

# Unity: Voicemail Message Forwarding to a Subscriber Fails

Document ID: 100363

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## Introduction

When a Cisco Unity user tries to forward a voicemail message to another subscriber, the forward fails.

This document discusses 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.

## Error: [0x80040115]

When a subscriber logs into Cisco Unity and tries to forward a voicemail message to another subscriber, the forward fails and generates some events in the Event Viewer.

```
Event Source: CiscoUnity_ConvMsg
Event Category: Network
Event ID: 10015
```

Date: 12/28/2005  
Time: 4:46:20 PM  
User: N/A  
Computer: UNITY  
Description:  
IAvDohMessage::Submit returned [0x80040115] on line 859 of file e:  
\Views\cs\_CU4.0.4.221\un\_Core2\ConversationEng\AvStateSvr\AvSMsgSend.cpp

For more information, click:  
<http://www.CiscoUnitySupport.com/find.php>

**Note:** This error can be translated to 0x80040115 Source: MAPI Symbol: MAPI\_E\_NETWORK\_ERROR Description: Network error detected.

**Note:** The return code 80040115, which is a MAPI error, indicates some type of network problem that can also be due to the Cisco Security Agent installed on the Cisco Unity server.

## Solution 1

This issue occurs due to the Global Catalog (GC) reconnect failure. In order to resolve the issue, refer to the Microsoft Knowledge Base Article 929439 .

## Solution 2

You can also reboot the GC server in order to resolve the issue.

**Note:** Only reboot the GC server during off-peak hours. If several GCs must be rebooted, allow a 10 minute gap between the reboots.

After all the GC reboots are complete, run this test in order to verify that the issue is solved:

1. Login to a mailbox, and send a message to a Cisco Unity subscriber.
2. Ensure that the message is delivered to the recipient mailbox.

If the `CiscoUnity_ConvMsg` error message appears, the Cisco Unity application must be restarted.

## Error: Unable to forward your message at this time

When Cisco Unity users attempt to forward voicemails to other recipients on the same Cisco Unity server, they receive this error message: Unable to forward your message at this time. Also, this error message is logged in the event viewer:

```
IAvDohMessage::Submit returned [0x800404dc] on line 1047 of file  
E:\Views\CU4.2.0.110\un_Core2\ConversationEng\AvStateSvr\AvSMsgSend.cpp
```

## Solution

This can happen due to an inherited permissions issue. Log into the Cisco Unity server with the account used by the AvDSAD service, and then run the DAD tool for the subscriber who is not able to forward the voicemail. You can see that even though the tool shows "YES" on every field, it also shows this message: this mailbox does not inherit permissions.

Complete these steps in order to resolve this issue:

1. From the **Cisco Unity Tools Depot**, run the **Permissions Wizard**
2. Click the **Properties** tab of the affected user in the AD. Then, click the **Security** tab and make sure that the **Allow inheritable permissions from parent to propagate to this object** checkbox is checked for the user.

**Note:** If the user is a member of any Domain Admin group, this option is unchecked.

3. Re-run the Message Store Configuration Wizard.

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

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## Related Information

- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Recommended Reading: Troubleshooting Cisco IP Telephony**
- **Technical Support & Documentation – Cisco Systems**

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