

Cisco Unity VMO Errors and Solutions

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Introduction

Prerequisites

- Requirements

- Components Used

- Conventions

Problem

Solutions

- Make Sure There are Sufficient Registry Privileges

- How to Apply Proper Registry Privileges

- How to Reinstall the VMO Client

- VMO Error in Windows XP

Prompt to enter credentials during an attempt to play a voicemail with ViewMail for Microsoft Outlook

- Use DCOMCNFG

Users Experience Issues When the Voicemail Through PC Speakers Using VMO

Toolbar Plays

- Solution

NetPro Discussion Forums – Featured Conversations

Related Information

Introduction

The information in this document is based on Cisco Unity for Microsoft Exchange, all versions.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

This document is not restricted to specific software and hardware versions.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Problem

When you attempt to open a voicemail message in ViewMail for Outlook (VMO), the user gets The custom form could not be opened. Outlook uses the default form instead. error message. The user is still able to listen to this same voicemail message with the use of the Media Player in Microsoft Windows.

Solutions

This error can usually be resolved by one of two ways:

- Make sure there are sufficient registry privileges and apply them.
- Reinstall the VMO Client.

Make Sure There are Sufficient Registry Privileges

If there are insufficient registry privileges for the local non-administrative users of a subscriber computer, the custom form available with VMO does not open for these users. This occurs even if the VMO installation was completed successfully and without errors. When a subscriber who is a non-administrative user attempts to open the VMO form, this error is displayed:

```
The custom form could not be opened. Outlook
will use an Outlook form instead. An error occurred
registering the form in the OLE registry.
```

Outlook custom forms require access to the registry key, HKEY_CURRENT_USER\Software\Classes. If the proper permissions are not set for this key, non-administrative users are not able to open custom Outlook forms, which includes the VMO form.

This document addresses the steps required to resolve insufficient registry privileges, but there can be other reasons why a subscriber is not able to open the VMO form. You should first review the Problem section in order to verify that insufficient registry privileges are the cause of your VMO form errors before you proceed to the Solutions section.

There can be several explanations for why a subscriber cannot open a VMO form. Complete these steps in order to verify that you experience insufficient registry privileges:

1. Log on to the computer as the subscriber who cannot open the VMO form, and start Outlook.
2. Click **New** in order to open a blank e-mail message.
3. In the Untitled Message form, choose **Tools > Forms > Design This Form**. This opens the form in design mode.
4. Choose **Tools > Forms > Publish Form As**.
5. In the Publish Form As dialog box, confirm that Personal Forms Library is selected in the Look In menu.
6. In the Form Name field, enter **test**.
7. Click **Publish**. When prompted, click **No** in order to indicate that you do not intend to send the form to others.
8. Close the form. You do not need to save your changes.
9. Complete these steps in order to open your test form:
 - a. Choose **File > New > Choose Form**.
 - b. In the Choose Form dialog box, click **Personal Forms Library** from the Look In menu.
 - c. Click your test form, and click **Open**.
10. If this error message is displayed, you have successfully verified that the failure of the VMO form to open is caused by insufficient registry privileges:

```
The custom form could not be
opened. Outlook will use an Outlook form instead.
An error occurred registering the form in the OLE
registry.
```

Proceed to the How to Apply Proper Registry Privileges section in order to correct the problem. If you did not receive the previous error, see the How to Reinstall the VMO Client section of this document.

How to Apply Proper Registry Privileges

Complete these steps in order to resolve insufficient registry privileges. SubscriberA represents any subscriber who does not have local administrative rights on his or her computer, and who is unable to open the VMO form due to insufficient registry privileges.

1. Grant local administrative rights to SubscriberA, and then log on to the computer of SubscriberA as SubscriberA.
2. Start Regedt32.exe. You cannot use Regedit.exe in order to perform this procedure.



Caution: If you change the wrong registry key or enter an incorrect value, this can cause the

server to malfunction. Before you edit the registry, confirm that you know how to restore it if a problem occurs. A typical backup of the Cisco Unity server does not back up the registry. For additional information, refer to the Restoring the Registry Help topic in Regedit.exe or the Restoring a Registry Key Help topic in Regedt32.exe. If you have any questions about changing this registry key setting, contact the Cisco Technical Support.

3. If you do not have a current backup of the registry, choose **Registry > Export** Registry File, and save the registry settings to a file.
4. Expand the **HKEY_CURRENT_USER\Software\Classes** key.
5. While this key is highlighted, choose **Security > Permissions**.
6. Complete these steps in the Permission For Classes dialog box:
 - a. Click **SubscriberA** in the Name box.
 - b. Click the **Read** and **Full Control** boxes.
 - c. Click **OK**.
7. Close **Regedt32**.
8. Log off the subscriber computer, and then log back on with an account that has local administrative rights.
9. Remove SubscriberA from the local server administrative group.
10. Log off the computer, and then log back on as SubscriberA.
11. Start Outlook, and open the **VMO form**. You should be able to do so without error.

You can also change the registry privileges for a subscriber without the need to grant the subscriber local administrative rights. In order to do so, first determine which key under HK_USERS belongs to SubscriberA, and then change the permissions under the Software\Classes key as appropriate.

How to Reinstall the VMO Client

If you have set the proper registry privileges and still see the error message, you should consider the reinstallation of the VMO client. Uninstall VMO on the client workstation with this procedure and then reinstall the VMO Client.

1. Remove the \Program Files\Viewmail\ directory and all of its components.
2. Remove all of these files (if they exist) from C:\Winnt\System32:

- ◆ AvResLoaderSvrSL.dll
- ◆ AvTrapConnectionHolderSvr.exe
- ◆ AvTsmSL.dll
- ◆ Avvox.acm
- ◆ AvWavSl.dll

◆ AvResSvr.dll

3. Unpublish the VMO form with this procedure:

- a. From the menu in Microsoft Outlook, choose **Tools > Options**.
 - b. Choose **Other**.
 - c. Click **Advanced Options**.
 - d. Click **Custom Forms**.
 - e. Click **Manage Forms**.
 - f. Make sure the Form Manager window is set to **Personal Forms**. Choose **ViewMail for Outlook**, then click **Delete**.
 - g. Click **Yes** in order to delete the form.
 - h. Click **Close**.
 - i. Click **OK** to all the windows.
4. Locate the file FRMcache.dat on the client workstation and rename the file to *FRMcache.old*.
5. Reinstall the VMO client software. Instructions can be found in the Unity System Administration Guide.

Note: You can find all the keys that VMO adds to the registry during the installation in the registry locations `localMachine > Software > Cisco Systems` and `localUser > Software > Cisco Systems`.

VMO Error in Windows XP

ActiveX one-off form error

During the attempt to listen to a voicemail with the ViewMail for Outlook in Windows XP, the To help prevent malicious code from running, one or more objects in this form were not loaded. For more information please contact your administrator. error occurs.

Make sure there are no add-ons for Outlook that can block ActiveX controls.

Check for blocked ActiveX Controls in Outlook 2002 SP3 and Outlook 2003 that add restrictions on which ActiveX controls run on one-off forms. In Outlook 2003, only the basic form controls, for example, text box, combo box, and so forth, message body control, recipient control, and Outlook View Control load on a one-off form. In Outlook 2002 SP3, the ActiveX controls that are not marked safe for scripting do not load.

The ideal solution for this issue is to avoid one-off forms completely. If you must use a one-off and you use Outlook 2003, you can use a registry entry or policy in order to control the behavior.

Note: This option is not available in Outlook 2002 SP3.

In order to use a registry entry, add a **DWORD** value named **AllowActiveXOneOffForms** to the `HKEY_CURRENT_USER\Software\Microsoft\Office\11.0\Outlook\Security` value and set it to one of these values:

- Set it to **0** in order to load only the frm20.dll controls, the Outlook View Control, Outlook Recipient Control, and the docsite (message body) control.
- Set it to **1** in order to allow only controls marked as **safe for initialization** to load.
- Set it to **2** in order to allow all ActiveX controls to load.

VMO error: Unknown problems are preventing the completion of the call

With VMO 3.x and 4.x that runs on Windows XP SP2, and the use of the phone as the playback/recording device in order to play/record a voice mail with ViewMail for Outlook, the phone rings, and when the phone is answered there is silence or the Unknown problems are preventing the completion of the call. error message is displayed.

This is due to the Windows XP SP2 built-in firewall that blocks incoming traffic to TCP port 135. With VMO telephone playback, Cisco Unity makes a DCOM callback to Outlook in order to fetch the audio stream and since DCOM needs TCP port 135 to establish a connection, the callback fails. Other third party security software such as anti-virus software and VPN software can also cause incoming DCOM calls to fail.

There are two options as the workaround:


1. Upgrade to VMO 4.0(4) and Cisco Unity 4.0 (4). The telephone record and playback feature in VMO 4.0(4) and Cisco Unity 4.0 (4) are redesigned such that there are no DCOM calls from Cisco Unity to the Outlook. Therefore Cisco Unity is immune to client issues, such as RPC hang, DCOM traffic blocked by third party security software, and so forth. Upgrade both Cisco Unity and VMO to version 4.0(4).
2. Set up the Windows XP SP2 Personal Firewall (add exceptions) in order to allow traffic to port 135 and also to allow the process C:\Windows\system32\AvTrapConnectionHolderSvr.exe process.

Refer to the Microsoft Knowledge Base article 842242 Some programs seem to stop working after you install Windows XP Service Pack 2 for more information.

The Unknown problems are preventing the completion of the call error can also occur when there is an IP address misconfiguration or a DNS problem. For example, you configured the IP address of the Cisco CallManager instead of the Cisco Unity server, or, if you use a hostname, DNS resolution is not successfully performed. You must configure the hostname or the IP address of the Cisco Unity server, not the Cisco CallManager server, in order to configure Cisco Unity View Mail for Outlook (VMO) Media Master to play back and record with the Cisco IP phone.

Complete these steps in order to resolve the issue:

1. Choose **Options**.
2. On the **Phone Record and Playback Settings** window, enter your extension and the IP address or the hostname of the Cisco Unity server. If you include a hostname, make sure that you can resolve the name to the IP address of the Cisco Unity server.

If the previous steps did not resolve the issue, run Permissions Wizard  and make sure that the **Grant Dcomm rights** and **Enable the Media Master Control** options are checked.

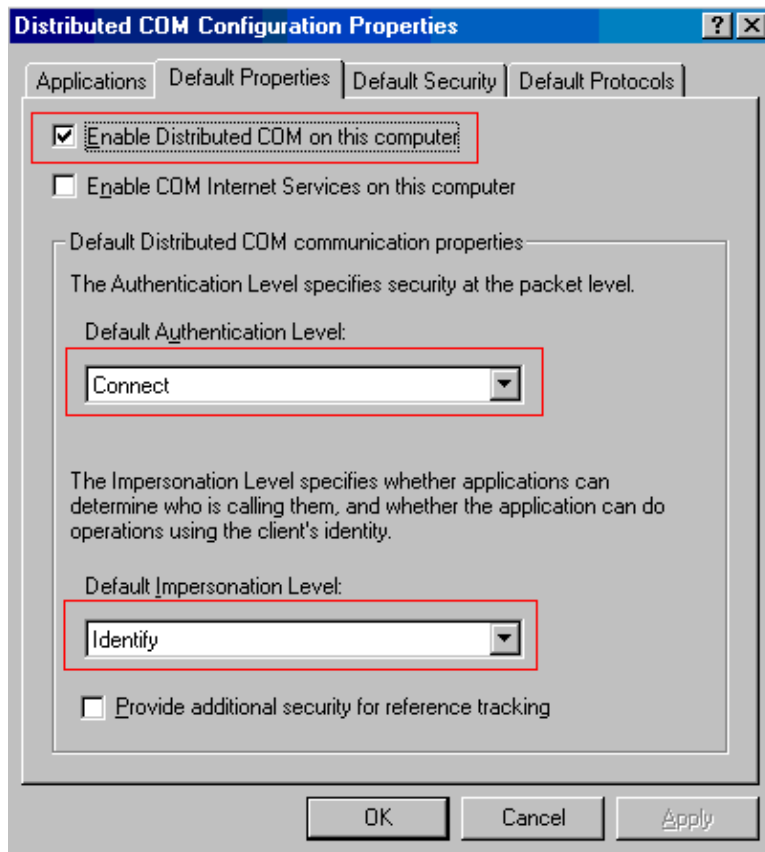
Prompt to enter credentials during an attempt to play a voicemail with ViewMail for Microsoft Outlook

When you click the media bar play button on VMO in order to play a message, a prompt for credentials is created. When you attempt to enter the correct credentials, login fails. If you choose the the cancel button, this error message appears.

Access was denied when connecting to the voice server. To use the telephone you must be logged in with your subscriber account.

Use DCOMCNFG

As a solution to the previous problem, run **DCOMCNFG** on both the Cisco Unity Server and user machine. Choose **Start > Run**, type **DCOMCNFG** and press **Enter**.



Complete these steps:

1. Choose **Default Properties** and check **Enable Distributed COM** on this computer.
2. Choose **Connect** for the Default Authentication level and **Identify** for the Default Impersonation Level.
3. Run the **Permission Wizard** in the Cisco Unity server.
4. Restart the Cisco Unity server.

Users Experience Issues When the Voicemail Through PC Speakers Using VMO Toolbar Plays

Some VMO users are unable to hear the voicemail messages, when PC speakers are selected as the playback devices. There are no errors or warnings displayed in event viewer on the client PC and the Cisco Unity server. If VMO users select their phone as playback device, it works just fine and it is possible to hear the voicemail messages.

Solution

Check if the users who are not able to play messages shows the ViewMail add-on disabled in their Outlook and if file that is disabled is `tfxext32.dll`. If so, choose **Help > About Microsoft Office Outlook** in the Outlook client and click **Disabled Items**. Now, choose `tfxext32.dll` file and click **Enable**.

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