



Internal and External Calls

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Cisco Unity Connection Is Not Answering Any Internal and/or External Calls

When the phone system settings in Cisco Unity Connection Administration do not match the type of phone system that Connection is connected to, Connection may not answer calls.

To Confirm the Phone System Settings in Cisco Unity Connection Administration

- Step 1** Log on to Cisco Unity Connection Administration.
- Step 2** Expand **Telephony Integrations**.
- Step 3** Confirm that the settings for the phone system, port groups, and ports match those indicated in the integration guide for your phone system.
- Step 4** Correct any incorrect values in Connection Administration.
- Step 5** If you change any values, click **Save**.
- Step 6** If prompted to restart the Connection Conversation Manager service, in the Navigation drop-down list, click **Cisco Unity Connection Serviceability** and click **Go**. Otherwise, continue to [Step 16](#).
- Step 7** On the Cisco Unity Connection Serviceability page, on the Tools menu, click **Control Center - Feature Services**.
- Step 8** On the Control Center - Feature Services page, in the Server drop-down list, click the name of the Connection server and click **Go**.
- Step 9** Under Cisco Unity Connection Services, click **Connection Conversation Manager**.
- Step 10** At the top of the page, click **Restart**.
- Step 11** When prompted to confirm restarting the service, click **Yes**.
- Step 12** In the Navigation drop-down list, click **Cisco Unity Connection Administration** and click **Go**.
- Step 13** In Cisco Unity Connection Administration, expand **Telephony Integrations**, then click **Phone System**.

- Step 14** In the Related Links drop-down list, click **Check Telephony Configuration** and click **Go** to confirm the phone system integration settings.
- If the test is not successful, the Task Execution Results displays one or more messages with troubleshooting steps. After correcting the problem(s), test the connection again.
- Step 15** In the Task Execution Results window, click **Close**.
- Step 16** Log off Connection Administration.
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Cisco Unity Connection Is Not Answering Some Internal or External Calls

There are two possible reasons that Cisco Unity Connection may not answer some internal and/or external calls. Use the [“Task List for Troubleshooting Sporadic Answers on Incoming Calls”](#) to troubleshoot the possible causes.

Task List for Troubleshooting Sporadic Answers on Incoming Calls

1. Confirm that the routing rules are working correctly. See the [“Confirming Routing Rules”](#) section on page 7-2.
2. Confirm that calls are sent to the correct voice messaging ports and that the ports are enabled. See the [“Confirming Voice Messaging Port Settings”](#) section on page 7-3.

Confirming Routing Rules

By default, Cisco Unity Connection does not reject any calls. If routing rules have been changed, Connection may have been unintentionally programmed to reject some internal or external calls.

To Confirm That Cisco Unity Connection Routing Rules Are Working Correctly

- Step 1** Log on to Cisco Unity Connection Administration.
- Step 2** In the Navigation drop-down list, click **Cisco Unity Connection Serviceability** and click **Go**.
- Step 3** On the Cisco Unity Connection Serviceability page, on the Trace menu, click **Micro Traces**.
- Step 4** On the Micro Traces page, in the Server drop-down list, click the name of the Connection server and click **Go**.
- Step 5** In the Micro Trace drop-down list, click **Arbiter** and click **Go**.
- Step 6** Check the three call routing check boxes (components **14**, **15**, and **16**) and click **Save**.
- Step 7** In the Micro Trace drop-down list, click **RoutingRules** and click **Go**.
- Step 8** Check the **Rules Creation/Deletion/Evaluation** check box (component **11**) and click **Save**.
- Step 9** Reproduce the problem.
- Step 10** To collect the log files, launch Cisco Real-Time Monitoring Tool (RTMT). For details, see the *Cisco Unified Real-Time Monitoring Tool Guide*.
- Step 11** In RTMT, on the System menu, click **Tools > Trace > Trace & Log Central**.

- Step 12** In the Trace & Log Central tree hierarchy, double-click **Collect Files**.
- Step 13** In the Select CUC Services/Application tab, check box next to the IP address of the server and click **Next**.
- Step 14** In the Select System Services/Applications tab, click **Next**.
- Step 15** In the Collection Time group box, specify the time range for which you want to collect traces.
- Step 16** In the Download File option group box, specify the options you want for downloading traces.
- Step 17** Click **Finish**.
- Step 18** To view the trace files that you collected, you can use the Local Browse option of the trace collection feature.
- Step 19** In Cisco Unity Connection Serviceability, turn off the traces that you set in [Step 6](#) and [Step 8](#), then click **Save**.
- Step 20** To view the actual conditions of routing rules, go to the Call Management > Call Routing pages in Cisco Unity Connection Administration. Compare the conditions of the routing rules with the information gathered from the diagnostic file to see why a rule is applied to a call.
- Step 21** Use the Call Management > Call Routing pages to modify routing rules, as applicable.
- If you are unable to determine if routing rules are the source of the problem, or if you need assistance interpreting the information in the diagnostic logs, contact Cisco TAC.
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Confirming Voice Messaging Port Settings

If the phone system is programmed to send calls to a voice messaging port on Cisco Unity Connection that is not configured to answer calls, Connection will not answer the call.

To Confirm That Calls Are Being Sent to the Correct Voice Messaging Ports on Connection

- Step 1** Log on to Cisco Unity Connection Administration.
- Step 2** Expand **Telephony Integrations**, then click **Port**.
- Step 3** On the Search Ports page, note which ports are designated to answer calls.
- Step 4** On the phone system, in the phone system programming, confirm that calls are being sent only to those voice messaging ports designated to answer calls. Change the phone system programming if necessary.
- Step 5** If you made a change to the phone system programming in [Step 4](#), restart the Connection Conversation Manager service by doing the following substeps. (Restarting the Connection Conversation Manager service will clear any hung ports.) Otherwise, continue to [Step 6](#).
- In the Navigation drop-down list, click **Cisco Unity Connection Serviceability** and click **Go**.
 - On the Cisco Unity Connection Serviceability page, on the Tools menu, click **Control Center - Feature Services**.
 - On the Control Center - Feature Services page, in the Server drop-down list, click the name of the Connection server and click **Go**.
 - Under Cisco Unity Connection Services, click **Connection Conversation Manager**.
 - At the top of the page, click **Restart**.
 - When prompted to confirm restarting the service, click **Yes**.

Step 6 Log off Cisco Unity Connection Serviceability.

If a voice messaging port is disabled or set incorrectly, it will not answer calls.

To Confirm That Voice Messaging Ports Are Enabled

Step 1 Log on to Cisco Unity Connection Administration.

Step 2 Expand **Telephony Integrations**, then click **Port**.

Step 3 If a voice messaging port is not enabled and should be in use, on the Port Basics page for the port, check the **Enabled** check box to enable the port.
