

# Unity VMO: Users Prompted for Username, Password and Domain Every Time They Access Voice Mail

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**Introduction**

**Prerequisites**

Requirements

Components Used

Conventions

**Problem**

**Solution**

**NetPro Discussion Forums – Featured Conversations**

**Related Information**

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## Introduction

This document describes how to troubleshoot issues related to when users are prompted for user name, password and domain every time they access voice mail through Cisco Unity ViewMail for Outlook (VMO).

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

This document applies to all versions of Cisco Unity VMO.

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.

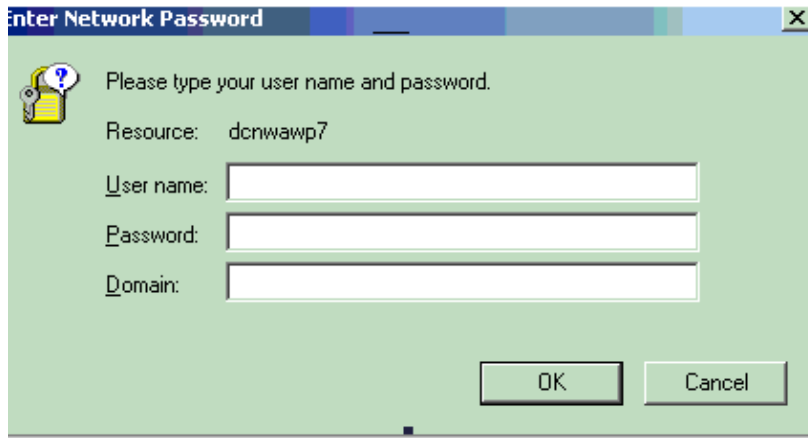
### Conventions

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

## Problem

When users access Cisco Unity ViewMail for Outlook (VMO), some users receive a popup that requests username/password/domain. This happens every time the users try to access voice mail through VMO. In this scenario, the workstation in which the issue is observed is in the same domain as the Unity server.

The popup appears as this example shows:



## Solution

VMO uses Distributed Component Object Model (DCOM) to communicate with the Cisco Unity server. You need to use DCOM to authenticate to the Unity server in order to play the voice mails.

This problem might arise if some software is installed on the affected workstations which, in turn, might have disabled DCOM. It has been found that many Antivirus updates disable DCOM.

Complete these steps in order to fix this problem:

1. Run **DCOMCNFG** from a command prompt.
2. Click on **NO** for all of the DCOM configuration warnings.
3. Once the Distributed COM Configuration Properties dialog box appears, click on the **Default Properties** tab.

**Note:** You can also complete these steps in order to navigate to **Default Properties**:

- a. Under Component Services, click on **Computer**, then right click on **My Computer**, and select **Properties**.
- b. Click on the **Default Properties** tab.
4. Place a check mark next to **Enable Distributed COM on this computer**.
5. Under Default Distributed COM Communication properties, select **CONNECT** for Default Authentication Level and **IDENTIFY** for Default Impersonation Level.
6. Click on **OK**.
7. Reboot the machine.

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Voice & Video: General

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## Related Information

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

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