



Troubleshooting

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Running a Network Connectivity Test

You can run a network connectivity test to initiate a connection between the [SRSV-UMG](#) device and all the systems that are configured on the system, including the Cisco Unified Communications Manager, Cisco Unity Connection servers, and [SRSV-CUE](#) devices.

The test may take several minutes to complete, during which time the status page will refresh automatically. You can either wait for the test to complete or go to other pages and later return to this page to see the test results.

Procedure

- Step 1** Log in to the [Cisco UMG GUI](#). See the [Logging In to the Cisco UMG Graphical User Interface \(GUI\)](#) module.
- Step 2** Choose **Troubleshoot > Network Connectivity**.
The system displays the Network Connectivity Test page.
- Step 3** To start a network connectivity test, click **Start Network Connectivity Test**.
When the test is complete, the system displays a message stating that the test is complete and shows the results. See [Viewing Results from a Network Connectivity Test](#). If the connectivity test fails, the system displays a brief indication of the cause of the failure. You can find additional failure diagnostic information in the trace buffer or message log.
- Step 4** To cancel the network connectivity test that is currently running, click **Cancel Network Connectivity Test**.
- Step 5** To see the results of the previous test click **Click here for results of previous test**.

Step 6 To restart a previous network connectivity test, click **Restart Network Connectivity Test**.

Viewing Results from a Network Connectivity Test

After you run a network connectivity test (see [Running a Network Connectivity Test](#)), the system displays the results in three categories:

- Central call agents network connectivity
- Central voicemail servers network connectivity
- Branch voicemail servers network connectivity

For each category, the system shows the hostname of the system to which it tried to connect; the result, either success or failure; the amount of time, in milliseconds, that it took to connect; and any details.

Configuring Trace Settings

Use this procedure to enable traces, or debug message output, for components in the [Cisco Unified SRSV](#) system. Components are modules, entities, and activities in the system. You can review the output by selecting **Troubleshoot > View > Trace Buffer**. See [Viewing a Trace Buffer](#).

Restriction

Enabling too many traces can adversely affect the system performance.

Procedure

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- Step 1** Log in to the [Cisco UMG GUI](#). See the [Logging In to the Cisco UMG Graphical User Interface \(GUI\)](#) module.
- Step 2** Choose **Troubleshoot > Traces**.
- The system displays the Troubleshoot Traces page, with a hierarchical listing of the system components.
- Step 3** To enable a trace on a system component, check the checkbox next to the name of the component.
- To expand the listing of components, click the + sign next to the upper-level components.
 - Check the checkbox next to an upper-level component (a module or entity) to enable the traces for all of the components under that component.
 - Uncheck the checkbox next to an upper-level component to disable the traces for all of the components under that component.
- Step 4** Click **Apply** to save your changes.
- Step 5** Click **OK** in the confirmation window.
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Viewing Tech Support Information

Procedure

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- Step 1** Log in to the [Cisco UMG GUI](#). See the [Logging In to the Cisco UMG Graphical User Interface \(GUI\)](#) module.
- Step 2** Choose **Troubleshoot > View > Tech Support**.
The system displays the Tech Support page and shows a collection of configuration data.
- Step 3** To save the tech support information, click **Download Tech Support**.
- Step 4** Save the file to a convenient location.
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Viewing a Trace Buffer

Procedure

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- Step 1** Log in to the [Cisco UMG GUI](#). See the [Logging In to the Cisco UMG Graphical User Interface \(GUI\)](#) module.
- Step 2** Choose **Troubleshoot > View > Trace Buffer**.
The system displays the Trace Buffer page and shows the contents of the [trace buffer](#).
- Step 3** To save the trace buffer information, do the following:
- a. Click **Download Trace Buffer**.
 - b. Save the file to a convenient location.
- Step 4** To move to another page, use the left and right arrow buttons on the bottom right, or enter another page number and press **Enter**.
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Viewing a Log File

Procedure

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- Step 1** Log in to the [Cisco UMG GUI](#). See the [Logging In to the Cisco UMG Graphical User Interface \(GUI\)](#) module.
- Step 2** Choose **Troubleshoot > View > Log File**.
The system displays the Log File page and shows the contents of the [log file](#).
- Step 3** To save the log file, do the following:
- a. Click **Download Log File**.
 - b. Save the file to a convenient location.

- Step 4** To move to another page, use the left and right arrow buttons on the bottom right, or enter another page number and press **Enter**.
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