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# **Troubleshooting the New Voicemail System**

Michael Wagner - 2023-04-10 - Comments (0) - Voicemail

Below are troubleshooting steps for a couple of common problems within the new voicemail system

#### **Duplication withing Identity Manager**

Several problem have cropped up tied to duplicate information within the identity management system.

Telephone number: 541-552-6136	
Telephone Number (true, no des	her)
Telephone Number (true, no das 5415526684	nes):
0.110020001	
Extension (no dashes):	
26684	

#### **Unable to Change PIN from phone**

If, when you are attempting to change the PIN from the phone, get an error stating "An error has occurred...". This is caused by multiple AD Objects (within the Employees OU) having the same values in the "**Telephone Number (true, no dashes)**" or "**Extension**" fields.

• The solution is to identify and remove the duplication within the identity management system.

Unable to Login to the Website

## HTTP ERROR: 500

Incorrect result size: expected 1, actual 2

RequestURI=/sipxconfig/j spring security check

Powered by Jetty://

If you receive the error on the

left while attempting to login to the web interface for the new voicemail system. This error is also caused by multiple AD Objects (within the Employees OU) having the same values in the "**Telephone Number (true, no dashes)**" or "**Extension**" fields.

• The solution is to identify and remove the duplication within the identity management system.

### Finding duplicates in Identity Manager

To find a duplicate extension in IDM:

- Log into Identity Manager
  Select Modify Object
- 3. Click on **Simple Search**
- 4. Choose the attribute **souPersonExtension**
- 5. Enter the  $\mathbf{5\text{-}digit}$  extension in the field

This will list ALL extensions with that extension.