Troubleshooting Cisco Unity Connection SRSV in Connection 9.1(1)

Cisco Unity Connection Surviable Remote Site Voicemail is a backup voicemail system that allows you to receive voice messages during WAN outages. See the following sections for information on troubleshooting problems with the Connection SRSV:

Error Message Appears When You Test the Connectivity of Connection with the branch

You may receive the following error messages on the **Edit Branch** page of Cisco Unity Connection Administration when you test the connectivity of Connection with the branch:

- **"Authentication failed. Incorrect Username and Password."**:If you receive the "Authentication failed. Incorrect Username and Password." error message on the **Edit Branch** page when you test the connectivity of the central Connection server with the branch, make sure that the username and password of the branch entered on the Edit Branch page are correct.

- **"Branch is unreachable"**: If you receive the "Branch is unreachable" error message on the **Edit Branch** page when you test the connectivity of the central Connection server with the branch, make sure that the PAT port number specified on the **Edit Branch** page is correct.

- **"Server Address is Invalid"**: If you receive the "Server Address is Invalid" error on the **Edit Branch** page, make sure that the FQDN/IP address of the branch entered on the **Edit Branch** page is correct. In case DNS is configured, make sure that the IP address of the branch is added to it.

Certificate Mismatch Error Appears on the Central Connection Server

If you are getting the "**Unable to start provisioning of the branch:: Message=Certificate Mismatch**" error on the **Edit Branch** page of Connection Administration page, make sure that the hostname of the branch mentioned in the certificate installed on the central Connection Server is correct.

Unable to login to the Cisco Unity Connection SRSV Administration

Connection SRSV Administration gets locked if you enter incorrect administrator username and password of the branch three times on the **Edit Branch** page of Connection Administration. To unlock the Connection SRSV Administration interface, you need to reset the administrator credentials for the branch using the **utilsreset_application_ui_administrator_password** CLI command. For more information on this command refer to the "Utils commands" chapter of the *Command Line Interface Reference Guide for Cisco Unified Communications Solutions*, Release 9.0(1) at http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/cli_ref/9_0_1/CUCM_BK_C3A58B83_00_cucm-cli-reference-guide-90_chapter_01001.html.

Branch User is Unable to Login through Telephony User Interface (TUI)

If a branch user is unable to login through the TUI, check the following:

- Make sure that the PIN entered on the central Connection server is synchronized with the branch through provisioning.

- If the branch user is logging in for the first time through the TUI, make sure that the user has set the PIN at the central Connection server and provisioning is done successfully.

Status of Provisioning Remains In Progress for a long time

If the status of provisioning on Cisco Unity Connection Administration remains "In Progress" for a long time, consider the following:

- Check the network connectivity of the central Cisco Unity Connection server with the branch.

- Check whether the central Connection server details are entered correctly on the branch.

- Check whether the **Connection Branch Sync Service** is active on both central Connection server and branch. For more information on the services required for Connection SRSV, refer to the "Managing Cisco Unity Connection Services in Version 9.x" chapter of the *Cisco Unified Serviceability Administration Guide* Release 9.x at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/serv_administration/guide/9xcucservagx.html.

- Check whether the REST services are active on the central Connection server and the branch.

Provisioning from the Central Connection Server to the Branch Is Not Working

If the provisioning of the users from the central Connection Server to the branch does not work, make sure that the license status at the central Connection server is not "Expire". If the license status at the central Connection server is "Expire", you need to install the required licenses for the central Connection server to make the license status as "Compliance" and start provisioning. For more information on licensing requirements, refer to the "Managing Licenses in Cisco Unity Connection 9.x" chapter of the *System Administration Guide for Cisco Unity Connection* Release 9.x at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx.html.

Status of Provisioning is Partial Success

If the status of the provisioning on the **Branch Sync Results** page is "Partial Success", check the following:

- Make sure that the name of an administrator on the branch is not same as the name of a subscriber on the central Connection server associated with the branch.

- Make sure that the extension of a call handler at the branch is not used as the extension of a branch user at the central Connection server.

- Make sure that the deleted user on the central Connection server is not used on the branch server. For example, if a branch user on Connection is used as operator on Connection SRSV, make sure to change the operator at branch before deleting the user at central Connection server.

- Make sure that the deleted distribution list on the central Connection server is not used on the branch. For example, if a distribution list is used in a call handler on the branch, make sure to change the distribution list in the call handler before deleting the distribution list.

Provisioning/Voicemail Upload Remains in Scheduled state for a long time

If the provisioning of the users or voicemail upload remains in the Scheduled state for a long time, make sure that the **Connection Branch Sync Service** is active on the central Connection server.

Unable to Reach a Branch User through Telephony User Interface (TUI)

If you are not able to reach a branch user through TUI, make sure that the associated partition is added in the **Search Space** of the central Connection server.

Unable to Send a Voice Message to a Branch User During WAN Outage

If you are unable to send a voice message to a branch user during WAN outage, make sure that Visual VoiceMail (VVM) is not installed on your phone. VVM is not supported in the Cisco Unified SRST mode. For more information, contact your phone service provider.

Error Messages Appear on the Branch Sync Results Page

If the username and password of the branch is not entered correctly on the **Edit Branch** page, the provisioning of the users and the voicemail upload does not work and you will receive the following error messages or status in the **Description** field of the **Branch Sync Results** page of Cisco Unity Connection Administration:

- Unable to start Provisioning of the branch:: Message = Authentication failed.
- Unable to fetch voice mail summary of the branch:: Message = Authentication failed.

If you receive the **"Unable to start provisioning of the branch:: Message=Central Server is not Configured on CUCE"** error message on the **Branch Sync Results** page of Cisco Unity Connection Administration when you start provisioning of the branch, enter the correct FQDN/ IP address of the central Connection server on Cisco Unity Connection SRSV Administration to resolve the problem.

Logs are Not Created or SRSV feature is Not Working Properly

If the logs for the branch are not generated or the SRSV feature is not working properly, you may restart the **Connection Branch Sync Service** and the REST APIs on both the branch and Connection sites to correct this issue.

Unable to Perform Backup/Restore Operation on the Branch

If you are unable to perform the backup/restore operation on the branch, make sure that the backup server is configured correctly on the branch.

Central Connection Server Moves to Violation State

If the central Connection server moves to the Violation state, make sure that the number of licenses for the Connection features, such as SpeechView and Connection SRSV, does not exceed its maximum limit. For more information on licensing, refer to the "Managing Licenses in Cisco Unity Connection 9.x" chapter of the *System Administration Guide for Cisco Unity Connection* Release 9.x at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx.html.

Non-Delivery Receipts (NDR) on the Central Connection Server

If you are getting NDR on the central Connection server but the same email is delivered on the branch, check the NDR code and take action accordingly. For example, if user A sends email to user B from the branch, the email gets successfully delivered to user B on the branch. However, on the central Connection server, user A receives "4.2.2" NDR code stating that the mailbox quota of user B has exceeded its maximum limit. In this case, user B needs to take appropriate action, such as delete existing emails or get the mailbax quota increased to receive further emails. For more information on NDR codes, refer to the "Troubleshooting Non-Delivery Receipts in Cisco Unity Connection 9.x" chapter of this guide.

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