

# Wscript Error in Installation or Upgrade with Cisco Unity

Document ID: 7933

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## Introduction

This document describes how to obtain the wscript.exe scripting host, which is necessary in order to configure Cisco Unity.

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

This document is not restricted to specific software and hardware versions.

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 Cisco Technical Tips Conventions for more information on document conventions.

## Problem

The Cannot find specified file: wscript.exe appears when an installation or upgrade is performed.

## Solution

Wscript.exe is the Windows scripting host necessary in order to configure Cisco Unity. It is installed in one of the options packs. However, some customers remove the file since it can provide a back door for viruses to sneak into the system. In order to install the Wscript.exe, either install Internet Explorer (since it has Windows Scripting as an option), or obtain a copy from Microsoft Windows Script Technologies . Use WSH 5.5.

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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: Aug 20, 2006

Document ID: 7933

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