

Unity for Exchange Cannot Deliver Messages to Some Subscribers After MS06–019 or MS07–026 is Installed

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Introduction

This document provides a workaround to the issue of Cisco Unity not being able to deliver voice messages after either one of these Microsoft security updates are installed:

- MS06–019 – Vulnerability in Microsoft Exchange Could Allow Remote Code Execution
- MS07–026 – Vulnerabilities in Microsoft Exchange Could Allow Remote Code Execution

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on Cisco Unity 4.0(1) through 4.1(1).

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 Cisco Technical Tips Conventions for more information on document conventions.

Problem

After you install Microsoft security update MS06–019 – Vulnerability in Microsoft Exchange Could Allow Remote Code Execution or MS07–026 – Vulnerabilities in Microsoft Exchange Could Allow Remote Code Execution, Cisco Unity cannot deliver voice messages to subscribers when all of these statements are true:

Cisco – Unity for Exchange Cannot Deliver Messages to Some Subscribers After MS06–019 or MS07–026

- The Cisco Unity server runs Cisco Unity version 4.0(1) through 4.1(1).

Note: Earlier and later versions are not affected.

- The Exchange mailboxes for the affected subscribers are homed either in Exchange 2003 or Exchange 2000.
- The Active Directory accounts associated with the affected subscribers belong to one or more administrative groups. For example, Enterprise Admins, Schema Admins, Domain Admins, or Administrators.
- The Permissions Wizard that was last run to grant permissions to the installation and services accounts is older than version 2.1.0.25, dated September 8, 2004 (9/8/04).

Note: The version of Permissions Wizard currently installed on the Cisco Unity server is not necessarily the version that was used to set permissions. When Cisco Unity is upgraded, a new version of Permissions Wizard is automatically installed.

Solution

Complete these steps to resolve this issue:

1. Download the latest version of the applicable Permissions Wizard:
 - ◆ For Cisco Unity 4.0(1) or 4.0(2)
 - ◆ For Cisco Unity 4.0(3) through 4.1(1)
2. Run the Permissions Wizard on the existing installation, directory services, and message store services accounts. Refer to the Permissions Wizard help for more information.

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Related Information

- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Recommended Reading: Troubleshooting Cisco IP Telephony**
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