

# Cisco Unity VMO Installation Hangs on "tfxfrmfax.cfg"

Document ID: 23503

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## Introduction

This document describes how to address a problem with the installation of Cisco Unity ViewMail for Outlook (VMO).

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

The information in this document is based on the software and hardware versions below.

- All versions of Cisco Unity and VMO.

### Conventions

For more information on document conventions, see the Cisco Technical Tips Conventions.

## Problem

VMO is hanging upon installation, displaying an error with the *tfxfrmfax.cfg* file or the *from.wav* file.

## Solution

This is a known problem when installing on client systems using Yamaha Synthesizer Media Player.

To address this, the media player must be uninstalled through the Control Panel and Windows Media player used instead.

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## Related Information

- **Voice Technology Support**
  - **Voice and Unified Communications Product Support**
  - **Recommended Reading: Troubleshooting Cisco IP Telephony**
  - **Technical Support & Documentation – Cisco Systems**
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Updated: Jan 31, 2006

Document ID: 23503

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