



## Preface

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## Audience and Use

The *Troubleshooting Guide for Cisco Unity Connection* contains information on specific problems with Cisco Unity Connection, possible causes of the problems, and procedures to resolve the problems. The guide is written for system administrators who are responsible for maintaining and administering Connection.

## Documentation Conventions

**Table 1**      ***Troubleshooting Guide for Cisco Unity Connection Conventions***

Convention	Description
boldfaced text	Boldfaced text is used for: <ul style="list-style-type: none"><li>• Key and button names. (Example: Select <b>OK</b>.)</li><li>• Information that you enter. (Example: Enter <b>Administrator</b> in the Username box.)</li></ul>
< > (angle brackets)	Angle brackets are used around parameters for which you supply a value. (Example: In the Command Prompt window, enter <b>ping &lt;IP address&gt;</b> .)
- (hyphen)	Hyphens separate keys that must be pressed simultaneously. (Example: Press <b>Ctrl-Alt-Delete</b> .)
> (right angle bracket)	A right angle bracket is used to separate selections that you make on menus. (Example: On the Windows Start menu, select <b>Settings &gt; Control Panel &gt; Phone and Modem Options</b> .)

The *Troubleshooting Guide for Cisco Unity Connection* also uses the following conventions:



### Note

Means reader take note. Notes contain helpful suggestions or references to material not covered in the document.

**Caution**

Means reader be careful. In this situation, you might do something that could result in equipment damage or loss of data.

## Cisco Unity Connection Documentation

For descriptions and URLs of Cisco Unity Connection documentation on Cisco.com, see the *Documentation Guide for Cisco Unity Connection Release 9.x*. The document is shipped with Connection and is available at

[http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/roadmap/9xcucdg.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/roadmap/9xcucdg.html).

## Documentation References to Cisco Unified Communications Manager Business Edition

In the Cisco Unity Connection 9.x documentation set, references to “Cisco Unified Communications Manager Business Edition” and “Cisco Unified CMBE” apply to both Business Edition version 9.0 and to Business Edition 5000 versions 9.x. The references do not apply to Business Edition 6000.

## Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

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## Cisco Product Security Overview

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

A summary of U.S. laws governing Cisco cryptographic products may be found at <http://www.cisco.com/wwl/export/crypto/tool/stqrg.html>. If you require further assistance, contact us by sending email to [export@cisco.com](mailto:export@cisco.com).