

CMG Speech Office Verification Hints and Troubleshooting

JUNE 2015

VIRTUAL RECEPTION



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1 SUMMARY

When a CMG Speech Office¹ system has been installed or updated, it must be verified. This document describes hints and troubleshooting when performing this verification.

If you encounter problems that cannot be solved using this document, turn to your Mitel contact or Partner for help.

1.1 REQUIREMENTS

Apart from the requirements for performing the verification tests, the following is needed:

- Administrator rights on the CMG Speech Main and Telephony server.
- Access to an SQL Query Analyzer through which both the CMG and the CMG Speech databases can be reached.
- Access to an SQL Server Management Studio through which the CMG Speech database can be reached.

1.2 PREPARATIONS

- Open an SQL Query Analyzer and make two connections, one to the CMG Speech database and one to the CMG (nice) database.

¹ Comprising CMG IVR and optionally CMG VoiceMail

2 VERIFICATION HINTS AND TROUBLESHOOTING

2.1 GENERAL

2.1.1 EVENT LOG

Event Log errors in CMG Speech usually come in groups. Each layer of the system logs the error before casting it again. This way, it gets caught by the next system level, which does the same, and so on. Because of this, the first error logged in every group has the most exact error description.

2.2 CMG SPEECH CONFIGURATION MANAGER USAGE

2.2.1 LOGIN

Troubleshooting

If you cannot log in to CMG Speech Configuration Manager (SCM), make sure that you have the correct ID and password of the SCM administrator.

If there are errors in the Application Event Log, check the first one in every group. If any of them says “Login failed” or “Invalid connection string attribute”, SCM has failed to connect to the CMG Speech database. Check the connection information in the registry under

HKEY_LOCAL_MACHINE\SOFTWARE\Aastra\CMGSpeech\7.5\Databases\

Make sure you have not manually changed the database user’s password in SQL.

2.2.2 BLOCKED NUMBERS

Hint: If a specific number can be reached or not from CMG Speech is governed by SCM through **User Groups -> Call Control**.

2.3 CMG DIRECTORY MANAGER (CMG DM) USAGE

2.3.1 CMG SPEECH TAB CANNOT SAVE DATA

Troubleshooting

If DM cannot add your test person to a user group, check the following:

- Extension and PBXId must be stated and numeric
- Extension length must be less than the internal number length specified for the call manager in CMG CM
- The call manager must be registered in CMG Speech

If all items above are correct, check the Application Event log for errors. If you see a login failure there, make sure that the connection information stated in **CMG CM -> CMG Speech -> Parameters** is correct.

2.4 BLUSTAR WEB USAGE

2.4.1 LOGIN ERROR

Troubleshooting

If access to the *Messages* tab in BluStar Web is denied with the description “Not a CMG Speech User”, do the following:

1. Use a Query Analyzer and execute the following query in the CMG Speech database
`select * from [user] where extension = '<EXT>'`
2. Execute the following clause in a Query Analyzer positioned against CMG:
`select * from main where telno = '<EXT>'`



Note! In both cases replace <EXT> with your extension number.

Make sure you have a record in each database, and that you have matching extension numbers, PBX IDs and CMG Record IDs. If any item does not match, you may have synchronization problems between CMG and CMG Speech.

2.4.2 WEB PAGE ERROR

Troubleshooting

If the voice messages are not shown in the *Messages* tab in BluStar Web, do the following:

1. Check so that **VoiceMode** has been set to **Enable** and that **Speech Server** has been configured in **CMG CM -> BluStar Web -> Parameters**.
2. Check so that the **CMG Speech Office Voicemail user** license has been correctly set in **CMG CM -> Site Configuration -> All Licenses**.
3. Check the following for the specific user in **CMG DM** :
 - a. **CMG VoiceMail** has been selected as **Voicemail account** in the **Speech** tab.
 - b. **CMG Speech Office** has been selected in the **Settings** tab.

Troubleshooting

If the *Messages* tab in BluStar Web is not shown, do the following:

1. Check so that **MessagePageVisible** has been set to “true” in **Application Settings** for the BluStarWeb site in **IIS Manager**.

2.4.3 “AN ERROR HAS OCCURRED”

Troubleshooting

If the following message appears when trying to access the messages in the *Messages* tab in BluStar Web:

“An error has occurred! Please contact your system administrator.”, do the following to solve the problem:

1. Check the Application Event log on the CMG server for details.
2. Make sure the voicemails share exists with adequate access before continuing the tests.

2.5 CMG SERVER PROCESSES

2.5.1 CMG SYNCHRONIZATION

Hint

The CMGSpeechSync process must be running in Spman on the CMG server.

2.6 CMG SPEECH IVR

2.6.1 ACTIVITY PRESENTATION

Troubleshooting

If a registered activity is not correctly presented, make sure it is correctly mapped in SCM.

Check the Application Event Log on the telephony server for errors. If you see a failure fetching referral information and an error description like “the security context is invalid”, you must configure the security settings for the MTS packages as follows:

- Open Administrative Tools -> Component Services and go to **My Computer -> Com+ Applications -> CMGSpeechCom** package. Right-click the package and select **Properties**. In **Secutity -> Security level**, make sure the option process level only is selected.
- Perform the same task for the **CMGCom** package.
- Right-click the package and choose **Shut down**.

Your next call should present the activity information correctly.

2.6.2 NOTIFICATION

Hint

The easiest way to check that your notification is active is to check the channel you specified (for example the message indicator on the phone, your mobile or your e-mail box), depending on the selected type of notification.

If you no notification is received within a few minutes, see next section Troubleshooting.

Troubleshooting

If the notification is of the type Message indicator, do the following:

3. Verify MsgWait is selected in **CMG CM -> Site Configuration -> Pbx's/Flash Clients**
4. Verify that **Message waiting** is selected (Settings tab) in DM for the test person.
5. Verify that pbxstd process is running in spman.
 - o Verify that other PBX related activities are working, for example forwarding or opening a phone.

If your notification is of SMS or mail type, do the following:

1. Verify the msgsend process is running in spman.
2. If yes, use CMG CM to check which process is appointed for the delivery channel on which you tried to send a message. Make sure that process also is running.

All CMG VoiceMail notifications are sent through CMG. When a notification is not sent as expected, the reason can be it has not been delivered to CMG as expected, or because it has somehow not been delivered correctly from CMG.

To verify the cause, do the following:

1. Use the SQL Query Analyzer connected to the CMG (nice) database and execute
`select record_id from main where telno = '<EXT>'`
 Replacing <EXT> with your test phone's extension number. This will give you the CMG main record ID of your test extension.
2. Use this in the next SQL phrase;
`select * from Message where owner = <RECNO> and sign like 'CMGV%'`
 This clause will list all notifications sent by CMG VoiceMail to your test User. If you see any new entries there with the message text "You have X new messages..." or similar, the notification has been sent from CMG VoiceMail and thus further troubleshooting should be performed there.
3. If the message never reaches CMG, first verify that the CMG Speech Notifier service is running on the CMG Speech Main server.
4. Check the Application Event Log on the Main Server. If it is full of errors that keep coming with 10 seconds interval, the Notifier has trouble connecting to CMG Speech or CMG. Which it is should be apparent by reading the error descriptions in the Event Log.
5. If it seems to be the CMG connection that is malfunctioning, Use **SCM -> System Settings -> Databases**, and verify that there is a CMG Server there with correct connection information.

2.7 VOICEMAIL MANAGEMENT

2.7.1 LOCATING THE VOICEMAILS

Hint: Voicemails must be saved on a shared path on the CMG Speech Main server. Under the Voicemails share, there are six levels of directories, each corresponding to one digit in a CMG Speech User's six-digit User ID number. For example, the voicemails for a CMG Speech user with ID 38 are stored at:

\\MAINSERVER\Voicemails\0\0\0\0\3\8

In this path, the voicemails are saved with file names comprised by their date and time of arrival. Thus, the new voicemails you have created should be easy to find using a regular file explorer.

If the voicemails are not found, refer to Troubleshooting.

Troubleshooting

If you cannot find your voicemails on the CMG Speech Main server's voicemail share path, the most probable cause is that they are saved at another location.

For each server, do the following:

1. Using SCM, go to **User Groups -> Paths** and verify that the SYS User Group appoints the voicemail share on the main server.
2. Verify that this also is true for **User Files**.
3. If the above is correct, also check the voicemail path on the main server for all user groups. All these should appoint the Voicemails share on the main server.

2.8 GREETINGS AND LANGUAGES

2.8.1 ALTERNATIVE LANGUAGE

Hint



Note! Alternative languages are by default only presented for external calls.

2.9 TTS SERVICE

2.9.1 GENERATING TTS PROMPTS

Hint

Use Windows Registry Editor to find the key:

HKEY_LOCAL_MACHINE\SOFTWARE\Netwise\CMGSpeech\7.5\AastraTTS\1.0

Make sure the RunOnceNow flag is set to 1, then restart the TTS service. Within a minute, the TTS generation should start.

2.9.2 ACTIVATING PATH PROPAGATION

Hint

The result of Path Propagation is that the Identifier share on the Telephony servers should be filled with sub directories, one for each letter in the alphabet.

Path Propagation is handled by the CMG Speech File Manager service located on the Main Program Server. On the Main server use Windows Registry Editor to find the key,

HKEY_LOCAL_MACHINE\SOFTWARE\Netwise\CMGVoice\7.5\FileManager

Make sure the RunOncePathProp flag is set to 1, then restart the File Manager Service. Within a minute, the Path Propagation should start.

2.9.3 GENERATING ADAPTED PRONUNCIATION OF TTS PHRASES

Troubleshooting

If the adapted pronunciation cannot be created or listened to from CMG DM, make sure that CMG DM has a virtual directory pointing to the UserFiles share on the CMG Speech Main server, and that the access rights to this folder are shared to the Internet user account on the CMG DM server.

If the file is not created, make sure the File Manager service is running on the CMG Speech Main server.

2.10 TRANSFERS TO OPERATOR GROUPS

2.10.1 FLASH INFORMATION

Troubleshooting

If your transferred call is not correctly flashed to the operators, check the following.

- On hybrid installations, phantom numbers to the Operators should be used. Configure this by entering a comma-separated sequence of numbers in **SCM -> PBXs -> Operator Groups**, for the PBX/Operator group at hand.

For other settings, refer to System Settings in SCM.

2.11 BACKUP AND MAINTENANCE

2.11.1 MESSAGE CLEANUP

Hint

Message Cleanup is handled by the CMG Speech File Manager service located on the Main Program Server. On the main server use Windows Registry Editor to find the key,

HKEY_LOCAL_MACHINE\SOFTWARE\Netwise\CMGSpeech\7.5\FileManager

Make sure the RunOnceMsgCleanup flag is set to 1, then restart the CMG Speech File Manager Service. Within a minute, the Message Cleanup should start.



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