

# Cisco Unity with ActiveFax Cannot Hear Prompts

Document ID: 15255

---

## Introduction

### Prerequisites

Requirements

Components Used

Conventions

### Problem

### Solution

### Related Information

---

## Introduction

This document describes how to resolve an issue when Cisco Unity plays prompts, but you cannot hear them over the Telephone User Interface (TUI).

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

The information in this document is based on Cisco Unity for Exchange Unified Messaging with ActiveFax version 2.4(6) and earlier.

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

After making changes to or installing ActiveFax, Cisco Unity is playing prompts, but you cannot hear them over the Telephone User Interface (TUI).

## Solution

This is resolved by replacing a 'bad' version of a dll with a 'good' version.

- LIBDXXMT.DLL 'bad' version = 98, 8, 0, 3
- LIBDXXMTDLL 'good' version = 97, 6, 0

1. In Winnt\System32, you will find the file: LIBDXXMT.DLL. Rename it to LIBDXXMT.OLD.

2. Put Unity CD1 in the drive and copy the LIBDXXMT.DLL TSPSetup\Lib directory over into the System32 directory.
  3. Reboot the Unity server.
- 

## Related Information

- [Voice Technology Support](#)
  - [Voice and Unified Communication Support](#)
  - [Technical Support & Documentation – Cisco Systems](#)
- 

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

© 2009 – 2010 Cisco Systems, Inc. All rights reserved. [Terms & Conditions](#) | [Privacy Statement](#) | [Cookie Policy](#) | [Trademarks of Cisco Systems, Inc.](#)

---

Updated: Jan 10, 2006

Document ID: 15255

---