

Cisco Unity: Limitations on Visibility and Access to Public Distribution Lists

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Introduction

Prerequisites

Requirements

Components Used

Conventions

Unable to View or Add Members in a Public Distribution List

NetPro Discussion Forums – Featured Conversations

Related Information

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.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

This document is not restricted to specific software and hardware versions.

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.

Unable to View or Add Members in a Public Distribution List

When there are multiple Unity servers digitally networked with shared PDLs, you are presented with the ability to only view or add local users from various Unity servers. Each Unity server lists different PDL membership than other Unity servers.

When PDLs are created by a Unity server through SAWeb or imported from the directory, the PDL is stamped with the particular Unity server that created or imported it. This Unity server is the only Unity server that has the capability to add members that belong to other Unity servers to this PDL in the network as well as

View members belonging to other Unity servers of this PDL.

When you use the SA, the Unity server that imports or creates a PDL is able to view or add members based on primary location settings (Global Directory, Dialing Domain, Local Server), and all other Unity servers are able to view or add only subscribers homed on that server.

The only way to add or view globally for a particular PDL is to open the SAWeb on the Unity server that created or imported the PDL. This might be very time consuming and hard to find depending on the size of the environment and the number of PDLs that exists.

If you do not know which Unity server imported or created a particular PDL, you can run this SQL query through **SQL Query Analyzer** or in the **Unity Tools Depot > Diagnostic Tools > Data Link Explorer**. Click **View > Query Builder**:

```
SELECT      HomeServer
FROM        GlobalLocation
WHERE       (LocationObjectId IN
              (SELECT      LocationObjectId
               FROM        DistributionList
               WHERE       (Alias = '?????????')))
```

Replace the question marks (?) with the alias of the PDL that you are trying to find the information about. Once you find which server created the PDL, you can fully administer all the members in that PDL by launching SAWeb from that resulting Unity server.

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Related Information

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