

Unity: The "New Exchange Subscriber" Option is Not Available

Document ID: 100220

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Introduction

When new subscribers are added in Cisco Unity, the option to add a new Microsoft Exchange user is not available. This document explains how to troubleshoot this issue.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

This document is not restricted to specific software and hardware versions.

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.

Problem

When an attempt is made to add new subscribers on a Cisco Unity server, the **Exchange** option does not appear in the **Add Subscriber:Type of Subscriber:New Subscriber** drop-down menu. The drop-down menu for New Subscriber is grayed out, and the only options are to import an existing user or create an internet user, as shown in this diagram:

Add Subscriber

Type of Subscriber

New Subscriber: Trusted Internet ←

Import Existing Exchange User

Note: Only Exchange subscribers have Exchange store

Subscriber Information

First name:

Last name:

Display name:

Extension:

Fax ID:

Template: User_Template1

Exchange Information

Alias:

Internet Subscriber Information

SMTP address:

This issue can occur if you select **Import Existing subscribers Only** in the Message Store Configuration Wizard (MSCW). In order to verify this, complete these steps:

1. Log into Cisco Unity with the same account you used to run the MSCW procedure.
2. Open Windows Explorer, and navigate to **C:\Documents and Settings\User from item1\Local settings\Temp**.
3. Open the **Tempu.log** file.
4. Scroll down to the date that you ran the MSCW procedure. Search for **Set SystemParameters\1.0\DisableNewExchSub**. If the value is 1, this means that when you ran the MSCW procedure, you chose to only import users from Exchange.

Solution

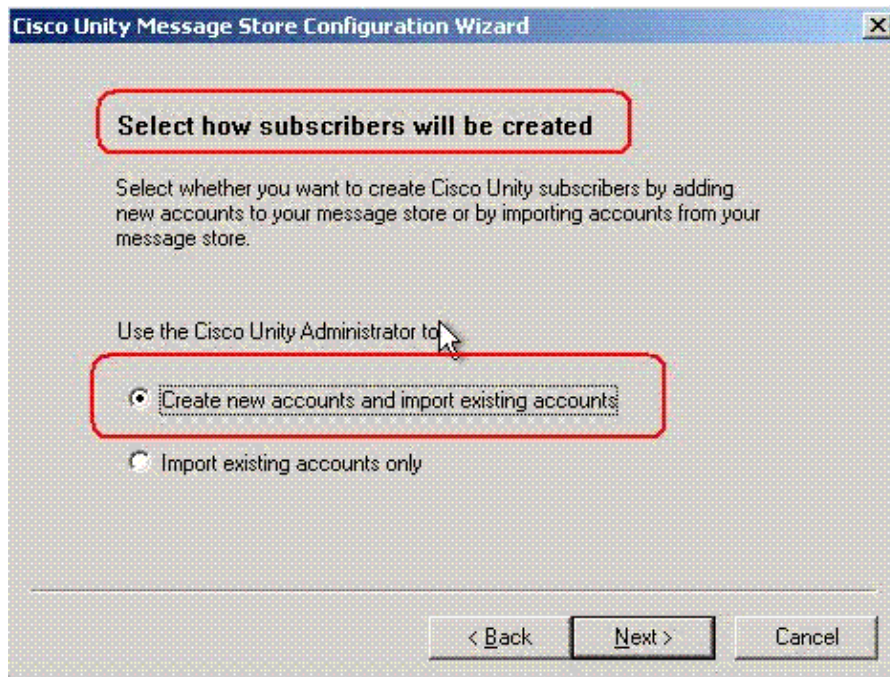
When the Exchange option does not appear when a new Cisco Unity subscriber is added, re-run the Message Store Configuration Wizard in order to resolve this issue.

Note: It is recommended to run the MSCW during off-peak hours, since the wizard requires a restart of the Cisco Unity services.

1. MSCW can be run from the Control Panel on the Cisco Unity server. Choose the **Add/Remove Programs** option, and then choose the **Message Store Configuration Wizard**.

Note: Be sure to use an account that has Domain Admin privileges.

2. When the **Select how subscribers will be created** screen appears, make sure to click the **Create new accounts and import existing accounts** radio button.



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