

Unity Media Master Hangs when Google Desktop Search Engine is Installed on Windows XP

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Introduction

When end users or system administrators log into either Cisco Unity Web Interfaces – System Admin (<http://servername/web/sa>), or Personal Communications Assistant (<http://servername/pca>) and open a web page which has any type of Recording associated with it such as a Recorded Name or Greeting, it is noticed that the media control bar (Media Master) does not have any options available to select. The Media Master appears to hang and does not function correctly.

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.x and later where end users or system administrators use Internet Explorer to view or manage subscribers.
- The computer must run Windows XP and have the Google Desktop Search Engine installed.

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.

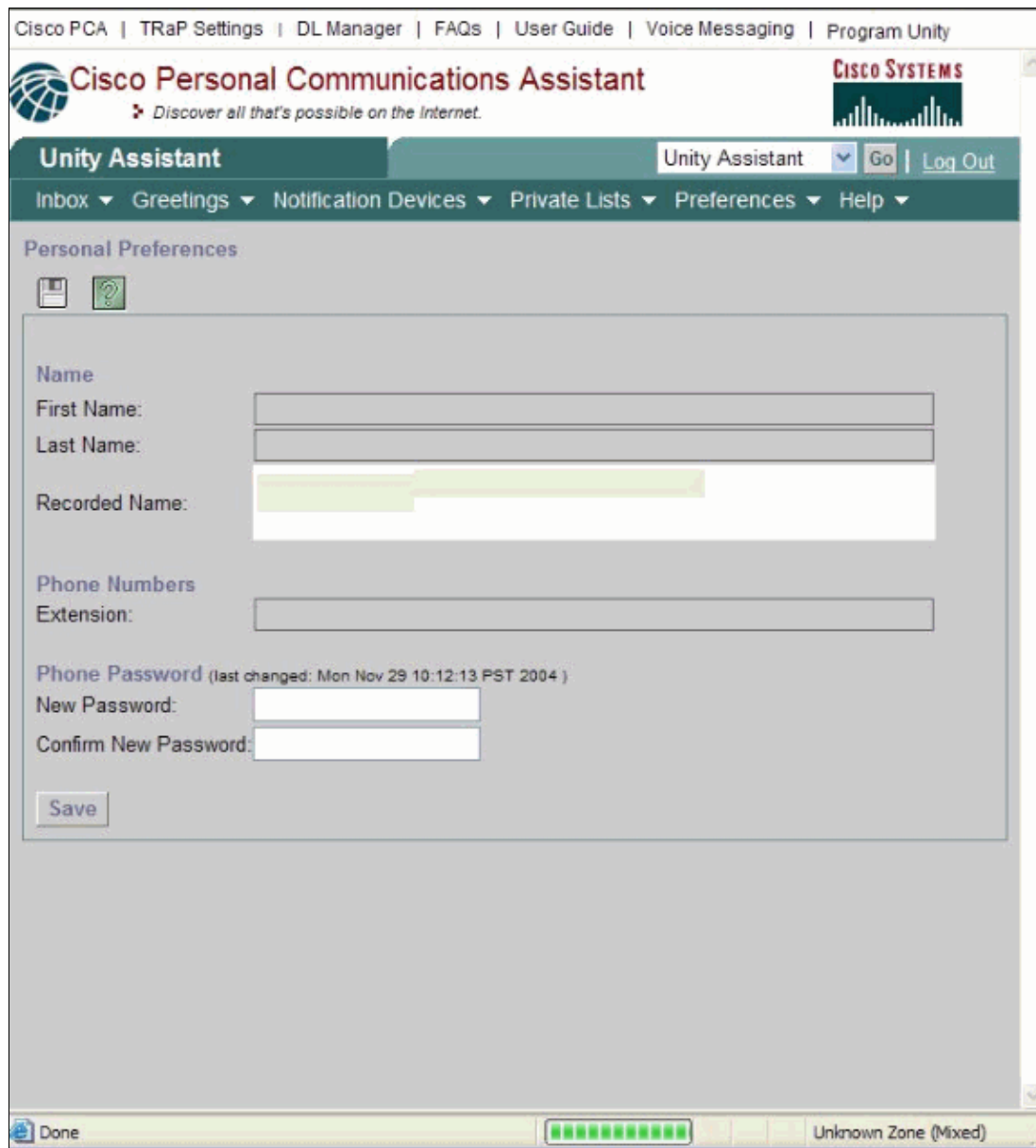
Conventions

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

Problem

When end users or system administrators log into either Cisco Unity Web Interfaces – System Admin (<http://servername/web/sa>) or Personal Communications Assistant (<http://servername/pca>) and open a page that has any type of Recording associated with it such as a Recorded Name or Greeting, it is noticed that the

media control bar (Media Master) does not have any options available to select. Internet Explorer shows up as "(Not Responding)" in the task manager. Once in this state, Internet Explorer must be terminated by using the "End Task" function from the Windows task manager.



Solution

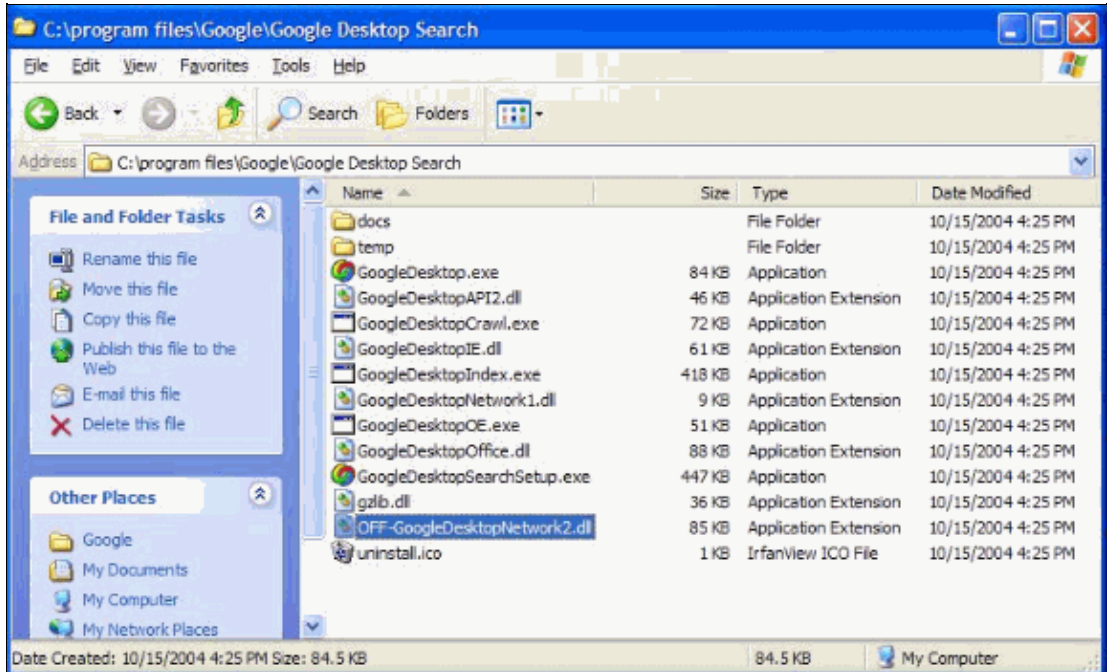
This problem can be caused by the installation of Goggle Desktop software. This software has a .dll which interferes with the function of Cisco Unity PCA and System Admin. Rename the GoogleDesktopNetwork2.dll to restore function.

Complete these steps to resolve this issue.

Note: You can also view Cisco bug ID CSCeg58090 (registered customers only) for further information on this issue.

1. Select **Start > Search > All files and folders**.
2. In the "All or part of the file name" field, enter **GoogleDesktopNetwork2.dll**.

3. When Windows finds the file, right-click on it and rename the file to **OFF-GoogleDesktopNetwork2.dll**.



4. Log back into System Admin or the PCA page to verify that the Media Master no longer freezes.

Related Information

- [Voice Technology Support](#)
- [Voice and IP Communications Product Support](#)
- [Recommended Reading: Troubleshooting Cisco IP Telephony](#)
- [Technical Support & Documentation – Cisco Systems](#)

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