

# Troubleshoot "A User with the Specified Extension Already Exists in the Partition" Error

## Contents

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### [Introduction](#)

### [Prerequisites](#)

#### [Requirements](#)

#### [Components Used](#)

### [Background Information](#)

### [Troubleshoot](#)

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## Introduction

This document describes how to troubleshoot the error “A User with the specified extension already exists in the Partition” in Cisco Unity Connection.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unity Connection (CUC)
- Cisco Unified Communications Manager (CUCM)

### Components Used

- Cisco Unity Connection 15su2
- Cisco Unified Communications Manager 15su2

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, ensure that you understand the potential impact of any command.

## Background Information

This error commonly appears when users are imported from CUCM.

The message indicates that another user already uses the same extension as the user you want to import. This issue does not apply only to the primary extension; it can also relate to an alternate extension assigned to another user. In this case, the search filter must be changed to display the correct information.

## Troubleshoot

**Step 1.** Identify the affected extension in the error log file.

Thursday, February 12, 2026 5:32:40 PM CST ERROR importing user (webextest) with extension = 104 : A Us

**Step 2.** Navigate to Users > Users

**Step 3.** Modify the search limits parameters to:

- Limit search to “Partition”.
- Where Name Is “Select the intended partition”.
- Select the “Display Primary and Alternate Extensions in Selected Partition” option.



**Cisco Unity Connection Administration**  
For Cisco Unified Communications Solutions

**Cisco Unity Connection**

- Users
  - Users
  - Import Users
  - Synch Users
- Class of Service
  - Class of Service
  - Class of Service Membership
- Templates
  - User Templates
  - Call Handler Templates
  - Contact Templates
  - Notification Templates

**Search Users**

User Refresh Help

**Status**

Found 11 User(s)

**Search Limits**

Limit search to **Partition** Where Name Is **cuc-pub Partition**

Display Only Primary Extensions in Selected Partition  
 Display Primary and Alternate Extensions in Selected Partition

**Step 4.** Find the user configured with the identified extension:

- Find Users where “Extension”.
- begins with the “identified extension”.



Users (1 - 1 of 1)						Rows per Page <b>25</b>			
Find Users where Extension begins with 104						Find			
	Alias	Extension	First Name	Last Name	Display Name				
<input type="checkbox"/>	testuser	104	Test	User	testuser	<input type="button" value="Delete Selected"/>	<input type="button" value="Add New"/>	<input type="button" value="Bulk Edit"/>	<input type="button" value="Show Dependencies"/>

**Step 5.** The filter now returns the user configured with the identified extension.

**Step 6.** In case of alternate extension, navigate to the **user configuration > Edit > Alternate Extension**

Alternate Extensions

Search Users ▶ Edit User Basics (testuser) ▶ Alternate Extensions

User Edit Refresh Help

**Status**

- Found 1 Administrator Defined Alternate Extension(s)
- Found 0 User Defined Alternate Extension(s)

**Alternate Extensions**

[Delete Selected](#) [Add New](#)

	Phone Number or URI	Display Name	Phone Type
<b>Administrator Defined Alternate Extensions</b>			
<input type="checkbox"/>	<a href="#">104</a>	104	Work Phone
<b>User Defined Alternate Extensions</b>			
<a href="#">Delete Selected</a> <a href="#">Add New</a>			

**Step 7.** Once identified the user, modify the configuration as needed.