

# Alert on Java and the Pentium 4 Processor

Document ID: 20404

---

## Introduction

### Prerequisites

Requirements

Components Used

### Problem

### Solution

Dynamic Content Adapter

Cisco Media Blender

Cisco Collaboration Server

### Related Information

---

## Introduction

This document discusses a bug identified with Java running on a system with an Intel Pentium 4 processor. Any Java version prior to 1.3 crashes with Dr. Watson errors when the Just In Time (JIT) compiler is used. There have been patches released by Sun Microsystems for Java 1.1 and 1.2, but some Cisco Contact Center Software is not bundled with the new versions.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Microsoft Windows

### Components Used

The information in this document is based on these software and hardware versions:

- Cisco Collaboration Server version 3.0 and 3.01
- Dynamic Content Adapter (DCA) version 1.0
- Cisco Media Blender version 3.0, 3.1, and 4.0

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.

## Problem

A bug has been identified with Java running on a system with an Intel Pentium 4 processor. Any Java version prior to 1.3 crashes with Dr. Watson errors when the Just In Time (JIT) compiler is used. There have been patches released by Sun Microsystems for Java 1.1 and 1.2, but some Cisco Contact Center software is not bundled with the new versions.

## Solution

If you are running a Win32 platform on a Pentium 4 processor, then you must apply a workaround in order for the system to operate properly.

### Dynamic Content Adapter

As a workaround, complete these steps:

1. Download Java 2 Runtime Environment (JRE) version 1.2.2\_007 (007 is the patched version, 006 and it comes with the DCA) from Sun Microsystems .
2. Install the patch.
3. Manually extract the files from the self-extracting executable with WinZip.
4. Open a Microsoft Windows command prompt.
5. Navigate to the directory where the `install.class` file is extracted. Type the **java -classpath.install** command.

### Cisco Media Blender

Before you install the Cisco Media Blender, Java must be installed on the server. Verify that the version of Java to be installed contains patches for bug number 4389589 or 4390702 from Sun Microsystems.

1. After you install Cisco Media Blender, open a command prompt.
2. Run this command:

```
c:\jdk1.1.8\bin\jre.exe -cp c:\jdk1.1.8\lib\classes.zip
Com.WebLine.Install.Install IIS "c:\inetpub\ServletExec ISAPI\"
c:\CiscoMB XXXXXX-XXXXX-XXXXX
```

Replace the X's with a valid Cisco Media Blender license.

**Note:** The value is displayed over multiple lines due to space limitations.

3. Once you run this command, open the `c:\CiscoMB\bin\fixiis.bat` file in a text editor. For the copy line in this file, make sure it looks like this:

```
copy "c:\inetpub\ServletExec ISAPI\lib\servlet.jar"
"c:\CiscoMB\Servlet\servlet.jar"
```

**Note:** Add quotation marks around the copy command.

### Cisco Collaboration Server

There is currently no workaround for Cisco Collaboration Server versions 3.0 or 3.01 installation on a Windows server with a Pentium 4 processor. Cisco Collaboration Server version 4.0 must be installed in this case, as Java version 1.3 is used on this system. Cisco Collaboration Server version 3.02 also uses Java version 1.3, but you must have Cisco Collaboration Server versions 3.0 or 3.01 installed first or the error occurs during the installation of these versions.

---

## Related Information

- [Java.Sun.com -- Java Products & APIs](#)
  - [Technical Support – Cisco Systems](#)
-

