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Introduction

This document describes a voice recognition problem with the Speech Connection feature of Cisco Unity Connection, and also the traces that should be enabled in all troubleshooting situations.

Problem

The Speech Connection feature is used in order to allow a directory handler to be voice-enabled, so that when you make a call to the directory handler, you are asked: **Who would you like to reach?**

However, in some situations, when you have the Speech Connection feature (with the voice-enabled directory handler) configured in Unity Connection, you encounter issues. For example, when you make a call to the directory handler, you either hear silence or receive a fail-safe message that is similar to: **There are not enough voice-recognition resources at this time. You will need to use the standard touch tones for the duration of this call**.

Troubleshoot

In order to troubleshoot any voice recognition issues, Cisco recommends that you enable the traces described in this section.

> **Note**: The information in this section is referenced from the Troubleshooting Guide for Cisco Unity Connection Release 8.x.

Micro Traces

This section lists the micro traces that you should enable.

- Enable these Conversation Development Environment (CDE) traces:

  10 State Machine Trace22 Speech Recognition Grammar
- Enable the **25 ASR and MRCP** trace for the Media: Input/Output (MiuIO).

- Enable these Subscriber Conversation (ConvSub) traces:

  03 Named Properties Access05 Call Progress
- Enable the **10 Speech Recognition** trace for the Phrase Server.

Macro Traces

Complete these steps in order to enable and gather the macro traces:

1. Enable the **Voice User Interface** and **Speech Recognition** traces.

2. Reproduce the issue.

3. Gather these traces and logs:

   Connection Conversation tracesConnection Conversation Manager logConnection Voice Recognizer log

After you complete the previous steps, review the **diag_CuCsMgr** (Connection Conversation Manager log), and search for:

```
Overriding ASR server - Address:
```

You might find a line that looks similar to this:

```
11:39:29.383 |16137,NIL_CUCM-1-294,8CEE070F9FDA436FB161F276D0DD8C36,MiuIO,25,
 Found ASR server - Address: 127.0.0.1,Port:4900 Name: media/speechrecognizer

11:39:29.383 |16137,Test_CUCM-1-294,8CEE070F9FDA436FB161F276D0DD8C36,MiuIO,25,
 Overriding ASR server - Address: 169.254.1.102, Port:4900
 Name: media/speechrecognizer
```

The second line indicates that the Automatic Speech Recognition (ASR) server points to an IP address of **169.254.1.102**. In this case, voice recognition does not work because that IP address does not exist.

Solution

In order to resolve this issue, you must open a Cisco Technical Assistance Center (TAC) case. The TAC might need to run this command from a root session in order to resolve this issue. This command can be run from Admin prompt:

```
run cuc dbquery unitydirdb update tbl_mediaremoteservice set hostoripaddress=
'CUC IP>" where port=4900
```

Or the command can be run from Root:

```
update tbl_mediaremoteservice set hostoripaddress ="<CUC IP>" where port=4900;
```

After this is complete, restart the Conversation Manager and Mixer services.

Related Information

- **Troubleshooting Voice Recognition in Cisco Unity Connection 8.x**
- **Technical Support & Documentation - Cisco Systems**