

Problems Adding Subscribers to Newly Installed Cisco Unity 3.x and 4.x Systems

Document ID: 13914

Introduction

Prerequisites

Requirements

Components Used

Conventions

Error: Additional users cannot be assigned to the class of service associated with the selected Subscriber Template.

Solution

Error: Subscriber created, but was not added to distribution list due to error.

Solution

Error: Recipient does not have valid email address.

Solution

Error: unrecognized error 0x80070005 has occurred.

Solution

Error: ERROR fetching MailStoreList

Solution

Error: The Cisco Unity service that monitors Active Directory (AvDSAD) failed to create object.

Solution

Error: Blank page opens when user clicks Add Subscriber

Solution

Related Information

Introduction

When Cisco Unity subscribers are added to a newly-installed system, additional users cannot be assigned to the Class of Service (CoS) associated with the selected subscriber template. This can be due to the license limit threshold. This document describes how to troubleshoot this issue.

This document also helps to troubleshoot the Subscriber created, but was not added to distribution list due to error message when a subscriber is imported to the Cisco Unity server.

Note: The information in this document is based on Cisco Unity for Exchange.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on these software and hardware versions:

- Cisco Unity 3.x on a Cisco–approved server
- Cisco Unity 4.x on a Cisco–approved 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.

Error: Additional users cannot be assigned to the class of service associated with the selected Subscriber Template.

When a subscriber is added to Cisco Unity, this error displays:

```
Additional users cannot be assigned to the class of service associated with the selected Subscriber Template. You have reached the license limit for one or more of the features enabled by the class of service.
```

Solution

The solution to this problem is explained in detail in this section.

In order to assign additional users to the CoS associated with the selected subscriber template, perform these steps:

1. Check the CoS being used by the subscriber template. The CoS is used in order to restrict all license counts, not just the total number of users.
 - a. Select **Subscriber > Class of Service > Licensed Features**.
 - b. Verify that the system is licensed for all CoS settings selected.

A common problem during a new install is that the ViewMail for Outlook (VMO), Text-to-Speech (TTS), or Visual Messaging Interface (VMI) radio button is selected, when these are not features for which the system is licensed. In order to resolve this issue, uncheck the radio button next to the setting, save, and attempt to add a user.

2. Verify the number of user licenses available.

Cisco Unity 3.x

- a. Go to **Start > Programs > Unity > Keydump**. The number of licenses for each CoS is displayed, as shown in this example. In order to purchase additional licenses, contact a Cisco sales representative.

The screenshot shows the DumpKey utility window with the following fields:

Serial Number	00000001	Voice Ports	2
OEM	Cisco Systems	Fax Ports	0
Product	Unity Enterprise	TTS Ports	2
Version	3.1	TTS Vendors	L&H RealSpeak
Integration	Multiple Integrations	Bridge Ports	0
Full Languages	6	Visual Messaging Interface sessions	4
SA Languages	6		

License Type	Current	Licensed
Voice mail users	5	5
ViewMail users	0	5
Fax mail users	0	5
Text-to-speech users	0	5
Active Assistant users	5	5

Features:

- Networking
- AMIS
- Failover backup server

Buttons: Exit, Save As..., Print...

- b. If all of the available licenses show they are being used, but that many subscribers have not been added, you could have to clear out the Temporary Internet files or the History Folder. In order to do this, perform these steps:
 - a. From the Internet Explorer toolbar, select **Tools > Internet Options**.
 - b. In the Internet Options window, click the **General** tab. Go to the Temporary Internet Files section and select **Delete Files**.
 - c. Go to the History section and select **Clear History**.
 - d. Log out of the System Administrator (SA), then log in again and try to add another subscriber.
- c. If there are enough licenses available, verify that the dongle information has been ported to the SA.

In order to do this, go to **SA > System > Licensing > Licensing Counts** and compare the numbers on this page with the results of Keydump. If the information is different, run the License Synchronizer in order to update it. In order to run the License Synchronizer, perform these steps:

- a. Stop Unity Services.
- b. Go to **Start > Programs > Unity > License Synchronizer > Update**.
- c. When complete, restart the server.

Cisco Unity 4.x

In Unity 4.0, the licensing has changed and no longer works with a USB or parallel key. Refer to Cisco Unity Licensing FAQ for more information on Cisco Unity 4.0 and licensing.

In order to check the available licenses, go to **Start > Programs > Unity > Licensing**.

Feature	License	Utilization	Expiration	Name in license files
Languages	1	-	-	LicLanguagesMax
Message recording full length	Licensed	-	-	LicMaxMsgRecLenIsLicensed
RealSpeak sessions	2	-	-	LicRealSpeakSessionsMax
Subscriber Mailboxes	100	6	-	LicSubscribersMax
Maximum Unified messaging subscri...	100	-	-	LicUMSubscribersMax
Cisco Unity Inbox subscribers	10	0	-	LicUMISubscribersMax
Voice ports	16	-	-	LicVoicePortsMax
AMIS	Not licensed	-	-	LicAMISIsLicensed
License pooling	Not licensed	-	-	LicPoolingIsEnabled
Secondary Unity server	Not licensed	0	-	LicSecondaryServerIsLicense
VPM	Not licensed	-	-	LicVPMIsLicensed

Note: Go to SA > Licensing > License Counts and Licensed features in order to verify that what is being shown on this page reflects Cisco Unity.

Error: Subscriber created, but was not added to distribution list due to error.

When a subscriber is imported, Cisco Unity displays the Subscriber created, but was not added to distribution list due to error message.

Solution

With Cisco Unity in an Exchange 2000 environment, when an existing Unity subscriber (who is a member of the AllSubscriber Public Distribution List (PDL) by default) is deleted and then imported again, an error message box is displayed. The error displayed reads Subscriber created, but was not added to distribution list due to error. This error occurs because when such a subscriber is deleted from Cisco Unity, the subscriber remains a member of the PDL. Even though the subscriber has been deleted, if any message is addressed to the PDL, the subscriber still receives this message only through email, not by voicemail.

When the subscriber is imported again, Cisco Unity automatically tries to add the subscriber to the AllSubscriber PDL. As the subscriber is already a member, Cisco Unity displays the error message mentioned.

The problem is solved if the Default Subscriber template is used in order to import the subscriber, and the AllSubscriber PDL is removed from the Default Subscriber template. Another solution is to re-import the subscriber with a different template, such that the subscriber is not part of the AllSubscriber PDL.

Error: Recipient does not have valid email address.

The recipient does not have valid email address error message is received when there is an attempt to add a PDL to Cisco Unity with Exchange 2000 and the Active Directory (AD) service. However, the existing PDL works.

Solution

This is not a problem with Cisco Unity, but rather with the permissions in the AD service used by Exchange 2000. In order to resolve this issue, create the PDL in the Exchange server with the proper Organization Unit (OU) for the AD service. After the changes are made, the Recipient Update Service (RUS) helps to stamp the e-mail address for the PDL.

Error: unrecognized error 0x80070005 has occurred.

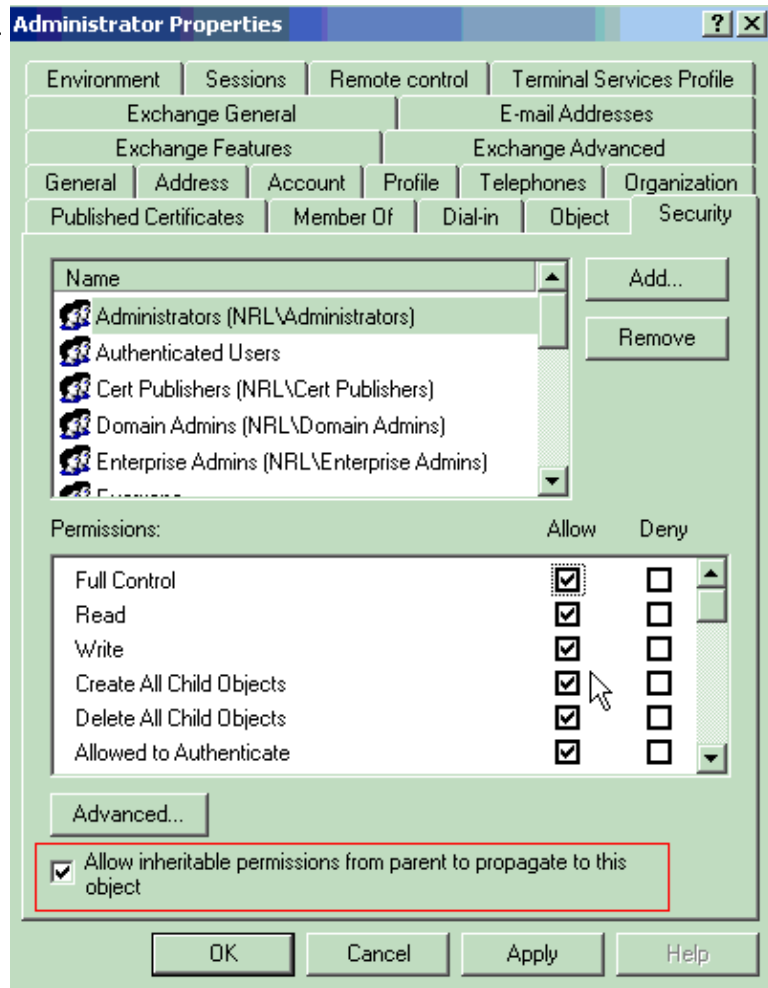
The import of a specific Exchange user to Cisco Unity fails, and the unrecognized error 0x80070005 has occurred. The new subscriber was not successfully added or Access Denied error message is displayed.

Solution

In order to resolve this issue, perform this procedure:

1. Check whether the the user account in the AD has inherited permissions from the OU. To do so, perform these steps:
 - a. From the desktop of the Cisco Unity server, click on **Tools Depot**. From the Tools Depot, run the **Permissions Wizard** on the OU from which users are to be imported
 - b. Go to **Active Directory Users and Computers**
 - c. Select **View > Advanced Features** in order to see the **Security** tab in the account properties.
 - d. Go to the **OU** and double-click on the user account in order to bring up the **Properties** page.
 - e. Click the **Security** tab.
 - f. Make sure that the **Allow inheritable permissions from parent to propagate to this object**

checkbox is checked.



2. Click on the **Properties** tab of the affected user in the AD. Then, click on the **Security** tab and make sure that the **Allow inheritable permissions from parent to propagate to this object** checkbox is checked for the user also.
3. Go to the **Start > Settings > Control Panel > Administrative Tools > Services**, and find out to which accounts the Av* Services have **LogOnAs**.

The **AvDSAD** and **AvDSGlobalCatalog** services must be running as accounts that are in the Domain Admin group, as well as have the other permissions shown in this document. The AvMsgStoreSvc service must **not** be in the Domain Admin group, and must be an Exchange Full Administrator.

4. Restart the **AvDSAD** and **AvDSGlobalCatalog** service.

Note: If the issue is not resolved after you complete these steps, run **setup.exe** from **C:\commserver\configurationsetup\setup.exe /sync** in the Cisco Unity server. Then, restart the Cisco Unity server.

Error: ERROR fetching MailStoreList

When an attempt is made to add a Cisco Unity subscriber using the Unity SA page, this error message is received:

```
ERROR fetching MailStoreList (for server servername)
hr=0x8004010F (0x9004010F)
Check that the AVDSGlobalCatalog is registered
```

Solution

Complete these steps in order to resolve the issue:

1. Go to the Cisco Unity server and choose **Start > Programs > Microsoft SQL Server > Enterprise Manager**.
2. Drill down to **Microsoft SQL Servers > SQL Server Group > Your Unity server_name > Databases > UnityDb** and click on **Tables**.
3. In the right pane, scroll down to locate and then right-click on the **MailboxStore** table. Then choose **Open Table > Return all rows**.
4. Make sure that the correct Exchange Server name is entered in the HomeServer field.
5. Reload the Cisco Unity server.

Error: The Cisco Unity service that monitors Active Directory (AvDSAD) failed to create object.

When I try to add a Cisco Unity subscriber to the distribution list, this error message displays:

```
Event Type:      Error
Event Source:    CiscoUnity_DSAD
Event Category:  Error
Event ID:        1048
Date:           2/29/2008
Time:           3:26:22 PM
User:           N/A
Computer:       UNITY1
Description:
The Cisco Unity service that monitors Active Directory (AvDSAD) failed to create object.

Type: AVOBJECTTYPE_RECIPIENT
Name: da4687450ff09540a8e9cf971a187c6d
Reason: ERROR_DS_NO_SUCH_OBJECT: There is no such object on the server.
Domain Controller: hawk.PPTNET.com
```

Possible causes include: 1) Network connectivity to the Domain Controller. 2) Insufficient rights for The Cisco Unity service that monitors Active Directory (AvDSAD) account.

Ensure that The Cisco Unity service that monitors Active Directory (AvDSAD) can contact the Domain Controller and has sufficient rights to create objects. If the problem persists, enable all the micro traces for The Cisco Unity service that monitors Active Directory (AvDSAD) in the Unity Diagnostic Tool.

Solution

Perform this procedure in order to resolve the issue:

1. Go to the Cisco Unity Tools Depot and run the **Permissions Wizard** to reset the permissions for the relevant service accounts.
2. Restart the **AvDSAD** and **AvDSGlobalCatalog** services.

Error: Blank page opens when user clicks Add Subscriber

When a user clicks the **Add Subscriber** button, the user receives a blank window.

Solution

Complete these steps in order to resolve the issue:

1. From the Cisco Unity server, click **Tools Depot** and choose **Administration Tools > DC/GC Reconnect Settings**.
2. Click the **Force Reconnect** button under the **Domain Controller** and **Global Catalog** tabs.

After you have completed this task, exit from **DC/GC Reconnect Settings** and continue with these steps:

1. Choose **Cisco Unity Tools Depot > Diagnostics Tools**, and double-click **DohPropTest**. Enter the password, and click the **DOH Property Tester** window.
2. Click **GC Monitor**, and choose **TotalResync**.

Restart the **AvDSAD** and **AvDSGlobalCatalog** services.

Related Information

- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Recommended Reading: Troubleshooting Cisco IP Telephony**
- **Technical Support & Documentation – Cisco Systems**

[Contacts & Feedback](#) | [Help](#) | [Site Map](#)

© 2007 – 2008 Cisco Systems, Inc. All rights reserved. [Terms & Conditions](#) | [Privacy Statement](#) | [Cookie Policy](#) | [Trademarks of Cisco Systems, Inc.](#)

Updated: Sep 10, 2008

Document ID: 13914
