

Cisco Unity 3.0(1) or 3.0(2): Directory Handler Searches Return Failsafe

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Introduction

This document describes a problem that can occur during upgrades of Cisco Unity 3.0(1) or 3.0(2) to a later version. The problem occurs when Cisco Unity 3.0(1) or 3.0(2) Active Directory schema updates exist, but may not be populated with all Cisco Unity objects. This issue only impacts Message Store integrations with Microsoft Exchange 2000. Callers may hear the fail-safe prompt when they attempt to use the Find By Name function, such as the Directory Call Handler. They may also hear the prompt when they attempt to address or forward a message with the Find By Name function.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on Cisco Unity 3.0(1) or 3.0(2).

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

Any search you perform that uses the directory handler encounters the failsafe after you enter the name on which to search. For each failure, errors are logged in the application event log. The first error, shown here, can help identify this problem:

```
Event Type:      Error
Event Source:    AvConvMsg_MC
Event ID:        10002
Date:            1/16/2002
Time:            12:28:47 PM
User:            N/A
Computer:        MN-UNITY
Description:
IAvDohLocation::Get(AVP_DISTINGUISHED_NAME) returned [0x80004005] on line 7199 of fil
h:\CommSvr\Sources\AvConvUtilities\AvConvAddrSearchSvr\AvSAddrSearcher.cpp
Running conversation AD on Port 3 Running conversation AddrSearchConv on
Port 3
```

If this error matches what you see on your system, open **Active Directory Users and Computers**. This is available from the MMC.exe or the Exchange 2000 Programs menu. (Choose **Start > Programs > Microsoft Exchange**.)

Look in Active Directory in the Unity/Locations containers. From the View menu, choose **Advanced Features**. If the default location object is missing from the Locations container, follow the procedure found in the [Solution](#) section. (You can identify the default location object as defaultxxxxxxx, where xxxxxxxx is an alphanumeric string.)

Note: If you have multiple Cisco Unity systems installed, there should be one location object for each Cisco Unity server.

Solution

Complete these steps:

1. Verify that the location object exists in Structured Query Language (SQL).
 - a. Choose **Start > Programs > Microsoft SQL Server** to open the SQL Enterprise Manager.
 - b. Double-click each of these elements to expand the tree view:
 - Microsoft SQL Servers
 - SQL Server Group
 - *UnityServerName*

- Databases
 - Unitydb
 - Tables
- c. From the right pane, right-click the **Location Table**, and choose **Return all rows** from the Open Table menu.
- d. Look for a row in this table that has a default alias in the second column.

If you see this alias row, continue to Step 2. If this is a Cisco Unity upgrade and you do not find an alias row, complete these steps:

- Choose **Start > Run**, and enter **regedit** in the Open field.
- Choose **HKLM > Software > Active Voice > Doh > 1.00** and obtain the SystemId.

Record the hex and decimal values.

- Obtain the location object ID from an existing subscriber.

To do this in SQL, choose **Select * from Subscriber**.

Record the LocationObjectId column value.

- Click the SQL icon from the table query.

This opens a window where you can update the Location table.

- Add the default location with the `INSERT` command shown here:

```
INSERT INTO Location (Alias,HomeServer,LocationObjectId,
  Uid,TextName,Undeletable)
VALUES ('Default', '<the unity server>', '<the
  location object id collected above>', 'Default<thehex system
  id collected above>', '{Default}', 1, <the decimal system
  id collected above>')
```

Example:

```
INSERT INTO Location (Alias,HomeServer,LocationObjectId,
  Uid,TextName,Undeletable)
VALUES ('Default','UnityServerName','D789E916-237C-40DE-8A7A-
  2043F5D558BE','Default3c914836', '{Default}', 1, 1016154166)
```

- e. If an alias row does not exist and this is not an upgrade, ensure that `AdSchemaSetup.exe` has been run on the SchemaMaster server with an account that is a member of the SchemaAdmins group.

Continue with the remaining steps in this section, which enable you to add this row once the schema is extended.

Note: Schema changes may take some time to replicate. The next set of steps must be performed after replication of the schema is finished.

2. Verify that Active Directory objects are organizational units, not containers.
 - a. From the Active Directory Users & Computers snap-in, expand the node in which the Cisco Unity domain is installed.
 - b. From the View menu, choose **Advanced Features**.
 - c. Check to be sure that the Unity object in the list has **Organizational Unit** in the Type column.

If the Unity object type is listed as Container, perform these steps:

- Right-click the Cisco Unity object.
 - Choose **Delete**.
 - Click **Yes** on the confirmation dialog.
- d. Right-click the area in the right pane, and choose **New > Organizational Unit** to recreate the objects.
 - e. Enter **Unity** as the Object Name.
 - f. Double-click the Cisco Unity object you just created.

The right pane should be empty.
 - g. Right-click the area in the right pane, and choose **New > Organizational Unit**.
 - h. Enter **Locations** as the name.
3. Verify that Cisco Unity directory registry entries use organizational units, not containers.

- a. Choose **Start > Run**, and enter **regedit** in the Open field.
- b. From Regedit, open the **My Computer\HKEY_LOCAL_MACHINE\SOFTWARE\Active Voice\Directory Connectors** branch.

For Exchange 2000, the `\DirSynchronAD\1.00\Locations` node should contain two keys: **New Objects** and **Root**.

- c. For both the **New Objects** and **Root** keys, change any "cn" in the string value to "ou".

For example, change:

```
cn=Locations,cn=Unity,DC=UnityServerName,DC=TestDomain,DC=cisco,DC=com
```

to

```
ou=Locations,ou=Unity,DC=UnityServerName,DC=TestDomain,DC=cisco,DC=com
```

4. Run **Configuration Setup** again using the `-sync` option.

This puts the location back into the directory.

- a. From the Services control panel, stop the AvDSAD service.
- b. With either the installer or service account, open a command prompt and run `\Commsvr\ConfigurationSetup\setup -sync`.
- c. Click **Next**.


This may take some time; it depends on how many users your domain contains.

- d. Click **Finish** when the setup is complete.
 - e. From the Services control panel, start the AvDSAD service.
5. Verify that the directory handler works as expected.

If it does not, check for the location object noted in the [Problem](#) section.

Note: None of the steps in this procedure stop the process of calls by Cisco Unity. However, you may want to validate Cisco Unity startup and shutdown functions at the next convenient service window. To validate these functions, stop Cisco Unity from the tray icon, reboot the server, and stop/start Cisco Unity from the tray icon once more.

Related Information

- [Voice Technology Support](#)
- [Voice and IP Communications Product Support](#)
- [Voice, Telephony and Messaging TAC eLearning Solutions](#)
- **Recommended Reading:** [Troubleshooting Cisco IP Telephony](#) 
- [Technical Support - Cisco Systems](#)

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