

Unable to Delete Cisco Unity Subscriber with Unity SAWeb

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Introduction

When you try to delete a Cisco Unity subscriber with SAWeb, the `Delete failed 0x80043307 (E_NOTIFIER_USER_NOT_MONITORED)` error message displays.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on the Cisco Unity 4.x and later.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Error: Delete failed 0x80043307 (E_NOTIFIER_USER_NOT_MONITORED) or Delete Failed 0x8004010F

When you try to delete a Cisco Unity subscriber, the error message `Delete failed 0x80043307 (E_NOTIFIER_USER_NOT_MONITORED)` or the error message `Delete Failed 0x8004010F` displays. This occurs when you delete a subscriber that is not set to use a Message Waiting Indicator (MWI) for message notification.

This issue is documented by Cisco bug ID CSCsd06485 (registered customers only) .

Solution 1

Note: You can delete the subscribers with the **Bulk Subscriber Delete** tool or **Global Subscriber Manager** tool, which are located at the Cisco Unity Tools Depot [☞](#).

In order to delete the subscriber with SAWeb, perform these steps:

1. Log in to the Cisco Unity Administrator, and choose **Subscribers** from the left-hand menu.
2. Click the **Find a subscriber** icon. Type the name of the subscriber, and click the name.
3. Choose **Messages** from the left-hand menu.
4. On the **Messages** page, check the **Use MWI for message notification** box.
5. Press the **Save** button in order to save the entry.
6. Click the **Delete** icon on the Subscriber page to delete this subscriber.
7. Repeat the procedure for all the subscribers that you want to delete.
8. If the AvDSAD and AvDSGlobalCatalog services are not running, the SA takes the change but does not process it. You must check to make sure that these services are running.

Note: If you continue to receive the error message after you delete a subscriber from Cisco Unity and re-import it, delete the subscriber from Active Directory (AD), recreate it, and then re-import it back to the Unity server. Refer to Remove Unity Subscribers from Active Directory for more information.

Solution 2

Open the SQL query analyzer and run this query in order to resolve the issue:

```
use unitydb update Configuration set LastModifiedTime=NULL
```

Error: Delete failed 0x80072030 There is no such object on the server \XOD\XOA

When you try to delete a Cisco Unity subscriber, from the Cisco Unified Messaging Unity Server, the `Delete Failed 0x80072030 There is no such object on the Server \xOD\xOA` error message displays. This occurs in Cisco Unity 7.x. Also, the Subscriber's Administration Page cannot be displayed.

Solution

In order to delete the corresponding subscribers from the SQL database, choose the appropriate row of record. Perform these steps:

1. Naviagte to **Microsoft SQL Enterprise Manager > Databases > UnityDb**.
2. Open the subscriber table and locate the user you need to remove.
3. Highlight the row the user occupies, and delete it manually.
4. Close the table and then check System Administrator (SA) to verify that the user is removed.

Error: Substitute Objects have not yet been configured on this Unity Server

When a Unity administrator deletes a subscriber object via the web System Administrator (SA) on an active Secondary server, this message appears:

```
Substitute Objects have not yet been configured on this Unity Server.
Deleting this subscriber, it it owns or is referenced by Call Handlers,
Directory Handlers, or Restriction Tables, could cause database errors.
You can either cancel the deletion and configure Substitute Objects or
proceed with the deletion and run DBWalker to identify any database
errors. Delete the subscriber?.
```

Note: The user does not see this error if a subscriber is deleted on an active primary server.

Solution

Perform one of these workarounds:

- Perform these steps if the secondary server is currently active:
 1. Open the SA on the secondary server and go to **System > Configuration page**.
 2. At the very bottom, specify the desired substitute objects (EAdmin, as configured on the primary), and **Save**.
- Perform these steps if the secondary server is currently inactive:
 1. Open the SQL Query Analyzer on the secondary server.
 2. In the Object Browser, go to **UnityDb > Stored Procedures**, and right-click on **dbo.csp_SetupDefaultCleanDeleteObjects**.
 3. Choose **Script Object to New Window As > Execute**, another Query window opens.
 4. Run the **Query**.
 5. In order to verify the changes, go to the **SA > System > Configuration page** in the SA.

Related Information

- [Remove Unity Subscribers from Active Directory](#)
- [Voice Technology Support](#)
- [Voice and Unified Communications Product Support](#)
- [Troubleshooting Cisco IP Telephony](#)
- [Technical Support & Documentation – Cisco Systems](#)

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