Unity Connection Help Desk Administrator Unable to Reset Voicemail PINs

TAC   **Document ID: 116460**

Contributed by Scott Hills, Cisco TAC Engineer.
Sep 04, 2013

Contents

Introduction
Background Information
Problem
Solution

Introduction

This document describes a problem encountered with Cisco Unity Connection (UC) where the Help Desk Administrator is unable to reset the voicemail Personal Identification Numbers (PINs) for all users.

Background Information

With UC, some users are given special functionality in order to administrate certain functions. In order to accomplish this, these users are assigned special roles that give them special permissions beyond regular users. For example, if you want a user to have the ability to reset the voicemail PINs of other users, then you assign them the Help Desk Administrator role.

Problem

When the Help Desk Administrator attempts to reset the voicemail PINs of other users, a *Not Authorized* message is sometimes received.

Solution

Currently in UC, a user who is assigned the Help Desk Administrator role is able to reset the voicemail PIN for anyone except users who have these roles assigned to them:

- System Administrator
- User Administrator
- Technician
- Remote Administrator
- Audit Administrator
- Greeting Administrator
- Help Desk Administrator (Any other)
- Mailbox Access Delegate Account
- Audit Text Administrator