

# Unity Services Fail to Automatically Start After Upgrade

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- Introduction**
- Prerequisites**
  - Requirements
  - Components Used
  - Conventions
- Problem**
- Solution**
- Related Information**

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## Introduction

After you upgrade from Cisco Unity 4.x to 5.x, certain services such as *System Attendant*, *MTA Stacks*, and *Information Store* do not automatically start. This document describes how to troubleshoot this issue.

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

The information in this document is based on the Unity 4.x and 5.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 information on document conventions.

## Problem

After you upgrade from Cisco Unity 4.x to 5.x , certain Unity services do not start automatically, and you receive this error message:

```
Unexpected error An unknown error has occurred. ID no: 80040a01 Microsoft  
Exchange System Attendant
```

```
The Metabase Update service failed to start, error '80040a01'
```

Here are the Cisco Unity services that do not start automatically:

- Microsoft Exchange System Attendant

- Microsoft Exchange Information Store
- Microsoft Exchange MTA Stacks

Even if Cisco Unity is restarted, these services do not start automatically and must be manually started.

## Solution

This issue can occur when the registry value is not set properly after the Cisco Unity upgrade.

Complete these steps in order to fix this problem:

1. Open the Registry Editor.

In order to open the Registry Editor, choose **Start > Run**, enter **Regedt32.exe** in the Open field of the Run dialog box, and press **Enter**.

The Registry Editor appears.

2. Locate and select this registry key:

HKEY\_LOCAL\_MACHINE\System\CurrentControlSet\Services\MSExchangeDSAccess

3. In the Edit menu, choose **Add Value**, and then add this registry value:

- ◆ Value name: *TopoCreateTimeoutSecs*
- ◆ Data type: *REG\_DWORD*
- ◆ Radix: *Decimal*
- ◆ Value data: *600*

4. Close the Registry Editor.
5. Restart Cisco Unity.

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## Related Information

- [Install and Upgrade Guides](#)
- [Voice Technology Support](#)
- [Technical Support & Documentation – Cisco Systems](#)

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