



INDEX

A

addressing

- Digital Networking problems [16-1](#)
- networked messages [16-1](#)
- to local recipients [15-2](#)
- VPIM messages and blind addressing, problems [16-2](#)
- VPIM messages to specific recipients, problems [16-2](#)

Apache Tomcat

- and CPCA errors [22-3](#)
- service, verifying [22-4](#)

Apple Safari, configuring for Media Master [23-2](#)

audio quality

- Check Telephony Configuration test [8-1](#)
- choppy audio [8-1](#)
- garbled prompts [8-3](#)
- garbled recordings [8-2](#)
- low volume of recordings [8-3](#)
- prompts with jitter [8-3](#)
- traces [8-5](#)

- authentication, troubleshooting when Cisco Unified CM authentication is configured for ports [6-7](#)

B

blind addressing, VPIM [16-2](#)

busy greeting, does not play [12-3](#)

C

calendar integration [5-6](#)

call control [6-2](#)

Call Transfer Rule Tester [21-3](#)

call transfers, fail for Cisco Unified CM Express SCCP integrations [12-5](#)

changing passwords, effect on IMAP email client access to Connection [14-1](#)

Cisco PCA

- access problems [11-2, 11-4](#)
- Apache Tomcat errors [22-3](#)
- error messages [22-1](#)
- locked user account [22-2](#)
- logon account errors [22-3](#)
- managing security alerts when using SSL connections [11-3](#)
- saving changes, problems [11-4](#)
- Tomcat service, verifying [22-4](#)

Cisco Unified Real-Time Monitoring Tool (RTMT) [2-3](#)

Cisco Unified Serviceability [2-3](#)

Cisco Unity Assistant

- access problems [11-4](#)
- saving changes, problems [11-4](#)

Cisco Unity Diagnostic Tool

- voice-recognition macro trace logs [20-5](#)
- voice-recognition micro trace logs [20-4](#)

Cisco Unity Inbox

- access problems [11-4](#)
- saving changes, problems [11-4](#)

Cisco Utilities Database Link for Informix [2-4](#)

Cisco Voice Technology Group Subscription tool [2-3](#)

Connection cluster

- Add New button disabled [10-4](#)
- both servers have Primary status [10-3](#)
- cannot access alert logs when publisher server is not functioning [10-5](#)
- cluster does not function correctly [10-3](#)
- server does not handle calls [10-1](#)

Connection Serviceability [2-2](#)

Connection SNMP Agent service, confirming configuration [25-2](#)

cross-server logon

about [16-6](#)

home server cannot be reached [16-7](#)

user ID and password not accepted [16-8](#)

users do not hear password prompt [16-7](#)

cross-server transfers

about [16-6](#)

call cannot be completed [16-9](#)

callers prompted to leave a message [16-8](#)

callers transferred to wrong user [16-9](#)

CUDLI [2-4](#)

Custom Key Map tool [19-1](#)

D

Database Proxy [2-4](#)

delayed messages [13-2](#)

diagnostics

collecting from ViewMail for Outlook [14-5](#)

IMAP client problems [14-5](#)

Digital Networking

automatic replication stalled [16-5](#)

cross-server logon and transfer problems [16-6](#)

directory synchronization problems [16-5](#)

manual replication stalled [16-6](#)

message transport problems [16-4](#)

push and pull replication status mismatch [16-6](#)

users unable to address messages [16-1](#)

USN mismatch [16-5](#)

directory handler [15-1](#)

disappearing messages [13-2](#)

E

emails, accessing in an external message store [5-1](#)

encryption, troubleshooting when Cisco Unified CM encryption is configured for ports [6-7](#)

English-United States language unavailable [9-1](#)

error messages for Cisco PCA [22-1](#)

Exchange calendar, accessing calendar information [5-6](#)

external message store, access to emails [5-1](#)

external services

access to emails in an external message store [5-1](#)

calendar integration [5-6](#)

diagnostic tool [5-11](#)

personal call transfer rules (PCTRs) [5-11](#)

Test button, diagnostic tool [5-11](#)

F

fax

delivery to fax machine [4-3](#)

delivery to users [4-1](#)

notifications by Connection [4-5](#)

quality [4-7](#)

receipts [4-5](#)

full-mailbox warnings [13-1](#)

G

Grammar Statistics tool, accessing [2-1](#)

greetings, busy greeting does not play [12-3](#)

H

Help menu, long pauses when listening to [19-2](#)

I

IMAP client, messages not received [14-2](#)

IMAP email access to Connection [14-1](#)

integration

call control [6-2](#)

calls not answered [6-11](#)

- calls not transferred to the correct greeting [12-1](#)
- calls to Cisco Unity Connection fail [6-2](#)
- Check Telephony Configuration test [6-1](#)
- Cisco Unified CM authentication or encryption [6-7](#)
- Cisco Unified CM through SCCP or SIP trunk [6-7](#)
- IP address, changing for Cisco Unified CM server [6-4](#)
- not answering calls [6-3](#)
- not answering some calls [6-3](#)
- port do not register [6-5](#)
- ports repeatedly disconnect [6-5](#)
- Remote Port Status Monitor [6-1](#)

K

- key mapping problems [19-1](#)

L

- language (English-United States) unavailable [9-1](#)
- license, troubleshooting [9-1](#)

M

- mailboxes, warnings about full [13-1](#)
- Media Master
 - and phone device [23-3](#)
 - Apple Safari [23-2](#)
 - display problems [23-1](#)
 - Microsoft Internet Explorer [23-2](#)
 - Mozilla Firefox [23-2](#)
 - opening a file that is saved on a workstation [23-5](#)
 - phone device ringing [23-3](#)
- MeetingPlace, accessing calendar information [5-6](#)
- MeetingPlace Express, accessing calendar information [5-6](#)
- message delivery problems [14-3](#)
- message notifications
 - devices added are triggered at all hours [17-9](#)

- intermittent failure [17-9](#)
- missed attempts [17-4](#)
- nonfunctional [17-5](#)
- port configuration [17-1](#)
- repeat notifications [17-5](#)
- slow for a user [17-3](#)
- slow for multiple users [17-1](#)
- SMS [17-8](#)
- SMTP [17-9](#)

messages

- addressing [15-2](#)
- delayed [13-2](#)
- Digital Networking, not received [16-4](#)
- disappearing [13-2](#)
- limited to 30 seconds [9-1](#)
- networked message transport [16-3](#)
- received in email account [14-3](#)
- recordings limited to 30 seconds [13-5](#)
- undeliverable [13-2](#)
- VPIM, incoming not received [16-3](#)
- VPIM, outgoing not received [16-4](#)

- Microsoft Internet Explorer, configuring for Media Master [23-2](#)

- Mozilla Firefox, configuring for Media Master [23-2](#)

MWIs

- causes for turning on and off [7-1](#)
- configuring port memory [7-4](#)
- delay turning on or off [7-6](#)
- deleting MWI ports when port memory is used [7-5](#)
- do not turn on or off [7-2](#)
- message count not given on the phone [7-8](#)
- synchronizing [7-4](#)
- turn on but not off [7-4](#)
- when to synchronize [7-4](#)

N

- nondelivery receipts [18-1](#)

P

passwords, effect that changing has on IMAP email client access to Connection [14-1](#)

personal call transfer rules

- access problems [11-4](#)
- access to calendar information [5-11](#)
- call behavior, inconsistent [21-7](#)
- call holding unavailable [21-2](#)
- call looping during rule processing [21-7](#)
- call screening unavailable [21-2](#)
- Call Transfer Rule Tester, using [21-3](#)
- conditions related to meetings [21-4](#)
- destinations [21-2](#)
- destinations, editing prepopulated [21-2](#)
- performance counters [21-8](#)
- phone menu options [21-6](#)
- rule set failure [21-3](#)
- rules without a "from" condition, creating [21-3](#)
- saving changes, problems [11-4](#)
- settings unavailable [9-1, 21-1](#)
- Transfer All rule, failure [21-6](#)
- voice-recognition conversation problems [21-6](#)

phone system integration

- call control [6-2](#)
- calls not answered [6-11](#)
- calls not transferred to the correct greeting [12-1](#)
- calls to Cisco Unity Connection fail [6-2](#)
- Check Telephony Configuration test [6-1](#)
- Cisco Unified CM authentication or encryption [6-7](#)
- Cisco Unified CM through SCCP or SIP trunk [6-7](#)
- configuration for Phone View [24-2](#)
- IP address, changing for Cisco Unified CM server [6-4](#)
- not answering calls [6-3](#)
- not answering some calls [6-3](#)
- ports do not register [6-5](#)
- ports repeatedly disconnect [6-5](#)
- Remote Port Status Monitor [6-1](#)

Phone View

- application user configuration [24-1](#)
- phone system integration configuration [24-2](#)
- traces [24-3](#)
- user phone configuration [24-2](#)

ports, troubleshooting when Cisco Unified CM authentication or encryption is configured [6-7](#)

prompts, garbled or jitter [8-3](#)

R

reconfiguring MWI ports when port memory is used [7-5](#)

recordings

- garbled audio stream [8-2](#)
- low volume [8-3](#)

Remote Administration Tools [2-4](#)

Remote Port Status Monitor [2-4](#)

reorder tone, user hears when answering call from Connection [12-5](#)

reports

- Connection Reports Harvester Service, confirming [3-1](#)
- data collection cycle, adjusting [3-2](#)
- no data appears [3-1](#)

S

security alerts, managing when using SSL connections [11-3](#)

slow delivery of messages [13-2](#)

SMS notifications [17-8](#)

SMTP notifications [17-9](#)

SNMP

- Connection SNMP Agent [25-2](#)
- SNMP community string [25-2](#)
- SNMP Master Agent [25-1](#)
- traces [25-2](#)

T

Task Management tool, accessing [2-2](#)

Tomcat, verifying service started [22-4](#)

touchtones [11-1](#)

traces

- accessing emails in an external message store [1-3](#)
- audio [1-2, 1-7](#)
- audio quality [8-5](#)
- backing up and restoring [1-11](#)
- calendar integration [1-2](#)
- call issues [1-7](#)
- call issues (micro traces) [1-2](#)
- Cisco Unified Serviceability traces for selected problems [1-11](#)
- Cisco Unity Connection Serviceability [1-7](#)
- Cisco Unity Connection Serviceability macro traces for selected problems [1-6](#)
- Cisco Unity Connection Serviceability micro traces for selected problems [1-1](#)
- client issues [1-7](#)
- client issues (micro traces) [1-2](#)
- Connection cluster [1-3](#)
- conversations [1-7](#)
- digital networking [1-8](#)
- enabling [1-9, 1-11](#)
- external services [1-2, 1-3, 1-5, 1-6](#)
- fax [1-3](#)
- LDAP [1-4, 1-11](#)
- messages [1-4, 1-7](#)
- MWIs [1-8](#)
- networking [1-5, 1-8](#)
- personal call transfer rules [1-5](#)
- personal call transfer rules, access to calendar information [5-11](#)
- Phone View [1-6, 24-3](#)
- reports [1-6](#)
- restoring and backing up [1-11](#)
- RSS feeds [1-6](#)
- SNMP [1-6, 25-2](#)

- startup issues [1-8](#)
- Test button (external service diagnostic tool) [5-11](#)
- Test button (external services and external service accounts) [1-6](#)
- Text to Speech [1-8](#)
- use for viewing WAV file names [19-2](#)
- viewing trace logs [1-9, 1-11](#)
- VPIM [1-5, 1-8](#)
- web application login [1-11](#)

U

undeliverable messages [13-2](#)

user phone configuration for Phone View [24-2](#)

users, locating

- during message addressing [15-2](#)
- in a directory handler [15-1](#)

utilities and tools

- Cisco Unified Serviceability [2-3](#)
- Cisco Voice Technology Group Subscription Tool [2-3](#)
- Connection Serviceability [2-2](#)
- Grammar Statistics [2-1](#)
- Remote Port Status Monitor [2-4](#)
- RTMT [2-3](#)
- Task Management [2-2](#)

utterance captures, using to diagnose voice-recognition problems [20-5](#)

V

ViewMail for Outlook

- collecting diagnostics [14-5](#)
- form does not appear [14-4](#)

voice messaging ports, troubleshooting when Cisco Unified CM authentication or encryption is configured [6-7](#)

voice-recognition conversation

- confirmation confidence setting [20-4](#)
- Grammar Statistics tool [2-1](#)

- service not available [20-2](#)
- user names not recognized [20-2](#)
- users hear phone keypad (touchtone) conversation [20-1](#)
- using diagnostic traces [20-4](#)
- using the Remote Port Status Monitor [20-6](#)
- using utterance captures [20-5](#)
- voice commands not recognized [20-3](#)

VPIM

- incoming messages not received [16-3](#)
- outgoing messages not received [16-4](#)
- users unable to address messages to specific recipients [16-2](#)
- users unable to blind address messages [16-2](#)

W

- WAV file, determining which is played [19-2](#)