

Cisco Unity: Error: 0x8007054B: The Specified Domain Either Does Not Exist or Could Not Be Contacted

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Introduction

This document discusses how to troubleshoot the Error: 0x8007054B: The specified domain either does not exist or could not be contacted error message that appears in the event log of the Cisco Unity server.

Prerequisites

Requirements

There are no specific requirements for this document.

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

This error message appears in the event log of the Cisco Unity server:

```
Event Source: CiscoUnity_DSAD
Event Category: Error
Event ID: 1051
Date: 7/29/2007
Time: 8:00:42 PM
User: N/A
```

Computer: MGW-2K-UNITY1

Description:

The Cisco Unity service that monitors Active Directory (AvDSAD) did not start successfully, due to an error querying the Active Directory schema.

Binding string: LDAP://schema/mDBOverHardQuotaLimit

Error: 0x8007054B: The specified domain either does not exist or could not be contacted.

Possible causes include: 1) Network connectivity to the Domain Controller. 2) Insufficient rights for The Cisco Unity service that monitors Active Directory (AvDSAD) account.

Ensure that The Cisco Unity service that monitors Active Directory (AvDSAD) can contact the Domain Controller and has sufficient rights to query the Active Directory schema. If the problem persists, enable all the micro traces for The Cisco Unity service that monitors Active Directory (AvDSAD) in the Unity Diagnostic Tool. Report the problem to Cisco TAC and include the diagnostic log.

Solution

In order to resolve this issue, complete these steps:

1. Restart the **AvDSAD** and **AvGlobalcatalog** services from **Programs > Administrative Tools > Services**, and monitor changes in the Active Directory and in the Global Catalog Server.
2. Choose **Cisco Unity Tools Depot > Diagnostics Tools**, and double-click **DohPropTest**. Enter the password, and click the DOH Property Tester window.
3. Click **GC Monitor**, and choose **TotalResync**.
4. Close the **GC Monitor** window, and then click **AD Monitor**. Choose **TotalResync**.

This issue can also occur due to a DNS problem. In this case, make sure the DNS settings on Cisco Unity point 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.

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Related Information

- **Cisco Unity Reconfiguration and Upgrade Guide (With Microsoft Exchange)**
 - **Voice Technology Support**
 - **Voice and Unified Communications Product Support**
 - **Recommended Reading: Troubleshooting Cisco IP Telephony**
 - **Technical Support & Documentation – Cisco Systems**
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