

Unity Error Message: Failed Synchronizing Directory Object, Error: 0x80040E2F

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Introduction

This document explains the workaround for the Cisco Unity error message: Failed synchronizing directory object. Error: 0x80040E2F.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on 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

This event log error message displays on a Cisco Unity server:

```
Event Type:          Error
Event Source:        CiscoUnity_DirChangeWriter
Event Category:     Error
Event ID:            1048
Date:                2007/11/30
Time:                16:04:22
User:                N/A
Computer:            UNITY001
Description:
Failed synchronizing directory object.
Directory ID: 6771234C2F2FC4FA1ADBEB7D06C9CB5
```

Solution

Complete these steps in order to resolve this error message:

1. Go to the Cisco Unity server and choose **Start > Programs > Microsoft SQL Server > Enterprise Manager**.
2. Choose **Microsoft SQL Servers > SQL Server Group > *Your Unity server_name* > Databases > UnityDB > Tables**.
3. In the right pane, scroll down to locate and then right-click on the **GlobalLocation** table. Then choose **Open Table > Return all rows**.
4. From the SQL **Global Location** table, delete the DirectoryID, which is 6771234C2F2FC4FA1ADBEB7D06C9CB5 in this case.
5. Choose **Cisco Unity Tools Depot > Diagnostics Tools**, and double-click **DohPropTest**.
6. Click **GC Monitor**, and choose **TotalResync**.

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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