

# Installation of DUCS Client on Unity Server can Cause Cisco Unity 4.0 for Domino to Hang

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## Introduction

The Lotus Domino Unified Communication Services (DUCS) Client is a Cisco Unity specific client that is used to enable proper voice communication between the Domino server, Lotus Notes clients and Cisco Unity 4.0. The DUCS software is a Lotus Domino product and must be obtained directly from Lotus. **csServer** needs to be installed in all the Domino servers that have mail files for Cisco Unity subscribers. **csAdmin** needs to be installed on a Domino server that has a replica of the address book. **csClient** installs the forms and voice inbox folder that is needed in order to listen and send voice messages on Cisco Unity enabled Lotus Notes client workstations. **csClient** needs to be installed on every subscriber machine with a Notes client that is used to listen to voice messages. Do not install any version of DUCS directly on the Cisco Unity 4.0 server. Refer to these documents for more information on Lotus Domino and Cisco Unity:

- Release Notes for Cisco Unity Release 4.0(1)
- Upgrading Cisco Unity 4.x Software to the Shipping Version
- Changing the Domino Server

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

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

- Cisco Unity 4.0 for Domino

### Conventions

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

## Problem

If any version of the Lotus DUCS client is installed on the Cisco Unity 4.0 server, it can cause Cisco Unity to fail at startup. The installation of DUCS on a Cisco Unity server is not supported. There are often no errors in the event logs to indicate this problem.

## Solution

If DUCS is accidentally installed on the Cisco Unity 4.0 server, there are several steps that must be completed in order to correct this problem.

Complete these steps in order to fix the problem:

1. Lotus Domino DUCS client must be uninstalled from the Cisco Unity server. This is done from **Control Panel > Add/Remove Programs**.
2. Reboot the Cisco Unity server.
3. After you reboot the server, make sure Lotus Notes is not opened or attempted to be opened on the Cisco Unity server.
4. Edit the notes.ini file, which is located under \Lotus\Notes\ directory with notepad.
5. Scroll down to the end of the notes.ini file, and look for an entry that starts with ExtMgr\_Addins.
6. The value of this entry must be CsNotesPwdSvr. If this entry has anything other than this, replace it with ExtMgr\_Addins, and save the file.
7. Verify you can open Lotus Notes while Cisco Unity runs. You are not prompted for a password.
8. In order to ensure everything works correctly, you must be able to open Lotus Notes while Cisco Unity runs. You also must not be prompted for the Notes password.

**Note:** This issue is tracked by bug CSCdz57323 (registered customers only).

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## Related Information

- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Recommended Reading: Troubleshooting Cisco IP Telephony**

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