

Cisco Unity Bulk Import Utility: "Unable to retrieve a list of domains from Active Directory" Error When Trying to Bulk Import New Subscribers

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Introduction

When you try to do a bulk import for new Cisco Unity subscribers who use the Cisco Unity Bulk Import Tool, the Unable to retrieve a list of domains from Active Directory error message is received.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unity Bulk Import (CUBI) Utility
- Cisco Unity Subscribers

Components Used

This document is not restricted to specific software and hardware versions.

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 you try to import new subscribers with the Cisco Unity Bulk Import Tool, this error message is received:

```
Unable to retrieve a list of domains from Active Directory. Please ensure that Cisco Unity was installed and configured correctly.
```

Solution

Complete these steps in order to resolve this issue:

1. Ensure that the AvDSAD and AvDSGlobalCatalog services are running.
2. Verify that the HKLM\Software\Active Voice\DirectoryConnectors\DirSynchGlobalCatalog\1.00\Directory registry key points to the correct global catalog.
3. The global catalog server under **Tools Depot** should be set to the **DefaultGlobalCatalogServer** value.
4. This issue can also occur due to a Domain Name System (DNS) problem, which can be fixed if you make sure the DNS settings on the Cisco Unity points to the ROOT DNS server (or local DNS) and not the corporate directory DNS server. Refer to Basic DNS Troubleshooting for Cisco Unity Servers for information on how to troubleshoot DNS-related issues in Cisco Unity.

Related Information

- **Cisco Unity System Administration Guide (With Microsoft Exchange), Release 4.0(2)**
- **Importing and Creating Subscribers In Cisco Unity**
- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Recommended Reading: Troubleshooting Cisco IP Telephony**
- **Technical Support & Documentation – Cisco Systems**

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