

# Unity PCA Error: "PCA Page Cannot be Found"

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## Introduction

When you install Cisco Unity for the first time or when you install a newer version of Cisco Unity, the Cisco Personal Communications Assistant (PCA) page might not load. In other words, the PCA feature cannot be accessed.

This document describes several procedures you can perform in order to resolve this issue.

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

The information in this document is based on Cisco Unity 4.0(5) (with Microsoft Exchange).

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.

### Related Products

This document can also be used with these versions of Cisco Unity:

- Cisco Unity 4.0(3) (with Microsoft Exchange and IBM Lotus Domino)
- Cisco Unity 4.0(4) (with Microsoft Exchange and IBM Lotus Domino)
- Cisco Unity 4.0(5) (with IBM Lotus Domino)
- Cisco Unity 5.x (with Microsoft Exchange and IBM Lotus Domino)

## Conventions

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

## Problem

The Cisco Unity PCA page (<http://<Cisco Unity Server>/ciscopca>) returns this error:

*Page Cannot be Found*

This error might occur when you perform a new Cisco Unity installation or an upgrade from an older to a newer version. It could also be that Cisco PCA has never worked although the Cisco Unity installation process went smoothly.

During the Cisco Unity installation or upgrade, the software installer is responsible for properly installing the files and applications that correspond to the PCA. However, the files and applications might be corrupt or missing. This issue is a major cause for the problem described in this document.

## Solutions

For the problem described in this document, it is not always necessary to restore the PCA. Sometimes you can restart the Cisco Tomcat, IIS, and WWW services in order to solve the problem. In addition, you must verify that the user who accesses the PCA is a member of the administrator's domain and has permission to access it. Sometimes the user account is missing from certain services that permit or deny the access to the PCA because the user does not have administrative privileges. After you add the user to the administrator's domain, you might need to reset its password as well.

The procedures that follow present several approaches that can be taken in order to solve the PCA page issue. All solutions provided solve the problem. However, you might not need to perform all of these procedures. For example, after you complete the first solution, the PCA page might appear properly, and you would not need to perform other procedures. These procedures must be completed in the order that they appear. Do not attempt to complete the solutions in a random order.

### Restart Tomcat, IIS, and WWW Services

This solution describes the procedure to restart the Cisco Tomcat, IIS, and WWW services in the Cisco Unity server.

- **Cisco Tomcat Services**

1. On the Cisco Unity server, choose **Programs > Administrative Tools > Services** from the Windows Start menu.
2. From the right pane, right-click **Cisco Tomcat**, and click **Start**. The Startup Type should be *Automatic*.

**Note:** If the Cisco Tomcat service is not listed in the services manager, the Cisco PCA or the Cisco Tomcat service failed to install, or the Cisco Tomcat service registration failed. In order to correct the problem, you must restore the Cisco PCA files and applications. See *Restore Cisco PCA* for more information.

- **WWW Services**

1. On the Cisco Unity server, choose **Programs > Administrative Tools > Services** from the Windows Start menu.

2. From the right pane, right-click **World Wide Web Publishing Service**, and click **start**. The Startup Type should be *Automatic*.

**Note:** If the World Wide Web Publishing service is not listed in the service manager, it is possible that IIS was not installed correctly. In order to correct the problem, you must repair the IIS installation, and then restore the Cisco PCA files and applications. See *Restore Cisco PCA* For more information.

- **IIS Services**

1. On the Cisco Unity server, choose **Programs > Administrative Tools > Services** from the Windows Start menu.
2. Right-click **Cisco Tomcat**, and click **Stop**.
3. Go to **Programs > Administrative Tools > Internet Service Manager** from the Windows Start menu in order to launch the IIS Manager.
4. Right click the `<system-name>`, and click **Restart IIS**.
5. Confirm that IIS is set to restart, and click **OK**.
6. Verify that the ISAPI filter is loaded. Refer to *Verifying That IIS and the Cisco PCA Components Are Configured Correctly* for this.
7. If the filter is loaded, restart the Cisco Tomcat service.

## Verify SSL Certificates Publication

The PCA issue is often related to a failed SSL certificates publication.

Complete these steps in order to verify the SSL certificates publication:

1. Go to **Programs > Administrative Tools > Internet Service Manager** from the Windows Start menu in order to launch the IIS Manager.
2. Navigate to the default website located under `<system-name>`.
3. Right-click the default website, and click **Properties**.
4. In the **Properties** dialog box, choose **Directory Security Tab > View Certificate Button**.

This procedure opens a window that contains the current site certificate information. A key icon should be visible in the lower part of the text area next to this text: *You have a private key that corresponds to this certificate*. If the key icon does not appear, the certificate publication failed.

Complete these steps in order to resolve the failed certificate publication:

1. Disable SSL for the **Jakarta** virtual folder.
2. Remove the certificate from the Default website.
3. Delete the certificate request file and any pending request in the Certificate Manager service.
4. Restart the **w3svc** service.
5. Create a new certificate.

After you install the new certificate, you can reapply the SSL requirements on the Jakarta virtual folder and restart the w3svc service.

## Check the AvXML Directory Security

Complete these steps if the AvXML directory security is not set correctly in IIS (anonymous access is disabled or secure connections are enabled):

1. In order to correct the directory security settings, complete the steps described in *Cisco Personal Communications Assistant* in order to verify that IIS is configured correctly.

2. Once you have verified that IIS is configured correctly, complete these steps:
  - a. Enable anonymous access.
  - b. Disable secure connections.

## Verify Permissions on CommServer Directory

Please check these items, and then try to log in to the Cisco PCA.

1. Choose **Start > Programs > Administrative Tools > Services** from the Windows Start menu, and locate for **AvCsGateway**. Check the account that the service uses as the *Log On As* value. If you use the account that Cisco suggests, the value might be *UnityMsgStoreSvc*.
2. Choose **Start > Programs > Administrative Tools > Local Security Policy** from the Windows Start menu. On the left side, choose **Security Settings > Local Policies > User Rights Assignment**, and then on the right side, double-click **Act as part of of the operating system**. The list should display the *UnityMsgStoreSvc* account or *<name-given>* account. Add the appropriate account if it is not displayed.
3. Choose **Start > Programs > Administrative Tools > Domain Security Policy** from the Windows Start menu. On the left side, choose **Security Settings > Local Policies > User Rights Assignment**, and then on the right side, double-click **Act as part of of the operating system**. The list should display the *UnityMsgStoreSvc* account or *<name-given>* account. Add the appropriate account if it is not displayed.
4. Choose **Start > Programs > Administrative Tools > Domain Controller Security Policy** from the Windows Start menu. On the left side, choose **Security Settings > Local Policies > User Rights Assignment**, and then on the right side, double-click **Act as part of of the operating system**. The list should display the *UnityMsgStoreSvc* account or *<name-given>* account. Add the appropriate account if it is not displayed.

**Note:** If the user account is not part of the Domain Admin group, you must add it and reset the password in Active Directory (AD).

Lastly, check the permissions on the CommServer directory. For users in the AD Domain, give read and write access to that folder and subfolders. Make sure that the subfolders under the CommServer directory also share these permissions.

## Restore Cisco PCA

Complete these steps in order to restore corrupt or missing Cisco PCA files and applications:

1. On the Cisco Unity server, close all applications and file folders.

**Note:** If any Cisco PCA files are in use or if the `\CommServer\Cscoserv` directory is open, the restore can fail.

2. Insert the Cisco Unity disc that contains the **cscoserv** directory.

For example, for the Cisco Unity 4.0(5) release, the **cscoserv** directory is on Cisco Unity DVD 1 and on Cisco Unity CD 1.

3. Open a command prompt, and change to your DVD or CD-ROM drive.
4. Enter **cd cscoserv**, and press **Enter**.
5. Enter **cscript setup.js source="<DVD or CD drive>:\cscoserv\setup.msi" target="<Cisco Unity drive>:\commserver"**, and press **Enter**.

For example, if your DVD or CD-ROM drive is drive D and Cisco Unity is installed on drive C, enter

this text: `cscript setup.js source="d:\cscoserv\setup.msi" target="c:\commserver"`

6. Wait a few minutes while the script runs. When the script stops running, **Done** appears in the command window.

The **cscoserv\_script.log** file is saved to the current user temporary file directory (for example, **Documents and Settings\<User>\Local Settings\Temp**). In order to observe the progress of the script, open the log file in a browser, and refresh the browser periodically.

7. When the script finishes, choose **Programs > Administrative Tools > Services** from the Windows Start menu.
8. You should be able to see the Cisco Tomcat listed in the services window. Confirm that Cisco Tomcat and the World Wide Web Publishing Service are started. If they are not started, restart them.

**Note:** You do not need to restart the Cisco Unity server in order to implement your changes.

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Voice & Video: General

## Related Information

- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Recommended Reading: Troubleshooting Cisco IP Telephony**
- **Cisco Unity Troubleshooting Guide**
- **Technical Support & Documentation – Cisco Systems**

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