

Cisco Unity: MTS User ID Does not Have the Right Permissions

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Introduction

This document addresses the issue of when an MTS user ID does not have the right permissions and the procedure you can use to solve this problem.

Prerequisites

Components Used

The information in this document is based on Cisco Unity for Exchange version 2.4(x) installed on Windows NT 4.0.

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.

Problem

One of these error messages:

```
The User ID for the MTS System Package was not found  
MTS user id does not have the right permissions
```

can occur in one of two scenarios:

- The message might be generated on the screen during a Cisco Unity upgrade.
- When a Syscheck runs if Unity is installed, the administrator cannot access the SA, and there are DCOM error messages.

Solution

Complete these steps:

1. Choose **Start > Programs > Windows NT 4.0 Option Pack > Microsoft Transaction Server > Transaction Server Explorer** and open **Console Root**. This launches the Microsoft Management console.
2. Choose **Microsoft Transaction Server > Computers > My Computer > Packages Installed**.

3. Right-click **System** and select **Properties**.
 4. Go to the Identity tab and select the **Interactive User Account**.
 5. Click **OK** to close the Microsoft Management Console and saving the settings.
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Related Information

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