



CHAPTER 13

Troubleshooting a Cisco Unity Connection 9.x Cluster Configuration

See the following sections:

- [One Server Is Not Functioning and the Remaining Server Does Not Handle Calls in Cisco Unity Connection 9.x](#), page 13-1
- [Both Servers Have Primary Server Status in Cisco Unity Connection 9.x](#), page 13-3
- [After the Subscriber Server is Reinstalled, the Cluster Status is Not Updated on both the Publisher and Subscriber Servers](#), page 13-3
- [Cisco Unity Connection 9.x Cluster Is Not Functioning Correctly](#), page 13-4
- [Server Cannot Be Added to the Cisco Unity Connection 9.x Cluster](#), page 13-5
- [Cannot Access Alert Logs When the Publisher Server Is Not Functioning in Cisco Unity Connection 9.x](#), page 13-6



Note

The Cisco Unity Connection cluster feature is not supported for use with Cisco Unified Communications Manager Business Edition. Requirements for the Connection cluster feature are available in the “[Requirements for a Cisco Unity Connection Cluster](#)” section of *System Requirements for Cisco Unity Connection Release 9.x*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/requirements/9xcucsysreqs.html.

One Server Is Not Functioning and the Remaining Server Does Not Handle Calls in Cisco Unity Connection 9.x

When one Cisco Unity Connection server in a Connection cluster is not functioning (for example, when the subscriber server is undergoing maintenance) and the remaining server does not answer calls or send MWI requests, use the following task list to determine the cause and to resolve the problem.

Task List for Troubleshooting When One Server Is Not Functioning and the Remaining Server Does Not Handle Calls

1. Verify the status of the voice messaging ports in Cisco Unity Connection Serviceability. See the “[Verifying the Status of the Voice Messaging Ports in Cisco Unity Connection Serviceability](#)” section on page 13-2.

2. Verify the voice messaging port assignments for the phone system integration. See the [“Verifying the Voice Messaging Ports Assignments for the Phone System Integration”](#) section on page 13-2.
3. For SCCP integrations, confirm that the voice messaging ports are registered with the Cisco Unified CM server. See the [“Confirming That the Voice Messaging Ports Are Registered \(SCCP Integrations Only\)”](#) section on page 13-3.
4. Enable the SRM micro trace (all levels) in Cisco Unity Connection Serviceability. For detailed instructions on enabling the micro trace and viewing the trace logs, see the [“Using Cisco Unity Connection Serviceability Traces to Troubleshoot Problems”](#) section on page 2-9.

Verifying the Status of the Voice Messaging Ports in Cisco Unity Connection Serviceability

Do the following procedure.

To Verify the Status of the Voice Messaging Ports in Cisco Unity Connection Serviceability

-
- Step 1** In Cisco Unity Connection Serviceability, on the Tools menu, select **Cluster Management**.
 - Step 2** On the Cluster Management page under Port Manager, verify the following for the server that should be handling calls:
 - In the Total Ports column, the number of ports that is listed is correct.
 - In the Change Port Status column, the Stop Taking Calls button appears. If the Take Calls button appears, select **Take Calls**.
-

Verifying the Voice Messaging Ports Assignments for the Phone System Integration

Do the following procedure.

To Verify the Voice Messaging Port Assignments for the Phone System Integration

-
- Step 1** In Cisco Unity Connection Administration, expand **Telephony Integrations**, then select **Phone System**.
 - Step 2** In the Related Links list, select **Check Telephony Integration** and select **Go**.
The Task Execution Results displays one or more messages with troubleshooting steps.
 - Step 3** Follow the steps for correcting the problems.
 - Step 4** Repeat [Step 2](#) through [Step 3](#) until the Task Execution Results displays no problems.
-

Confirming That the Voice Messaging Ports Are Registered (SCCP Integrations Only)

For Cisco Unified CM SCCP integrations, do the following procedure.

To Confirm That the Voice Messaging Ports Are Registered (SCCP Integrations Only)

-
- | | |
|---------------|---|
| Step 1 | In Cisco Unified CM Administration, on the Voice Mail menu, select Voice Mail Port . |
| Step 2 | On the Find and List Voice Mail Ports page, select Find . |
| Step 3 | In the Status column, confirm that all ports show the status of “ Registered with <server name> .” |
-

Both Servers Have Primary Server Status in Cisco Unity Connection 9.x

Use the troubleshooting information in this section if both servers in the Cisco Unity Connection cluster have Primary server status (a “split brain” condition). See the following possible causes:

- The network is not functioning or is preventing the publisher and subscriber servers from communicating with each other.

The solution is to restore the network connection so that the publisher and subscriber servers can communicate.

- The host name for the subscriber server was changed and is not entered correctly on the System Settings > Cluster page of the publisher server.

The solution is to enter the correct host name of the subscriber server on the System Settings > Cluster page of the publisher server.

After the Subscriber Server is Reinstalled, the Cluster Status is Not Updated on both the Publisher and Subscriber Servers

Use the troubleshooting information in this section if the cluster status is not updated on both the servers in Connection 8.x cluster. See the following possible issues:

- The subscriber server fails to be added to the cluster in Unity Connection 8.x even after it has been successfully reinstalled. The cluster status on subscriber server that is displayed by the CLI command `show cuc cluster status`, returns an error as:

Incorrect password or user com.informix.asf.IfxfSFRemoteException: cuccli@servername is not known on the database server

- The cluster status on publisher server that is displayed by the CLI command `show cuc cluster status`, returns an error as:

<The publisher as single server>

Database replication is not active.

Follow the given steps to resolve this issue:

- Contact TAC for assistance. The TAC engineer must take the root access of the publisher server and tear down the replication between publisher and subscriber server.
- Rebuild the subscriber server after this to resolve the issue.

Cisco Unity Connection 9.x Cluster Is Not Functioning Correctly

When a Cisco Unity Connection cluster is not functioning correctly (for example, server status does not change when expected), use the following task list to determine the cause and to resolve the problem. Do the tasks in the order presented until the problem is resolved.

Task List for Troubleshooting a Cisco Unity Connection Cluster That Is Not Functioning Correctly

1. Confirm that the applicable services are running on the server with primary server status. See the [“Confirming That the Applicable Services Are Running on the Server with Primary Server Status”](#) section on page 13-4.
2. Confirm that the applicable services are running on both servers. See the [“Confirming That the Applicable Services Are Running on Both Servers”](#) section on page 13-4.
3. Use traces to troubleshoot the Connection cluster. For detailed instructions on enabling the applicable traces and viewing the trace logs, see the [“Traces in Cisco Unity Connection Serviceability in Cisco Unity Connection 9.x”](#) section on page 2-1.

Confirming That the Applicable Services Are Running on the Server with Primary Server Status

Do the following procedure.

To Confirm That the Applicable Services Are Running on the Server with Primary Server Status

-
- Step 1** In Cisco Unity Connection Serviceability, on the Tools menu, select **Service Management**.
- Step 2** On the Control Center - Feature Services page, under Critical Services, confirm that the following services have the **Started** service status:
- Connection Message Transfer Agent
 - Connection Notifier
- Step 3** If the services have the **Stopped** service status, select **Start**.
-

Confirming That the Applicable Services Are Running on Both Servers

Do the following procedure.

To Confirm That the Applicable Services Are Running on Both Servers

-
- Step 1** In Cisco Unity Connection Serviceability, on the Tools menu, select **Service Management**.

Step 2 On the Control Center - Feature Services page, under Status Only Services, confirm that the Connection Server Role Manager service has the **Started** service status.

The services in the Status Only Services section cannot be started in Cisco Unity Connection Serviceability. You must use the command line interface (CLI) to start or stop these services. For information on the CLI, see the *Command Line Interface Reference Guide for Cisco Unified Communications Solutions Release 9.0(1)* at http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.

Step 3 Under Critical Services, check the service status for the following services:

- Connection Conversation Manager
- Connection Mixer

If the services have the **Started** service status, skip to [Step 4](#). If the services have the **Stopped** service status, select **Start**.

Step 4 Under Base Services, check the service status for the Connection DB Event Publisher service.

If the service has the **Started** service status, skip to [Step 5](#). If the service has the **Stopped** service status, select **Start**.

Step 5 Under Optional Services, check the service status for the following services:

- Connection File Syncer
- Connection IMAP Server
- Connection SMTP Server

If the service has the **Stopped** service status, select **Start**.

Server Cannot Be Added to the Cisco Unity Connection 9.x Cluster

Use the troubleshooting information in this section if the Add New button is disabled on the System Settings > Cluster page so that you cannot add a server to the Cisco Unity Connection cluster. See the following possible reasons why the Connection cluster feature is not available:

- Connection is installed as Cisco Unified Communications Manager Business Edition (CMBE), which does not support the Connection cluster feature. See the “[Requirements for a Cisco Unity Connection Cluster](#)” section of *System Requirements for Cisco Unity Connection Release 9.x*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/requirements/9xcucsysreqs.html.
- The size of the hard disc on the publisher server is inadequate for supporting the Connection cluster feature. Both servers in a Connection cluster must meet the specifications in the *Cisco Unity Connection Supported Platforms List* at http://www.cisco.com/en/US/products/ps6509/products_data_sheets_list.html.
- The number of servers in the Connection cluster is the maximum that is supported. No more servers can be added to the Connection cluster. For information on replacing Connection servers in a Connection cluster, see the “[Replacing Cisco Unity Connection 9.x Servers](#)” chapter of the *Reconfiguration and Upgrade Guide for Cisco Unity Connection Release 9.x*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/upgrade/guide/9xcucrugx.html.

Cannot Access Alert Logs When the Publisher Server Is Not Functioning in Cisco Unity Connection 9.x

When the publisher server is not functioning and you cannot access the alert logs from the subscriber server, you must specify the subscriber server as the failover collector. Do the following procedure.

To Enable the Subscriber Server to Access the Alert Logs When the Publisher Server Is Not Functioning

-
- Step 1** On the publisher server, in Cisco Unity Connection Administration, expand **System Settings**, then select **Service Parameters**.
 - Step 2** On the Service Parameters page, in the Server field, select the publisher server.
 - Step 3** In the Service field, select **Cisco AMC Service**.
 - Step 4** In the Failover Collector field, select the subscriber server.
 - Step 5** Select **Save**.
 - Step 6** In the navigation list, select **Cisco Unified Serviceability** and select **Go**.
 - Step 7** In Cisco Unified Serviceability, in the Tools menu, select **Control Center - Network Services**.
 - Step 8** In the Server field, select the subscriber server and select **Go**.
 - Step 9** Under Performance and Monitoring, select **Cisco AMC Service** and select **Restart**.
 - Step 10** When prompted to confirm that you want to restart the service, select **OK**.
-