



Voice Recognition

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Restarting the CuVrt and Nuance Watcher Daemon Services

For some voice-recognition issues, restarting the CuVrt and Nuance Watcher Daemon services will resolve the problem.

To Restart Services on the Cisco Unity Connection Server

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- Step 1** On the Windows Start menu, click **Programs > Administrative Tools > Services > Services Control Manager**.
- Step 2** In the Services Control Manager window, right-click the CuVrt service and click **Restart**.
- Step 3** After the CuVrt service restarts, right-click the Nuance Watcher Daemon service and click **Stop**. Wait about 15 seconds, right-click the Nuance Watcher Daemon service again and click **Start**.
- Step 4** After the Nuance Watcher Daemon service restarts, close the Services Control Manager window and wait one to two minutes for the applicable processes to start before accessing voice recognition.

If voice recognition is unavailable or is not recognizing voice commands, check the Windows Task Manager to confirm that the following processes are running (and with the indicated memory allocation):

- Recserver.exe (~ 200,000K)
- Compilation-server (~50,000K)
- Nrcp-server

- Nlm

To Restart Services for a Separate Voice-Recognition Server

- Step 1** On the Cisco Unity Connection server, on the Windows Start menu, click **Programs > Administrative Tools > Services > Services Control Manager**.
- Step 2** In the Services Control Manager window, right-click the CuVrt service and click **Restart**.
- Step 3** On the voice-recognition server, on the Windows Start menu, click **Programs > Administrative Tools > Services > Services Control Manager**.
- Step 4** In the Services Control Manager window, right-click the Nuance Watcher Daemon service and click **Restart**.
- Step 5** After the Nuance Watcher Daemon service restarts, close the Services Control Manager window and wait one to two minutes for the applicable processes to start before accessing voice recognition.

If voice recognition is unavailable or is not recognizing voice commands, check the Windows Task Manager to confirm that the following processes are running (and with the indicated memory allocation):

- Recserver.exe (~ 200,000K)
 - Compilation-server (~50,000K)
 - Mrcp-server
 - Nlm
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Users Hear Touchtone Conversation Instead of Voice-Recognition Conversation

Use the following troubleshooting steps to determine the source of the problem and to correct it:

1. Does this problem occur for one user or for all users configured for voice recognition?
 - a. Verify that the class of service (COS) is configured to enable voice recognition. On the Class of Service page, under Licensed Features, check the Allow Users to Access Voice Recognition or Text to Speech for E-Mail check box. Under Features, check the Allow Users to Use Voice Recognition check box.
 - b. Verify that the affected user or group of users is associated with the correct COS.
 - c. Verify that the phone menu input style is set to voice recognition. The input style can be set either in the Cisco Unity Assistant web tool or in Cisco Unity Connection Administration.
2. Is the voice-recognition server configured correctly?
 - a. Verify that the CuVrt service and the Nuance Watcher Daemon service (for both local server and separate voice-recognition server configurations) are running. See the [“Restarting the CuVrt and Nuance Watcher Daemon Services”](#) section on page 14-1.
 - b. Verify that all processes associated with the Nuance Watcher Daemon service are running optimally. See the [“Restarting the CuVrt and Nuance Watcher Daemon Services”](#) section on page 14-1.

3. If you are using a separate voice-recognition server, has the Nuance license file been transferred from the Connection server to the voice-recognition server?
 - a. On the Connection server, confirm that the Nuance license file is in the G:\Nuance\V8.5.0\Licenses directory.
 - b. On the voice-recognition server, the Nuance license file should also be located in the G:\Nuance\V8.5.0\Licenses directory. If the directory does not exist, copy the Licenses directory from the Connection server to the same location on the voice-recognition server.
4. Is the G.711 codec being used?

For Cisco Unity Connection 1.1(1), the G.711 Mu-Law audio format is required for Connection voice-recognition features. Voice recognition does not work if the Connection server or the phone system is using G.729a; if the G.729a prompts are installed; or if greetings and names were recorded in an audio format other than G.711 Mu-Law.

For Cisco Unity Connection 1.2(1), voice recognition does not work if the phone system is using G.729a.

"Voice-Recognition Services Are Not Available" Error Prompt

When a user hears the error prompt "Voice-recognition services are not available. Use the standard touchtones for the duration of the call. Please contact your system administrator if this situation persists," use the following troubleshooting steps:

1. Check the Cisco Unity Connection license on the Connection server and the Nuance license file on the voice-recognition server (if applicable). It may be that all licensed voice-recognition sessions are being used. The Cisco Unity Connection license is located in the Program Files\Cisco Systems\Cisco Unity Connection\Licenses directory. The Nuance license file is located in the Nuance\V8.5.0\Licenses directory.
2. In Cisco Unity Connection Administration, expand System Settings > Voice Recognition Server, and click the name of the voice-recognition server. On the Edit Voice Recognition Server page, check that you have the correct address listed in the IP Address field.

Voice Commands Are Recognized, But User Names Are Not

Restart the CuVrt and Nuance Watcher Daemon services. See the applicable procedure in the ["Restarting the CuVrt and Nuance Watcher Daemon Services" section on page 14-1](#).

Voice Commands Are Not Recognized

1. See the *Cisco Unity Connection User Guide* for a table of preferred voice commands. Although the voice-recognition grammar files contain many synonyms for the preferred commands, it is not possible for them to contain every word or phrase a user might say. For the best performance, encourage users to use the preferred commands.
2. Check the Windows Task Manager to confirm that the following Nuance Watcher Daemon server processes are running (and with indicated memory allocation):
 - Recserver.exe (approximately 200,000K)
 - Compilation-server (approximately 50,000K)

- Mrcp-server
 - Nlm
3. Wait for the CuVrt service to update (this can take up to five minutes), or restart CuVrt. See the applicable procedure in the “[Restarting the CuVrt and Nuance Watcher Daemon Services](#)” section on page 14-1.
 4. Check for the appearance of the following files in the G:\Nuance\V8.5.0\mrp directory:
 - subscriber.gsl
 - directory.gsl
 - contacts.gsl
 5. If it is possible that the voice-recognition system is having trouble understanding how a user name is pronounced, consider adding nicknames or alternate names for the user. Both of these features let you add differing pronunciations for names that are not pronounced the way they would be read. (For example, a user name is Janet but is pronounced Jah-nay. You could add the pronunciation “Jahnay” as an alternate name or nickname.)

For information on adding nicknames for a user, see the *Cisco Unity Connection System Administration Guide*. See the *Cisco Unity Connection User Moves, Adds, and Changes Guide* for information on adding alternate names for a user. Both guides are available at http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.

Users Hear Only Full Menus

This is a known issue for Cisco Unity Connection 1.x. Although Connection users and administrators are able to change the setting for full or brief menus in Cisco Unity Connection Administration and in the Cisco Unity Assistant web tool, the voice-recognition feature is hard-coded to use only full menus. Brief menus will be implemented in a future release.

Users Are Unable to Change Settings by Phone

This is a known issue for Cisco Unity Connection 1.x. Although Connection users may be able to say “Settings” at the Main menu and hear options in phone menu Help, they are unable to change message settings, personal settings, and call transfer settings by phone. The options will be implemented in a future release.

Using Trace Logs in the Cisco Unity Diagnostic Tool

The Cisco Unity Diagnostic Tool (UDT), located in the Cisco Unity Tools Depot, offers diagnostic macro traces and micro traces for help in troubleshooting voice-recognition issues.

Macro Traces

Set the Voice User Interface/Speech Recognition Traces.

Micro Traces

- Conversation Development Environment (CDE)
 - 11 NamedProps Access
 - 16 Call Progress Diags
 - 20 CML Access
 - 22 Speech Recognition Grammar
- Media: Input/Output (MiuIO)
 - 11 Wave Play/Record Success/Failure
 - 25 Media Server
- Subscriber Conversation
 - 10 Call Progress
 - 15 NamedProps Access Failures
 - 26 General Failures
- Phrase Server
 - 15 Speech Recognition

**Note**

See the Cisco Unity Diagnostic Tool Help for more information about using macro and micro traces.

Using Other Logging to Troubleshoot Issues

Errors, warnings, and exception traces captured in event log files can often indicate the source of a problem. In addition, when you report a problem to Cisco TAC, you may be asked to send log files.

When troubleshooting voice-recognition issues, look in the following log file directories for errors and warnings:

- Nuance\Logs
- C:\WINDOWS\System32\Logs

In addition, check the Windows Event Viewer Application log for CuVrt events. Do the following procedure to increase logging verbosity for the CuVrt service.

To Increase Logging Verbosity for the CuVrt Service

- Step 1** Open the registry.
- Step 2** Navigate to HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\CuVrt. In the Configuration subkey, modify the Event Level value with one of the following values:

Level	Description
0	Set to suppress all logging.
5	Quiet: includes service startup and shutdown and some errors.

Level	Description
10	Standard (default): includes Quiet level logging and all other errors.
15	Verbose: Includes Standard level logging and logging for internal operations.
20	All: Includes Verbose level logging and some registry logging.

Step 3 Restart the CuVrt service:

- a. On the Windows Start menu, click **Programs > Administrative Tools > Services > Services Control Manager**.
 - b. In the Services Control Manager window, right-click the CuVrt service and click **Restart**.
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