

Troubleshooting Unity Error Message: The Subscriber created, but was not added to distribution list due to error message

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Introduction

This document addresses the error message: **The subscriber created, but was not added to distribution list due to error message** that is encountered when a subscriber is added or re-imported in Cisco Unity. This document also provides the solution to fix the problem.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unity
- Microsoft Exchange

Components Used

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

- Cisco Unity 3.x, 4.x
- Microsoft Exchange 2000
- IBM Lotus Domino

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

The Subscriber created, but was not added to distribution list due to error message is displayed:

- when using Unity integrated with Microsoft Exchange
- AND
- when Cisco Unity is used with IBM Lotus Domino Mail Store

When using Unity Integrated with Microsoft Exchange

When a subscriber is added or re–imported in Cisco Unity integrated with Microsoft Exchange, **The Subscriber created, but was not added to distribution list due to error message** is displayed.

This error message is displayed when an existing Cisco Unity subscriber (who is a member of the AllSubscriber Public Distribution List (PDL) by default) is deleted and re–imported in an Exchange 2000 environment. This occurs when such a subscriber is deleted from Cisco Unity because the subscriber remains a member of the PDL. Even though this subscriber is deleted, the subscriber receives messages addressed to the PDL (only email messages, not voice mail messages).

When the subscriber is re–imported, Cisco Unity automatically tries to add the subscriber to the AllSubscriber PDL. As this subscriber is already a member, Cisco Unity displays this error message.

This problem occurs if the same subscriber template is used to re–import the subscriber. Consequently, the new subscriber is assigned to the same PDL.

This problem can be fixed if the AllSubscriber PDL is removed from the Default Subscriber template. The subscriber can also be deleted, and re–imported with a different template that makes the subscriber a member of a different PDL and not a member of the AllSubscriber PDL.

When Cisco Unity is used with IBM Lotus Domino Mail Store

When a subscriber is added or re–imported in Cisco Unity 4.x with IBM Lotus Domino, **The Subscriber created, but was not added to distribution list due to error message** is displayed.

In order to resolve this problem, use the System Administration (SA) page or the Lotus Domino administration program to manually add users to the appropriate distribution lists. Alternatively, perform these steps:

1. Create a sub–group.
2. Add the sub–group to the Member field for the AllSubscribers group from the Lotus Domino administration program.
3. When adding users through the SA, add the users to that sub–group.

Unable to Add Users in Public Distribution List

When you try to add users to a PDL through the Unity System Administration page, the add area is greyed out

and you are unable to add users in the PDL.

Improper permission of the subscribers can cause this issue.

In order to resolve this issue, run the permission wizard from the Cisco Unity tools. Download the latest Permission Wizard from Cisco Unity Tools and run it.

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Related Information

- **Unity: The "New Exchange Subscriber" Option is Not Available**
- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Recommended Reading: Troubleshooting Cisco IP Telephony**
- **Technical Support & Documentation – Cisco Systems**

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