



Troubleshooting Using the GUI

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Running a Network Connectivity Test

You can run a network connectivity test to initiate a connection between the Cisco UMG device and all the systems that are configured on the system, including the secondary Cisco UMG, the [central call agent](#), [central voicemail servers](#), Cisco Unified SRST sites, 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** Select **Troubleshoot > Network Connectivity**.
- The system displays the Network Connectivity Test page.
- Step 2** 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 3** To cancel the network connectivity test that is currently running, click **Cancel Network Connectivity Test**.
- Step 4** To see the results of previous network connectivity tests, click **Click here for results of previously run test**. The system displays the results. See [Viewing Results from a Network Connectivity Test](#).

**Note**

Results of previous tests are only available for the current login session.

Step 5 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.

Parameter	Description
Central Call Agents	
Cluster Name	Name of the central call agent cluster .
Hostname	Hostname of the central call agent to which the Cisco UMG system tried to connect.
Result	Result of the network connectivity test. Can be either Success or Failed.
Time (ms)	The amount of time, in milliseconds, that it took to connect.
Details	Any additional details about this network connectivity test.
Central Voicemail Servers	
Cluster Name	Name of the central voicemail server cluster .
Hostname	Hostname of the central voicemail server to which the Cisco UMG system tried to connect.
Result	Result of the network connectivity test. Can be either Success or Failed.
Time (ms)	The amount of time, in milliseconds, that it took to connect.
Details	Any additional details about this network connectivity test.
Branch Voicemails Servers	
Hostname	Hostname of the branch voicemail server to which the Cisco UMG system tried to connect.
Port	The IP port number used by the connectivity test to see if the branch voicemail server is reachable. Can be 80 for HTTP or 443 for HTTPS.
Type	The type of port. Can be either HTTP or HTTPS.
Result	Result of the network connectivity test. Can be either Success or Failed.
Time (ms)	The amount of time, in milliseconds, that it took to connect.
Details	Any additional details about this network connectivity test.
Branch Call Agents	

Parameter	Description
Hostname	Hostname of the branch call agent to which the Cisco UMG system tried to connect.
Result	Result of the network connectivity test. Can be either Success or Failed.
Time (ms)	The amount of time, in milliseconds, that it took to connect.
Details	Any additional details about this network connectivity test.
Secondary Cisco UMG	
Hostname	Hostname of the secondary Cisco UMG to which the primary Cisco UMG system tried to connect.
Port	The IP port number used by the connectivity test to see if the secondary Cisco UMG is reachable. Can be 80 for HTTP or 443 for HTTPS.
Type	The type of port. Can be either HTTP or HTTPS.
Result	Result of the network connectivity test. Can be either Success or Failed.
Time (ms)	The amount of time, in milliseconds, that it took to connect.
Details	Any additional details about this network connectivity test.

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

- Step 1** Select **Troubleshoot > Traces**.
The system displays the Traces page, with a hierarchical listing of the system components.
- Step 2** To enable a trace on a system component, check the check box next to the name of the component.
- Step 3** To expand the listing of components, click the + sign next to the upper-level components.
- Step 4** Check the check box next to an upper-level component (a module or entity) to enable the traces for all of the components under that component. Uncheck the check box next to an upper-level component to disable the traces for all of the components under that component.
- Step 5** Click **Apply** to save your changes.
- Step 6** Click **OK** in the confirmation window.

Viewing Tech Support Information

Procedure

- Step 1** Select **Troubleshoot > View > Tech Support**.
- The system displays the Tech Support page and shows a collection of configuration data.
- Step 2** To save the tech support information, do the following:
- Click **Download Tech Support**.
 - Save the file to a convenient location.
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Viewing a Trace Buffer

Procedure

- Step 1** Select **Troubleshoot > View > Trace Buffer**.
- The system displays the Trace Buffer page and shows the contents of the [trace buffer](#).
- Step 2** To move to another page, use the left and right arrow buttons on the bottom right, or enter another page number and press **Enter**.
- Step 3** To save the trace buffer information, do the following:
- Click **Download Trace Buffer**.
 - Save the file to a convenient location.
- Step 4** To clear the trace buffer information, do the following:
- Click **Clear Trace Buffer**.
 - Click **OK** at the confirmation message.
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Viewing a Log File

Procedure

- Step 1** Select **Troubleshoot > View > Log File**.
- The system displays the Log File page and shows the contents of the [log file](#).
- Step 2** To move to another page, use the left and right arrow buttons on the bottom right, or enter another page number and press **Enter**.
- Step 3** To save the log file, do the following:
- Click **Download Log File**.

- b. Save the file to a convenient location.
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