

# Unity Services Fail with the "Unrecognized error hr=0x8007042C (The dependency service or group failed to start.\x0D\x0A)"

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## Introduction

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## Introduction

This document explains the recommended workaround for the unity error message Unrecognized error hr=0x8007042C (The dependency service or group failed to start.\x0D\x0A).

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of Cisco Unity.

### Components Used

The information in this document is based on Cisco Unity.

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.

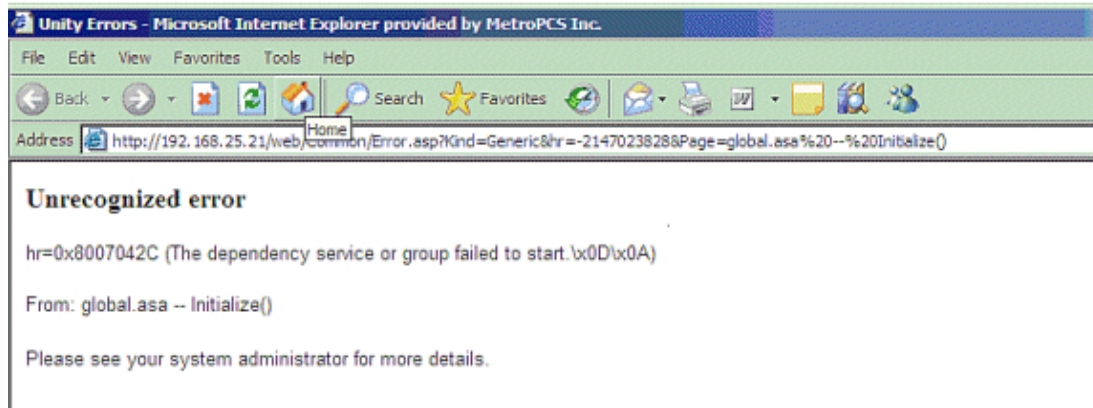
### Conventions

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

## Problem

The user is unable to access the Cisco Unity SA web page or the status monitor web pages. This error message displays on the Cisco Unity server: **Unrecognized error. hr=0x8007042C (The dependency service or group failed to start.\x0D\x0A). From: global.asa -- Initialize(). Please see your system administrator for more details.**

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The AvDirChangeWriter, AvDSAD, AvDSGlobalCatalog, and Microsoft Message Queuing (MSMQ) services do not start.

## Solution

In order to overcome this problem, move the \*.mq files from the `\winnt\system32\msmq\storage\` folder to a temporary folder. Reboot the server to see if the service starts. If this does not solve the problem, reinstall MSMQ.

**Note:** The reinstall requires a Windows OS installation disk.

## Reinstall Microsoft Message Queuing (MSMQ)

Complete these steps:

1. On the Windows Start menu, click **Settings > Control Panel > Add/Remove Programs**.
2. Click **Add/Remove Windows Components**.
3. In the Windows Components dialog box, check the **Message Queuing Services** check box.

**Note:** Do not change any other items.

4. Click **Next**.
5. In the Message Queuing Type dialog box, click **Next**.

**Note:** Do not change any items.

6. If the Message Queuing Server dialog box appears, choose **Message Queuing Will Not Access a Directory Service**, and click **Next**.
7. If the Windows NT 4.0 Message Queuing Clients dialog box appears, click **No, Do Not Change the Permissions**, and click **Next**.
8. When prompted, insert the Windows 2000 Server disc into the CD-ROM drive, and click **OK**. If the Cisco Unity server was purchased from Cisco, the disc is labeled Cisco Unity System Disc.
9. In the Completing the Windows Components Wizard dialog box, click **Finish**.
10. Close the **Add Remove Programs** dialog box and **Control Panel**.

You are now able to start MSMQ, AvDsAd, and AvGlobalcatalog services. The SA web page also functions.

When you execute these steps, the reinstallation of MSMQ can sometimes fail with this error message:  
Error code: Unable to load MQQM.DLL, Error code: 0x7F.

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In order to overcome this error message, refer to Unity Services Fail with the "Unable to Load MQQM.dll" Error Message.

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Voice & Video: General

## Related Information

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

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