

Unity Domino Error – Play to phone: Unspecified error

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Introduction

Cisco Unity subscribers can send and manage voice, fax, and e-mail messages by using a touchtone phone or by using Lotus Notes with IBM Lotus Domino Unified Communications (DUC) for Cisco. This document describes how to troubleshoot the error message `Play to phone:Unspecified error` in Cisco Unity when used with Domino.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on Cisco Unity 4.x and Domino.

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

Subscribers receive an unspecified error when trying to use their telephone to record or playback (TRaP) voicemail messages using the Lotus Notes client with Lotus DUC csClient 1.2.2 or 1.2.3 installed.

Solutions

TRaP uses anonymous access in Lotus Notes and NTML authentication for setting up Distributed Component Object Model (DCOM) security contexts in View Mail for Outlook (VMO)/Outlook. In Windows XP SP2, the anonymous logon for remote access is turned off by default. These steps need to be performed to turn on anonymous logon for remote access for TRaP to work in Lotus Notes. With the anonymous logon for remote access turned on, TRaP works with the Windows XP SP2 firewall either disabled or enabled.

Solution When You Use Windows XP SP2 with the Firewall Off

When you use Windows XP SP2, modify the local security option **DCOM: Machine Access Restrictions in Security Descriptor Definition Language (SDDL) Syntax** in order to allow remote access for anonymous logon.

Complete these steps in order to turn on anonymous logon for remote access.

1. Choose **Control Panel > Administrative Tools**.
2. Choose **Local Security Settings > Local Policies > Security Options**.
3. Select **DCOM: Machine Access Restrictions in Security Descriptor Definition Language (SDDL) Syntax**.
4. In the Access Permission window, highlight **Anonymous Logon** and mark **Remote Access** under Allow as Enabled.
5. Click **OK** to exit.
6. Restart the computer.

Solution When You Use Windows XP SP2 with the Firewall On

If the firewall is set to **On**, complete these steps *in addition to* the Solution When You Use Windows XP SP2 with the Firewall Off procedure.

1. Choose **Local Area Connection > Properties > Advance > Firewall Settings**.
2. Go to the Exceptions tab and click **Add Program**.
3. Locate **AvTrapConnectionHolderSrv.exe** which is typically found under **C:\ProgramFiles\lotus\notes**.
4. Click **Add Port** and enter **Cisco Unity TRaP** as the Name and **135** as the Port Number.

Note: The port number is used to negotiate access to the Media Master, Cisco Unity ViewMail for Microsoft Outlook, the Exchange server, and other DCOM services

Note: The specific port number might be different for some systems.

5. Choose **TCP**, choose **Change Scope > Custom List** and enter the IP address of the Cisco Unity server.
6. Click **OK** until you close the Windows Firewall window.

Windows XP SP2 locks down DCOM calls and prevents certain types of TCP traffic. DCOM and TCP are required for TRaP calls made using the Lotus Notes client with the DUC csClient installed.

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Related Information

- **Cisco Unity Troubleshooting Guide (With IBM Lotus Domino), Release 4.0(5)**
- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Recommended Reading: Troubleshooting Cisco IP Telephony**
- **Technical Support & Documentation – Cisco Systems**

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