

Cisco Unified Web and E–Mail Interaction Manager: Unable to Install or Configure Secondary Web/Application and Archive Components

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Introduction

The Cisco Unified Web and E–Mail Interaction Manager version 4.2(4) installation consists of installing a Database server, a Services server, a primary Application/File server, a secondary Application server and a Web server. This document discusses the steps to troubleshoot the issues faced when you install the secondary Web/Application and Archive components in Cisco Unified Web and E–Mail Interaction Manager version 4.2(4).

Prerequisites

Requirements

Cisco recommends that you have knowledge of this:

- [Installing Cisco Unified Web and E–Mail Interaction Manager](#) 

Components Used

The information in this document is based on the Cisco Unified Web and E–Mail Interaction Manager version 4.2(4).

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 trying to install the secondary Web/Application or Archive components in the Cisco Unified Web and E–Mail Interaction Manager version 4.2(4) as per the Installation Guide at Cisco Unified Web and E–Mail

Interaction Manager Installation Guide [↗](#), these issues occur:

- The installer does not automatically create the system, business partition, and temp virtual directories on the Internet Information Server (IIS).
- A "cisco" virtual directory with `iisproxy.dll`, `iisproxy128.dll`, `egpinstall.html` files inside is created. However, the `iisproxy.ini` file is not there.
- In the `Cisco_Interaction_Manager_InstallLog.log`, these two errors are seen:

```
class
com.egain.platform.module.installer.ConfigureEgainServer.install()
Unexpected Fatal Error and class
com.egain.platform.module.installer.ParseLogsFiles.install() runtime
exception
```

Note: These issues occur when the Base install was used to install the primary server, then it was upgraded to 4.2(4). After that, the installation of secondary Web/Application and Archive components is attempted.

These issues are observed on the setups which have been upgraded to 4.2.4. In the upgrade process, there are a couple of changes that occur in terms of getting the process IDs of all the JAVA processes. In short, the **osutils.dll** file is changed during this process.

When you use the OLD installer to configure Secondary Web/Application Servers and Archive components, the installer expects the OLD **osutils.dll** to exist on the File System (`<PL_HOME>\lib\int\platform\win32`). However, as the file is changed in the upgrade process, there is a conflict and hence this issue occurs. This will occur on all the upgraded setups when you configure Secondary Application/Web and Archive components.

Note: This issue is documented by Cisco bug ID CSCsu59886 (registered customers only) and is fixed in 4.2.5 version.

Solution

You need to use OLD dll because adding a new component is only possible when you use the base setup, which expects OLD dll (this is rewritten in the 4.2.4 upgrade). Perform these steps:

1. Copy the OLD **osutils.dll** file from the BACK-UP file system (`<PL_HOME_BACK-UP>\lib\int\platform\win32`) to the existing File System (`<PL_HOME>\lib\int\platform\win32`).
2. Perform the installation.
3. Revert the changes to **osutils.dll** back before you start the application.

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Related Information

- **Cisco Unified Web and E-Mail Interaction Manager Solution Reference Network Design (SRND) Guide**
 - **Technical Support & Documentation – Cisco Systems**
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