

# Error while Running the Cisco Unity 4.0 Installation and Configuration Assistant Wizard

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## Introduction

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## Introduction

This document describes what to do when errors are received when you launch the Cisco Unity Installation and Configuration Assistant (CUICA)

## 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.

- Cisco Unity version 4.x

The information presented in this document was created from devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If you are working in a live network, ensure that you understand the potential impact of any command before using it.

## Conventions

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

## Error "Res://c:\CUICA.tmp\cuica.dll/default.hta" While Launching CUICA

After installing the first part of the Cisco Unity Setup, you will find a shortcut `CUICA` on the desktop and a `CUICA` entry in the startup menu. Double-clicking it should run the Cisco Unity Installation and Configuration Assistant wizard. You might see the following error:

Res://c:\CUICA.tmp\cuica.dll/default.hta



If you see this error, make sure the folder c:\CUICA.tmp is present. If it is not present, create a folder called CUICA.tmp and make sure all files are present.

## Solution

Follow the steps below:

1. Copy the contents of the CUICA directory from the Unity CD1 directory to CUICA.tmp.
2. Copy the **LocalRes** directory from the Unity CD1 directory to CUICA.tmp.
3. Copy **SelectDisplayLanguage.exe** from the root of the Unity CD1 directory to CUICA.tmp.
4. Run the **ConfigurationAssistant.vbs** from CUICA.tmp.

The CUICA wizard now launches.

**Note:** Before the Cisco Unity installation, make sure to stop the Cisco Security Agent service and any Antivirus service you run on your server. Also make sure that you do not install Cisco Unity through Terminal Services.

## Error: 0x80004005. unspecified error

While CUICA runs, this error message appears:

```
Context:m_InstallerSubscriberObjectID.GetLength() <=0  
  
Error: 0x80004005. unspecified error  
  
Event Type:      Error  
Event Source:    CiscoUnity_AvLic
```

Event Category: Run  
Event ID: 112  
Date: 1/27/2010  
Time: 6:23:02 PM  
User: N/A  
Computer: HOU-UNITY1

Description:  
Unexpected result in CAVLic::Query. 0x800a0bcd Either BOF or EOF is True, or the current record has been deleted. Requested operation requires a current record.

Complete these steps in order to solve the issue:

1. This issue can happen if the ReportDB is not created. Check if the ReportDB is created and if it is not created, complete these steps:

- a. Delete **ReportDb.mdf** and **ReportDb\_log.ldf**.
- b. From the command prompt, switch to the **\Commserver\Reports\SQLScripts** directory, and run the this in order to re–create the ReportDb

```
osql -E -i ReportSQLCreate.SQL
```

2. From SQL Enterprise Manager, verify that the new ReportDb is attached, and run the CUICA again.

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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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