

Cisco Unity 3.x and 2.x Return Receipt is Showing Up in Voice Message Box

Document ID: 23791

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Introduction

When you check messages over the Telephone User Interface (TUI), the return receipts are included with voice messages, and the subscriber must delete them before they can listen to their voice mail messages.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document applies to all versions of Cisco Unity for Exchange.

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

If the return receipt option is enabled in Microsoft Outlook and an email is sent, when that email is viewed, a return receipt is generated and returned to the original sender. This return receipt message is treated as a voice mail by Cisco Unity and delivered to the voice mail stack, which interferes with the normal play back of voice messages over the telephone user interface (TUI).

Solution(s)

There are two methods by which you can prevent the inclusion of return receipts in the voice mail stack.

Manually Change the Registry Setting

In order to change the registry setting manually, complete these steps:

1. On the Cisco Unity server, click **Start > Run**, type **Regedit**, and press **Enter**.



Caution: When you change the wrong registry key or when you enter an incorrect value, this value can cause the server to malfunction. Before you edit the registry, make sure you understand how to restore the registry if a problem occurs. For help, refer to the Restoring topics in the Registry Editor Help.

Note: A typical backup of the Cisco Unity server does not back up the registry. Also, for Cisco Unity failover, registry changes on one the Cisco Unity server must be made manually on the other Cisco Unity server, because registry changes are not replicated. If you have any questions as to how to change registry key settings, contact Cisco Technical Support.

2. If you do not have a current backup of the registry, click **Registry > Export Registry File**, choose **Export Range = All**, and save the registry settings to a file.
3. Expand the key: `HKLM\ SOFTWARE\ Active Voice\ Conversations\ 1.0\`

A key called Exclude Return Receipts is visible now. This is a DWORD which defaults to zero. If you set this to 1 and restart Cisco Unity, receipts are no longer included in the voice mail stack for all users. If you do not see the key name, add it and set the value equal to 1 (true). If the registry setting is not present or is false, Cisco Unity continues to include return receipts in the voice message stack.

Change the Registry Setting with the Advanced Settings Tool in Unity 3.x and 4.x

If you have Cisco Unity 3.x and 4.x, you can change the registry setting with the help of the Advanced Settings Tool. Complete these steps:

1. On the CiscoUnity server, click **Start > Programs > Unity > Unity tools Depot**. Or, if you see this icon on your desktop, you can double-click on it.
2. Expand Administration Tools and double-click the **Advanced Settings Tool**.
3. In the left pane, choose **Exclude return receipts from voice mail stack**. In the right pane, choose **New Value = 1**, and click **Set**.

Note: When the **Exclude All Receipts** key is set to 1, it overrides the **Exclude Return Receipts** key. In this case, all receipts, both NDRs and return receipts, are excluded from the message stack. This is true even when the **Exclude Return Receipts** key is set to include return receipts, which means its value is 0. However, when the **Exclude All Receipts** key is (re)set to 0 (or missing), Cisco Unity honors the **Exclude Return Receipts** key. Thus, even if the **Exclude All Receipts** key is (re)set to 0 (or missing), Cisco Unity does not include return receipts in the message stack when the **Exclude Return Receipts** key is set to 1.

4. Reboot the Cisco Unity server.

Tools Information

For additional resources, refer to Cisco Technical Support and Tools & Resources.

Related Information

- **Voice Technology Support**
 - **Voice and IP Communications Product Support**
 - **Recommended Reading: Troubleshooting Cisco IP Telephony**
 - **Technical Support – Cisco Systems**
 - **Field Notices**
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Updated: Feb 02, 2006

Document ID: 23791
