

# Unity Connection Personal Communication Assistant Error Message with Media Master



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**Introduction**

**Problem**

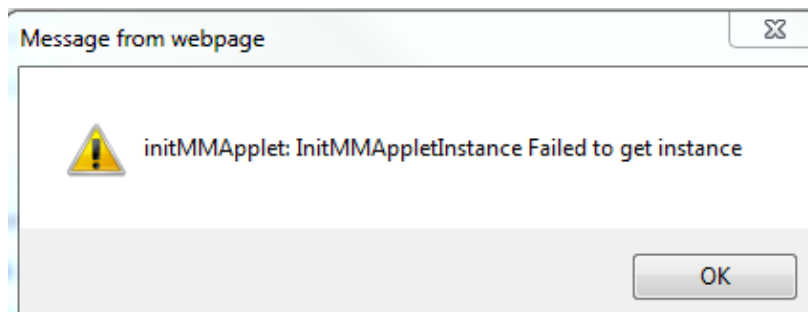
**Solution**

## Introduction

This document describes a problem encountered with the Personal Communication Assistant, which is a tool provided by Unity Connection that gives you options in order to make modifications to individual mailboxes. The tool can be accessed at this URL: <https://<IPAddressUC>\ciscopca>.

## Problem

If you use Java 7, Update 60 when you attempt to change the greeting with the Media Master in Unity Connection Personal Communication Assistant (PCA), you receive this error:



## Solution

In order to fix this issue, you must seek Cisco Technical Assistance Center (TAC) assistance.

However, here is the process that might be used to fix the issue:

Process to be run from the Root:

1. `cd /common`
2. `setenforce 0`
3. `mkdir patch_mediamaster`
4. `cd patch_mediamaster`
5. `sftp user@ipaddress`

6. get applet.tar

7. bye

8. tar -xzvf applet.tar

9. Take a backup of the original files (Not all commands will work: It will backup either Taos-LOG-A or Taos-LOG-B. Can proceed as long as there is one back up)

- cp /common/log/taos-log-a/tomcat/webapps/ciscopca/mediamaster/controls/signed-cisco-unity-mediama-  
-master-applet.jar /common/log/taos-log-a/tomcat/webapps/  
ciscopca/mediamaster/controls/signed-cisco-unity-mediama-  
-master-applet.jar.ORIGINAL
- cp /common/log/taos-log-a/tomcat/webapps/cuadmin/mediamaster/controls/signed-cisco-  
-unity-mediama-  
-master-applet.jar /common/log/taos-log-a/tomcat/webapps/cuadmin/  
mediamaster/controls/signed-cisco-unity-mediama-  
-master-applet.jar.ORIGINAL
- cp /common/log/taos-log-b/tomcat/webapps/ciscopca/mediamaster/controls/signed-  
-cisco-unity-mediama-  
-master-applet.jar /common/log/taos-log-b/tomcat/webapps/  
ciscopca/mediamaster/controls/signed-cisco-unity-mediama-  
-master-applet.jar.ORIGINAL
- cp /common/log/taos-log-b/tomcat/webapps/cuadmin/mediamaster/controls/signed-  
-cisco-unity-mediama-  
-master-applet.jar /common/log/taos-log-b/tomcat/webapps/cuadmin/  
mediamaster/controls/signed-cisco-unity-mediama-  
-master-applet.jar.ORIGINAL

10. Copy patch files to the location : NOTE YOU NEED TO BE IN THIS DIRECTORY /  
common/patch\_mediama-  
-master to run this

```
cp sign* /common/log/taos-log-a/tomcat/webapps/ciscopca/mediamaster/controls/  
cp sign* /common/log/taos-log-b/tomcat/webapps/ciscopca/mediamaster/controls/  
cp sign* /common/log/taos-log-a/tomcat/webapps/cuadmin/mediamaster/controls/  
cp sign* /common/log/taos-log-b/tomcat/webapps/cuadmin/mediamaster/controls/
```

11. Restart Tomcat

```
controlcenter.sh "Cisco Tomcat" restart
```

12. setenforce 1

13. Clear browser cookies and history

These are the defects that are fixed by this patch:

- Cisco bug ID CSCug57088– Cisco PCA Greetings Page Java Errors with JRE 7
- Cisco bug ID CSCuo44795 – Media Master Java Error: Missing Required Permission manifest attribute
- Cisco bug ID CSCuo66204 – UC: Media Master issue
- Cisco bug ID CSCuo94694 – Media Master jar signing Certificate expiry issue
- Cisco bug ID CSCue74920 – Media Master Playback& Recording and Help not working with win 7/java 7

In addition to this fix, you might still need to adjust the Java security settings in this way:

1. Choose **Start > Control Panel > Java.**
2. Click the Security tab.
3. Click **Edit Site List.**

4. Enter `https://<UnityConnection IP Address>:8443` in the Location field.

5. Click *Add*.

6. Reduce the security level to *Medium*.

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