
- reorder tone, user hears when answering call from Connection [15](#)
- reports
 - Connection Reports Harvester Service, confirming [11](#)
 - data collection cycle, adjusting [12](#)
 - no data appears [11](#)

S

- security alerts, managing when using SSL connections [13](#)
- single inbox [11](#)
- slow delivery of messages [12](#)
- SMS notifications [19](#)
- SMTP notifications [19](#)
- SNMP
 - Connection SNMP Agent [12](#)
 - SNMP community string [12](#)
 - SNMP Master Agent [11](#)
 - traces [12](#)
- specified location is already part of the network [14](#)
- SpeechView
 - basic configuration settings [11](#)
 - confirming services [14](#)
 - proxy server issues [12](#)
 - SMTP configuration, verifying [14](#)
 - task list for troubleshooting [11](#)
 - transcription notifications [13, 16](#)
 - transcription service configuration [12](#)
 - user expectation issues [13](#)

T

- Task Management tool, accessing [12](#)
- Tomcat, verifying service started [15, 16](#)
- traces
 - accessing emails in an external message store [13](#)
 - audio [12, 18](#)
 - audio quality [15](#)
 - backing up and restoring [112](#)
 - calendar integration [12](#)
 - call issues [18](#)
 - call issues (micro traces) [12](#)
 - Cisco Unified Serviceability traces for selected problems [112](#)
 - Cisco Unity Connection Serviceability [18](#)
 - Cisco Unity Connection Serviceability macro traces for selected problems [17](#)
 - Cisco Unity Connection Serviceability micro traces for selected problems [12](#)
 - client issues [18](#)
 - client issues (micro traces) [12](#)
 - Connection cluster [13](#)
 - conversations [18](#)
 - digital networking [19](#)
 - enabling [110, 113](#)
 - external services [12, 13, 16, 17](#)
 - fax [13](#)
 - LDAP [14, 112](#)
 - messages [14, 19](#)
 - MWIs [19](#)
 - networking [15, 19](#)
 - personal call transfer rules [16](#)
 - personal call transfer rules, access to calendar information [111, 121](#)
 - Phone View [16, 13](#)
 - reports [16](#)
 - restoring and backing up [112](#)
 - RSS feeds [16](#)
 - SNMP [17, 12](#)
 - SpeechView, Transcriptions [17](#)

startup issues [110](#)
 Test button (external service diagnostic tool) [112](#)
 Test button (external services and external service accounts) [17](#)
 Text to Speech [110](#)
 use for viewing WAV filenames [12](#)
 viewing trace logs [110, 113](#)
 VMREST [17](#)
 VPIM [15, 19](#)
 web application sign-in [112](#)
 Web Inbox [17](#)

U

unable to contact the remote site [11](#)
 undeliverable messages [12](#)
 unified messaging [11](#)
 user phone configuration for Phone View [12](#)
 users, locating

- during message addressing [12](#)
- in a directory handler [11](#)

 utilities and tools

- Cisco Unified Serviceability [13](#)
- Cisco Voice Technology Group Subscription Tool [13](#)
- Connection Serviceability [12](#)
- Grammar Statistics [11](#)
- Remote Port Status Monitor [14](#)
- RTMT [13](#)
- Task Management [12](#)

 utterance captures, using to diagnose voice-recognition problems [15](#)

V

ViewMail for Outlook

- collecting diagnostics [18](#)
- form does not appear [17](#)

 voice messaging ports, troubleshooting when Cisco Unified CM authentication or encryption is configured [110](#)

voice-recognition conversation

- confirmation confidence setting [14](#)
- Grammar Statistics tool [11](#)
- service not available [12](#)
- usernames not recognized [12](#)
- users hear phone keypad (touchtone) conversation [11](#)
- using diagnostic traces [14](#)
- using the Remote Port Status Monitor [16](#)
- using utterance captures [15](#)
- voice commands not recognized [13](#)

VPIM

incoming messages not received [117](#)
 outgoing messages not received [118](#)
 users unable to address messages to specific recipients [115](#)
 users unable to blind address messages [115](#)

W

WAV file, determining which is played [12](#)
 Web Inbox

- Apache Tomcat errors [13](#)
- error messages [12](#)
- locked user account [12](#)
- No messages displayed [15, 17](#)
- Sent messages not displayed [16](#)
- sign-in account errors [13, 14](#)
- Tomcat service, verifying [16](#)
- Unresponsive Flash Player dialog box [15](#)