

# CiscoUnity\_BMsgConnector Service Error After Upgrading Cisco Unity

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## Introduction

This document explains how to resolve the CiscoUnity\_BMsgConnector service error. This usually occurs after an upgrade of the Cisco Unity Server to 4.2, and an Operating System upgrade to Microsoft Windows 2003 Server.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Microsoft Windows 2003 Operating System
- Cisco Unity Server

### Components Used

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

- Cisco Unity Server 4.2
- Microsoft Windows 2003 Server

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

After upgrading the Cisco Unity Server version 4.2, an error occurs in the event viewer which looks like this:

```
Source: CiscoUnity_BMsgConnector
Type: Error Event ID: 10005
```

The CsBMsgConnector service encountered a problem accessing the Broadcast Messaging mailbox for this server. No incoming broadcast messages will be delivered locally until this is corrected. Examine the directory and mailstore for this mailbox to ensure it exists and is functioning. [Thread 0x0000150C]

```
Frequency: Every 5 minutes
```

## Solution

**CsBMsgConnector** monitors the broadcast message mailbox in order to see if there are inbound messages from a networked Cisco Unity Server. It can be disabled if the server is not intended to receive system broadcast messages that are sent from other Cisco Unity or Cisco Unity Express Servers (or from the local Cisco Unity Server if addressed to multiple servers).

System broadcast messages are the recorded announcements that are sent to everyone in an organization or to particular locations within an organization. When each server is configured for Digital Networking, a system broadcast message can be sent to all the subscribers on all the Cisco Unity Servers that share the same directory. Alternatively, a system broadcast message can be sent to all the subscribers on one or more specific Cisco Unity Servers that access the same subscriber directory. In order to do this, address the message to the delivery location Dial ID of the desired server.

The interval at which CsBMsgConnector checks the mailbox to process inbound system broadcast messages is currently hard-coded to 5 minutes.

### Solution 1

If the service is required, complete these steps in order to eliminate the error message:

1. At the Cisco Unity tools depot, open **Dohproptester**.
2. Select the **USBms\_user** user among the MailUsers.
3. On the right side, click **AVP\_Subscriber\_TYPE**, make sure that it is set to 0. If not, change it to 0.
4. Click **set**. Then, restart the **CsBMsgConnector** service.

### Solution 2

If CsBMsgConnector service is not required, complete these steps:

1. Delete the **USBms\_account** from the active directory (AD) and purge the mailbox.

There is a stored procedure in the Cisco Unity SQL database called **sp\_MakeBroadcastMbox**.

2. Use the Cisco Unity Data Link Explorer (CUDLE) to execute it.

This updates an SQL table. CUDLE is also located in the Cisco Unity tools depot.

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## Related Information

- **Voice Technology Support**
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- **Recommended Reading: Troubleshooting Cisco IP Telephony**
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