

# Troubleshooting CAR Installation Error: Tomcat Service not installed. Registry Entries for Tomcat Service not found

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## Introduction

This document describes this Cisco Call Detail Record (CDR) Analysis and Reporting (CAR) plugin error message: Tomcat Service not installed. Registry Entries for Tomcat Service not found. Cannot continue Installation., and provides the steps necessary to troubleshoot it.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unified Communications Manager (CallManager) 4.x
- Cisco Call Detail Record (CDR) Analysis and Reporting (CAR)

### Components Used

The information in this document is based on Cisco Unified Communications Manager (CallManager) 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 Cisco Technical Tips Conventions for more information on document conventions.

## Problem

When installing the CAR plugin, this error message is displayed:

Tomcat Service not installed. Registry Entries for Tomcat Service not found. Cannot continue Installation..



## Solution

In order to overcome this error message, issue these commands on the Cisco Unified Communications Manager (CallManager) publisher:

1. Open up a DOS command prompt and run **C:\Program Files\Cisco\TomCat\bin\nt.cmd** to re-register the Tomcat service.
2. Open up the services control panel (**services.msc**) and change the Cisco Tomcat service logon user to **CCMSERVICERW**:
  - a. Go to **Start > programs > administrative tools > services** and right-click on **service**.
  - b. Go to **Cisco Tomcat** and select **Properties**.
  - c. Go to the **Log On** tab and select the **This account** check box. Then, specify **.\CCMSERVICERW**.
  - d. Click **OK**.
3. Run the AdminUtility tool (found in **C:\Program Files\Cisco\Bin**) to re-synchronize the **CCMSERVICERW** password used for the Cisco Tomcat service:
  - a. Go to **C:\Program Files\Cisco\Bin** on the Publisher server.
  - b. Find the utility called **AdminUtility.exe**, double-click to launch it.
  - c. It asks you for the administrator password. Enter this password.

You see a window with different accounts for all the servers in the cluster.
  - d. Click on the top globe with the CallManager name.

This selects all the accounts.
  - e. Select **Options > Set New Password**.
  - f. Then, you are prompted for the new password phrase.

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## Related Information

- **CDR Analysis and Reporting Fails to Query by Dates**
- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Recommended Reading: Troubleshooting Cisco IP Telephony**
- **Technical Support & Documentation – Cisco Systems**

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