

# Cisco Unity Unable to Deliver Voicemail Messages to the Subscriber Mailboxes

Document ID: 72239

---

**Introduction**

**Prerequisites**

Requirements

Components Used

Conventions

**Problem**

**Solution**

**NetPro Discussion Forums – Featured Conversations**

**Related Information**

---

## Introduction

The Cisco Unity server is unable to deliver some voicemail messages to the subscriber mailboxes (Microsoft Exchange 2000 and 2003) and moves the messages to the UnityMTA\Failed folder. This error message appears in the event log:

```
Message from an unidentified caller <xxxxxxxxxxx> to
recipient <alias> could not be delivered [Error:800404DC]. It was moved
to the failed directory
```

This document discusses how to troubleshoot this issue.

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

The information in this document is based on Cisco Unity version 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

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

## Problem

An example scenario of this problem is when two Cisco Unity 4.0 servers run in the same domain with the same services account (UnityDirSvc and UnityMsgStoreSvc) with Exchange 2003. One of the servers is the Domain Controller (DC) and two subscribers are created in the Active Directory (User A and User B). One

subscriber is imported in each Cisco Unity server. The primary location is set on both servers and the search scope is set to Dialing Domain. Each subscriber is assigned a phone. When User A's phone calls User B and leaves a voicemail message, the message is not delivered to User B's mailbox. Instead it is moved to the UnityMTA\Failed folder and this error message appears in the event log:

```
Message from an unidentified caller <xxxxxxxxxxx> to  
recipient <alias> could not be delivered [Error:800404DC]. It was moved  
to the failed directory
```

This problem occurs when the Cisco Unity Messaging Repository (UMR) account does not have Send As/Receive As permissions for all subscribers. If for all of the Cisco Unity servers combined, you plan to import users from two or more containers, the Cisco Unity message store services account (UnityMsgStoreSvc) on each Cisco Unity server must be granted the Send As permission on every container from which users are imported on every Cisco Unity server in the forest, or identified subscriber messaging might not work between Cisco Unity servers. For example, if CiscoUnityServer1 imports users from Container1 and Container2, and if CiscoUnityServer2 imports users from Container3 and Container4, the Cisco Unity message store services account on each Cisco Unity server must have the Send As permission for all four containers.

**Note:** If there are failed voice mail messages in the Failed Folder, Cisco Unity prompts about the failed messages. It can be due to that Exchange or Cisco Unity is down. Once everything comes up, the messages from the failed folder should move to the inbox. If the messages are still there, then it is possible that these messages are not deliverable or can be corrupt that they are still in the Failed Folder.

## Solution

Complete these steps in order to resolve this issue:

1. Run the Permissions Wizard while you select the Containers/OUs that contain Cisco Unity subscribers on all Cisco Unity servers. This selection is made when the Permissions Wizard prompts you for where you want to create/import Cisco Unity subscribers. In addition to setting Add/Modify rights for the directory service account, the Permissions Wizard should also enable the Send As/Receive As permissions for the messaging account. Now, restart the AvUMRSyncSvc service.

**Note:** In order to recover and send the failed messages to respective subscribers, you need to move the voicemail messages from the UnityMTA\Failed folder to UnityMTA folder before you restart the AvUMRSyncSvc service.

2. Verify that the Unity\_<ServerName> exists in the Active Directory Users and Computers container you specified during the installation of Cisco Unity as the container for your Cisco Unity Subscribers. V by Run Permissions Wizard and point the permissions Wizard to that container in order to verify that your Cisco Unity accounts have the correct rights and permissions over that container. Refer to Verify the Unity\_<ServerName> Account is in Active Directory for more information.
3. If you reset the permissions in AD, this can also resolve the issue. Refer to Setting Permissions on Active Directory Containers Used for Importing Subscribers for more information on how to set the appropriate permissions.

## NetPro Discussion Forums – Featured Conversations

Networking Professionals Connection is a forum for networking professionals to share questions, suggestions, and information about networking solutions, products, and technologies. The featured links are some of the most recent conversations available in this technology.

NetPro Discussion Forums – Featured Conversations for Voice

Service Providers: Voice over IP

Voice & Video: Voice over IP

Voice & Video: IP Telephony

Voice & Video: IP Phone Services for End Users

Voice & Video: Unified Communications

Voice & Video: IP Phone Services for Developers

Voice & Video: General

---

## Related Information

- **Creating Accounts for the Installation and Setting Rights and Permissions**
- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Recommended Reading: Troubleshooting Cisco IP Telephony**
- **Technical Support & Documentation – Cisco Systems**

---

[Contacts & Feedback](#) | [Help](#) | [Site Map](#)

© 2007 – 2008 Cisco Systems, Inc. All rights reserved. [Terms & Conditions](#) | [Privacy Statement](#) | [Cookie Policy](#) | [Trademarks of Cisco Systems, Inc.](#)

---

Updated: Jan 25, 2007

Document ID: 72239

---