

Reset Unity Message Store Services Account Password

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Introduction

This document discusses how to perform a password reset for the Cisco Unity Message store services (UnityMsgStoreSvc) account.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on Cisco Unity 4.x.

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, make sure that you understand the potential impact of any command.

Conventions

Refer to the Cisco Technical Tips Conventions for more information on document conventions.

Main Task

In this section, you are presented with the information to reset the Cisco **UnityMsgStoreSvc** account.

1. Reset the password on the Cisco Unity Server. Complete these steps:
 - a. On the Cisco Unity Server, choose **Start > Programs > Administrative Tools > Active Directory Users and Computers**.
 - b. Select the user and in the right pane, right-click the **Message store services account (UnityMsgStoreSvc)**, and click **Reset Password**.
 - c. Enter and confirm the new password, and click **OK**.
2. Manually change the service password in the **UnityMsgStoreSvc** service. Complete these steps:

- a. Choose **Start > Programs > Administrative Tools > Services**.
 - b. Right-click **Unity Message store service (UnityMsgStoreSvc)**, and click **Properties**.
 - c. Log in with the new password.
 - d. Click the **Log On** tab.
 - e. In the **Password** box and in the **Confirm Password** box, enter the same new password that you used for the **UnityMsgStoreSvc** account.
 3. For the **UnityMsgStoreSvc** account, you also need to complete these steps:
 - a. On the Cisco Unity server, choose **Start > Programs > Administrative Tools > Component Services**.
 - b. In the left pane, navigate to **Component Services > Computers > My Computer > COM+ Applications > Cisco Unity**.
 - c. Right-click **Cisco Unity**, and choose **Properties**.
 - d. Click the **Identity** tab.
 - e. Make sure that you have the **UnityMsgStoreSvc** option in use, and enter the new password of the **UnityMsgStoreSvc** account. Click **OK**.
 4. Choose **Cisco Unity Tools Depot > Administration Tools**, and run the **Service Configuration Wizard** and **Permission Wizard** with the new password.
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Related Information

- **Cisco Unity Reconfiguration and Upgrade Guide (With Microsoft Exchange) Changing Passwords**
 - **Change Passwords in Cisco CallManager and Cisco Unity Configuration Example**
 - **Voice Technology Support**
 - **Voice and Unified Communications Product Support**
 - **Technical Support & Documentation – Cisco Systems**
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