Troubleshooting the New Voicemail System

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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.

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

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:

1. Log into Identity Manager
2. Select **Modify Object**
3. Click on **Simple Search**
4. Choose the attribute **souPersonExtension**
5. Enter the **5-digit extension** in the field

This will list ALL extensions with that extension.