

Cisco Unity 3.0(1) or Later Fails to Start with Outlook 2000 Installed

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Introduction

This document applies to Cisco Unity 3.0(1) or later with Microsoft Outlook 2000 installed on the same machine.

Before You Begin

Conventions

For more information on document conventions, see the Cisco Technical Tips Conventions.

Prerequisites

There are no specific prerequisites for this document.

Components Used

The information in this document is based on the software and hardware versions below.

- Cisco Unity 3.0(1)
- Microsoft Outlook 2000

The information presented in this document was created from devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If you are working in a live network, ensure that you understand the potential impact of any command before using it.

Problem

Cisco Unity fails to start with Microsoft Outlook 2000 installed on the same machine. The following error message is logged to the Application Log.

Source: MALEx_MC

Event: 30002

Last Category An attempt to access Exchange Private Store has failed: 8004011d. The MAPI s

This behavior can occur, and this error message is generated, because Microsoft Outlook 2000 has overwritten the Mapi32.dll which is shared by the Microsoft Exchange Messaging Tools. Due to this conflict, Cisco does not support installing Microsoft Outlook 2000 on the Unity machine.

Solution

Remove Microsoft Outlook

To remove Microsoft Outlook, perform the following steps.

1. From the system Control Panel, go to **Add/Remove Programs**.
2. Remove Microsoft Outlook.
3. Restart Cisco Unity.

Related Information

- [Voice Technology Support](#)
- [Voice and IP Communications Product Support](#)
- [Recommended Reading: Troubleshooting Cisco IP Telephony](#)
- [Technical Support & Documentation – Cisco Systems](#)

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