

# Importing Subscribers Into Cisco Unity

Document ID: 42702

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## Related Information

# Introduction

This document provides instructions on troubleshooting subscriber addition and import problems in Cisco Unity versions 2.4.x, 3.x, and 4.x using Microsoft Exchange and Domino (in Cisco Unity 4.x only). In addition, an overview that details the mechanics of the subscriber addition and import process, and a list of common problems and solutions are presented that pertain to:

- Adding new subscribers through the Cisco Unity System Administrator (SA).
- Importing existing Exchange users into Cisco Unity through the Cisco Unity SA.
- Importing existing Exchange users into Cisco Unity using the Cisco Unity Import tool.
- Importing subscribers from a CSV file using the Cisco Unity Import tool.

## Create a Cisco Unity Subscriber

In Cisco Unity version 2.4.x and earlier, Exchange 5.5 was used as the message store for the voice messages and also as the database store to store all the settings for the voice mail subscribers. Custom attributes 11 through 15 and the raw properties starting with "Voice-" were used to configure the Cisco Unity subscriber. But, all these raw properties were not sufficient to create a voice mail subscriber. Therefore, the creation of another object to store the rest of the settings was necessary in order to create a voice mail subscriber. This is why, when a subscriber is created in Cisco Unity, a few settings are entered under the subscriber's schema and then a call handler associated to that subscriber is created. This process was limited in creating more settings as Cisco Unity was including more features in newer versions. This is the reason for the database store being moved to SQL, so that the Cisco Unity database could be expanded with all the attributes to the extent necessary.

## Create and Import a User from the SA

This is a behind the scenes process involved with creating and importing a user from the SA.

1. A copy is made of the mail user template specified as well as its corresponding call handler, taking with it the default information supplied in the template (contact rules, call transfer, and so forth). The result is a mail user object and a corresponding call handler.
2. The new mail user and call handler are populated with the unique information specified during the initial creation process (extension, alias, first name, last name, and so forth).
3. A check is run in order to make sure all the unique information does not already exist in the directory.
4. SA communicates with the DOH (Database Object Hierarchy layer of Cisco Unity).
5. The DOH negotiates with the directory. Once the user is created in the directory, a unique identifier is passed back to the DOH, which is written to SQL in Cisco Unity versions 3.x and 4.x. In the Exchange 5.5 schema in Cisco Unity version 2.4.x, when a subscriber is imported, the DOH negotiates with the directory. However, instead of waiting for a unique identifier to be passed back, the DOH binds to the existing user that you import.

**Note:** Information about Mail User Templates for Cisco Unity 4.x can be found in the documentation for Subscriber Template Settings. This information is very similar to Cisco Unity 3.x and 2.4.x. Refer to the correct Cisco Unity version document if not applicable.

## The Behind the Scenes Process Used to Create or Import an Existing Exchange User Using the Cisco Unity Import Tool

This procedure explains the behind the scenes process used to create or import an existing Exchange user using the Cisco Unity Import tool.

1. A copy is made of the mail user template specified as well as its corresponding call handler, taking with it the default information supplied in the template (contact rules, call transfer, and so forth). The result is a mail user object and a corresponding call handler.
2. The new mail user and call handler are populated with the unique information specified during the initial creation process (extension, alias, first name, last name, and so forth).
3. A check is run to make sure all the unique information does not already exist in the directory.
4. The Cisco Unity Import Tool writes all the information directly to SQL in Cisco Unity versions 3.x and 4.x, or in the Exchange 5.5 schema in Cisco Unity version 2.4.x.
5. The Cisco Unity Import Tool calls the Sqlsyncsvr to sync the new changes in SQL with the directory.

**Note:** Information about Mail User Templates for Cisco Unity 4.x can be found in the Subscriber Template Settings documentation. This information is very similar to Cisco Unity 3.x and 2.4.x. Refer to the correct Cisco Unity version documentation if not applicable.

## Import User Data from a CSV File

The procedure used to import user data from a CSV file can be found in the *Creating Subscriber Accounts* documentation.

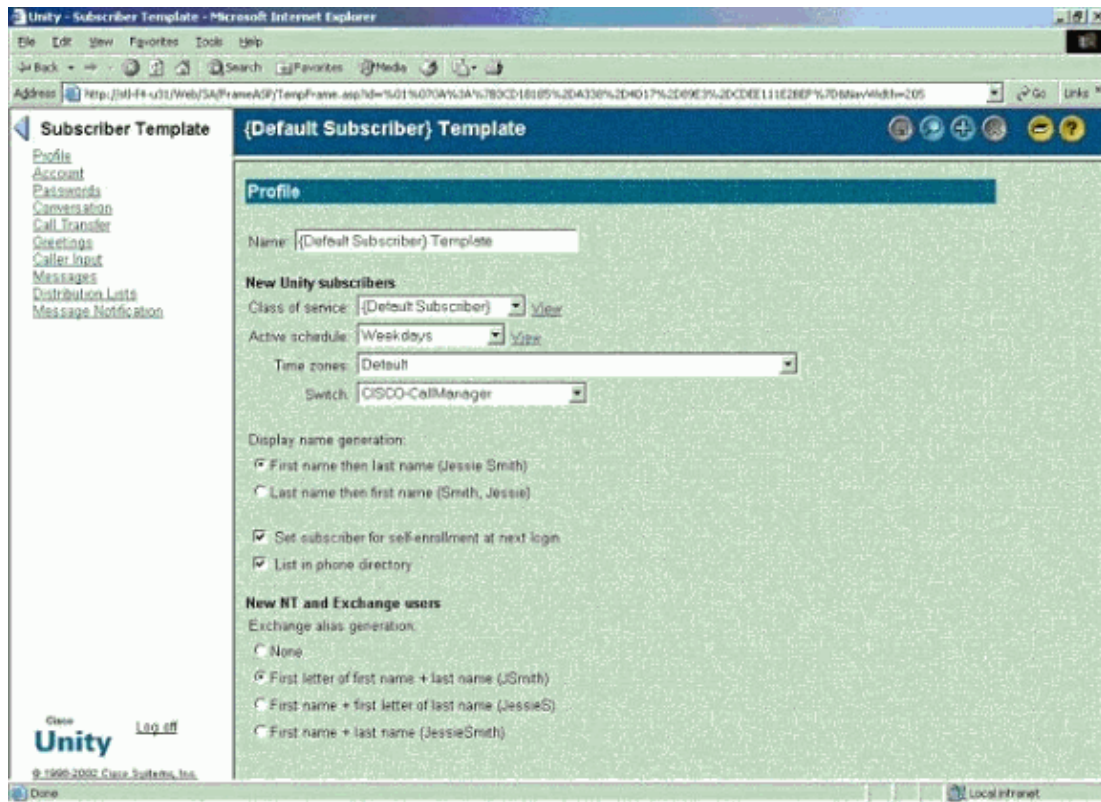
CSV headers vary from Cisco Unity version to Cisco Unity version. For example, in Cisco Unity 4.x there is a field to import Visual Messaging Interface (VMI) email addresses using the VMI\_TEXT\_SMTP\_ADDRESS column header in the Bulk Import tool. However, this value was not available in the 3.x version of that tool. These are the links for the CSV headers for each version of Cisco Unity.

- For Cisco Unity 4.x:
  - ◆ Table 15–1: Required CSV Headers for Regular Subscribers.
  - ◆ Table 15–2: Optional CSV File Column Headers.
- For Cisco Unity 3.x:
  - ◆ Preparing for a CSV Import.
- For Cisco Unity 2.4x:
  - ◆ Refer to the Cisco Unity Administration Guide and perform a search for CSV.

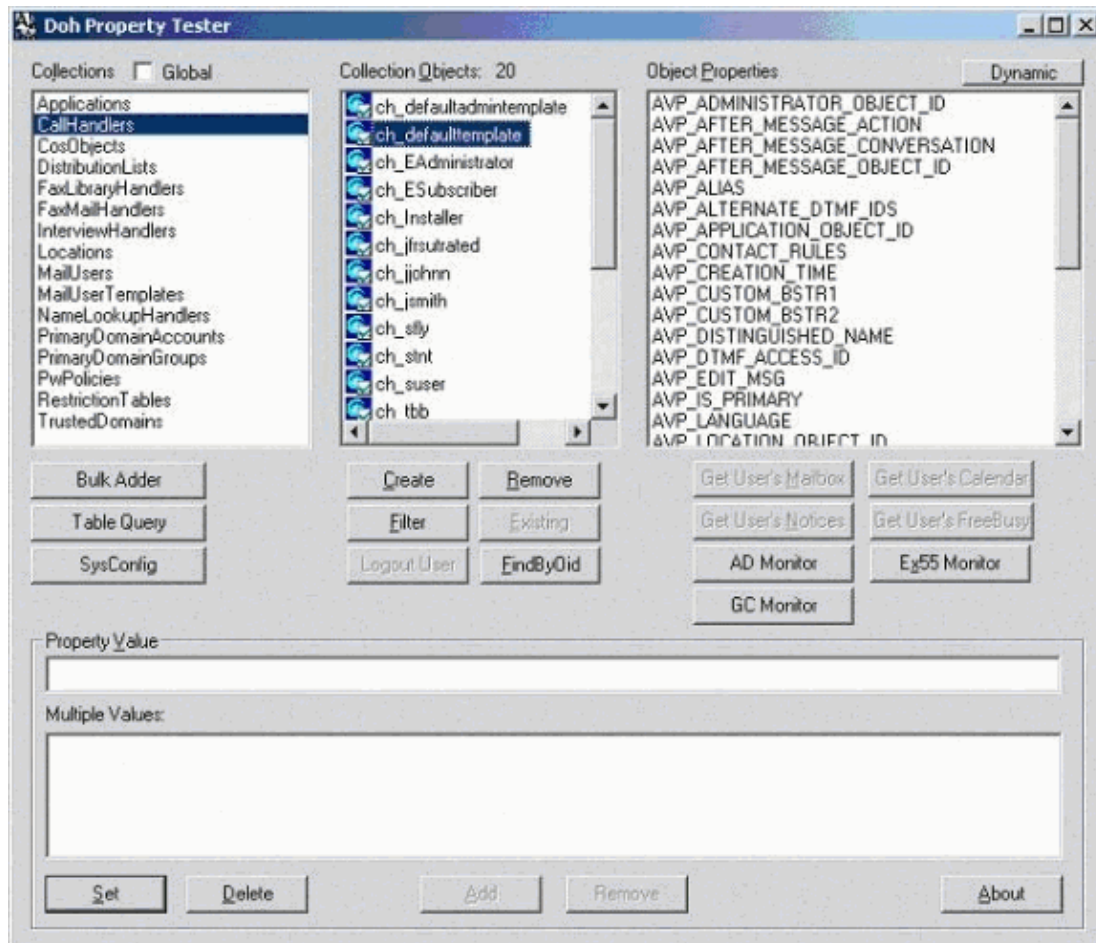
## The Relationship Between Mail User Templates and Their Associated Call Handlers

This series of screen shots shows the standard Default Subscriber Template in the SA and its location in the DOH.

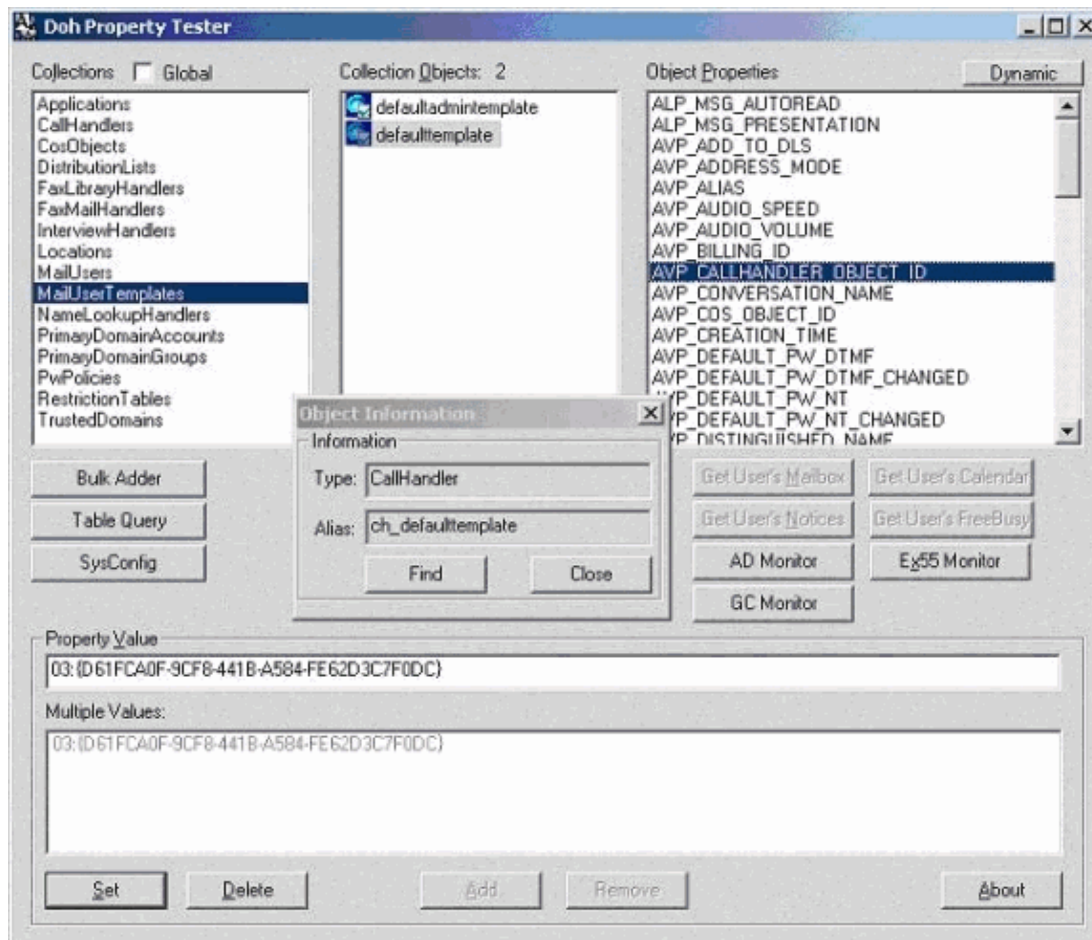
### Default Subscriber Template in the SA



## Default Subscriber Call Handler Location in the DOH



## Default Mail User Template Location in the DOH



**Note:** In the picture of the Default Mail User Template, the AVP\_CALLHANDLER\_OBEJCT\_ID corresponds to the Default Subscriber Call Handler object in the DOH. All mail users and mail user templates have a corresponding call handler associated with them.

## The Result When You Create or Import a User Into a Cisco Unity Subscriber

When a voice mail subscriber is created in Cisco Unity, an email account in Exchange 5.5 or an Active Directory account with email enabled in Exchange 2000 (in the case of importing) is used or created to enter a series of voice mail properties in the schema of that email account. Also, a call handler object (created as an Exchange 5.5 object under the Cisco Unity folder in Cisco Unity version 2.4 or created as a record in a different SQL table in Cisco Unity 3.x and 4.x) is created for that subscriber. This call handler is associated to this subscriber and contains the rest of the voice mail properties such as audio volume, and so forth.

## General Troubleshooting Tips for Creating/Importing Subscribers Problems

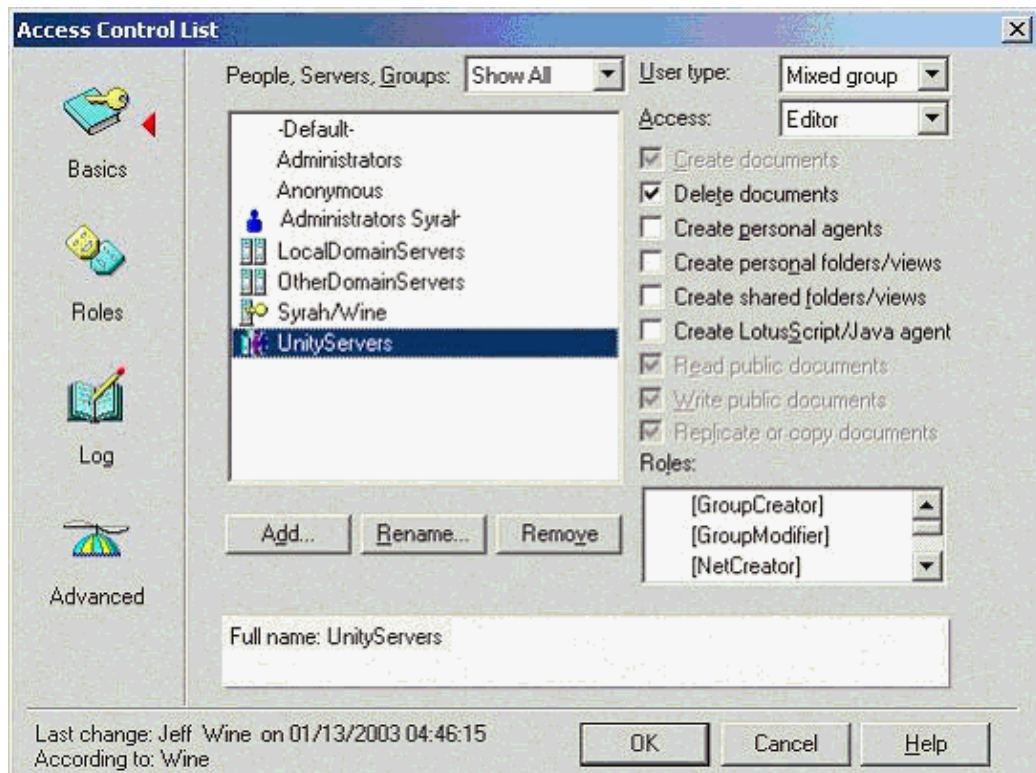
There are a lot of elements that take place in creating and importing a user into Cisco Unity. When there is a problem with creating and importing subscribers, it is a good idea to focus on what can be failing or wrong with the process of creating and importing a user into Cisco Unity.

## The Tool You Use to Create/Import a Subscriber

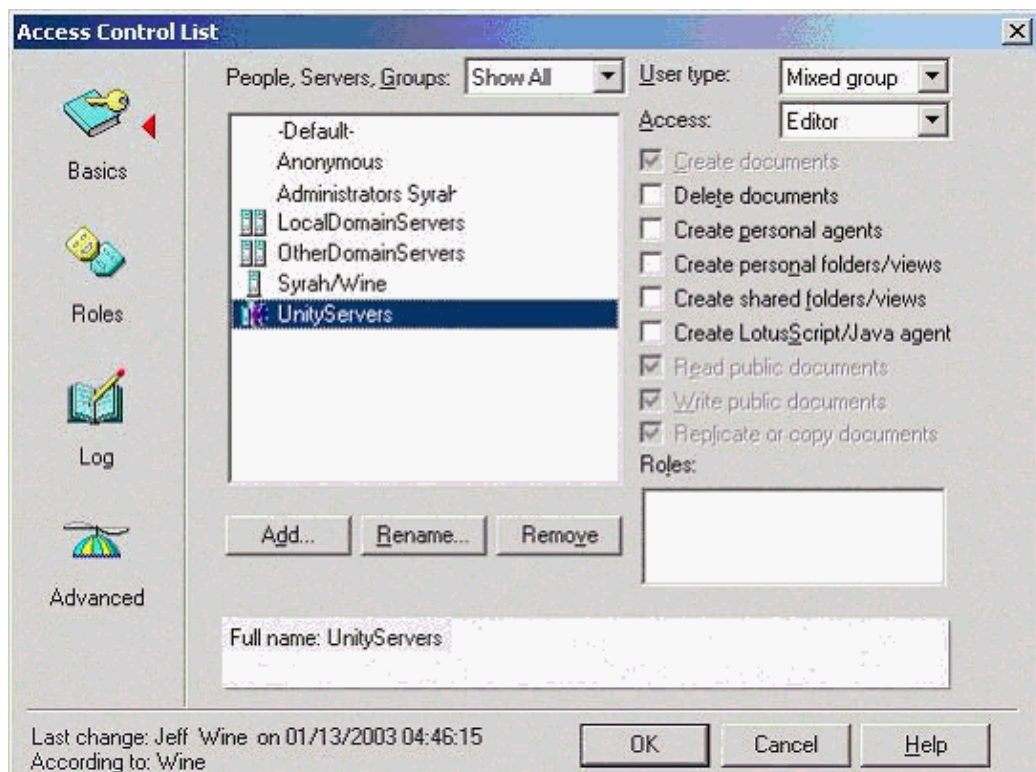
- Try different tools.
  - ◆ System Administration (SA). Local or at a remote computer.
  - ◆ Cisco Unity Bulk Import Utility (CUBI)
- Search in the application event log for error messages if one or both of the tools that you use in order to create/import a subscriber fails.
- In order to narrow down problems when you import subscribers, it is a good idea to test importing users into Cisco Unity through the Unity SA and also with the use of the Cisco Unity Import tool. This way, you can verify if the problem is with the SA, with the Import tool, or a system-wide problem not related to the specific tool that you are using to import subscribers. For more information about creating subscribers, refer to *Creating Subscriber Accounts*.
- Also refer to *About the Accounts That Can Be Used to Administer Cisco Unity* from the *Accessing the Cisco Unity Administrator* documentation.

## Access to the Directory

- *Permissions of the Directory Service account for Cisco Unity* – It is a good idea to run the Permissions Wizard for the specific Cisco Unity version and Message Store that you have implemented in your system. The Directory Service account is the account that AVDSAD and AvDsGlobalCatalog run as. If you have Exchange 2000, you should have the correct rights and permissions under the common OU that contains all the subscribers that you want to import. This is described under the section of the Exchange 2000 scope in the directory.
- *The permissions or settings for the accounts that can be used to administer Cisco Unity* – Check the *About the Accounts That Can Be Used to Administer Cisco Unity* document in the *System Administration guide for Cisco Unity 4.0*. The same document can be applied for the rest of the Cisco Unity/Message Store combinations.
- In Domino, you need these rights:
  - ◆ For the domain directory database, you need Editor with Delete document rights for the name.nsf file. In order to check these rights, go to the Domino server, open the Administrator program for Domino with an Id that has manager access and click on **Files**. Select **name.nsf**, right-click on it, and select **Manage ACL**. A screen similar to this appears.



- ◆ For the Administration Process, you need Editor rights on Admin4.nsf. In order to check these rights, from the Domino server open the Administrator program for Domino with an Id that has manager access and click on **Files**. Select **Admin4.nsf**, right-click on it, and select **Manage ACL**. A screen similar to this appears.



- Replication changes in Active Directory can take up to 15 minutes even after replication is forced. When you have problems with replication, verify that the Cisco Unity registries that point to the Domain Controller are correct.

- ◆ If the Cisco Unity system is E2K connected, verify that the **HKEY\_LOCAL\_MACHINE\SOFTWARE\ActiveVoice\DirectoryConnectors\DirSynchAD\1.00\domain}\DefaultDomainController** key is set correctly and points toward a valid DC.
- ◆ For Cisco Unity 3.x and later with Exchange 5.5, look in the **HKLM\Software\ActiveVoice\Directory Connectors\AvDirMonExchange55\1.0** key and subkeys for the configuration.
- ◆ Cisco Unity 2.4.x does not have a directory connector. The Cisco Unity database and possible subscribers to be imported are stored in the cache from Exchange 5.5. (If this is the case, the troubleshooting has to be focused on Exchange 5.5 and authentication). Troubleshoot the **HKEY\_LOCAL\_MACHINE\SOFTWARE\ActiveVoice\Dalex\1.00\** registry and make sure that the values for this registry are correct. The complete Domain information is under the **\Server\Root should have the value of the DefaultDomainController** registry folder.
- ◆ Check Scenario 4: An unrecognized Error has Occurred.

## Necessary Elements in order to Create/Import a User into Cisco Unity

If there is a problem importing or creating Cisco Unity subscribers, check these items in order to make sure that the subscriber is importable.

- Check the user template.
- In order to import, the user has to have an email account in Exchange 5.5 with the raw property "Allow rich text" set to **1**. Or, the user can have an Active Directory that has email enabled in Exchange 2000. In the case of Domino, you can only import users from Domino into Cisco Unity. Therefore the user has to have an email account in the Domino server. In order to be able to import a subscriber, this subscriber cannot belong to any other Cisco Unity. If the subscriber already has Cisco Unity properties in his/her schema, then your Cisco Unity will not be able to manage this subscriber. Refer to Clean a Subscriber from Cisco Unity Properties if this is your case. Check if the subscriber that you are trying to import has Cisco Unity properties every time that you try to import it. Importing a subscriber does not work if those properties are there.
- If importing/creating a Cisco Unity subscriber fails in the middle of this process, Cisco Unity has already created two records for that subscriber in the Cisco Unity SQL database. These two records need to be deleted manually in order to be able to import the subscriber again.
- If you are unable to import some users, you might need to delete the subscribers' properties. Complete these steps:
  1. Go to **C:\CommServer\Utilities\RemoveSubscriberProperties**.
  2. Open the **RemoveSubscribersProperties** tool.
  3. Search for the user that has the problem.
  4. Right-click on the user and choose **Remove Subscriber Properties**. This option greys out if the subscribers do not have properties.

**Note:** Ensure the Cisco Unity and Active Directory are synchronized. If not, use **DOHProp test** in order to resynchronize.

Once the properties are deleted, you should be able to import the subscribers using Exchange.

## Directory Scope Used to Import or Create Accounts

- Scope for Importing Cisco Unity Users from Exchange 5.5.
- Scope for Importing Cisco Unity Users from Exchange 2000.
- Scope for Importing Cisco Unity Users from a Mixed Environment with Exchange 2000 and Exchange 5.5.
- Scope for Importing Cisco Unity Users from Domino.

## Scope for Importing Cisco Unity Users from Exchange 5.5

When you try to import users from existing Exchange 5.5 servers, only the users that reside in the site that Cisco Unity is installed in are offered the Cisco Unity Import Utility.

### Explanation

It is prohibited to import users from an Exchange server that are not a member of the site that Cisco Unity is installed in. Exchange servers connected through a site connector are not accessible because of the Unity architecture. This is expected behavior. By design, all the Exchange servers in a site communicate with remote-procedure call (RPC), which is a faster communication method than Simple Mail Transfer Protocol (SMTP) which is what Exchanges from different sites use to communicate with each other. When Cisco Unity tries to access a voice mail through the phone, you need to create an RPC connection through a Messaging Application Programmer Interface (MAPI) in order to access the voice message and play it to the user over the phone.

You can change the scope inside of the Exchange 5.5 site by using the Advance Setting tool, which you can download from the Cisco Unity Tools site.

From Advanced Tools, set the directory scope to the **site** instead of **recipients** container as shown in this output:

```
HKLM\Software\Active Voice\DALEX\1.0\MailUsers\  
  
STRING: Root
```

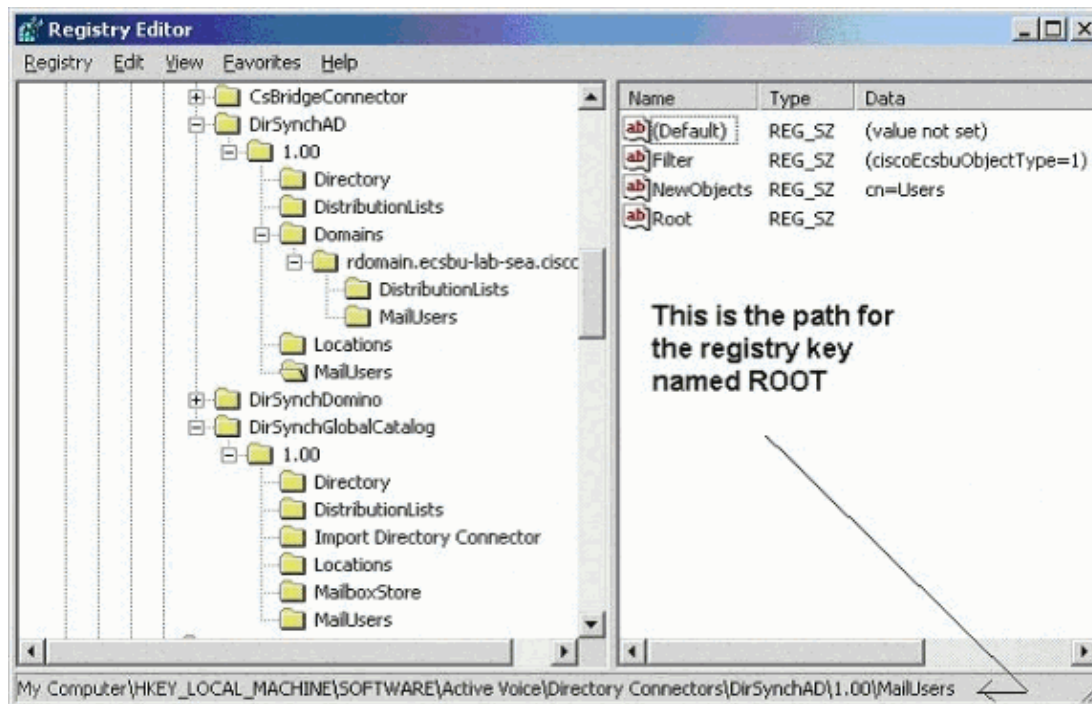
By default, this key looks something like `cn=recipients;ou=<Site Name> ;o=<Organization Name>`. If you remove `cn=recipients;` from the beginning, it starts to search for subscribers from the top level down for users in the system instead of starting with the recipients container. This can be done for sites that choose to have their various recipients containers to be "peers" to the recipients container instead of under it. This gets around that problem. There is a slight performance hit with this.

## Scope for Importing Cisco Unity Users from Exchange 2000

When you try to import users from existing Exchange 2000 servers, you need to consider having the proper rights and permissions on the common OU that is going to nest the rest of the OUs where your subscribers are going to reside (you can go all the way up to the domain.).

### Explanation

The Permissions Wizard that you can find at the Cisco Unity Tools site ensures the directory facing account has the rights necessary to import users from the selected root container all the way down. However, you still need to set the start of the lookup scope. This can be done in DOHPropTest by changing the setting under **AV Monitor > Mail\_User\_Search\_Root** to point to the domain or the common OU that is going to nest the rest of the OUs. It can also be done through the registry by changing the registry key named **ROOT** to **empty** if you want to point to the domain or **cn= <a different OU>** .



## Scope for Importing Cisco Unity Users in a Mixed Environment with Exchange 2000 and Exchange 5.5

In a mixed environment with different versions of Exchange, Cisco Unity points to one of the Exchange 2000 servers, and the importing or creating subscriber is handled by the Exchange 2000 server that it points to. The scope is handled as an Exchange 2000 environment.

## Scope for Importing Cisco Unity Users in Domino Environment

In a Domino environment Cisco Unity points to the Domino server and there is only one directory to import from.

## Clean a Subscriber from Cisco Unity Properties

In order to import a subscriber, you have to make sure that those properties tagging a Cisco Unity subscriber as a Cisco Unity subscriber are not there by mistake. For example, if a Cisco Unity server is removed from the network without properly uninstalling it, this user is still "tagged" as a Unity subscriber and a subsequent installation of Cisco Unity is unable to import that user as subscriber again. In order to uninstall Cisco Unity from your site, you need to use the Uninstall procedure described in the Cisco Unity Tools site. Another example is if you have problems trying to import a subscriber and the subscriber is only created half-way. This is when a problem can occur. These properties are deleted by default when you click **Delete** at the Administration page in Cisco Unity (SA).

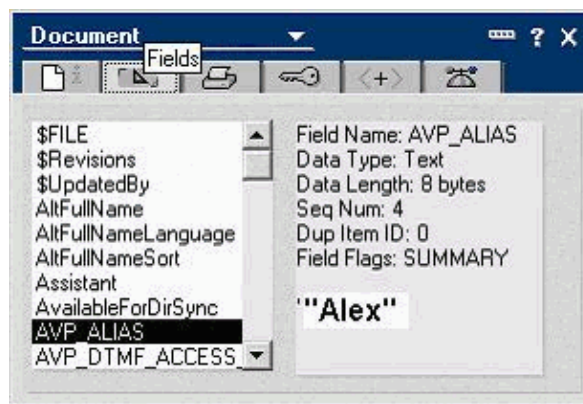
**Note:** For information on how to run the Cisco Unity Uninstall utility, refer to the Uninstall utility Read Me file associated with your Unity software. If you go ahead and reformat and reinstall Cisco Unity, it will not be uninstalled from your site and will leave behind properties in the schema such as the voice mail users properties. In such cases, it is necessary to clean the user of these properties before you can import them again into a new or current Cisco Unity installation.

When reinstalling Cisco Unity software, it is common to forget to run the Uninstall utility. The Uninstall utility deletes, among other things, the custom properties that Cisco Unity populates in the Exchange Subscriber in order to create a Unity subscriber. If this utility is not run before Unity is reinstalled (to replace existing Unity software and its subscribers) the most recently installed Cisco Unity software is unable to administer or reimport existing subscribers because these subscribers contain custom properties that point to the Unity software that has been replaced. This statement is true for all the versions of Cisco Unity working with any version of Exchange or Domino in Cisco Unity 4.x.

One of the easiest ways to identify this problem, after noticing the above symptom, is to check the custom properties for the failing subscribers:

- For Cisco Unity 3.0 and later:
  - ◆ Use either adsiedit.msc (Exchange 2000) or Exchange Admin in raw mode (Exchange 5.5) to verify that the users have values for the location object ID.
  - ◆
    1. For Domino, go to the **Domino Server**.
    2. Go to the Administrator tool for Domino by selecting **Start > Programs > Lotus Application > Lotus Administrator**.
    3. Select the **People and Groups** tab and click **People**.
    4. Select **Subscriber**.
    5. Click on the **File** menu and select **Document Properties**.

From the Fields tab you will see the Cisco Unity properties starting with AVP\_ as shown in the following screen.



- For Cisco Unity version 2.4.6 and earlier:
  - ◆ Use the Exchange Admin in Raw mode (Exchange 5.5) to verify that the users have values for custom properties 11 through 15 and also for all of the Raw properties starting with Voice.

## Solution

The solution is to delete all remaining Cisco Unity properties from the previous Cisco Unity installation from the subscribers, while leaving the Exchange subscriber alone. The messages will be kept in each Exchange subscriber's in-box. These subscribers are re-created in Cisco Unity. All of their settings and greetings are also re-created, and not retained.



**Caution:** Instructions for deleting the properties for the affected subscribers are described below.

Incorrectly following these steps could result in lost data or messages. Try this procedure on a test system until you are comfortable with this process.

# Cisco Unity Version 3.x and Above Connected to Exchange 2000 and Active Directory

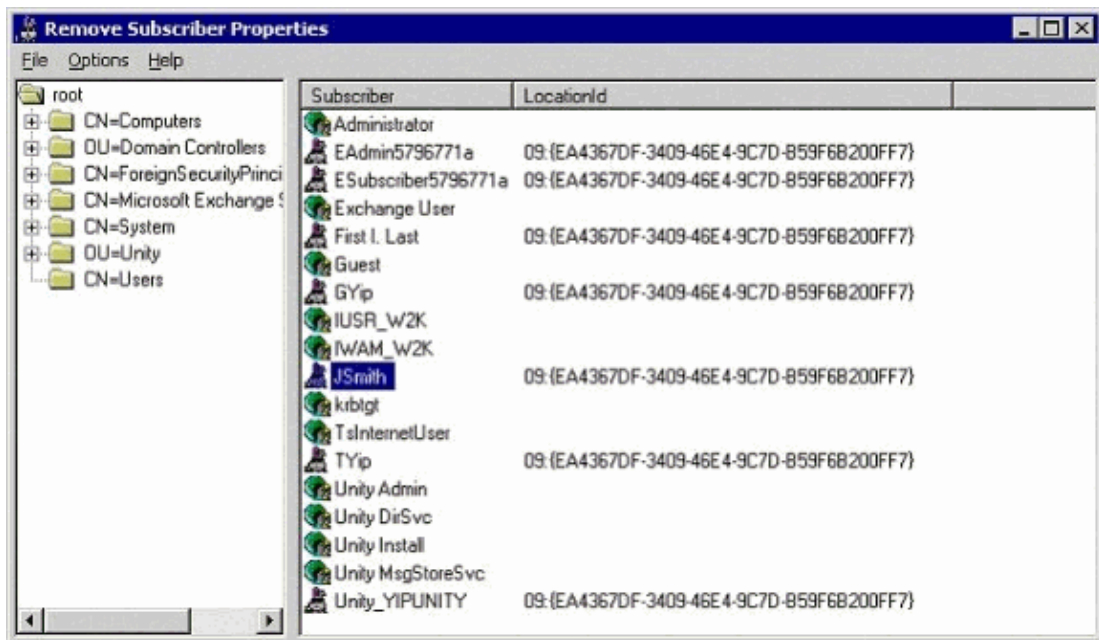
There are two ways to remove the Cisco Unity attributes from the Exchange 2000 account. You should always first try the utility "Remove Subscriber Properties" if possible. You can use the ADSIEdit utility only if you have problems using the first utility.

## Removing Subscriber Properties

Use the following procedure to remove subscriber properties.

1. Logon to the Cisco Unity server with a user account that has domain administrative privileges.
2. Launch the **Remove Subscriber Properties** utility from the Tools Depot on the Cisco Unity server desktop. You can also use the folder `<drive>:\CommServer\Utilities\RemoveSubscriberProperties\RemoveSubscriberProperties.exe` (assuming you have installed Cisco Unity on your C drive).
3. Highlight the container where the users are located (for example, C).
4. From the right pane, select the user that you have trouble importing (you should see a LocationId associated with this user).
5. Right-click and choose **Remove Subscriber Properties**.
6. Confirm the removal by clicking **Yes**.

There should now be no LocationId associated to this subscriber and this subscriber is now available to be imported into a Cisco Unity subscriber. If the LocationId still exists, then the user logged on to the Cisco Unity server does not have enough privileges. Try with a different user, preferably the Domain Administrator.



## ADSIEdit Utility

Follow the procedure below.

1. Ensure that the ADSIEdit utility is installed on the Cisco Unity system.

For Cisco Unity 3.0x (ADSIEdit utility included in the Windows 2000 server CD):

- a. To install the ADSIEdit utility on your system, install the support tools from the Windows 2000 CD located at <CD drive>:\SUPPORT\TOOLS\setup.exe.
- b. Copy **adsiedit.exe** and **adsiedit.dll** into a folder on the Cisco Unity system. The folder should be named **c:\adsiedit\**.
- c. Register **adsiedit.dll** by running **regsvr32.exe c:\adsi\adsiedit.dll** after the c:\winnt\system32 command prompt.

For Cisco Unity version 3.1 and above, the ADSIEdit utility is included in the Cisco Unity system under the folder c:\CommServer\TechTools (assuming you have installed Cisco Unity on your C: drive).

Install the ADSIEdit.dll by typing the following command at the command prompt:

```
C:\winnt\system32\regsvr32 c:\commserver\techtools\adsiedit.dll
```

You will receive a response window reading:

```
DllRegiserServer in c:\commserver\techtools\adsiedit.dll succeeded
```

2. Once ADSIEdit is installed, double-click **adsiedit.msc** to open it and press **OK** for a valid username and password.
3. Expand the folders to find the location of the users.

The users are most likely located in the Domain NC [...] >...> CN=Users.

4. Select the subscriber that you want to delete from the previous Cisco Unity database.

The subscriber will show up as CN=1st Name Last Name.

5. Right-click on the selected subscriber and choose **Properties**.
6. Select which properties should be set to **Optional**.

- a. From the Select which Property to View list, select **ciscoEcsbuUMLocationObjectId**.
- b. Click the **Clear** button.

Values will be dimmed with a value of *not set*.

7. Click **Apply** and close this subscriber's **Properties** window.
8. Navigate backward to the **Domain NC [...]** folder.
9. Right-click the folder and select **Update Schema Now**.
10. Right-click again on the **Domain NC [&]** folder and select **Refresh**.

You should now be able to import this Exchange subscriber into the new Cisco Unity software.

## Cisco Unity Version 3.x and Later Connected to Exchange 5.5

Follow the procedure below.

1. Open the Exchange Administrator in raw mode by selecting **Start > Run** and click the **Browse** button.
2. Browse to the drive where Exchange is installed, browse to the bin directory, and select **admin.exe**.
3. Click **Open** to open the complete path to \bin\admin.exe.
4. Add *space* **r** to the end of the text line.

```
&\bin\admin.exe r
```

5. Go to the Recipients container for the site in Exchange and select the affected subscriber.
6. Select **File > Raw Properties**.

After loading the schema, the Raw Properties window appears.

7. Under List Attributes, select **Existing**.
8. Select **Custom Attribute 12** and then click **Remove** until the field is empty.

**Note:** An edit value and attribute value is dimmed. Click **Remove** until the attribute value is empty.

9. Repeat **step 8** for Custom Attribute 14 and Voice–Mail–UserID.
10. Make sure the attribute "Allow rich text" is set to **1**.
11. After replication, this subscriber is available to be imported into a Cisco Unity subscriber.

**Note:** Technically, you only need to delete Attribute 12, but Attribute 14 is a workaround for Cisco bug ID CSCdu80561 (registered customers only) .

## Cisco Unity 2.x

Follow the procedure below.

1. Open the Exchange Administrator in raw mode by selecting **Start > Run** and clicking the **Browse** button.
2. Browse to the drive where Exchange is installed, browse to the bin directory, and select **admin.exe**.
3. Click **Open** to open the complete path to \bin\admin.exe.
4. Add *space* **r** to the end of the text line.

For example, **&\bin\admin.exe r**

5. Go to the **Recipients** container for the site in Exchange and select the affected subscriber.
6. Select **File > Raw Properties**.

After loading the schema, the Raw Properties window appears.

7. Under List Attributes, select **Existing**.
8. Select **Custom Attribute 12**, then click **Remove** until the field is empty.

**Note:** An edit value and attribute value is dimmed. Click **Remove** until the attribute value is empty.

9. Repeat step 8 for the following attributes:

- ◆ Custom Attribute 13
- ◆ Custom Attribute 14
- ◆ Custom Attribute 15
- ◆ Extension–Name–Inherited
- ◆ Voice–Mail–Flags
- ◆ Voice–Mail–Greetings
- ◆ Voice–Mail–Password
- ◆ Voice–Mail–RecordingLength
- ◆ Voice–Mail–Speed
- ◆ Voice–Mail–SystemGUID
- ◆ Voice–Mail–UserID
- ◆ Voice–Mail–Volume

10. Ensure that the "Allow rich text" attribute is set to **1**.

After replication, this subscriber is available to be imported into a Cisco Unity subscriber.

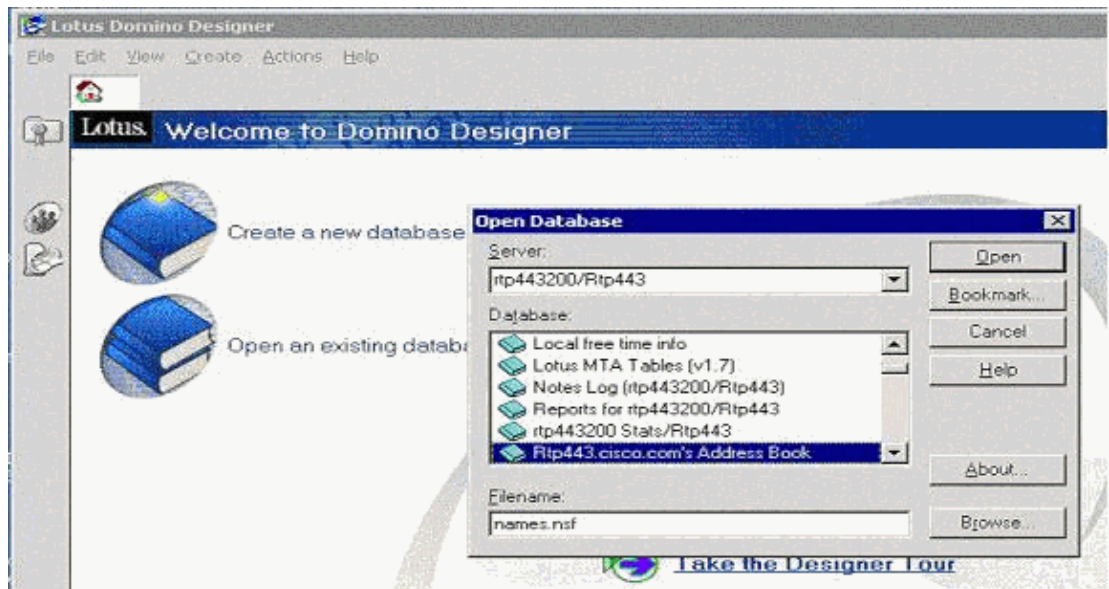
## Clean Cisco Unity Properties from a Cisco Unity 4.x Subscriber with Domino

There will be cases where it is necessary to clean the user notes of these properties before you can import them again into a new Cisco Unity installation. To do this you need to install an agent that allows this action.

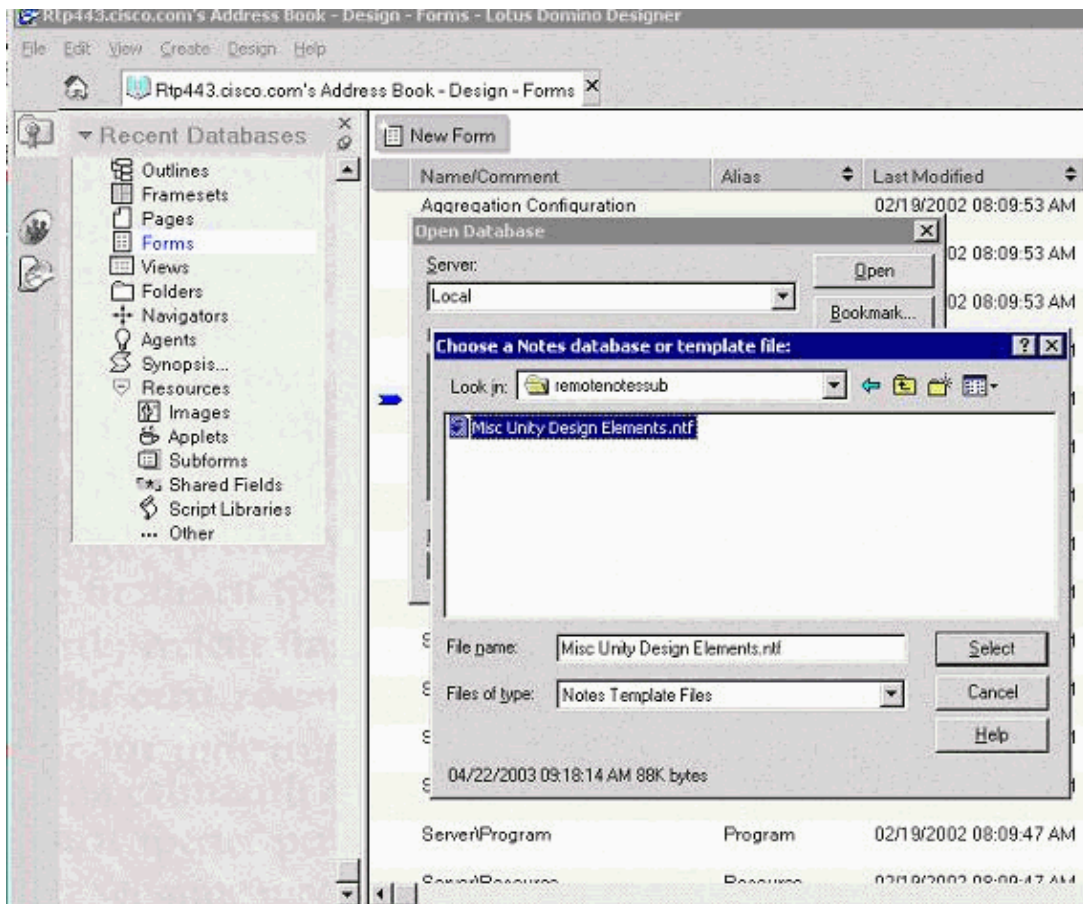
The Misc Unity Design Elements.NTF template contains an agent named "Mark Subscriber Not Imported in Unity" that performs this task for you. To install this agent make sure the Lotus designer is installed on the Domino server.

Use the following procedure to clean Cisco Unity properties from a Cisco Unity 4.x subscriber with Domino.

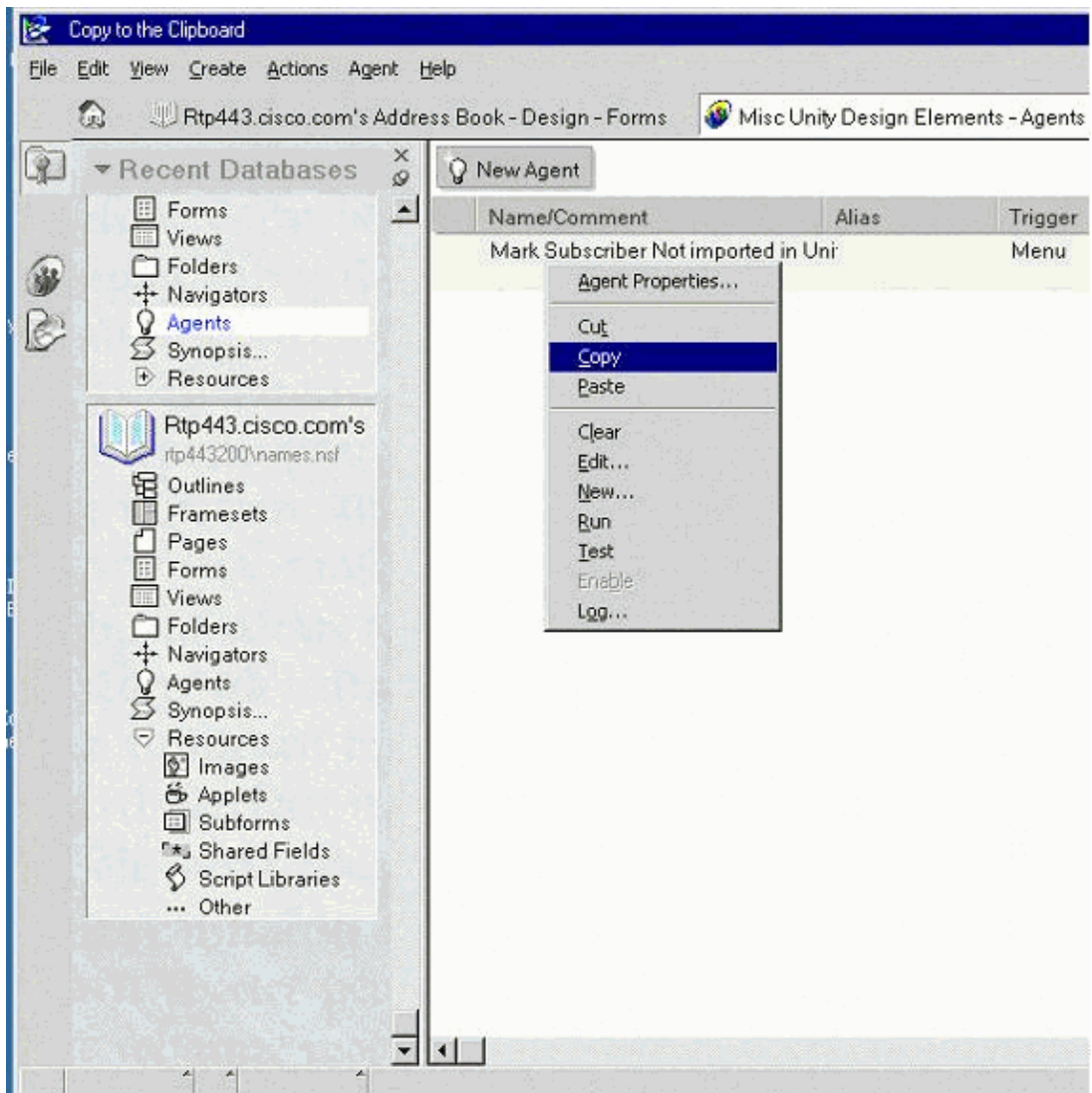
1. Start the **Lotus Designer Application** on the Domino Server that Cisco Unity connects to and open the public **names.nsf** file from the Domino server by selecting **File > Database > Open**.
2. Download it from <http://www.ciscounitytools.com/Applications/RemoveUnityPropertiesFromNotes.exe>.



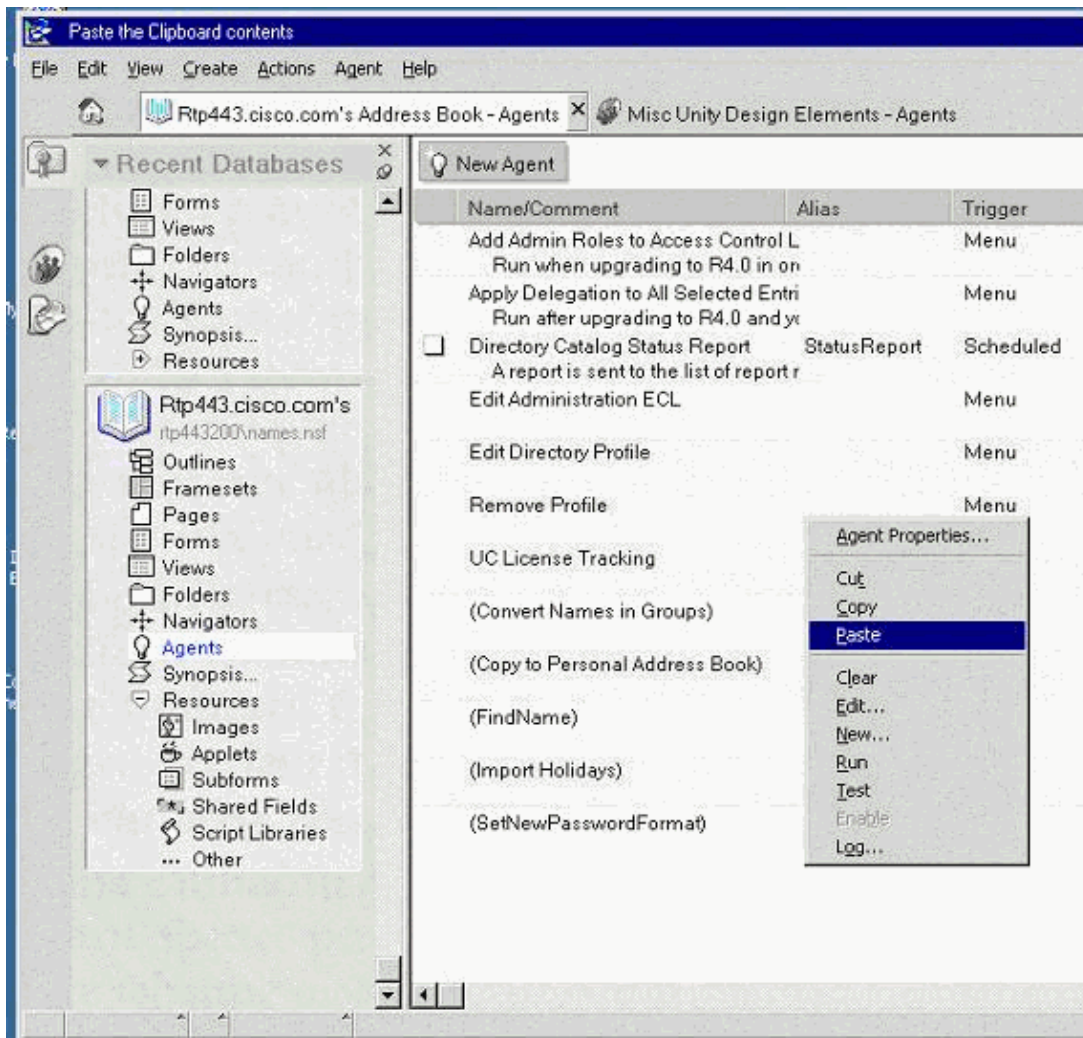
3. Once the address book is open, open the template file **Misc Unity Design Elements.NTF**.



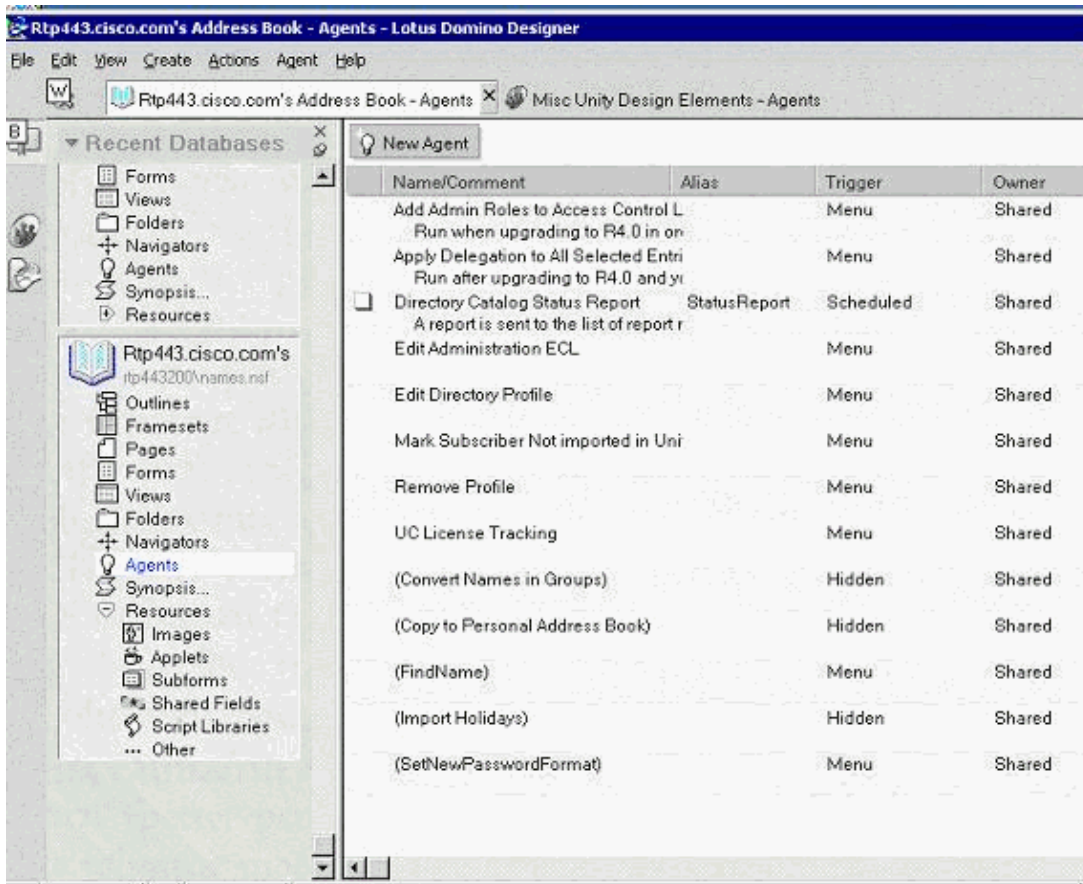
4. Copy the Agent from the template file by right-clicking on the file and selecting **Copy**.



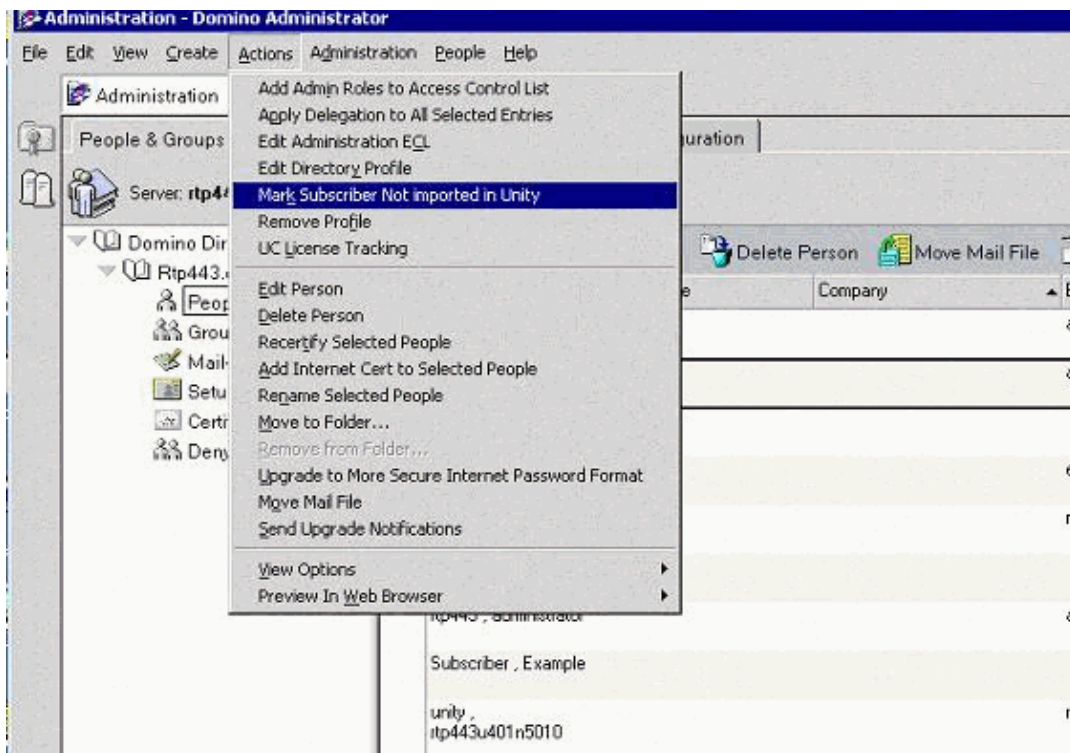
5. Paste it to the **names.nsf** agent section.



You should now have a new agent listed.



6. Once the agent is copied, a new menu item in the **Actions** drop-down menu called "Mark Subscriber Not Imported in Unity" appears in the Domino Administration tool as shown in the following screen.



You can now select any user in the address book and **clean** their Cisco Unity properties. However, exercise caution, because if you delete Cisco Unity properties off of a valid subscriber on a Unity server, they will need to be reimported and rebuilt from scratch.

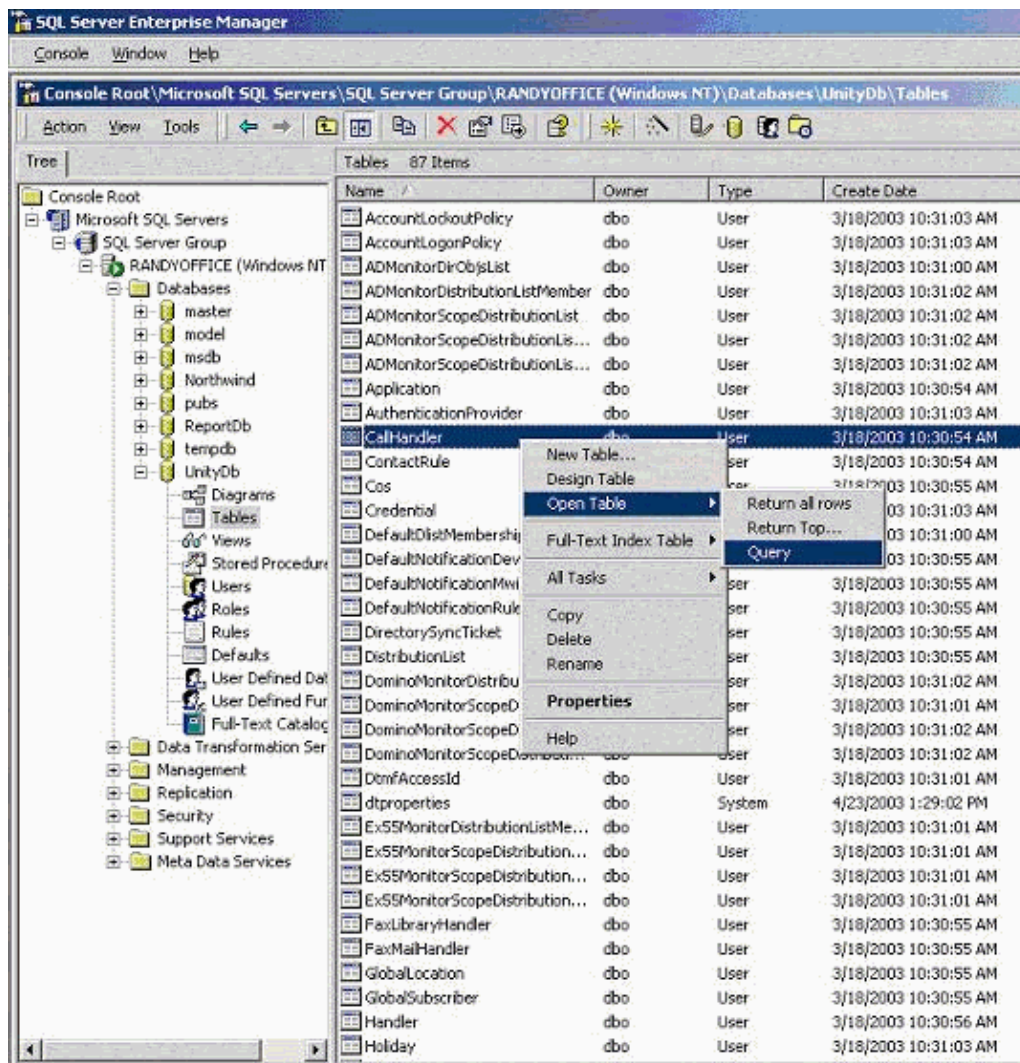
# Delete the Subscriber Records in the Cisco Unity Database for Cisco Unity 3.x and Later with any Store Message

When Cisco Unity starts creating the subscriber, two records are entered in the SQL database. If Cisco Unity fails to complete the creation or importing of the subscriber, these two records are left behind and cause problems like not being able to access the voice mail box. Deleting also fails. In addition, when you try to create or import a subscriber with the same extension, you will receive an error saying that the extension already exists in the Cisco Unity database. Unfortunately, Directory Walker from the Cisco Unity Tools page does fix or delete these records. It must be done manually.

**Note:** There is no way to find who deleted a user from the Unity System Administrator page.

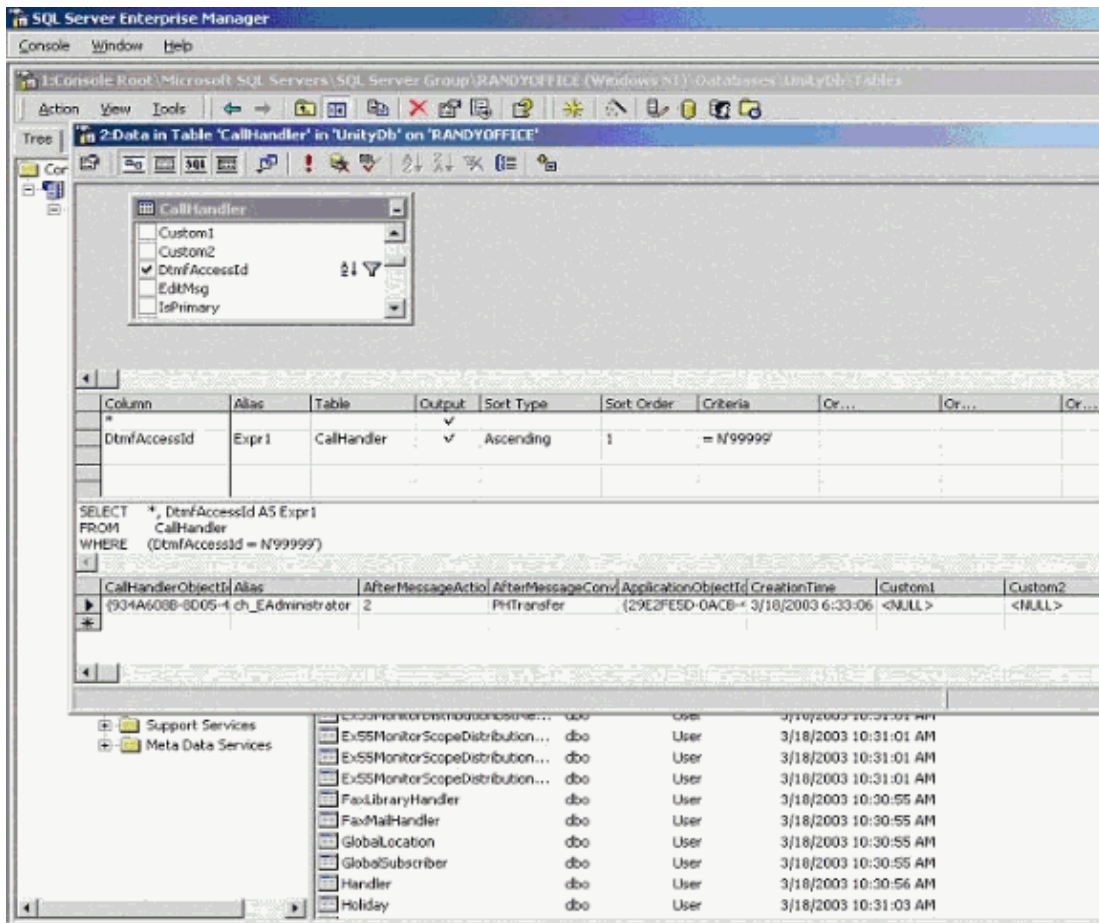
Use the following procedure to delete the subscriber records from SQL.

1. From the Unity server, select **Start > Programs > Microsoft SQL Server > Enterprise Manager**. (If you have MSDE and Enterprise Manager is not installed, please install Enterprise Manager by following the instructions in the Cisco Unity 3.1.5 Installation Guide.)
2. Expand the **Database** until you find the Subscribers and Callhandlers tables.
3. Right-click on the **Callhandlers** table, and select **Open Table > Query** as in the following screen.



4. Configure your query (as seen in the following image) to search the subscriber that you are trying to delete from the Cisco Unity SQL database.

In the following example, the search is for a subscriber with the **DTMF 99999**.



5. Select the entire record and press the **Delete** key on your keyboard.
6. Repeat steps 3 through 5 for the **Subscribers** table.

## Scenarios and Solutions

This section discusses examples and solutions of the most commonly found issues with adding/importing new subscribers in Cisco Unity. If none of the scenarios listed below applies to your situation, please gather as much information as possible by following the generic troubleshooting steps and try to relate that information with the error messages in the event log.

### Receiving the Error: An Unrecognized Error has Occurred when Trying to Add or Import a New Cisco Unity Subscriber

The most common error encountered when adding a new subscriber is "An Unrecognized Error has occurred."



In Cisco Unity 4.x, you may see a variation of this error that includes a hexadecimal error code (the hexadecimal error you receive may vary and does not have to match the screen shot below, this is only an

example.).



Improvements are being made to report a more accurate error statement, but for now, this error is by far the most common. The next several sections are scenarios and solutions for a variety of causes for this error.

## An Unrecognized Error has occurred Scenario 1

### Problem

When trying to add or import a new subscriber via the SA, you receive the "An Unrecognized Error has occurred" error. This is commonly followed by the "The new subscriber was not successfully added" error.

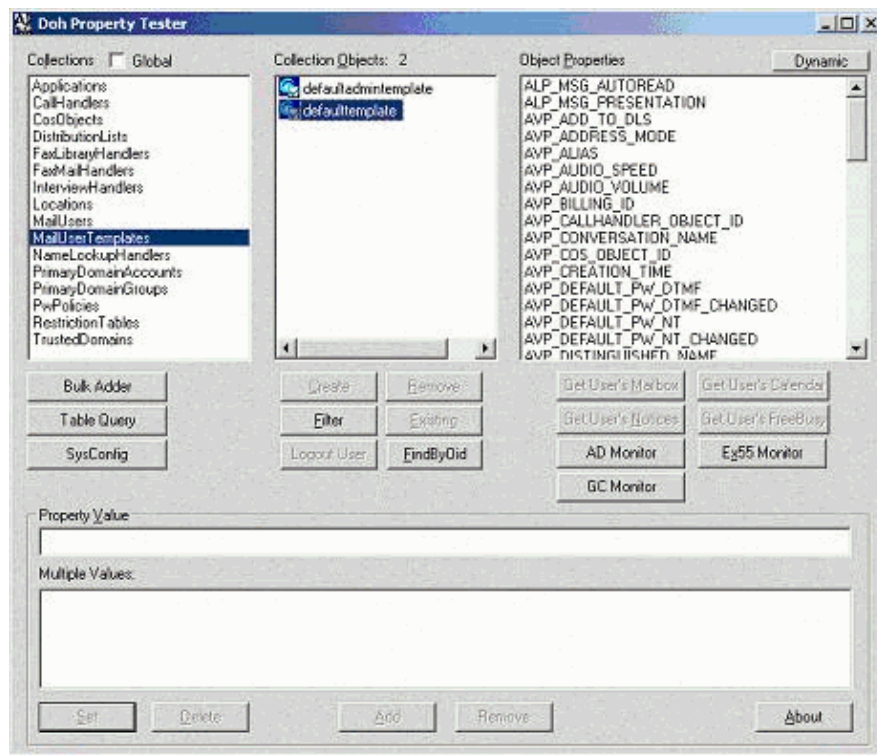
### Solution (for Cisco Unity 3.x and 4.x)

A default object the SA is expecting to access no longer exist in the database.

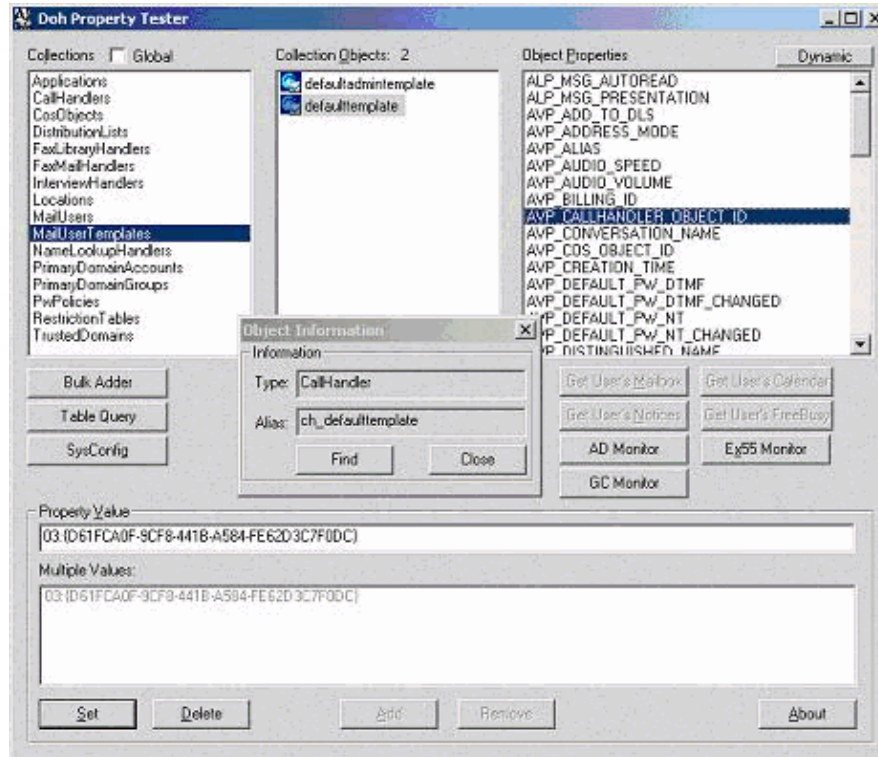
1. Check the DOH to make sure the following objects exist.

The following constitute the most common missing objects. Please note that there can be other scenarios.

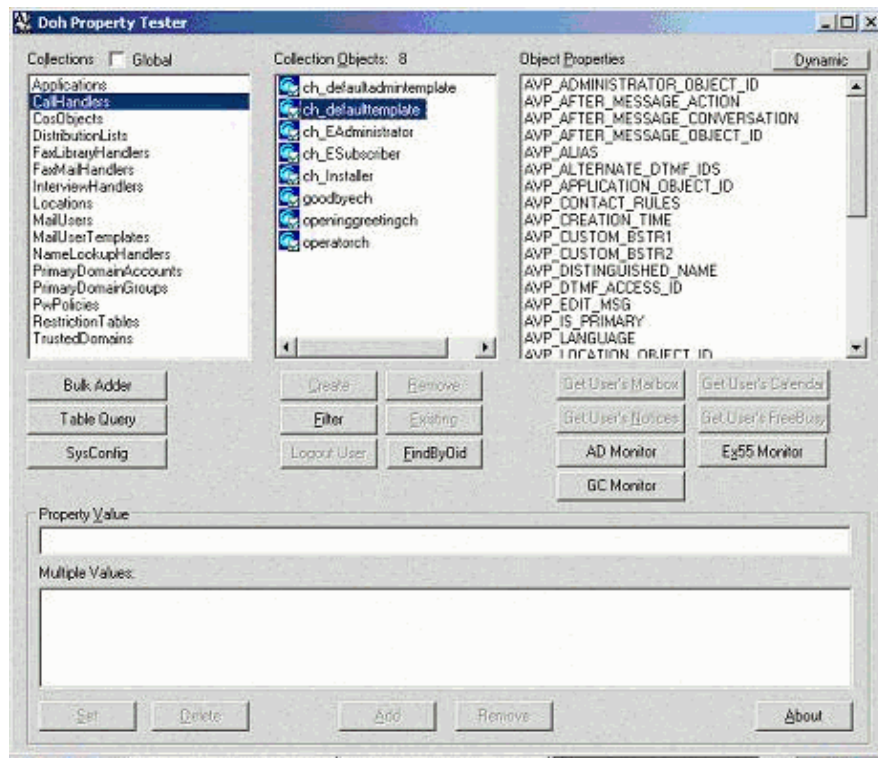
- ◆ The MailUser Template that you are attempting to import with (for example, Default Subscriber).



- ◆ In the Mail User template, verify the `avp_callhandler_object_id` contains a valid call handler.



- ◆ The CallHandler object specified in the `avp_administrator_object_id` exists in CallHandlers.



2. If any of these properties is missing, see the Repair Default Objects section of this document.

## An Unrecognized Error has Occurred Scenario 2

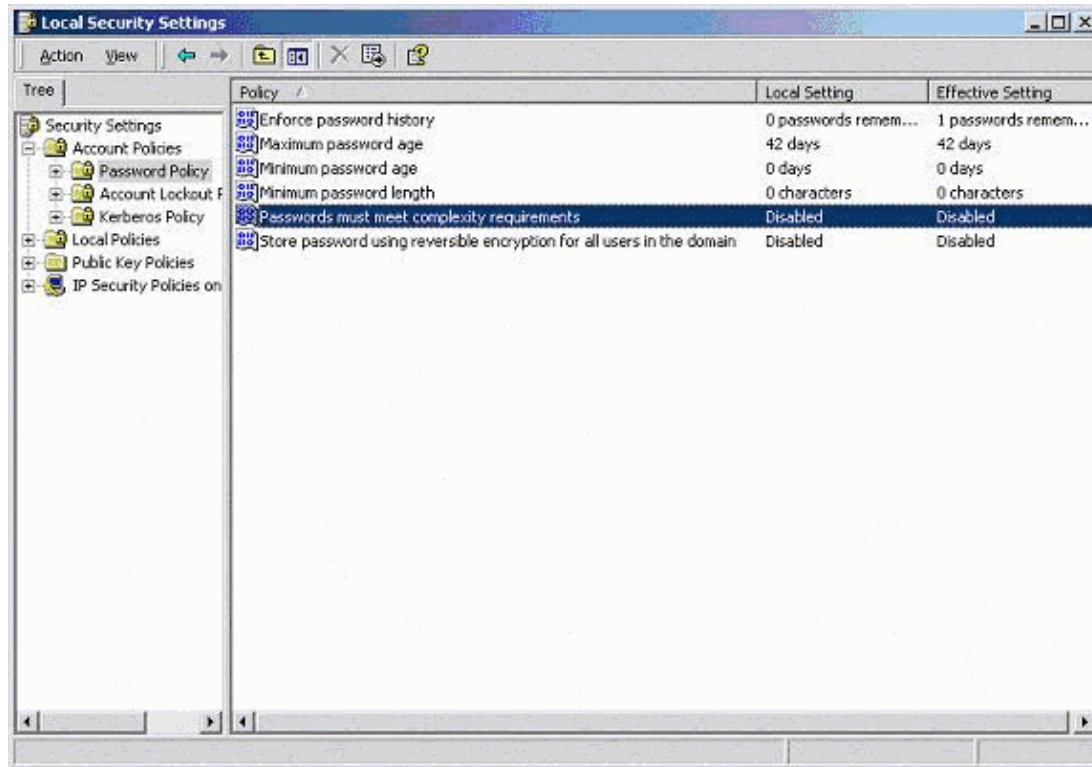
## Problem

When trying to add a new subscriber, or import a new subscriber via the SA, you receive the "An Unrecognized Error has occurred." error. This is commonly followed by the "The new subscriber was not successfully added." error.

## Solution (for Cisco Unity 2.x, 3.x and 4.x)

Use the following procedure.

In Windows 2000, from the Local Security Settings tree, click **Account Policies** > **Password Policy** to disable the setting **Passwords must meet complexity requirements**.



This is necessary because when Cisco Unity creates a new subscriber, it also creates a new user account for that user. By default, it sets the new account password to 12345678. If the complexity requirements are checked in Windows 2000, then the operating system does not allow Cisco Unity to complete the addition of that user using the simple password of 12345678 and the process fails.

**Note:** You may need to make this change on the Domain Controller depending on the Cisco Unity configuration.

## Domain Name Field or Exchange Server List in the SA is Empty When Importing an Exchange Subscriber Scenario 3

### Problem

This section of this document explains how to fix the problem that occurs when trying to import an Exchange subscriber into Cisco Unity from the System Attendant and the Domain Name field to select the subscriber to import is empty. The Default Global Catalog setting in the Cisco Unity registry is not dynamic. This means that if the customer changes the role of the Global Catalog server in their network (demoting the Global Catalog Server to any other domain controller role) or the Global Catalog server is not available (the Global

Catalog is replaced with another server or the name of the Global Catalog server is changed), the ability to import an Exchange subscriber into Cisco Unity from the System Attendant is affected. Cisco Unity will be up and running and taking calls as normal, but you will not be able to import subscribers because the Domain Name field will be empty or the list of Exchange servers to import subscribers from will be empty.

For more information, refer to Cisco bug ID CSCdw14838 (registered customers only) – GC Monitor fails to monitor changes if the Global Catalog server moves.

## Solution

This solution applies to Cisco Unity 3.x and 4.x in a Windows 2000 Box with Exchange 2000 (On and Off Box) in a Windows 2000 domain.

The information presented in this document was created from devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If you are working in a live network, ensure that you understand the potential impact of any command before using it.

To make the change manually, you need to go to the registry. Expand the key **HKLM/ Software/Active Voice/DirectoryConnectors/DirSynchGlobalCatalog/1.00/Directory**. You will see a key called **DefaultGlobalCatalogServer**. Change it to point to the new Global Catalog server and make sure you enter a fully qualified domain name, such as "mycomputer.mydomain.com."

To change this setting, perform the following steps:

1. Start **Regedit**.



**Caution:** Changing the wrong registry key or entering an incorrect value can cause the server to malfunction. Before you edit the registry, confirm that you know how to restore it if a problem occurs. (Refer to the "Restoring" topics in Registry Editor Help.)

**Note:** A typical backup of the Cisco Unity server does not back up the registry. Also note that for Cisco Unity failover, registry changes on one Cisco Unity server must be made manually on the other Cisco Unity server, because registry changes are not replicated. If you have any questions about changing registry key settings, contact Cisco Technical Support.

2. If you do not have a current backup of the registry, select **Registry > Export Registry File** and save the registry settings to a file.
3. Expand the key **HKLM\Software\Active Voice\DirectoryConnectors\DirSynchGlobalCatalog\1.00\Directory**.
4. Change the **DefaultGlobalCatalogServer** key to point to the new Global Catalog server by entering a fully qualified domain name such as "mycomputer.mydomain.com."

**Note:** You do not need to restart the Cisco Unity system.

To verify that the server the above registry is pointing to is a Global Catalog server, use the following procedure.

1. On one of the domains, start the Active Directory Sites and Services snap-in by selecting **Start > Programs > Administrative Tools** and clicking **Active Directory Sites and Services**.
2. In the console tree, double-click **Sites** and then double-click **Sitename**.
3. Double-click **Servers** and then click the domain controller that corresponds to the Default Global Catalog value in the Cisco Unity server registry.
4. Right-click **NTDS Settings** and select **Properties**.
5. From the General tab, determine if you want to check the Global Catalog check box to assign the role

of the Global Catalog to this server or not.

**Note:** By default, Windows 2000 only places a Global Catalog on the first Domain Controller in each Active Directory (AD) forest. Allow sufficient time for the account and the schema information to replicate to the new Global Catalog server before you remove the Global Catalog from the original domain controller.

**Note:** Event 1119 may be logged in the Directory Services log in Event Viewer with a description that states the computer is now advertising itself as a Global Catalog server. In a Windows 2000 domain with only one domain controller, you typically assign the roles of the Global Catalog and the Operations Master (also known as Flexible Single-master Operations (FSMO)) to the same domain controller. However, in domains with multiple domain controllers, particularly in forests with multiple domains, it is important to consider the placement of these roles before you assign them.

## **An Unrecognized Error has Occurred Scenario 4**

### **Problem**

When trying to add a new subscriber, or import a new subscriber via the SA, you receive the An Unrecognized Error has occurred 0x8007200F. error message. This is commonly followed by the "The new subscriber was not successfully added." error.

### **Solution (for Cisco Unity 3.x and 4.x)**

The registry setting on Cisco Unity is pointing to the wrong Domain Controller. Verify the following key is set correctly and points toward a valid DC.

- HKEY\_LOCAL\_MACHINE\SOFTWARE\ActiveVoice\DirectoryConnectors\DirSynchAD\1.00\Domains\{your domain}\DefaultDomainController

### **Solution (for Cisco Unity 2.4x)**

The registry setting on Cisco Unity is pointing to the wrong Domain Controller. Verify the following key is set correctly and points toward a valid DC and that DC is not being upgraded or moved while Cisco Unity is being installed and trying to connect to it.

- HKEY\_LOCAL\_MACHINE\SOFTWARE\ActiveVoice\Dalex\1.00\

All of the Domain information is under the registry folder \Server\Root and should have the value of the DefaultDomainController.

For more information, check the General Troubleshooting section related to *Access to the Directory* under the General Troubleshooting Steps for Creating/Importing Subscribers Problems section of this document.

## **An Unrecognized Error has Occurred Scenario 5**

### **Problem**

When trying to add a new subscriber, or import a new subscriber via the SA, you receive the "An Unrecognized Error has occurred." error. This is commonly followed by the "The new subscriber was not successfully added." error.

## Solution (for Cisco Unity 3.x and 4.x)

Run the **Permissions Wizard tool** on the USERS container in Active Directory or the container that you want to import from depending on your scope for importing subscribers. There are various reasons that permissions are incorrectly configured within the Active Directory. Typically, the Permissions Wizard should be run on the USERS container, or if the customer stores users in a container other than the USERS container, point the Permissions Wizard to that container when running the utility. An overview of the Permissions Wizard can be found at the Cisco Unity Tools page. There is also a help file located on the Cisco Unity server in **Drive Letter:\Commserver\Utilities\PermissionsWizard**. Also, restart the AvDSAD and AvDSGlobal Catalog services.

## An Unrecognized Error has Occurred Scenario 6

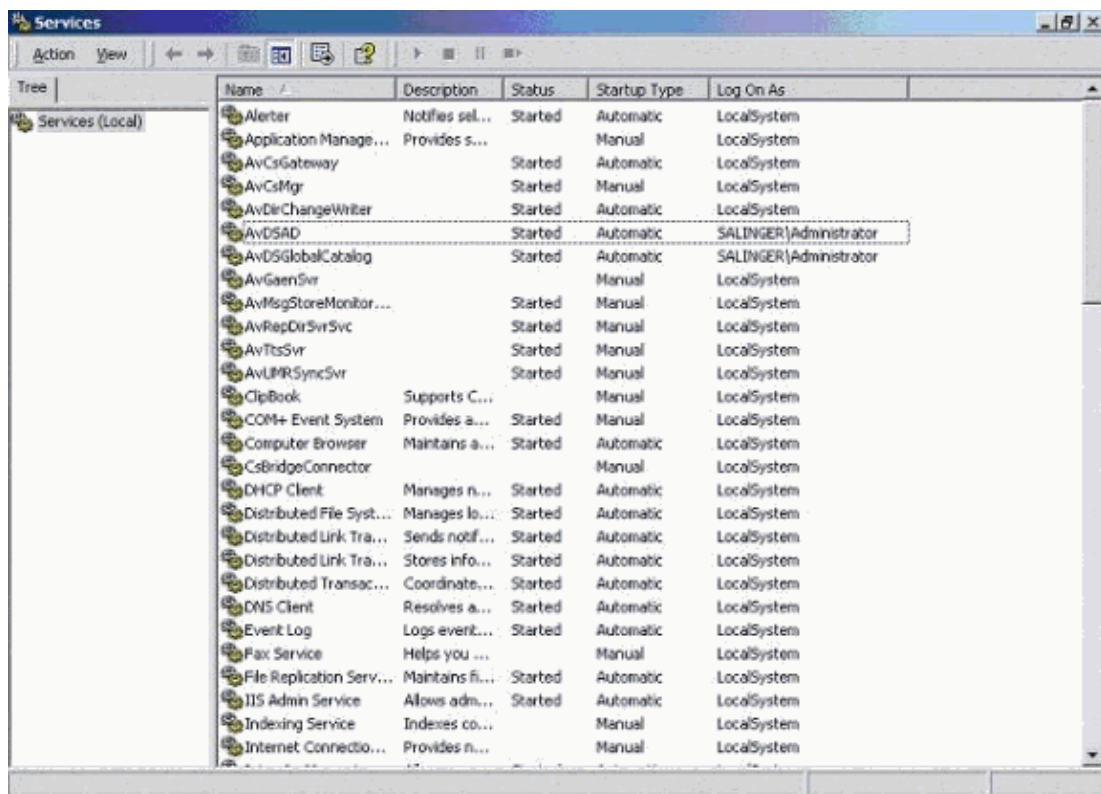
### Problem

When trying to add a new subscriber, or import a new subscriber via the SA, you receive the "An Unrecognized Error has occurred." error. This is commonly followed by the "The new subscriber was not successfully added." error.

### Solution (for Cisco Unity 3.x and 4.x)

The account associated with the AvDSAD and AvGlobalCatalog services does not have sufficient permissions. Use the following procedure to fix this.

1. Verify which account is associated with these services.



2. Run the **Permissions Wizard** and choose the account verified in step 1.

An overview of the Permissions Wizard can be found at the Cisco Unity Tools page. There is also a help file located on the Cisco Unity server in **Drive Letter:\Commserver\Utilities\PermissionsWizard**.

3. If steps 1 and 2 are unsuccessful, run the **Directory Access Diagnostic tool (DAD)**.

DAD can be run on Cisco Unity version 3.0.1 and higher running Exchange 2000. In Cisco Unity 4.x systems, this tool is located in the **x:\commserver\utilities** directory. In Cisco Unity 3.x systems, go to the DAD tool located in the Cisco Unity Tools page. The DAD tool is very straightforward and contains suggested solutions for problems it encounters. There is also a training video on DAD as well as an additional help file.

## Templates CallHandler not found Error Received Scenario 7

### Problem

When trying to add a new subscriber, or import a new subscriber via the SA, you receive the "Templates CallHandler not found." error.



### Solution (for Cisco Unity 2.x)

In Cisco Unity 2.4.x, you will have to run the `confmgr.exe` utility that is found in your Unity server under the directory `\commserver\confmgr.exe`. Before you run this utility, you have to understand that the following procedure re-creates the Cisco Unity default database (Eadministrator, Esubscriber, the default templates, opening greeting callhandler, and goodbye and operator CallHandlers). The opening greeting says "Welcome to the Unity system&" as it did when you first installed Cisco Unity, instead of your Company's opening greeting. The same is true with caller input, schedules, and so forth, that you may have reconfigured. Please back-up the greetings that need to restore and make screen shots of the configuration for the default database that you need to reconfigure.

Use the following procedure to run the utility.

1. Go to the `commserver\confmgr.exe` directory.
2. Run the **DOH** script.
3. Click **Run**.

### Solution (for Cisco Unity 3.x and 4.x)

For repairing default objects, a default object fix script is now included in Cisco Unity 3.1(4).

Only Cisco Unity versions 3.0(4), 3.1(1), 3.1(2c), and 3.1(3) were tested for backwards compatibility.

This script restores the default subscribers, class of services, templates, and location mentioned for Cisco Unity 2.4.x. Please back up the greetings that you need to restore back to and make screen shots of the configuration for the default database that you need to reconfigure.

Please note that if the Mail User Template exists, but the corresponding call handler for that template does not (for example, if `ch_defaulttemplate` is missing), you must manually remove the Mail User Template from the DOH before proceeding with the following steps.

Use the following procedure to restore the default objects for Cisco Unity 3.1(4) and higher.

1. Run the `C:\commserver\localize\defaultconfiguration\enu\FixDefaultObjects.sql` from the command line using the syntax `osql -E -i fixdefaultobjects.sql`.

**Note:** The script will make a SQL backup of the Cisco Unity database before modifying it and you must CD to the above location to run the script. Run `C:\commserver\configmgr.exe`.

2. Select and run **Configure Database Schema**.



**Warning:** Do not run the **Run Database Schema Script** or the database will be wiped clean!

3. Select and run the **Run Rules Configuration Script**.
4. Select and run **Configure Default Location**.
5. Run `C:\commserver\configurationsetup\setup.exe /sync`.
6. Reboot the server.
7. Run `C:\commserver\utilities\dbwalker\dbwalker.exe` when Cisco Unity comes up.

Use the following procedure to restore the default objects for Cisco Unity 3.1(3) and earlier.

1. Obtain the `fixdefaultobjects.sql` script from a Cisco Unity 3.1(4) or later version.
2. Run the `C:\commserver\localize\defaultconfiguration\enu\FixDefaultObjects.sql` from the command line using the syntax `osql -E -i fixdefaultobjects.sql`.

**Note:** The script will make an SQL backup of the Cisco Unity database before modifying it and you must CD to the above location to run the script.

3. Run `C:\commserver\configmgr.exe`.
4. Select and run the **Run Rules Configuration Script** and select the **DefaultRules.sql script** file.
5. Select and run **Configure Default Location** and select the **DefaultDatabase.sql script** file.
6. Run `C:\commserver\configurationsetup\setup.exe /sync`.
7. Reboot the server.
8. Run `C:\commserver\utilities\dbwalker\dbwalker.exe` when Cisco Unity comes up.
9. Fix any errors and orphaned call handlers. You can use Directory Walker, which can be found at the Cisco Unity Tools page.

For more information on the above solutions for repairing default objects, see Cisco bug ID CSCdx20173 (registered customers only).

## Import Existing Exchange 2000 and Cisco Unity Subscribers to a new Unity Server Scenario 8

When you have a Cisco Unity 3.x server with an Exchange 2000 inbox and in production, and you need to transfer all mailboxes and Cisco Unity subscriber information to a new Cisco Unity 4.x server and Exchange 2000 server, several things must be taken in consideration. In Exchange 2000 you can move mailboxes to a new server. To avoid problems, you need to make sure that these subscribers are completely logged out of their inboxes. They may have no access to their voicemail through the phone and Outlook must also be turned off during the moving process. For the Unity Information, if the mail aliases between the two systems are the same, you can use the DiRT utility to move Cisco Unity subscriber information and inbox messages (optionally) as well. You can find the latest DiRT utilities on the Cisco Unity Tools page (be sure to use the latest ones).

If the mail aliases don't match, it will create new mailboxes for those users on the fly. You can then use the Migrate Subscriber Data tool to move the Cisco Unity information (and, optionally, the inbox content as well) to the correct corporate email account. You can get this tool (and training video and help file) from the Cisco

Unity Tools page.

## Unrecognized Error 0x80042024 has Occurred Scenario 9

### Problem

When trying to import a new subscriber via the SA, you receive the "An Unrecognized Error 0x80042024 has occurred." error. This is commonly followed by the "The new subscriber was not successfully added." error. This problem only appears in Cisco Unity 4.x.

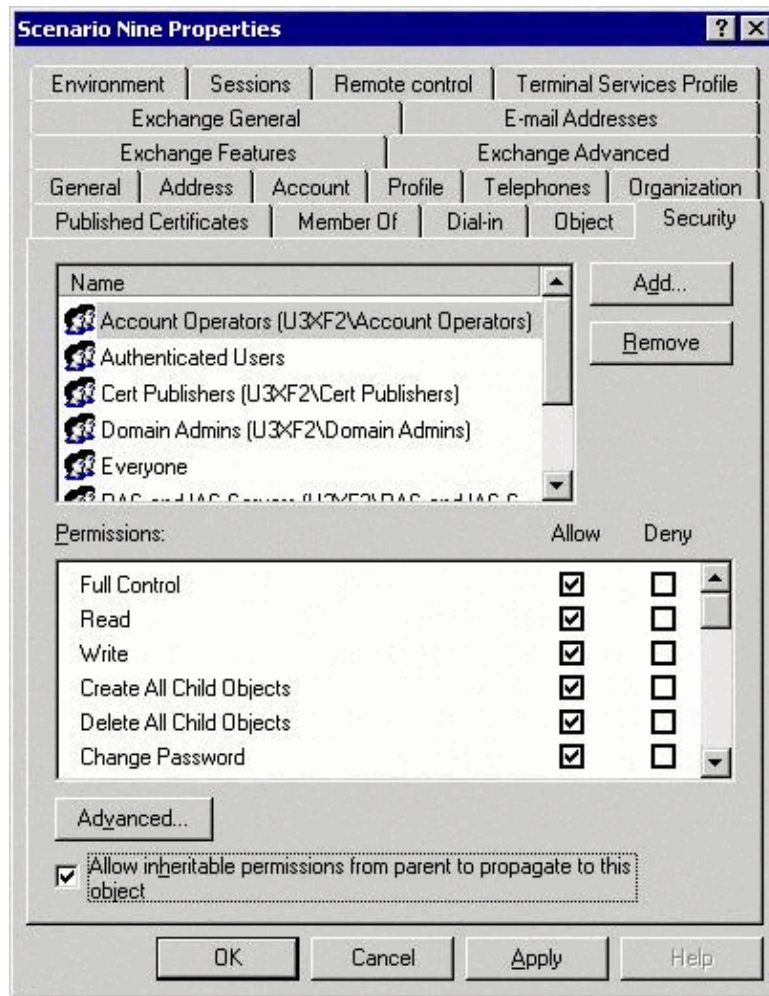
### Solution

The account that is being imported does not have the right permissions or enough permissions. Use the following procedure to fix this.

1. Run the **Permissions Wizard** on the OU that you will import users from. The Permissions Wizard is in the Tools Depot.

There is a Tools Depot icon on the desktop of the Cisco Unity server.

2. The user account in Active Directory has to have inherited permissions from the OU.
  - a. Go to **Active Directory Users and Computers**.
  - b. Select **View > Advanced Features** in order to see the Security tab in the account properties.
  - c. Go to the OU and double-click on the user account to bring up the **Properties** page.
  - d. Click the **Security** tab.
  - e. Make sure that the **Allow inheritable permissions from parent to propagate to this object** checkbox is checked.



## Error Message: The alias specified matches an alias already existing in the active directory

### Problem

When you try to add a new subscriber to the Cisco Unity server, you receive the The alias specified matches an alias already existing in active directory error message. But, if you do a search for the same alias by extension or name, the alias is not found.

### Solution

This issue can be due to a user in the Active Directory (AD) who has the same alias that you want to use. Verify if the user that you are attempting to create already exists in AD or if there is another user in AD that has the same alias. When you delete a subscriber in Cisco Unity, it is only deleted from the Unity database, but the user remains in AD and Exchange. If you do not remove it from AD and Exchange manually, you have problems when you add the user again or add another subscriber that matches the alias.

Verify if the user that is already in AD is valid and active. If this is the case, you need to assign a different alias to the new Cisco Unity subscriber. If the user is not active and valid, you can manually delete the user from AD and Exchange and add the new subscriber in order to overcome this issue. Complete these steps:

1. Choose **Start > Programs > Microsoft Exchange > Active Directory Users and Computers**.
2. Expand the tree and open the **User** folder.
3. Search for the user that has the same alias. Right-click on the user and choose **Delete**.

This deletes the account from AD only. You also need to delete the mailbox from Exchange.

**Note:** If you have voicemail only, then the user in AD that matches the alias is probably an old user that is no longer a Cisco Unity subscriber. In this case, it should be safe to delete the user. But, if you are not sure, then you might need to select another alias for the new subscriber. If you have Unified Messaging, since AD serves email users and voicemail users, it can happen that an email user has the same alias. In this case the only option is to create a new alias for the new subscriber.

4. Choose **Start > Programs > Microsoft Exchange > System Manager**.
5. Expand the tree and choose **Servers > First Storage group > Mailbox Store > Mailboxes**.
6. Right-click on **Mailboxes** and choose **Run Clean-up Agent** in order to disable all of the mailboxes that are not currently associated to an AD user.
7. Click on **Mailboxes** in order to see all of the mailboxes listed on the right window.
8. Search for the mailbox of the user that you just deleted in AD. Due to the clean-up it should show a solid red circle with an **X** in it.
9. Right-click on it and choose **Purge** in order to delete the mailbox and the messages in it.
10. You are now able to add your new subscriber in Cisco Unity. At the moment you create the new subscriber, a user account appears in Active Directory Users and Computers and in Exchange System Manager. The mailbox is also created.

## Error Message: Page Cannot be displayed

### Problem

When a user imports an existing Exchange user to Cisco Unity using Cisco Unity Administrator, this error message displays:

```
Page Cannot be displayed
```

### Solution

Use any one of these workarounds in order to resolve this issue:

1. Try to force a reconnection by using the Domain Controller/Global Catalog (DC/GC) Reconnect tool available at **Unity Tools Depot > Administrative Tools**.

**Note:** This is not service impacting so it is safe to run at anytime. When you force a reconnection, you can monitor it on the Application Log on the Event Viewer. There you see a message when the process starts and once when it finishes.

2. If forcing the connection with the DC/GC Reconnect tool does not work, try to import Unity subscribers using the Bulk Import Utility (instead of SAWeb) as documented by Cisco bug ID CSCeg18768 (registered customers only) .

## Error: Extension xxxx is already in use by Mail User:xxxxx. Please enter a unique extension

The Extension xxxx is already in use by Mail User:xxxxx. Please enter a unique extension error message appears. This error message is received:

- When you attempt to import a subscriber
- When the Extension field of some users shows a blank value and when you try to put the correct extension in the field
- When you attempt to create new user in Cisco Unity

## Solution

This issue usually happens when the DB field is corrupted. Complete these steps in order to resolve the issue,

1. Enter a new extension in the extension field for the affected subscribers, and save the profile.
2. Change the extension back to the original value, and save again

## Error: LDAP\_SERVER\_DOWN

This error message appears when users are imported from Microsoft Exchange:

```
(Error)
Sync failed: annettem. Error: LDAP_SERVER_DOWN
```

## Solution

If you receive the LDAP error when you import users from Microsoft Exchange/Active Directory, it indicates that the Domain controller is not set properly. It is recommended to check if the correct **Domain Controller** is added in the **Domain Controller/Global Catalog (DC/GC) Reconnect tool** available at **Unity Tools Depot > Administrative Tools**. You need to enter the active and running domain controller in this tool and click **Force Reconnect**.

## Error: Multiple-step OLE DB operation generated errors

When you try to add a subscriber in Cisco Unity, this error message is received:

```
Cisco Unity encountered a SQL error.
```

```
Description: Multiple-step OLE DB operation generated errors. Check each OLE DB status value, if available. No work was done.
```

```
Source: Microsoft OLE DB Provider for SQL Server
```

```
SQL Error Code: 0x0
```

```
ADO Error Code: 0x80040e21
```

```
Cisco Unity encountered a SQL error.
```

```
Description: Maximum stored procedure, function, trigger, or view nesting level exceeded (limit 32).
```

```
Source: Microsoft OLE DB Provider for SQL Server
```

```
SQL Error Code: 0xd9
```

```
ADO Error Code: 0x80004005
```

## Solution

Complete these steps in order to resolve this issue:

1. On the Cisco Unity server, choose **Start > Programs > Microsoft SQL Server > Enterprise Manager**.
2. Choose **Microsoft SQL Servers > SQL Server Group > <UnityserverName> > Databases**, right-click on **UnityDb** and choose **Properties**.
3. Choose the **Options** tab and make sure that these values are unchecked:

- ◆ **Recursive triggers**
- ◆ **Auto close**
- ◆ **Auto shrink**

# Unable to run COBRAS backup from Cisco Unity 4.1 to 4.2

When you try to run COBRAS import on the Cisco Unity 4.2, you get conflicts for every subscriber that say they were homed on another Cisco Unity machine on the network.

The reason behind the COBRAS backup failure is because the subscribers exist in the Global subscriber DB.

## Solution

The solution for this issue is to delete the global subscriber. These are the commands to be performed on the command prompt in order to delete the global subscriber

```
Osql -E  
  
Use UnityDB  
  
Go  
  
Delete From GlobalSubscriber Where Alias like '%'  
  
Go
```

## Related Information

- [Voice Technology Support](#)
- [Voice and Unified Communications Product Support](#)
- [Troubleshooting Cisco IP Telephony](#)
- [Technical Support & Documentation – Cisco Systems](#)

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Updated: Jun 28, 2007

Document ID: 42702

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