



Text to Speech

This chapter contains the following sections:

- [Diagnostic Traces for Text to Speech, page 10-1](#)
- [Options Allowed While Listening to E-Mail, page 10-1](#)
- [Users Hear Gibberish at the End or Beginning of an E-Mail, page 10-2](#)
- [E-Mail Deleted by Phone Is Still in the Inbox Folder, page 10-2](#)
- [Short Delays or No Access While Listening to E-Mail, page 10-2](#)
- [User Is Configured for TTS, But E-Mail Is Not Offered to the User, page 10-2](#)

Diagnostic Traces for Text to Speech

To help diagnose problems with TTS and the IMAP connection to Exchange, the following micro traces can be turned on in the Cisco Unity Diagnostic Tool:

- Common Messaging Layer (CML) > CML Session Trace
- Common Messaging Layer (CML) > CML IMAP Messaging Trace

The diagnostics will be found in the `diag_cuscmgr*.*` file.

Options Allowed While Listening to E-Mail

While listening to e-mail with Text to Speech (TTS), users have the same options allowed with voice messages, except for the following, which are not allowed for e-mail:

- Reply (includes live reply and reply to all)
- Forward
- Individually hard delete

Users can hard delete all soft-deleted e-mail at once through the same conversation they would use to permanently remove all soft-deleted voice messages.

Users Hear Gibberish at the End or Beginning of an E-Mail

When users hear gibberish at the end or beginning of an e-mail, the gibberish is part of the e-mail formatting that TTS plays back. Although the TTS engine is able to clean up some of the gibberish that can be found in various e-mail formats, there are formats that will cause some gibberish to be played.

E-Mail Deleted by Phone Is Still in the Inbox Folder

When accessing an e-mail account with a MAPI client (such as Microsoft Outlook 2000), e-mail that was deleted by phone may still appear in the Inbox and not in the Deleted Items folder.

Cisco Unity Connection uses the IMAP protocol to interact with Microsoft Exchange. Microsoft Exchange handles messages that are soft-deleted via IMAP differently than those that are soft-deleted by using the MAPI protocol. When a message is soft-deleted through IMAP, it is marked as deleted and left in the Inbox folder. When a message is soft-deleted through MAPI, it is moved to the Deleted Items folder.

Short Delays or No Access While Listening to E-Mail

While listening to e-mail with TTS, a user may experience up to a four-second delay, or a user may be told that e-mail could not be read. This behavior may be intermittent.

Cisco Unity Connection allows itself four seconds to contact the Microsoft Exchange server and respond to any given IMAP request. If there are network or Exchange issues, Connection will abort the task to avoid any long delays in the conversation. If network problems happen at logon, e-mail will not be available for the duration of the call. If network problems happen during message access, further e-mail may not be read for the duration of the call, or the caller may hear the failsafe prompt.

Microsoft Exchange can respond slowly for a number of reasons, but the most common reason is that the user has a large number of messages in their Inbox folder (for example, more than 1000 messages). One solution may be to have the user delete messages or reorganize their e-mail folders to reduce the number of messages in the Inbox.

Another solution is to increase the amount of time Connection waits to access TTS before timing out. In Cisco Unity Connection Administration, expand System Settings > Advanced > Conversations and change the setting for Maximum Delay for TTS Access Before Timeout from the default setting of 4 seconds to 6 or 10 seconds. Increasing the timeout value will give Exchange more time to respond to IMAP requests and successfully retrieve messages, but callers may experience long pauses while waiting for the system to respond.

The diagnostics in the `diag_cuscmgr*.log` file should give an indication of what the problem was.

User Is Configured for TTS, But E-Mail Is Not Offered to the User

This issue is normally due to Cisco Unity Connection not being able to contact or establish an authenticated connection with Microsoft Exchange. With this issue, all TTS-enabled users on the system are affected, rather than just a few.

Do the following to troubleshoot this issue:

1. In Cisco Unity Connection Administration, confirm that all of the information provided for the External Service defined for the Microsoft Exchange server is correct. In Cisco Unity Connection Administration, expand System Settings > External Services and select the defined external service. In particular, confirm that the Server Name, Service Login, and Service Password values are correct. For the Service Login value, confirm that this is formatted as “<domain>\<username>.”
2. Confirm that the affected users have the correct mailbox name defined for their IMAP external service account. To do this, in Cisco Unity Connection Administration, go to the External Service Accounts page for each affected user and select the IMAP external service account.
3. Confirm that the server address defined for the Exchange server in the Connection Administration can be used at the Cisco Unity Connection server command line to ping the Microsoft Exchange server.
4. If you have confirmed the information in the above steps, and users are still unable to access e-mail, try changing the “Security Transport” setting for the external service from SSL to None. In Cisco Unity Connection Administration, expand System Settings > External Services and select the defined external service. After changing the Security Transport setting, try accessing e-mail from the phone conversation. If TTS access is working, then this indicates that the common name (CN) on the Exchange Server SSL certificate may be different than the value provided as the “DNS Address of Server” defined for the external service in Cisco Unity Connection Administration. These names must match exactly in order for Cisco Unity Connection to trust the certificate it receives from Microsoft Exchange.

**Note**

When you change the Security Transport setting for the external service from SSL to None, check to see that Exchange is set to allow non-SSL connections for IMAP. If you only allow SSL connections for IMAP, you may need to temporarily disable the “Requires SSL/TLS Encryption” setting on the Authentication page for the Default IMAP4 Virtual server to assist in isolating the problem.

