

# NME–CUE Module is Installed but Cannot Access Voicemail

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## Introduction

This document describes how to troubleshoot issues that occur when you enable voicemail, which is related to activating the licenses associated with Cisco Unity Express (CUE).

**Note:** If you have ordered a new router, it is shipped with the Cisco IOS® software image and the corresponding licenses for the packages and features that you specified pre-installed. You do not need to activate or register the Cisco IOS software before use. The router stores the software license file on the flash memory.

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

The information in this document is based on these software and hardware versions:

- Cisco 2921 router that runs Cisco CallManager Express (CME) and Cisco Unity Express
- Cisco IOS Software Release 15.1(1)T
- Cisco Unity Express 7.1.4
- Cisco CME 8.0

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

## Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

## Overview of Software Activation of Cisco Unity Express

Beginning with Cisco Unity Express 7.1, a new type of license called CSL licensing is supported. With CSL licenses, the mailbox license count includes both personal mailboxes and GTP Director Modules (GDMs). The type of the mailbox is determined when it is configured. Also, the call-agent is no longer specified using licenses and can be configured either as part of post-install process or during bootup.

You can buy CSL licences for these types of features:

- Mailboxes
- Ports
- IVR
- TimeCardView

**Note:** As an example, if you purchase CSL licenses for 4 IVR sessions, 10 ports, and 265 mailboxes, then you can use 6 ports for either the Auto-Attendant or voice mail, and 4 ports for IVR.

## Problem

You have a NME-CUE module to install on a 2921 CUCME router. The CUE module came loaded with v3.x, so you performed a clean install of version 7.1.4.

You ordered the C2921-CME-SRST/K9(CME Bundle) as well as the NME-CUE option, which is supposed to include 8 voicemail/auto-attendant ports.

Even though you added the purchased licenses, voicemail was not enabled.

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### Product License Registration

1 Migrate License > 2 Configure Product > 3 Designate Licensee > 4 Review and Submit

No license features available or you have already migrated license for this UDI.

A "\*" denotes a required field

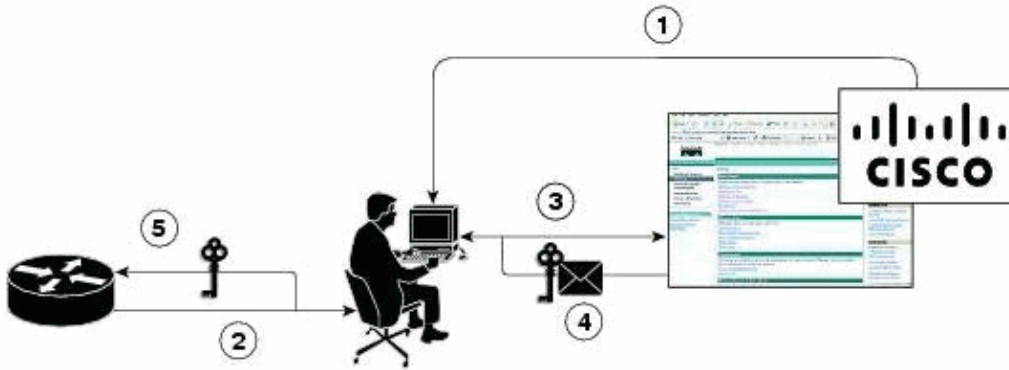
Obtain software activation keys for various Cisco products. Some products will require the use of a Router UDI that must be entered in the field below.

Product Id:\*

Serial Number:\*

## Solution

The problem is related to the port licenses not being available. Complete these steps in order to resolve the issue:



1. You need to purchase the required Product Authorization Keys (PAKs).
2. UDI is obtained from the device.
3. The UDI and PAK are entered into Cisco's licensing portal.
4. The license file is sent to the customer via email.
5. You need to install licenses on the devices.

**Note:** Complete the procedure as mentioned below to install the license using the CLI.

## Using CLI Commands to Install Licenses

Complete these steps:

1. Issue the **license install ftp://username:password@ip\_address/path/license\_file** command.

```
service-module# license install ftp://192.1.1.53/lic/nme-159/nme-159.lic
```

```
Installing...Feature:VMIVR-IVR-SESS...Successful:Supported
```

```
License Note:
```

```
Application will evaluate this change upon next reload
```

```
Installing...Feature:VMIVR-VM-MBX...Successful:Supported
```

```
License Note:
```

```
Application will evaluate this change upon next reload
```

```
Installing...Feature:TCV-USER...Successful:Supported
```

```
License Note:
```

```
Application will evaluate this change upon next reload
```

```
Installing...Feature:VMIVR-PORT...Successful:Supported
```

```
License Note:
```

```
Application will evaluate this change upon next reload
```

```
4/4 licenses were successfully installed
```

```
0/4 licenses were existing licenses
```

```
0/4 licenses were failed to install
```

The installation process does not install duplicate licenses.  
The following message is displayed when duplicate licenses are detected:

Installing...Feature:xxx-xxx-xxx...Skipped:Duplicate

2. Issue the **service-module# reload** command.
3. Issue the **service-module# enable** command.
4. Issue the **service-module# show license all** command.

License Store: Primary License Storage

StoreIndex: 0 Feature: VMIVR-VM-MBX Version: 1.0

License Type: Permanent

License State: Active, In Use

License Count: 25 /25

License Priority: Medium

License Store: Primary License Storage

StoreIndex: 1 Feature: VMIVR-PORT Version: 1.0

License Type: Evaluation

License State: Inactive

Evaluation total period: 4 weeks 2 days

Evaluation period left: 4 weeks 2 days

License Count: 6 / 0

**License Priority: Low**

License Store: Primary License Storage

StoreIndex: 2 Feature: VMIVR-PORT Version: 1.0

License Type: Permanent

License State: Inactive

License Count: 8 / 0

License Priority: Medium

License Store: Evaluation License Storage

StoreIndex: 0 Feature: VMIVR-VM-MBX Version: 1.0

License Type: Evaluation

License State: Inactive

Evaluation total period: 8 weeks 4 days

Evaluation period left: 8 weeks 4 days

License Count: 600 / 0

License Priority: None

License Store: Evaluation License Storage

StoreIndex: 1 Feature: VMIVR-PORT

Version: 1.0

License Type: Evaluation

License State: Active, In Use

Evaluation total period: 8 weeks 4 days

Evaluation period left: 6 weeks 0 day

Expiry date: Fri Apr 2 15:02:12 2010

License Count: 60 /10

License Priority: None

License Store: Evaluation License Storage

StoreIndex: 2 Feature: VMIVR-IVR-SESS

Version: 1.0

License Type: Evaluation

License State: Active, Not in Use, EULA not accepted

Evaluation total period: 8 weeks 4 days

Evaluation period left: 8 weeks 4 days

License Count: 60 / 0

License Priority: None

5. Issue the **service-module# show license status application** command.

voicemail enabled: 10 ports, 10 sessions, 25 mailboxes

ivr disabled, no activated ivr session license available

6. Change the the licence priority if it has not been.

**service-module# license modify priority VMIVR-PORT high**

## Problem

If you do not see the mailboxes and receive the % Error: License priority modification failed: No valid licenses found or Mailbox count reached license mailbox count error messages when issuing the command at step 6, then activate the voicemail mailbox license as mentioned in the solution below.

## Solution

Issue these commands in order to enable voicemail:

```
license activate ivr sessions 0
```

```
license activate voicemail mailboxes 25
```

```
license activate ports 24
```

write memory

reload

If the issue still persists this might be because the license file has been provided by the License team, and might only be for the Voicemail box license and not for the Voicemail port. Therefore, ensure that these CUE license features are added:

- VMIVR-VM-MBX
- VMIVR-PORT
- VMIVR-IVR-SESS

## Related Information

- **Software Activation of Cisco Unity Express for 7.1 and Later Versions**
  - **Cisco CME Basic Automatic Call Distribution and Cisco Unity Express Auto Attendant Interoperation Configuration Example**
  - **Unity Express Voicemail Storage Limits**
  - **Voice Technology Support**
  - **Voice and Unified Communications Product Support**
  - **Troubleshooting Cisco IP Telephony** [🔗](#)
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