

# Error when Configuring Voice Mail Box Mask in CUCM 6.1

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## Introduction

Voice Mail Box Masks are enabled when multi-tenant services are enabled on CallManager. Each tenant uses its own voicemail profile and must create a mask to identify the directory numbers in each partition that is shared with other tenants. For example, one tenant can use a mask 534523XXXX, while another tenant can use the mask 784333XXXX. It is also necessary to set up translation patterns for Message Waiting Indicators (MWIs).

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of Cisco Unified Communication Manager (CUCM) 6.1.

### Components Used

The information in this document is based on the Cisco Unified Communication Manager 6.1.

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

When trying to set up a voicemail profile, the **Voice Mail Box Mask** does not accept characters such as #xxxxxxx, and the CallManager returns an error.

## Solution

The **Voice Mail Box Mask** field is case sensitive and the lower case "x" is not a valid character. Therefore, you need to use the upper case "X" character.

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## Related Information

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