

Cisco Unity 3.0(1) and Later Configuration Setup Error Message: No Cisco Schema Extensions Found

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Introduction

This document applies to Cisco Unity 3.0(1) and later, integrating with either Microsoft Exchange 2000 or a mixed Exchange Server environment (Exchange 2000 Server and Exchange Server 5.5). Cisco Unity 3.0 or later integrations with a pure Microsoft Exchange 5.5 environment do not apply to this document.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Microsoft Exchange 2000 Server
- Microsoft Exchange Server 5.5

Components Used

The information in this document is based on 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

When you run the Cisco Unity Configuration setup, this error message is displayed:

```
No Cisco schema extensions found
```

Cisco Unity 3.0(1) and later requires the Active Directory schema to be extended when integrating with either Microsoft Exchange 2000 or a mixed Exchange Server environment. The schema modification must be performed on the domain controller with the Schema Master Flexible Single Master Operation (FSMO) role. Only one domain controller per Active Directory forest will have the Schema Master role.

The Configuration Setup fails if the Active Directory schema has not been extended, or if replication has not yet occurred between domain controllers.

Solutions

If ADSchemaSetup.exe Has Not Been Run

Locate the Schema Master in the forest and run the ADSchemaSetup.exe tool. The ADSchemaSetup.exe tool is located in the ADSchemaSetup directory on Cisco Unity Application Disk 1. The account which runs this tool must be a member of the Schema Admins group.

By default, the first machine to have Active Directory installed is the machine that holds the Schema Master FSMO role. If you are not sure which machine is the Schema Master, refer to Microsoft KB article Q234790 .

Note: If you receive an **ADSchemaSetup.exe runtime error:** error message, run **ADSchemaSetup.exe** either from the Unity CD1 or copy the entire CD1 to the Server and then run the tool in order to resolve this issue.

If ADSchemaSetup.exe Has Been Run

If ADSchemaSetup.exe has been run and Cisco Unity Configuration Setup still fails, it is probable that replication has not yet occurred in the forest. Replication between domain controllers within the same Active Directory site cannot be scheduled and occur every five minutes. Replication between Active Directory sites can be scheduled. With scheduled replication, the frequency can be from 15 minutes to 7 days, depending on how it was configured.

If replication has not occurred, it might be necessary to force replication between domain controllers. Refer to Microsoft KB article Q232072 for assistance with initiating replication.

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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