

SMDI Integration on Cisco Unity with Leading Zeros

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Introduction

When you troubleshoot serial integrations with leading zeros, there are some settings in the switch and serial integration files which you must take into consideration. This document explains these settings and some open defects that can affect functionality. This document also solves these problems:

- Cisco Unity subscriber extensions with leading zeros fail to integrate.
- An Automatic Number Identification (ANI) (calling number) with leading zeros is modified by Cisco Unity in order to remove the leading zeros.

Prerequisites

Requirements

Readers of this document should have knowledge of these topics:

- Cisco Unity 2.4(6), 3.x, and 4.x administration
- Serial or Simple Messaging Desktop Interface (SMDI) integration

Components Used

The information in this document is based on these software versions:

- Cisco Unity 2.4(6), 3.x, and 4.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.

Solutions

For serial integrations, one of the primary files that Cisco Unity uses is the switch configuration file. This file has one setting called AllowZeroLeadingExtensions that can affect the handling of leading zeros. It is found in the Commsrver\Intlib directory.

Look in the registry under this key in order to see which switch file is active.

- For Cisco Unity 2.4(6) and 3.x:

```
HKEY_LOCAL_MACHINE\SOFTWARE\Active Voice\MIU\1.0\
Initialization\Switch0\Switch Configuration File
```

- For Cisco Unity 4.x

```
HKEY_LOCAL_MACHINE\SOFTWARE\Active Voice\MIU\1.0\
Initialization\Integrations\
```

Under this key you find all your integrations that you configured in the Cisco Unity Server Manage Integrations Utility under **Start > Programs > Unity > Manage Integrations**. You can edit this file directly with Notepad. The pertinent variables are explained in AllowZeroLeadingExtensions Setting.

AllowZeroLeadingExtensions Setting

The setting that affects the handling of leading zeros is the AllowZeroLeadingExtensions setting. This setting gives you two choices. When set to **1**, Cisco Unity assumes all extensions to be of the length set in "default extension length," regardless of zeros. For example, if the default extension length is set to 4, then 0001234 is assumed to be extension 1234, and 0000123 is extension 0123. This allows for extensions that use zeros as leading digits, but prohibits the use of variable-length extensions.

When set to **0**, Cisco Unity strips all the zeros on the left from the extension fields in serial packets. This allows for extensions with variable length, but prohibits the use of extensions that use a zero as the first digit. For example, 0001234 is assumed to be extension 1234, and 0000123 is extension 123. In this scenario, the "default extension length" set in Cisco Unity effectively becomes "maximum extension length". This means that if the default extension length is set to 4 and 0012345 is received, the extension is set to NULL and ANI is used instead. ANI is set to 0012345 or 12345.

Note: Restart your Cisco Unity system in order for the changes to take effect.

Related Defects

Currently there are two Cisco Unity defects associated with zero padding in serial protocols. They are referenced in Cisco bug IDs CSCdt90267 (registered customers only) and CSCdx58453 (registered customers only) . Check the release notes for the version of Cisco Unity you are using to verify if these are still open.

Related Information

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