



White Paper: Troubleshooting Nondelivery Receipts for AMIS, Cisco Unity Bridge, and VPIM Messages in Cisco Unity Version 4.0(4)

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Introduction

When a voice message cannot be delivered, that information is communicated to the sender of the message in the form of a nondelivery receipt (NDR). Receipt of the NDR allows the sender to take an alternate action. However, the information provided in the NDR is not always sufficient for the sender (or the system administrator who is helping to troubleshoot the situation) to know how to proceed.

When Cisco Unity interoperates with other voice mail systems, there can be additional difficulties in determining the cause of an NDR. Interoperating with other voice mail systems increases the complexity of message routing, thereby increasing the potential conditions in which an AMIS, Cisco Unity Bridge, or VPIM message may not be delivered successfully.

Due to this increased complexity when using AMIS, the Cisco Unity Bridge, or VPIM, NDR messages in Cisco Unity for these message types include additional information as to the nature of the message delivery failure. When listening to the NDR message over the subscriber conversation (the telephone user interface, or TUI), the sender of the message hears a prompt helping to explain why the message delivery failed; and when viewing the NDR message in either the Cisco Unity Inbox or in Microsoft Outlook, the sender of the message sees additional text helping to explain why the message delivery failed. When subscribers report repeated problems with message delivery to a system administrator, they will be able to include more information that the administrator can use to troubleshoot the problem.



Note

If a receipt message passes between routing groups to get from the Voice Connector to the Cisco Unity subscriber, the NDR that reaches the subscriber will not contain any of the additional information described in the preceding paragraph. For more information, see caveat CSCed93440. (If you have an account with Cisco.com, you can use Bug Toolkit to find caveats for any release. Bug Toolkit is available at the website http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl.)



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This white paper is designed to be used as a reference, as it contains an organized listing of all of the prompts and text that are associated with AMIS, Cisco Unity Bridge, and VPIM NDR messages. Information in the tables can help you more quickly narrow down the reason for a failed delivery, as well as offering suggestions for correcting the underlying problem.

In the following three sections—one each for AMIS, the Cisco Unity Bridge, and VPIM—you will find sub-sections devoted to nondelivery information received in the TUI and in the Cisco Unity Inbox, and in Microsoft Outlook. The tables in each sub-section will help you to determine the best approach to troubleshooting the problem.

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AMIS

NDRs Received from Within the Subscriber Conversation (TUI) or the Cisco Unity Inbox

When using the TUI to work with AMIS messages, subscribers may hear one of the following error prompts related to nondelivery receipts:

- [Network problems prevented routing to the remote voice mail system.](#)
- [The message format was not accepted by the remote voice mail system.](#)
- [The remote voice mail system did not accept the message.](#)
- [Could not contact the remote voice mail system.](#)

When using the Cisco Unity Inbox to work with AMIS messages, subscribers may see one of the following error messages related to nondelivery receipts:

- [Network problems have prevented routing to the remote voice mail server.](#)

- The message format is not allowed for delivery to the remote voice mail system.
- The remote voice mail system was not able to accept the message.
- The remote voice mail system could not be contacted.

In [Table 1](#), you will find information on the possible causes for the TUI error prompts and the Cisco Unity Inbox error messages that are related to AMIS, and suggested corrective actions.

Where to Go for Additional Troubleshooting Information

- Detailed information on troubleshooting AMIS message delivery problems can be found in the “Messages” chapter of the *Cisco Unity Troubleshooting Guide (With Microsoft Exchange), Version 4.0(4)*, available at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_troubleshooting_guides_list.html.
- Instructions for setting AMIS diagnostic traces can be found in the “Logs and Traces” chapter of the same guide, available at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_troubleshooting_guides_list.html.
- Detailed AMIS Networking configuration information can be found in the “AMIS Networking” chapter of the *Networking in Cisco Unity Guide, Release 4.0(4)*, available at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_feature_guides_list.html.
- You can find additional details about the AMIS protocol in the white paper *AMIS Analog Networking Definitions (All Cisco Unity Versions with Microsoft Exchange)*, available at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_white_papers_list.html.

Table 1 TUI and Cisco Unity Inbox—AMIS

TUI Prompt and Cisco Unity Inbox Text	Reason	Corrective Action
TUI Prompt: Network problems prevented routing to the remote voice mail system. Cisco Unity Inbox Text: Network problems have prevented routing to the remote voice mail server.	The Voice Connector was unable to determine all of the necessary information about the delivery location to which the message was addressed. Either incomplete information was entered into Cisco Unity, or a replication problem has occurred that prevents this information from being accessible to the Voice Connector.	Check the delivery location that the message was addressed to. Verify that all applicable information has been entered into the Cisco Unity Administrator and saved properly.
	Cisco Unity is unable to find all of the necessary information about the Cisco Unity subscriber who sent the message.	Check the account of the Cisco Unity subscriber who sent the message, and verify that all applicable information has been entered and saved properly in the Cisco Unity Administrator.
	Either the UAmis mailbox has not yet been created, or the creation of the UAmis mailbox failed, preventing the message from being routed to the remote AMIS location.	Check to make sure that the UAmis mailbox has been created properly, and can be seen in Exchange. See the “Messages” chapter of the <i>Cisco Unity Troubleshooting Guide (With Microsoft Exchange), Version 4.0(4)</i> for instructions.

Table 1 TUI and Cisco Unity Inbox—AMIS (continued)

TUI Prompt and Cisco Unity Inbox Text	Reason	Corrective Action
<p>TUI Prompt: The message format was not accepted by the remote voice mail system.</p> <p>Cisco Unity Inbox Text: The message format is not allowed for delivery to the remote voice mail system.</p>	<p>There are no valid attachments with the message.</p>	<p>Make sure that the message contains at least one WAV file that was recorded by using a supported audio codec.</p>
<p>TUI Prompt: The remote voice mail system did not accept the message.</p> <p>Cisco Unity Inbox Text: The remote voice mail system was not able to accept the message.</p>	<p>Cisco Unity received the Message Information Response Code Frame *38 from the remote voice mail system, which means that the message is addressed to an invalid mailbox.</p>	<p>Make sure that the mailbox that the message was addressed to exists on the remote AMIS server. You may want to obtain additional diagnostic information. See the “Logs and Traces” chapter of the <i>Cisco Unity Troubleshooting Guide</i> for instructions on setting AMIS Macro diagnostic traces.</p>
	<p>Cisco Unity received the Message Information Response Code Frame *27 from the remote voice mail system, which means that the message is too long.</p>	<p>Ask the Cisco Unity subscriber who sent the message if it was unusually long, and check the maximum message length allowed by the remote AMIS server. If possible, you may want to increase the maximum message length setting, or the subscriber may need to record a shorter message. You may want to obtain additional diagnostic information. See the “Logs and Traces” chapter of the <i>Cisco Unity Troubleshooting Guide</i> for instructions on setting AMIS Macro diagnostic traces.</p>
	<p>Cisco Unity received the Message Information Response Code Frame *50 from the remote voice mail system, which means that the destination mailbox is full.</p>	<p>Make sure that the mailbox on the remote AMIS system that the message was addressed to is not full. You may want to obtain additional diagnostic information. See the “Logs and Traces” chapter of the <i>Cisco Unity Troubleshooting Guide</i> for instructions on setting AMIS Macro diagnostic traces.</p>
	<p>Cisco Unity received the Message Information Response Code Frame *49 from the remote voice mail system, which means that the mailbox is not accepting network messages.</p>	<p>Make sure that the mailbox on the remote AMIS system that the message was addressed to is capable of receiving AMIS messages. You may want to obtain additional diagnostic information. See the “Logs and Traces” chapter of the <i>Cisco Unity Troubleshooting Guide</i> for instructions on setting AMIS Macro diagnostic traces.</p>

Table 1 **TUI and Cisco Unity Inbox—AMIS (continued)**

TUI Prompt and Cisco Unity Inbox Text	Reason	Corrective Action
Continued from above.	Cisco Unity received the Message Information Response Code Frame *94 from the remote voice mail system, which means that transmission of the message was aborted.	Make sure that there were no AMIS transmission problems. Enable the Exhaustive AMIS Outbound Macro traces, ask the subscriber to resend the message, and then view the Diagnostic Log files for more information. See the “AMIS Diagnostic Traces” section of the “Logs and Traces” chapter of the <i>Cisco Unity Troubleshooting Guide</i> for detailed information on setting traces.
	An unexpected frame—for example, “#”—was received during transmission of the message, resulting in the message not being accepted by the remote voice mail system.	Make sure that there were no AMIS transmission problems. Enable the Exhaustive AMIS Outbound Macro traces, ask the subscriber to resend the message, and then view the Diagnostic Log files for more information. See the “AMIS Diagnostic Traces” section of the “Logs and Traces” chapter of the <i>Cisco Unity Troubleshooting Guide</i> for detailed information on setting traces.
<p>TUI Prompt: Could not contact the remote voice mail system.</p> <p>Cisco Unity Inbox Text: The remote voice mail system could not be contacted.</p>	Cisco Unity received the Message Information Response Code Frame *50 from the remote voice mail system, which means that Cisco Unity was not recognized as a valid AMIS node.	Make sure that you have defined the Cisco Unity server as an AMIS node on the remote AMIS system. In addition, verify that the AMIS node ID settings on the Primary Location page in the Cisco Unity Administrator on the bridgehead Cisco Unity server correspond to the settings on the remote AMIS system. You may want to obtain additional diagnostic information. See the “Logs and Traces” chapter of the <i>Cisco Unity Troubleshooting Guide</i> for instructions on setting AMIS Macro diagnostic traces.
	The AMIS delivery location has been set to disabled.	Make sure that the delivery location that the AMIS message was addressed to is not currently set to disabled, and verify that there have been no earlier transmission problems to this remote AMIS system.
	A human or a non-AMIS system answered when Cisco Unity dialed the remote AMIS system.	Make sure that the correct delivery phone number is configured for the delivery location, that the number can be dialed by the Cisco Unity bridgehead server, and that the destination system will answer the call.
	The maximum number of ring-no-answer (RNA) retries has been exhausted for the remote AMIS system.	Make sure that the remote AMIS system is running properly and is able to accept incoming AMIS transmissions.
	The maximum number of busy retries has been exhausted for the remote AMIS system.	Make sure that the remote AMIS system is running properly and is not currently too busy to accept any more incoming calls.
Continued from above.	None of the Cisco Unity ports are configured for AMIS.	Make sure that at least one Cisco Unity port is enabled for AMIS delivery.

NDRs Received from Within Microsoft Outlook

When Subscriber Mailboxes Are on Exchange 5.5 Servers

When using Microsoft Outlook to work with AMIS messages (and when subscriber mailboxes are on an Exchange 5.5 server), subscribers may see one of the following error messages related to nondelivery receipts:

- The recipient could not be processed due to congestion in the message transfer service.
- The content length of the message is too long for the recipient to take delivery.
- One or more arguments in the recipient was detected as being invalid.
- Either the message size exceeds the maximum allowed for the recipient or transport, or you have exceeded the storage limit on your mailbox.
- The message contains a content type that is not supported.
- Delivery of the message required a bilateral agreement where no such agreement exists.
- The originator does not have permission to submit message.
- The message was undeliverable because the recipient specified in the recipient postal address was not known at this address.
- The message was undeliverable because the recipient specified in the recipient postal address refused to accept the message.
- The physical forwarding required for the message to be delivered has been prohibited by the originator.
- Unable to deliver the message due to a communications failure.

In [Table 2](#), you will find information on the possible causes for the Exchange 5.5 error messages that are related to AMIS, and suggested corrective actions.

Where to Go for Additional Troubleshooting Information

- Detailed information on troubleshooting AMIS message delivery problems can be found in the “Messages” chapter of the *Cisco Unity Troubleshooting Guide (With Microsoft Exchange), Version 4.0(4)*, available at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_troubleshooting_guides_list.html.
- Instructions for setting AMIS diagnostic traces can be found in the “Logs and Traces” chapter of the same guide, available at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_troubleshooting_guides_list.html.
- Detailed AMIS Networking configuration information can be found in the “AMIS Networking” chapter of the *Networking in Cisco Unity Guide, Release 4.0(4)*, available at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_feature_guides_list.html.
- You can find additional details about the AMIS protocol in the white paper *AMIS Analog Networking Definitions (All Cisco Unity Versions with Microsoft Exchange)*, available at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_white_papers_list.html.

Table 2 **Exchange 5.5—AMIS**

Text	Reason	Corrective Action
The recipient could not be processed due to congestion in the message transfer service.	The maximum number of ring-no-answer (RNA) retries has been exhausted for the remote AMIS system.	Make sure that the remote AMIS system is running properly and is able to accept incoming AMIS transmissions.
	The maximum number of busy retries has been exhausted for the remote AMIS system.	Make sure that the remote AMIS system is running properly and is not currently too busy to accept any more incoming calls.
	None of the Cisco Unity ports are configured for AMIS.	Make sure that at least one Cisco Unity port is enabled for AMIS delivery.
The content length of the message is too long for the recipient to take delivery.	Cisco Unity received the Message Information Response Code Frame *27 from the remote voice mail system, which means that the message is too long.	Ask the Cisco Unity subscriber who sent the message if it was unusually long, and check the maximum message length allowed by the remote AMIS server. If possible, you may want to increase the maximum message length setting, or the subscriber may need to record a shorter message. You may want to obtain additional diagnostic information. See the “Logs and Traces” chapter of the <i>Cisco Unity Troubleshooting Guide</i> for instructions on setting AMIS Macro diagnostic traces.
One or more arguments in the recipient was detected as being invalid.	An unexpected frame—for example, “#”—was received during transmission of the message, resulting in the message not being accepted by the remote voice mail system.	Make sure that there were no AMIS transmission problems. Enable the Exhaustive AMIS Outbound Macro traces, ask the subscriber to resend the message, and then view the Diagnostic Log files for more information. See the “AMIS Diagnostic Traces” section of the “Logs and Traces” chapter of the <i>Cisco Unity Troubleshooting Guide</i> for detailed information on setting traces.
Either the message size exceeds the maximum allowed for the recipient or transport, or you have exceeded the storage limit on your mailbox.	Cisco Unity received the Message Information Response Code Frame *50 from the remote voice mail system, which means that the destination mailbox is full.	Make sure that the mailbox on the remote AMIS system that the message was addressed to is not full. You may want to obtain additional diagnostic information. See the “Logs and Traces” chapter of the <i>Cisco Unity Troubleshooting Guide</i> for instructions on setting AMIS Macro diagnostic traces.
The message contains a content type that is not supported.	There were no valid attachments with the message.	Make sure that the message that is being sent contains at least one WAV file that was recorded by using a supported audio codec.

Table 2 Exchange 5.5—AMIS (continued)

Text	Reason	Corrective Action
Delivery of the message required a bilateral agreement where no such agreement exists.	The Voice Connector was unable to determine all of the necessary information about the delivery location to which the message was addressed. Either incomplete information was entered into Cisco Unity, or a replication problem has occurred that prevents this information from being accessible to the Voice Connector.	Check the delivery location that the message was addressed to. Verify that all applicable information has been entered into the Cisco Unity Administrator and saved properly.
	Either the UAmis mailbox has not yet been created, or the creation of the UAmis mailbox failed, preventing the message from being routed to the remote AMIS location.	Check to make sure that the UAmis mailbox has been created properly and can be seen in Exchange. See the “Messages” chapter of the <i>Cisco Unity Troubleshooting Guide (With Microsoft Exchange), Version 4.0(4)</i> for instructions.
The originator does not have permission to submit message.	Cisco Unity is unable to find all of the necessary information about the Cisco Unity subscriber who sent the message.	Check the account of the Cisco Unity subscriber who sent the message, and verify that all applicable information has been entered and saved properly in the Cisco Unity Administrator.
The message was undeliverable because the recipient specified in the recipient postal address was not known at this address.	Cisco Unity received the Message Information Response Code Frame *38 from the remote voice mail system, which means that the message is addressed to an invalid mailbox.	Make sure that the mailbox that the message was addressed to exists on the remote AMIS server. You may want to obtain additional diagnostic information. See the “Logs and Traces” chapter of the <i>Cisco Unity Troubleshooting Guide</i> for instructions on setting AMIS Macro diagnostic traces.
The message was undeliverable because the recipient specified in the recipient postal address refused to accept the message.	Cisco Unity received the Message Information Response Code Frame *49 from the remote voice mail system, which means that the mailbox is not accepting network messages.	Make sure that the mailbox on the remote AMIS system that the message was addressed to is capable of receiving AMIS messages. You may want to obtain additional diagnostic information. See the “Logs and Traces” chapter of the <i>Cisco Unity Troubleshooting Guide</i> for instructions on setting AMIS Macro diagnostic traces.
The physical forwarding required for the message to be delivered has been prohibited by the originator.	Cisco Unity received the Message Information Response Code Frame *50 from the remote voice mail system, which means that Cisco Unity was not recognized as a valid AMIS node.	Make sure that you have defined the Cisco Unity server as an AMIS node on the remote AMIS system. In addition, verify that the AMIS node ID settings on the Primary Location page in the Cisco Unity Administrator on the bridgehead Cisco Unity server correspond to the settings on the remote AMIS system. You may want to obtain additional diagnostic information. See the “Logs and Traces” chapter of the <i>Cisco Unity Troubleshooting Guide</i> for instructions on setting AMIS Macro diagnostic traces.

Table 2 **Exchange 5.5—AMIS (continued)**

Text	Reason	Corrective Action
Continued from above.	The AMIS delivery location has been set to disabled.	Make sure that the delivery location that the AMIS message was addressed to is not currently set to disabled, and verify that there have been no earlier transmission problems to this remote AMIS system.
	A human or a non-AMIS system answered when Cisco Unity dialed the remote AMIS system.	Make sure that the correct delivery phone number is configured for the delivery location, that the number can be dialed by the Cisco Unity bridgehead server, and that the destination system will answer the call.
Unable to deliver the message due to a communications failure.	Cisco Unity received the Message Information Response Code Frame *94 from the remote voice mail system, which means that transmission of the message was aborted.	Make sure that there were no AMIS transmission problems. Enable the Exhaustive AMIS Outbound Macro traces, ask the subscriber to resend the message, and then view the Diagnostic Log files for more information. See the “AMIS Diagnostic Traces” section of the “Logs and Traces” chapter of the <i>Cisco Unity Troubleshooting Guide</i> for detailed information on setting traces.

When Subscriber Mailboxes Are on Exchange 2000 or Exchange 2003 Servers

When using Microsoft Outlook to work with AMIS messages (and when subscriber mailboxes are on an Exchange 2000 or Exchange 2003 server), subscribers may see one of the following error messages related to nondelivery receipts:

- [A network connection problem or an offline server prevented delivery of the message. Attempt again after some time. If it still fails, contact your administrator.](#)
- [Unable to deliver the message because it is too large. Try again with a shorter message or fewer attachments.](#)
- [The mail protocol was unable to handle one or more requests because they were unrecognized or invalid. Please notify your system administrator.](#)
- [This message is larger than the current system limit or the recipient’s mailbox is full. Create a shorter message body or remove attachments and try sending it again.](#)
- [The message contains a content type that is not supported.](#)
- [Your mail system could not find a way to successfully communicate with the destination system. Please notify your administrator.](#)
- [You do not have permission to send to this recipient. For assistance, contact your system administrator.](#)
- [The e-mail account does not exist at the organization this message was sent to. Check the e-mail address, or contact the recipient directly to find out the correct address.](#)
- [The message reached the recipient’s e-mail system, but delivery was refused. Attempt to resend the message. If it still fails, contact your system administrator.](#)
- [The physical forwarding required for the message to be delivered has been prohibited by the originator.](#)

- The e-mail system was unable to deliver the message, but did not report a specific reason. Check the address and try again. If it still fails, contact your system administrator.

In Table 3, you will find information on the possible causes for the Exchange 2000/Exchange 2003 error messages that are related to AMIS, and suggested corrective actions.

Where to Go for Additional Troubleshooting Information

- Detailed information on troubleshooting AMIS message delivery problems can be found in the “Messages” chapter of the *Cisco Unity Troubleshooting Guide (With Microsoft Exchange), Version 4.0(4)*, available at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_troubleshooting_guides_list.html.
- Instructions for setting AMIS diagnostic traces can be found in the “Logs and Traces” chapter of the same guide, available at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_troubleshooting_guides_list.html.
- Detailed AMIS Networking configuration information can be found in the “AMIS Networking” chapter of the *Networking in Cisco Unity Guide, Release 4.0(4)*, available at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_feature_guides_list.html.
- You can find additional details about the AMIS protocol in the white paper *AMIS Analog Networking Definitions (All Cisco Unity Versions with Microsoft Exchange)*, available at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_white_papers_list.html.

Table 3 Exchange 2000/Exchange 2003—AMIS

Text	Reason	Corrective Action
A network connection problem or an offline server prevented delivery of the message. Attempt again after some time. If it still fails, contact your administrator.	The maximum number of ring-no-answer (RNA) retries has been exhausted for the remote AMIS system.	Make sure that the remote AMIS system is running properly and is able to accept incoming AMIS transmissions.
	The maximum number of busy retries has been exhausted for the remote AMIS system.	Make sure that the remote AMIS system is running properly and is not currently too busy to accept any more incoming calls.
	None of the Cisco Unity ports are configured for AMIS.	Make sure that at least one Cisco Unity port is enabled for AMIS delivery.
Unable to deliver the message because it is too large. Try again with a shorter message or fewer attachments.	Cisco Unity received the Message Information Response Code Frame *27 from the remote voice mail system, which means that the message is too long.	Ask the Cisco Unity subscriber who sent the message if it was unusually long, and check the maximum message length allowed by the remote AMIS server. If possible, you may want to increase the maximum message length setting, or the subscriber may need to record a shorter message. You may want to obtain additional diagnostic information. See the “Logs and Traces” chapter of the <i>Cisco Unity Troubleshooting Guide</i> for instructions on setting AMIS Macro diagnostic traces.

Table 3 **Exchange 2000/Exchange 2003—AMIS (continued)**

Text	Reason	Corrective Action
The mail protocol was unable to handle one or more requests because they were unrecognized or invalid. Please notify your system administrator.	An unexpected frame—for example, “#”—was received during transmission of the message, resulting in the message not being accepted by the remote voice mail system.	Make sure that there were no AMIS transmission problems. Enable the Exhaustive AMIS Outbound Macro traces, ask the subscriber to resend the message, and then view the Diagnostic Log files for more information. See the “AMIS Diagnostic Traces” section of the “Logs and Traces” chapter of the <i>Cisco Unity Troubleshooting Guide</i> for detailed information on setting traces.
This message is larger than the current system limit or the recipient’s mailbox is full. Create a shorter message body or remove attachments and try sending it again.	Cisco Unity received the Message Information Response Code Frame *50 from the remote voice mail system, which means that the destination mailbox is full.	Make sure that the mailbox on the remote AMIS system that the message was addressed to is not full. You may want to obtain additional diagnostic information. See the “Logs and Traces” chapter of the <i>Cisco Unity Troubleshooting Guide</i> for instructions on setting AMIS Macro diagnostic traces.
The message contains a content type that is not supported.	There were no valid attachments with the message.	Make sure that the message that is being sent contains at least one WAV file that was recorded by using a supported audio codec.
Your mail system could not find a way to successfully communicate with the destination system. Please notify your administrator.	The Voice Connector was unable to determine all of the necessary information about the delivery location to which the message was addressed. Either incomplete information was entered into Cisco Unity, or a replication problem has occurred that prevents this information from being accessible to the Voice Connector.	Check the delivery location that the message was addressed to. Verify that all applicable information has been entered into the Cisco Unity Administrator and saved properly.
You do not have permission to send to this recipient. For assistance, contact your system administrator.	Either the UAmis mailbox has not yet been created, or the creation of the UAmis mailbox failed, preventing the message from being routed to the remote AMIS location.	Check to make sure that the UAmis mailbox has been created properly and can be seen in Exchange. See the “Messages” chapter of the <i>Cisco Unity Troubleshooting Guide (With Microsoft Exchange), Version 4.0(4)</i> for instructions.
The e-mail account does not exist at the organization this message was sent to. Check the e-mail address, or contact the recipient directly to find out the correct address.	Cisco Unity is unable to find all of the necessary information about the Cisco Unity subscriber who sent the message.	Check the account of the Cisco Unity subscriber who sent the message, and verify that all applicable information has been entered and saved properly in the Cisco Unity Administrator.
	Cisco Unity received the Message Information Response Code Frame *38 from the remote voice mail system, which means that the message is addressed to an invalid mailbox.	Make sure that the mailbox that the message was addressed to exists on the remote AMIS server. You may want to obtain additional diagnostic information. See the “Logs and Traces” chapter of the <i>Cisco Unity Troubleshooting Guide</i> for instructions on setting AMIS Macro diagnostic traces.

Table 3 Exchange 2000/Exchange 2003—AMIS (continued)

Text	Reason	Corrective Action
<p>The message reached the recipient’s e-mail system, but delivery was refused. Attempt to resend the message. If it still fails, contact your system administrator.</p>	<p>Cisco Unity received the Message Information Response Code Frame *49 from the remote voice mail system, which means that the mailbox is not accepting network messages.</p>	<p>Make sure that the mailbox on the remote AMIS system that the message was addressed to is capable of receiving AMIS messages. You may want to obtain additional diagnostic information. See the “Logs and Traces” chapter of the <i>Cisco Unity Troubleshooting Guide</i> for instructions on setting AMIS Macro diagnostic traces.</p>
<p>The physical forwarding required for the message to be delivered has been prohibited by the originator.</p>	<p>Cisco Unity received the Message Information Response Code Frame *50 from the remote voice mail system, which means that Cisco Unity was not recognized as a valid AMIS node.</p>	<p>Make sure that you have defined the Cisco Unity server as an AMIS node on the remote AMIS system. In addition, verify that the AMIS node ID settings on the Primary Location page in the Cisco Unity Administrator on the bridgehead Cisco Unity server correspond to the settings on the remote AMIS system. You may want to obtain additional diagnostic information. See the “Logs and Traces” chapter of the <i>Cisco Unity Troubleshooting Guide</i> for instructions on setting AMIS Macro diagnostic traces.</p>
	<p>The AMIS delivery location has been set to disabled.</p>	<p>Make sure that the delivery location that the AMIS message was addressed to is not currently set to disabled, and verify that there have been no earlier transmission problems to this remote AMIS system.</p>
	<p>A human or a non-AMIS system answered when Cisco Unity dialed the remote AMIS system.</p>	<p>Make sure that the correct delivery phone number is configured for the delivery location, that the number can be dialed by the Cisco Unity bridgehead server, and that the destination system will answer the call.</p>
<p>The e-mail system was unable to deliver the message, but did not report a specific reason. Check the address and try again. If it still fails, contact your system administrator.</p>	<p>Cisco Unity received the Message Information Response Code Frame *94 from the remote voice mail system, which means that transmission of the message was aborted.</p>	<p>Make sure that there were no AMIS transmission problems. Enable the Exhaustive AMIS Outbound Macro traces, ask the subscriber to resend the message, and then view the Diagnostic Log files for more information. See the “AMIS Diagnostic Traces” section of the “Logs and Traces” chapter of the <i>Cisco Unity Troubleshooting Guide</i> for detailed information on setting traces.</p>

Cisco Unity Bridge

NDRs Received from Within the Subscriber Conversation (TUI) or the Cisco Unity Inbox

When using the TUI to work with Cisco Unity Bridge messages, subscribers may hear one of the following error prompts related to nondelivery receipts:

- Network problems prevented routing to the remote voice mail system.
- The message format was not accepted by the remote voice mail system.
- The remote voice mail system did not accept the message.
- Could not contact the remote voice mail system.
- The recipient's mailbox is not accepting network messages.

When using the Cisco Unity Inbox to work with Cisco Unity Bridge messages, subscribers may see one of the following error messages related to nondelivery receipts:

- Network problems have prevented routing to the remote voice mail server.
- The message format is not allowed for delivery to the remote voice mail system.
- The remote voice mail system was not able to accept the message.
- The remote voice mail system could not be contacted.
- The recipient's mailbox is currently not accepting network messages.

In [Table 4](#), you will find information on the possible causes for the TUI error prompts and Cisco Unity Inbox error messages that are related to the Cisco Unity Bridge, and suggested corrective actions.

**Note**

The NDR codes shown in the “Reason” column of [Table 4](#) can be seen only in the SMTP logs, and are not provided to the subscriber as a part of the TUI prompt or in the Cisco Unity Inbox error text.

Where to Go for Additional Troubleshooting Information

See the “Troubleshooting Bridge Networking” chapter of the *Cisco Unity Bridge Networking Guide, Release 3.0* for detailed information about troubleshooting Cisco Unity Bridge messages. The guide is available at

http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_feature_guides_list.html.

Table 4 *TUI and Cisco Unity Inbox—Cisco Unity Bridge*

TUI Prompt and Cisco Unity Inbox Text	Reason	Corrective Action
<p>TUI Prompt: Network problems prevented routing to the remote voice mail system.</p> <p>Cisco Unity Inbox Text: Network problems have prevented routing to the remote voice mail server.</p>	<p>The Voice Connector was unable to determine all of the necessary information about the delivery location to which the message was addressed. Either incomplete information was entered into Cisco Unity, or a replication problem has occurred that prevents this information from being accessible to the Voice Connector.</p>	<p>Check the delivery location that the message was addressed to. Verify that all applicable information has been entered into the Cisco Unity Administrator and saved properly.</p>
	<p>Cisco Unity is unable to find all of the necessary information about the Cisco Unity subscriber who sent the message.</p>	<p>Check the account of the Cisco Unity subscriber who sent the message, and verify that all applicable information has been entered and saved properly in the Cisco Unity Administrator.</p>
	<p>The message could not be routed because one of the following occurred during SMTP transmission to the Cisco Unity Bridge server:</p> <ul style="list-style-type: none"> • A problem with the address status (NDR code X.1.0). • A problem with the mailbox status (NDR code X.2.0). • A problem with the mail system status (NDR code X.3.0). • A problem with network or routing status (NDR code X.4.0). • A bad connection (NDR code X.4.2). • A routing server failure (NDR code X.4.3). • An undefined routing problem (NDR code X.4.4). • Network congestion (NDR code X.4.5). • A routing loop was detected (NDR code X.4.6). • The delivery time had expired (NDR code X.4.7). 	<p>Check for any errors or warnings in the event viewer of the Bridge server to see if there were SMTP transmission problems between the Bridge server and Exchange.</p>

Table 4 *TUI and Cisco Unity Inbox—Cisco Unity Bridge (continued)*

TUI Prompt and Cisco Unity Inbox Text	Reason	Corrective Action
<p>TUI Prompt:</p> <p>The message format was not accepted by the remote voice mail system.</p> <p>Cisco Unity Inbox Text:</p> <p>The message format is not allowed for delivery to the remote voice mail system.</p>	<p>One of the following problems occurred:</p> <ul style="list-style-type: none"> • There are no valid attachments with the message. • There was a media error (NDR status 5.6.1). • The media format is not supported (NDR code X.6.1). • Conversion of the message is required but also prohibited (NDR code X.6.2). This means that the content of the message must be converted before it can be delivered, but that such conversion is not permitted (either by the parameters of the sender's account, or according to the policy of the sending host). • Conversion of the message is required but not supported (NDR code X.6.3). This means that the message content must be converted in order to be forwarded, but that such conversion is not possible or is otherwise prohibited by a host in the forwarding path. • The message was converted, but with data loss (NDR code X.6.4). This means that message delivery was successful, but that the conversion required for delivery resulted in some data loss. • Conversion of the message failed (NDR code X.6.5). 	<p>Make sure that the message that is being sent contains at least one WAV file that was recorded by using a supported audio codec.</p>
	<p>The destination mailbox is full (NDR code X.2.2).</p>	<p>Make sure that the intended recipient of the message does not have a full mailbox.</p>
	<p>There was a mailing list expansion problem (NDR code X.2.4).</p>	<p>Check for any errors or warnings in the Voice Connector logs to see if there were problems reading the message. The Voice Connector logs are located on the Exchange server on which the Voice Connector is installed, in the directory <ExchangeServerPath>\VoiceGateway\LogFiles. The files are named in the format GwIvc_<YyMmDd>.log, where Yy is the year, Mm is the month, and Dd is the day.</p>

Table 4 TUI and Cisco Unity Inbox—Cisco Unity Bridge (continued)

TUI Prompt and Cisco Unity Inbox Text	Reason	Corrective Action
Continued from above.	The mail system is full (NDR code X.3.1).	Make sure that the Bridge server does not have full hard drives.
	One of the following problems occurred: <ul style="list-style-type: none"> • The message length exceeds the administrative limit (NDR code X.2.3). • The message is too large for the system (NDR code X.3.4). 	Make sure that there are no settings configured on the remote Octel server that would reject the message because it is too long. You may want to use the Bridge Analog Network And Node Analyzer (BANANA) to troubleshoot the problem. See the “Troubleshooting Bridge Networking” chapter of the <i>Networking in Cisco Unity Guide</i> for detailed information on using BANANA for troubleshooting Bridge message delivery.
	One of the following problems occurred: <ul style="list-style-type: none"> • There was a syntax error (NDR code X.5.2). • There was an undefined media error (NDR code X.6.0). • An undefined problem with the security status (NDR code X.7.0). • Delivery of the message was not authorized, and the message was refused (NDR code X.7.1). • A security conversion was required, but was not possible (NDR code X.7.3). • Security features were not supported (NDR code X.7.4). • There was a cryptographic failure (NDR code X.7.5). • There was a message integrity failure (NDR code X.7.7). 	Check for any errors or warnings in the event viewer of the Bridge server to see if there were SMTP transmission problems between the Bridge server and Exchange.
TUI Prompt: The remote voice mail system did not accept the message. Cisco Unity Inbox Text: The remote voice mail system was not able to accept the message.	One of the following problems occurred: <ul style="list-style-type: none"> • The destination mailbox does not exist (NDR status 5.1.1). • The destination mailbox address is incorrect (NDR code X.1.1). 	Make sure that the mailbox that the message was addressed to exists on the remote Octel server. You may want to use BANANA to troubleshoot the problem. See the “Troubleshooting Bridge Networking” chapter of the <i>Networking in Cisco Unity Guide</i> for detailed information on using BANANA for troubleshooting Bridge message delivery.

Table 4 TUI and Cisco Unity Inbox—Cisco Unity Bridge (continued)

TUI Prompt and Cisco Unity Inbox Text	Reason	Corrective Action
Continued from above.	<p>One of the following problems occurred:</p> <ul style="list-style-type: none"> • The destination mailbox address syntax is incorrect (NDR code X.1.3). • The destination mailbox address is ambiguous (NDR code X.1.4). • The destination mailbox has moved (NDR code X.1.6). • The sender’s mailbox address syntax is incorrect (NDR code X.1.7). • The sender’s system address is incorrect (NDR code X.1.8). • The system is not capable of handling the selected feature(s) (NDR code X.3.3). • There was an undefined protocol status error (NDR code X.5.0). • There was an invalid command (NDR code X.5.1). • There were too many recipients for the message (NDR code X.5.3). • Mailing list expansion is prohibited (NDR code X.7.2). • The cryptographic algorithm is not supported (NDR code X.7.6). 	Check for any errors or warnings in the event viewer of the Bridge server to see if there were SMTP transmission problems between the Bridge server and Exchange.
<p>TUI Prompt: Could not contact the remote voice mail system.</p> <p>Cisco Unity Inbox Text: The remote voice mail system could not be contacted.</p>	There was a communication error (NDR status 5.5.5).	Make sure that the Bridge server is able to properly communicate to the remote Octel server that the message was addressed to, and that the phone number for the remote Octel server is configured properly on the Bridge server. You may want to use BANANA to troubleshoot the problem. See the “Troubleshooting Bridge Networking” chapter of the <i>Networking in Cisco Unity Guide</i> for detailed information on using BANANA for troubleshooting Bridge message delivery.

Table 4 *TUI and Cisco Unity Inbox—Cisco Unity Bridge (continued)*

TUI Prompt and Cisco Unity Inbox Text	Reason	Corrective Action
Continued from above.	One of the following problems occurred: <ul style="list-style-type: none"> • The destination system address is incorrect (NDR code X.1.2). • There was no answer from the host (NDR code X.4.1). • The command arguments were invalid (NDR code X.5.4). • The protocol version was wrong (NDR code X.5.5). 	Check for any errors or warnings in the event viewer of the Bridge server to see if there were SMTP transmission problems between the Bridge server and Exchange.
TUI Prompt: The recipient’s mailbox is not accepting network messages. Cisco Unity Inbox Text: The recipient’s mailbox is currently not accepting network messages.	The recipient’s mailbox has an Extended Absence enabled, and is rejecting messages (NDR status 4.2.1).	Verify that the account of the person that the message was addressed to is in fact configured with an Extended Absence greeting enabled, and that the Octel server is configured to reject any incoming messages sent to the mailbox. If the recipient settings are correct, and incoming messages are meant to be rejected, inform the sender that receipt of the NDR was expected behavior. You may want to use BANANA to troubleshoot the problem. See the “Troubleshooting Bridge Networking” chapter of the <i>Networking in Cisco Unity Guide</i> for detailed information on using BANANA for troubleshooting Bridge message delivery.
	The destination mailbox is disabled and is not accepting messages (NDR code X.2.1).	Make sure that the mailbox that the message was addressed to exists on the remote Octel server, and is currently able to accept network messages. You may want to use BANANA to troubleshoot the problem. See the “Troubleshooting Bridge Networking” chapter of the <i>Networking in Cisco Unity Guide</i> for detailed information on using BANANA for troubleshooting Bridge message delivery.
	The system is not accepting network messages (NDR code X.3.2).	Make sure that the remote Octel server is able to accept network messages. You may want to use BANANA to troubleshoot the problem. See the “Troubleshooting Bridge Networking” chapter of the <i>Networking in Cisco Unity Guide</i> for detailed information on using BANANA for troubleshooting Bridge message delivery.

NDRs Received from Within Microsoft Outlook

When Subscriber Mailboxes Are on Exchange 5.5 Servers

When using Microsoft Outlook to work with Cisco Unity Bridge messages (and when subscriber mailboxes are on an Exchange 5.5 server), subscribers may see one of the following error messages related to nondelivery receipts:

- The recipient name is ambiguous.
- The recipient could not be processed due to congestion in the message transfer service.
- The recipient was detected looping within the message transfer service.
- The maximum time for delivering the message expired.
- The encoded information types of the message are not supported by the recipient.
- The content length of the message is too long for the recipient to take delivery.
- A conversion required for the message to be delivered is impractical.
- A conversion required for the message to be delivered has been prohibited by the originator.
- One or more arguments in the recipient was detected as being invalid.
- A syntax error was detected in the content of the message.
- Either the message size exceeds the maximum allowed for the recipient or transport, or you have exceeded the storage limit on your mailbox.
- The message contains a content type that is not supported.
- Unable to deliver the message due to the number of specified recipients of the message.
- Delivery of the message required a bilateral agreement where no such agreement exists.
- A critical function required for the transfer or delivery of the message was not supported by the originator of the report.
- A conversion required for the message to be delivered would have resulted in loss of information.
- Unable to deliver the message because the originator prohibited the expansion of distribution lists.
- The originator does not have permission to submit message.
- Unable to complete the expansion of a distribution list.
- The message was undelivered because the specified recipient postal address was incorrect.
- The message was undeliverable because the recipient specified in the recipient postal address was not known at this address.
- The message was undeliverable because the recipient specified in the recipient postal address refused to accept the message.
- The message was undeliverable because the recipient specified in the recipient postal address has changed address temporarily (on travel) and forwarding was not applicable.
- The message was undeliverable because the recipient has moved and the recipient's new address is unknown.
- The recipient could not be processed because it would violate the security policy in force.
- Unable to deliver the message due to a communications failure.

In [Table 5](#), you will find information on the possible causes for the Exchange 5.5 error messages that are related to the Cisco Unity Bridge, and suggested corrective actions.

**Note**

In certain cases, the NDR codes shown in the “Reason” column of [Table 5](#) may not be provided in the error message received by the subscriber. However, they can be found in the SMTP logs.

Where to Go for Additional Troubleshooting Information

See the “Troubleshooting Bridge Networking” chapter of the *Cisco Unity Bridge Networking Guide, Release 3.0* for detailed information about troubleshooting Cisco Unity Bridge messages. The guide is available at

http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_feature_guides_list.html.

Table 5 Exchange 5.5—Cisco Unity Bridge

Text	Reason	Corrective Action
The recipient name is ambiguous.	The destination mailbox address is ambiguous (NDR code X.1.4).	Check for any errors or warnings in the event viewer of the Bridge server to see if there were SMTP transmission problems between the Bridge server and Exchange.
The recipient could not be processed due to congestion in the message transfer service.	The message could not be routed because one of the following occurred during SMTP transmission to the Cisco Unity Bridge server: <ul style="list-style-type: none"> • A bad connection (NDR code X.4.2). • A routing server failure (NDR code X.4.3). • An undefined routing problem (NDR code X.4.4). • Network congestion (NDR code X.4.5). 	Check for any errors or warnings in the event viewer of the Bridge server to see if there were SMTP transmission problems between the Bridge server and Exchange.
The recipient was detected looping within the message transfer service.	The message could not be routed because a routing loop was detected (NDR code X.4.6).	Check for any errors or warnings in the event viewer of the Bridge server to see if there were SMTP transmission problems between the Bridge server and Exchange.
The maximum time for delivering the message expired.	The message could not be routed because the delivery time had expired (NDR code X.4.7).	Check for any errors or warnings in the event viewer of the Bridge server to see if there were SMTP transmission problems between the Bridge server and Exchange.
The encoded information types of the message are not supported by the recipient.	Conversion of the message is required but not supported (NDR code X.6.3). This means that the message content must be converted in order to be forwarded, but that such conversion is not possible or is otherwise prohibited by a host in the forwarding path.	Make sure that the message that is being sent contains at least one WAV file that was recorded by using a supported audio codec.

Table 5 **Exchange 5.5—Cisco Unity Bridge (continued)**

Text	Reason	Corrective Action
The content length of the message is too long for the recipient to take delivery.	The message is too large for the system (NDR code X.3.4).	Make sure that there are no settings configured on the remote Octel server that would reject the message because it is too long. You may want to use the Bridge Analog Network And Node Analyzer (BANANA) to troubleshoot the problem. See the “Troubleshooting Bridge Networking” chapter of the <i>Networking in Cisco Unity Guide</i> for detailed information on using BANANA for troubleshooting Bridge message delivery.
A conversion required for the message to be delivered is impractical.	A security conversion was required, but was not possible (NDR code X.7.3).	Check for any errors or warnings in the event viewer of the Bridge server to see if there were SMTP transmission problems between the Bridge server and Exchange.
A conversion required for the message to be delivered has been prohibited by the originator.	Conversion of the message is required but also prohibited (NDR code X.6.2). This means that the content of the message must be converted before it can be delivered, but that such conversion is not permitted (either by the parameters of the sender’s account, or according to the policy of the sending host).	Make sure that the message that is being sent contains at least one WAV file that was recorded by using a supported audio codec.
One or more arguments in the recipient was detected as being invalid.	There was a communication error (NDR status 5.5.5).	Make sure that the Bridge server is able to properly communicate to the remote Octel server that the message was addressed to, and that the phone number for the remote Octel server is configured properly on the Bridge Server. You may want to use BANANA to troubleshoot the problem. See the “Troubleshooting Bridge Networking” chapter of the <i>Networking in Cisco Unity Guide</i> for detailed information on using BANANA for troubleshooting Bridge message delivery.
	One of the following problems occurred: <ul style="list-style-type: none"> • An undefined protocol status error (NDR code X.5.0). • An invalid command (NDR code X.5.1). • The command arguments were invalid (NDR code X.5.4). • The protocol version was wrong (NDR code X.5.5). 	Check for any errors or warnings in the event viewer of the Bridge server to see if there were SMTP transmission problems between the Bridge server and Exchange.

Table 5 Exchange 5.5—Cisco Unity Bridge (continued)

Text	Reason	Corrective Action
A syntax error was detected in the content of the message.	One of the following problems occurred: <ul style="list-style-type: none"> • There was a syntax error (NDR code X.5.2). • There was a message integrity failure (NDR code X.7.7). 	Check for any errors or warnings in the event viewer of the Bridge server to see if there were SMTP transmission problems between the Bridge server and Exchange.
Either the message size exceeds the maximum allowed for the recipient or transport, or you have exceeded the storage limit on your mailbox.	The destination mailbox is full (NDR code X.2.2).	Make sure that the intended recipient of the message does not have a full mailbox.
	The message length exceeds the administrative limit (NDR code X.2.3).	Make sure that there are no settings configured on the remote Octel server that would reject the message because it is too long. You may want to use BANANA to troubleshoot the problem. See the “Troubleshooting Bridge Networking” chapter of the <i>Networking in Cisco Unity Guide</i> for detailed information on using BANANA for troubleshooting Bridge message delivery.
	The mail system is full (NDR code X.3.1).	Make sure that the Bridge server does not have full hard drives.
The message contains a content type that is not supported.	One of the following problems occurred: <ul style="list-style-type: none"> • There are no valid attachments with the message. • There was a media error (NDR status 5.6.1). • The media format is not supported (NDR code X.6.1). 	Make sure that the message that is being sent contains at least one WAV file that was recorded by using a supported audio codec.
Unable to deliver the message due to the number of specified recipients of the message.	There were too many recipients for the message (NDR code X.5.3).	Check for any errors or warnings in the event viewer of the Bridge server to see if there were SMTP transmission problems between the Bridge server and Exchange.
Delivery of the message required a bilateral agreement where no such agreement exists.	The Voice Connector was unable to determine all of the necessary information about the delivery location to which the message was addressed. Either incomplete information was entered into Cisco Unity, or a replication problem has occurred that prevents this information from being accessible to the Voice Connector.	Check the delivery location that the message was addressed to. Verify that all applicable information has been entered into the Cisco Unity Administrator and saved properly.

Table 5 **Exchange 5.5—Cisco Unity Bridge (continued)**

Text	Reason	Corrective Action
Continued from above.	One of the following problems occurred: <ul style="list-style-type: none"> • The message could not be routed because of an undefined problem with network or routing status (NDR code X.4.0). • The destination system address is incorrect (NDR code X.1.2). • There was no answer from the host (NDR code X.4.1). 	Check for any errors or warnings in the event viewer of the Bridge server to see if there were SMTP transmission problems between the Bridge server and Exchange.
A critical function required for the transfer or delivery of the message was not supported by the originator of the report.	One of the following problems occurred: <ul style="list-style-type: none"> • The system is not capable of handling the selected feature(s) (NDR code X.3.3). • The cryptographic algorithm is not supported (NDR code X.7.6). 	Check for any errors or warnings in the event viewer of the Bridge server to see if there were SMTP transmission problems between the Bridge server and Exchange.
A conversion required for the message to be delivered would have resulted in loss of information.	One of the following problems occurred: <ul style="list-style-type: none"> • There was an undefined media error (NDR code X.6.0). • There was a cryptographic failure (NDR code X.7.5). 	Check for any errors or warnings in the event viewer of the Bridge server to see if there were SMTP transmission problems between the Bridge server and Exchange.
Unable to deliver the message because the originator prohibited the expansion of distribution lists.	One of the following problems occurred: <ul style="list-style-type: none"> • The message was converted, but with data loss (NDR code X.6.4). This means that message delivery was successful, but that the conversion required for delivery resulted in some data loss. • Conversion of the message failed (NDR code X.6.5). 	Make sure that the message that is being sent contains at least one WAV file that was recorded by using a supported audio codec.
The originator does not have permission to submit message.	Mailing list expansion is prohibited (NDR code X.7.2).	Check for any errors or warnings in the event viewer of the Bridge server to see if there were SMTP transmission problems between the Bridge server and Exchange.
The originator does not have permission to submit message.	Cisco Unity is unable to find all of the necessary information about the Cisco Unity subscriber who sent the message.	Check the account of the Cisco Unity subscriber who sent the message, and verify that all applicable information has been entered and saved properly in the Cisco Unity Administrator.

Table 5 Exchange 5.5—Cisco Unity Bridge (continued)

Text	Reason	Corrective Action
Continued from above.	One of the following problems occurred: <ul style="list-style-type: none"> • The sender’s mailbox address syntax is incorrect (NDR code X.1.7). • The sender’s system address is incorrect (NDR code X.1.8). 	Check for any errors or warnings in the event viewer of the Bridge server to see if there were SMTP transmission problems between the Bridge server and Exchange.
Unable to complete the expansion of a distribution list.	There was a mailing list expansion problem (NDR code X.2.4).	Check for any errors or warnings in the Voice Connector logs to see if there were problems reading the message. The Voice Connector logs are located on the Exchange server on which the Voice Connector is installed, in the directory <ExchangeServerPath>\VoiceGateway\LogFiles. The files are named in the format GwIvc_<YyMmDd>.log, where Yy is the year, Mm is the month, and Dd is the day.
The message was undelivered because the specified recipient postal address was incorrect.	The destination mailbox address syntax is incorrect (NDR code X.1.3).	Check for any errors or warnings in the event viewer of the Bridge server to see if there were SMTP transmission problems between the Bridge server and Exchange.
The message was undeliverable because the recipient specified in the recipient postal address was not known at this address.	One of the following problems occurred: <ul style="list-style-type: none"> • The destination mailbox does not exist (NDR status 5.1.1). • The destination mailbox address is incorrect (NDR code X.1.1). 	Make sure that the mailbox that the message was addressed to exists on the remote Octel server. You may want to use BANANA to troubleshoot the problem. See the “Troubleshooting Bridge Networking” chapter of the <i>Networking in Cisco Unity Guide</i> for detailed information on using BANANA for troubleshooting Bridge message delivery.
The message was undeliverable because the recipient specified in the recipient postal address refused to accept the message.	The system is not accepting network messages (NDR code X.3.2).	Make sure that the remote Octel server is able to accept network messages. You may want to use BANANA to troubleshoot the problem. See the “Troubleshooting Bridge Networking” chapter of the <i>Networking in Cisco Unity Guide</i> for detailed information on using BANANA for troubleshooting Bridge message delivery.

Table 5 **Exchange 5.5—Cisco Unity Bridge (continued)**

Text	Reason	Corrective Action
The message was undeliverable because the recipient specified in the recipient postal address has changed address temporarily (on travel) and forwarding was not applicable.	<p>The recipient's mailbox has an Extended Absence enabled, and is rejecting messages (NDR status 4.2.1).</p> <p>The destination mailbox is disabled and is not accepting messages (NDR code X.2.1).</p>	<p>Verify that the account of the person that the message was addressed to is in fact configured with an Extended Absence greeting enabled, and that the Octel server is configured to reject any incoming messages sent to the mailbox. If the recipient settings are correct, and incoming messages are meant to be rejected, inform the sender that receipt of the NDR was expected behavior. You may want to use BANANA to troubleshoot the problem. See the "Troubleshooting Bridge Networking" chapter of the <i>Networking in Cisco Unity Guide</i> for detailed information on using BANANA for troubleshooting Bridge message delivery.</p> <p>Make sure that the mailbox that the message was addressed to exists on the remote Octel server, and is currently able to accept network messages. You may want to use BANANA to troubleshoot the problem. See the "Troubleshooting Bridge Networking" chapter of the <i>Networking in Cisco Unity Guide</i> for detailed information on using BANANA for troubleshooting Bridge message delivery.</p>
The message was undeliverable because the recipient has moved and the recipient's new address is unknown.	The destination mailbox has moved (NDR code X.1.6).	Check for any errors or warnings in the event viewer of the Bridge server to see if there were SMTP transmission problems between the Bridge server and Exchange.
The recipient could not be processed because it would violate the security policy in force.	<p>One of the following problems occurred:</p> <ul style="list-style-type: none"> • There was an undefined problem with security status (NDR code X.7.0). • Delivery of the message was not authorized, and the message was refused (NDR code X.7.1). • Security features were not supported (NDR code X.7.4). 	Check for any errors or warnings in the event viewer of the Bridge server to see if there were SMTP transmission problems between the Bridge server and Exchange.

Table 5 Exchange 5.5—Cisco Unity Bridge (continued)

Text	Reason	Corrective Action
Unable to deliver the message due to a communications failure.	<p>The message could not be routed because one of the following occurred during SMTP transmission to the Cisco Unity Bridge server:</p> <ul style="list-style-type: none"> • A problem with the address status (NDR code X.1.0). • An undefined problem with the mailbox status (NDR code X.2.0). • An undefined problem with the mail system status (NDR code X.3.0). 	Check for any errors or warnings in the event viewer of the Bridge server to see if there were SMTP transmission problems between the Bridge server and Exchange.

When Subscriber Mailboxes Are on Exchange 2000 or Exchange 2003 Servers

When using Microsoft Outlook to work with Cisco Unity Bridge messages (and when subscriber mailboxes are on an Exchange 2000 or Exchange 2003 server), subscribers may see one of the following error messages related to nondelivery receipts:

- A configuration error in the recipient's e-mail system prevented delivery of this message. Two recipients are configured with the same e-mail address. Contact your administrator.
- A network connection problem or an offline server prevented delivery of the message. Attempt again after some time. If it still fails, contact your administrator.
- A configuration error in the e-mail system caused the message to bounce between two servers or to be forwarded between two recipients. Contact your administrator.
- Could not deliver the message in the time limit specified. Please retry or contact your administrator.
- The encoded information types of the message are not supported by the recipient.
- Unable to deliver the message because it is too large. Try again with a shorter message or fewer attachments.
- A conversion required for the message to be delivered is impractical.
- A conversion required for the message to be delivered has been prohibited by the originator.
- The mail protocol was unable to handle one or more requests because they were unrecognized or invalid. Please notify your system administrator.
- A syntax error was detected in the content of the message.
- This message is larger than the current system limit or the recipient's mailbox is full. Create a shorter message body or remove attachments and try sending it again.
- The message contains a content type that is not supported.
- The e-mail system limits the number of recipients that can be addressed in a single message. Send the message multiple times to fewer recipients.
- Your mail system could not find a way to successfully communicate with the destination system. Please notify your administrator.
- A critical function required for the transfer or delivery of the message was not supported by the originator of the report.

- A conversion required for the message to be delivered would have resulted in loss of information.
- Unable to deliver the message because the originator prohibited the expansion of distribution lists.
- You do not have permission to send to this recipient. For assistance, contact your system administrator.
- Unable to expand a distribution list to deliver the message to its members. Try again or contact your system administrator.
- The format of the e-mail address is incorrect. Check the address, look up the recipient in the Address Book, or contact the recipient directly to find out the correct address.
- The e-mail account does not exist at the organization this message was sent to. Check the e-mail address, or contact the recipient directly to find out the correct address.
- The message reached the recipient's e-mail system, but delivery was refused. Attempt to resend the message. If it still fails, contact your system administrator.
- The message was undeliverable because the recipient specified has changed address temporarily (on travel) and forwarding was not applicable.
- The message was undeliverable because the recipient has moved and the recipient's new address is unknown.
- The recipient could not be processed because it would violate the security policy in force.
- The e-mail system was unable to deliver the message, but did not report a specific reason. Check the address and try again. If it still fails, contact your system administrator.

In [Table 6](#), you will find information on the possible causes for the Exchange 2000/Exchange 2003 error messages that are related to the Cisco Unity Bridge, and suggested corrective actions.

**Note**

In certain cases, the NDR codes shown in the “Reason” column of [Table 6](#) may not be provided in the error message received by the subscriber. However, they can be found in the SMTP logs.

Where to Go for Additional Troubleshooting Information

See the “Troubleshooting Bridge Networking” chapter of the *Cisco Unity Bridge Networking Guide, Release 3.0* for detailed information about troubleshooting Cisco Unity Bridge messages. The guide is available at

http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_feature_guides_list.html.

Table 6 Exchange 2000/Exchange 2003—Cisco Unity Bridge

Text	Reason	Corrective Action
A configuration error in the recipient's e-mail system prevented delivery of this message. Two recipients are configured with the same e-mail address. Contact your administrator.	The destination mailbox address is ambiguous (NDR code X.1.4).	Check for any errors or warnings in the event viewer of the Bridge server to see if there were SMTP transmission problems between the Bridge server and Exchange.

Table 6 Exchange 2000/Exchange 2003—Cisco Unity Bridge (continued)

Text	Reason	Corrective Action
A network connection problem or an offline server prevented delivery of the message. Attempt again after some time. If it still fails, contact your administrator.	<p>The message could not be routed because one of the following occurred during SMTP transmission to the Cisco Unity Bridge server:</p> <ul style="list-style-type: none"> • A bad connection (NDR code X.4.2). • A routing server failure (NDR code X.4.3). • An undefined problem (NDR code X.4.4). • Network congestion (NDR code X.4.5). 	Check for any errors or warnings in the event viewer of the Bridge server to see if there were SMTP transmission problems between the Bridge server and Exchange.
A configuration error in the e-mail system caused the message to bounce between two servers or to be forwarded between two recipients. Contact your administrator.	The message could not be routed because a routing loop was detected (NDR code X.4.6).	Check for any errors or warnings in the event viewer of the Bridge server to see if there were SMTP transmission problems between the Bridge server and Exchange.
Could not deliver the message in the time limit specified. Please retry or contact your administrator.	The message could not be routed because the delivery time had expired (NDR code X.4.7).	Check for any errors or warnings in the event viewer of the Bridge server to see if there were SMTP transmission problems between the Bridge server and Exchange.
The encoded information types of the message are not supported by the recipient.	Conversion of the message is required but not supported (NDR code X.6.3). This means that the message content must be converted in order to be forwarded, but that such conversion is not possible or is otherwise prohibited by a host in the forwarding path.	Make sure that the message that is being sent contains at least one WAV file that was recorded by using a supported audio codec.
Unable to deliver the message because it is too large. Try again with a shorter message or fewer attachments.	The message is too large for the system (NDR code X.3.4).	Make sure that there are no settings configured on the remote Octel server that would reject the message because it is too long. You may want to use the Bridge Analog Network And Node Analyzer (BANANA) to troubleshoot the problem. See the “Troubleshooting Bridge Networking” chapter of the <i>Networking in Cisco Unity Guide</i> for detailed information on using BANANA for troubleshooting Bridge message delivery.
A conversion required for the message to be delivered is impractical.	A security conversion was required, but was not possible (NDR code X.7.3).	Check for any errors or warnings in the event viewer of the Bridge server to see if there were SMTP transmission problems between the Bridge server and Exchange.

Table 6 Exchange 2000/Exchange 2003—Cisco Unity Bridge (continued)

Text	Reason	Corrective Action
A conversion required for the message to be delivered has been prohibited by the originator.	Conversion of the message is required but also prohibited (NDR code X.6.2). This means that the content of the message must be converted before it can be delivered, but that such conversion is not permitted (either by the parameters of the sender's account, or according to the policy of the sending host).	Make sure that the message that is being sent contains at least one WAV file that was recorded by using a supported audio codec.
The mail protocol was unable to handle one or more requests because they were unrecognized or invalid. Please notify your system administrator.	There was a communication error (NDR status 5.5.5).	Make sure that the Bridge server is able to properly communicate to the remote Octel server that the message was addressed to, and that the phone number for the remote Octel server is configured properly on the Bridge Server. You may want to use BANANA to troubleshoot the problem. See the "Troubleshooting Bridge Networking" chapter of the <i>Networking in Cisco Unity Guide</i> for detailed information on using BANANA for troubleshooting Bridge message delivery.
	One of the following problems occurred: <ul style="list-style-type: none"> • There was an undefined protocol status error (NDR code X.5.0). • There was an invalid command (NDR code X.5.1). • The command arguments were invalid (NDR code X.5.4). • The protocol version was wrong (NDR code X.5.5). 	Check for any errors or warnings in the event viewer of the Bridge server to see if there were SMTP transmission problems between the Bridge server and Exchange.
A syntax error was detected in the content of the message.	One of the following problems occurred: <ul style="list-style-type: none"> • There was a syntax error (NDR code X.5.2). • There was a message integrity failure (NDR code X.7.7). 	Check for any errors or warnings in the event viewer of the Bridge server to see if there were SMTP transmission problems between the Bridge server and Exchange.
This message is larger than the current system limit or the recipient's mailbox is full. Create a shorter message body or remove attachments and try sending it again.	The destination mailbox is full (NDR code X.2.2).	Make sure that the intended recipient of the message does not have a full mailbox.

Table 6 Exchange 2000/Exchange 2003—Cisco Unity Bridge (continued)

Text	Reason	Corrective Action
Continued from above.	The message length exceeds the administrative limit (NDR code X.2.3).	Make sure that there are no settings configured on the remote Octel server that would reject the message because it is too long. You may want to use BANANA to troubleshoot the problem. See the “Troubleshooting Bridge Networking” chapter of the <i>Networking in Cisco Unity Guide</i> for detailed information on using BANANA for troubleshooting Bridge message delivery.
	The mail system is full (NDR code X.3.1).	Make sure that the Bridge server does not have full hard drives.
The message contains a content type that is not supported.	<p>One of the following problems occurred:</p> <ul style="list-style-type: none"> • There are no valid attachments with the message. • There was a media error (NDR status 5.6.1). • The media format is not supported (NDR code X.6.1). 	Make sure that the message that is being sent contains at least one WAV file that was recorded by using a supported audio codec.
The e-mail system limits the number of recipients that can be addressed in a single message. Send the message multiple times to fewer recipients.	There were too many recipients for the message (NDR code X.5.3).	Check for any errors or warnings in the event viewer of the Bridge server to see if there were SMTP transmission problems between the Bridge server and Exchange.
Your mail system could not find a way to successfully communicate with the destination system. Please notify your administrator.	The Voice Connector was unable to determine all of the necessary information about the delivery location to which the message was addressed. Either incomplete information was entered into Cisco Unity, or a replication problem has occurred that prevents this information from being accessible to the Voice Connector.	Check the delivery location that the message was addressed to. Verify that all applicable information has been entered into the Cisco Unity Administrator and saved properly.
	<p>One of the following problems occurred:</p> <ul style="list-style-type: none"> • The message could not be routed because of an undefined problem with network or routing status (NDR code X.4.0). • The destination system address is incorrect (NDR code X.1.2). • There was no answer from the host (NDR code X.4.1). 	Check for any errors or warnings in the event viewer of the Bridge server to see if there were SMTP transmission problems between the Bridge server and Exchange.

Table 6 Exchange 2000/Exchange 2003—Cisco Unity Bridge (continued)

Text	Reason	Corrective Action
A critical function required for the transfer or delivery of the message was not supported by the originator of the report.	One of the following problems occurred: <ul style="list-style-type: none"> • The system is not capable of handling the selected feature(s) (NDR code X.3.3). • The cryptographic algorithm is not supported (NDR code X.7.6). 	Check for any errors or warnings in the event viewer of the Bridge server to see if there were SMTP transmission problems between the Bridge server and Exchange.
A conversion required for the message to be delivered would have resulted in loss of information.	One of the following problems occurred: <ul style="list-style-type: none"> • There was an undefined media error (NDR code X.6.0). • There was a cryptographic failure (NDR code X.7.5). 	Check for any errors or warnings in the event viewer of the Bridge server to see if there were SMTP transmission problems between the Bridge server and Exchange.
Unable to deliver the message because the originator prohibited the expansion of distribution lists.	One of the following problems occurred: <ul style="list-style-type: none"> • The message was converted, but with data loss (NDR code X.6.4). This means that message delivery was successful, but that the conversion required for delivery resulted in some data loss. • Conversion of the message failed (NDR code X.6.5). 	Make sure that the message that is being sent contains at least one WAV file that was recorded by using a supported audio codec.
You do not have permission to send to this recipient. For assistance, contact your system administrator.	Mailing list expansion is prohibited (NDR code X.7.2).	Check for any errors or warnings in the event viewer of the Bridge server to see if there were SMTP transmission problems between the Bridge server and Exchange.
Unable to expand a distribution list to deliver the message to its members. Try again or contact your system administrator.	Cisco Unity is unable to find all of the necessary information about the Cisco Unity subscriber who sent the message.	Check the account of the Cisco Unity subscriber who sent the message, and verify that all applicable information has been entered and saved properly in the Cisco Unity Administrator.
Unable to deliver the message because the originator prohibited the expansion of distribution lists.	One of the following problems occurred: <ul style="list-style-type: none"> • The sender's mailbox address syntax is incorrect (NDR code X.1.7). • The sender's system address is incorrect (NDR code X.1.8). 	Check for any errors or warnings in the event viewer of the Bridge server to see if there were SMTP transmission problems between the Bridge server and Exchange.
Unable to expand a distribution list to deliver the message to its members. Try again or contact your system administrator.	There was a mailing list expansion problem (NDR code X.2.4).	Check for any errors or warnings in the Voice Connector logs to see if there were problems reading the message. The Voice Connector logs are located on the Exchange server on which the Voice Connector is installed, in the directory <ExchangeServerPath>\VoiceGateway\LogFiles. The files are named in the format GwIvc_<YyMmDd>.log, where Yy is the year, Mm is the month, and Dd is the day.

Table 6 Exchange 2000/Exchange 2003—Cisco Unity Bridge (continued)

Text	Reason	Corrective Action
The format of the e-mail address is incorrect. Check the address, look up the recipient in the Address Book, or contact the recipient directly to find out the correct address.	The destination mailbox address syntax is incorrect (NDR code X.1.3).	Check for any errors or warnings in the event viewer of the Bridge server to see if there were SMTP transmission problems between the Bridge server and Exchange.
The e-mail account does not exist at the organization this message was sent to. Check the e-mail address, or contact the recipient directly to find out the correct address.	One of the following problems occurred: <ul style="list-style-type: none"> • The destination mailbox does not exist (NDR status 5.1.1). • The destination mailbox address is incorrect (NDR code X.1.1). 	Make sure that the mailbox that the message was addressed to exists on the remote Octel server. You may want to use BANANA to troubleshoot the problem. See the “Troubleshooting Bridge Networking” chapter of the <i>Networking in Cisco Unity Guide</i> for detailed information on using BANANA for troubleshooting Bridge message delivery.
The message reached the recipient’s e-mail system, but delivery was refused. Attempt to resend the message. If it still fails, contact your system administrator.	The system is not accepting network messages (NDR code X.3.2).	Make sure that the remote Octel server is able to accept network messages. You may want to use BANANA to troubleshoot the problem. See the “Troubleshooting Bridge Networking” chapter of the <i>Networking in Cisco Unity Guide</i> for detailed information on using BANANA for troubleshooting Bridge message delivery.
The message was undeliverable because the recipient specified has changed address temporarily (on travel) and forwarding was not applicable.	The recipient’s mailbox has an Extended Absence enabled, and is rejecting messages (NDR status 4.2.1).	Verify that the account of the person that the message was addressed to is in fact configured with an Extended Absence greeting enabled, and that the Octel server is configured to reject any incoming messages sent to the mailbox. If the recipient settings are correct, and incoming messages are meant to be rejected, inform the sender that receipt of the NDR was expected behavior.
	The destination mailbox is disabled and is not accepting messages (NDR code X.2.1).	Make sure that the mailbox that the message was addressed to exists on the remote Octel server, and is currently able to accept network messages. You may want to use BANANA to troubleshoot the problem. See the “Troubleshooting Bridge Networking” chapter of the <i>Networking in Cisco Unity Guide</i> for detailed information on using BANANA for troubleshooting Bridge message delivery.
The message was undeliverable because the recipient has moved and the recipient’s new address is unknown.	The destination mailbox has moved (NDR code X.1.6).	Check for any errors or warnings in the event viewer of the Bridge server to see if there were SMTP transmission problems between the Bridge server and Exchange.

Table 6 Exchange 2000/Exchange 2003—Cisco Unity Bridge (continued)

Text	Reason	Corrective Action
The recipient could not be processed because it would violate the security policy in force.	One of the following problems occurred: <ul style="list-style-type: none"> • There was an undefined problem with security status (NDR code X.7.0). • Delivery of the message was not authorized, and the message was refused (NDR code X.7.1). • Security features were not supported (NDR code X.7.4). 	Check for any errors or warnings in the event viewer of the Bridge server to see if there were SMTP transmission problems between the Bridge server and Exchange.
The e-mail system was unable to deliver the message, but did not report a specific reason. Check the address and try again. If it still fails, contact your system administrator.	The message could not be routed because one of the following occurred during SMTP transmission to the Cisco Unity Bridge server: <ul style="list-style-type: none"> • A problem with the address status (NDR code X.1.0). • An undefined problem with the mailbox status (NDR code X.2.0). • An undefined problem with the mail system status (NDR code X.3.0). 	Check for any errors or warnings in the event viewer of the Bridge server to see if there were SMTP transmission problems between the Bridge server and Exchange.

VPIM

NDRs Received from Within the Subscriber Conversation (TUI) or the Cisco Unity Inbox

When using the TUI to work with VPIM messages, subscribers may hear one of the following error prompts related to nondelivery receipts:

- [Network problems have prevented routing to the remote voice mail server.](#)
- [The message format is not allowed for delivery to the remote voice mail system.](#)
- [The remote voice mail system was not able to accept the message.](#)
- [The remote voice mail system could not be contacted.](#)
- [The recipient's mailbox is not accepting network messages.](#)

When using the Cisco Unity Inbox to work with VPIM messages, subscribers may see one of the following error messages related to nondelivery receipts:

- [Network problems have prevented routing to the remote voice mail server.](#)
- [The message format is not allowed for delivery to the remote voice mail system.](#)
- [The remote voice mail system was not able to accept the message.](#)
- [The remote voice mail system could not be contacted.](#)

- The recipient’s mailbox is not accepting network messages.

In [Table 7](#), you will find information on the possible causes for the TUI error prompts and Cisco Unity Inbox error messages that are related to VPIM, and suggested corrective actions.



Note

The NDR codes shown in the “Reason” column of [Table 7](#) can be seen only in the SMTP logs, and are not provided to the subscriber as a part of the TUI prompt or in the Cisco Unity Inbox error text.

Where to Go for Additional Troubleshooting Information

- For detailed information on configuring VPIM Networking, see the “VPIM Networking” chapter of the *Networking in Cisco Unity Guide, Release 4.0(4)*, available at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_feature_guides_list.html.
- See the “Understanding, Installing and Troubleshooting the VPIM Transport Event Sink” document, available at <http://www.ciscounitytools.com/Documents.htm>, for information on the transport event sink and on enabling logging.

Table 7 *TUI and Cisco Unity Inbox—VPIM*

TUI Prompt and Cisco Unity Inbox Text	Reason	Corrective Action
<p>TUI Prompt: Network problems have prevented routing to the remote voice mail server.</p> <p>Cisco Unity Inbox Text: Network problems have prevented routing to the remote voice mail server.</p>	<p>The Voice Connector was unable to determine all of the necessary information about the delivery location to which the message was addressed. Either incomplete information was entered into Cisco Unity, or a replication problem has occurred that prevents this information from being accessible to the Voice Connector.</p> <p>Cisco Unity is unable to find all of the necessary information about the Cisco Unity subscriber who sent the message.</p>	<p>Check the delivery location that the message was addressed to. Verify that all applicable information has been entered into the Cisco Unity Administrator and saved properly.</p> <p>Check the account of the Cisco Unity subscriber who sent the message, and verify that all applicable information has been entered and saved properly in the Cisco Unity Administrator.</p>

Table 7 *TUI and Cisco Unity Inbox—VPIM (continued)*

TUI Prompt and Cisco Unity Inbox Text	Reason	Corrective Action
Continued from above.	<p>The message could not be routed because one of the following occurred during SMTP transmission to the remote VPIM server:</p> <ul style="list-style-type: none"> • A problem with the address status (NDR code X.1.0). • An undefined problem with the mailbox status (NDR code X.2.0). • An undefined problem with the mail system status (NDR code X.3.0). • An undefined problem with network or routing status (NDR code X.4.0). • A bad connection (NDR code X.4.2). • A routing server failure (NDR code X.4.3). • An undefined problem (NDR code X.4.4). • Network congestion (NDR code X.4.5). • A routing loop was detected (NDR code X.4.6). • The delivery time had expired (NDR code X.4.7). 	Check for any errors or warnings in the SMTP Logs of the Exchange server to see if there were SMTP transmission problems between the remote VPIM server and Exchange.
<p>TUI Prompt: The message format is not allowed for delivery to the remote voice mail system.</p> <p>Cisco Unity Inbox Text: The message format is not allowed for delivery to the remote voice mail system.</p>	<p>There are no valid attachments with the message.</p> <p>The destination mailbox is full (NDR code X.2.2).</p> <p>One of the following problems occurred:</p> <ul style="list-style-type: none"> • The message length exceeds the administrative limit (NDR code X.2.3). • The message is too large for the system (NDR code X.3.4). 	<p>Make sure that the message that is being sent contains at least one WAV file that was recorded by using a supported audio codec.</p> <p>Make sure that the intended recipient of the message does not have a full mailbox.</p> <p>Make sure that there are no settings configured on the remote VPIM server that would reject the message because it is too long.</p>

Table 7 *TUI and Cisco Unity Inbox—VPIM (continued)*

TUI Prompt and Cisco Unity Inbox Text	Reason	Corrective Action
Continued from above.	There was a mailing list expansion problem (NDR code X.2.4).	Check for any errors or warnings in the Voice Connector logs to see if there were problems reading the message. The Voice Connector logs are located on the Exchange server on which the Voice Connector is installed, in the directory <ExchangeServerPath>\VoiceGateway\LogFiles. The files are named in the format GwIvc_<YyMmDd>.log, where Yy is the year, Mm is the month, and Dd is the day.
	The mail system is full (NDR code X.3.1).	Make sure that the remote VPIM server does not have full hard drives.
	<p>One of the following problems occurred:</p> <ul style="list-style-type: none"> • There was a syntax error (NDR code X.5.2). • There was an undefined media error (NDR code X.6.0). • There was an undefined problem with the security status (NDR code X.7.0). • Delivery of the message was not authorized, and the message was refused (NDR code X.7.1). • A security conversion was required, but was not possible (NDR code X.7.3). • Security features were not supported (NDR code X.7.4). • There was a cryptographic failure (NDR code X.7.5). • There was a message integrity failure (NDR code X.7.7). 	Check for any errors or warnings in the SMTP Logs of the Exchange server to see if there were SMTP transmission problems between the remote VPIM server and Exchange.

Table 7 *TUI and Cisco Unity Inbox—VPIM (continued)*

TUI Prompt and Cisco Unity Inbox Text	Reason	Corrective Action
Continued from above.	<p>One of the following problems occurred:</p> <ul style="list-style-type: none"> • The media format is not supported (NDR code X.6.1). • Conversion of the message is required but also prohibited (NDR code X.6.2). This means that the content of the message must be converted before it can be delivered, but that such conversion is not permitted (either by the parameters of the sender's account, or according to the policy of the sending host). • Conversion of the message is required but not supported (NDR code X.6.3). This means that the message content must be converted in order to be forwarded, but that such conversion is not possible or otherwise prohibited by a host in the forwarding path. • The message was converted, but with data loss (NDR code X.6.4). This means that message delivery was successful, but that the conversion required for delivery resulted in some data loss. • Conversion of the message failed (NDR code X.6.5). 	Make sure that the outbound VPIM message codec being used for the delivery location that the message was addressed to is supported by the remote VPIM system.
<p>TUI Prompt: The remote voice mail system was not able to accept the message.</p> <p>Cisco Unity Inbox Text: The remote voice mail system was not able to accept the message.</p>	The destination mailbox address is incorrect (NDR code X.1.1).	Make sure that the mailbox that the message was addressed to exists on the remote VPIM server.

Table 7 *TUI and Cisco Unity Inbox—VPIM (continued)*

TUI Prompt and Cisco Unity Inbox Text	Reason	Corrective Action
Continued from above.	<p>One of the following problems occurred:</p> <ul style="list-style-type: none"> • The destination mailbox address syntax is incorrect (NDR code X.1.3). • The destination mailbox address is ambiguous (NDR code X.1.4). • The destination mailbox has moved (NDR code X.1.6). • The sender's mailbox address syntax is incorrect (NDR code X.1.7). • The sender's system address is incorrect (NDR code X.1.8). • The system is not capable of handling the selected feature(s) (NDR code X.3.3). • There was an undefined protocol status error (NDR code X.5.0). • There was an invalid command (NDR code X.5.1). • There were too many recipients for the message (NDR code X.5.3). • Mailing list expansion is prohibited (NDR code X.7.2). • The cryptographic algorithm is not supported (NDR code X.7.6). 	Check for any errors or warnings in the SMTP Logs of the Exchange server to see if there were SMTP transmission problems between the remote VPIM server and Exchange.
<p>TUI Prompt: The remote voice mail system could not be contacted.</p> <p>Cisco Unity Inbox Text: The remote voice mail system could not be contacted.</p>	<p>One of the following problems occurred:</p> <ul style="list-style-type: none"> • The destination system address is incorrect (NDR code X.1.2). • There was no answer from the host (NDR code X.4.1). • The command arguments were invalid (NDR code X.5.4). • The protocol version was wrong (NDR code X.5.5). 	Check for any errors or warnings in the SMTP Logs of the Exchange server to see if there were transmission problems between the remote VPIM server and Exchange.
<p>TUI Prompt: The recipient's mailbox is not accepting network messages.</p> <p>Cisco Unity Inbox Text: The recipient's mailbox is not accepting network messages.</p>	The destination mailbox is disabled and is not accepting messages (NDR code X.2.1).	Make sure that the mailbox that the message was addressed to exists on the remote VPIM server, and is currently able to accept network messages.

Table 7 *TUI and Cisco Unity Inbox—VPIM (continued)*

TUI Prompt and Cisco Unity Inbox Text	Reason	Corrective Action
Continued from above.	The system is not accepting network messages (NDR code X.3.2).	Make sure that the remote VPIM server is able to accept network messages.

NDRs Received from Within Microsoft Outlook

When Subscriber Mailboxes Are on Exchange 5.5 Servers

When using Microsoft Outlook to work with VPIM messages (and when subscriber mailboxes are on an Exchange 5.5 server), subscribers may see one of the following error messages related to nondelivery receipts:

- The recipient name is ambiguous.
- The recipient could not be processed due to congestion in the message transfer service.
- The recipient was detected looping within the message transfer service.
- The maximum time for delivering the message expired.
- The encoded information types of the message are not supported by the recipient.
- The content length of the message is too long for the recipient to take delivery.
- A conversion required for the message to be delivered is impractical.
- A conversion required for the message to be delivered has been prohibited by the originator.
- One or more arguments in the recipient was detected as being invalid.
- A syntax error was detected in the content of the message.
- Either the message size exceeds the maximum allowed for the recipient or transport, or you have exceeded the storage limit on your mailbox.
- The message contains a content type that is not supported.
- Unable to deliver the message due to the number of specified recipients of the message.
- Delivery of the message required a bilateral agreement where no such agreement exists.
- A critical function required for the transfer or delivery of the message was not supported by the originator of the report.
- A conversion required for the message to be delivered would have resulted in loss of information.
- Unable to deliver the message because the originator prohibited the expansion of distribution lists.
- The originator does not have permission to submit message.
- Unable to complete the expansion of a distribution list.
- The message was undelivered because the specified recipient postal address was incorrect.
- The message was undeliverable because the recipient specified in the recipient postal address was not known at this address.
- The message was undeliverable because the recipient specified in the recipient postal address refused to accept the message.

- The message was undeliverable because the recipient specified in the recipient postal address has changed address temporarily (on travel) and forwarding was not applicable.
- The message was undeliverable because the recipient has moved and the recipient’s new address is unknown.
- The recipient could not be processed because it would violate the security policy in force.
- Unable to deliver the message due to a communications failure.

In **Table 8**, you will find information on the possible causes for the Exchange 5.5 error messages that are related to VPIM, and suggested corrective actions.


Note

In certain cases, the NDR codes shown in the “Reason” column of **Table 8** may not be provided in the error message received by the subscriber. However, they can be found in the SMTP logs.

Where to Go for Additional Troubleshooting Information

- For detailed information on configuring VPIM Networking, see the “VPIM Networking” chapter of the *Networking in Cisco Unity Guide, Release 4.0(4)*, available at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_feature_guides_list.html.
- See the “Understanding, Installing and Troubleshooting the VPIM Transport Event Sink” document, available at <http://www.ciscounitytools.com/Documents.htm>, for information on the transport event sink and on enabling logging.

Table 8 **Exchange 5.5—VPIM**

Text	Reason	Corrective Action
The recipient name is ambiguous.	The destination mailbox address is ambiguous (NDR code X.1.4).	Check for any errors or warnings in the SMTP Logs of the Exchange server to see if there were SMTP transmission problems between the remote VPIM server and Exchange.
The recipient could not be processed due to congestion in the message transfer service.	The message could not be routed because one of the following occurred during SMTP transmission to the remote VPIM server: <ul style="list-style-type: none"> • A bad connection (NDR code X.4.2). • A routing server failure (NDR code X.4.3). • An undefined problem (NDR code X.4.4). • Network congestion (NDR code X.4.5). 	Check for any errors or warnings in the SMTP Logs of the Exchange server to see if there were SMTP transmission problems between the remote VPIM server and Exchange.
The recipient was detected looping within the message transfer service.	The message could not be routed because a routing loop was detected (NDR code X.4.6).	Check for any errors or warnings in the SMTP Logs of the Exchange server to see if there were SMTP transmission problems between the remote VPIM server and Exchange.

Table 8 **Exchange 5.5—VPIM (continued)**

Text	Reason	Corrective Action
The maximum time for delivering the message expired.	The message could not be routed because the delivery time had expired (NDR code X.4.7).	Check for any errors or warnings in the SMTP Logs of the Exchange server to see if there were SMTP transmission problems between the remote VPIM server and Exchange.
The encoded information types of the message are not supported by the recipient.	Conversion of the message is required but not supported (NDR code X.6.3). This means that the message content must be converted in order to be forwarded, but that such conversion is not possible or is otherwise prohibited by a host in the forwarding path.	Make sure that the outbound VPIM message codec being used for the delivery location that the message was addressed to is supported by the remote VPIM system.
The content length of the message is too long for the recipient to take delivery.	The message is too large for the system (NDR code X.3.4).	Make sure that there are no settings configured on the remote VPIM server that would reject the message because it is too long.
A conversion required for the message to be delivered is impractical.	A security conversion was required, but was not possible (NDR code X.7.3).	Check for any errors or warnings in the SMTP Logs of the Exchange server to see if there were SMTP transmission problems between the remote VPIM server and Exchange.
A conversion required for the message to be delivered has been prohibited by the originator.	Conversion of the message is required but also prohibited (NDR code X.6.2). This means that the content of the message must be converted before it can be delivered, but that such conversion is not permitted (either by the parameters of the sender's account, or according to the policy of the sending host).	Make sure that the outbound VPIM message codec being used for the delivery location that the message was addressed to is supported by the remote VPIM system.
One or more arguments in the recipient was detected as being invalid.	One of the following problems occurred: <ul style="list-style-type: none"> • There was an undefined protocol status error (NDR code X.5.0). • There was an invalid command (NDR code X.5.1). • The command arguments were invalid (NDR code X.5.4). • The protocol version was wrong (NDR code X.5.5). 	Check for any errors or warnings in the SMTP Logs of the Exchange server to see if there were SMTP transmission problems between the remote VPIM server and Exchange.
A syntax error was detected in the content of the message.	One of the following problems occurred: <ul style="list-style-type: none"> • There was a syntax error (NDR code X.5.2). • There was a message integrity failure (NDR code X.7.7). 	Check for any errors or warnings in the SMTP Logs of the Exchange server to see if there were SMTP transmission problems between the remote VPIM server and Exchange.

Table 8 **Exchange 5.5—VPIM (continued)**

Text	Reason	Corrective Action
Either the message size exceeds the maximum allowed for the recipient or transport, or you have exceeded the storage limit on your mailbox.	The destination mailbox is full (NDR code X.2.2).	Make sure that the intended recipient of the message does not have a full mailbox.
	The message length exceeds the administrative limit (NDR code X.2.3).	Make sure that there are no settings configured on the remote VPIM server that would reject the message because it is too long.
	The mail system is full (NDR code X.3.1).	Make sure that the remote VPIM server does not have full hard drives.
The message contains a content type that is not supported.	There are no valid attachments with the message.	Make sure that the message that is being sent contains at least one WAV file that was recorded by using a supported audio codec.
	The media format is not supported (NDR code X.6.1).	Make sure that the outbound VPIM message codec being used for the delivery location that the message was addressed to is supported by the remote VPIM system.
Unable to deliver the message due to the number of specified recipients of the message.	There were too many recipients for the message (NDR code X.5.3).	Check for any errors or warnings in the SMTP Logs of the Exchange server to see if there were SMTP transmission problems between the remote VPIM server and Exchange.
Delivery of the message required a bilateral agreement where no such agreement exists.	The Voice Connector was unable to determine all of the necessary information about the delivery location to which the message was addressed. Either incomplete information was entered into Cisco Unity, or a replication problem has occurred that prevents this information from being accessible to the Voice Connector.	Check the delivery location that the message was addressed to. Verify that all applicable information has been entered into the Cisco Unity Administrator and saved properly.
	One of the following problems occurred: <ul style="list-style-type: none"> • The message could not be routed because of an undefined problem with network or routing status (NDR code X.4.0). • The destination system address is incorrect (NDR code X.1.2). • There was no answer from the host (NDR code X.4.1). 	Check for any errors or warnings in the SMTP Logs of the Exchange server to see if there were SMTP transmission problems between the remote VPIM server and Exchange.

Table 8 **Exchange 5.5—VPIM (continued)**

Text	Reason	Corrective Action
A critical function required for the transfer or delivery of the message was not supported by the originator of the report.	One of the following problems occurred: <ul style="list-style-type: none"> • The system is not capable of handling the selected feature(s) (NDR code X.3.3). • The cryptographic algorithm is not supported (NDR code X.7.6). 	Check for any errors or warnings in the SMTP Logs of the Exchange server to see if there were SMTP transmission problems between the remote VPIM server and Exchange.
A conversion required for the message to be delivered would have resulted in loss of information.	One of the following problems occurred: <ul style="list-style-type: none"> • There was an undefined media error (NDR code X.6.0). • There was a cryptographic failure (NDR code X.7.5). 	Check for any errors or warnings in the SMTP Logs of the Exchange server to see if there were SMTP transmission problems between the remote VPIM server and Exchange.
	One of the following problems occurred: <ul style="list-style-type: none"> • The message was converted, but with data loss (NDR code X.6.4). This means that message delivery was successful, but that the conversion required for delivery resulted in some data loss. • Conversion of the message failed (NDR code X.6.5). 	Make sure that the outbound VPIM message codec being used for the delivery location that the message was addressed to is supported by the remote VPIM system.
Unable to deliver the message because the originator prohibited the expansion of distribution lists.	Mailing list expansion is prohibited (NDR code X.7.2).	Check for any errors or warnings in the SMTP Logs of the Exchange server to see if there were SMTP transmission problems between the remote VPIM server and Exchange.
The originator does not have permission to submit message.	Cisco Unity is unable to find all of the necessary information about the Cisco Unity subscriber who sent the message.	Check the account of the Cisco Unity subscriber who sent the message, and verify that all applicable information has been entered and saved properly in the Cisco Unity Administrator.
	One of the following problems occurred: <ul style="list-style-type: none"> • The sender's mailbox address syntax is incorrect (NDR code X.1.7). • The sender's system address is incorrect (NDR code X.1.8). 	Check for any errors or warnings in the SMTP Logs of the Exchange server to see if there were SMTP transmission problems between the remote VPIM server and Exchange.

Table 8 Exchange 5.5—VPIM (continued)

Text	Reason	Corrective Action
Unable to complete the expansion of a distribution list.	There was a mailing list expansion problem (NDR code X.2.4).	Check for any errors or warnings in the Voice Connector logs to see if there were problems reading the message. The Voice Connector logs are located on the Exchange server on which the Voice Connector is installed, in the directory <ExchangeServerPath>\VoiceGateway\LogFiles. The files are named in the format GwIvc_<YyMmDd>.log, where Yy is the year, Mm is the month, and Dd is the day.
The message was undelivered because the specified recipient postal address was incorrect.	The destination mailbox address syntax is incorrect (NDR code X.1.3).	Check for any errors or warnings in the SMTP Logs of the Exchange server to see if there were SMTP transmission problems between the remote VPIM server and Exchange.
The message was undeliverable because the recipient specified in the recipient postal address was not known at this address.	The destination mailbox address is incorrect (NDR code X.1.1).	Make sure that the mailbox that the message was addressed to exists on the remote VPIM server.
The message was undeliverable because the recipient specified in the recipient postal address refused to accept the message.	The system is not accepting network messages (NDR code X.3.2).	Make sure that the remote VPIM server is able to accept network messages.
The message was undeliverable because the recipient specified in the recipient postal address has changed address temporarily (on travel) and forwarding was not applicable.	The destination mailbox is disabled and is not accepting messages (NDR code X.2.1).	Make sure that the mailbox that the message was addressed to exists on the remote VPIM server, and is currently able to accept network messages.
The message was undeliverable because the recipient has moved and the recipient's new address is unknown.	The destination mailbox has moved (NDR code X.1.6).	Check for any errors or warnings in the SMTP Logs of the Exchange server to see if there were SMTP transmission problems between the remote VPIM server and Exchange.
The recipient could not be processed because it would violate the security policy in force.	<p>One of the following problems occurred:</p> <ul style="list-style-type: none"> • There was an undefined problem with security status (NDR code X.7.0). • Delivery of the message was not authorized, and the message was refused (NDR code X.7.1). • Security features were not supported (NDR code X.7.4). 	Check for any errors or warnings in the SMTP Logs of the Exchange server to see if there were SMTP transmission problems between the remote VPIM server and Exchange.

Table 8 **Exchange 5.5—VPIM (continued)**

Text	Reason	Corrective Action
Unable to deliver the message due to a communications failure.	<p>The message could not be routed because one of the following occurred during SMTP transmission to the remote VPIM server:</p> <ul style="list-style-type: none"> • A problem with the address status (NDR code X.1.0). • An undefined problem with the mailbox status (NDR code X.2.0). • An undefined problem with the mail system status (NDR code X.3.0). 	Check for any errors or warnings in the SMTP Logs of the Exchange server to see if there were SMTP transmission problems between the remote VPIM server and Exchange.

When Subscriber Mailboxes Are on Exchange 2000 or Exchange 2003 Servers

When using Microsoft Outlook to work with VPIM messages (and when subscriber mailboxes are on an Exchange 2000 or Exchange 2003 server), subscribers may see one of the following error messages related to nondelivery receipts:

- A configuration error in the recipient's e-mail system prevented delivery of this message. Two recipients are configured with the same e-mail address. Contact your administrator.
- A network connection problem or an offline server prevented delivery of the message. Attempt again after some time. If it still fails, contact your administrator.
- A configuration error in the e-mail system caused the message to bounce between two servers or to be forwarded between two recipients. Contact your administrator.
- Could not deliver the message in the time limit specified. Please retry or contact your administrator.
- The encoded information types of the message are not supported by the recipient.
- Unable to deliver the message because it is too large. Try again with a shorter message or fewer attachments.
- A conversion required for the message to be delivered is impractical.
- A conversion required for the message to be delivered has been prohibited by the originator.
- The mail protocol was unable to handle one or more requests because they were unrecognized or invalid. Please notify your system administrator.
- A syntax error was detected in the content of the message.
- This message is larger than the current system limit or the recipient's mailbox is full. Create a shorter message body or remove attachments and try sending it again.
- The message contains a content type that is not supported.
- The e-mail system limits the number of recipients that can be addressed in a single message. Send the message multiple times to fewer recipients.
- Your mail system could not find a way to successfully communicate with the destination system. Please notify your administrator.
- A critical function required for the transfer or delivery of the message was not supported by the originator of the report.

- A conversion required for the message to be delivered would have resulted in loss of information.
- Unable to deliver the message because the originator prohibited the expansion of distribution lists.
- You do not have permission to send to this recipient. For assistance, contact your system administrator.
- Unable to expand a distribution list to deliver the message to its members. Try again or contact your system administrator.
- The format of the e-mail address is incorrect. Check the address, look up the recipient in the Address Book, or contact the recipient directly to find out the correct address.
- The e-mail account does not exist at the organization this message was sent to. Check the e-mail address, or contact the recipient directly to find out the correct address.
- The message reached the recipient's e-mail system, but delivery was refused. Attempt to resend the message. If it still fails, contact your system administrator.
- The message was undeliverable because the recipient specified has changed address temporarily (on travel) and forwarding was not applicable.
- The message was undeliverable because the recipient has moved and the recipient's new address is unknown.
- The recipient could not be processed because it would violate the security policy in force.
- The e-mail system was unable to deliver the message, but did not report a specific reason. Check the address and try again. If it still fails, contact your system administrator.

In [Table 9](#), you will find information on the possible causes for the Exchange 2000/Exchange 2003 error messages that are related to VPIM, and suggested corrective actions.



Note

In certain cases, the NDR codes shown in the “Reason” column of [Table 9](#) may not be provided in the error message received by the subscriber. However, they can be found in the SMTP logs.

Where to Go for Additional Troubleshooting Information

- For detailed information on configuring VPIM Networking, see the “VPIM Networking” chapter of the *Networking in Cisco Unity Guide, Release 4.0(4)*, available at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_feature_guides_list.html.
- See the “Understanding, Installing and Troubleshooting the VPIM Transport Event Sink” document, available at <http://www.ciscounitytools.com/Documents.htm>, for information on the transport event sink and on enabling logging.

Table 9 Exchange 2000/Exchange 2003—VPIM

Text	Reason	Corrective Action
A configuration error in the recipient's e-mail system prevented delivery of this message. Two recipients are configured with the same e-mail address. Contact your administrator.	The destination mailbox address is ambiguous (NDR code X.1.4).	Check for any errors or warnings in the SMTP Logs of the Exchange server to see if there were SMTP transmission problems between the remote VPIM server and Exchange.

Table 9 **Exchange 2000/Exchange 2003—VPIM (continued)**

Text	Reason	Corrective Action
A network connection problem or an offline server prevented delivery of the message. Attempt again after some time. If it still fails, contact your administrator.	<p>The message could not be routed because one of the following occurred during SMTP transmission to the remote VPIM server:</p> <ul style="list-style-type: none"> • A bad connection (NDR code X.4.2). • A routing server failure (NDR code X.4.3). • An undefined problem (NDR code X.4.4). • Network congestion (NDR code X.4.5). 	Check for any errors or warnings in the SMTP Logs of the Exchange server to see if there were SMTP transmission problems between the remote VPIM server and Exchange.
A configuration error in the e-mail system caused the message to bounce between two servers or to be forwarded between two recipients. Contact your administrator.	The message could not be routed because a routing loop was detected (NDR code X.4.6).	Check for any errors or warnings in the SMTP Logs of the Exchange server to see if there were SMTP transmission problems between the remote VPIM server and Exchange.
Could not deliver the message in the time limit specified. Please retry or contact your administrator.	The message could not be routed because the delivery time had expired (NDR code X.4.7).	Check for any errors or warnings in the SMTP Logs of the Exchange server to see if there were SMTP transmission problems between the remote VPIM server and Exchange.
The encoded information types of the message are not supported by the recipient.	Conversion of the message is required but not supported (NDR code X.6.3). This means that the message content must be converted in order to be forwarded, but that such conversion is not possible or is otherwise prohibited by a host in the forwarding path.	Make sure that the outbound VPIM message codec being used for the delivery location that the message was addressed to is supported by the remote VPIM system.
Unable to deliver the message because it is too large. Try again with a shorter message or fewer attachments.	The message is too large for the system (NDR code X.3.4).	Make sure that there are no settings configured on the remote VPIM server that would reject the message because it is too long.
A conversion required for the message to be delivered is impractical.	A security conversion was required, but was not possible (NDR code X.7.3).	Check for any errors or warnings in the SMTP Logs of the Exchange server to see if there were SMTP transmission problems between the remote VPIM server and Exchange.
A conversion required for the message to be delivered has been prohibited by the originator.	Conversion of the message is required but also prohibited (NDR code X.6.2). This means that the content of the message must be converted before it can be delivered, but that such conversion is not permitted (either by the parameters of the sender's account, or according to the policy of the sending host).	Make sure that the outbound VPIM message codec being used for the delivery location that the message was addressed to is supported by the remote VPIM system.

Table 9 Exchange 2000/Exchange 2003—VPIM (continued)

Text	Reason	Corrective Action
The mail protocol was unable to handle one or more requests because they were unrecognized or invalid. Please notify your system administrator.	One of the following problems occurred: <ul style="list-style-type: none"> • There was an undefined protocol status error (NDR code X.5.0). • There was an invalid command (NDR code X.5.1). • The command arguments were invalid (NDR code X.5.4). • The protocol version was wrong (NDR code X.5.5). 	Check for any errors or warnings in the SMTP Logs of the Exchange server to see if there were SMTP transmission problems between the remote VPIM server and Exchange.
A syntax error was detected in the content of the message.	One of the following problems occurred: <ul style="list-style-type: none"> • There was a syntax error (NDR code X.5.2). • There was a message integrity failure (NDR code X.7.7). 	Check for any errors or warnings in the SMTP Logs of the Exchange server to see if there were SMTP transmission problems between the remote VPIM server and Exchange.
This message is larger than the current system limit or the recipient's mailbox is full. Create a shorter message body or remove attachments and try sending it again.	The destination mailbox is full (NDR code X.2.2).	Make sure that the intended recipient of the message does not have a full mailbox.
	The message length exceeds the administrative limit (NDR code X.2.3).	Make sure that there are no settings configured on the remote VPIM server that would reject the message because it is too long.
	The mail system is full (NDR code X.3.1).	Make sure that the remote VPIM server does not have full hard drives.
The message contains a content type that is not supported.	There are no valid attachments with the message.	Make sure that the message that is being sent contains at least one WAV file that was recorded by using a supported audio codec.
	The media format is not supported (NDR code X.6.1).	Make sure that the outbound VPIM message codec being used for the delivery location that the message was addressed to is supported by the remote VPIM system.
The e-mail system limits the number of recipients that can be addressed in a single message. Send the message multiple times to fewer recipients.	There were too many recipients for the message (NDR code X.5.3).	Check for any errors or warnings in the SMTP Logs of the Exchange server to see if there were SMTP transmission problems between the remote VPIM server and Exchange.
Your mail system could not find a way to successfully communicate with the destination system. Please notify your administrator.	The Voice Connector was unable to determine all of the necessary information about the delivery location to which the message was addressed. Either incomplete information was entered into Cisco Unity, or a replication problem has occurred that prevents this information from being accessible to the Voice Connector.	Check the delivery location that the message was addressed to. Verify that all applicable information has been entered into the Cisco Unity Administrator and saved properly.

Table 9 Exchange 2000/Exchange 2003—VPIM (continued)

Text	Reason	Corrective Action
Continued from above.	One of the following problems occurred: <ul style="list-style-type: none"> • The message could not be routed because of an undefined problem with network or routing status (NDR code X.4.0). • The destination system address is incorrect (NDR code X.1.2). • There was no answer from the host (NDR code X.4.1). 	Check for any errors or warnings in the SMTP Logs of the Exchange server to see if there were SMTP transmission problems between the remote VPIM server and Exchange.
A critical function required for the transfer or delivery of the message was not supported by the originator of the report.	One of the following problems occurred: <ul style="list-style-type: none"> • The system is not capable of handling the selected feature(s) (NDR code X.3.3). • The cryptographic algorithm is not supported (NDR code X.7.6). 	Check for any errors or warnings in the SMTP Logs of the Exchange server to see if there were SMTP transmission problems between the remote VPIM server and Exchange.
A conversion required for the message to be delivered would have resulted in loss of information.	One of the following problems occurred: <ul style="list-style-type: none"> • There was an undefined media error (NDR code X.6.0). • There was a cryptographic failure (NDR code X.7.5). 	Check for any errors or warnings in the SMTP Logs of the Exchange server to see if there were SMTP transmission problems between the remote VPIM server and Exchange.
	One of the following problems occurred: <ul style="list-style-type: none"> • The message was converted, but with data loss (NDR code X.6.4). This means that message delivery was successful, but that the conversion required for delivery resulted in some data loss. • Conversion of the message failed (NDR code X.6.5). 	Make sure that the outbound VPIM message codec being used for the delivery location that the message was addressed to is supported by the remote VPIM system.
Unable to deliver the message because the originator prohibited the expansion of distribution lists.	Mailing list expansion is prohibited (NDR code X.7.2).	Check for any errors or warnings in the SMTP Logs of the Exchange server to see if there were SMTP transmission problems between the remote VPIM server and Exchange.
You do not have permission to send to this recipient. For assistance, contact your system administrator.	Cisco Unity is unable to find all of the necessary information about the Cisco Unity subscriber who sent the message.	Check the account of the Cisco Unity subscriber who sent the message, and verify that all applicable information has been entered and saved properly in the Cisco Unity Administrator.

Table 9 Exchange 2000/Exchange 2003—VPIM (continued)

Text	Reason	Corrective Action
Continued from above.	One of the following problems occurred: <ul style="list-style-type: none"> • The sender's mailbox address syntax is incorrect (NDR code X.1.7). • The sender's system address is incorrect (NDR code X.1.8). 	Check for any errors or warnings in the SMTP Logs of the Exchange server to see if there were SMTP transmission problems between the remote VPIM server and Exchange.
Unable to expand a distribution list to deliver the message to its members. Try again or contact your system administrator.	There was a mailing list expansion problem (NDR code X.2.4).	Check for any errors or warnings in the Voice Connector logs to see if there were problems reading the message. The Voice Connector logs are located on the Exchange server on which the Voice Connector is installed, in the directory <ExchangeServerPath>\VoiceGateway\LogFiles. The files are named in the format GwIvc_<YyMmDd>.log, where Yy is the year, Mm is the month, and Dd is the day.
The format of the e-mail address is incorrect. Check the address, look up the recipient in the Address Book, or contact the recipient directly to find out the correct address.	The destination mailbox address syntax is incorrect (NDR code X.1.3).	Check for any errors or warnings in the SMTP Logs of the Exchange server to see if there were SMTP transmission problems between the remote VPIM server and Exchange.
The e-mail account does not exist at the organization this message was sent to. Check the e-mail address, or contact the recipient directly to find out the correct address.	The destination mailbox address is incorrect (NDR code X.1.1).	Make sure that the mailbox that the message was addressed to exists on the remote VPIM server.
The message reached the recipient's e-mail system, but delivery was refused. Attempt to resend the message. If it still fails, contact your system administrator.	The system is not accepting network messages (NDR code X.3.2).	Make sure that the remote VPIM server is able to accept network messages.
The message was undeliverable because the recipient specified has changed address temporarily (on travel) and forwarding was not applicable.	The destination mailbox is disabled and is not accepting messages (NDR code X.2.1).	Make sure that the mailbox that the message was addressed to exists on the remote VPIM server, and is currently able to accept network messages.
The message was undeliverable because the recipient has moved and the recipient's new address is unknown.	The destination mailbox has moved (NDR code X.1.6).	Check for any errors or warnings in the SMTP Logs of the Exchange server to see if there were SMTP transmission problems between the remote VPIM server and Exchange.

Table 9 **Exchange 2000/Exchange 2003—VPIM (continued)**

Text	Reason	Corrective Action
The recipient could not be processed because it would violate the security policy in force.	One of the following problems occurred: <ul style="list-style-type: none"> • There was an undefined problem with security status (NDR code X.7.0). • Delivery of the message was not authorized, and the message was refused (NDR code X.7.1). • Security features were not supported (NDR code X.7.4). 	Check for any errors or warnings in the SMTP Logs of the Exchange server to see if there were SMTP transmission problems between the remote VPIM server and Exchange.
The e-mail system was unable to deliver the message, but did not report a specific reason. Check the address and try again. If it still fails, contact your system administrator.	The message could not be routed because one of the following occurred during SMTP transmission to the remote VPIM server: <ul style="list-style-type: none"> • A problem with the address status (NDR code X.1.0). • An undefined problem with the mailbox status (NDR code X.2.0). • An undefined problem with the mail system status (NDR code X.3.0). 	Check for any errors or warnings in the SMTP Logs of the Exchange server to see if there were SMTP transmission problems between the remote VPIM server and Exchange.

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