

Cisco Unity Remains in UMR Mode After Exchange Back Online

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Introduction

When the Microsoft Exchange server that communicates with Cisco Unity goes offline, Cisco Unity works in Unity Message Repository (UMR) mode. Once Microsoft Exchange is back online, Cisco Unity needs to come out of UMR mode and take and play messages normally. However, if Microsoft Outlook is installed on the Cisco Unity server, Cisco Unity does not come out of UMR mode. It continues to inform the users that Microsoft Exchange is down.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

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

- Cisco Unity 3.x/4.x
- Microsoft Outlook versions 97/98/2000 and later

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

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

Problem

When Microsoft Outlook is installed on the Cisco Unity server, these symptoms can occur:

- Cisco Unity stays in UMR mode after Exchange has come back online.
- Cisco Unity ceases to notify subscribers of new messages.

The installation of Microsoft Outlook on the Cisco Unity server causes a conflict of the Microsoft Messaging Application Programmer Interface (MAPI) .dlls used by Cisco Unity. Outlook is not supported on the Cisco Unity server.

Microsoft Outlook registers the Outlook version of EMSMDB32.DLL, which can cause MAPI deadlocks on the Cisco Unity server.

The Microsoft Outlook 2000 version of EMSMDB32.DLL that causes problems is 5.5.3121.0. Outlook 97 / 98 can also install a version of the .dll that can cause problems. If the version of EMSMDB32.dll installed on the system is other than the ones listed here, there can be a problem similar to the one this document describes.

- The Microsoft Exchange 5.5 Service Pack 4 version of EMSMDB32.DLL is 5.5.2653.22.
- The Microsoft Exchange 5.5 Post Service Pack 4 version of EMSMDB32.DLL referenced in Microsoft Knowledge Base article Q282533 is 5.5.2655.18.

Solution

Uninstall Microsoft Outlook from the Cisco Unity server and restart the server.

Note: This issue can also occur if Cisco Unity references a domain controller which is not in service. Complete these steps in order to resolve this issue:

1. Go to the registry value **DefaultDomainController** at **HKEY_LOCAL_MACHINE\SOFTWARE\Active Voice\Directory Connectors\DirSynchAD\1.00\Domains\<domain_name>**.
2. Right-click on the value **DefaultDomainController** and select **Modify** in order to change the data to the active domain controller.
3. Restart the Cisco Unity server.

Related Information

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

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