

Unity Error: Your Messages Are not Available Now

Document ID: 107323

Introduction

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Introduction

When users try to access their voicemail over the telephone, they receive the `Your messages are not available now` error message. However, the voicemail is delivered successfully to their Microsoft Outlook mailbox.

This document describes the workaround for this issue.

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

Subscribers with moved mailboxes cannot access their voicemail over their phones. When they dial their voicemail from their phone, they hear this message: **Your messages are not available now.**

The event log shows this failsafe message:

```
Event Type:      Error
Event Source:    CiscoUnity_ConvSubscriber
Event Category: Error
Event ID:        119
```

Date: 1/4/2008
Time: 2:58:07 PM
User: N/A
Computer: UNITY
Description:
An unexpected error has occurred while a subscriber is on the phone with Unity. This can potentially result in the subscriber hearing the failsafe conversation. Technical details are - GetMessageCount returned [0x8004000c] on line 146 of file e:\views\cs_ue4.0.3.159\un_Conv1\AvConvSubscriber\AvConvSubMsgCountSvr\AvSCOSAndMsgCount.cpp.

For more information, click:

<http://www.CiscoUnitySupport.com/find.php>

Solution

This problem arises when users / subscribers are moved to a new Mailbox Store, and the Permissions Wizard is not run on the new Mailbox Store.

In order to overcome this problem, complete these steps to run the Permissions Wizard on the new Mailbox Store:

1. From the Cisco Unity Tools Depot, right-click **Permissions Wizard** and select properties. Download the latest version from Cisco Unity Tools [\[link\]](#), and install it on the server.
2. Log in to the Cisco Unity server with a full Domain Administrator account, and run the Permissions Wizard on the new Mailbox Store. Make sure that you receive succeeded for all permissions in the log file at the end.
3. Log out of the Cisco Unity server, and log in one more time with the UnityInstall account.
4. Click **Start > Run**, and type `\CommServer\ConfigurationSetup\Setup.exe/sync`.

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Voice & Video: General

Related Information

- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Cisco Unity Data and Active Directory (Cisco Unity 5.x and Later with Microsoft Exchange)**
- **Recommended Reading: Troubleshooting Cisco IP Telephony**

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