# Troubleshoot Prime Collaboration Provisioning (PCP) Error "Error (Index) Value 38 Is Invalid"

## Contents

### Introduction

This Document describes how to resolve the problem when a modification to the voicemail in PCP throws the error "Error (Index) Value 38 is invalid"

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### Prerequisites

#### Requirements

Cisco recommends that you have access to

- The Cisco Unity Connection (CUC) admin user to make changes and perform an Active Directory (AD) sync
- The globaladmin PCP user.

#### Components Used

The information in this document is not related to any specific Unity or PCP version

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

The Value 38 is returned for an alternate extension type that is marked as a DirectoryURI, which is created in Unity when a user is paired with AD.

PCP does not expect this value and causes an error, as 9 alternate extensions can be created in Unity and at a later time a user can create up to 10 more.

Therefore an Index of 38 would not be possible.

CUC, as per design, uses Index 38 for AD Integrated users. Tthere is no support to create, update or delete the DirectoryURI from CUC to AD.

This is as per design and an appropriate error message is thrown.

This is in sync with the CUC user interface, which does not allowed you to update or delete an alternate extension for an AD integrated user.

```
Value 38 gets created in Unity when paired with AD, if the LDAP Directory Configuration ->
Directory URI is set as 'mail'
```

# Problem

When any change under the advanced order configuration for the voicemail of an AD user in PCP you encounter an error as shown in the image.
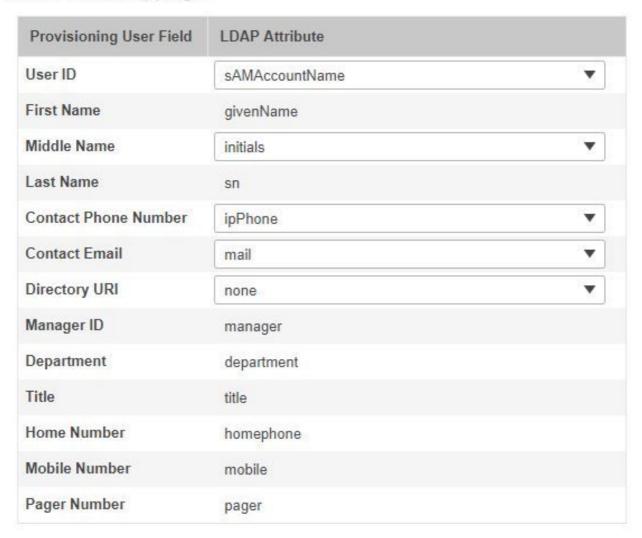


# Solution

Step 1. Log In to CUC and use you admin credentials.

Step 2. Navigate to  LDAP>LDAP Directory Configuration and click find.

Step 3. Select your AD and set the Directory URI field as None and save it.

| Standard User Fields To Be Synchronized | |
| --- | --- |
| Cisco Unified Communications Manager User Fields | LDAP Attribute |
| User ID | sAMAccountName |
| Middle Name | middleName ▼ |
| Manager ID | manager |
| Phone Number | telephoneNumber ▼ |
| Title | title |
| Mobile Number | mobile |
| Directory URI | none ▼ |

Step 3. Scroll to the bottom; click save and the click on the Perform Full Sync Now button to initiate a full AD sync with Unity to adjust the CUC Database.

Step 4.  In PCP log in and use your globaladmin log in.

Step 5. Navigate to Provisioning Setup> Select the domain that you have associated with Unity and click edit.

Step 6. Scroll down to the LDAP Field Mappings and change the Directory URI field to none and click save at the bottom of the page.

### ▼ LDAP Field Mappings

| Provisioning User Field | LDAP Attribute |
|---|---|
| User ID | sAMAccountName ▼ |
| First Name | givenName |
| Middle Name | initials ▼ |
| Last Name | sn |
| Contact Phone Number | ipPhone ▼ |
| Contact Email | mail ▼ |
| Directory URI | none ▼ |
| Manager ID | manager |
| Department | department |
| Title | title |
| Home Number | homephone |
| Mobile Number | mobile |
| Pager Number | pager |

Step 7. Navigate to Device Setup and perform an infrastructure sync and then a user sync across the Unity.

Step 8. Perform a domain sync to the domain that is associated to Unity and then followed by an AD sync.