

# Troubleshooting Cisco Unity UMR Error Messages

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## Introduction

The Cisco Unity Message Repository (UMR), built into Cisco Unity 3.x and later, allows outside callers to leave messages for users when their primary Microsoft Exchange server is offline. Messages are temporarily stored on the Cisco Unity server in the \CommServer\unityMTA directory and can be accessed through a special UMR conversation. When the primary Exchange server comes back online, Cisco Unity begins to pass the messages as normal into the correct message store.

This document explains some of the UMR error messages and describes the steps necessary to troubleshoot and overcome those errors.

## Prerequisites

### Requirements

Cisco recommends that you understand how Cisco Unity works before you read this document. Refer to White Paper: Cisco Unity Data Architecture and How Cisco Unity Works (Version 3.x) Overview for more information.

### Components Used

The information in this document is based on Cisco Unity 3.0 or later with Microsoft Exchange.

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: One or More Messages Have Been Held in the UnityMTA Directory for 30 Days

Undelivered Voicemail messages are found in the `commserver\unitymta\failed` directory. This error message is recorded in the Event Viewer Application log:

```
Event Type:      Warning
Event Source:    CiscoUnity_UMR
Event Category:  UMR Thread Error
Event ID:     155
Date:           8/13/2007
Time:          6:50:53 AM
User:          N/A
Computer:      HTMUNIT01
Description: One or more messages have been held in the UnityMTA directory for 30 days. This directory is used by the Unity Messaging Repository service to temporarily store voice messages left by unidentified callers when the Partner Mail Server (CN=AAA0001/OU=CIS/OU=CISCO_TS/OU=TS/O=CISCO) is not available. Normally, these messages are delivered shortly after Cisco Unity detects that the partner mail server has come back on-line. Check that the partner mail server is on-line, including the mailstore, and that Cisco Unity can connect to it. If the partner mail server is on-line and reachable, to diagnose the problem, enable all the micro traces for the AvUMRSyncSvr service, restart the service, and then examine the logs.
Message information: Recipient: cISCO 0x000012D0
```

## Solution

Normally, when Exchange goes down, the UMR feature allows Cisco Unity to take outside caller messages. When Cisco Unity is in the UMR mode, the voicemail messages are stored temporarily on the Cisco Unity server in the `\CommServer\UnityMTA` directory and not Exchange. This ensures that the subscribers can access any new voicemail messages that are stored in the `\CommServer\UnityMTA` directory. Once Exchange comes back online, a notification is sent by the **AVNotifier** service that states Exchange is back online. All messages temporarily stored in the Cisco Unity Message Transfer Agent (MTA) folder, `\Commserver\unityMTA`, flow straight to Microsoft Exchange

In order to overcome the One or more messages have been held in the UnityMTA directory for 30 days error:

1. Browse to the failed subfolder located under `\\commserver\UnityMTA\`. Move the voicemail messages manually to the parent MTA folder, `\\commserver\UnityMTA\`, so that Cisco Unity attempts to deliver those voicemail messages. The error message is not likely to appear again.
2. Since these voicemail messages are old (30 days), you can select them all, and delete them.

When the voicemail messages are stored in the MTA folder, there are two files with the name in the directory, one with a .wav file extension, which is the voice message itself, and one with a .txt extension, which is the routing file that the AvUMRSyncSvr uses when it addresses the message. If you do not have the .wav file, it means the files were sent successfully. In this case, only the routing files remain. You can delete them.

When you attempt to delete any of the files, the Cannot delete <file name>: There has been a sharing violation. The source or destination file may be in use. message can appear.

This message indicates that you need to stop the **AvUMRSynchSvr** Cisco Unity service first in order to be able to delete those files. Upon deletion of the files, restart **AvUMRSynchSvr**.

Once you have deleted all the files, the warning/error message stops.

## **Problem: Attempts to deliver Unity Message Repository messages have failed due to Unity configuration or connectivity issues with the Partner Mail Server**

Cisco Unity users cannot receive voice mail and can not access their voice mail box, and this error message appears in the Event Log:

```
Event Type:      Error
Event Source:    CiscoUnity_UMR
Event Category:  UMR Thread Error
Event ID:     137
Date:           2/25/2009
Time:           9:28:13 AM
User:           N/A
Computer:       IOTUTYP01PW
Description:
Attempts to deliver Unity Message Repository messages have failed due to
Unity configuration or connectivity issues with the Partner Mail Server.

AvUMRSyncSvr will suspend message delivery for 300 seconds, after which
message delivery will be attempted again.

During this outage, messages may accumulate in the temporary store.
0x00002580
```

This issue occurs when the partner exchange is off line and Unity runs in UMR mode, which results in the AvUMRSyncSvr service error.

## **Solution**

In order to resolve this issue, complete these steps:

1. Run the Permissions Wizard from the Cisco Unity Tools Depot [☞](#) and make sure that the Unity server points to the correct mailstore where the users are located.
2. Make sure that the service accounts meet all the rights and permissions described in Permissions Set By the Cisco Unity Permissions Wizard [☞](#).
3. Make sure that there is network connectivity between Cisco Unity and Exchange server. Refer to Use Ping to Test Network Connectivity and Throughput for more information.
4. Make sure that the NIC settings are proper on the Cisco Unity server or the Exchange server or the switch to which the Unity connects. Refer to NIC Set to Auto Detect Line Speed and Duplex, Which Results in Low Throughput for more information.

## **Problem: The Unity Message Repository cannot communicate with the Partner Mail Server to deliver messages**

After an upgrade to Cisco Unity 7.x, these UMR warnings are received, and undelivered voicemail messages are found in the UnityMTA folder.

```
Event Type:      Warning
Event Source:    CiscoUnity_UMR
Event Category:  UMR Thread Error
```

**Event ID:** 110  
**Date:** 9/15/2009  
**Time:** 10:43:54 PM  
**User:** N/A  
**Computer:** CIN110UM01  
**Description:**  
The Unity Message Repository cannot communicate with the Partner Mail Server to deliver messages. Messages will be held in the temporary store until the mail server is available.

## Solution

Complete these steps:

1. Set this registry value to 1.

```
HKLM > Software > Active Voice > AvWm > 1.00 > Disable Server Status Check (DWORD)
```

**Note:** This disables the server ping check and causes AvWm to assume that all Exchange servers are up all the time.

Now, the undelivered voicemail messages are sent.

2. Migrate to a new partner Exchange server.
3. Set this registry value back to 0.

```
HKLM > Software > Active Voice > AvWm > 1.00 > Disable Server Status Check (DWORD)
```

4. Move the Cisco Unity mailbox to the new Exchange server. Refer [Cisco Unity: Moving Mailboxes Between Exchange Servers](#) for more information.
5. On the Cisco Unity Server, choose **Start > Settings > Control Panel**, and choose the **Add/Remove Programs** option, and then choose the **Message Store Configuration Wizard (MSCW)** to run the MSCW.

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## Related Information

- [Cisco Unity Remains in UMR Mode After Exchange Back Online](#)
- [How to Start Cisco Unity in UMR Mode](#)
- [Cisco Unity: Defining the Unity Message Repository](#)
- [Voice Technology Support](#)
- [Voice and Unified Communications Product Support](#)
- [Recommended Reading: Troubleshooting Cisco IP Telephony](#)
- [Technical Support & Documentation – Cisco Systems](#)

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