



A

- alternate extensions [8-3](#)
- Apache Tomcat
 - and CPCA errors [16-3](#)
 - service, verifying [16-4](#)
- Apple Safari, configuring for Media Master [17-2](#)

B

- Bulk Administration Manager [2-2](#)

C

- call looping [15-7](#)
- Call Transfer Rule Tester [15-3](#)
- Call Viewer utility [2-5](#)
- changing passwords, effect on IMAP e-mail client access to Connection [9-1](#)
- Cisco PCA
 - access problems [6-2](#), [6-3](#)
 - Apache Tomcat errors [16-3](#)
 - blank or incomplete pages [6-2](#)
 - error messages [16-2](#)
 - locked user account [16-3](#)
 - logging [16-1](#)
 - logon account errors [16-4](#)
 - managing security alerts when using SSL [6-3](#)
 - saving changes, problems [6-4](#)
 - Tomcat service, verifying [16-4](#)
 - World Wide Web publishing service, verifying [16-5](#)
- Cisco Security Agent, effect on Connection [2-1](#)
- Cisco TAC, reporting problems to [1-10](#)

- Cisco Unity Assistant
 - access problems [6-3](#)
 - saving changes, problems [6-4](#)
- Cisco Unity Connection server
 - drive filling up [5-1](#)
 - G drive missing [5-2](#)
- Cisco Unity Connection Server Status utility [2-2](#)
- Cisco Unity Diagnostic Tool
 - and Cisco Unity Personal Call Transfer Rules [15-7](#)
 - voice-recognition macro trace logs [14-4](#)
 - voice-recognition micro trace logs [14-5](#)
- Cisco Unity Inbox
 - access problems [6-3](#)
 - saving changes, problems [6-4](#)
- Cisco Unity Personal Call Transfer Rules
 - access problems [6-3](#)
 - and voice-recognition conversation [15-5](#)
 - call behavior, inconsistent [15-6](#)
 - call holding unavailable [15-2](#)
 - call looping during rule processing [15-7](#)
 - call screening unavailable [15-2](#)
 - Call Transfer Rule Tester, using [15-3](#)
 - destinations, editing prepopulated [15-2](#)
 - diagnostics [15-7](#)
 - dialable phone numbers [15-3](#)
 - performance counters [15-8](#)
 - phone menu options [15-5](#)
 - rule set failure [15-3](#)
 - rules failure [15-4](#)
 - rules without a "from" condition, creating [15-3](#)
 - saving changes, problems [6-4](#)
 - settings unavailable [15-1](#)
 - Transfer All rule failure [15-5](#)

Custom Key Map tool [13-1](#)

CuVrt service [14-1](#)

D

decryption error messages [9-6](#)

delayed messages [9-3](#)

destination groups [15-2](#)

destinations [15-2](#)

diagnostic traces

Dr. Watson [1-9](#)

Event logs [1-2](#)

macro traces [1-2](#)

micro traces [1-4](#)

Text to Speech [10-1](#)

dialable phone numbers [15-3](#)

directory handler [6-4](#)

disappearing messages [9-3](#)

Disaster Recovery tools (DiRT) [2-1](#)

Dr. Watson logs [1-9](#)

E

e-mail

access problems [10-2](#)

deleted messages remain in Inbox folder [10-2](#)

options allowed while listening to [10-1](#)

users hear gibberish [10-2](#)

encryption error messages [9-6](#)

error messages

Cisco PCA [16-2](#)

decryption [9-6](#)

encryption [9-7](#)

Event logs [1-2](#)

F

failsafe conversation [9-7](#)

full-mailbox warnings [9-2](#)

future message delivery [13-1](#)

H

hard drive

drive missing [5-1](#)

filling up on Connection server [5-1](#)

Help menu, long pauses when listening to [13-1](#)

I

IMAP e-mail access to Connection [9-1](#)

installation failure [5-1](#)

integration

calls not answered [4-5](#)

calls not transferred to the correct greeting [8-1](#)

calls to Cisco Unity Connection fail [4-3](#)

Cisco CallManager through SCCP or SIP trunk [4-7](#)

Cisco Unity Connection does not start [4-4](#)

IP address, changing for Cisco CallManager server [4-3](#)

preparation for troubleshooting phone system [4-1](#)

UTIM not available [4-3](#)

K

key mapping problems [13-1](#)

L

license file, removing [5-4](#)

licensing status, determining [5-4](#)

logs

Cisco PCA [16-1](#)

Dr. Watson [1-9](#)

Event [1-2](#)

M

macro traces

- Cisco Unity Diagnostic Tool (UDT) [1-2](#)
- enabling [1-3](#)
- list of [1-3](#)

mailboxes, warnings about full [9-2](#)

MAPI client, problems with e-mail deletions [10-2](#)

MD5 value, using to verify downloaded software [5-1](#)

Media Master

- and local device [17-4](#)
- and phone device [17-2, 17-3](#)
- Apple Safari [17-2](#)
- Microsoft Internet Explorer [17-2](#)
- Mozilla Firefox [17-2](#)

message notifications

- devices added do not work [11-9](#)
- intermittent failure [11-8](#)
- slow for a user [11-3](#)
- slow for multiple users [11-1](#)
- SMS [11-5](#)

messages

- decoy WAV file [9-7](#)
- delayed [9-3](#)
- disappearing [9-3](#)
- encryption or decryption errors [9-6](#)
- failsafe conversation [9-7](#)
- future delivery [13-1](#)
- private and secure [9-6](#)
- recording stops before caller is done recording [9-5](#)
- secure [9-6](#)
- undeliverable [9-2](#)

Microsoft Internet Explorer, configuring for Media Master [17-2](#)

micro traces

- Cisco Unity Diagnostic Tool (UDT) [1-4](#)
- enabling [1-7](#)
- gathering into a file [1-9](#)
- interpreting [1-8](#)

list of [1-4](#)

viewing [1-8](#)

Mozilla Firefox, configuring for Media Master [17-2](#)

N

nondelivery receipts [12-1](#)

Nuance Watcher Daemon service, restarting [14-1](#)

P

passwords, effect that changing has on IMAP e-mail client access to Connection [9-1](#)

performance counters for Cisco Unity Personal Call Transfer Rules [15-8](#)

phone system integration

- calls not answered [4-5](#)
- calls not transferred to the correct greeting [8-1](#)
- calls to Cisco Unity Connection fail [4-3](#)
- Cisco CallManager through SCCP or SIP trunk [4-7](#)
- Cisco Unity Connection does not start [4-4](#)
- IP address, changing for Cisco CallManager server [4-3](#)
- preparation for troubleshooting phone system [4-1](#)
- settings, confirming [7-1](#)
- UTIM not available [4-3](#)

port configuration

- calls misdirected [7-3](#)
- disabled or set incorrectly [7-3](#)

Port Status Monitor utility [2-3](#)

Port Usage Analyzer utility [2-4](#)

R

recording stops before caller has finished [9-5](#)

reports

- diagnostic traces [3-4](#)
- output [3-1](#)
- troubleshooting [3-3](#)

restarting

CuVrt service [14-1](#)
 Nuance Watcher Daemon service [14-1](#)
 routing rules [7-2](#)
 rule sets
 applied incorrectly [15-3](#)
 unavailable for enabling or disabling by phone [15-5](#)

S

secure messages [9-6](#)
 security alerts, managing when using SSL [6-3](#)
 Server Status utility [2-2](#)
 slow delivery of messages [9-3](#)
 SMS notifications [11-5](#)
 software downloads, verifying with checksum
 generator [5-1](#)
 SSL, managing security alerts [6-3](#)

T

Text to Speech
 access problems [10-2](#)
 diagnostic traces [10-1](#)
 options allowed while listening to e-mail [10-1](#)
 users hear gibberish [10-2](#)
 Tomcat, verifying service started [16-4](#)
 Tools Depot [2-4](#)
 touchtones [6-1](#)
 Transfer All rule, failure [15-5](#)

U

UDT (Cisco Unity Diagnostic Tool)
 macro traces [1-2](#)
 micro traces [1-4](#)
 undeliverable messages [9-2](#)
 upgrade failure [5-1](#)
 users, locating [6-4](#)
 utilities

Call Viewer [2-5](#)
 Cisco Unity Connection Server Status [2-2](#)
 Port Status Monitor [2-3](#)
 Port Usage Analyzer [2-4](#)
 UTIM not available [4-3](#)

V

voice-recognition conversation
 and Cisco Unity Personal Call Transfer Rules [15-5](#)
 brief menus unavailable [14-4](#)
 changing settings by phone, failure [14-4](#)
 diagnosing problems with log files [14-5](#)
 full menus [14-4](#)
 restarting CuVrt and Nuance Watcher Daemon
 services [14-1](#)
 service not available [14-3](#)
 user names not recognized [14-3](#)
 users hear touchtone conversation [14-2](#)
 voice commands not recognized [14-3](#)

W

WAV file, determining which is played [13-1](#)
 World Wide Web publishing, verifying service
 started [16-5](#)

