



Installation Guide for the Cisco Unified Application Environment Messaging Plugin, Release 2.5(1) SR1

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Use this document to install the Cisco Unified Application Environment Messaging Plugin.

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Conventions

Consider the following documentation conventions as you review this installation document:

Blue Text—To quickly navigate to a section or URL, click text that appears in blue.



Note

Reader, take note. Notes contain helpful suggestions or references to material not covered in the publication.



Caution

Reader, be careful. You may do something that could result in equipment damage or loss of data.

Related Documentation

There are two types of related documentation: product and developer.

- [Table 1](#) provides links to product documentation.
- For developer documentation, go to: <http://developer.cisco.com/web/cuae/docs>

Table 1 *Related Documentation*

Related Information	URL
<i>Cisco Unified Application Environment Installation Guide, Release 2.5.1</i>	http://www.cisco.com/en/US/products/ps7058/prod_installation_guides_list.html
<i>Cisco Unified Application Environment Administration Guide, Release 2.5.1</i>	http://www.cisco.com/en/US/products/ps7058/prod_maintenance_guides_list.html
<i>Cisco Unified Application Environment Release Notes, Release 2.5.1 SR1</i>	http://www.cisco.com/en/US/products/ps7058/prod_release_notes_list.html
<i>Cisco Unity Support and Documentation</i>	http://cisco.com/en/US/products/sw/voicesw/ps2237/tsd_products_support_series_home.html
<i>Cisco Unity Connection Support and Documentation</i>	http://www.cisco.com/en/US/products/ps6509/tsd_products_support_series_home.html

Before You Begin

This section contains the following topics to help you prepare to install the Cisco Unified Messaging Plugin:

- [Choosing an Installer, page 3](#)
- [Understanding System Requirements, page 3](#)
- [Performing Pre-Installation Tasks, page 3](#)

Choosing an Installer

The Messaging Plugin components enable developers to build applications that interact with Cisco Unity and Cisco Unity Connection, Release 7.0.

There are two installers:

- Messaging Plugin Installer (CUAE-messaging-plugin-2.5.x.exe)—Communicates with Cisco Unity or Cisco Unity Connection servers or a cluster of servers and allows developers to call functions that support reading and sending voicemail.
- Developer Tools Installer (CUAE-messaging-plugin-dev-tools.2.5.x.exe):
 - Messaging Plugin API—The etch IDL required for developing applications that utilize the Messaging Plugin Service.
 - Messaging Plugin Documentation—API reference documentation.

Understanding System Requirements

The Messaging Plugin components have the following system requirements:

Table 2 **Messaging Plugin Component System Requirements**

Component	System Requirements
Messaging Plugin	Requires a machine that has network access to the Cisco Unified Application Environment. Requires a machine running the Cisco Unified Application Environment Application Server or any other machine that satisfies the following prerequisites: <ul style="list-style-type: none"> • Windows 2003 Standard Edition SP1 and Windows XP Professional SP2 • J2SE JDK 5.0 or JRE 5.0
Messaging Plugin Developer Tools	Requires a machine running the Cisco Unified Application Developer Tools.

For information about downloading and installing the most recent version of the Cisco Unified Application Environment and Development Tools, see the *Cisco Unified Application Environment Installation Guide, Release 2.5.1* listed in [Related Documentation, page 2](#).

Performing Pre-Installation Tasks

[Table 3](#) describes the pre-installation tasks that you must complete before starting the Messaging Plugin installation.



Note

The Developer Tools installation does not require you to complete any pre-installation tasks.

Table 3 **Pre-Installation Tasks**

Task	Pre-Installation Tasks	Important Notes
1.	For Messaging Plugin installations, make sure the Cisco Unified Application Server is running and you can connect to it over the network.	None.
2.	Make sure you have the information required for installation.	<p>See the following tables for a list of the information you need about each of the systems:</p> <ul style="list-style-type: none"> • The Cisco Unified Application Server — See Table 4 on page 5 • The Messaging Plugin Host Server — See Table 5 on page 6 • The Cisco Unity Server — See Table 6 on page 6 and Table 7 on page 7 • The Cisco Unity Connection Server — See Table 6 on page 6 and Table 8 on page 7
3.	Make sure you know which connection protocol is used by the Management Service and the Etch Bridge.	For information about connection protocols, see Connecting the Messaging Plugin Server to the Cisco Unified Application Environment, page 10 .

Installing the Cisco Unified Application Environment Messaging Plugin and Messaging Plugin Service

To install the Cisco Unified Application Environment Messaging Plugin and Messaging Plugin Service, follow these steps:

Procedure

- Step 1** Access the Messaging Plugin installer on the Cisco Unified Application Environment Release 2.5.1 SR1 DVD or download it from the Cisco Unified Application Environment wiki. The Messaging Plugin installer is named CUAE-messaging-plugin-2.5.x.exe.
- Step 2** Double-click the installer.
The Messaging Plugin Setup Wizard appears.
- Step 3** Click **Next**.
The end-user license agreement appears.
- Step 4** Read the end-user license agreement, and if you agree with the terms, select **I Agree**.
The Choose Install Location dialog appears.
- Step 5** Accept the default or click **Browse** to locate a new destination for the Plugin files. Click **Next** when you finish selecting the install location.
The Choose Start Menu Folder dialog appears.
- Step 6** Accept the default or create a new Start menu shortcut path for the Messaging Plugin Developer Tools. Click **Next**.
The Cisco Unified Application Server Settings dialog appears.
- Step 7** Enter the following setting information as described in [Table 4](#). Provide the requested information for each field and click **Next**.

Table 4 Cisco Unified Application Server Settings

Field	Description/Recommendation
Domain Name/IP Address	Fully qualified domain name or IP address of the Cisco Unified Application Server.
Management Service Port	Port on the Cisco Unified Application Server used for the Management Service listener.
Username	Cisco Unified Application Environment Administration interface user name.
Password	Cisco Unified Application Environment Administration interface password.
Use TLS	Select this check box if you are using TLS for installation. The connection method must correspond to the method configured on the Management Server. See Connecting to the Management Service , page 10.

Table 4 *Cisco Unified Application Server Settings (continued)*

Field	Description/Recommendation
Authenticate	Select this check box if you are using TLS authentication. See Connecting to the Management Service, page 10 .
Trust Store	Path to the truststore where you have imported the Management Service TLS certificate. See Connecting to the Management Service, page 10 .

The Messaging Plugin Host Settings dialog appears.

- Step 8** Enter the following setting information as described in [Table 5](#). Provide the requested information for each field and click **Next**.

Table 5 *Messaging Plugin Host Settings*

Field	Description/Recommendation
Domain Name/IP Address	Fully qualified domain name (FQDN) or IP address of the machine where you are installing the Messaging Plugin. Note You cannot perform a remote installation by entering the IP address of a different machine in this field. It must be the IP address or FQDN of the local machine that you are running the installer on.
Port	Listening port for the Messaging Plugin. Specify a port that is not in use by any other application service.
Cisco Unified Application Environment Installation Directory	System logs are written to the path you specify here when installing on the same machine as the Cisco Unified Application Server. If you are installing on a separate machine, skip this field and logs will automatically be written to the bin\ directory in the Destination folder you selected in the Choose Install Location dialog.

The Cisco Unity/Cisco Unity Connection Settings dialog appears.

- Step 9** The required fields depend on which setting you choose for the Server Type. [Table 6](#), [Table 7](#), and [Table 8](#) describe all fields. Enter the information as prompted and click **Next**.

Table 6 *Cisco Unity/Cisco Unity Connection Shared Settings*

Field	Description/Recommendation
Domain Name/IP Address	Enter the host name or IP address of the Unity Connection or Unity server.
Server Type	Select Cisco Unity or Cisco Unity Connection . If you select Cisco Unity, enter the values for the fields in Table 7 . If you select Cisco Unity Connection, enter the value for the fields described in Table 8 .

Table 7 Cisco Unity Settings

Field	Description/Recommendation
Unity Domain	The Active Directory domain created for the machine running the Unity Server. For more information about Active Directory domains, see the following article: http://technet.microsoft.com/en-us/library/cc739093.aspx

Table 8 Cisco Unity Connection Settings

Field	Description/Recommendation
SMTP Domain	Enter the domain name of the SMTP server. This allows the server to recognize voicemail with From and To addresses that do not include a domain name.
SMTP Server Domain Name/IP Address	Enter the IP address of the Unity Connection SMTP server.
IMAP Port	Accept the default, or if you have a custom port configuration for communication over IMAP on the Unity Connection server, enter the custom port numbers.

- Step 10** The Installation dialog window indicates progress as the installation proceeds. When complete, the Completing the Messaging Plugin Setup Wizard screen appears.
- Step 11** Select **Reboot Now** or **I want to manually reboot later**.
- Step 12** Click **Finish** to close the Setup Wizard.



Note After installation completes, you must perform post-installation tasks. For more information, see [Performing Post Installation Tasks, page 8](#).

Installing the Messaging Plugin Developer Tools

To install the Messaging Plugin Developer Tools, follow these steps:

Procedure

- Step 1** Access the Messaging Plugin installer on the Cisco Unified Application Environment Release 2.5.1 SR1 DVD or download it from the Cisco Unified Application Environment wiki. The Messaging Plugin Developer Tools installer is named CUAE-messaging-plugin-dev-tools.2.5.x.exe.
- Step 2** Execute the installer.
- Step 3** The Messaging Plugin Developer Tools Setup Wizard appears. Click **Next**.
The end-user license agreement appears.

- Step 4** Read it, and if you agree with the terms, select **I Agree**.
The Choose Components dialog appears.
- Step 5** Select to install either the **API** or **Documentation** or to install both.
- Step 6** Click **Next**.
The Choose Start Menu Folder dialog appears.
- Step 7** Accept the default or create a new Start menu shortcut path for the Messaging Plugin Developer Tools. Click **Next**.



Note You can alternatively choose not to create a Start menu shortcut by clicking **Do not create shortcuts**.

- Step 8** The Installation dialog window indicates installation progress. Click **Next** when the installation is complete.
- Step 9** Click **Finish** to close the Setup Wizard.

Performing Post Installation Tasks

This section contains the following topics to help you perform post-installation tasks:

- [Verifying the Plugin Service, page 8](#)
- [Starting the Plugin Service, page 8](#)
- [Setting the Logs To Roll, page 9](#)

Verifying the Plugin Service

To verify that the plugin service was properly installed, follow these steps:

Procedure

-
- Step 1** Log in to the Cisco Unified Application Environment Administration interface.
- Step 2** Choose **Plugins > List Plugins**.
The **messaging** plugin appears in the list of installed plugins. If it does not, check the installation logs to determine if there was an error during installation. For more information about troubleshooting, see [Troubleshooting Installation Error Messages, page 15](#).
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Starting the Plugin Service

The Messaging Plugin service does not start automatically after installation. The service must be running to enable applications to send and receive voice messages from the Unity or Unity Connection servers.

To start the Messaging Plugin service, follow either of the following procedures:

Procedure

Step 1 Choose **Start > Cisco Systems > Messaging Plugin > Start Messaging Plugin Service**.

**Note**

- If you selected a different shortcut in the Messaging Plugin installer, enter that path instead.
 - The shortcut is not available if you selected the **Do not create shortcuts** option in the Plugin Service installer.
-

Procedure

Step 1 Choose **Start > Control Panel > Administrative Tools > Services**.

Step 2 Click the **CUAE Messaging Plugin** service.

Step 3 On the Action menu, click **Start**.

Setting the Logs To Roll

After installation, it is highly recommended that you set the Messaging Plugin logs to roll to prevent log files from growing too large to manage.

To set the logs to roll, follow these steps:

Procedure

Step 1 Open the Messaging Plugin configuration file. By default, the file is stored here:
C:\Program Files\Cisco Systems\Messaging Plugin\Service\conf\messaging-plugin.conf.

Step 2 Locate the Wrapper Logging Properties section of the file.

Step 3 Change the value for the following setting to a number greater than 0:
wrapper.logfile.maxsize=0

Step 4 Restart the Messaging Plugin Service.

**Note**

Cisco Unified Application Environment Messaging Plugin uses a third-party tool—the Tanuki Software Java Service Wrapper configuration file—to control the various wrapper settings, including logging. For more information about the logging properties, see the documentation on the Tanuki Software website: <http://wrapper.tanukisoftware.org/doc/english/prop-logfile.html>

Managing Messaging Plugin Configuration Options

The following topics describe additional tasks related to the Messaging Plugin, which are not required to be performed immediately after installation.

- [Connecting the Messaging Plugin Server to the Cisco Unified Application Environment, page 10](#)
- [Encrypting the Management Service Password, page 14](#)

Connecting the Messaging Plugin Server to the Cisco Unified Application Environment

The Messaging Plugin, like any etch-based plugin or application, can run on any machine that has network access to the Cisco Unified Application Environment. As such, it is highly recommended that you secure all connections between the Messaging Plugin host machine and the Cisco Unified Application Environment because the nature of voicemail messaging requires a high level of privacy.

This section contains the following topics to help you configure connections between the Cisco Unified Application Environment and the Messaging Plugin:

- [Connecting to the Management Service, page 10](#)
- [Connecting to the Etch Bridge, page 11](#)
- [Configuring the Plugin Host Server Connection, page 12](#)
- [Configuring the Etch Bridge Connection, page 13](#)

Connecting to the Management Service

The Messaging Plugin installer connects to the Cisco Unified Application Environment Management Service using either TCP or Transport Layer Security (TLS) depending on the options you select in the Messaging Plugin installation process. You must select the protocol used by the Management Service in your deployment. TLS is enabled on the Management Service by default, but can be disabled by the administrator. Therefore, you should contact your administrator to find out whether to use TCP or TLS.

If you select **Use TLS** and **Authenticate** during installation, the installer prompts you for the location of the truststore, so you must first import the Management Service TLS certificate to a truststore before running the Messaging Plugin installer.

For more information about the Management Service TLS certificate, see the *Cisco Unified Application Environment Administration Guide, Release 2.5.1* listed in [Related Documentation, page 2](#).

Connecting to the Etch Bridge

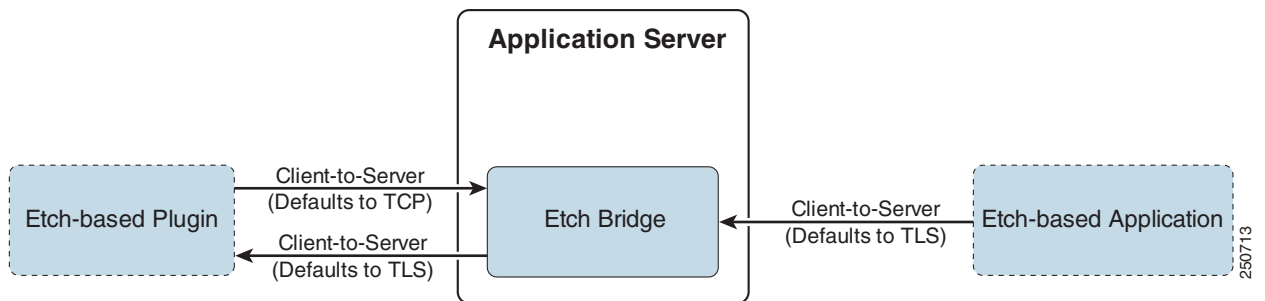
After installation, when the plugin runs, there are two different connections that can use TCP or TLS:

- The connection from the Messaging Plugin to the Etch Bridge
- The connection from the Etch Bridge to the Messaging Plugin

The configuration options and steps to configure differ depending on the connection.

TLS or TCP is used for connections between plugins and the Etch Bridge. [Figure 1](#) illustrates the connections between the components.

Figure 1 Plugin and Application Connections to the Etch Bridge



Technically a plugin can act as both a server and client of the Etch Bridge. When the plugin connects to the Etch Bridge to use methods exposed by the Cisco Unified Application Environment, the plugin acts as the client and the Etch Bridge is the server.

When the Etch Bridge connects to the plugin as a proxy for an application that is using the plugin's API, the plugin acts as the server and the Etch Bridge is the client.

Different connection strings within the plugin code control whether a connection uses TLS or TCP, and when TLS is used, whether the connection is encrypted or encrypted and authenticated.

Configuring the Plugin Host Server Connection

The Messaging Plugin passes the Etch Bridge a URL to use to connect back to the Plugin Server. In this scenario, the Etch Bridge is a client of the Plugin Host Server. [Table 9](#) describes the steps required to configure this connection.

Table 9 *Messaging Plugin Host Server Connection Options*

Option	Steps
Encrypt the connection	None. By default, the Messaging Plugin installer creates a default TLS certificate and stores it here: C:\Program Files\Cisco Systems\Messaging Plugin\Service\conf\default.keystore. This causes TLS to be enabled on the Plugin Hosting Server. In addition, the PluginURL connection string, which is stored in C:\Program Files\Cisco Systems\Messaging Plugin\Service\conf\Configuration.xml, is set to use TLS encryption.
Authenticate the connection	<ol style="list-style-type: none"> 1. Export a certificate from the Messaging Plugin keystore using the keytool command <p>Note For more information about using keytool, see http://java.sun.com/j2se/1.5.0/docs/tooldocs/windows/keytool.html</p> <ol style="list-style-type: none"> 2. Copy the certificate to the truststore on the Cisco Unified Application Server and import it to a truststore, using keytool. 3. On the Messaging Plugin server, open C:\Program Files\Cisco Systems\Messaging Plugin\Service\conf\Configuration.xml. 4. Locate the PluginURL entry: <pre data-bbox="456 995 1463 1094"><entry key="PluginURL" value="tls://127.0.0.1:4001?TlsConnection.authReqd=false&TcpTransport.reconnectDelay=4000&filter=KeepAlive&Packetizer.maxPktSize=0"/>Save the file.</pre> 5. Remove the TlsConnection.authReqd=false parameter. This causes the EtchBridge to authenticate by default when connecting to the Messaging Plugin server: <pre data-bbox="456 1188 1463 1262"><entry key="PluginURL" value="tls://127.0.0.1:4001?;TcpTransport.reconnectDelay=4000&filter=KeepAlive&Packetizer.maxPktSize=0"/>Save the file.</pre> 6. Save the file. 7. Restart the CUAE Messaging Plugin service and the CUAE Application Server service.

Table 9 Messaging Plugin Host Server Connection Options (continued)

Option	Steps
Disable TLS; Use TCP	<ol style="list-style-type: none"> <li data-bbox="456 317 1076 375">1. Open C:\Program Files\Cisco Systems\Messaging Plugin\Service\conf\messaging-plugin.conf. <li data-bbox="456 394 1474 583">2. Comment out the following lines: <pre data-bbox="496 443 1474 583">wrapper.java.additional.2=-Djavax.net.ssl.keyStore="C:\Program Files\Cisco Systems\Messaging Plugin\Service\conf\default.keystore" wrapper.java.additional.3=-Djavax.net.ssl.keyStorePassword=123456 wrapper.java.additional.4=-Djavax.net.ssl.keyPairPassword=123456</pre> <li data-bbox="456 604 643 632">3. Save the file. <li data-bbox="456 653 1076 711">4. Open C:\Program Files\Cisco Systems\Messaging Plugin\Service\conf\Configuration.xml. <li data-bbox="456 730 1498 877">5. Locate the PluginURL entry: <pre data-bbox="496 772 1498 877"><entry key="PluginURL" value="tls://127.0.0.1:4001?TlsConnection.authReqd=false&TcpTransport.reconnectDelay=4000&filter=KeepAlive&Packetizer.maxPktSize=0"/>Save the file.</pre> <li data-bbox="456 888 1122 1010">6. Modify the URL to use TCP as the connection protocol: <pre data-bbox="496 936 1498 1010"><entry key="PluginURL" value="tcp://127.0.0.1:4001?TcpTransport.reconnectDelay=4000&filter=KeepAlive&Packetizer.maxPktSize=0"/>Save the file.</pre> <li data-bbox="456 1024 643 1052">7. Save the file. <li data-bbox="456 1066 1471 1094">8. Restart the CUAE Messaging Plugin service and the CUAE Application Server service.

Configuring the Etch Bridge Connection

The Messaging Plugin connects to the Cisco Unified Application Environment Etch Bridge to register itself. In this scenario, the Plugin Host Server is the client of the Etch Bridge. [Table 10](#) describes the steps required to configure this connection.



Note

You must select the protocol used by the Etch Bridge in your Cisco Unified Application Environment deployment. TLS is enabled on the Etch Bridge by default, but can be disabled by the administrator. Therefore, you should contact your administrator to find out whether to use TCP or TLS.

Table 10 *Etch Bridge Server Connection Options*

Option	Steps
Encrypt the connection	None. The EtchBridgeURL connection string in the C:\Program Files\Cisco Systems\Messaging Plugin\Service\conf\Configuration.xml uses TLS encryption by default.
Authenticate the connection	<ol style="list-style-type: none"> 1. Copy the Etch Bridge TLS certificate to the Messaging Plugin server and import it to a truststore, using keytool. <p>Note For more information about using keytool, see http://java.sun.com/j2se/1.5.0/docs/tooldocs/windows/keytool.html</p> <ol style="list-style-type: none"> 2. On the Messaging Plugin server, open C:\Program Files\Cisco Systems\Messaging Plugin\Service\conf\Configuration.xml. 3. Locate the EtchBridgeURL entry: <pre data-bbox="418 726 1409 827"><entry key="EtchBridgeURL" value="tls://192.0.2.0:9000?TlsConnection.authReqd=false&TcpTransport.reconnectDelay=4000&filter=KeepAlive&Packetizer.maxPktSize=0"/>Save the file.</pre> 4. Remove the TlsConnection.authReqd=false parameter, which will cause the Messaging Plugin server to authenticate by default when connecting to the Etch Bridge: <pre data-bbox="418 919 1409 995"><entry key="EtchBridgeURL" value="tls://192.0.2.0:9000?;TcpTransport.reconnectDelay=4000&filter=KeepAlive&Packetizer.maxPktSize=0"/>Save the file.</pre> 5. Save the file. 6. Restart the CUAE Messaging Plugin service and the CUAE Application Server service.
Disable TLS; Use TCP	<ol style="list-style-type: none"> 1. Open C:\Program Files\Cisco Systems\Messaging Plugin\Service\conf\Configuration.xml. 2. Locate the EtchBridgeURL: <pre data-bbox="418 1222 1409 1318"><entry key="EtchBridgeURL" value="tls://192.0.2.0:9000?TlsConnection.authReqd=false&TcpTransport.reconnectDelay=4000&filter=KeepAlive&Packetizer.maxPktSize=0"/>Save the file.</pre> 3. Modify the EtchBridgeURL to use TCP as the connection protocol: <pre data-bbox="418 1381 1409 1457"><entry key="EtchBridgeURL" value="tcp://192.0.2.0:9000?;TcpTransport.reconnectDelay=4000&filter=KeepAlive&Packetizer.maxPktSize=0"/>Save the file.</pre> 4. Restart the CUAE Messaging Plugin service and the CUAE Application Server service.

Encrypting the Management Service Password

During installation, you are prompted to provide Cisco Unified Application Environment user credentials, which are used to log on to the Cisco Unified Application Environment Administration interface, as well as to authenticate with the Management Service and the Etch Bridge.

Initially, the password is written to the C:\Program Files\Cisco Systems\Messaging Plugin\Service\conf\configuration.xml file in plain text. When the Messaging Plugin service starts, it detects that the password is not encrypted and automatically encrypts it.

If you modify the username and password on the Management Service, you must modify the C:\Program Files\Cisco Systems\Messaging Plugin\Service\conf\configuration.xml file and set the password to be encrypted.

To set the password to be encrypted, follow these steps:

Procedure

- Step 1** Open C:\Program Files\Cisco Systems\Messaging Plugin\Service\conf\configuration.xml.
- Step 2** Locate the following entries:


```
<entry key="MgmtServiceUserName" value="" />
<entry key="MgmtServicePassword" value="" />
<entry key="MgmtEncryptPwd" value="true" />
```
- Step 3** Replace the MgmtServiceUserName value with the new user name.
- Step 4** Replace the MgmtServicePassword value with the new password.
- Step 5** Set the MgmtServiceEncryptPwd value to **false**.
- Step 6** Save the file.
- Step 7** Restart the Messaging Plugin Service.

Troubleshooting Installation Error Messages

Table 11 describes installation error messages that might be displayed in the dialog boxes and log files during installation. The logs are located in:

- C:\2.5.1.xxxx\cisco_unified_application_environment_messaging_plugin-install.log
- C:\2.5.1.xxxx\cisco_unified_application_environment_messaging_plugin_dev_tools-install.log



Note After verifying that the installation was a success, you can either delete or archive the log files.

Table 11 Installation Error Message

Error Message	Possible Cause	Corrective Action
Could not login to Management Service to install MCP file. Please check your Management Service parameters and reinstall the plugin.	The host machine cannot authenticate to the Management Service to install the plugin.	<ul style="list-style-type: none"> • Verify that the username and password for installing the plugin on the Cisco Unified Application Server are correct. • Verify that the connection protocol you selected in the installer matches the protocol used for the Management Service.
Connection to the Cisco Unified Application Server timed out.	The host machine cannot access the Cisco Unified Application Server.	Check your network connectivity to the Cisco Unified Application Server.

Table 11 **Installation Error Message**

Error Message	Possible Cause	Corrective Action
Could not connect to the Cisco Unified Application Server to install the MCP file. Please check your authentication parameters and reinstall the plugin.	The host machine cannot connect to the Management Service to install the plugin.	<ul style="list-style-type: none"> • Verify that the connection protocol you selected in the installer matches the protocol used for the Management Service. • If you selected to authenticate the connection, ensure that the truststore you selected in the installer has the proper authentication information before reinstalling the plugin.
Failed to install [files].	The installer could not install the specified files.	Close any applications that are running and reinstall the plugin. If this is not your first attempt at installing the plugin, reboot before attempting reinstallation.
Failed to remove [files].	The uninstaller could not remove installed files.	Manually remove the specified files to uninstall the Messaging Plugin.
Failed to install Messaging Plugin Service.	The Messaging Plugin Service failed to install possibly due to lack of permission.	Verify with your system administrator that you have permission to install and run Windows Services.
The Messaging Plugin service was unable to start. Please check your configuration and try restarting the service manually.	Possible configuration error.	<ul style="list-style-type: none"> • Open the C:\Program Files\Cisco Systems\Messaging Plugin\Service\logs\wrapper.log file and check for a specific error. • Check the contents of C:\Program Files\Cisco Systems\Messaging Plugin\Service\conf\Configuration.xml and C:\Program Files\Cisco Systems\Messaging Plugin\Service\conf\messaging-plugin.conf for erroneous values.
The Cisco Unified Application Environment Developer Tools must be installed before installing the Messaging Plugin Developer Tools. Please install the Cisco Unified Application Environment Developer Tools before installing the Messaging Plugin Developer Tools later.	The Messaging Plugin Developer Tools could not detect the presence of the Cisco Unified Application Environment Developer Tools.	Ensure that the Cisco Unified Application Environment Developer Tools are installed and that the environment variable CUAE_HOME is present for the user installing the Messaging Plugin.

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

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