



CHAPTER 7

Troubleshooting Unified Messaging in Cisco Unity Connection 8.6(2) and Later

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Single Inbox Is Not Working for Anyone on a Connection Server

When single inbox is not working for any of the users on a Connection server (for example, Connection voice messages are not synchronized into Office 365, and messages sent from ViewMail for Outlook are not delivered), do the following tasks.

1. On the primary server, in Cisco Unity Connection Serviceability, go to **Tools > Service Management**, and confirm that the service status for the following services is Started:
 - Connection Mailbox Sync (in the Critical Services section)
2. If a firewall is configured between the Connection and Exchange servers or between Connection and Active Directory domain controllers, confirm that the necessary ports are opened. For more information, see the “[IP Communications Required by Cisco Unity Connection 8.x](#)” chapter in the *Security Guide for Cisco Unity Connection Release 8.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/security/guide/8xcucsecx.html.

Single Inbox Is Not Working for Users Associated with a Unified Messaging Service

When single inbox is not working (for example, Connection voice messages are not synchronized into Office 365, and messages sent from ViewMail for Outlook are not delivered), and when the problem is occurring only for the Connection users whose unified messaging accounts are associated with the same unified messaging service, do the following tasks.

**Note**

When a cluster is configured, do the Connection-specific tasks only on the primary (active) server.

1. Confirm that the unified messaging service is enabled and that single inbox is enabled:
 - a. In Connection Administration, on the **Unified Messaging > Unified Messaging Services > Edit Unified Messaging Service** page, confirm that the **Enabled** check box is checked.
 - b. Confirm that the **Synchronize Connection and Exchange Mailboxes (Single Inbox)** check box is checked.
2. Test the unified messaging service:
 - a. In Connection Administration, on the **Unified Messaging > Unified Messaging Services > Edit Unified Messaging Service** page, select **Test**.
 - b. Correct any problems that are listed on the Task Execution Results page.
3. Test one of the affected unified messaging accounts:
 - a. In Connection Administration, on the **Users > Edit User Basics > Unified Messaging Accounts** page, select **Test**.
 - b. Correct any problems that are listed on the Task Execution Results page. Among the problems that the Task Execution Results page may list are the following browser errors:

401 error: Possible causes include an incorrect password for the unified messaging services account, an incorrect username, or an invalid format for the username.

403 error: SSL is required in Office 365, but the public certificates from the certification authority (CA) that signed the certificates on the Office 365 servers have not been uploaded to the Connection server.

456 error: Possible causes include expiration of service account. Reset the password on the Office 365 server.
4. In Cisco Unity Connection Serviceability, go to **Tools > Service Management**. In the Critical Services section, confirm that the service status for the Connection Mailbox Sync service is Started.
5. Check the Active Directory settings on the unified messaging services account:
 - Confirm that the account is not locked.
 - Confirm that the password for the account has not expired.
6. Temporarily replace the unified messaging services account with the Active Directory account for a Connection:
 - a. In Connection Administration, on the **Unified Messaging > Unified Messaging Services > Edit Unified Messaging Service** page, in the Username and Password fields, replace the credentials for the unified messaging services account with the credentials for a Connection user associated with this unified messaging service.
 - b. Send the user a Connection voice message, and determine whether the voice message synchronized to Office 365.

If the message did not synchronize, switch the Username and Password fields back to the values for the unified messaging services account, then skip to Task 7.

If the message did synchronize, the problem is probably with permissions on the unified messaging services account. Continue with Task 6.c.
 - c. Switch the Username and Password fields back to the values for the unified messaging services account.

- d. Send the Connection user another voice message, and determine whether the voice message synchronized to Office 365.

If the message did not synchronize, skip to Task 7.

If the message did synchronize, test with some other users who are associated with the same unified messaging service to ensure that the problem is resolved

7. Use Microsoft EWS Editor to try to access the Exchange mailbox of a Connection user by using the unified messaging services account. This allows you to determine whether the problem occurs even when Connection is not involved. EWS Editor software and documentation are available on the Microsoft website: www.testexchangeconnectivity.com.

Single Inbox Synchronization from Office 365 Is Delayed

If Connection synchronization to Office 365 is working (for example, voice messages are synchronized to users' Office 365 mailboxes) but synchronization from Office 365 is delayed (for example, the message waiting indicator is not turned off immediately after the last Connection voice message is heard in ViewMail for Outlook), do the following tasks.

1. In Cisco Unity Connection Administration, display the unified messaging account for one of the affected users, and select **Reset**.

If synchronization from Exchange to Connection starts working for the affected user, in \, display the unified messaging service associated with the affected user (Unified Messaging > Unified Messaging Services), and select **Reset**.

You may experience delay (in order of hours) in synchronization of voice messages from Office 365 server to Connection while **Resynchronize All Single-Inbox Messages SysAgent** task is running. It is recommended to run **Resynchronize All Single-Inbox Messages SysAgent** task during off hours. Consider [Table 7-1](#) as an example for 3000 and 5000 Office 365 users.

Table 7-1 Example

Office365 Users	VoiceMail Count (Size)	Latency (Millisecond)	RESYNC TIME (MINUTES)
3000	2,39,657 (231 KB)	300	130
5000	2,39,657 (231 KB)	300	210



Note

The resynchronization time of voice messages from Office 365 server to Connection depends upon the following factors:

- Number of CAS servers/Arrays
- Number of messages that are out of sync(states) per mailbox
- CAS performance
- Latency between Connection and Office 365

Resolving SMTP Domain Name configuration issues

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To resolve SMTP Domain Name configuration issues

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- Step 1** In Cisco Unity Connection Administration, expand **System Settings > SMTP Configuration**, then select **Smart Host**.
- Step 2** On the Smart Host page, in the Smart Host field, enter the IP address or fully qualified domain name of the SMTP smart host server. (Enter the fully qualified domain name of the server only if DNS is configured.)
- Step 3** Click on Save.
- Step 4** Configure corporate email (For example, userid@corp-hostname) address as SMTP Proxy addresses for connection users. For more information see the "SMTP Proxy Addresses in Cisco Unity Connection 9.x" section in the Setting Up Features and Functionality That Are Controlled by User Account Settings in Cisco Unity Connection 9.x chapter of User Moves, Adds, and Changes Guide for Cisco Unity Connection.
- Step 5** In Cisco Unity Connection Administration, expand **System Settings**, then select **General Configuration**.
- Step 6** On the General Configuration page, in the **When a recipient cannot be found** list, select **Relay message to smart host**.
- Step 7** Click on Save.
- Step 8** In Cisco Unity Connection Administration, expand **Users > Edit > Message Actions**. Select the Accept the message option from the Voicemail drop- down list. Enter an SMTP Proxy Address for the relay address field.

**Note**

Make sure to select the Relay the message option from the Email, Fax, and receipt drop -down lists.

- Step 9** Setup a recipient policy on Exchange Server such that the Cisco Unity Connection alias resolves to the corporate email Id.
- For Exchange 2013 (Connection 8.6(2) SU3 and later) or Exchange 2010, see the following link:
<http://technet.microsoft.com/en-us/library/bb232171.aspx>
 - For Exchange 2007, see the following link:
[http://technet.microsoft.com/en-us/library/bb232171\(v=exchg.80\).aspx](http://technet.microsoft.com/en-us/library/bb232171(v=exchg.80).aspx).
 - For Exchange 2003, see the following link:
<http://support.microsoft.com/kb/822447>.
 - For Configuring Exchange Email Policies with Unity Connection, please see the following white paper link:
http://www.cisco.com/en/US/prod/collateral/voicesw/ps6788/ps12506/ps6509/guide_c07-728014.html.