

Unity Public Distribution List Options are Dimmed

Document ID: 107442

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Introduction

Public distribution lists (PDLs) are used to send voice messages to multiple subscribers. The subscribers assigned to a public distribution list are typically subscribers who need the same information on a regular basis, such as employees in a department or members of a team. The class of service that is associated with each subscriber account dictates whether subscribers can send messages to public distribution lists in Cisco Unity.

When a user tries to modify the PDL, the Add/Modify screen is dimmed. This document explains the workaround for this issue.

Prerequisites

Requirements

Cisco recommends that you have knowledge of Cisco Unity 4.x.

Components Used

The information in this document is based on the Cisco Unity 4.x and Microsoft Exchange Server.

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.

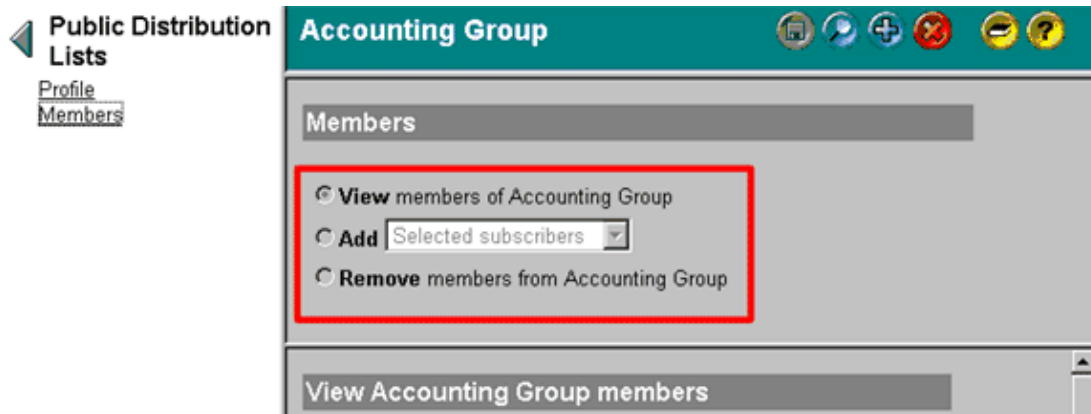
Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Problem

The options to view, add, and remove members (View, Add, and Remove buttons) of a public distribution list are dimmed in the SA web page.

This problem arises due to the lack of permissions to add, remove, or edit.



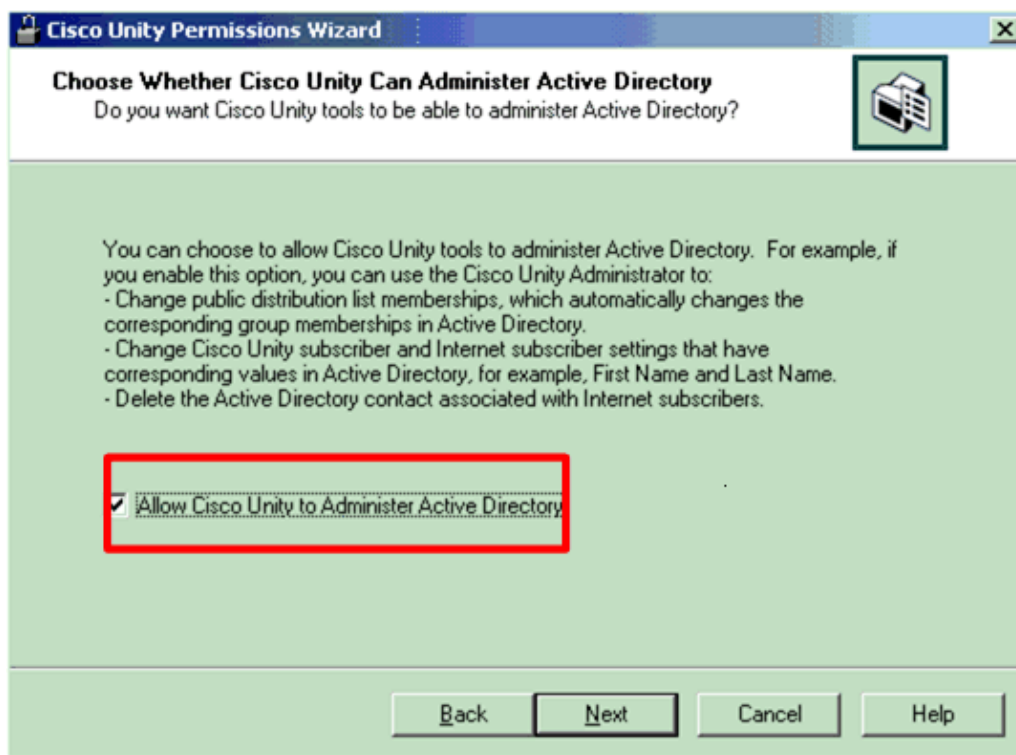
Solution

In order to resolve this issue, complete these steps:

1. Go to **Unity Tool Depot > Administration Tools**, and double-click **Permissions Wizard** in order to start the Cisco Unity Permissions Wizard.

Note: In order to run the Permission Wizard, you must be logged into the Unity server with a domain administrator account.

2. Ensure that the **Allow Cisco Unity to Administer Active Directory** check box is checked.



3. Edit, delete, and add a distribution list in order to verify that this procedure was successful.

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Related Information

- **Cisco Unity Tools Permissions Wizard 5.x**
- **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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