

Administrator Account not Associated with Unity Subscriber

Document ID: 20717

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Introduction

This document describes the problem and solution related to fixing an administrator account when it is not associated with a Cisco Unity subscriber.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on Cisco Unity version 3.x.

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

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

Problem

When you attempt to access the System Administrator (SA) page, you may receive an error that states that the administrator account is not associated with the Cisco Unity subscriber.

Solution

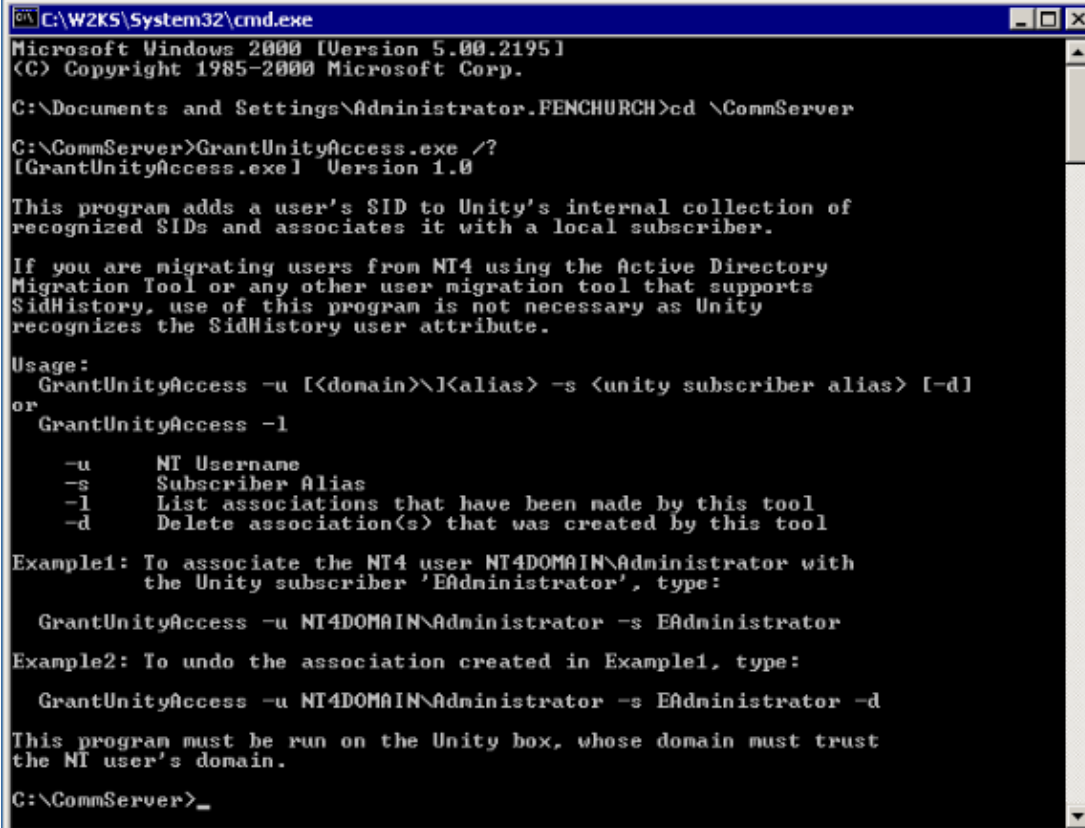
To gain appropriate rights to access the SA page, you must run the **GrantUnityAccess utility**. This tool is located at `C:\commserver\grantunityaccess.exe`.

If you run this utility with no options, the instructions should display. The normal use of this tool is to provide the domain/alias of the account which is to have access to the SA, and then from which account to copy those rights.

For example, if the alias of the user you want to give administration rights to is TempAdministrator and your domain name is MyDOMAIN, use the **GrantUnityAccess -u MyDOMAIN\TempAdministrator -s Installer** command at the DOS prompt:

The installer account is a special account that always has administration rights but is not created in the directory. It is local to the SQL database only.

This screen shot shows the other options available for the GrantUnityAccess utility.



```
C:\W2K5\System32\cmd.exe
Microsoft Windows 2000 [Version 5.00.2195]
(C) Copyright 1985-2000 Microsoft Corp.

C:\Documents and Settings\Administrator.FENCHURCH>cd \CommServer
C:\CommServer>GrantUnityAccess.exe /?
[GrantUnityAccess.exe] Version 1.0

This program adds a user's SID to Unity's internal collection of
recognized SIDs and associates it with a local subscriber.

If you are migrating users from NT4 using the Active Directory
Migration Tool or any other user migration tool that supports
SidHistory, use of this program is not necessary as Unity
recognizes the SidHistory user attribute.

Usage:
GrantUnityAccess -u [<domain>\]<alias> -s <unity subscriber alias> [-d]
or
GrantUnityAccess -l

-u      NT Username
-s      Subscriber Alias
-l      List associations that have been made by this tool
-d      Delete association(s) that was created by this tool

Example1: To associate the NT4 user NT4DOMAIN\Administrator with
the Unity subscriber 'EAdministrator', type:

GrantUnityAccess -u NT4DOMAIN\Administrator -s EAdministrator

Example2: To undo the association created in Example1, type:

GrantUnityAccess -u NT4DOMAIN\Administrator -s EAdministrator -d

This program must be run on the Unity box, whose domain must trust
the NT user's domain.

C:\CommServer>_
```

For more information about the GrantUnityAccess utility using Cisco Unity 3.1, refer to Granting Administrative Rights to Other Cisco Unity Servers.

For more information about the GrantUnityAccess utility using Cisco Unity 4.0, refer to Granting Administrative Rights to Other Cisco Unity Servers.

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Updated: Feb 02, 2006

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