

Cisco Unity 3.0(1) or Later Does Not Start Automatically or Users Cannot be Imported

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Introduction

This document describes an issue when Cisco Unity 3.0(1) or later does not start automatically or users cannot be imported.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on the Cisco Unity 3.0(1) and later.

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

The following symptoms may exist if a new Cisco Unity installation is not complete.

- Cisco Unity does not automatically start after installation: All of the Unity services are set to manual.
- In the Exchange Information section in the Add Subscriber window in Unity, the Alias, Server, or Mailstore fields are not populated.

These symptoms may exist because Unity Configuration Setup has not yet been run. Unity Configuration Setup is the portion of the Unity installation that attaches Unity to the mail server.

Solution

Run **Configuration Setup** which is located on the Unity system desktop. Configuration Setup is also located in `\CommServer\ConfigurationSetup\Setup.exe`.

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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