



CHAPTER 18

Troubleshooting Transcription (SpeechView) in Cisco Unity Connection 9.x

See the following sections for information on troubleshooting problems with the SpeechView feature:

- [Task List for Troubleshooting SpeechView, page 18-1](#)
- [Confirming That the Connection SpeechView Processor and Connection SMTP Server Services Are Running, page 18-4](#)
- [Running the SMTP Test to Verify the Outgoing and Incoming SMTP Path, page 18-4](#)
- [Troubleshooting Transcription Notifications, page 18-6](#)
- [Messages That Cannot Be Transcribed, page 18-6](#)
- [Using Diagnostic Traces to Troubleshoot SpeechView, page 18-7](#)

Task List for Troubleshooting SpeechView

Do the following tasks in the order presented, as applicable.

Issues Related to Basic Configuration Settings

1. Check for warnings or errors in Cisco Unity Connection Administration:
 - On the System Settings > Licenses page. An error message on this page will alert you if you have a license violation. Confirm that your SpeechView usage is as you expect by looking at the number of SpeechView users listed under License Count. For more information about license issues, see the [“Troubleshooting Licensing in Cisco Unity Connection 9.x”](#) chapter.
 - On the Unified Messaging > SpeechView Transcription Service page.
 - On the System Settings > External Services > Transcription Service for SpeechView page.

Many of the warning and error messages on these pages also include information on how to resolve the problem.

Confirm that the Enabled check box is checked on the Unified Messaging > SpeechView Transcription Service page.

Confirm that the Enabled check box is checked on the System Settings > External Services > Transcription Service for SpeechView page.

2. Confirm that the user belongs to a class of service for which the Use Standard SpeechView Transcription Service option is enabled.
Similarly, confirm that the user belongs to a class of service for which the Use SpeechView Pro Transcription Service option is enabled.
3. Confirm that the user has a notification device configured with the Send Transcriptions of Voice Messages setting enabled.

Issues with a Proxy Server

4. If accessing the transcription service via a proxy server, troubleshoot the proxy server:
 - a. In Cisco Unity Connection Serviceability, use the Voice Network Map tool to verify the health of the digital network. See the “[Understanding the Voice Network Map Tool in Version 9.x](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/serv_administration/guide/9xcucservagx.html)” chapter of the *Administration Guide for Cisco Unity Connection Serviceability Release 9.x*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/serv_administration/guide/9xcucservagx.html.
 - b. Verify that the server designated as a proxy system is configured to advertise transcription services.
 - c. Continue with this task list on the proxy server.

Issues with the Transcription Service Configuration

5. If the transcription service registration is failing or times out, review the registration task execution results window for specific error messages.
6. If registration has succeeded, use the Test button to troubleshoot the transcription service configuration:
 - a. In Cisco Unity Connection Administration, browse to the **Unified Messaging > SpeechView Transcription Service** page.

In Cisco Unity Connection Administration, browse to the **System Settings > External Services > Transcription Service for SpeechView** page.
 - b. Select the **Test** button.
 - c. View the test task execution results for specific warnings and error messages.
7. If the test you ran above fails and the transcription service was previously working successfully but has suddenly stopped working, use the Reregister button to reestablish the registration with the external transcription service:
 - a. In Cisco Unity Connection Administration, browse to the **Unified Messaging > SpeechView Transcription Service** page.

In Cisco Unity Connection Administration, browse to the **System Settings > External Services > Transcription Service for SpeechView** page.
 - b. Select the **Reregister** button.

Another window displaying the results will open. The registration process normally takes several minutes.
 - c. View the registration task execution results for specific warnings and error messages.
8. In Connection Serviceability, verify that the Connection SpeechView Processor and the Connection SMTP Server services are running. See the “[Confirming That the Connection SpeechView Processor and Connection SMTP Server Services Are Running](#)” section on page 18-4.

9. Run the SMTP test to verify that messages can successfully be sent from Connection to an external email account outside of your organization. This SMTP test will help you determine whether the registration problem is due to issues in the communication path to the third-party transcription service. See the “[Running the SMTP Test to Verify the Outgoing and Incoming SMTP Path](#)” section on page 18-4.
10. Generate the SpeechView Activity Summary Report to verify that the transcriptions are arriving at the Connection server. For more information, see the “Generating and Viewing Reports in Version 9.x” section in the “[Using Reports in Version 9.x](#)” chapter of the *Administration Guide for Cisco Unity Connection Serviceability Release 9.x*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/serv_administration/guide/9xcu cservagx.html.

Issues Related to User Expectations

11. Confirm that the message in question is of a type that is transcribed. The following messages are never transcribed:

- Private messages
- Broadcast messages
- Dispatch messages

Secure messages are transcribed only if the user belongs to a class of service for which the Allow Transcriptions of Secure Messages option is enabled.

12. Verify that the problem message was not already deleted by the user. When a transcription is received from the third-party transcription service, the transcription text is attached to the original voice message. If users delete a voice message before the transcription is received from the transcription service, the transcription text is attached to the deleted message. It is not considered a new message and will not be sent to a notification device.



Note If users belong to a class of service that is configured to move deleted messages to the Deleted Items folder, users can see the transcription in the Deleted Items folder of an IMAP client.

13. If the transcription service is unable to provide a transcription of a message, the user receives a message stating that the transcription cannot be provided and to call Connection to listen to the message. See the “[Messages That Cannot Be Transcribed](#)” section on page 18-6 for details.

Issues with Transcription Notifications

14. Troubleshoot the notification device configuration. See the “[Troubleshooting Transcription Notifications](#)” section on page 18-6.

Enabling Traces and Contacting Cisco TAC

15. If you still have problems after following all the troubleshooting steps described in this chapter, enable traces and contact the Cisco Technical Assistance Center (TAC). See the “[Using Diagnostic Traces to Troubleshoot SpeechView](#)” section on page 18-7.

Confirming That the Connection SpeechView Processor and Connection SMTP Server Services Are Running

The Connection SpeechView Processor service needs to be running only on the acting primary server of a Connection cluster server pair.

The Connection SMTP Server service needs to be running on both servers in a Connection cluster server pair.

Do the following procedure.

To Confirm That the Connection SpeechView Processor and Connection SMTP Server Services Are Running

-
- Step 1** In Cisco Unity Connection Serviceability, on the Tools menu, select **Service Management**.
 - Step 2** On the Control Center – Feature Services page, under Optional Services, locate the **Connection SpeechView Processor** service.
 - Step 3** Confirm that the activate status for the Connection SpeechView Processor service is **Activated**. If the activate status is Deactivated, select **Activate**.
 - Step 4** Confirm that the service status for the Connection SpeechView Processor service is **Started**. If the service status is Stopped, select **Start**.
 - Step 5** Confirm that the activate status for the Connection SMTP Server service is **Activated**. If the activate status is Deactivated, select **Activate**.
 - Step 6** Confirm that the service status for the Connection SMTP Server service is **Started**. If the service status is Stopped, select **Start**.
 - Step 7** If using a Connection cluster, repeat [Step 5](#) and [Step 6](#) on the secondary server.
-

Running the SMTP Test to Verify the Outgoing and Incoming SMTP Path

The SMTP test is a CLI command that sends a test message to a specified email address. You then access the email account and reply to the test message without changing the subject line. The test passes when the response is received by the Cisco Unity Connection server. The success or failure of parts of the test help to narrow down whether the source of the problem is in the outgoing or incoming SMTP configuration.

To Run the SMTP Test to Verify the Outgoing and Incoming SMTP Path

-
- Step 1** On the Cisco Unity Connection server, use the CLI (Command Line Interface) command **run cuc smtptest <email address>**. Use an email address that is outside of your organization.
For example, enter “run cuc smtptest johndoe@isp.com”.

**Note**

For details on using CLI commands, see the applicable *Command Line Interface Reference Guide for Cisco Unified Communications Solutions* at http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.

- Step 2** Sign in to the email account that you used in [Step 1](#).
- Step 3** If the outgoing message is not received at the email address that you specified in [Step 1](#), do the following sub-steps to troubleshoot the problem:
- Verify that the SMTP smart host setting is configured in Connection Administration. For details, see the “Configuring the Cisco Unity Connection Server to Relay Messages to a Smart Host” section in the “[Configuring Transcription \(SpeechView\) in Cisco Unity Connection 9.x](#)” chapter of the *System Administration Guide for Cisco Unity Connection Release 9.x*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx.html.
 - Verify that Connection can reach the smart host by using the CLI command **utils network ping <smarthost>**.
 - Verify that the smart host is configured to route messages from the Connection server to the outside world.
 - Review the logs on the smart host server.
- Step 4** Repeat [Step 1](#) through [Step 3](#) until the test message successfully arrives at the email address you specified in [Step 1](#).
- Step 5** Reply to the test message. Do not change the subject line.
- Step 6** If the incoming reply message is not received by the CLI test, do the following sub-steps to troubleshoot the problem:
- Verify that the email address entered in the Incoming SMTP Address field on the Unified Messaging > SpeechView Transcription Service page in Connection Administration is being routed correctly. It must be routed by your email infrastructure to the “stt-service” account on the Connection server domain.

Verify that the email address entered in the Incoming SMTP Address field on the System Settings > External Services > Transcription for SpeechView page in Connection Administration is being routed correctly. It must be routed by your email infrastructure to the “stt-service” account on the Connection server domain.

For example, if the Connection SMTP domain on the System Settings > SMTP Configuration > Server > SMTP Domain page in Connection Administration is “connection.example.com,” and if the Incoming SMTP Address is “transcriptions@example.com,” the email system must be configured to route transcriptions@example.com to stt-service@connection.example.com.
 - View the Connection SMTP Server component log files to see if the message reached Connection. The SMTP logs are located in diag_SMTP_*.uc. If you see “untrusted client connection refused” messages in the log files, you need to configure Connection to trust incoming traffic from your email system.

For details on configuring Connection to trust incoming traffic from your email system, see the “Configuring the Cisco Unity Connection Server to Accept Messages From Your Email System” section in the “[Configuring Transcription \(SpeechView\) in Cisco Unity Connection 9.x](#)” chapter of the *System Administration Guide for Cisco Unity Connection Release 9.x*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx.html.

- c. View the log files for your email infrastructure for additional clues.
 - Step 7** Repeat [Step 5](#) through [Step 6](#) until the test message reply is received.
 - Step 8** If the test continues to fail, enable traces and contact Cisco TAC. See the [“Using Diagnostic Traces to Troubleshoot SpeechView”](#) section on page 18-7.
-

Troubleshooting Transcription Notifications

Do the following procedure. Note that the problem with transcription notifications may be solved by any of the steps in the procedure, which are arranged in order of likelihood. After each step, retest transcription notifications, and if the problem has not been resolved, continue on to the next step in the procedure.

To Troubleshoot Transcription Notifications

-
- Step 1** Confirm that messages are being transcribed by following [Step 1.](#) through [Step 13.](#) in the [“Task List for Troubleshooting SpeechView”](#) section on page 18-1.
 - Step 2** Confirm that the Send Transcriptions of Voice Messages setting is enabled for the SMS or SMTP notification device on the Edit Notification Device page for the user account in Cisco Unity Connection Administration.
 - Step 3** If the message is a secure message, confirm that the user belongs to a class of service that allows transcriptions of secure messages to be sent to notification devices.
 - Step 4** Test to see whether the SMS or SMTP notification device receives non-transcription messages by doing the following sub-steps:
 - a. Verify that the device is configured to notify the user for All Voice Messages.
 - b. Send a voice message to the user.
 - c. If the device is not receiving any notifications, see the [“Troubleshooting Notification Devices in Cisco Unity Connection 9.x”](#) chapter for further troubleshooting information.
 - Step 5** If these steps do not resolve the problem, enable traces and contact Cisco TAC. See the [“Using Diagnostic Traces to Troubleshoot SpeechView”](#) section on page 18-7.
-

Messages That Cannot Be Transcribed

The third-party transcription service may have problems transcribing messages if the recording is inaudible or if the sender was speaking in a language that is not supported by the transcription service. In these cases, the service will return a transcription that instructs the user to call Connection to listen to the message.

Using Diagnostic Traces to Troubleshoot SpeechView

You can use Cisco Unity Connection traces to troubleshoot problems with the SpeechView transcription feature.

Enable the following micro traces to troubleshoot SpeechView problems:

- MTA (level 10, 11, 12, 13)
- SMTP (all levels)
- SttClient (all levels)
- SttService (all levels)
- SysAgent (level 10, 11, 12, 16)
- Notifier (level 16, 21, 25, 30) —if you are troubleshooting problems with delivery to notification devices.

For detailed instructions on enabling and collecting diagnostic traces, see the [“Diagnostic Traces in Cisco Unity Connection 9.x”](#) chapter.

