



AVAYA MESSAGING™

Troubleshooting Guide

AVAYA MESSAGING TROUBLESHOOTING GUIDE

This document is an aid to administrators in locating, explaining and correcting issues that may occur during operations with Avaya Messaging. It contains advanced procedures that should only be attempted by qualified personnel.

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TROUBLESHOOTING GUIDE

Introduction

This document is an aid to administrators in locating, explaining and correcting issues that may occur during operations with Avaya Messaging. It contains advanced procedures that should only be attempted by qualified personnel.

Common Solutions

The following are a collection of the most common issues encountered by technical support staff members.

ISSUE	SOLUTION
UC SIP Service cannot start automatically, returns "Destination Unreachable" error	<p>Details: The UC SIP Service cannot start automatically after starting the UC Voice Server service. All the UC services start, and the Licensing is OK. Disabling Windows Firewall & rebooting the server did not resolve the issue. Its shows "Destination Unreachable" error on the server through a Wireshark trace. Also no ports are showing on the UM Monitor.</p> <p>Resolution: Check SIP configuration. If all the ports are setup correctly, on IXM Admin > Voice server, check that the port numbers are correct. The issue is resolved after changing IXM Admin > Configuration > Telephony Settings > Voice Board Type from 'None' to 'SIP' and the Voice Format to ULAW8. Restart the UC Voice Server & UC SIP services. The UC SIP Service will start automatically after starting the UC Voice Server service, the system will answer & all the ports will be visible on UM monitor.</p>
Unable to sync messages between IXM and Exchange 2016	<p>Details: After an upgrade and implementation of Exchange 2016 with EWS, messages are not syncing. In IMAP Tester, when verifying the mailbox, it will verify initially but all other tests will return "NO LOGIN FAILURE."</p> <p>Resolution: 1) Apply hotfix (8832 to 10.5). 2) Ensure you have EWS applied under TSE in IXM Admin. Enable CSE. 3) On Exchange, if they have configured a ThrottlingPolicy, make sure that EwsMaxConcurrency is set to 2000.</p> <p>Explanation: This parameter specifies how many concurrent connections an Exchange Web Services user can have with an Exchange server at one time. A connection is held from the moment a request is received until a response is sent in its entirety to the requestor. If users attempt to make more concurrent requests than their policy allows, the new connection attempt fails. However, existing connections remain valid. The EwsMaxConcurrency parameter has a valid range from 0 through 2147483647 with a default value of 10. To indicate that the number of concurrent connections should be unthrottled (i.e. no limit), this value should be set to \$null.</p>
How to disable mixed content in the INVITE from CS1K	<p>Details: The mixed contents in SIP messages can be remove using adaptations in Session Manger.</p> <p>Resolution: On the (System Manager) Home > Elements > Routing > Adaptations, create a new adaptation with type ? CS1000Adapter ?, with parameter ?multipartMIMESupported? configured as ?no?. Apply this new adaptation in the Home > Elements > Routing > SIP entities for IX Messaging and check if this helps to strip MIME contents.</p>

ISSUE	SOLUTION
SQL Service won't start after an upgrade.	<p>Details: After an upgrade and then rebooting the server, the system is unable to start the SQL service and an error is generated.</p> <p>Resolution: Change Sybase XX to Sybase 17 in the Windows registry: use Regedit and go to HKEY_LOCAL_MACHINE\SYSTEM\ControlSet001\Services\SQLANYs_ASADB_UC Image Path. Ensure it is set to C:\Sybase\SQL Anywhere 17\sql dbserv17.exe.</p>
Fax Stuck in Initial with error [FTPMOD] failed. GetLastError()=0	<p>Details: Folders missing on the server for required function.</p> <p>Resolution: 1) On the Voice Server, under C:\ProgramData\ApplicationData, create a new folder for UCFSPPrint. 2) Under WOW > Generic > UMS, add a new reg folder EFSP and create a string value with name: UMSTServer with data: localhost -restart remote printer service. If this is an HA installation, make these changes on the Consolidated Server.</p>
WebClient doesn't play voice messages	<p>Issue: The option is grayed-out in Chrome, while IE11 play is enabled but clicking play does nothing. Logs don't show any errors except trying to convert files from src to temp (in uc/webclient/temp). Permissions are good on folders for ucisuser.</p> <p>Solution: Check EsnaAppPool under Application Pool in IIS Services Manager. Open Advanced Change applicationPoolIdentity to UCISUser under Advanced Settings. Restart IIS.</p>
Cannot set an event date in WebEx greater than 9/31/2100	<p>Description: Customer is trying to schedule a WebEx event but it always returns "Cannot set WebEx data". The date cannot be later than 9/31/2100</p> <p>Solution: Changed the date format from 2017-06-23 to the standard 06/23/2017.</p>
Database is not accessible after an upgrade	<p>Details: When the system is upgraded directly, this error may occur: "Database can not accessible". In the Services > UC Background task manager, DB watcher, SQL & all UC services are not started because of the error "Can not start services on Local computer" even though the administrator login password is correct & was used to login to the server as local admin.</p> <p>Resolution: Advise the dealer to do the upgrade. Change the registry key HKEY_Local_Machine\System\ControlSet001\Services\SQLANYs_ASADB_UC > ImagePath to read C:\Sybase\SQL Anywhere 17\BIN64\dbsrv17.exe -hv "SQLANYs_ASADB_UC". Reboot the server.</p>
Activated license is not being taken by the database with FIPS active	<p>Description: The license is activated via the utility. The server is rebooted but logging into IXM Admin still reports 10 mailbox max message but the Utility shows no errors. Checking the database shows that the sentinel number has not been added to the database.</p> <p>Resolution: Disable the FIPS Algorithm in the registry: HKEY_LOCAL_MACHINE\System\CurrentControlSet\Control\Lsa\FipsAlgorithmPolicy\Enabled and change the value to 0.</p>
Phantom extension doesn't work for no answer	<p>Description: A mailbox has two extensions added, one physical and the other phantom. The phantom has the coverage path defined for no answer. Once the phantom is transferred from Auto Attendant and the PBX sends it back with No Answer, IXM tries to send xfer to Physical extension and upon no answer only plays the greeting. However, it should play the greeting for the phantom no answer scenario this prolongs the call leg before it plays greeting.</p> <p>Resolution: Open IXM Admin > Voice Server > Advanced > Different Address Voice Mail should be set to TRUE to allow phantom to play the greeting.</p>
Call Queuing for incoming calls	<p>Details: On an inbound call, when the called mailbox is not available, the user does not want to hang up or leave a message but wait until the contact answers.</p> <p>Resolution: On the IWATSU PBX, enable the following under system VM integration Tenant VMM/AA Packet Set 1 > 44.01.12CO/ICM Camp-On Recall VM/AA Only > 5. On IX Messaging Admin under Feature Group > Transfer Options, enable Call Queuing. Under a mailbox, on the Transfer Options tab, enable Call Queuing.</p>
iLink for Cisco doesn't show phone device in the list	<p>Details: Check if any other extensions installed for security. Reset the Chrome user profile by disconnecting from the Google account under Chrome > Settings. Remove History / Cookies and log back in.</p> <p>Resolution: A corrupt profile caused an issue on a site and resetting profile resolved the issue.</p>

ISSUE	SOLUTION
<p>Transcription doesn't work with ucdbnethelper: "Error method not allowed"</p>	<p>Details: Loading the ucdbnethelper page from IIS returns the error "Method not allowed." This error was seen in the logs: 03:50:59.326 [t:23] [UCDBNetHelperCOM_Class:SaveTranscription][MsgID:427] Begin 03:50:59.328 [t:23] [UCDBNetHelperCOM_Class:SaveTranscription][MsgID:427] Exception: The request failed with HTTP status 405: Method Not Allowed. at System.Web.Services.Protocols.SoapHttpClientProtocol.ReadResponse(SoapClientMessage message, WebResponse response, Stream responseStream, Boolean asyncCall).</p> <p>Resolution: It was found that Web Server was missing some components. For example .net 4.5 extensibility. Follow the document for installation to make sure all web server components are installed as per requirements. After installing the missing components and rebooting the server, the issue was resolved.</p>
<p>How to Skip Envelope Information and go directly to the message</p>	<p>To Skip envelope information, the user must press the key which is defined for ?Skip Envelope Termination Key? option Company properties --> mailbox Options --> Skip Envelope Termination Key.</p>
<p>Switching from Legacy licensing to the WebLM License model</p>	<p>Note: Switching from WebLm to ESNA Legacy licensing is NOT POSSIBLE. To switch from ESNA Legacy licensing to WebLm, run the installer on the server and select MODIFY when prompted for the license. Select the WebLm license and install. This will install uclicenseweblm.exe on the server. Reboot the server when finished. A new, WebLm license must be purchase from your vendor before this will work.</p>
<p>SYSWOW64 creates logs files around 4GB in size for TSE IMAP</p>	<p>Details: Both registry entries [HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Generic\UMS\IMAPTSE\Cache] and [HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Generic\UMS\IMAPTSE\Eeam] are referring to the same logfile name "LogFileName"="D:\UC\LOGS\IMAPTSE\TSECMGRYYYYMMDD.txt" That should not be the case.</p> <p>Resolution: Alter one of the registry keys. For example, set HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Generic\UMS\IMAPTSE\Eeam to be D:\UC\LOGS\IMAPTSE\IMAPEEAMYYYYMMDD.txt .</p>
<p>No audio during message playback on a telephone</p>	<p>Details: When Mailbox A has a distribution email address set under Message Options to deliver voicemail to email. It does send to mailbox B which is part of the distribution list. It also has IMAP Synch enabled, which is as designed. Once the message is synced from Mailbox A to Mailbox B, because of IMAP Sync, TSE reads the subject line: "Voice Message From" and syncs the message back to IXM without the attachment that has the audio in it.</p> <p>Resolution: As a workaround, setup Call forward to a mailbox instead of using distribution email address.</p>
<p>ACW: The Softphone app does not show complete transfer options</p>	<p>There is a limitation with the IPO SDK. Only a deskphone can show all transfer options all of the time. When using a softphone, the complete list of transfer options will not appear until the destination answers that call.</p>
<p>IPO Cloud failover on outage setup</p>	<p>A client wants to have their Main Number failover to a Temp Number during an Outage. 1) Go to Flowroute and choose DID. 2) Search for and select the company's Main Number. 5) On top Do Set Route and Apply. 6) Look for and select the Alias (Client's Temp Failover Number) and Hit Save. This will create the Forwarding. Once the Outage is over, they need to revert back to Main Number. 1) Search for the client's Main Number and select. 3) Set Route and Apply. 4) Look for the Alias (sip.zang.io). This is the main number route for all IPO Cloud. Hit save.</p>
<p>Domain Account user can't be added to IXM Admin</p>	<p>Make sure the MAIN URL is configured under Configuration > HTTP. This will allow the user to be added. Also ensure that all of the users defined are domain users. Local users are not allowed and can't be mixed. It has to be all domain users added, even for the default administrator.</p>
<p>SRM cannot login</p>	<p>SRM when used as a local Windows admin doesn't login. Ensure that the account being used for SRM login is added to the Windows user group: UCSRMRole group. Once added here you will be able to login successfully.</p>

ISSUE	SOLUTION
<p>Large SES log files in the UCCSE folder approx 3GB in size are not removed after reorg</p>	<p>Details: The reason the files are sometimes not removed is because it is locked up by zipping software and needs to be removed later using this cleanup tool within uarchive service.</p> <p>Resolution: Used latest UCArchiver.exe as it can be used for any version of IXM. Update the ETArchive.ini to scan the files from that folder and remove them after a day as below which is found in the UMST folder: [General] ; Time when archiving should occur ;Time = 0300 ; Clean Up enabled(1)/ disabled (0) CleanUp = 1 ; Clean default UC temporary folders ;Clean UC Folders = 1 ; Default Log Level All Log Level = 31 ;[Zip] ;Password= ;Max Size= ;Min Size= ;Split Size= ;Process SubFolders= ;Process Open Files= ;Enable/Disable detailed statuses ;Debug = 1 ; ArchiveX - X from 1 to 100 ;[Archive1] ;Base Path = W:\DKIM\ ;Include Folders= ;Exclude Folders= ;Delete After ;CleanX - X from 1 - 999 [Clean1] Folder=D:\UC\Logs\UCCSE\CSE Days=1 Hours=0 Minutes=0 ;The log indicates or not what files were deleted if required Report Deleted = 1</p>
<p>Restrict downloading messages with Weblinks from the message preview envelope icon</p>	<p>Details: After you go to Message Preview, there is an envelope icon at the bottom which opens a new tab with the list of messages. The message is still downloadable with weblinks and the client would like that removed for security reasons.</p> <p>Resolution: Since IE11 doesn't allow audio control lists anymore, disabling the context menu for that page is the best choice so a right-click doesn't show anything. This is achieved by updating contents within the message.srf file as: <body oncontextmenu="return false;"> Save, restart the VPIM service and test again.</p>
<p>Requires key press on Mobile Phones - Zang Office</p>	<p>Navigate to the company in the Zang Office Admin, Under CallFlows, go to Devices, Select the user's mobile device and select the Advance tab. Under Options disable Require Key Press.</p>
<p>How to disable the download button in VIEW option in Chrome with Weblinks</p>	<p>Open and edit the file from the vpim\webmail\js folder. Add this in MessagePreview.js file: '<code><audio controls autoplay controls controlsList="nodownload" src=\""/UC/WebLink/\" + json.Response.FileURL + \"\" ></audio></code>' Save it and restart the VPIM service to test.</p>
<p>Default App Pool crash</p>	<p>Details: Check the Event Viewer logs. Check for an error similar to "Multiple failures on process(es) serving app pool."</p> <p>Resolution: Go to IIS > Application Pools > Advanced Settings for the app pool that is crashing. Increase the maximum failure count for the app pool from current value to 1000.</p> <p>Explanation: The app pool crashing 1000 times in 5 minutes (depending on the value set for the app pool) is highly unlikely and this increased value resolves the issue.</p>
<p>Call results in ACW not shown on the SF call activity page</p>	<p>Details: Call results fields are enabled in the CCA (Call Centre Adapter) and it appears fine in ACW. However, once it is saved it no longer shows in call activity where only comments appear.</p> <p>Resolution: The client has a custom layout and had to enable the Call Result field in TASK fields on SF. Once that is enabled, it will again show Call Results in call activity.</p>
<p>XM SSO for Office 365 is not working</p>	<p>Details: When using Web Access for SSO and Office 365, it fails to authenticate. In the SSO logs, you should see 401 unauthorize.</p> <p>Resolution: OAuth endpoint key expired under Office 365. A new OAuth endpoint key was enrolled. To apply it, in web.config configuration\appSettings section add the following: <code><add key="Office365Secret" value="E59m0MRSstWhLZ/pglNfnMIDxwZYptljN2Cp62UwDXs="/></code></p>

ISSUE	SOLUTION
IXM Admin shows different number of messages on Secondary servers	<p>Details: One of the servers is showing a different number of messages than other servers in HA environment.</p> <p>Explanation: One of the reason for this is the sync issue between the servers. Deleted messages are synced across to other servers (Primary or Secondary) through the Consolidated server using a shadow table which has all messages that were deleted. It is kept for 20 days. If the secondary server doesn't sync to the Consolidated for more than 20 days, that Secondary loses all updates to deleted messages and doesn't update the status of messages and number of messages. This results in different numbers for messages on different Secondary servers. Contact technical support verify that this is the case.</p>
Voicemail is down and gives busy tone	<p>Details: Wireshark shows "486 busy" from the voice server in response to an incoming INVITE from the Avaya PBX. Confirmed that the invite is sending the correct information. Checked etsipservice.ini and found IDMS exceptions were set to the wrong pilot number.</p> <p>Resolution: Corrected the pilot number and restarted the SIP service.</p>
Inbound faxes sending 486 busy.	<p>Details: This can happen occasionally even when other configuration settings are correct. IXM needs to call the BfvLineWaitForCall API function to make a channel wait for a call. However, IXM is not waiting for calls and so they are rejected after 5 secs.</p> <p>Resolution: Stop both of the following services: UC BTFaxserver, ETBT Fax Service. Restart both services.</p>

APPENDIX A: REVISION HISTORY

Date	Issue	Change Summary
6 May, 2021	11.0.0.1414 (1)	Initial document release.

