

# Cisco PCA is not Installed Using Cisco Unity 4.0(1) DVD

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## Introduction

If Cisco Unity 4.0(1) is installed using the released DVD medium, Cisco Personal Communications Assistant (PCA) will not install. This is due to a corrupt file in the `\cscoserv\ciscopca\WEB-INF` directory on the DVD that prevents this component from being installed successfully. No warning or error is presented to the user in this situation and it appears as if the installation was successful. However, users are not able to access the Cisco PCA, the Cisco Unity Assistant, and the Cisco Unity Inbox.

## Prerequisites

### Requirements

Readers of this document should ensure they meet this requirement:

- You are installing the Cisco Unity 4.0(1) using the DVD.

**Note:** Users installing from the Cisco.com downloaded image or those using CDs are not affected by this problem.

### Components Used

The information in this document is based on Cisco Unity 4.0(1)

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

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

# Background Information

A Cisco PCA file in the \cscoserv\ciscopeca\WEB-INF directory on the DVD contains a corrupted file and needs to be renamed. The corrupt file name is "\_nbattrr". The correct file name is ".nbattrr". The Cisco Unity 4.0(1) Cisco PCA file is located at Cisco.com and the shipped CD are not corrupt and can be used.

This file is needed for installation. Without it, installation fails and users cannot access the Cisco PCA, the Cisco Unity Assistant, and the Cisco Unity Inbox.

## Problem

After installing Cisco Unity 4.0(1), users cannot access the Cisco PCA, Cisco Unity Assistant, or Cisco Unity Inbox. The Tomcat servlet engine is not listed under Windows Services on the Cisco Unity machine.

## Solutions

The solutions to this problem are explained in detail here.

### Solution 1

Use a Cisco Unity 4.0(1) CD2 image ( registered customers only) downloaded from CCO instead of using the installation DVD.

### Solution 2

If it is not desirable to download the image from Cisco.com as noted above, then use this procedure.

1. Copy all contents of the \cscoserv folder from the installation DVD to the local hard drive.
2. In the cscoserv\ciscopeca\WEB-INF directory, locate the corrupt file named **\_nbattrr** and rename it **.nbattrr**.
3. Run the **Cisco PCA setup script** from the local disk instead of the DVD. For example, if you installed Cisco Unity on drive d: and you copied the \cscoserv folder from the DVD to drive e: then enter **E:\cscoserv\setup.js source="e:\cscoserv\setup.msi" target="d:\CommServer"**.

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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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