Voice View Express 故障排除

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简介

本文档将探讨如何对Cisco Unity Express的Voice View Express(VVE)功能进行故障排除。

VVE允许最终用户使用其Cisco IP电话显示屏和电话上可用的软键与其Cisco Unity Express语音邮件邮箱进行交互。您可以方便地管理个人邮箱选项、管理通知、发送、收听、录制和管理语音邮件。此功能为此类任务提供了电话用户界面(TUI)和Web界面的替代选项。VVE本质上是Cisco Unity Express GUI之类的Web应用程序，但它提供XML内容（电话了解的内容）而不是HTML（Web浏览器了解的内容）。

先决条件

要求

读者应了解如何通过CLI和GUI访问Cisco Unity Express，并熟悉配置和管理任务。

VVE功能仅在以下平台上受支持：

- 思科Unity Express语音邮件网络模块(NM-CUE)
- 具有增强容量的Cisco Unity Express网络模块(NM-CUE-EC)
- 思科Unity Express高级集成模块(AIM-CUE)

仅7940/41、7960/61和7970/71电话支持VVE。

VVE的Cisco Unity Express软件最低版本为2.3.1。

使用的组件

本文档中的信息基于运行Cisco CallManager Express 4.0路由器中安装的2.3.1软件的NM-CUE。

本文档中的信息都是基于特定实验室环境中的设备编写的。本文档中使用的所有设备最初均采用原始（默认）配置。如果您使用的是真实网络，请确保您已经了解所有命令的潜在影响。

规则

有关文档规则的详细信息，请参阅 Cisco 技术提示规则。

Cisco Unity Express中的Voice View Express配置

必须提前启用和配置VVE。这可以通过CLI或GUI(Voicemail > Voice View **Express)**完成。

此命令显示VVE配置：

```
Se-10-50-10-125#show voiceview configuration

Phone service URL:        http://<CUE-hostname>/voiceview/common/login.do
Enabled:                  Yes
Idle Timeout (minutes):   30

Se-10-50-10-125#show phone-authentication configuration

Authentication service URL: http://<CUE-hostname>/voiceview/authentication/authenticate.do
Authentication Fallback Server URL: http://190.190.190.2/CCMCIP/authenticate.asp
```

必须配置Cisco CallManager Express（或Cisco CallManager），以便Services按钮可以访问VVE应用。必须为Cisco CallManager Express配置服务和身份验证URL。在Cisco Unity Express输出中，您可以看到URL应该是什么。要在Cisco CallManager Express中配置此项，请进入配置模式并指定URL（在本例中，由于不使用DNS，因此按IP地址）：

```
cme#configure terminal
Enter configuration commands, one per line. End with CNTL/Z.
cme(config)#telephony-service
cme(config-telephony)#url services
http://10.50.10.125/voiceview/common/login.do
cme(config-telephony)#url authentication
http://10.50.10.125/voiceview/authentication/authenticate.do
cme(config-telephony)#exit
```
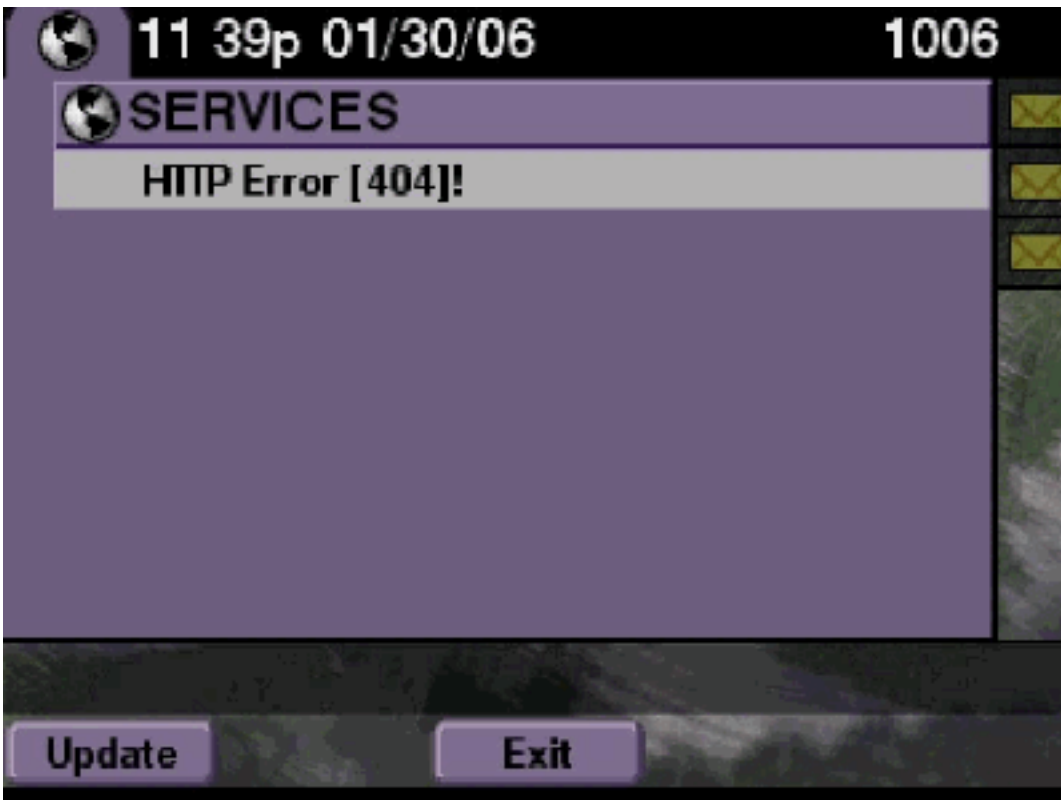
发出show **run命令** | inc url**命令**以验证配置：

```
cme#show run | inc url
url services
ghttp://14.84.159.12//voiceview/common/login.do
url authentication
http://14.84.159.12//voiceview/authentication/authenticate.do
```

示例问题

无法登录Voice View Express（错误404）

问题说明

当用户按电话上的"服务"按钮时，`http error 404`错误消息。

解决方案

请完成以下步骤：

1. 检查电话是否具有服务URL。如果Cisco Unity Express连接到Cisco CallManager Express，则确保在Cisco CallManager Express的"电话服务"下正确配置了服务URL和身份验证URL。IP地址为10.50.10.125，此Cisco Unity Express：
   ```
   cme#show running-config | include url
   url services http://10.50.10.125/voiceview/common/login.do
   url authentication http://10.50.10.125/voiceview/authentication/authenticate.do
   ```

2. 转至Cisco Unity Express CLI并选择show VoiceView configuration，或转至Cisco Unity Express GUI并选择Voicemail > Voice View Express > Configuration以检查VVE是否已启用。
   ```
   se-10-50-10-125#show voiceview configuration
   Phone service URL: http:///voiceview/common/login.do
   Enabled: Yes
   Idle Timeout (minutes): 30
   ```

3. 对于向Cisco CallManager服务器注册的Cisco Unity Express，请从Cisco Unity Express CLI发

出**show ccn status ccm-manager**，以检查Cisco Unity Express是否向Cisco CallManager注册。

```
se-10-50-30-125#show ccn status ccm-manager
JTAPI Subsystem is currently registered with Call Manager: 180.180.180.3
```

思科Unity Express跟踪

在本例中，VVE被禁用。如果URL错误，或Cisco Unity Express未向Cisco CallManager注册，则不会生成输出。

```
se-10-50-10-125#show trace buffer tail
Press <CTRL-C> to exit...
1503 01/31 08:19:17.885 WFSP APP 0 WFSysdbNdApp::get exit
6754 01/31 08:19:52.217 vovw cont 0 Enter Controller Requested URI:
voiceview/common/login.do
6754 01/31 08:19:52.218 vovw sydb 0 /sw/apps/vui/vvconfig/enabled
6754 01/31 08:19:52.223 vovw sydb 0 0
6754 01/31 08:19:52.226 vovw cont 0 Exit Controller Requested URI: /voiceview/common/login.do
6664 01/31 08:19:58.731 vovw cont 0 Enter Controller Requested URI: /voiceview/common/login.do
6664 01/31 08:19:58.731 vovw sydb 0 /sw/apps/vui/vvconfig/enabled
6664 01/31 08:19:58.731 vovw sydb 0 0
6664 01/31 08:19:58.732 vovw cont 0 Exit Controller Requested URI: /voiceview/common/login.do
6754 01/31 08:20:54.181 vovw cont 0 Enter Controller Requested URI: /voiceview/common/login.do
6754 01/31 08:20:54.181 vovw sydb 0 /sw/apps/vui/vvconfig/enabled
6754 01/31 08:20:54.181 vovw sydb 0 0
6754 01/31 08:20:54.183 vovw cont 0 Exit Controller Requested URI: /voiceview/
```

无法登录Voice View Express（找不到主机）

问题说明

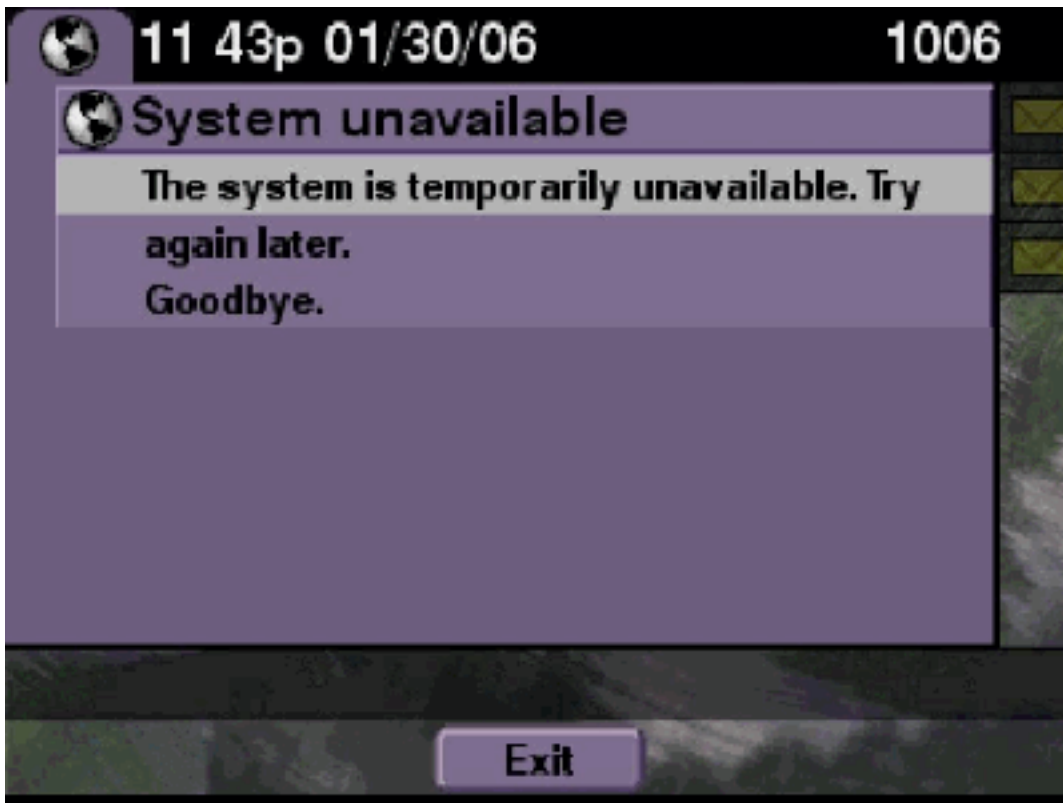当按**Services**按钮以进入VVE登录页时，将显Host not Found Error。

解决方案

请完成以下步骤：

1. 检查Cisco Unity Express是否已启动并运行。然后转到CLI并选择show VoiceView configuration，或转到GUI并选择Voicemail > Voice View Express > Configuration以验证VVE服务是否已启用并运行。
2. 如果它已启动并运行，请发出show running-config | include url命令检查服务URL。

系统暂时不可用

问题说明

当用户按"服务"**按钮**或任何软键时，系统将"误消息。

解决方案

检查Cisco Unity Express是否处于脱机模式（从Cisco Unity Express CLI或从Cisco Unity Express GUI）。如果点击任何页面，则系统会告诉您系统脱机。还提供了使系统重新联机的选项。

```
se-10-50-30-125#offline
!!!WARNING!!!: If you are going offline to do a backup, it is recommended
that you save the current running configuration using the 'write' command,
prior to going to the offline state.

Are you sure you want to go offline[n]? : y
se-10-50-30-125(offline)#
```

跟踪

```
se-10-50-10-125>trace voiceview all
se-10-50-10-125>trace voiceview-ccn all
se-10-50-10-125>
2302 02/06 15:22:41.577 voiceview controller " " Setting session locale en_US
2302 02/06 15:22:41.577 voiceview sysdb " " /sw/apps/monitor/ctrl/offline
2302 02/06 15:22:41.579 voiceview sysdb " " 1
2302 02/06 15:22:41.579 voiceview controller " "
Exit Controller Forward URI: /common/offline.do
2302 02/06 15:22:41.580 voiceview controller " "
Enter Controller Requested URI: /voiceview/common/offline.do
2302 02/06 15:22:41.580 voiceview sysdb " " /sw/apps/vui/vvconfig/enabled
2302 02/06 15:22:41.581 voiceview sysdb " " 1
2302 02/06 15:22:41.585 voiceview controller " "
Exit Controller Requested URI: /voiceview/WEB-INF/screens/phoneobjects/CiscoIPPhoneText.jsp
```

当用户登录Voice View Express时显示身份验证错误

问题说明

当用户按"服务"**按钮**或登录到VVE时，将显示身份验证错误。当用户侦听或发送消息时，也会显示此错误。
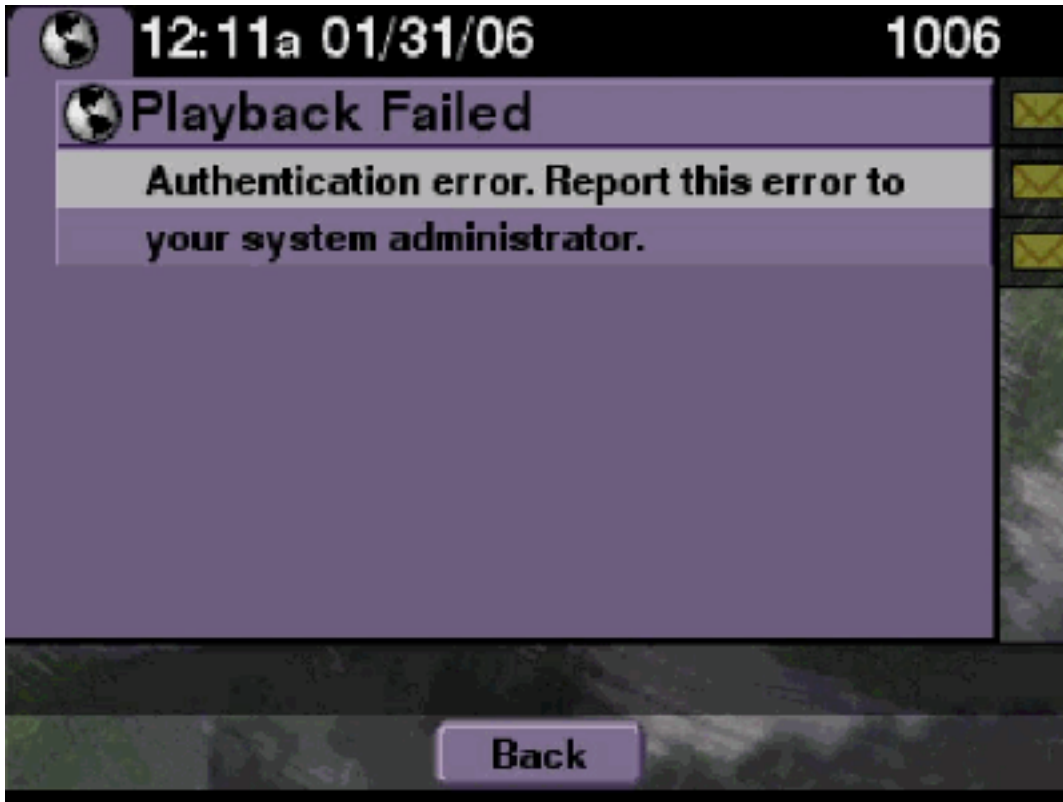
解决方案

请完成以下步骤：

1. 发出**show software licenses**命令，检查系统上是否运行了正确的许可证。
   ```
   se-10-50-10-125#show software licenses
   Core:
   - Application mode: CCME
   - Total usable system ports: 8

   Voicemail/Auto Attendant:
   - Max system mailbox capacity time: 6000
   - Default # of general delivery mailboxes: 20
   - Default # of personal mailboxes: 100
   - Max # of configurable mailboxes: 120

   Languages:
   - Max installed languages: unlimited
   - Max enabled languages: 2
   ```
2. 如果您配置了Cisco CallManager Express系统，并且您拥有Cisco CallManager许可证，则显示此错误。
3. 检查身份验证URL配置正确还是缺失。
4. 有时，电话会缓存凭证。如果这些步骤都不起作用，请在电话上执行硬重启（断电和通电）。

思科Unity Express跟踪

```
se-10-50-10-125>trace voiceview all
se-10-50-10-125>trace voiceview-ccn all
```

```
se-10-50-10-125>show trace buffer tail
```

```
6194 02/06 17:52:00.090 vovw sydb 0 CCM
6194 02/06 17:52:00.090 vovw sydb 0 /sw/apps/wf/ccnapps/configurations/craAesop
/ccnwfapp/wfjtapi/ciscoccnatpassword
6194 02/06 17:52:00.091 vovw sydb 0
6194 02/06 17:52:00.092 vovw vcmt 0 SoundTransmitter started
6194 02/06 17:52:00.096 vovw vcmt 0 New CRA callId: 57
6194 02/06 17:52:00.103 vovw prxy 0 CiscoIPPhoneResponseParser opening the socket
6194 02/06 17:52:00.146 vovw prxy 0 CiscoIPPhoneResponseParser close socket
6194 02/06 17:52:00.151 vovw vcmt 0 IOException: Server returned HTTP response code:
401 for URL: http://10.50.10.67/CGI/Execute
6194 02/06 17:52:00.154 vovw cont 0 Exit Controller Requested URI:
/voiceview/WEB-INF/screens/phoneobjects/CiscoIPPhoneText.jsp
```

当用户登录到Voice View Express时，邮箱已在使用

问题说明

当用户登录VVE时，此系，显示错误消息。
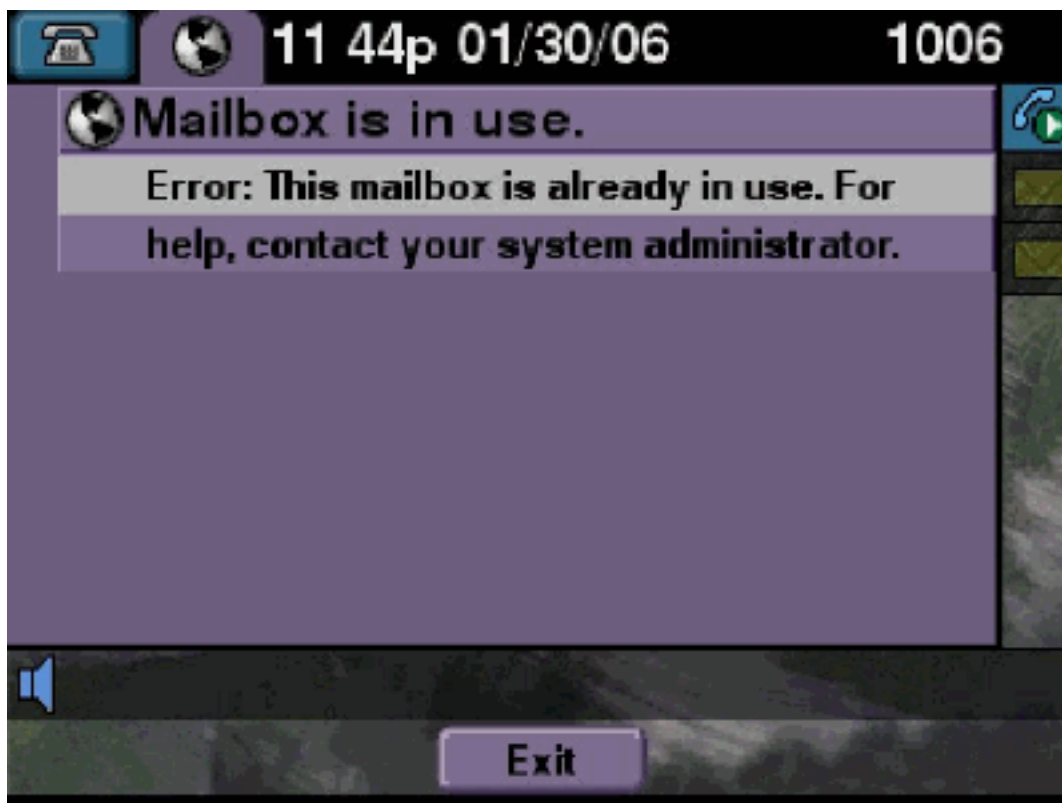
解决方案

请完成以下步骤：

1. 检查该邮箱的TUI会话是否处于活动状态。发出**show ccn call application命令**，查看是否有
   TUI呼叫处于活动状态，并发出**show voiceview sessions命令**，查看有多少VE会话处于活动状
   态。如果TUI会话处于活动状态，并且您尝试从同一电话或从另一电话登录该邮箱，则显示此
   错误消息。
   ```
   se-10-50-10-125>show voiceview sessions
   Mailbox RTP User ID Phone MAC Address
   1004 Yes lindsay 000C.30DE.5EA8
   1016 Yes venus 0015.629F.8706
   ```

```
2 session(s)
2 active RTP stream(s)

se-10-50-10-125>show ccn call application

Active Call Details for Subsystem : SIP

----------------------------------------

**** Details for route ID : 1200 ****

------------------------------------

** Active Port #1: Call and Media info **

------------------------------------------

Port ID : 5
Port Impl ID : 16906
Port State : IN_USE
Call Id : 265
Call Impl Id : EEB034F9-B76811DA-9A72CAAD-D5085A1@10.50.10.1
Call State : CALL_ANSWERED
Call active time(in seconds) : 73
Application Associated : voicemail
Application Task Id : 16000000125
Called Number : 1200
Dialed Number :
Calling Number : 1012
ANI :
DNIS :
CLID : sip:1012@10.50.10.1
Arrival Type : DIRECT
Last Redirected Number :
Original Called Number :
Original Dialed Number :

Media Id : 6
Media State : IN_USE
Media Destination Address : 10.50.10.1
Media Destination Port : 19116
Destination Size : 30
Destination Payload : G711ULAW64K
Media Source Address : 10.50.10.125
Media Source Port : 16906
Source Size : 30
Source Payload : G711ULAW64K

** Active Port #2: Call and Media info **

------------------------------------------

Port ID : 4
Port Impl ID : 16904
Port State : IN_USE
Call Id : 268
Call Impl Id : 11D25918-B76911DA-9A98CAAD-D5085A1@10.50.10.1
Call State : CALL_ANSWERED
Call active time(in seconds) : 15
Application Associated : voicemail
Application Task Id : 16000000127
Called Number : 1200
```

```
    Dialed Number :
    Calling Number : 1006
    ANI :
    DNIS :
    CLID : sip:1006@10.50.10.1
    Arrival Type : DIRECT
    Last Redirected Number :
    Original Called Number :
    Original Dialed Number :

    Media Id : 4
    Media State : IN_USE
    Media Destination Address : 10.50.10.1
    Media Destination Port : 18310
    Destination Size : 30
    Destination Payload : G711ULAW64K
    Media Source Address : 10.50.10.125
    Media Source Port : 16904
    Source Size : 30
    Source Payload : G711ULAW64K
```

2. 在极少数情况下，邮箱会被锁定。从CLI(发出voicemail mailbox unlock命令)或从GUI中选择
   Voicemail > Mailboxes，选择邮箱，然后单击Unlock以尝试释放此连接。

如果没有VVE会话或TUI呼叫处于活动状态，并且您仍然收到所有端口忙消息，则表明端口已卡住
。清除VVE会话和TUI会话，如下所述：

终止VVE会话：

```
se-10-50-10-125>service voiceview session terminate mailbox 1004
```

终止TUI会话：

```
se-10-50-10-125>ccn call terminate call ?
CALL Call Impl ID (Use 'show ccn call route' to get impl id)
se-10-50-10-125>ccn call terminate port ?
PORT Port Impl ID (Use 'show ccn call route' to get impl id)
```

注意：ID可从show ccn call application输出中获得。

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```
se-10-50-10-125>trace voiceview all
se-10-50-10-125>trace voiceview-ccn all
se-10-50-10-125#show trace buffer tail
Press <CTRL-C> to exit...
6413 01/31 11:13:21.288 vovw cont 0 Exit Controller
Requested URI: /voiceview/WEB-INF/screens/phoneobjects/CiscoIPPhoneText.jsp
1087 01/31 11:14:11.947 vovw auth 0 VM SS sent message to logout :
PERSONAL_00000000000000000000079
1087 01/31 11:14:11.948 vovw sess 0 SessionProperties doLogoutCleanup for 1001
6413 01/31 11:14:17.209 vovw cont 0 Center Controller
Requested URI: /voiceview/common/login.do
6413 01/31 11:14:17.210 vovw sess 0 LOGIN request
6413 01/31 11:14:17.244 vovw sess 0 1001
6413 01/31 11:14:17.244 vovw sess 0 Found mailbox
6413 01/31 11:14:17.244 vovw sess 0 Valid extension
6413 01/31 11:14:17.245 vovw sess 0 Verifying user password
6413 01/31 11:14:17.283 vovw sess 0 Opening mailbox
```

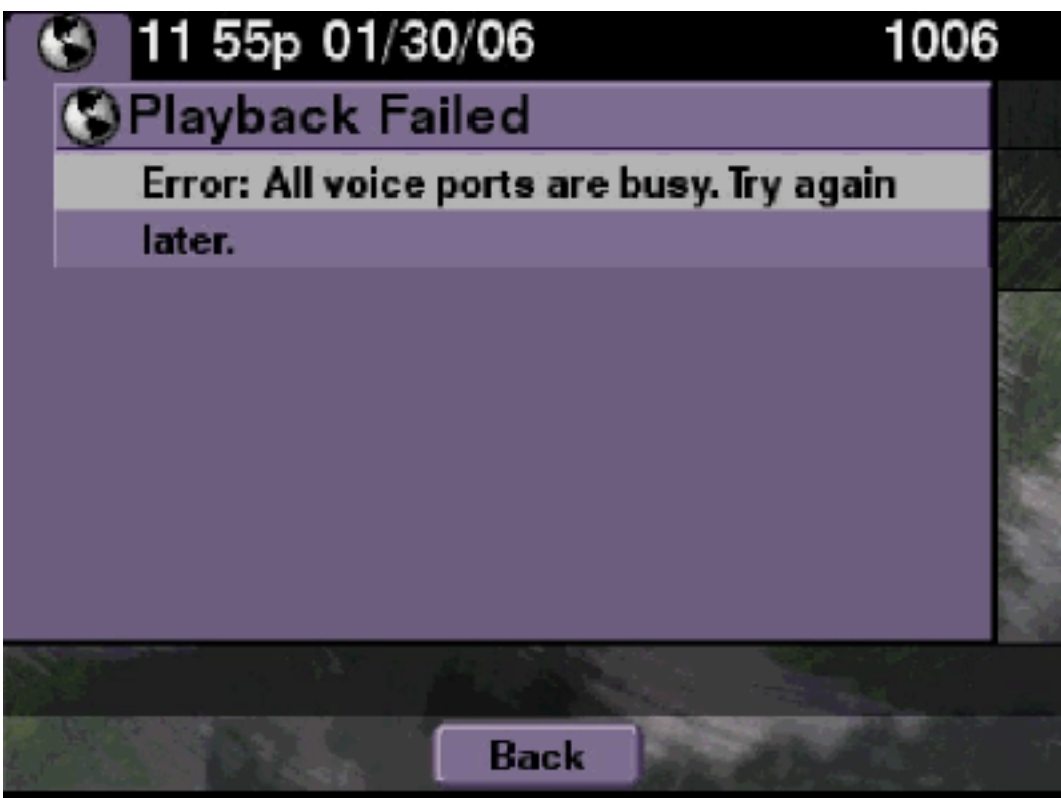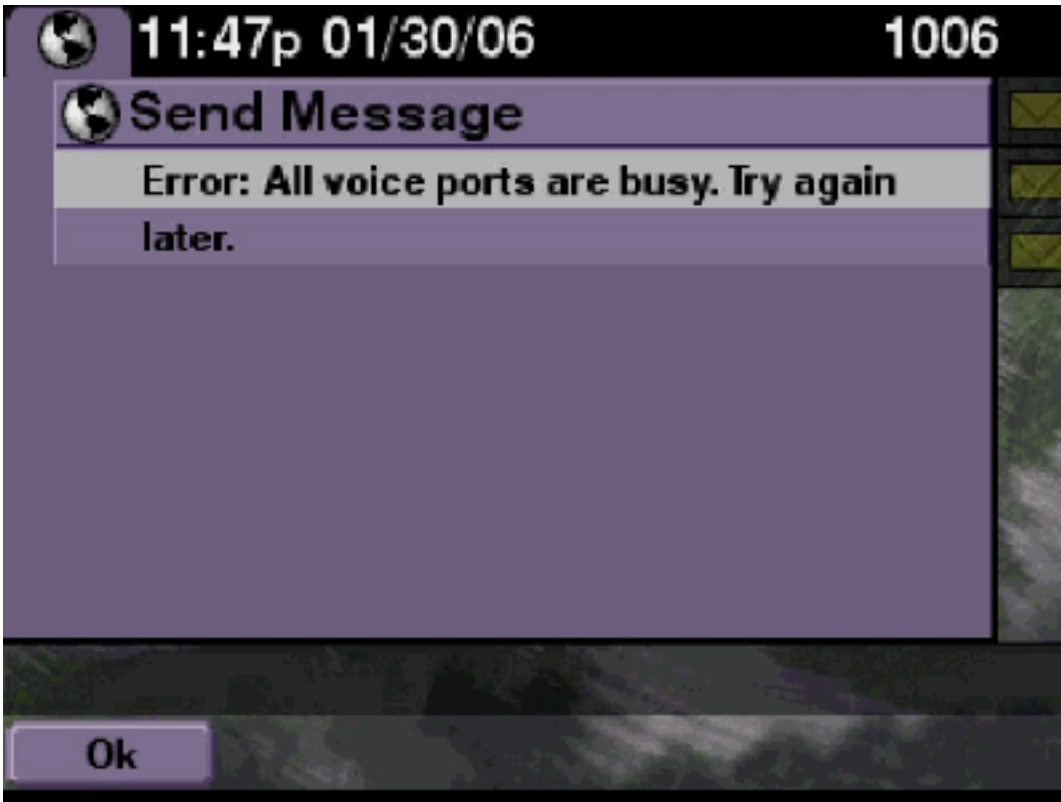**6413 01/31 11:14:17.318 vovw sess 0 Mailbox already in use.**
6413 01/31 11:14:17.322 vovw cont 0 Exit Controller
Requested URI: /voiceview/WEB-INF/screens/phoneobjects/CiscoIPPhoneText.jsp

所有语音端口都忙

问题说明

当用户尝试通过VVE收听或发送留言时，出现"Playback Failed Error:(播放失败）"或发显示错误消息。

所有语音端口都忙

问题说明

[解决方案](#)

TUI会话或VVE会话的最大数量处于活动状态。发出show ccn call application命令，查看活动呼叫数。例如，如果16个TUI会话处于活动状态，并且您尝试通过VVE发送消息或侦听消息，则NM-CUE-EC上会显示此错误消息。

释放端口以解决此问题。

```
se-10-50-10-125>show voiceview sessions
Mailbox RTP User ID Phone MAC Address
1004 Yes lindsay 000C.30DE.5EA8
1016 Yes venus 0015.629F.8706
1013 Yes maria 0015.C68E.6C1E
1015 Yes svetlana 0015.63EE.3790
1014 Yes elena 0015.629F.888B
1009 Yes ivan 0015.6269.57D2
1012 Yes seles 0016.4676.4FCA
1006 Yes vera 0012.7F02.7EAC

8 session(s)
8 active RTP stream(s)


se-10-50-10-125>show ccn call application

Active Call Details for Subsystem : SIP
-----------------------------------------

**** Details for route ID : 1200 ****

------------------------------------

** Active Port #1: Call and Media info **

------------------------------------------

Port ID : 5
Port Impl ID : 16906
Port State : IN_USE
Call Id : 265
Call Impl Id : EEB034F9-B76811DA-9A72CAAD-D5085A1@10.50.10.1
Call State : CALL_ANSWERED
Call active time(in seconds) : 73
Application Associated : voicemail
Application Task Id : 16000000125
Called Number : 1200
Dialed Number :
Calling Number : 1012
ANI :
DNIS :
CLID : sip:1012@10.50.10.1
Arrival Type : DIRECT
Last Redirected Number :
Original Called Number :
Original Dialed Number :

Media Id : 6
Media State : IN_USE
Media Destination Address : 10.50.10.1
Media Destination Port : 19116
Destination Size : 30
```

```
Destination Payload : G711ULAW64K
Media Source Address : 10.50.10.125
Media Source Port : 16906
Source Size : 30
Source Payload : G711ULAW64K

** Active Port #2: Call and Media info **

------------------------------------------

Port ID : 4
Port Impl ID : 16904
Port State : IN_USE
Call Id : 268
Call Impl Id : 11D25918-B76911DA-9A98CAAD-D5085A1@10.50.10.1
Call State : CALL_ANSWERED
Call active time(in seconds) : 15
Application Associated : voicemail
Application Task Id : 16000000127
Called Number : 1200
Dialed Number :
Calling Number : 1006
ANI :
DNIS :
CLID : sip:1006@10.50.10.1
Arrival Type : DIRECT
Last Redirected Number :
Original Called Number :
Original Dialed Number :

Media Id : 4
Media State : IN_USE
Media Destination Address : 10.50.10.1
Media Destination Port : 18310
Destination Size : 30
Destination Payload : G711ULAW64K
Media Source Address : 10.50.10.125
Media Source Port : 16904
Source Size : 30
Source Payload : G711ULAW64K

** Active Port #3: Call and Media info **

------------------------------------------

Port ID : 7
Port Impl ID : 16910
Port State : IN_USE
Call Id : 261
Call Impl Id : D16FCE50-B76811DA-9A4ECAAD-D5085A1@10.50.10.1
Call State : CALL_ANSWERED
Call active time(in seconds) : 124
Application Associated : voicemail
Application Task Id : 16000000121
Called Number : 1200
Dialed Number :
Calling Number : 1014
ANI :
DNIS :
CLID : sip:1014@10.50.10.1
Arrival Type : DIRECT
Last Redirected Number :
Original Called Number :
Original Dialed Number :
```

```
Media Id : 1
Media State : IN_USE
Media Destination Address : 10.50.10.1
Media Destination Port : 18634
Destination Size : 30
Destination Payload : G711ULAW64K
Media Source Address : 10.50.10.125
Media Source Port : 16910
Source Size : 30
Source Payload : G711ULAW64K


** Active Port #4: Call and Media info **

-----------------------------------------

Port ID : 1
Port Impl ID : 16898
Port State : IN_USE
Call Id : 264
Call Impl Id : E7314493-B76811DA-9A68CAAD-D5085A1@10.50.10.1
Call State : CALL_ANSWERED
Call active time(in seconds) : 88
Application Associated : voicemail
Application Task Id : 16000000124
Called Number : 1200
Dialed Number :
Calling Number : 1016
ANI :
DNIS :
CLID : sip:1016@10.50.10.1
Arrival Type : DIRECT
Last Redirected Number :
Original Called Number :
Original Dialed Number :


Media Id : 2
Media State : IN_USE
Media Destination Address : 10.50.10.1
Media Destination Port : 16586
Destination Size : 30
Destination Payload : G711ULAW64K
Media Source Address : 10.50.10.125
Media Source Port : 16898
Source Size : 30
Source Payload : G711ULAW64K
```
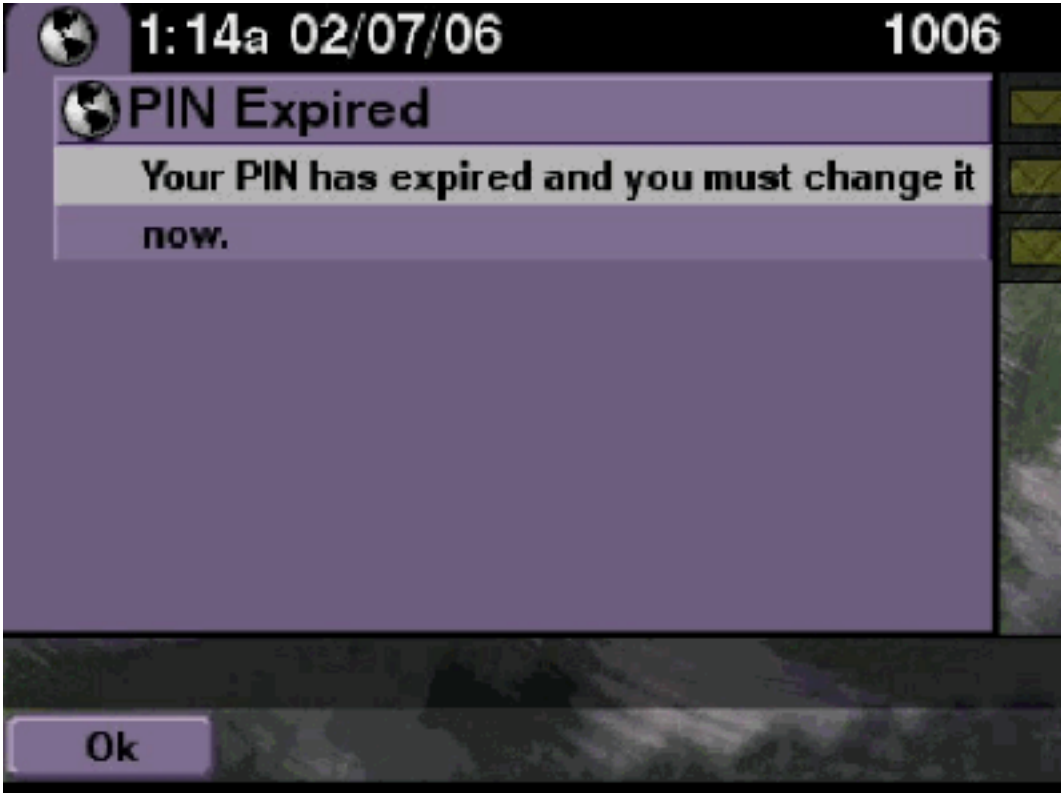
思科Unity Express跟踪

```
se-10-50-10-125#show trace buffer tail
6999 03/15 20:59:12.362 vovw cont 0 Center Controller
Requested URI: /voiceview/voicemail/playvm.do
6999 03/15 20:59:12.740 vovw vcmt 0 Adding OID: 19225
6999 03/15 20:59:12.742 vovw vcmt 0 Total play time 495
6999 03/15 20:59:12.742 vovw sydb 0 /sw/limits/global/applicationMode
6999 03/15 20:59:12.742 vovw sydb 0 ITS
6999 03/15 20:59:12.743 vovw sydb 0 /sw/limits/global/applicationMode
6999 03/15 20:59:12.743 vovw sydb 0 ITS
6999 03/15 20:59:12.745 vovw vcmt 0 SoundTransmitter started
7185 03/15 20:59:12.748 VCCN svve 0 requestNewSession: enter
```

```
7185 03/15 20:59:12.749 VCCN svve 0 New contact created id: 1866
7185 03/15 20:59:12.749 VCCN svve 0 Number of active contacts: 8
6999 03/15 20:59:12.750 vovw vcmt 0 New CRA callId: 1866
7185 03/15 20:59:12.814 VCCN svve 0 Number of active contacts: 7
7185 03/15 20:59:12.815 VCCN svve 0 VVEContact: terminate(): 1866
6999 03/15 20:59:12.816 vovw vcmt 0 VVEException: MissingChannel: All voice ports busy
```

由于PIN到期，登录失败错误

问题说明

当用户尝试登录邮箱时，系统会显示PIN过期消息。

解决方案

检查用户是否设置了空PIN，教程设置为off。

思科Unity Express跟踪

```
se-10-50-10-125>trace voiceview all
se-10-50-10-125>trace voiceview-ccn all
se-10-50-10-125>show trace buffer tail
```

```
6651 02/06 17:16:01.821 vovw sydb 0 0
6651 02/06 17:16:01.821 vovw cont 0 Center Controller
Requested URI: /voiceview/common/login.do
6651 02/06 17:16:01.822 vovw sess 0 LOGIN request
6651 02/06 17:16:01.859 vovw sess 0 1006
6651 02/06 17:16:01.859 vovw sess 0 Found mailbox
6651 02/06 17:16:01.859 vovw sess 0 Valid extension
```

```
6651 02/06 17:16:01.859 vovw sess 0 Verifying user password
6651 02/06 17:16:01.890 vovw sess 0 User PIN has expired
6651 02/06 17:16:01.890 vovw sess 0 Opening mailbox
6651 02/06 17:16:01.985 vovw sess 0 Open mailbox successful
6651 02/06 17:16:01.985 vovw sess 0 SessionProperties logged in
user 1006 session: wbj3dfb391 from 10.50.10.67
6651 02/06 17:16:01.985 vovw sess 0 Session Info provider attaching...
6651 02/06 17:16:01.987 vovw sess 0 Session Info provider attached
6651 02/06 17:16:01.987 vovw sess 0 SessionProperties number of users now: 1
6651 02/06 17:16:02.005 vovw sess 0 Forward to password expired page
6651 02/06 17:16:02.141 vovw cont 0 Exit Controller
Requested URI: /voiceview/WEB-INF/screens/phoneobjects/CiscoIPPhoneText.jsp
```

禁用邮箱时登录失败

问题说明

当用户尝试登录邮箱时，此邮箱显示错误消息。
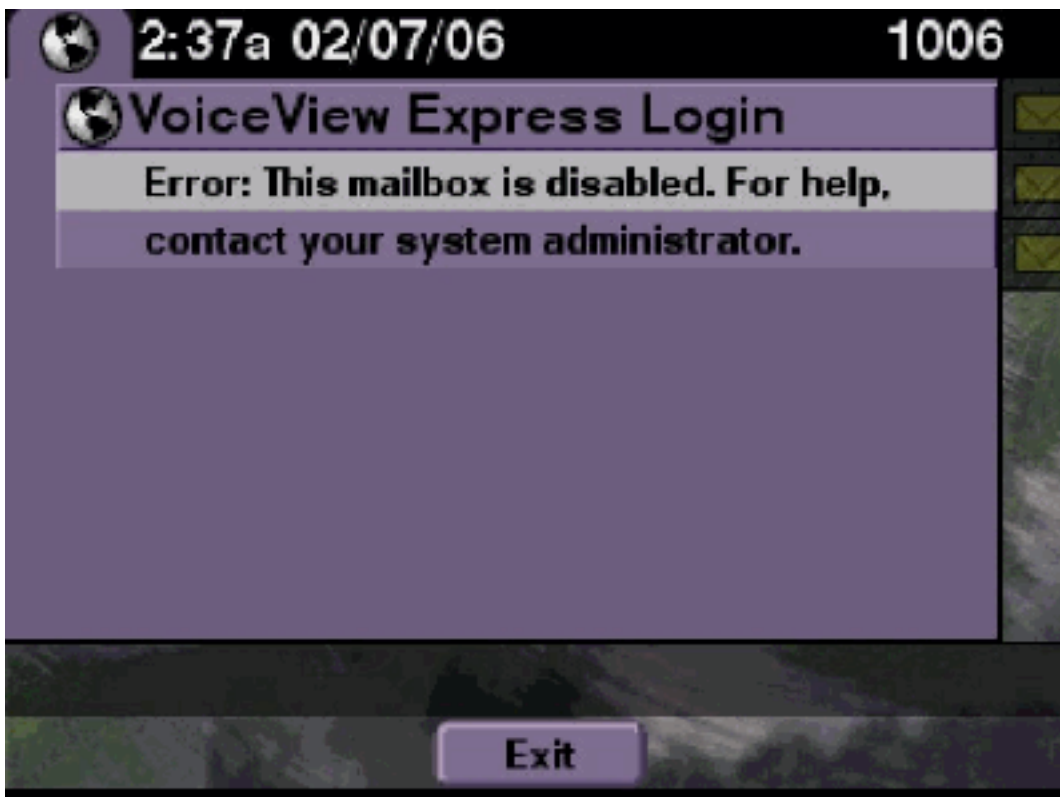
解决方案

这是预料之中的现象。要允许登录，请转至Cisco Unity Express CLI，在配置模式下在语音邮件邮箱所有者用户下发出enable命令，或转至Cisco Unity Express GUI并选择Voicemail > Mailbox，选择用户的邮箱，然后选中enable以启用用户的邮箱。

思科Unity Express跟踪

```
se-10-50-10-125>trace voiceview all
se-10-50-10-125>trace voiceview-ccn all
se-10-50-10-125>show trace buffer tail
```

```
6441 02/06 18:26:13.785 vovw sess 0 LOGIN request
```

```
6441 02/06 18:26:13.824 vovw sess 0 1006
6441 02/06 18:26:13.824 vovw sess 0 Found mailbox
6441 02/06 18:26:13.824 vovw sess 0 Valid extension
6441 02/06 18:26:13.824 vovw sess 0 Verifying user password
6441 02/06 18:26:13.864 vovw sess 0 Opening mailbox
6441 02/06 18:26:13.930 vovw sess 0 Open mailbox successful
6441 02/06 18:26:13.930 vovw sess 0 VVException/SessionProperties.
Error: Mailbox disabled
6441 02/06 18:26:13.940 vovw cont 0 Exit Controller
Requested URI: /voiceview/WEB-INF/screens/phoneobjects/CiscoIPPhoneText.jsp
```

登录失败和强制PIN更改

问题说明

当用户尝试登录邮箱时，出现：`VoiceView Express`显示错误消息。
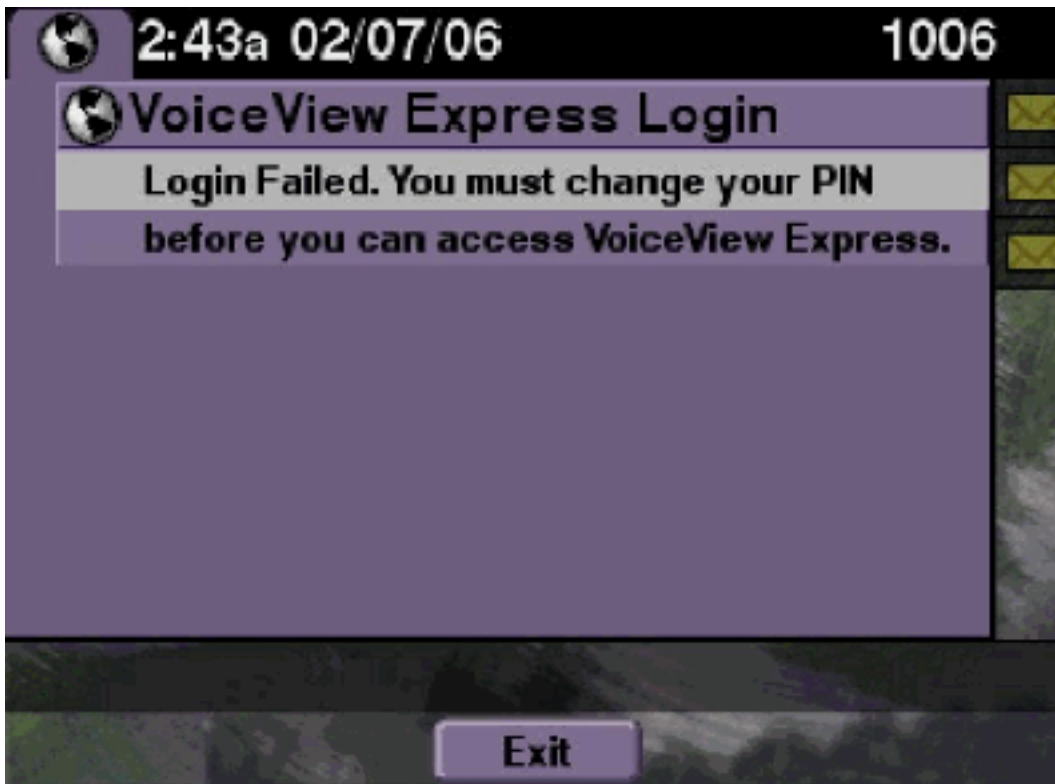
解决方案

这是预料之中的现象。教程设置为ON，并配置了空PIN。从CLI或GUI生成PIN码并尝试登录。
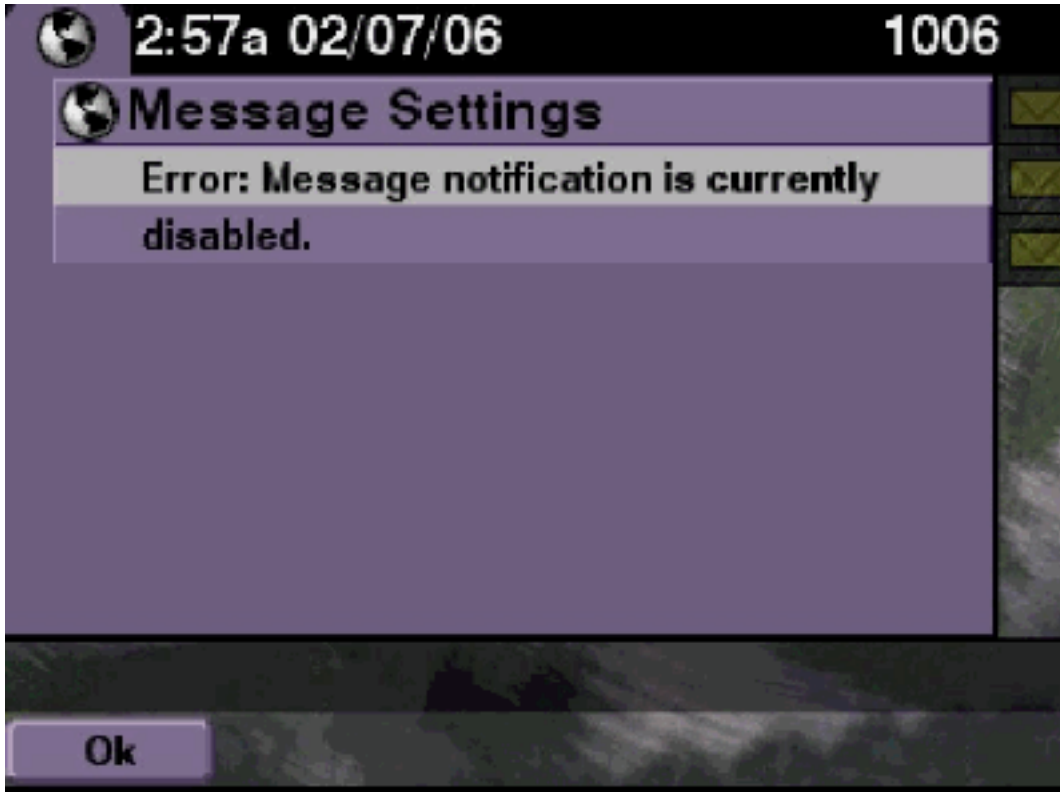
思科Unity Express跟踪

```
se-10-50-10-125>trace voiceview all
se-10-50-10-125>trace voiceview-ccn all
se-10-50-10-125>show trace buffer tail  6216 02/06 18:43:27.240 vovw sess 0 SessionProperties
logged in user 1006 session: b4xuyud461 from 10.50.10.67 6216 02/06 18:43:27.240 vovw sess 0
Session Info provider attaching... 6216 02/06 18:43:27.241 vovw sess 0 Session Info provider
attached 6216 02/06 18:43:27.241 vovw sess 0 SessionProperties number of users now: 1 6216 02/06
18:43:27.241 vovw sess 0 VVException/SessionProperties.
Error: Initial access with blank PIN
6216 02/06 18:43:27.252 vovw cont 0 Exit Controller Requested URI:
/voiceview/WEB-INF/screens/phoneobjects/CiscoIPPhoneText.jsp
```

```
se-10-50-10-125> username vera pin 123
```

消息通知错误

问题说明

当用户尝试通过VE访问Message Settings > Message Notifications时，出现显示错误消息。

解决方案

检查通知是否在系统范围内启用，然后检查此特定用户的通知是否已启用。如果没有，请转到Cisco Unity Express CLI并发出show voicemail notification命令，或转到Cisco Unity Express GUI并选择 Voicemail > Message Notification > Notification Administration以启用它。

思科Unity Express跟踪

```
se-10-50-10-125>trace voiceview all
se-10-50-10-125>trace voiceview-ccn all
se-10-50-10-125>


6320 02/06 19:00:41.405 vovw sydb 0 1
6320 02/06 19:00:41.405 vovw cont 0 Submit Type 'RECONFIGURE'
6320 02/06 19:00:41.405 vovw sydb 0 /sw/apps/monitor/ctrl/offline
6320 02/06 19:00:41.406 vovw sydb 0 0
6320 02/06 19:00:41.406 vovw cont 0 Center Controller Requested URI:
 /voiceview/msgsettings/NotifDeviceList.do
6320 02/06 19:00:41.407 vovw notf 0 Populating the form
6320 02/06 19:00:41.445 vovw notf 0 sysEnabled true userEnabled false
6320 02/06 19:00:41.448 vovw cont 0 Exit Controller Requested URI:
 /voiceview/WEB-INF/screens/phoneobjects/CiscoIPPhoneText.jsp
```
尝试收听留言时出错

问题说明

用户可以登录到Voice View Express服务，但当他们尝试收听留言时，会收到以下错误：

```
Playback Failed:
Report this error to your system administrator,
IOException:x.x.x.x/x.x.x.x:80
- Connection refused"
```

解决方案

当电话的Web服务器无法访问时，会出现此问题。它被禁用，或者防火墙位于两者之间。

要解决此问题，请转到Settings > Security Configuration，并确保Web Access Enabled设置为Yes。

相关信息

- 语音技术支持
- 语音和统一通信产品支持
- Cisco IP 电话故障排除
- 技术支持和文档 - Cisco Systems