

Error Message with Cisco Unity VMO: "Unknown Problems are Preventing the Connection to the Server"

Document ID: 17803

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Introduction

This document explains how to configure the IP address for the ViewMail for Outlook (VMO) Media Master.

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.

- VMO for Cisco Unity 2.4.6 and 3.0.X, Unity 2.4.6, Unity 3.X

Problem

User configures the IP address of the Cisco CallManager instead of Cisco Unity server, causing playback and recording with phone to fail.

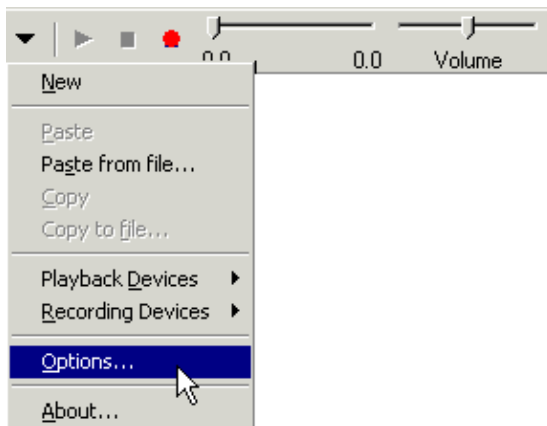
Solution

If you want to configure VMO Media Master to play back and record using the Cisco IP phone, you must configure the hostname or the IP address of the Cisco Unity server, not the Cisco CallManager server.

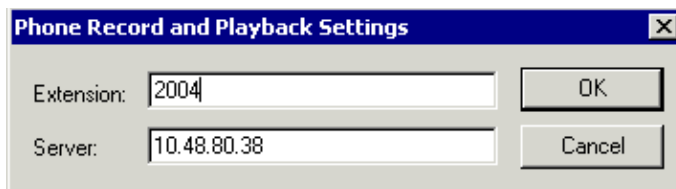
Note: Subscribers who use Outlook 98 with Windows 2000 or Windows XP must have local administrative rights to their workstations to use ViewMail. Assign the subscriber local administrative rights to his/her workstation. For more information, refer to caveat CSCeb51411 .

Follow the steps below to fix the problem.

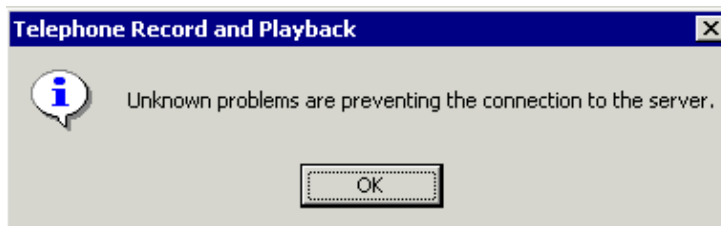
1. In order to configure this, select **Options**.



2. On the Phone Record and Playback Settings enter your extension and the IP address or the hostname of the Cisco Unity server. If you put a host name, make sure that you can resolve the name to the IP address of the Unity server.



If you configure anything other than the Cisco Unity server, Media Master bar will display the following error when you try to playback or record a message:



Related Information

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

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Updated: Jan 10, 2006

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