



## CHAPTER 6

# Cisco Unity Troubleshooting Guide

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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 information was omitted or is incorrect—is described in the “[Errors and Changes](#)” section at the end of the chapter.

The Domino version of the guide is available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/405/troubleshooting/guide/dom/dom.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/405/troubleshooting/guide/dom/dom.html); the Exchange version of the guide is available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/405/troubleshooting/guide/ex/ex.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/405/troubleshooting/guide/ex/ex.html).

This chapter contains the following sections:

- [Web Pages That Contain the Media Master Control Bar Do Not Load Properly When Google Desktop Search Is Installed](#), page 6-1
- [PIMG Units Produce Unexpected Results](#), page 6-2
- [Errors and Changes](#), page 6-2

## 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 and Changes

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

[http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/405/troubleshooting/guide/dom/dom.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/405/troubleshooting/guide/dom/dom.html)

and to the *Cisco Unity Troubleshooting Guide (With Microsoft Exchange), Release 4.0(5)* at

[http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/405/troubleshooting/guide/ex/ex.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/405/troubleshooting/guide/ex/ex.html):

- [Changes That Affect All Cisco Unity Guides](#), page 6-2
- [Cisco Unity Services and Their Functions](#), page 6-3
- [Micro Trace Logs in the Cisco Unity Diagnostic Tool \(UDT\)](#), page 6-3

## Changes That Affect All Cisco Unity Guides

### Cross-References to System Requirements Document

In cross-references to *Cisco Unity 4.x System Requirements, and Supported Hardware and Software*, refer instead to the following documents:

- *Cisco Unity 4.2 System Requirements* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/42/requirements/42cusysreq.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/42/requirements/42cusysreq.html).
- *Supported Hardware and Software, and Support Policies for Cisco Unity 4.2 and Later* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/42/support/42lsupp.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/42/support/42lsupp.html).

### Exchange 5.5 No Longer Supported

Exchange 5.5 is no longer supported as the message store for Cisco Unity messages, for either new installations or upgrades. In Cisco Unity guides and Help, ignore any references to Exchange 5.5 as being supported. (Some Cisco Unity applications may contain Exchange 5.5 references as well.)

With Cisco Unity 4.2, installations and upgrades will fail when Exchange 5.5 is the message store. Before you can upgrade to version 4.2, you must upgrade to Exchange 2003 or Exchange 2000.

### Windows NT Domain No Longer Supported

Making a Cisco Unity server a member server in a Windows NT domain is no longer supported. In Cisco Unity guides and Help, ignore any references to a Windows NT domain as being supported. (Some Cisco Unity applications may contain Windows NT domain references as well.)

## Cisco Unity Services and Their Functions

In the “Cisco Unity Services and Their Functions” appendix, 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, Exchange 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

(Links to the [Domino version of the appendix](#) and to the [Exchange version of the appendix](#).)

## Micro Trace Logs in the Cisco Unity Diagnostic Tool (UDT)

In the “Micro Trace Logs in the Cisco Unity Diagnostic Tool (UDT)” section in the “Diagnostic Trace Utilities and Logs” chapter, the following micro traces should be included in the Micro Traces table:

Micro Trace Name	What the Trace Analyzes
AvBAPExtSvr <i>(for Exchange only)</i>	Cisco Unity Mobile Message Access for Blackberry
AvLic	The use of Cisco Unity license files

(Links to the [Domino version of the chapter](#) and to the [Exchange version of the chapter](#).)

