Troubleshoot Issues when using CUCMBE with Cisco Unity Connection

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Introduction

This document explains some of the issues when you use Cisco Unified Communications Manager Business Edition (CUCMBE) Cisco Unity Connection extension.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on the Cisco Unified Communications Manager Business Edition 7.x.

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: CUCMBE End user issue with IPCC Extension and Unity Connection Extension

This issue occurs on a Cisco Unified Communications Manager Business Edition 6.1.2. When a user is imported using AXL on Cisco Unity Connection from a Cisco CallManager that has IPCC Express installed, their primary DN get overwritten. This happens if the synchronization of Cisco CallManager users is
performed on the Cisco Unified Communications Manager Business edition after you add the IPCC primary extension in Cisco Unified Communications Manager.

This issue is documented in these Cisco bug IDs:

- CSCsz70788 (registered customers only)
- CSCsj08248 (registered customers only)

**Solution**

In order to resolve the issue, synchronize the user from the Unity Connection Administration page after you add the IPCC primary extension in Cisco Unified Communications Manager.

**Problem: Messages do not show up as New**

After an upgrade to Cisco Unity Connection 7.x, users are able to leave a voicemail, but it does not show as a new message in the inbox.

**Solution**

This issue can occur when the default account had a different SMTP domain than the users accounts. Change the SMTP domain in the Cisco Unity connection in order to match the domain name of the Cisco Unity default accounts.

**Error: Failed to import users**

This error message appears when you import the user in Cisco Unity Connection.

Failed to import users: 8603 (The phone number or extension has already been assigned to some other object)

**Solution**

In order to resolve the issue, issue the `run cuc dbquery unitydirdb delete from tbl_DtmfAccessId WHERE DtmfAccessId = '8603'` command in order to delete the DTMF from the DTMF table.

**Related Information**

- Voice Technology Support
- Voice and Unified Communications Product Support
- Troubleshooting Cisco IP Telephony 📞
- Technical Support & Documentation – Cisco Systems