

# Domino Unified Communication Services (DUCS) Error Message [Cisco Unity] – "The Domino Unified Communications Client must be installed"

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## Introduction

The Lotus Domino Unified Communication Services (DUCS) client is a Cisco Unity specific client that is used to enable proper voice communication between the Domino server, Lotus Notes clients, and Cisco Unity 4.0.

This document describes the workaround for the error message, "*The Domino Unified Communications Client must be installed*," that appears when the user tries to play back a message through Lotus Notes.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of Cisco Unity 4.x for Domino.

### Components Used

The information in this document is based on Cisco Unity 4.0 for Domino.

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.

## The Domino Unified Communications Client must be installed

When a user receives a new voice mail, the message appears in Lotus Notes. However, when the user tries to play back the message through Lotus Notes, a dialog box displays this error message: "*The Domino Unified*

*Communications Client must be installed.*" This behavior is observed when the user installs the DUCS client on their PCs.

## Solution

csClient is the client portion of DUCS that enable Lotus Notes to interact with voicemail. The process to install csClient includes these steps:

1. Installation of the files needed for the client to run (DLLs and so on).
2. The addition of several lines to the user's notes.ini file so that when Louts Notes is started, it will load the DUCS component.

When an installation is done on a PC that has Notes installed in multi–user mode, step 1 happens normally. Step 2 acts on the system's *generic* notes.ini file. This file is located in the *Documents and Settings\All Users* folder and, for the purpose of DUCS, is not actually used. Therefore, when a user starts DUCS and tries to access a voicemail message, DUCS is not likely to work properly.

The workaround for this issue is to add to each user's notes.ini file (located in *Documents and Settings\<Username>*) the lines required by DUCS.

The lines required by DUCS are:

- **ExtMgr\_Addins=ucclient**
- **UCVersion=1.2.3**
- **UCLogLevel=1**

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## Related Information

- **Domino Unified Communication Services (DUCS) Problem Diagnosis**
- **Installation of DUCS Client On Unity Server Can Cause Cisco Unity 4.0 for Domino to Hang**
- **Domino Database Permissions for Cisco Unity**
- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Recommended Reading: Troubleshooting Cisco IP Telephony**

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