



Cisco Unity Troubleshooting Guide

This chapter should be used in conjunction with the *Cisco Unity Troubleshooting Guide, Release 4.0(5)*. New features are described in individual sections. Information that has changed in the *Cisco Unity Troubleshooting Guide, Release 4.0(5)*—either because Cisco Unity functionality changed or because the information is incorrect—is described in the “Errors” section at the end of the chapter.

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Web Pages That Contain the Media Master Control Bar Do Not Load Properly When Google Desktop Search Is Installed

When Google Desktop Search is installed on a subscriber workstation that uses Windows XP, the pages of the Cisco Personal Communications Assistant (PCA) and the Cisco Unity Administrator do not load properly in the browser. The problem is caused by a conflict between the Media Master and the Google Desktop Search. (Cisco Unity ViewMail for Microsoft Outlook is unaffected by the conflict.)

To correct or avoid the problem, find and rename `GoogleDesktopNetwork2.dll` on the subscriber workstation (for example, rename the file “OFF-GoogleDesktopNetwork2.dll”). Explain to subscribers that after you rename the file, Google Desktop Search results will no longer appear integrated with Google search results. Subscribers can continue to use Google Desktop Search on their workstations, but only from the Google Desktop Search page.

PIMG Units Produce Unexpected Results

When Cisco Unity is integrated via PIMG units to a circuit-switched phone system and the PIMG units are not producing calls or call information as Cisco Unity requires, perform the applicable diagnostic tasks for the PIMG units that the manufacturer suggests. Detailed instructions are in the “Diagnostics” chapter of the *Intel Netstructure PBX-IP Media Gateway User’s Guide*, which is available at the Intel website.

Errors

The following section applies to the *Cisco Unity Troubleshooting Guide (With IBM Lotus Domino), Release 4.0(5)* at

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity40/tsg/tsg405/dom/index.htm and to the *Cisco Unity Troubleshooting Guide (With Microsoft Exchange), Release 4.0(5)* at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity40/tsg/tsg405/ex/index.htm.

Cisco Unity Services and Their Functions

In the “Cisco Unity Services and Their Functions” appendix of the *Cisco Unity Troubleshooting Guide*, the TomCat service should be included in the “Cisco Unity Services” table:

Service	Function
TomCat	The Tomcat service is responsible for generating the web pages for the Cisco Personal Communications Assistant (PCA).

The TomCat service should also be included in the Exchange 2003/2000 and Exchange 5.5 tables, and in the Domino table:

Service	Logs On As	Startup Mode	Comments	Dependencies
TomCat	Local System	Automatic	None	None