

Oracle® Voicemail & Fax

Administrator's Guide

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Oracle Voicemail & Fax Administrator's Guide, Release 2 (9.0.4)

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Preface

The *Oracle Voicemail & Fax Administrator's Guide* provides an introduction to the components and concepts of Oracle Voicemail & Fax and describes the planning, configuring, and management tasks that must be performed.

This preface contains these topics:

- Audience
- Organization
- Related Documentation
- Conventions
- Documentation Accessibility

Audience

The *Oracle Voicemail & Fax Administrator's Guide* is intended for anyone planning, configuring, managing, or monitoring Oracle Voicemail & Fax.

Organization

This book contains the following chapters:

Chapter 1, "Introduction"

This chapter contains an overview of the Oracle Voicemail & Fax system and describes its major features.

Chapter 2, "Oracle Voicemail & Fax Processes"

This chapter contains information on administering Oracle Voicemail & Fax.

Chapter 3, "Administration and Provisioning"

This chapter contains information on the different processes of the Oracle Voicemail & Fax system.

Chapter 4, "Error Messages"

This chapter contains information on Oracle Voicemail & Fax error messages.

Appendix A, "Oracle Voicemail & Fax Access Control Lists"

This chapter contains information on the Oracle Voicemail & Fax access control lists.

Related Documentation

Oracle Voicemail & Fax documentation is available in HTML and PDF.

The following documents are available on the Oracle Collaboration Suite documentation library:

- *Oracle Collaboration Suite Release Notes*
- *Oracle Email Administrator's Guide*
- *Oracle Email Application Developer's Guide*
- *Oracle Email API Reference (Java Doc)*
- *Oracle Email Migration Tool Guide*
- *Using Voicemail & Fax*
- *Setting Preferences*

For additional information, see these Oracle resources:

- *Oracle Enterprise Manager Administrator's Guide*
- *Oracle9i Database Administrator's Guide*
- *Oracle9i Application Server Administrator's Guide*
- *Oracle9i SQL Reference*
- *Oracle Net Services Administrator's Guide*

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Conventions

This section describes the conventions used in the text and code examples of this documentation set. It describes:

- Conventions in Text
- Conventions in Code Examples

Conventions in Text

We use various conventions in text to help you more quickly identify special terms. The following table describes those conventions and provides examples of their use.

Convention	Meaning
Bold	Bold typeface indicates terms that are defined in the text or terms that appear in a glossary, or both.
<i>Italics</i>	Italic typeface indicates book titles or emphasis.
UPPERCASE monospace (fixed-width) font	Uppercase monospace typeface indicates elements supplied by the system. Such elements include parameters, privileges, datatypes, RMAN keywords, SQL keywords, SQL*Plus or utility commands, packages and methods, as well as system-supplied column names, database objects and structures, usernames, and roles.
lowercase monospace (fixed-width) font	Lowercase monospace typeface indicates executables, filenames, directory names, and sample user-supplied elements. Such elements include computer and database names, net service names, and connect identifiers, as well as user-supplied database objects and structures, column names, packages and classes, usernames and roles, program units, and parameter values. Note: Some programmatic elements use a mixture of UPPER CASE and lowercase. Enter these elements as shown.
<i>lowercase italic monospace (fixed-width) font</i>	Lowercase italic monospace font represents placeholders or variables.

Conventions in Code Examples

Code examples illustrate SQL, PL/SQL, SQL*Plus, or other command-line statements. They are displayed in a monospace (fixed-width) font and separated from normal text as shown in this example:

```
SELECT username FROM dba_users WHERE username = 'MIGRATE';
```

The following table describes typographic conventions used in code examples and provides examples of their use.

Convention	Meaning
[]	Brackets enclose one or more optional items. Do not enter the brackets.
{ }	Braces enclose two or more items, one of which is required. Do not enter the braces.
	A vertical bar represents a choice of two or more options within brackets or braces. Enter one of the options. Do not enter the vertical bar.
...	Horizontal ellipsis points indicate either: <ul style="list-style-type: none">■ That we have omitted parts of the code that are not directly related to the example■ That you can repeat a portion of the code
. . . .	Vertical ellipsis points indicate that we have omitted several lines of code not directly related to the example.
Other notation	You must enter symbols other than brackets, braces, vertical bars, and ellipsis points as shown.
<i>Italics</i>	Italicized text indicates placeholders or variables for which you must supply particular values.
UPPERCASE	Uppercase typeface indicates elements supplied by the system. We show these terms in uppercase in order to distinguish them from terms you define. Unless terms appear in brackets, enter them in the order and with the spelling shown. However, because these terms are not case sensitive, you can enter them in lowercase.

Convention	Meaning
lowercase	<p>Lowercase typeface indicates programmatic elements that you supply. For example, lowercase indicates names of tables, columns, or files.</p> <p>Note: Some programmatic elements use a mixture of UPPERCASE and lowercase. Enter these elements as shown.</p>

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Accessibility of Code Examples in Documentation

JAWS, a Windows screen reader, may not always correctly read the code examples in this document. The conventions for writing code require that closing braces should appear on an otherwise empty line; however, JAWS may not always read a line of text that consists solely of a bracket or brace.

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Introduction

This chapter provides an overview of the Oracle Voicemail & Fax system and describes its major features.

This chapter contains the following topics:

- Oracle Voicemail & Fax Overview
- Oracle Voicemail & Fax Features

Oracle Voicemail & Fax Overview

Oracle Voicemail & Fax is a reliable, highly scalable voice mail and fax system that provides centralized and secure message storage and retrieval for voice mail and faxes.

Oracle Voicemail & Fax uses the Oracle Email message store for voice mail messages, taking advantage of the Oracle core competencies in providing access to, storing and managing all types of information. Oracle Voicemail & Fax delivers the full power of the Oracle 9i multithreaded database to provide parallel processing, high availability, and rapid response time for thousands of simultaneous users. Using the highly scalable and reliable Oracle Email message store as a foundation, Oracle Voicemail & Fax provides telephone processing, message delivery, browser-based clients, and administration utilities.

Oracle Voicemail & Fax Features

Major components of Oracle Voicemail & Fax can consist of the following:

- Voice Interface
- Fax
- Graphic User Interface (GUI) Client Access
- Standards-based Applications
- Administration

Voice Interface

Oracle Voicemail & Fax provides a basic dual tone multi-frequency (DTMF) voice mail interface with the ability to change user preferences through the telephone interface. Because Oracle Voicemail & Fax is a single store solution, actions taken on a message or account preferences through the voice channel are visible through all channels.

Fax

Oracle Voicemail & Fax provides inbound facsimile capabilities. Faxes sent to a user's phone number are delivered directly into the user's inbox, where they are available for viewing as message attachments. Faxes are stored as multi-purpose internet mail extensions (MIME) compliant messages that can be printed or forwarded to any e-mail address using standards based clients or Web clients.

GUI Client Access

Oracle Voicemail & Fax provides access to voice mail through multiple channels including the phone, internet mail access protocol (IMAP4) or post office protocol (POP3) standards-based clients, and through the Web. Because messages are stored in industry standard formats (.wav for voice mail and .tif for fax), they do not require a special player. This enables users to access messages from any computer system and gives them the ability to forward these messages to anyone with access to e-mail.

Standards Based Applications

Oracle Voicemail & Fax telephone applications are built on the enterprise computer telephony forum (ECTF) standards. These standards, collectively known as CT Server, define the infrastructure needed to build and support platform-independent computer telephony (CT) applications and enable Oracle Voicemail & Fax applications to easily integrate with a variety of enterprise and carrier class switches.

Administration

Oracle Voicemail & Fax simplifies administration and management by integrating with Oracle Enterprise Manager, enabling consolidated, Web-based management of the total Oracle environment as well as integration into existing system monitoring infrastructures. Oracle Voicemail & Fax also supports multiple domains with delegated administration on the same system, enabling hosting.

Oracle Voicemail & Fax Processes

This chapter discusses the telephony processes of the Oracle Voicemail & Fax system.

This chapter contains the following topics:

- Overview
- Managing Oracle Voicemail & Fax Processes Through Oracle Enterprise Manager
- Oracle Voicemail & Fax Process Parameters
- Oracle Voicemail & Fax Log Files

Overview

The Oracle Voicemail & Fax telephony component consists of several processes based on the computer telephony server (CT server) architecture from the enterprise computer telephony forum (ECTF). Each process interacts with a call, performs the task(s) at hand and transfers the call to different processes.

These are the telephony processes:

- Routing Process: Answers inbound calls to the Oracle Voicemail system and directs them to the recording or retrieval process
- Voice Mail Recording Process: Records voice messages and stores them in the mail store
- Voice Mail Retrieval Process: Interacts with the user and retrieves and renders messages from the mail store
- Fax Receiving Process: Receives and stores fax messages in the mail store
- Transfer Process: Manages and transfers calls when a user wishes to speak with an operator
- Recovery Process: Manages queued voice mail and fax messages if the mail store is unavailable
- AQMWI Process: Manages the message waiting indicator (MWI) requests from the mail server
- MWI Service Process: Manages the message waiting indicator (MWI) for individual switch implementations

The following are examples of how a call goes through the various processes:

- Recording: The routing process picks up the call from the PBX and parses call detail information. Once the routing process determines that it is a recording call type, the call is handed off to the recording process. If a fax tone is detected, then the call is routed to the fax receiving process. Recording and fax receiving processes interact with Oracle Internet Directory and the mail store to store the recorded message. Calls to be transferred to an operator are handed off to the transfer process.
- Retrieval: The routing process picks up the call from the PBX and parses call detail information. Once the routing process determines that it's a retrieval call type, the call is handed off to the retrieval process. The retrieval process interacts with Oracle Internet Directory and the mail store. For reply and

forward, the call is handed off to the recording process and for transfers, the call is handed off to the transfer process.

- **MWI:** The MWI service process activates and deactivates of MWI for a specific PBX. When a new voice mail message arrives into an Oracle Voicemail & Fax subscriber's inbox, a message waiting indicator (MWI) activation request is generated for the advanced queueing message waiting indicator (AQMWI) process. The AQMWI process interacts with Oracle Internet Directory, looks up the corresponding MWI service process and relays the request to that MWI service process. Conversely, when there are no more unread voice mail messages in the subscriber's inbox, an MWI deactivation request is generated to the AQMWI process and the same procedure is followed.

Routing Process

When the CT server receives a call from the PBX, the routing process answers the call. This process retrieves call detail information from the PBX, which indicates whether the call is a direct call to the voice mail system or a forwarded call from an unanswered or busy extension. The routing process sends forwarded calls to the voice mail recording process and direct calls to the voice mail retrieval process. If no call detail information is available, the routing process allows the caller to between voice mail recording or voice mail retrieval.

The routing process maintains a pool of worker threads. Each thread can handle one call at any time. The routing process retrieves call details through a simplified message desk interface (SMDI) or the Intel CT Media, based on the PBX type and Oracle Voicemail & Fax configuration.

Voice Mail Recording Process

The Oracle Voicemail & Fax voice mail recording process records and sends voice mail messages. Messages can be marked with normal or urgent priority before they are sent. To assist in addressing messages, the recording process provides access to a user directory that callers can search by dialing users' names on a telephone keypad. The voice mail recording process maintains a pool of worker threads. Each thread can handle one call at any time. There are six scenarios in which the caller interacts with the recording process.

- **Normal Recording:** When the routing process receives a forwarded call, the process routes the call to voice mail recording and provides the extension number of the call's intended recipient. Voice mail recording acquires the recipient's information from Oracle Internet Directory. The process verifies that the recipient has telephone access enabled and plays the recipient's greeting

message: a personal greeting, a vacation greeting, a default greeting with a recorded name, or a default greeting with a telephone number. If a fax calling tone is detected while the greeting is played, the call is routed to the fax receiving process. The caller records a message, and can choose to edit it. Finally, the voice mail recording process interacts with the CT server to store the voice mail in the mail store.

- **Unknown Origin Recording:** When the routing process receives a call without call detail information and the caller chooses to record a message, the routing process sends the call to the voice mail recording process, prompting the caller to specify a recipient.
- The caller may either enter the user's telephone number, or he may search a directory of users at the site that he called. After obtaining the recipient from Oracle Internet Directory, the system plays the user's greeting.
- **Reply to a Message:** When users choose to reply through the telephone user interface to a voice mail from another Oracle Voicemail & Fax user, the voice mail retrieval process routes the call to voice mail recording. This process plays a generic system greeting, the user records a message, and can choose to edit it. The message's recipient is the sender of the original message. Finally, voice mail recording interacts with the CT server to store the voice mail in the mail store.
- **Forward a Message:** When users choose to forward a message through the telephone user interface, the voice mail retrieval process routes the call to voice mail recording. This process plays a generic system greeting, the user records and addresses a message, and can choose to edit it. Finally, voice mail recording interacts with the CT server to store the voice mail in the mail store.
- **Authenticated User Recording:** When users choose to compose a message while they are logged in through the telephone user interface, the retrieval process transfers them to recording. This process plays a generic system greeting, the user records and addresses a message, and can choose to edit it. Finally, voice mail recording interacts with the CT server to store the voice mail in the mail store.
- **Transfer from Retrieval:** When users in the retrieval process press the star key before logging in, they are routed to the recording process and the call is handled as an Unknown Origin Recording call.

The Voicemail recording process provides a searchable user directory to assist in addressing messages. For unknown origin recording and transfer from retrieval cases, the caller may search a directory of all users at the site that he called. For all cases except Normal Recording, the caller can choose whether to search a directory of all users at the site he called or to search a global directory of all users in the

system. In all cases, a caller can bypass the directory by entering a recipient's telephone number.

If there are any delivery problems while sending a message, the recording process places the message in a file system queue. The recovery process attempts to redeliver the message. This can occur due to network failure or if the mail store database is unavailable.

Voice Mail Retrieval Process

The voice mail retrieval process enables users to log in, retrieve messages, administer their accounts, reply to and forward messages, and record new messages. This process maintains a pool of worker threads that can each process one call at any time. All calls to this process arrive through the routing process.

The retrieval process prompts the caller to enter an extension number and password, and authenticates the caller against a user object in the Oracle Internet Directory server. Upon a successful authentication, this process interacts with the CT server to retrieve voicemail messages and other account information. The voice mail retrieval process enables the user to listen to, save, and delete voice mail messages. Users can also set a PIN, and record or administer greetings. Account information for the user is stored in Oracle Internet Directory.

See Also: *Using Voicemail & Fax* for more information

Transfer Process

The transfer process receives a call when the caller chooses to transfer to an operator during an interaction with the voice mail recording or retrieval processes. The transfer process looks up the operator extension in the user's group profile, and if none exists, it looks up the default extension defined in the process properties. The caller is then transferred out of the voice mail system to the extension. If this call is not answered, it will be redirected to the voice mail system.

Fax Receiving Process

The fax receiving process receives fax messages. This process maintains a pool of worker threads can each process one call at any time. All calls arrive through the voice mail recording process when a fax calling tone is detected. This process receives a fax message and then delivers it to the e-mail server mail store by communicating with the CT server. This occurs after the call has been routed to the voice mail system. Users answering a fax call on the extension will hear a fax tone.

Recovery Process

The recovery process attempts to redeliver messages if the voice mail recording or fax receiving process experiences errors communicating with the mail store. This process wakes periodically and attempts to send any messages found in the file system queue. Once the recovery process successfully sends a message, the message is removed from the queue.

Process Manager Process

Note: The process manager process is not managed by the Oracle Voicemail & Fax administration tool.

The process manager process enables remote process startup for all Oracle Voicemail & Fax Windows-based processes. The process manager process registers itself with the Java Remote Method Invocation (RMI) registry and Java RMI activation daemon.

Client programs, such as the Oracle Enterprise Manager JSP pages, invoke a remote method in the process manager process to start up a specific process instance. When this service receives the request, it creates and starts a service in the Windows Registry for the specified process instance. If the service is already installed, it restarts the existing service.

Processes managed by the process manager process are:

- Routing Process
- Voice Mail Recording Process
- Voice Mail Retrieval Process
- Transfer Process
- Recovery Process
- Fax Receiving Process
- MWI Service Process

Note: `rmiregistry` and the `rmid` must be running before the process manager process can be started.

AQMWI Process

The AQMWI process retrieves message waiting indicator (MWI) activation or deactivation requests from an advanced queue (AQ), and routes them to an MWI service process through Java Remote Method Invocation (RMI). When a user receives a new voice mail, the mail store inserts a request to activate that user's MWI into an advanced queue. When a user reads his or her last unread voice mail, the mail store inserts a request to deactivate that user's MWI into an advanced queue. The AQMWI process retrieves the request from the advanced queue, looks up the user's telephone number and finds an MWI service process responsible for handling MWI for that telephone number. Finally, the AQMWI Process sends the MWI request to the appropriate MWI service process through Java RMI.

MWI Service Process

The MWI service process activates and deactivates the message waiting indicators for a specific PBX in response to requests received through Java RMI. This process maintains either an SMDI or a CT Media connection with the PBX. Exactly one MWI service process should be running for each PBX with voice mail users. The AQMWI process initiates RMI requests for this process.

Managing Oracle Voicemail & Fax Processes Through Windows Services

The Oracle Voicemail & Fax processes can be managed through Windows services or Oracle Enterprise Manager.

Oracle Voicemail & Fax process instances are registered as Windows services. You can start and stop Oracle Voicemail & Fax process instances using Windows services.

Process instances that have been started through Oracle Enterprise Manager or `oesctl` have a corresponding service name. The service names are in the following format:

- `UMProcessMgrService`: Process manager service
- `UMFaxRecv_instance number`: Fax Receiving Application
- `UMMWI_instance number`: MWI Service
- `UMRecording_instance number`: Voicemail Recording Application
- `UMRecovery_instance number`: Voicemail Recovery Application
- `UMRetrieval_instance number`: Voicemail Retrieval Application
- `UMRouting_instance number`: Voicemail Routing Application
- `UMTransfer_instance number`: Voicemail Transfer Application

Automatic services occur when services start when the machine is started. The Oracle Voicemail & Fax applications answer calls automatically within several minutes of startup time, unless the default settings have been changed. Occasionally, it may be necessary to manually start and stop Oracle Voicemail & Fax processes.

Manually Starting or Stopping an Oracle Voicemail & Fax Process Instance

Perform the following steps to start or stop an Oracle Voicemail & Fax process instance using Windows services:

1. Select **Start > Settings > Control Panel > Services**.
2. Scroll down to the services with names that begin with UM.
3. Right click on the service name that you want to start or stop.
4. Select **Start** or **Stop**.

Occasionally, a process instance may seem to not be running, even if Windows services indicates that the process instance has been started. If this occurs, it can be due to one of the following reasons:

- The process instance was running, but stopped due to an unexpected error.
- The process instance is running, but is waiting to contact the Oracle Internet Directory server for configuration information. In this case, no log file will be written. The process instance may wait up to a minute after the Oracle Internet Directory server is accessible before it attempts to contact it.
- The process instance is running, but is waiting for the CT server to come to level 5. In this case, a log file will be written under %ORACLE_HOME%\um\log. The process instance may wait up to a minute after the CT server reaches level 5 before it attempts a connection.
- The process instance is initializing and can take several minutes.

See Also: Chapter 4, "Error Messages" for more information

Managing Oracle Voicemail & Fax Processes Through Oracle Enterprise Manager

This section describes how to create, delete, modify, start, stop, and reinitialize Oracle Voicemail & Fax processes through Oracle Enterprise Manager.

Note: The process manager process is not managed by the Oracle Voicemail & Fax administration tool. The process manager process starts up when automatically when Windows starts up.

Creating an Oracle Voicemail & Fax Process Instance

Using Oracle Enterprise Manager, perform the following steps to create an Oracle Voicemail & Fax process instance:

To create a new Oracle Voicemail & Fax process instance with default parameters:

1. Navigate to the Oracle Voicemail & Fax Service Targets page.
2. Select an Oracle Voicemail & Fax process.
3. Click **Create**. This creates a new Oracle Voicemail & Fax process instance with default parameters.

To create a new Oracle Voicemail & Fax process instance with the same parameter values as an existing Oracle Voicemail & Fax process instance:

1. Select the instance with the parameters you want to replicate.
2. Click **Create Like**. This creates a new Oracle Voicemail & Fax process instance with the same parameters as the selected Oracle Voicemail & Fax process instance.

Deleting an Oracle Voicemail & Fax Process Instance

Warning: Deleting an Oracle Voicemail & Fax process may disable some or all telephony processes.

Note: A process must be shut down before it can be deleted.

Using Oracle Enterprise Manager, perform the following steps to delete an Oracle Voicemail & Fax process instance:

1. Navigate to the Oracle Voicemail & Fax Service Targets page.
2. Select an Oracle Voicemail & Fax process.
3. Select the Oracle Voicemail & Fax process instance you want to delete.
4. Click **Delete**.

Modifying Parameters for a Specific Oracle Voicemail & Fax Instance

Note: Processes must be reinitialized whenever parameters are modified.

Using Oracle Enterprise Manager, perform the following steps to modify parameters for a specific Oracle Voicemail & Fax process instance:

1. Navigate to the Oracle Voicemail & Fax Service Targets page.
2. Select an Oracle Voicemail & Fax process.
3. Select the Oracle Voicemail & Fax instance you want to modify.
4. Modify the parameters you want to change.
5. Click **Apply**.

Modifying Oracle Voicemail & Fax Process Parameters

Note: Processes must be reinitialized whenever parameters are modified.

Using Oracle Enterprise Manager, perform the following steps to modify Oracle Voicemail & Fax process default parameters:

1. Navigate to the Oracle Voicemail & Fax Service Targets page.
2. Select an Oracle Voicemail & Fax process.
3. Select **Change Settings**.
4. Modify the parameters you want to change.

5. Click **Apply**.

Starting, Stopping, or Reinitializing All Oracle Voicemail & Fax Processes

Starting an Oracle Voicemail & Fax process starts all the processes comprising that service type. When an Oracle Voicemail & Fax process is started for the first time, a file is created in the log file directory.

Stopping an Oracle Voicemail & Fax system sends a request to the operating system to shut down all of the Oracle Voicemail & Fax processes.

Note: Administrators may need to stop the Oracle Voicemail & Fax system to perform maintenance, such as upgrading the server hardware or software. It is not possible for the processes to be running these types of upgrades are performed.

Reinitializing an Oracle Voicemail & Fax process informs the operating system to reload its operational settings from the Oracle Internet Directory server. The process does not stop running, which means that users continue to receive uninterrupted service. Whenever an Oracle Voicemail & Fax process parameter is modified, it must be reinitialized to make the changes take effect.

Note: The following functions can only be executed if at least one Oracle Voicemail & Fax instance has been created.

Using Oracle Enterprise Manager, perform the following steps to start, stop, or reinitialize all Oracle Voicemail & Fax processes:

1. Navigate to the Oracle Voicemail & Fax Service Targets page.
2. Select an Oracle Voicemail & Fax process.
3. Click **Start**, **Stop**, or **Reinitialize**.

Starting an Oracle Voicemail & Fax Process Instance

Using Oracle Enterprise Manager, perform the following steps to start an Oracle Voicemail & Fax process instance:

1. Navigate to the Oracle Voicemail & Fax Service Targets page.

2. Select an Oracle Voicemail & Fax process.
3. Select the Oracle Voicemail & Fax process instance you want to start.
4. Click **Start**.

Stopping an Oracle Voicemail & Fax Process Instance

Using Oracle Enterprise Manager, perform the following steps to stop an Oracle Voicemail & Fax process instance:

1. Navigate to the Oracle Voicemail & Fax Service Targets page.
2. Select an Oracle Voicemail & Fax process.
3. Select the Oracle Voicemail & Fax process instance you want to stop.
4. Click **Stop**.

Reinitializing a Oracle Voicemail & Fax Process Instance

Note: Processes must be reinitialized whenever parameters are modified.

Using Oracle Enterprise Manager, perform the following steps to reinitialize an Oracle Voicemail & Fax process instance:

1. Navigate to the Oracle Voicemail & Fax Service Targets page.
2. Select an Oracle Voicemail & Fax process.
3. Select the Oracle Voicemail & Fax process instance you want to reinitialize.
4. Click **Reinitialize**.

Oracle Voicemail & Fax Process Parameters

This section describes the Oracle Voicemail & Fax process parameters.

See Also: *Intel CT Media 2.1 Administrator's Guide for Windows 2000* for more information on CT Media and CT server

Routing Process

Log Level

This parameter controls the type of logging performed by the UM process.

Table 2–1 Log Level Acceptable Values

Acceptable Values	Description
INTERNALERROR	Reports only the critical errors
ERROR	Reports all errors
WARNING	Reports all errors and warnings
NOTIFICATION	Reports high level flow of operations within the process
TRACE	Reports all debugging information

Default Value: WARNING

Active Flag

This parameter specifies whether the instance is running.

Acceptable Values: True or False

Default Value: Value is not set until the process is started

Number of Threads per Process

This parameter specifies the number of threads for this routing process within one JVM.

Acceptable Value: A positive integer

Default Value: 4

Root Context for UM

This parameter specifies the distinguished name of the Oracle Voicemail & Fax container in Oracle Internet Directory. This domain name's subtree contains Oracle Voicemail & Fax information.

Acceptable Value: A valid Oracle Internet Directory distinguished name

Default Value: None

Root Context for ES

This parameter specifies the distinguished name of the e-mail server container in Oracle Internet Directory. This domain name's subtree contains e-mail server - specific information.

Acceptable Value: A valid Oracle Internet Directory distinguished name

Default Value: None

Install Context for UM

This parameter specifies UM Install Context, such as, `um_system`.

Acceptable Value: A valid Oracle Internet Directory distinguished name

Default Value: None

Voice Retrieval Application DN

This parameter specifies the distinguished name for the voice mail retrieval application instance where calls are routed.

Acceptable Value: A valid Oracle Internet Directory Distinguished Name

Default Value: None

Voice Recording Application DN

This parameter specifies the distinguished name entry for the recording application instance to which recording calls are routed.

Acceptable Value: A valid Oracle Internet Directory distinguished name.

Default Value: None

Transfer Application DN

This parameter specifies the distinguished name entry for the transfer application instance the the calls are routed to when transferred to the operator function.

Acceptable Value: A valid Oracle Internet Directory distinguished name.

Default Value: None

Mail Store

The distinguished name in Oracle Internet Directory of the mail store that delivers administrative messages for this process.

Acceptable Value: The distinguished name of a mail store in Oracle Internet Directory

Default Value: Chosen during the voice mail telephony middle tier installation

Maximum Number of Log Files

The maximum number of log files to write for a process. Once the maximum number of log files has been written and all log files are full, the oldest log file is overwritten.

Acceptable Values: Positive integers

Default Value: 10

Maximum Log File Size (Bytes)

The maximum size of each log file, in bytes. Once this size is exceeded, another log file is written.

Acceptable values: Positive integers

Default value: 500000

Telephony Port Map

This parameter is for routing processes that use SMDI connections, the port map specifies, for each telephony port on the system, the telephone extension number of that port. For routing processes that use CT Media connections, the port map is ignored.

Acceptable Values: A semicolon delimited string with elements of the form *truncated_device_IDextension*. A truncated device ID is the part of a CT Media Line Device name after the last underscore. For example, suppose that a machine has four line devices.

Line device VMSERVER2_D240PCI_T1_pci0_13Trunk1GC1 is connected to extension 44001.

Line device VMSERVER2_D240PCI_T1_pci0_13Trunk1GC2 is connected to extension 44002.

Line device VMSERVER2_D240PCI_T1_pci0_13Trunk1GC3 is connected to extension 44003.

Line device VMSERVER2_D240PCI_T1_pci0_13Trunk1GC4 is connected to extension 44004.

The port map should read: 13Trunk1GC1 44001;13Trunk1GC2 44002;13Trunk1GC3 44003;13Trunk1GC4 44004.

Default Value: None

PBX integration type

This parameter specifies the PBX connection type. If the connection type is CT Media, then this process attempts to set or unset the MWI through CT Media. If the connection type is SMDI, then this process attempts to set or unset the MWI through an SMDI monitor process.

Acceptable Values: SMDI or CT Media

Default Value: None

SMDI Monitor Host Name

This parameter specifies the host name of a machine running the SMDI monitor.

Acceptable Value: A valid host name, such as `smdimon.acme.com`

Default Value: None

SMDI Monitor Port

This parameter specifies the port number on which the SMDI monitor accepts connections.

Acceptable Value: A valid TCP port number

Default Value: None

SMDI Monitor Timeout Value

This parameter specifies the timeout (in milliseconds) for socket communication with the SMDI monitor.

Acceptable Value: A positive integer

Default Value: None

CT Server Name

This parameter specifies the host name of the machine where the CT server is installed. The name should be in the following format:

hostname:port_number

The port number is 2019.

Acceptable Value: A valid host name

Default Value: None

CT Server Application Profile Name

This parameter specifies the name of the CT server profile that contains application configuration information.

The application profile contains information on the signal processing resources the application requires, declares the application service identifiers (ASIs) the application uses to identify itself to the CT server, and documents the ASIs that the application uses to identify other applications to hand-off calls to.

Acceptable Value: A valid CT server profile name

Default Value: UMMediaServicesProfile

CT Server Group Configuration

This parameter specifies the name of the CT server group configuration that represents a collection of resources.

Acceptable Value: A valid CT server group configuration

Default Value: UMMediaServicesProfile

CT Application Service Name

This parameter specifies the CT server application service identifier (ASI), and is the name the application uses to register itself with the CT server. For call routing purposes, each application is identified by its ASIs, which are defined in the application's associated application profile.

If the newly installed application expects to receive incoming calls from the system call router (SCR) or from other applications, or hand-off calls to other applications, the new application's ASI(s) must be added to the ASI map profile and, optionally, the routing rules profile.

Acceptable Value: A valid CT server application service name

Default Value: UMMediaServicesProfile

CT Media Call Timeout Value

This parameter specifies the time (in seconds) that CT Media waits to configure resources for this application.

Acceptable Value: A string of digits

Default Value: 5000

Voice Mail Recording Process

Maximum Message Recording Duration

This parameter specifies the maximum length of a recorded message in milliseconds.

Acceptable Value: A string of digits

Default Value: 120000

Maximum Silence Duration

This parameter specifies the length of continuous silence in miliseconds which causes message recording to stop.

Acceptable Value: A string of digits

Default Value: 10000

Log Level

This parameter controls the type of logging performed by the UM process.

Table 2–2 Log Level Acceptable Values

Acceptable Values	Description
INTERNALERROR	Reports only the critical errors
ERROR	Reports all errors
WARNING	Reports all errors and warnings
NOTIFICATION	Reports high level flow of operations within the process
TRACE	Reports all debugging information

Default Value: WARNING

Active Flag

This parameter specifies whether the instance is running.

Acceptable Values: True or False

Default Value: None

Number of Threads per Process

This parameter specifies number of threads for this Oracle Voicemail & Fax process within one JVM, such as 4.

Acceptable Value: A positive integer

Default Value: None

Root Context for UM

This parameter specifies the distinguished name of the Oracle Voicemail & Fax container in Oracle Internet Directory. This domain name's subtree contains Oracle Voicemail & Fax specific information.

Acceptable Value: A valid Oracle Internet Directory distinguished name

Default Value: None

Root Context for ES

This parameter specifies the distinguished name of the e-mail server container in Oracle Internet Directory. This domain name's subtree contains e-mail server specific information.

Acceptable Value: A valid Oracle Internet Directory distinguished name

Default Value: None

Install Context for UM

This parameter specifies UM Install Context

Acceptable Value: A valid UM Install Context

Default Value: None

CT Server Name

This parameter specifies the host name of the machine where the CT server is installed. The name should be in the following format:

hostname:port_number

The port number is 2019.

Acceptable Value: A valid host name

Default Value: None

CT Server Application Profile Name

This parameter specifies the name of the CT server profile that contains application configuration information.

The application profile contains information on the signal processing resources the application requires, declares the application service identifiers (ASIs) the

application uses to identify itself to the CT server, and documents the ASIs that the application uses to identify other applications to hand-off calls to.

Acceptable Value: A valid CT server profile name

Default Value: UMMediaServicesProfile

CT Server Group Configuration

This parameter specifies the name of the CT server group configuration that represents a collection of resources.

Acceptable Value: A valid CT server group configuration

Default Value: UMMediaServicesProfile

CT Application Service Name

This parameter specifies the CT server application service identifier (ASI), and is the name the application uses to register itself with the CT server. For call routing purposes, each application is identified by its ASIs, which are defined in the application's associated application profile.

If the newly installed application expects to receive incoming calls from the system call router (SCR) or from other applications, or hand-off calls to other applications, the new application's ASI(s) must be added to the ASI map profile and, optionally, the routing rules profile.

Acceptable Value: A valid CT server application service name

Default Value: UMMediaServicesProfile

CT Media Call Timeout Value

This parameter specifies the time (in seconds) that CT Media waits to configure resources for this application.

Acceptable Value: A string of digits

Default Value: 5000

Message Coder Type

This parameter specifies audio coder type for voice mail messages.

Acceptable Value: A valid audio coder type

Default Value: v_Linear8Bit_64k

Greeting Coder Type

This parameter specifies the audio coder type for greetings and recorded names. Valdi audio coder types are defined by the Intel card used.

Acceptable Value: A valid audio coder type

Default Value: v_Linear8Bit_64k

Mail Box Minimum Length

This parameter is used to implement short extensions at a single site. This number specifies the minimum number of digits the user can enter for the application to be able to resolve the user's mailbox number.

Acceptable Value: A positive integer

Default Value: None

Mail Box Maximum Length

This parameter specifies the maximum number of digits permitted for the mailbox number.

Acceptable Value: A positive integer

Default Value: None

International Number Prefix List

This parameter defines a mapping between PBX extension numbers and international telephone numbers. The mapping is a list of submappings separated by semicolons. Each submapping follows the form:

international_prefix PBX_prefix

where *international_prefix* is the sequence of digits that should be appended to a PBX extension number beginning with *PBX_prefix*. If the prefix list is 1650506;1650607, the extension 60000 is mapped to 16505060000, and 70000 is mapped to 16506070000.

Acceptable Value: A string of digits delimited by a semicolon

Default Value: None

Prefix to be Added to the PBX Number

This parameter specifies the prefix to be added to the phone numbers that are sent to the application through the PBX in order to formulate a phone number in the international format.

Acceptable Value: A string of digits

Default Value: 1

Length of the Number Sent by the PBX

This parameter specifies the number of digits that the PBX sends to the Oracle Voicemail & Fax application.

Acceptable Value: A positive integer

Default Value: 10

Directory Name for Stored Queued Messages

This parameter specifies the directory on the CT server where the undelivered messages are stored for future delivery.

Acceptable Value: A file system directory path, such as ORACLE_HOME\vm1_queue

Default Value: None

Fax Receiving Application DN

This parameter specifies the distinguished name entry for the fax receiving application instance where fax calls are routed.

Acceptable Value: A valid Oracle Internet Directory distinguished name

Default Value: None

Transfer Application DN

This parameter specifies the distinguished name entry for the transfer application instance where calls are routed to when transferring to an operator.

Acceptable Value: A valid Oracle Internet Directory distinguished name

Default Value: None

Full Path Name of UM Log Directory

This parameter specifies the directory under which log files are written.

Acceptable Value: A path name of a file system directory

Default Values:

On UNIX: \$ORACLE_HOME/um/log

On Windows: %ORACLE_HOME%\um\log

Site DN To Be Used For Directory Searches

This parameter specifies the DN containing all users within the site that this process serves. When a caller chooses to do a site-specific directory search, the system

searches only for users under this DN. If this parameter is unset, all searches are global searches.

Acceptable Value: A valid Oracle Internet Directory distinguished name in the subtree `cn=UMContainer,cn=Products,cn=oraclecontext`

Default Value: None

Maximum Size of Result Set For Directory Searches

This parameter specifies the maximum number of directory search results with which to present a caller. If a caller performs a directory search with more results, the system prompts him to refine the search criteria.

Acceptable Value: A positive integer

Default Value: 10

Default Domain Name

This optional parameter specifies the e-mail domain name for all of the users on the system. When the LDAP server is down and this parameter is set, the system sends messages to the address *international_phone_number@default_domain_name*. To enable delivery of messages while LDAP is down, this property must be set, and it can only be set if all users on the system are on the same e-mail domain.

Acceptable Value: A valid e-mail domain

Default Value: None

Mail Store

The distinguished name in Oracle Internet Directory of the mail store that delivers administrative messages for this process.

Acceptable Value: The distinguished name of a mail store in Oracle Internet Directory

Default Value: Chosen during the voice mail telephony middle tier installation

Maximum Number of Log Files

The maximum number of log files to write for a process. Once the maximum number of log files has been written and all log files are full, the oldest log file is overwritten.

Acceptable Values: Positive integers

Default Value: 10

Maximum Log File Size (Bytes)

The maximum size of each log file, in bytes. Once this size is exceeded, another log file is written.

Acceptable values: Positive integers

Default value: 500000

Voice Mail Retrieval Process

Maximum Greeting Recording Duration

This parameter specifies the maximum length of a recorded greeting in milliseconds.

Acceptable Value: A string of digits

Default Value: 30000

Maximum Silence Duration

This parameter specifies the length of continuous silence that causes the greeting recording to stop in milliseconds.

Acceptable Value: A string of digits

Default Value: 10000

Log Level

This parameter controls the type of logging performed by the UM process.

Table 2–3 Log Level Acceptable Values

Acceptable Values	Description
INTERNALERROR	Reports only the critical errors
ERROR	Reports all errors
WARNING	Reports all errors and warnings
NOTIFICATION	Reports high level flow of operations within the process
TRACE	Reports all debugging information

Default Value: WARNING

Active Flag

This parameter specifies whether the instance is running.

Acceptable Values: True or False

Default Value: None

Number of Threads per Process

This parameter specifies the number of threads for this Oracle Voicemail & Fax process within one JVM.

Acceptable Value: A positive integer

Default Value: 4

Root Context for UM

This parameter specifies the distinguished name of the Oracle Voicemail & Fax container in Oracle Internet Directory. This domain name's subtree contains Oracle Voicemail & Fax information.

Acceptable Value: A valid Oracle Internet Directory distinguished name

Default Value: None

Root Context for ES

This parameter specifies the distinguished name of the e-mail server container in Oracle Internet Directory. This domain name's subtree contains e-mail server specific information.

Acceptable Value: A valid Oracle Internet Directory distinguished name

Default Value: None

Install Context for UM

This parameter specifies the UM Install Context

Acceptable Value: A valid UM Install Context

Default Value: None

CT Server Name

This parameter specifies the host name of the machine where the CT server is installed. The name should be in the following format:

hostname:port_number

The port number is 2019.

Acceptable Value: A valid host name

Default Value: None

CT Server Application Profile Name

This parameter specifies the name of the CT server profile that contains application configuration information.

The application profile contains information on the signal processing resources the application requires, declares the application service identifiers (ASIs) the application uses to identify itself to the CT server, and documents the ASIs that the application uses to identify other applications to hand-off calls to.

Acceptable Value: A valid CT server profile name

Default Value: UMMediaServicesProfile

CT Server Group Configuration

This parameter specifies the name of the CT server group configuration that represents a collection of resources.

Acceptable Value: A valid CT server group configuration

Default Value: UMMediaServicesProfile

CT Application Service Name

This parameter specifies the CT server application service identifier (ASI), and is the name the application uses to register itself with the CT server. For call routing purposes, each application is identified by its ASIs, which are defined in the application's associated application profile.

If the newly installed application expects to receive incoming calls from the system call router (SCR) or from other applications, or hand-off calls to other applications, the new application's ASI(s) must be added to the ASI map profile and, optionally, the routing rules profile.

Acceptable Value: A valid CT server application service name

Default Value: UMMediaServicesProfile

CT Media Call Timeout Value

This parameter specifies the time (in seconds) CT Media waits to configure resources for this application.

Acceptable Value: A string of digits

Default Value: 5000

Message Coder Type

This parameter specifies audio coder type for voice mail messages.

Acceptable Value: A valid audio coder type

Default Value: v_Linear8Bit_64k

Greeting Coder Type

This parameter specifies the audio coder type for greetings and recorded names.

Acceptable Value: A valid audio coder type

Default Value: v_Linear8Bit_64k

Mail Box Minimum Length

This parameter is used to implement short extensions at a single site. This number specifies the minimum number of digits the user can enter for the application to be able to resolve the user's mailbox number.

Acceptable Value: A positive integer

Default Value: None

Mail Box Maximum Length

This parameter specifies the maximum number of digits permitted for the mailbox number.

Acceptable Value: A positive integer

Default Value: None

International Number Prefix List

This parameter defines a mapping between PBX extension numbers and international telephone numbers. The mapping is a list of submappings separated by semicolons. Each submapping follows the form:

international_prefix PBX_prefix

where *international_prefix* is the sequence of digits that should be appended to a PBX extension number beginning with *PBX_prefix*. If the prefix list is 1650506;1650607, the extension 60000 is mapped to 16505060000, and 70000 is mapped to 16506070000.

Acceptable Value: A positive integer

Default Value: None

Prefix to Be Added to the PBX Number

This parameter specifies the prefix to be added to the phone numbers that are sent to the application through the PBX in order to formulate a phone number in the international format.

Acceptable Value: A positive integer

Default Value: 1

Length of the Number Sent by the PBX

This parameter specifies the number of digits that the PBX sends.

Acceptable Value: A positive integer

Default Value: 10

Voice Recording Application DN

This parameter specifies the distinguished name entry for the recording application instance to which recording calls are routed.

Acceptable Value: A valid Oracle Internet Directory distinguished name.

Default Value: None

Transfer Application DN

This parameter specifies the distinguished name entry for the transfer application instance the the calls are routed to when transferred to the operator function.

Acceptable Value: A valid Oracle Internet Directory distinguished name.

Default Value: None

Full Path Name of UM Log Directory

This parameter specifies the directory under which log files are written.

Acceptable Value: A pathname of a file system directory.

Default Values:

On UNIX: \$ORACLE_HOME/um/log

On Windows: %ORACLE_HOME%\um\log

Mail Store

The distinguished name in Oracle Internet Directory of the mail store that delivers administrative messages for this process.

Acceptable Value: The distinguished name of a mail store in Oracle Internet Directory

Default Value: Chosen during the voice mail telephony middle tier installation

Maximum Number of Log Files

The maximum number of log files to write for a process. Once the maximum number of log files has been written and all log files are full, the oldest log file is overwritten.

Acceptable Values: Positive integers

Default Value: 10

Maximum Log File Size (Bytes)

The maximum size of each log file, in bytes. Once this size is exceeded, another log file is written.

Acceptable values: Positive integers

Default value: 500000

Transfer Process

Log Level

This parameter controls the type of logging performed by the UM process.

Table 2–4 Log Level Acceptable Values

Acceptable Values	Description
INTERNALERROR	Reports only the critical errors
ERROR	Reports all errors
WARNING	Reports all errors and warnings
NOTIFICATION	Reports high level flow of operations within the process
TRACE	Reports all debugging information

Default Value: WARNING

Active Flag

This parameter specifies whether the instance is running.

Acceptable Values: True or False

Default Value: None

Number of Threads per Process

This parameter specifies the number of threads for this Oracle Voicemail & Fax process within one JVM.

Acceptable Value: A positive integer

Default Value: 4

Root Context for UM

This parameter specifies the distinguished name of the Oracle Voicemail & Fax container in Oracle Internet Directory. This domain name's subtree contains Oracle Voicemail & Fax specific information.

Acceptable Value: A valid Oracle Internet Directory distinguished name

Default Value: None

Root Context for ES

This parameter specifies the distinguished name of the e-mail server container in Oracle Internet Directory. This domain name's subtree contains e-mail server specific information.

Acceptable Value: A valid Oracle Internet Directory distinguished name

Default Value: None

Install Context for UM

This parameter specifies UM Install Context

Acceptable Value: A valid UM Install Context

Default Value: None

CT Server Name

This parameter specifies the host name of the machine where the CT server is installed. The name should be in the following format:

hostname:port_number

The port number is 2019.

Acceptable Value: A valid host name

Default Value: None

CT Server Application Profile Name

This parameter specifies the name of the CT server profile that contains application configuration information.

The application profile contains information on the signal processing resources the application requires, declares the application service identifiers (ASIs) the application uses to identify itself to the CT server, and documents the ASIs that the application uses to identify other applications to hand-off calls to.

Acceptable Value: A valid CT server profile name

Default Value: UMMediaServicesProfile

CT Server Group Configuration

This parameter specifies the name of the CT server group configuration that represents a collection of resources.

Acceptable Value: A valid CT server group configuration

Default Value: UMMediaServicesProfile

CT Application Service Name

This parameter specifies the CT server application service identifier (ASI), and is the name the application uses to register itself with the CT server. For call routing purposes, each application is identified by its ASIs, which are defined in the application's associated application profile.

If the newly installed application expects to receive incoming calls from the system call router (SCR) or from other applications, or hand-off calls to other applications, the new application's ASI(s) must be added to the ASI map profile and, optionally, the routing rules profile.

Acceptable Value: A valid CT server application service name

Default Value: UMMediaServicesProfile

CT Media Call Timeout Value

This parameter specifies the time (in seconds) CT Media waits to configure resources for this application.

Acceptable Value: A string of digits

Default Value: 5000

Dialing Number For Transfer

A PBX-dialable working telephone number where calls are routed when a user chooses to be transferred out of voice mail and to an operator. Users can have individual numbers set in their preferences.

Acceptable Value: A string of digits

Default Value: None

Full Path Name of UM Log Directory

This parameter specifies the directory under which log files are written.

Acceptable Value: A pathname of a file system directory.

Default Values:

On UNIX: \$ORACLE_HOME/um/log

On Windows: %ORACLE_HOME%\um\log

Mail Store

The distinguished name in Oracle Internet Directory of the mail store that delivers administrative messages for this process.

Acceptable Value: The distinguished name of a mail store in Oracle Internet Directory

Default Value: Chosen during the voice mail telephony middle tier installation

Maximum Number of Log Files

The maximum number of log files to write for a process. Once the maximum number of log files has been written and all log files are full, the oldest log file is overwritten.

Acceptable Values: Positive integers

Default Value: 10

Maximum Log File Size (Bytes)

The maximum size of each log file, in bytes. Once this size is exceeded, another log file is written.

Acceptable values: Positive integers

Default value: 500000

Fax Receiving Process

Log Level

This parameter controls the type of logging performed by the UM process.

Table 2–5 Log Level Acceptable Values

Acceptable Values	Description
INTERNALERROR	Reports only the critical errors
ERROR	Reports all errors
WARNING	Reports all errors and warnings
NOTIFICATION	Reports high level flow of operations within the process
TRACE	Reports all debugging information

Default Value: WARNING

Active Flag

This parameter specifies whether the instance is running.

Acceptable Values: True or False

Default Value: None

Number of Threads per Process

This parameter specifies the number of threads for this Oracle Voicemail & Fax process within one JVM.

Acceptable Value: A positive integer

Default Value: 4

Root Context for UM

This parameter specifies the distinguished name of the Oracle Voicemail & Fax container in Oracle Internet Directory. This domain name's subtree contains Oracle Voicemail & Fax specific information.

Acceptable Value: A valid Oracle Internet Directory distinguished name

Default Value: None

Root Context for ES

This parameter specifies the distinguished name of the e-mail server container in Oracle Internet Directory. This domain name's subtree contains e-mail server specific information.

Acceptable Value: A valid Oracle Internet Directory distinguished name

Default Value: None

Install Context for UM

This parameter specifies UM Install Context

Acceptable Value: A valid UM Install Context

Default Value: None

CT Server Name

This parameter specifies the host name of the machine where the CT server is installed. The name should be in the following format:

hostname:port_number

The port number is 2019.

Acceptable Value: A valid host name

Default Value: None

CT Server Application Profile Name

This parameter specifies the name of the CT server profile that contains application configuration information.

The application profile contains information on the signal processing resources the application requires, declares the application service identifiers (ASIs) the application uses to identify itself to the CT server, and documents the ASIs that the application uses to identify other applications to hand-off calls to.

Acceptable Value: A valid CT server profile name

Default Value: UMMediaServicesProfile

CT Server Group Configuration

This parameter specifies the name of the CT server group configuration that represents a collection of resources.

Acceptable Value: A valid CT server group configuration

Default Value: UMMediaServicesProfile

CT Application Service Name

This parameter specifies the CT server application service identifier (ASI), and is the name the application uses to register itself with the CT server. For call routing purposes, each application is identified by its ASIs, which are defined in the application's associated application profile.

If the newly installed application expects to receive incoming calls from the system call router (SCR) or from other applications, or hand-off calls to other applications, the new application's ASI(s) must be added to the ASI map profile and, optionally, the routing rules profile.

Acceptable Value: A valid CT server application service name

Default Value: UMMediaServicesProfile

CT Media Call Timeout Value

This parameter specifies the time (in seconds) CT Media waits to configure resources for this application.

Acceptable Value: A string of digits

Default Value: 5000

Mail Box Minimum Length

This parameter is used to implement short extensions at a single site. This number specifies the minimum number of digits the user can enter for the application to be able to resolve the user's mailbox number.

Acceptable Value: A positive integer

Default Value: None

Mail Box Maximum Length

This parameter specifies the maximum number of digits permitted for the mailbox number.

Acceptable Value: A positive integer

Default Value: None

International Number Prefix List

This parameter defines a mapping between PBX extension numbers and international telephone numbers. The mapping is a list of submappings separated by semicolons. Each submapping follows the form:

international_prefix PBX_prefix

where *international_prefix* is the sequence of digits that should be appended to a PBX extension number beginning with *PBX_prefix*. If the prefix list is 1650506;1650607, the extension 60000 is mapped to 16505060000, and 70000 is mapped to 16506070000.

Acceptable Value: A positive integer

Default Value: None

Prefix to Be Added to the PBX Number

This parameter specifies the prefix to be added to the phone numbers that are sent to the application through the PBX in order to formulate a phone number in the international format.

Acceptable Value: A positive integer

Default Value: 1

Length of the Number Sent by the PBX

This parameter specifies the number of digits that the PBX sends.

Acceptable Value: A positive integer

Default Value: 10

Directory Name for Stored Queued Messages

This parameter specifies the directory in which undelivered messages are stored for future delivery.

Acceptable Value: A file system directory path, such as ORACLE_HOME\vm1_queue

Default Value: None

Full Path Name of UM Log Directory

This parameter specifies the directory under which log files are written.

Acceptable Value: A pathname of a file system directory

Default Values:

On UNIX: \$ORACLE_HOME/um/log

On Windows: %ORACLE_HOME%\um\log

Default Domain Name

This optional parameter specifies the e-mail domain name for all of the users on the system. When the LDAP server is down and this parameter is set, the system sends messages to the address *international_phone_number@default_domain_*

name. To enable delivery of messages while LDAP is down, this property must be set, and it can only be set if all users on the system are on the same e-mail domain.

Acceptable Value: A valid e-mail domain

Default Value: None

Mail Store

The distinguished name in Oracle Internet Directory of the mail store that delivers administrative messages for this process.

Acceptable Value: The distinguished name of a mail store in Oracle Internet Directory

Default Value: Chosen during the voice mail telephony middle tier installation

Maximum Number of Log Files

The maximum number of log files to write for a process. Once the maximum number of log files has been written and all log files are full, the oldest log file is overwritten.

Acceptable Values: Positive integers

Default Value: 10

Maximum Log File Size (Bytes)

The maximum size of each log file, in bytes. Once this size is exceeded, another log file is written.

Acceptable values: Positive integers

Default value: 500000

Recovery Process

Log Level

This parameter controls the type of logging performed by the UM process.

Table 2–6 Log Level Acceptable Values

Acceptable Values	Description
INTERNALERROR	Reports only the critical errors
ERROR	Reports all errors
WARNING	Reports all errors and warnings

Table 2–6 Log Level Acceptable Values

Acceptable Values	Description
NOTIFICATION	Reports high level flow of operations within the process
TRACE	Reports all debugging information

Default Value: WARNING

Active Flag

This parameter specifies whether the instance is running.

Acceptable Values: True or False

Default Value: None

Number of Threads per Process

This parameter specifies the number of threads for this Oracle Voicemail & Fax process within one JVM.

Acceptable Value: A positive integer

Default Value: 4

Root Context for UM

This parameter specifies the distinguished name of the Oracle Voicemail & Fax container in Oracle Internet Directory. This domain name's subtree contains Oracle Voicemail & Fax specific information.

Acceptable Value: A valid Oracle Internet Directory distinguished name

Default Value: None

Root Context for ES

This parameter specifies the distinguished name of the e-mail server container in Oracle Internet Directory. This domain name's subtree contains e-mail server specific information.

Acceptable Value: A valid Oracle Internet Directory distinguished name

Default Value: None

Install Context for UM

This parameter specifies UM Install Context

Acceptable Value: A valid UM Install Context

Default Value: None

CT Server Name

This parameter specifies the host name of the machine where the CT server is installed. The name should be in the following format:

hostname:port_number

The port number is 2019.

Acceptable Value: A valid host name

Default Value: None

CT Server Application Profile Name

This parameter specifies the name of the CT server profile that contains application configuration information.

The application profile contains information on the signal processing resources the application requires, declares the application service identifiers (ASIs) the application uses to identify itself to the CT server, and documents the ASIs that the application uses to identify other applications to hand-off calls to.

Acceptable Value: A valid CT server profile name

Default Value: UMMediaServicesProfile

CT Server Group Configuration

This parameter specifies the name of the CT server group configuration that represents a collection of resources.

Acceptable Value: A valid CT server group configuration

Default Value: UMMediaServicesProfile

CT Application Service Name

This parameter specifies the CT server application service identifier (ASI), and is the name the application uses to register itself with the CT server. For call routing purposes, each application is identified by its ASIs, which are defined in the application's associated application profile.

If the newly installed application expects to receive incoming calls from the system call router (SCR) or from other applications, or hand-off calls to other applications, the new application's ASI(s) must be added to the ASI map profile and, optionally, the routing rules profile.

Acceptable Value: A valid CT server application service name

Default Value: UMMediaServicesProfile

CT Media Call Timeout Value

This parameter specifies the time (in seconds) CT Media waits to configure resources for this application.

Acceptable Value: A string of digits

Default Value: 5000

Full Path Name of UM Log Directory

This parameter specifies the directory under which log files are written.

Acceptable Value: A path name of a file system directory

Default Values:

On UNIX: \$ORACLE_HOME/um/log

On Windows: %ORACLE_HOME%\um\log

List of MailStore DB Service Names

This parameter specifies the list of service names of mail stores to which messages in the recovery queue are sent. Any message in the recovery queue are sent to any mail store in this list. If one mail store is unavailable, messages are recovered through another mail store.

Acceptable Value: A semicolon-delimited list of service names.

Default Value: None.

Queue Monitoring Interval in Seconds

This parameter specifies the amount of time, in seconds, that the recovery process waits between polling the recovery queue.

Acceptable Value: A positive integer.

Default Value: 900

Maximum Number of Log Files

The maximum number of log files to write for a process. Once the maximum number of log files has been written and all log files are full, the oldest log file is overwritten.

Acceptable Values: Positive integers

Default Value: 10

Maximum Log File Size (Bytes)

The maximum size of each log file, in bytes. Once this size is exceeded, another log file is written.

Acceptable values: Positive integers

Default value: 500000

MWI Service Process

Log Level

This parameter controls the type of logging performed by the UM process.

Table 2-7 Log Level Acceptable Values

Acceptable Values	Description
INTERNALERROR	Reports only the critical errors
ERROR	Reports all errors
WARNING	Reports all errors and warnings
NOTIFICATION	Reports high level flow of operations within the process
TRACE	Reports all debugging information

Default Value: WARNING

Set of International Phone Numbers

This parameter specifies the set of phone numbers for which this process controls MWI activation or deactivation.

Acceptable Value: A semicolon-delimited list of international phone number subsets. A phone number subset is a string of digits and asterisk characters which are wildcards. For example, 1650506****; 1650507****.

Default Value: None

RMI URL

This parameter specifies the RMI URL of the MWI service. The MWI service registers as an RMI service with the name *service_name*. If a port number is specified, the MWI service registers with the RMI registry on that port. Otherwise, it uses the default port. Other processes use the entire RMI URL to connect to this MWI service through RMI.

Acceptable Value: A well-formed URL for RMI.

Default Value: None

PBX integration type

This parameter specifies the PBX connection type. If the connection type is CT Media, then this process attempts to set or unset the MWI through CT Media. If the connection type is SMDI, then this process attempts to set or unset the MWI through an SMDI monitor process.

Acceptable Values: SMDI or CT Media

Default Value: None

SMDI Monitor Host Name

This parameter specifies the host name of a machine running the SMDI monitor.

Acceptable Value: A valid host name, such as `smdimon.acme.com`

Default Value: None

SMDI Monitor Port

This parameter specifies the port number on which the SMDI monitor accepts connections.

Acceptable Value: A valid TCP port number

Default Value: None

SMDI Monitor Timeout Value

This parameter specifies the timeout (in milliseconds) for socket communication with the SMDI monitor.

Acceptable Value: A positive integer

Default Value: None

MWI Phone Number Suffix Size for SMDI

This parameter indicates the number of digits from the phone number to pass to the SMDI monitor. If the suffix size is five, then the rightmost five digits of phone number are used, and the rest are discarded. If the SMDI MWI prefix is defined, it is prepended to those five digits.

Acceptable Value: A positive integer

Default Value: None

MWI Phone Number Prefix for CT Media

This parameter specifies the string of digits to be prepended to a phone number before it is passed to the CT Media service.

Acceptable Value: A string of digits

Default Value: None

CT Media MWI Provider Name

This parameter specifies the provider string for the CT server that hosts the MWI session service.

Acceptable Value: An IT Media provider string of the following form:

profilename@server:port

Default Value: None

CT Media MWI Service Name

This parameter specifies the name of the MWI session service.

Acceptable Value: A valid name of a CT Media session service

Default Value: MWI service

MWI Phone Number Suffix Size for CT Media

Indicates the number of digits from the phone number to pass to the CT Media service. If the suffix size is 5, the rightmost five digits of the phone number are used, and the rest are discarded. The CT Media MWI prefix, if one is defined, is then prepended to those 5 digits.

Acceptable Value: A positive integer

Default Value: None

MWI Phone Number Prefix for CT Media

A string of digits to be prepended to a phone number before it is passed to the CT Media service.

Acceptable Value: A string of digits

Default Value: None

Full Path Name of UM Log Directory

This parameter specifies the directory under which log files are written.

Acceptable Value: A path name of a file system directory

Default Values:

On UNIX: \$ORACLE_HOME/um/log

On Windows: %ORACLE_HOME%\um\log

Mail Store

The distinguished name in Oracle Internet Directory of the mail store that delivers administrative messages for this process.

Acceptable Value: The distinguished name of a mail store in Oracle Internet Directory

Default Value: Chosen during the voice mail telephony middle tier installation

Maximum Number of Log Files

The maximum number of log files to write for a process. Once the maximum number of log files has been written and all log files are full, the oldest log file is overwritten.

Acceptable Values: Positive integers

Default Value: 10

Maximum Log File Size (Bytes)

The maximum size of each log file, in bytes. Once this size is exceeded, another log file is written.

Acceptable values: Positive integers

Default value: 500000

AQMWI Process

Log Level

This parameter controls the type of logging performed by the UM process.

Table 2–8 Log Level Acceptable Values

Acceptable Values	Description
INTERNALERROR	Reports only the critical errors
ERROR	Reports all errors
WARNING	Reports all errors and warnings
NOTIFICATION	Reports high level flow of operations within the process
TRACE	Reports all debugging information

Default Value: WARNING

Number of Threads

This parameter specifies the number of threads that should be listening to the AQ and processing MWI requests.

Acceptable Value: A positive integer

Default Value: 1

AQ name

This parameter specifies the name of the AQ on which MWI requests are made.

Acceptable Value: A valid name for an Oracle Advanced Queue, such as `MWI_Q`

Default Value: None

User ID for connecting to the database

This parameter specifies the user ID for connecting to the database.

Acceptable Value: A valid Oracle user ID

Default Value: None

Password for connecting to the database

This parameter specifies the password for connecting to the database.

Acceptable Value: A valid Oracle user password

Default Value: None

Install Root Context

This parameter specifies the distinguished name of the container for this installation in Oracle Internet Directory. This domain name's subtree contains information specific to a Oracle Voicemail & Fax installation.

Acceptable Value: A valid Oracle Internet Directory distinguished name

Default Value: None

Root Context for UM

This parameter specifies the distinguished name of the Oracle Voicemail & Fax container in Oracle Internet Directory. This domain name's subtree contains Oracle Voicemail & Fax specific information.

Acceptable Value: A valid Oracle Internet Directory distinguished name

Default Value: None

Root Context for ES

This parameter specifies the distinguished name of the e-mail server container in Oracle Internet Directory. This domain name's subtree contains e-mail server specific information.

Acceptable Value: A valid Oracle Internet Directory distinguished name

Default Value: None

Process Root Context

This parameter specifies the domain name of the e-mail server container in Oracle Internet Directory. The subtree of this domain name contains configuration information for all processes.

Acceptable Value: A valid Oracle Internet Directory distinguished name

Default Value: None

Full Path Name of UM Log Directory

This parameter specifies the directory under which log files are written.

Acceptable Value: A path name of a file system directory

Default Values:

On UNIX: \$ORACLE_HOME/um/log

On Windows: %ORACLE_HOME%\um\log

Mail Store

This parameter specifies the distinguished name in Oracle Internet Directory of the mail store for whose users this process handles MWI service. The mail store also delivers administrative messages for this process.

Acceptable Value: The distinguished name of a mail store in Oracle Internet Directory

Default Value: None

Maximum Number of Log Files

The maximum number of log files to write for a process. Once the maximum number of log files has been written and all log files are full, the oldest log file is overwritten.

Acceptable Values: Positive integers

Default Value: 10

Maximum Log File Size (Bytes)

The maximum size of each log file, in bytes. Once this size is exceeded, another log file is written.

Acceptable values: Positive integers

Default value: 500000

Oracle Voicemail & Fax Log Files

The following table specifies the Oracle Voicemail & Fax log file locations:

Table 2–9 Log File Location

Process Name	Windows	Unix
Routing Process	%ORACLE_ HOME%\um\log\RoutingProcess	N/A
Voice Mail Recording Process	%ORACLE_ HOME%\um\log\RecordingProcess	N/A
Voice Mail Retreival Process	%ORACLE_ HOME%\um\log\RetreivalProcess	N/A
Transfer Process	%ORACLE_ HOME%\um\log\TransferProcess	N/A
Fax Receiving Process	%ORACLE_ HOME%\um\log\FaxInProcess	N/A
Recovery Process	%ORACLE_ HOME%\um\log\MsgRecoveryProcess	N/A
MWI Service Process	%ORACLE_ HOME%\um\log\MWIServiceProcess	N/A
AQMWI Process	%ORACLE_ HOME%\um\log\AQMWIProcess	\$ORACLE_ HOME/um/log/AQMWIProcess

Administration and Provisioning

This chapter discusses how to administer Oracle Voicemail & Fax.

This chapter contains the following topics:

- Managing Voice Mail and Fax Users
- Managing Voice Mail User Directories

Managing Voice Mail and Fax Users

Using the Oracle WebMail interface, administrators can perform various user management tasks, such as adding, removing, and modifying voice mail and fax users.

Under the Overview tab, you can view what components are installed on the different middle tier hosts. To administer these components, click on the host links and you are redirected to the Oracle Enterprise Manager.

To perform administration tasks for Oracle Voicemail & Fax, administrators must navigate to the following URL:

`http://machine name:port/um/traffic_cop`

Adding Voice Mail and Fax Users

Note: A user must be provisioned for e-mail in order to be voice mail and fax enabled.

Perform the following steps to add voice mail or fax users:

1. Using Oracle WebMail, navigate to the Administration page.
2. Select **User > Voice/Fax User Management > Add User**.
3. Select the installation.
4. To obtain a list of all the users on a particular domain, select the domain and click **Get Mail Users**. To search for a specific user on a particular domain, select the domain and click **Search Mail Users**.
5. Select the user.
6. Click **Enable Voice/Fax**. If the user has already been enabled, an error message is displayed.
7. Enter the following information in the corresponding fields:
 - Fax In Allowed
 - Phone Access Allowed
 - Web Access Allowed
 - Telephone Number

- VPIM Mail
- VPIM Text Name

See Also: "Voice Mail and Fax User Parameters" for parameter definitions

8. Click **Enable**.

Modifying Voice Mail and Fax User Parameters

Perform the following steps to modify voice mail or fax user parameters.

1. Using Oracle WebMail, navigate to the Administration page.
2. Select **User > Voice/Fax User Management > Modify User**.
3. Select the group profile to which the user belongs.
4. Click **Get Voice/Fax Users** to select from a list of users, or click **Search Mail Users** to search for a specific user using their telephone number or e-mail address.
5. Select the user and click **Edit**.
6. Modify the parameters you want to change.
7. Click **Modify**.

Voice Mail and Fax User Parameters

This section describes the voice mail and fax user parameters:

Group Profile

This parameter specifies the group to which the selected voice mail user belongs. A group profile is similar to an e-mail domain, except that it is created based on local PBX settings and support features such as, language preference and transfer extension. A single e-mail domain can be associated with one or more group profiles. For example, the e-mail domain `acme.com` can have group profiles defined such as `us.acme.com` and `uk.acme.com`.

Administrators can select from pre-existing groups or enter a sub-group name created to provision a user.

Fax In Allowed

This parameter enables a user to receive faxes into their inbox. This is for an inbound fax only.

Acceptable Values: Yes or No

Default Value: Yes

Phone Access Allowed

This parameter enables a user to use the voice mail application to listen to messages.

Acceptable Values: Yes or No

Default Value: Yes

Web Access Allowed

This parameter enables a user to use WebMail to view messages.

Acceptable Values: Yes or No

Default Value: Yes

Telephone Number

This parameter is a local phone number for an Oracle Voicemail & Fax user. This parameter must be set because the voice mail application plays this number as part of the standard greeting when there are no greetings present. This value should be the same as the telephone number in the base user entry. If the telephone number is changed, the non-internationalized part of the Voice Profile for Internet Mail (VPIM) number corresponding to the telephone number must also be changed.

Voicemail Password

This parameter is a numeric password used to access a voice mail account. The number of characters allowed for the numeric password is displayed as a tip on the WebMail interface.

VPIM Mail

This parameter is the address to which voice mails for this user are sent. The system creates an e-mail alias that directs messages sent to the VPIM Mail address to the user's e-mail account. The VPIM Mail address consists of the following components:

- international phone number
- e-mail domain

These components are separated by an @ sign. The international phone number is the user's fully qualified telephone number including a country code,

city/locale/area code, and a local phone number. For instance, a user in the United States (country code 1) with phone number 6505067000 would have the international phone number 16505067000. The e-mail domain should be the domain of the user's e-mail address. For instance, if the user's e-mail is `joe.user@oracle.com`, his e-mail domain should be `oracle.com`. For example, the VPIM Mail address for the user would be `16505067000@oracle.com`.

VPIM Text Name

This parameter is an optional value that represents the sender's address.

Extended Absence Status

This parameter can be set by administrators to prevent someone from recording messages on another user's voice mail. The default for this parameter is `False`.

Removing Voice Mail and Fax Users

Perform the following steps to remove voice mail or fax users.

1. Using the WebMail interface, navigate to the Administration page.
2. Select **User > Voice/Fax User Management > Delete User**.
3. Select the group profile to which the user belongs.
4. Click **Get Voice/Fax Users** to select from a list of users, or click **Search Voice/Fax Users** to search for a specific user using the user's telephone number or e-mail address.
5. Select the user you want to delete.
6. Click **Remove**.

Managing Voice Mail User Directories

Oracle Voicemail & Fax features a telephone based directory that can search for users on the system by dialing the letters of their name on a telephone keypad. To use this feature, administrators must run a script to enter a user's name into the directory. This task must be performed once per user. User names can be entered into a directory in bulk or individually.

A user's directory entry is concatenated together in the following order:

- Surname
- Given name

- Middle name

The information is gathered from the user’s base information stored in the directory. All non-alphanumeric characters are removed and converted into digits according to the mapping of a customary American telephone.

The following table shows the mapping for the telephone keys:

Table 3–1 Telephone Key Mapping

Letters	Telephone Key
ABC	2
DEF	3
GHI	4
JKL	5
MNO	6
PRS	7
TUV	8
WXY	9

Note: In this release, there are no GUI screens available for creating directories.

Entering Multiple User Names into a Directory

Perform the following steps on the middle tier to enter multiple user names into a directory:

1. Generate an LDIF file of the entire Oracle Internet Directory.
`ldifwrite -c DB_connect_string -b "" -f directory.ldif`
2. Copy the LDIF file to a middle tier machine.
3. On the middle tier, execute the following command:

On UNIX:

```
$ORACLE_HOME/um/scripts/bulkmakedirectory.sh directory.ldif modify.txt
```


On Windows

```
%ORACLE_HOME%\um\scripts\bulkcreatedirectory.bat directory.ldif modify.txt
```

4. Update the directory using `ldapmodify`:

```
ldapmodify -h ldap_server -p ldap_port_number -D privileged_bind_DN -w bind_
password -f modify.txt
```

Entering Individual User Names into a Directory

Perform the following steps to individually enter user names into a directory:

1. Create a `numbers.txt` file containing all the fully qualified international telephone numbers of users that should be entered into the directory.
2. Execute the following command:

On UNIX:

```
$ORACLE_HOME/um/scripts/makedirectory.pl ldap_server ldap_port privileged_
bind_dn bind_password numbers.txt
```

On Windows:

```
%ORACLE_HOME%\um\scripts\makedirectory.pl ldap_server ldap_port privileged_
bind_dn bind_password numbers.txt
```

Error Messages

This chapter contains component-specific errors. This chapter contains the following topics:

- Overview
- Routing Process
- Voice Mail Recording Process
- Voice Mail Retrieval Process
- Transfer Process
- Fax Receiving Process
- MWI Service Process
- AQMWI Process

Overview

Error messages can appear in any part of Oracle Voicemail & Fax. Users may see them in the end-user interface, and administrators may see them in the administrative tools and process logs.

Sometimes more than one error is displayed. A list of error messages is called an error stack. The bottommost error in the stack is typically the cause of the error.

Note: The error stack can contain error messages from other Oracle products that Oracle Voicemail & Fax uses. When these additional errors appear, refer to the documentation for the given product.

Routing Process

Error: Can't communicate with Oracle Internet Directory

Cause: The Oracle Internet Directory server is not accessible.

Action: Ensure the Oracle Internet Directory server is accessible.

Error: Unable to establish Oracle Internet Directory connection

Cause: The Oracle Internet Directory server is not accessible.

Action: Ensure the Oracle Internet Directory server is accessible.

Error: Lost connection with Oracle Internet Directory while trying to lookup user - Retrying

Cause: The Oracle Internet Directory is down or inaccessible.

Action: None. The application automatically retries the connection.

Error: Naming exception encountered while trying to lookup user

Cause: Oracle Voicemail & Fax is answering calls for users who do not have Oracle Internet Directory entries or who have incorrect Oracle Internet Directory entries.

Action: If the user is a valid user, ensure that the user's VPIM user object has a correct VPIM mail address. If the user should not be on the system, then configure the PBX not to forward that user's calls to Oracle Voicemail & Fax.

Error: No queueing location defined in Oracle Internet Directory

Cause: The application is attempting to queue a message and the message queue location is undefined in Oracle Internet Directory.

Action: Set the message queue location in the appropriate process or instance objects in Oracle Internet Directory.

Error: Unexpected I/O error

Cause: Error outputting a message to the recovery queue.

Action: Check disk space and permissions on the queue directory.

Error: Cannot send message: queueing

Cause: The mail store database is down or inaccessible or there is another problem with message sending.

Action: Ensure the recovery application is running. It sends the message when the database is accessible again. Check the database.

Error: Error retrieving coder type from Oracle Internet Directory

Cause: The coder type stored in a user or greeting Oracle Internet Directory object is incorrectly formatted. It may have been altered.

Action: Correct the formatting of the coder type, and ensure that the default coder types are valid ones.

Error: Fatal error: Can't create prompt table

Cause: The default installation localization message description string is poorly formed.

Action: Correct the message localization description string.

Error: Fatal error: Can't create menu table

Cause: The default installation menu item bindings description string is poorly formed.

Action: Correct the menu item bindings description string.

Error: Fatal error: Unexpected Naming Exception

Cause: The Oracle Internet Directory error occurred while looking up the default installation message localization description string or the default installation menu item bindings description string.

Action: Ensure that a default menu object and a default prompts object exist in Oracle Internet Directory as immediate children of the installation container in Oracle Internet Directory. The default attributes of both objects should be set to true.

Error: Unexpected exception

Cause: The CT server may be down.

Action: Ensure that the CT server is starting up. Once the server starts up, the application recovers.

Error: Error refreshing

Cause: The current configuration of the process instance being refreshed is invalid. A setting made since the process instance's last startup is wrong.

Action: Correct the process instances in the Oracle Internet Directory settings.

Error: Error in retrieving the signal. Current value = + signals + Event = + sdev

Cause: IT Media or CT Media API error.

Action: Check disk space, reboot the system, and report the problem if it persists.

Error: Fax tone detected - this is a fax call. Cannot continue processing this call

Cause: A fax tone was detected for a call for which call details were unavailable.

Action: Ensure call details are available. Also ensure that fax tone settings in CT Media are correct.

Error: PBXConnection is null

Cause: The PBX connection type is missing or unrecognized, or, for SMDI connections, the SMDI monitor host, port, or timeout properties are missing.

Action: Correct all required PBX connection related properties in the appropriate Oracle Internet Directory process or instance object.

Error: Unexpected exception trying to initialize MediaProvider

Cause: The CT server may be down.

Action: Ensure that the CT server is starting up. Once the server starts up, the application recovers.

Error: Poorly formatted integer parameter

Cause: A well-formed XML string has an integer parameter value that cannot be parsed as an integer.

Action: Examine the log files to determine which XML string is causing the problem and correct it.

Error: Parse exception

Cause: A localized message description string is not correctly formed.

Action: Examine the log files to determine which string is not correctly formed and correct it.

Error: Unexpected SAX Exception

Cause: Unexpected error.

Action: Examine the logs to determine which XML string is being parsed, and ensure the XML string is formed correctly.

Internal Error: Unknown exception caught in + thisClassName +.run()

Cause: Unknown error.

Action: If the problem persists, reboot the system and report the problem.

Internal Error: Reinitialization failed

Cause: Attempting to reinitialize the application after an unknown error failed.

Action: Reboot the system and report the problem.

Internal Error: thisClassName

Cause: The application thread is shutting down due to failed reinitialization after an unknown error.

Action: Reboot the system and report the problem.

Internal Error: thisClassName +: closed

Cause: The application has attempted thread-specific cleanup and is shutting down due to failed initialization after an unknown error.

Action: Reboot the system and report the problem.

Internal Error: Message file + messageFile + does not exist

Cause: Application error condition occurred.

Action: Restart the machine, check disk space, and report the problem if it persists.

Internal Error: Needed parameter settings are missing

Cause: The Oracle Internet Directory process or instance settings which are required for process startup are missing.

Action: Make sure that all Oracle Internet Directory properties required for the application are set in the appropriate process or instance objects.

Internal Error: Unexpected exception

Cause: An unexpected error condition occurred with IT Media and CT Media.

Action: Make sure that IT Media is correctly installed.

Internal Error: Item handler does not exist for + itemTriggered.getName() + in +

menuName

Cause: Internal application coding error.

Action: Edit the menu item bindings configuration string to disable the menu item whose handler is missing.

Internal Error: Unexpected MediaBindException when releasing to service + requestor.getAttendantAsi()

Cause: There was a problem releasing the call to the attendant application. The attendant application is not running or not enough threads are running.

Action: Make sure the attendant application is running.

Internal Error: Unexpected MediaConfigException when releasing to service + requestor.getAttendantAsi()

Cause: There was a problem reconfiguring the group for forwarding to the attendant application. The `UMMediaServicesProfile` could be configured incorrectly.

Action: Check `UMMediaServicesProfile`.

Internal Error: MediaResourceException encountered

Cause: There was an unexpected problem performing a resource operation such as playing a message or detecting signals.

Action: Consult CT Media documentation for the meaning of the error code, if one is logged. Make sure that all sound files are installed. Make sure that disk space is available. Restart machine if all else fails.

Internal Error: Unexpected MediaBindException when releasing to service + mbex

Cause: There was a problem releasing the call to the recording or retrieval application. The recording or retrieval application is not running or not enough threads are running.

Action: Make sure the recording or retrieval application is running.

Internal Error: Unexpected MediaConfigException when releasing to service

Cause: There was a problem reconfiguring the group for forwarding to the recording or retrieval application. The `UMMediaServicesProfile` may be configured incorrectly.

Action: Check the `UMMediaServicesProfile`.

Internal Error: Unexpected exception trying to initialize MediaProvider

Cause: An unexpected error condition occurred with IT Media and CT Media.

Action: Make sure that IT Media is correctly installed.

Internal Error: I/O Exception shouldn't ever happen here

Cause: Message should never occur.

Action: Report the problem.

Voice Mail Recording Process

Error: Unable to establish Oracle Internet Directory connection

Cause: The Oracle Internet Directory server is inaccessible.

Action: Ensure the Oracle Internet Directory server is accessible.

Error: Can't communicate with Oracle Internet Directory

Cause: The Oracle Internet Directory server is inaccessible.

Action: Ensure the Oracle Internet Directory server is accessible.

Error: Lost connection with Oracle Internet Directory while trying to lookup user - Retrying

Cause: The Oracle Internet Directory is down or inaccessible.

Action: None. The application automatically retries the connection.

Error: Naming exception encountered while trying to lookup user

Cause: Oracle Voicemail & Fax is answering calls for users who do not have Oracle Internet Directory entries or who have incorrect Oracle Internet Directory entries.

Action: If the user should be on the system, ensure that the user's VPIM user object has a correct VPIM mail address. If the user should not be on the system, then configure the PBX not to forward that user's calls to Oracle Voicemail & Fax.

Error: No queueing location defined in Oracle Internet Directory

Cause: The application is attempting to queue a message and the message queue location is undefined in Oracle Internet Directory.

Action: Set the message queue location in the appropriate process or instance objects in Oracle Internet Directory.

Error: Unexpected I/O error

Cause: Error outputting a message to the recovery queue.

Action: Check disk space and permissions on the queue directory.

Error: Cannot send message: queueing

Cause: The mail store database is down or inaccessible or there is another problem with message sending.

Action: Ensure the recovery application is running. It sends the message when the database is accessible again. Check database.

Error: Error retrieving coder type from Oracle Internet Directory

Cause: The coder type stored in a user or greeting object in Oracle Internet Directory is incorrectly formatted. It may have been altered.

Action: Correct the formatting of the coder type, and ensure that the default coder types are valid ones.

Error: Fatal error: Cannot create prompt table

Cause: The default installation localization message description string is poorly formed.

Action: Correct the message localization description string.

Error: Fatal error: Cannot create menu table

Cause: The default installation menu item bindings description string is poorly formed.

Action: Correct the menu item bindings description string.

Error: Fatal error: Unexpected Naming Exception

Cause: There was an Oracle Internet Directory error occurred while looking up the default installation message localization description string or the default installation menu item bindings description string.

Action: Ensure that a default menu object and a default prompts object exist in Oracle Internet Directory. The default attributes of both objects should be set to True.

Error: Unexpected exception

Cause: The CT server may be down.

Action: Ensure that the CT server is starting up. Once the server starts up, the application recovers.

Error: Error refreshing

Cause: The current configuration of the process instance being refreshed is invalid. A setting made since the process instance's last startup is wrong.

Action: Correct the Oracle Internet Directory process instance settings.

Error: Error in retrieving the signal. Current value = + signals + Event = + sdev

Cause: IT Media or CT Media API error.

Action: Check disk space, reboot the system, and report the problem if it persists.

Error: Unexpected exception trying to initialize MediaProvider

Cause: The CT server may be down.

Action: Ensure that the CT server is starting up. Once the server starts up, the application recovers.

Error: Poorly formatted integer parameter: + value

Cause: A well-formed XML string has an integer parameter value which cannot be parsed as an integer.

Action: Examine the logs to determine which XML string is causing the problem, and correct it.

Error: Parse exception: + errorStream.toString()

Cause: A localized message description string is not formed correctly.

Action: Examine the logs to determine which string is not formed correctly, and correct it.

Error: Unexpected SAXException: + errorStream.toString()

Cause: Unexpected error.

Action: Examine the logs to determine which XML string is being parsed, and ensure the XML string is well formed.

Error: Oracle Internet Directory is down and installation may be + multi-instance. Aborting call

Cause: The Oracle Internet Directory is down and no default domain is set in the environment.

Action: If the installation encompasses multiple domains, do nothing. If it is a single domain installation, set the default domain parameter in Oracle Internet Directory to be the name of the single domain.

Error: User does not have VM access.

Cause: The user who called in does not have voice mail access.

Action: If the user should have voice mail access, enable the user's voice mail access in Oracle Internet Directory.

Error: Fax tone detected - this is a fax call.

Cause: A fax call was received.

Action: None.

Error: Error obtaining user's phone number

Cause: The message which is being replied to or forwarded has a sender whose text name is numeric, but not a phone number of a user in the system. The sender could have been removed from the system or could have an entirely numeric text name defined in Oracle Internet Directory.

Action: None

Error: FaxReceivingAsi is null - cannot release to FaxReceivingMediaApp!

Cause: The ASI is not set in the fax process instance's Oracle Internet Directory object referenced in this process instance's object.

Action: Ensure the ASI is set in the appropriate fax process or instance object.

Error: Recorder stopped for unknown reason: qual is null

Cause: CT Media or IT Media API error.

Action: Check disk space and report the problem if it persists.

Error: RTC trigger is null in msg recording

Cause: CT Media or IT Media API error.

Action: Check disk space and report the problem if it persists.

Error: Unknown RTC trigger: + trigger

Cause: CT Media or IT Media API error, or an additional RTC has been defined in the CT Media application profile.

Action: Check disk space, correct the application if necessary, and report the problem if it persists.

Error: Error looking up user's Transfer Extension! Cannot release to Transfer application

Cause: The user's transfer extension cannot be found in Oracle Internet Directory.

Action: Ensure that the transfer extension is set in Oracle Internet Directory under one of the user's parent group profiles.

Error: User's phone number is null

Cause: The telephone number field for a VPIM user is not set.

Action: Set the telephone number to the local telephone number of the VPIM user.

Error: User's phone number is too long: + phoneNumber

Cause: The user's telephone number is too long to be played.

Action: Shorten the user's telephone number. The length should be large enough to accommodate any phone number.

Internal Error: Unknown exception caught in + thisClassName +.run()

Cause: Unknown error.

Action: If the problem persists, reboot the system and report the problem.

Internal Error: Reinitialization failed

Cause: Attempting to reinitialize the application after an unknown error failed.

Action: Reboot the system and report the problem.

Internal Error: thisClassName +: closing

Cause: The application thread is shutting down due to failed reinitialization after an unknown error.

Action: Reboot the system and report the problem.

Internal Error: thisClassName +: closed

Cause: The application has attempted thread-specific cleanup and is shutting down due to failed initialization after an unknown error.

Action: Reboot the system and report the problem.

Internal Error: Message file + messageFile + does not exist

Cause: Application error condition occurred.

Action: Restart the machine, check disk space, and report the problem if it persists.

Internal Error: Needed parameter settings are missing

Cause: The Oracle Internet Directory process or instance settings which are required for process startup are missing.

Action: Make sure that all Oracle Internet Directory properties required for the application are set in the appropriate process or instance objects.

Internal Error: Unexpected exception

Cause: An unexpected error condition occurred with IT Media and CT Media.

Action: Make sure that IT Media is correctly installed.

Internal Error: Item handler does not exist for + itemTriggered.getName() + in + menuName

Cause: Internal application coding error.

Action: Edit the menu item bindings configuration string to disable the menu item whose handler is missing.

Internal Error: Unexpected MediaBindException when releasing to service + requestor.getAttendantAsi()

Cause: There was a problem releasing the call to the attendant application. The attendant application is not running or not enough threads are running.

Action: Make sure the attendant application is running.

Internal Error: Unexpected MediaConfigException when releasing to service + requestor.getAttendantAsi()

Cause: There was a problem reconfiguring the group for hand off to the attendant application. The UMMediaServicesProfile profile is not configured correctly.

Action: Check UMMediaServicesProfile.

Internal Error: Unexpected exception trying to initialize MediaProvider

Cause: An unexpected error condition occurred with IT Media and CT Media.

Action: Make sure that IT Media is correctly installed.

Internal Error: I/O Exception should not ever happen here

Cause: Message should never occur.

Action: Report the problem.

Internal Error: Unexpected MediaBindException when releasing to service + faxReceivingAsi

Cause: There was a problem delegating the call to the fax application. The fax application is not running or not enough threads are running.

Action: Make sure the fax application is running.

Internal Error: RuntimeException received

Cause: An unknown error condition occurred.

Action: Report the problem if it persists.

Internal Error: Unexpected MediaBindException

Cause: CT server corruption.

Action: Check disk space and reboot the CT server.

Internal Error: No destination address has been specified. Message in + recordingFile + will not be sent.

Cause: The user did not specify any message recipients.

Action: None.

Internal Error: Recorded message file does not exist

Cause: Unexpected error condition occurred or CT server corruption.

Action: Check disk space and reboot the CT server.

Internal Error: Container Exception while retrieving the header parameter on the message. Exception Details: This is the exception + cex.toString() + This is the event + ev.toString()

Cause: An error communicating with the database, or simultaneous deletion of the message being forwarded or replied to.

Action: Check database connection.

Internal Error: Unknown exception caught in + thisClassName +.run()

Cause: Unknown error.

Action: If the problem persists, reboot the system and report the problem.

Internal Error: Reinitialization failed: + e2

Cause: Attempting to reinitialize the application after an unknown error failed.

Action: Reboot the system and report the problem.

Internal Error: thisClassName +: closing

Cause: The application thread is shutting down due to failed reinitialization after an unknown error.

Action: Reboot the system and report the problem.

Internal Error: thisClassName +: closed

Cause: The application has attempted thread-specific cleanup and is shutting down due to failed initialization after an unknown error.

Action: Reboot the system and report the problem.

Internal Error: Message file + messageFile + does not exist

Cause: Application error condition occurred.

Action: Restart the machine, check disk space, and report the problem if it persists.

Internal Error: Needed parameter settings are missing

Cause: The Oracle Internet Directory process or instance settings which are required for process startup are missing.

Action: Make sure that all Oracle Internet Directory properties required for the application are set in the appropriate process or instance objects.

Internal Error: Unexpected exception

Cause: An unexpected error condition occurred with IT Media and CT Media.

Action: Make sure that IT Media is correctly installed.

Internal Error: Item handler does not exist for + itemTriggered.getName() + in + menuName

Cause: Internal application coding error.

Action: Edit the menu item bindings configuration string to disable the menu item whose handler is missing.

Internal Error: Unexpected MediaBindException when releasing to service + requestor.getAttendantAsi()

Cause: There was a problem releasing the call to the attendant application. The attendant application is not running or not enough threads are running.

Action: Make sure the attendant application is running.

Internal Error: Unexpected MediaConfigException when releasing to service + requestor.getAttendantAsi()

Cause: There was a problem reconfiguring the group for hand off to the attendant application. The UMMediaServicesProfile profile could be configured incorrectly.

Action: Check the UMMediaServicesProfile.

Internal Error: Unexpected exception trying to initialize MediaProvider

Cause: An unexpected error condition occurred with IT Media and CT Media.

Action: Make sure that IT Media is correctly installed.

Internal Error: I/O Exception shouldn't ever happen here

Cause: Message should never occur.

Action: Report the problem.

Internal Error: RuntimeException received

Cause: An unexpected application condition.

Action: Check disk space, network connectivity, and access privileges.

Internal Error: Container Exception encountered in the finally clause: + Exception Details: This is the exception + cex.toString() + This is the event + ev.toString()

Cause: Database down, disk space, or other error after a call has disconnected.

Action: Check disk space and see if database is reachable.

Internal Error: Container Exception encountered while destroying the container: + mailbox + Exception Details: This is the exception + cex1.toString() + This is the event + ev1.toString();

Cause: Database down or other error.

Action: Check if database is reachable.

Internal Error: Media Bind Exception while doing a delegateToService() to VMRecordingMediaApp. Exception Details: This is the exception + mbe.toString();

Cause: An error delegating to recording for a reply, forward, or new message composed within retrieval.

Action: Make sure that the recording application is running.

Internal Error: Container Exception while setting the unread parameter on the message. + Exception Details: This is the exception + cex.toString() + This is the event + ev.toString();

Cause: Database communication problem or disk space problem while setting the unread flag on a message.

Action: Make sure that the database is accessible and that there is sufficient disk space.

Internal Error: Container Exception while deleting message. + Exception Details: This is the exception + cex.toString() + This is the event + ev.toString()

Cause: Database communication problem or disk space problem while deleting a message.

Action: Make sure that the database is accessible and that there is sufficient disk space.

Internal Error: Container Exception while retrieving the header parameter on the message. Exception Details: This is the exception + cex.toString() + This is the event + ev.toString()

Cause: Database communication problem or disk space problem while obtaining message header information.

Action: Make sure that the database is accessible and that there is sufficient disk space.

Internal Error: Container Exception while destroying the container: + tmpGreetingPath + Exception Details: This is the exception + ce.toString() + This is the event + ev1.toString()

Cause: A data object in CT Media's container subsystem was externally deleted or there is an internal CT Media error.

Action: Check disk space. Reinstall CT Media if the problem persists.

Internal Error: Container Exception while creating the SpokenName data object. + Exception Details: This is the exception + cex.toString() + This is the event + ev.toString()

Cause: Disk space or internal CT Media error.

Action: Check disk space. Reinstall CT Media if the problem persists.

Internal Error: Container exception while retrieving the header parameter on the message. + Exception Details: This is the exception + cex.toString() + This is the event + ev.toString()

Cause: There was a database communication problem or disk space problem while obtaining message header information.

Action: Make sure that the database is accessible and that there is sufficient disk space.

Internal Error: Container exception in greeting recording

Cause: There was an error accessing a just-recorded greeting or name. The greeting or name was removed, there is a disk space problem, or there was another CT Media error.

Action: Check disk space. Reboot the server if the problem persists.

Internal Error: Naming exception in greeting recording:

Cause: There was an error storing a just recorded greeting or name in Oracle Internet Directory.

Action: Make sure that the Oracle Internet Directory server is accessible.

Voice Mail Retrieval Process

Error: Unable to establish Oracle Internet Directory connection

Cause: The Oracle Internet Directory server is inaccessible.

Action: Ensure the Oracle Internet Directory server is accessible.

Error: Cannot communicate with Oracle Internet Directory

Cause: The Oracle Internet Directory server is inaccessible.

Action: Ensure the Oracle Internet Directory server is accessible.

Error: Lost connection with Oracle Internet Directory while trying to lookup the user - Retrying

Cause: The Oracle Internet Directory is down or inaccessible.

Action: None. The application automatically retries the connection.

Error: Naming Exception encountered while trying to lookup the user

Cause: Oracle Voicemail & Fax is answering calls for users who do not have Oracle Internet Directory entries or who have incorrect Oracle Internet Directory entries.

Action: If the user should be on the system, ensure that the user's VPIM user object has a correct VPIM mail address. If the user should not be on the system, then configure the PBX not to forward that user's calls to Oracle Voicemail & Fax.

Error: No queueing location defined in Oracle Internet Directory

Cause: The application is attempting to queue a message and the message queue location is undefined in Oracle Internet Directory.

Action: Set the message queue location in the appropriate process or instance objects in Oracle Internet Directory.

Error: Unexpected I/O error

Cause: Error outputting a message to the recovery queue.

Action: Check disk space and permissions on the queue directory.

Error: Cannot send message: queueing

Cause: The mail store database is down or inaccessible or there is another problem with message sending.

Action: Ensure the recovery application is running. It sends the message when the database is accessible again. Check database.

Error: Error retrieving coder type from Oracle Internet Directory

Cause: The coder type stored in a Oracle Internet Directory user or greeting object is incorrectly formatted. It may have been altered.

Action: Correct the formatting of the coder type, and ensure that the default coder types are valid ones.

Error: Fatal error: Can't create prompt table

Cause: The default installation localization message description string is poorly formed.

Action: Correct the message localization description string.

Error: Fatal error: Can't create menu table

Cause: The default installation menu item bindings description string is poorly formed.

Action: Correct the menu item bindings description string.

Error: Fatal error: Unexpected naming exception

Cause: The Oracle Internet Directory error occurred while looking up the default installation message localization description string or the default installation menu item bindings description string exist in Oracle Internet Directory as immediate children of the installation container in Oracle Internet Directory. The default attributes of both objects should be set to true.

Error: Unexpected exception

Cause: The CT server may be down.

Action: Ensure that the CT server is starting up. Once the server starts up, the application recovers.

Error: Error refreshing

Cause: The current configuration of the process instance being refreshed is invalid. A setting made since the process instance's last startup is wrong.

Action: Correct the process instance's Oracle Internet Directory settings.

Error: Error in retrieving the signal. Current value = + signals + Event = + sdev

Cause: IT Media or CT Media API error.

Action: Check disk space, reboot the system, and report the problem if it persists.

Error: No AttendantAsi defined! Cannot release to AttendantMediaApp

Cause: The ASI for the transfer application is not defined in the Oracle Internet Directory transfer object to which this process instance's Oracle Internet Directory configuration points.

Action: Define the transfer ASI in the appropriate Oracle Internet Directory object.

Error: Unexpected exception trying to initialize MediaProvider

Cause: The CT server may be down.

Action: Ensure that the CT server is starting up. Once the server starts up, the application recovers.

Error: Poorly formatted integer parameter: + value

Cause: A well-formed XML string has an integer parameter value which cannot be parsed as an integer.

Action: Examine the logs to determine which XML string is causing the problem, and correct it.

Error: Parse exception: + errorStream.toString()

Cause: A localized message description string is not formed correctly.

Action: Examine the logs to determine which string is not formed correctly, and correct it.

Error: Unexpected SAX Exception: + errorStream.toString()

Cause: Unexpected error.

Action: Examine the logs to determine which XML string is being parsed, and ensure the XML string is well formed.

Error: Setting the startSearchMessageUid value in Oracle Internet Directory to = +messageUid.toString() + failed!

Cause: An error communicating with Oracle Internet Directory. This error is non-fatal, but may reveal more serious Oracle Internet Directory communication problems.

Action: Try the operation again and see whether the condition recurs. Check if the Oracle Internet Directory server is down.

Error: Setting the oldestVoiceMessageUid value in Oracle Internet Directory to = +oldestVMUid.toString() + failed!

Cause: An error communicating with Oracle Internet Directory. This error is non-fatal, but may reveal more serious Oracle Internet Directory communication problems.

Action: Try the operation again and see whether the condition recurs. Check if the Oracle Internet Directory server is down.

Error: Lost connection with Oracle Internet Directory when trying to lookup user-Retrying

Cause: Connection lost with Oracle Internet Directory.

Action: None. The application automatically retries the connection at the beginning of every call.

Error: Invalid MailBox Number - Null

Cause: The user pressed only the pound key when asked to enter a mailbox number.

Action: None.

Error: Exception caught - Details: + ex.toString() + Event details - + sdev.toString()

Cause: Third party bug was triggered and workaround is being attempted.

Action: None

Error: Exception caught - Details: + stex

Cause: Third party bug was triggered and workaround is being attempted.

Action: None

Error: Lost connection with Oracle Internet Directory when trying to lookup the user - Retrying

Cause: Loss of Oracle Internet Directory connection.

Action: None. The application automatically retries the connection at the beginning of every call.

Error: Lost connection with Oracle Internet Directory when trying to lookup the user- Retrying

Cause: Loss of Oracle Internet Directory connection.

Action: None. The application automatically retries the connection at the beginning of every call.

Error: Invalid MailBox Password - Null

Cause: The user pressed only the pound key when prompted for a password.

Action: None.

Error: NamingException - Unable to retrieve e-mail ID for VPIM user. + Exception Details: Exception = + ex.toString();

Cause: The Oracle Internet Directory error occurred while looking up a user.

Action: Check the user's Oracle Internet Directory settings.

Error: Null value returned when querying Oracle Internet Directory for the owner

of orclUMUser. Cannot proceed further

Cause: The owner field of the Oracle Voicemail & Fax user object is not set.

Action: Set the owner field of the Oracle Voicemail & Fax user object to point to a mail user.

Error: Null value returned when querying Oracle Internet Directory for the mailUser object whose dn = + mailUserDn +. Cannot proceed further.

Cause: The owner field of the Oracle Voicemail & Fax user object is a DN which does not exist in the Oracle Internet Directory server.

Action: Correct the owner field of the Oracle Voicemail & Fax user object.

Error: Null value returned when querying Oracle Internet Directory for the mail user's (dn = + mailUserDn +) orclMailStore attribute. Cannot proceed further.

Cause: The mail user's orclMailStore attribute is not set.

Action: Set the mail user's orclMailStore attribute.

Error: Null value returned when querying Oracle Internet Directory for the mail user's (dn = + mailUserDn +) targetdn attribute. Cannot proceed further.

Cause: The mail user's targetdn attribute is not set or set incorrectly.

Action: Correct the targetdn to point to the mail user's corresponding public user.

Error: Null value returned when querying Oracle Internet Directory for the mailStores object (dn = + mailStoreDn +). Cannot proceed further.

Cause: The mail user's orclMailStore attribute is a DN which does not exist on the Oracle Internet Directory server.

Action: Correct the mail user's orclMailStore attribute.

Error: Null value returned when querying Oracle Internet Directory for the mailStores object's (dn = + mailStoreDn +) orclbdbdistinguishedname attribute. Cannot proceed further.

Cause: The mail store orclbdbdistinguishedname attribute is not set.

Action: Set the mail store orclbdbdistinguishedname attribute.

Error: Null value returned when querying Oracle Internet Directory for the DBService object (dn = + dbStoreDn +). Cannot proceed further.

Cause: The mail store orclbdbdistinguishedname attribute is set to a DN which does not exist in the Oracle Internet Directory server.

Action: Correct the mail store object's orclbdbdistinguishedname attribute.

Error: Null value returned when querying Oracle Internet Directory for the DBService object's (dn = + dbStoreDn +) orclbdbglobalname attribute. Cannot proceed further.

Cause: The DBService orclbdbglobalname attribute is not set in Oracle Internet Directory.

Action: Set the DBService orclbdbglobalname attribute.

Error: Lost connection with Oracle Internet Directory while retrieving the mail ID of the VPIMUser - Retrying

Cause: Loss of Oracle Internet Directory connection.

Action: None. The application automatically retries the connection at the beginning of every call.

Error: Lost connection with Oracle Internet Directory while retrieving the mail ID of the VPIMUser - Retrying

Cause: Loss of Oracle Internet Directory connection.

Action: None. The application automatically retries the connection at the beginning of every call.

Error: Null value for VPIMMail ID specified in Oracle Internet Directory. Cannot proceed further

Cause: The VPIM mail user's object does not have the vpimmail ID set. As this attribute is required by the schema, a severe Oracle Internet Directory corruption has occurred.

Action: Contact Oracle Internet Directory server support.

Error: Invalid vpimmail id - + mailbox + - specified in Oracle Internet Directory. Cannot proceed further

Cause: The VPIM mail user's vpimmail ID was altered during the course of the telephone call. Most likely an Oracle Internet Directory corruption.

Action: Contact Oracle Internet Directory server support.

Error: Container Exception. Exception Details: This is the exception + cex.toString() + This is the event + ev.toString()

Cause: Unknown error authenticating user. Database could be down.

Action: Check database status.

Error: E-mail account specified in Oracle Internet Directory: + hotelman +: does not exist on the e-mail server. Cannot proceed further. + Exception Details: This is

the exception + cex.toString() + This is the event + ev.toString();

Cause: E-mail server is missing the user's account.

Action: Ensure that user's account is properly set up in the e-mail server and Oracle Internet Directory.

Error: MsgId is null. Cannot proceed further with the delegation to Recording.

Cause: The message for which a reply or forward is being composed has no message ID.

Action: None.

Error: Mailbox is null. Cannot proceed further with the delegation to Recording.

Cause: A failure to find items in the message header of a message to be forwarded or replied.

Action: None.

Error: Container Exception while setting the OCIPassword parameter on the mailbox: + mailbox + Exception Details: This is the exception + cex.toString() + This is the event + ev.toString();

Cause: Unknown error while changing password.

Action: None.

Error: Error looking up user's Transfer Extension! Cannot release to AttendantMediaApp

Cause: The user's transfer extension cannot be found in Oracle Internet Directory.

Action: Ensure that the transfer extension is set in Oracle Internet Directory under one of the Oracle Voicemail & Fax user's parent Group Profiles.

Error: Error retrieving the user's telephone number., ne

Cause: The user's VPIM user object could not be found. There may have been an Oracle Internet Directory communication error or the owner attribute of the user object may have been incorrectly set.

Action: Ensure that the user's owner object is set to the dn of the mail user / VPIM user. Check that Oracle Internet Directory is available.

Error: Cannot look up VPIM user

Cause: The user's VPIM user object could not be found. There may have been an Oracle Internet Directory communication error or the owner attribute of the user object may have been incorrectly set.

Action: Ensure that the user's owner object is set to the dn of the mail user or VPIM user. Check that Oracle Internet Directory is available.

Internal Error: Unknown exception caught in + thisClassName +.run()

Cause: Unknown error.

Action: If the problem persists, reboot the system and report the problem.

Internal Error: Reinitialization failed: + e2

Cause: Attempting to reinitialize the application after an unknown error failed.

Action: Reboot the system and report the problem.

Internal Error: thisClassName +: closing

Cause: The application thread is shutting down due to failed reinitialization after an unknown error.

Action: Reboot the system and report the problem.

Internal Error: thisClassName +: closed

Cause: The application has attempted thread-specific cleanup and is shutting down due to failed initialization after an unknown error.

Action: Reboot the system and report the problem.

Internal Error: Message file + messageFile + does not exist

Cause: Application error condition occurred.

Action: Restart the machine, check disk space, and report the problem if it persists.

Internal Error: Needed parameter settings are missing

Cause: The Oracle Internet Directory process or instance settings which are required for process startup are missing.

Action: Make sure that all Oracle Internet Directory properties required for the application are set in the appropriate process or instance objects.

Internal Error: Unexpected exception

Cause: An unexpected error condition occurred with IT Media and CT Media.

Action: Make sure that IT Media is correctly installed.

Internal Error: Item handler does not exist for + itemTriggered.getName() + in + menuName

Cause: Internal application coding error.

Action: Edit the menu item bindings configuration string to disable the menu item whose handler is missing.

Internal Error: Unexpected MediaBindException when releasing to service + requestor.getAttendantAsi()

Cause: There was a problem releasing the call to the attendant application. The attendant application is not running or not enough threads are running.

Action: Make sure the attendant application is running.

Internal Error: Unexpected MediaConfigException when releasing to service + requestor.getAttendantAsi()

Cause: There was a problem reconfiguring the group for hand off to the attendant application. The UMMediaServicesProfile profile could be configured incorrectly.

Action: Check the UMMediaServicesProfile.

Internal Error: Unexpected exception trying to initialize MediaProvider

Cause: An unexpected error condition occurred with IT Media and CT Media.

Action: Make sure that IT Media is correctly installed.

Internal Error: RuntimeException received

Cause: An unexpected application condition.

Action: Check disk space, network connectivity, and access privileges.

Internal Error: Container Exception encountered in the finally clause: + Exception Details: This is the exception + cex.toString() + This is the event + ev.toString()

Cause: Database down, disk space, or other error after a call has disconnected.

Action: Check disk space and see if database is reachable.

Internal Error: Container Exception encountered while destroying the container: + mailbox + Exception Details: This is the exception + cex1.toString() + This is the event + ev1.toString();

Cause: Database down or other error.

Action: Check if database is reachable.

Internal Error: Media Bind Exception while doing a delegateToService() to VMRecordingMediaApp. Exception Details: This is the exception + mbe.toString();

Cause: An error delegating to recording for a reply, forward, or new message composed within retrieval.

Action: Make sure that the recording application is running.

Internal Error: Container Exception while deleting message. + Exception Details: This is the exception + cex.toString() + This is the event + ev.toString()

Cause: Database communication problem or disk space problem while deleting a message.

Action: Make sure that the database is accessible and that there is sufficient disk space.

Internal Error: Container Exception while retrieving the header parameter on the message. Exception Details: This is the exception + cex.toString() + This is the event + ev.toString()

Cause: Database communication problem or disk space problem while obtaining message header information.

Action: Make sure that the database is accessible and that there is sufficient disk space.

Internal Error: Container Exception while destroying the container: + tmpGreetingPath + Exception Details: This is the exception + ce.toString() + This is the event + ev1.toString()

Cause: A data object in CT Media's container subsystem was externally deleted or there is an internal CT Media error.

Action: Check disk space. Reinstall CT Media if the problem persists.

Internal Error: Container Exception while creating the SpokenName data object. + Exception Details: This is the exception + cex.toString() + This is the event + ev.toString()

Cause: Disk space or internal CT Media error.

Action: Check disk space. Reinstall CT Media if the problem persists.

Internal Error: Container exception while retrieving the header parameter on the message. + Exception Details: This is the exception + cex.toString() + This is the event + ev.toString()

Cause: There was a database communication problem or disk space problem while obtaining message header information.

Action: Make sure that the database is accessible and that there is sufficient disk space.

Internal Error: Container exception in greeting recording

Cause: There was an error accessing a just-recorded greeting or name. The greeting or name was removed, there is a disk space problem, or there was another CT Media error.

Action: Check disk space. Reboot the server if the problem persists.

Internal Error: Naming exception in greeting recording:

Cause: There was an error storing a just recorded greeting or name in Oracle Internet Directory.

Action: Make sure that the Oracle Internet Directory server is accessible.

Transfer Process

Error: Unable to establish Oracle Internet Directory connection

Cause: The Oracle Internet Directory server is inaccessible.

Action: Ensure the Oracle Internet Directory server is accessible.

Error: Can't communicate with Oracle Internet Directory

Cause: The Oracle Internet Directory server is inaccessible.

Action: Ensure the Oracle Internet Directory server is accessible.

Error: Lost connection with Oracle Internet Directory while trying to lookup user - Retrying

Cause: Oracle Internet Directory is down or inaccessible.

Action: None. The application automatically retries the connection.

Error: Naming exception encountered while trying to lookup user

Cause: Oracle Voicemail & Fax is answering calls for users who do not have Oracle Internet Directory entries or who have incorrect Oracle Internet Directory entries.

Action: If the user should be on the system, ensure that the user's VPIM user object has a correct VPIM mail address. If the user should not be on the system, then configure the PBX not to forward that user's calls to Oracle Voicemail & Fax.

Error: No queueing location defined in Oracle Internet Directory

Cause: The application is attempting to queue a message and the message queue location is undefined in Oracle Internet Directory.

Action: Set the message queue location in the appropriate process or instance objects in Oracle Internet Directory.

Error: Unexpected I/O error

Cause: Error outputting a message to the recovery queue.

Action: Check disk space and permissions on the queue directory.

Error: Cannot send message: queueing

Cause: The mail store database is down or inaccessible or there is another problem with message sending.

Action: Ensure the recovery application is running. It sends the message when the database is accessible again. Check the database.

Error: Error retrieving coder type from Oracle Internet Directory

Cause: The coder type stored in a user or greeting Oracle Internet Directory object is incorrectly formatted. It may have been altered.

Action: Correct the formatting of the coder type, and ensure that the default coder types are valid ones.

Error: Fatal error: Cannot create prompt table

Cause: The default installation localization message description string is poorly formed.

Action: Correct the message localization description string.

Error: Fatal error: Cannot create menu table

Cause: The default installation menu item bindings description string is poorly formed.

Action: Correct the menu item bindings description string

Error: Fatal error: Unexpected naming exception

Cause: Oracle Internet Directory error while looking up the default installation message localization description string or the default installation menu item bindings description string.

Action: Ensure that a default menu object and a default prompts object exist in Oracle Internet Directory. The immediate children of the installation container in Oracle Internet Directory. The default attributes of both objects should be set to true.

Error: Unexpected exception

Cause: The CT server may be down.

Action: Ensure that the CT server is starting up. Once the server starts up, the application recovers.

Error: Error refreshing

Cause: The current configuration of the process instance being refreshed is invalid. A setting made since the process instance's last startup is wrong.

Action: Correct the process instance's Oracle Internet Directory settings.

Error: Unexpected exception trying to initialize MediaProvider

Cause: The CT server may be down.

Action: Ensure that the CT server is starting up. Once the server starts up, the application recovers.

Error: Poorly formatted integer parameter

Cause: A well-formed XML string has an integer parameter value which cannot be parsed as an integer.

Action: Examine the logs to determine which XML string is causing the problem, and correct it.

Error: Parse exception

Cause: A localized message description string is not formed correctly.

Action: Examine the logs to determine which string is not formed correctly, and correct it.

Error: Unexpected SAX Exception

Cause: Unexpected error.

Action: Examine the logs to determine which XML string is being parsed, and ensure the XML string is well formed.

Internal Error: Unknown exception caught in + thisClassName +.run()

Cause: Unknown error.

Action: If the problem persists, reboot the system and report the problem.

Internal Error: Reinitialization failed

Cause: Attempting to reinitialize the application after an unknown error failed.

Action: Reboot the system and report the problem.

Internal Error: thisClassName +: closing

Cause: The application thread is shutting down due to failed reinitialization after an unknown error.

Action: Reboot the system and report the problem.

Internal Error: thisClassName +: closed

Cause: The application has attempted thread-specific cleanup and is shutting down due to failed initialization after an unknown error.

Action: Reboot the system and report the problem.

Internal Error: Message file + messageFile + does not exist

Cause: Application error condition occurred.

Action: Restart the machine, check disk space, and report the problem if it persists.

Internal Error: Needed parameter settings are missing

Cause: Oracle Internet Directory process or instance settings which are required for process startup are missing.

Action: Make sure that all Oracle Internet Directory properties required for the application are set in the appropriate process or instance objects.

Internal Error: Unexpected exception

Cause: An unexpected error condition occurred with IT Media and CT Media.

Action: Make sure that IT Media is correctly installed.

Internal Error: Unexpected exception trying to initialize MediaProvider

Cause: An unexpected error condition occurred with IT Media and CT Media.

Action: Make sure that IT Media is correctly installed.

Internal Error: I/O Exception should not ever happen here

Cause: Message should never occur.

Action: Report the problem.

Fax Receiving Process

Error: Unable to establish Oracle Internet Directory connection

Cause: The Oracle Internet Directory server is inaccessible.

Action: Ensure the Oracle Internet Directory server is accessible.

Error: Can't communicate with Oracle Internet Directory

Cause: The Oracle Internet Directory server is inaccessible.

Action: Ensure the Oracle Internet Directory server is accessible.

Error: Lost connection with Oracle Internet Directory while trying to lookup user - Retrying

Cause: Oracle Internet Directory is down or inaccessible.

Action: None. The application automatically retries the connection.

Error: a naming exception was encountered while trying to lookup user

Cause: Unified Messaging is answering calls for users who do not have Oracle Internet Directory entries or who have incorrect Oracle Internet Directory entries.

Action: If the user should be on the system, ensure that the user's VPIM user object has a correct VPIM mail address. If the user should not be on the system, then configure the PBX not to forward that user calls to Oracle Voicemail & Fax.

Error: No queueing location defined in Oracle Internet Directory

Cause: The application is attempting to queue a message and the message queue location is undefined in Oracle Internet Directory.

Action: Set the message queue location in the appropriate process.

Error: Unexpected I/O error

Cause: Error outputting a message to the recovery queue.

Action: Check disk space and permissions on the queue directory.

Error: Cannot send message: queueing

Cause: The mail store database is down or inaccessible or there is another problem with message sending.

Action: Ensure the recovery application is running. It sends the message when the database is accessible again. Check the database.

Error: Error retrieving coder type from Oracle Internet Directory

Cause: The coder type stored in a user or greeting Oracle Internet Directory. The object is incorrectly formatted. It may have been altered.

Action: Correct the formatting of the coder type, and ensure that the default coder types are valid ones.

Error: Fatal error: Can't create prompt table

Cause: The default installation localization message description string is poorly formed.

Action: Correct the message localization description string.

Error: Fatal error: Cannot create menu table

Cause: The default installation menu item bindings description string is not formed correctly.

Action: Correct the menu item bindings description string.

Fatal Error: Unexpected NamingException

Cause: Oracle Internet Directory error while looking up the default installation message localization description string or the default installation menu item bindings description string.

Action: Ensure that a default menu object and a default prompts object exist in Oracle Internet Directory as immediate children of the installation container in Oracle Internet Directory. The default attributes of both objects should be set to true.

Error: Unexpected exception

Cause: The CT server may be down.

Action: Ensure that the CT server is starting up. Once the server starts up, the application recovers.

Error: Error refreshing

Cause: The current configuration of the process instance being refreshed is invalid. A setting made since the process instance's last startup is wrong.

Action: Correct the Oracle Internet Directory process instance settings.

Error: Error in retrieving the signal. Current value = + signals + Event = + sdev

Cause: IT Media or CT Media API error.

Action: Check disk space, reboot the system, and report the problem if it persists.

Error: No AttendantAsi defined! Cannot release to AttendantMediaApp

Cause: The ASI for the transfer application is not defined in the transfer Oracle Internet Directory objects.

Action: Define the transfer ASI in the appropriate Oracle Internet Directory object.

Error: Unexpected exception trying to initialize MediaPlayer

Cause: The CT server may be down.

Action: Ensure that the CT server is starting up. Once the server starts up, the application recovers.

Error: Poorly formatted integer parameter: + value

Cause: A well-formed XML string has an integer parameter value which cannot be parsed as an integer.

Action: Examine the logs to determine which XML string is causing the problem, and correct it.

Error: Parse exception: + errorStream.toString()

Cause: A localized message description string is formed incorrectly.

Action: Examine the logs to determine which string is formed incorrectly, and correct it.

Error: Unexpected SAXException: + errorStream.toString()

Cause: Unexpected error.

Action: Examine the logs to determine which XML string is being parsed, and ensure the XML string is well formed.

Error: Cannot process this call further - No call detail information or the cd.to field is null!

Cause: Call detail information is unavailable.

Action: Ensure that the SMDI Monitor, if one exists, is running, and that the PBX integration settings in Oracle Internet Directory are correct.

Error: Oracle Internet Directory is down and installation may be + multi-domain aborting call

Cause: Oracle Internet Directory is down and no default domain is set in the environment.

Action: If the installation encompasses multiple domains, do nothing. If it is a single domain installation, set the default domain parameter in Oracle Internet Directory to be the name of the single domain.

Error: User does not have FaxIn access

Cause: The user to whom a fax is being sent has fax-in access disabled.

Action: If the user should have fax-in access enabled, then enable it.

Error: Fax receiver stopped for unknown reason: qual is null

Cause: CT Media or IT Media API error.

Action: Check disk space and report the problem if it persists.

Internal Error: Unknown exception caught in + thisClassName +.run()

Cause: Unknown error.

Action: If the problem persists, reboot the system and report the problem.

Internal Error: Reinitialization failed: + e2

Cause: Attempting to reinitialize the application after an unknown error failed.

Action: Reboot the system and report the problem.

Internal Error: thisClassName +: closing

Cause: The application thread is shutting down due to failed reinitialization after an unknown error.

Action: Reboot the system and report the problem.

Internal Error: thisClassName +: closed

Cause: The application has attempted thread-specific cleanup and is shutting down due to failed initialization after an unknown error.

Action: Reboot the system and report the problem.

Internal Error: Message file + messageFile + does not exist

Cause: Application error condition occurred.

Action: Restart the machine, check disk space, and report the problem if it persists.

Internal Error: Needed parameter settings are missing.

Cause: Oracle Internet Directory process or instance settings which are required for process startup are missing.

Action: Make sure that all Oracle Internet Directory properties required for the application are set in the appropriate process or instance objects.

Internal Error: Unexpected exception

Cause: An unexpected error condition occurred with IT Media and CT Media.

Action: Make sure that IT Media is correctly installed.

Internal Error: Item handler does not exist for + itemTriggered.getName() + in + menuName

Cause: Internal application coding error.

Action: Edit the menu item bindings configuration string to disable the menu item whose handler is missing.

Internal Error: Unexpected MediaBindException when releasing to service + requestor.getAttendantAsi()

Cause: There was a problem releasing the call to the attendant application. The attendant application is not running or not enough threads are running.

Action: Make sure the attendant application is running.

Internal Error: Unexpected MediaConfigException when releasing to service + requestor.getAttendantAsi()

Cause: There was a problem reconfiguring the group for hand off to the attendant application. The UMMediaServicesProfile could be configured incorrectly.

Action: Check UMMediaServicesProfile.

Internal Error: Unexpected exception trying to initialize MediaProvider

Cause: An unexpected error condition occurred with IT Media and CT Media.

Action: Make sure that IT Media is correctly installed.

Internal Error: I/O Exception should not ever happen here

Cause: Message should never occur.

Action: Report the problem.

Internal Error: Fax receive was interrupted. Message in + receivingFile + will not be sent

Cause: An error during fax reception.

Action: Check disk space, and reinstall CT Media if problems persist.

Internal Error: No destination address has been specified. Message in + receivingFile + will not be sent.

Cause: The user did not specify any message recipients.

Action: None.

MWI Service Process

Error: Unexpected exception trying to initialize MediaProvider

Cause: The CT server may be down.

Action: Ensure that the CT server is starting up. Once the server starts up, the application recovers.

Error: Class location URL is not defined. + Cannot export MWIService for activation.

Cause: The class location URL is not set in Oracle Internet Directory.

Action: Set the class location in Oracle Internet Directory.

Error: An I/O error occurred while constructing MarshalledObject

Cause: Insufficient disk space or file system privileges.

Action: Check disk space and privileges.

Error: Error connecting to PBX

Cause: The SMDI Monitor or CT Media MWI session service is unavailable.

Action: Verify that Oracle Internet Directory settings of PBX properties are correct. Verify that the SMDI Monitor, if any, is running. The MWIService automatically reestablishes the connection.

Error: PBXConnection cannot be created

Cause: The PBX connection type is missing or unrecognized, or the SMDI Monitor host, port, or timeout properties are missing.

Action: Correct all required PBX connection-related properties in the appropriate process or instance Oracle Internet Directory object.

AQMWI Process

Error: Unable to register driver manager -- exiting

Cause: The Oracle JDBC classes are not correctly installed.

Action: Reinstall the Oracle JDBC classes.

Error: Error communicating with AQ

Cause: The advanced queue for MWI does not exist, or is unavailable.

Action: Ensure the queue is installed and available.

Error: Error communicating with the database

Cause: The database is unavailable or inaccessible.

Action: Ensure the database is running and is accessible.

Error: Error communicating with Oracle Internet Directory

Cause: An Oracle Internet Directory server connection or authentication error occurred

Action: Ensure that the Oracle Internet Directory server is running. Reset authentication credentials if necessary.

Error: Unexpected Exception

Cause: An unknown error.

Action: None. It automatically reestablishes a connection.

Error: Unable to reconnect

Cause: An error establishing a connection after an unknown error.

Action: None. A reconnection is attempted every 60 seconds.

Error: Unexpected ClassNotFoundException

Cause: The class `oracle.AQ.AQOracleDriver` cannot be found.

Action: Ensure that Oracle AQ classes are installed.

Error: Remote exception occurred while looking up the MWIService

Cause: A RMI registry could not be located at the host and port number of the RMI URL set in Oracle Internet Directory.

Action: Ensure that an `rmiregistry` is running at the host and port number of the RMI URL set in Oracle Internet Directory.

Error: A URL exception was not formed correctly while looking up the MWI service

Cause: The URL of the `MWIService` set in Oracle Internet Directory under the MWI service process or instance object is not formed correctly.

Action: Correct the `MWIService` URL.

Error: A NotBoundException occurred while looking up MWI service

Cause: The `MWIService` is not registered at the expected URL.

Action: Ensure that an `MWIService` is running at the location set in Oracle Internet Directory under the `MWIService` process or instance object.

Oracle Voicemail & Fax Access Control Lists

This section provides an overview of access control list policies set for the telephony and wireless server components of Oracle Voicemail & Fax in Oracle Internet Directory. These directory access control lists are set in Oracle Internet Directory during the infrastructure installation phase.

This appendix contains the following topic:

- Telephony Process Access Control Lists

Telephony Process Access Control Lists

See Also: *Oracle Internet Directory Administrator's Guide* for more information about access control lists

The Oracle Voicemail & Fax LDAP schema and entries are installed during the installation of Oracle Internet Directory.

The `UMContainer` created under the products container stores Oracle Voicemail & Fax user and installation-specific information.

The Oracle Voicemail & Fax user information is spread over both the `UMContainer` and `EmailserverContainer` directory information trees. To achieve grant access for both directory information trees, a privilege group, `UMAdminsGroup` is created both under the `EmailServerContainer` and `UMContainer`, with appropriate access control lists applied.

The `UMAdminsGroup` is a privilege group created to access the `UMContainer` directory information tree. Members of this group include the creator, `UMContainer`, and `EMailAdminsGroup`.

The `EmailAdminsGroup` must be created before `UMAdminsGroup`. After the `UMAdminsGroup` is created, it becomes a member of `EmailAdminsGroup`, enabling the Oracle Voicemail & Fax applications to access both containers.

The following access control lists are applied to the `UMContainer` to give applications access to the `UMContainer` and `EmailContainer`.

- The access control list for the group `cn=iasAdmins, cn=Groups, %s_OracleContextDN%` has browse, add, delete and proxy permissions. This is required for the `iasadmins` to be able to proxy to the `UMContainer`.
- The access control list for the group `cn=UMAdminsGroup, cn=UMContainer, cn=Products, %s_OracleContextDN%` has browse, add, and delete permissions.
- The access control list for `dn=*, cn=EMailServerContainer, cn=Products, %s_OracleContextDN%` has browse, add, delete, and proxy permissions.

Note: `%s_OracleContextDN%` can be the root or the subscriber `OracleText`.

Group Membership for UAdminsGroup

The following table documents the group and permissions for the UAdminsGroup:

Table A-1 UAdminsGroup

Group	Permissions
cn=ComputerAdmins cn=Groups,%s_ OracleContextDN%	The addition of UAdminsGroup to this group enables the Oracle Voicemail & Fax applications to create and access process entries under cn=Computers.
cn=UserProxyPrivilege ge cn=Groups,%s_ OracleContextDN%	The addition of UAdminsGroup to this group enables the Oracle Voicemail & Fax applications to proxy as the end user.

The addition of the UAdminsGroup to the following group enables the Oracle Voicemail & Fax applications to create and access process entries under cn=Computers:

cn=ComputerAdmins, cn=Groups,%s_OracleContextDN%

The addition of UAdminsGroup to the following group enables the Oracle Voicemail & Fax applications to proxy as the end users:

cn=UserProxyPrivilege, cn=Groups,%s_OracleContextDN%

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