

# Adding Call Handler to Cisco Unity Server Causes Time Out

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**Introduction**

**Prerequisites**

Requirements

Components Used

Conventions

**Problem**

**Solution**

**NetPro Discussion Forums – Featured Conversations**

**Related Information**

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## Introduction

Call handlers answer calls, greet callers with recorded prompts, provide them with information and options, route calls, and take messages. They are a basic component of Cisco Unity. Your plan for call handlers can be simple, with only the predefined Cisco Unity call handlers, or you can create an unlimited number of new call handlers.

This document explains the recommended workaround for the problem you can face when you attempt to add a call handler to a CiscoUnity server through SA webpages.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of Cisco Unity.

### Components Used

The information in this document is based on the Cisco Unity 4.x.

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 you attempt to add a call handler to a Cisco Unity server with more than 1,000 existing call handlers, an ASP script time out occurs after ninety (90) seconds.

## Solution

When you attempt to add a call handler, Cisco Unity queries the Microsoft SQL database for existing call handlers and their attributes. On a Cisco Unity server with more than 1,000 existing call handlers, this query exceeds ninety (90) seconds and results in an ASP script timeout. A dialog box appears after you press the plus symbol in order to add a new call handler. This box is initially transparent but transitions to solid white after ninety (90) seconds have passed.

In order to overcome this problem:

1. Once you have 1,000 call handlers on your system, do not use the Cisco Unity System Administrator to create additional ones. Instead, use the Audio Text Manager in order to create call handlers.

**Note:** You can make use of Audio Text Manager in order to create and edit complex call handlers whenever you have a problem with the Cisco Unity System Administrator. Refer to Audio Text Manager [Audio Text Manager](#) for more information and to download the Audio Text Manager tool.

2. It can also be possible to increase the ASP Script timeout on the **App Options** tab from a default value of 90 seconds to at least 300 seconds in the **Internet Service Manager**, under the **Default Web Site**.

**Note:** If you adjust the IIS timeout settings, this can adversely impact other Cisco Unity web components and the values suggested here possibly do not work for your particular system.

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## Related Information

- [Cisco Unity Setting up a Holiday Greeting for Cisco Unity](#)
- [Voice Technology Support](#)
- [Voice and Unified Communications Product Support](#)
- [Recommended Reading: Troubleshooting Cisco IP Telephony](#)
- [Technical Support & Documentation – Cisco Systems](#)

