C H A P T E R 23

Troubleshooting the Cisco Unity Connection 8.x Conversation

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Custom Keypad Mapping Does Not Seem to Take Effect in Cisco Unity Connection 8.x

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When you use the Custom Key Map tool to customize the key mappings for the Cisco Unity Connection conversation, you must also assign the Custom Keypad Mapping conversation to a user or group of users.

Do the applicable procedure.

To Change the Conversation Style for a Single User

Step 1   In Cisco Unity Connection Administration, expand **Users**, then select **Users**.

Step 2   On the Search Users page, select the alias of the user.

> **Note**   If the user does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and select **Find**.

Step 3   On the Edit menu, select **Phone Menu**.

Step 4   In the Touchtone Conversation list, select the applicable Custom Keypad Mapping.

Step 5   Select **Save**.

To Specify a Custom Keypad Mapping Conversation for Multiple User Accounts at Once

Step 1   In Cisco Unity Connection Administration, on the Search Users page, check the applicable user check boxes, and select **Bulk Edit**.

If the users that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable users. Then select **Bulk Edit**.

> ✎
> **Note**   The Status message at the top of the page tells you how many users are being edited. Also note that each page is populated only with the fields that you are allowed to edit in bulk mode.

Step 2   On the Edit menu, select **Phone Menu**.

Step 3   In the Touchtone Conversation list, select the applicable Custom Keypad Mapping.

Step 4   If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.

Step 5   Select **Submit**.

Long Pauses After Listening to the Help Menu in Cisco Unity Connection 8.x

After playing a Help menu, Cisco Unity Connection waits for a key press. Users can press a key for the command they want, or press 0 to hear the Help menu of command options again.

Determining Which WAV File Is Being Played in Cisco Unity Connection 8.x

To determine which WAV file is being played off of the hard disk, do the following procedures in the order given.

To Download the Remote Port Status Monitor

Step 1   In a web browser, go to the Cisco Unity Tools website at http://www.ciscounitytools.com.

Step 2   In the Tool Update Log section, select **Port Status Monitor**.

Step 3   On the Cisco Unified Communication Tools page for the Port Status Monitor, select **Download Now**.

Step 4   Follow the on-screen instructions to download the Remote Port Status Monitor tool.

To Configure Cisco Unity Connection for the Remote Port Status Monitor

Step 1   In Cisco Unity Connection Administration, expand **System Settings**, then select **Advanced > Conversations**.

Step 2   On the Conversation Configuration page, check the **Enable Remote Port Status Monitor Output** check box.

Step 3   In the IP Addresses Allowed to Connect for Remote Port Status Monitor Output field, enter the IP addresses of your workstations.

Note that you can enter up to 70 IP addresses, separated by commas.

Step 4   Select **Save**.

To Enable the PhraseServerToMonitor Micro Trace and View the WAV Filename

Step 1   In Cisco Unity Connection Serviceability, on the Trace menu, select **Micro Traces**.

Step 2   On the Micro Traces page, in the Server field, select the name of the Cisco Unity Connection server and select **Go**.

Step 3   In the Micro Trace field, select **PhraseServerToMonitor** and select **Go**.

Step 4   Check the check boxes for all levels and select **Save**.

Step 5   On your workstation, start Remote Port Status Monitor.

Step 6   Make a call to Cisco Unity Connection so that the WAV file is played.

The full path of the WAV files being played appears in the Remote Port Status Monitor window.

Step 7   In Cisco Unity Connection Serviceability, disable the traces that you enabled in Step 3 and Step 4, then select **Save**.

Determining Which WAV File Is Being Played in Cisco Unity Connection 8.x