



## **Cisco Personal Communications Assistant (PCA)**

The Cisco Personal Communications Assistant (PCA) is the portal that provides access to the Cisco Unity Connection web tools for users to manage messages and personal preferences in Cisco Unity Connection. The Connection web tools include the Cisco Unity Assistant, the Cisco Unity Inbox, and the Cisco Unity Personal Call Transfer Rules. The Cisco PCA is installed on the Connection server during installation.

#### Task List for Troubleshooting Problems with the Cisco Personal Communications Assistant

When the Cisco Personal Communications Assistant fails to operate properly, use the following suggestions to resolve the problem:

- If there is an error message associated with the problem, review the "Cisco PCA Error Messages" section on page 22-1.
- Review the "Users Cannot Access Cisco Personal Communications Assistant Pages" section on page 11-2 to consider the most common reasons why users cannot access the Cisco PCA pages, including use of an incorrect URL, incorrect browser settings, or the presence of unsupported software installed on the workstation.
- If users cannot browse to the Cisco PCA website at all or have trouble accessing the Cisco PCA applications, see the "User and Administrator Access" chapter for the applicable troubleshooting procedures.
- If the problem is that Media Master does not show up correctly or at all, see the "Media Master" chapter.
- If the problem is that the menu bar does not display any text, see the "Missing Text on the Menu Bar (Microsoft Windows Only)" section on page 22-3.
- Confirm that the Tomcat service is running. See the "Verifying That the Tomcat Service Is Running" section on page 22-4.

If you cannot resolve the problem and plan to report the problem to Cisco TAC, you will be asked to provide information about your system and about the problem.

## **Cisco PCA Error Messages**

In addition to browser error messages (such as "File not found" or "Unauthorized access"), users may see Cisco PCA-specific error messages, Java plugin error messages, and Tomcat error messages when logging on to the Cisco PCA, or when using the Cisco Unity Assistant, the Cisco Unity Inbox, or Cisco Unity Personal Call Transfer Rules.

Browser error messages	Browser error messages may indicate that the Cisco PCA failed to install, the user does not have network access to the Cisco Unity Connection server, the browser is not configured correctly, or the user does not have the required security certificate installed (if the Cisco PCA uses SSL connections).
Cisco PCA-specific error messages	Cisco PCA-specific error messages are displayed on the Log On page or another Cisco PCA page, and typically indicate problems with user credentials or actions within the Cisco PCA.
Java Plugin error messages	Java Plugin-specific error or warning messages are pop-up alerts that occur on pages that load the Java plugin to integrate the Media Master in a web page. These messages typically appear the first time that the Java plugin is loaded when you navigate to a page that contains the Media Master.
Tomcat error messages	Tomcat errors occur when there is a system error, such as file corruption or insufficient memory on the Cisco Unity Connection server. A Tomcat error message usually lists the sequence of application errors. Each exception is followed by a description of what the Tomcat service was attempting to do when the error occurred, and for some exceptions, a message explaining the error is also offered. The "Exception" and "Root Cause" sections in the error message may offer additional information about the problem.

The four types of error messages that users may encounter are described in the following table:

See the following sections for information about these specific error messages:

- Error Message: "Logon Status Account Has Been Locked."
- Error Message: "Apache Tomcat/<Version> HTTP Status 500 Internal Server Error."
- Error Message: "Site Is Unavailable."
- Error Message: "This User Account Does Not Have a Mailbox and Cannot Log on to the Cisco Personal Communications Assistant. To Use the Cisco PCA, You Must Have an Account with a Mailbox."

#### Error Message: "Logon Status – Account Has Been Locked."

When users encounter the error message "Logon status – account has been locked," it is possible that the user exceeded the number of failed logon attempts that is allowed. (This limit is set on the System Settings > Authentication Rules page in Cisco Unity Connection Administration.) It may also be possible that the user forgot his or her credentials, or an unauthorized user attempted to gain access.

Use the following task list to determine the source of the problem and correct it.

- To confirm that the account is locked, in Cisco Unity Connection Administration, go to the Users > Edit Password Settings page for the individual user, and select Web Application from the Choose Password menu. Under Web Applications Password Settings, you can verify the status of the user credentials to determine whether the password was locked by an administrator, there were failed logon attempts, or the password was locked after an excessive number of failed logon attempts.
- 2. To unlock the user account, in Cisco Unity Connection Administration, go to the Users > Edit Password Settings page for the individual user, and select Web Application from the Choose Password menu. Under Web Applications Password Settings, click Unlock Password.

# Error Message: "Apache Tomcat/<Version> – HTTP Status 500 – Internal Server Error."

File corruption at the time of installation or a Tomcat memory corruption can cause users to encounter the error message "Apache Tomcat/<version> – HTTP status 500 – internal server error." To confirm that this is the cause of the problem, check the Tomcat error page for the indicated root cause for the exception. If an exception message similar to the one below exists, there is a file or memory corruption:

java.lang.ClassFormatError: <classpath>/<classname> (Illegal constant pool index)

Contact Cisco TAC.

#### Error Message: "Site Is Unavailable."

If users encounter the error message "Site is unavailable," confirm that the Apache Tomcat service is running. See the "Verifying That the Tomcat Service Is Running" section on page 22-4.

#### Error Message: "This User Account Does Not Have a Mailbox and Cannot Log on to the Cisco Personal Communications Assistant. To Use the Cisco PCA, You Must Have an Account with a Mailbox."

If a user with valid credentials but who does not have an associated Cisco Unity Connection mailbox attempts to log on to the Cisco Personal Communications Assistant (PCA), the user receives the error "This user account does not have a mailbox and cannot log on to the Cisco Personal Communications Assistant. To use the Cisco PCA, you must have an account with a mailbox."

To correct the problem, create an account with a mailbox for the user. As a best practice, we recommend that Cisco Unity Connection administrators do not use the same user account to log on to Cisco Unity Connection Administration that they use to log on to the Cisco PCA to manage their own Cisco Unity Connection account.

## Missing Text on the Menu Bar (Microsoft Windows Only)

If the menu bar of the Cisco Personal Communications Assistant web tool is missing text and only displays down arrows to signify the menu items, do the following procedure.

#### To Re-Register DLLs Required for the Cisco Personal Communications Assistant Menu Bar

- Step 1 On the user workstation, click Start and select Run.
- Step 2 In Run window, enter regsvr32 msscript.ocx and click OK.
- **Step 3** In the dialog box that indicates that the DLL registration succeeded, click **OK**.
- Step 4 Click Start and select Run.
- Step 5 In Run window, enter regsvr32 dispex.dll and click OK.
- **Step 6** In the dialog box that indicates that the DLL registration succeeded, click **OK**.
- Step 7 Click Start and select Run.

- Step 8 In Run window, enter regsvr32 vbscript.dll and click OK.
- **Step 9** In the dialog box that indicates that the DLL registration succeeded, click **OK**.

### Verifying That the Tomcat Service Is Running

Do the following tasks to confirm that the Tomcat service is running and if necessary, to restart the Tomcat service:

- 1. Confirm that the Tomcat service is running by using either Real-Time Monitoring Tool (RTMT) or the Command Line Interface (CLI). Do the applicable procedure:
  - To Confirm That the Tomcat Service Is Running by Using Real-Time Monitoring Tool (RTMT), page 22-4
  - To Confirm That the Tomcat Service Is Running by Using the Command Line Interface (CLI), page 22-4
- 2. If necessary, restart the Tomcat service by using the Command Line Interface (CLI). See the "To Restart the Tomcat Service by Using the Command Line Interface (CLI)" procedure on page 22-4.

To Confirm That the Tomcat Service Is Running by Using Real-Time Monitoring Tool (RTMT)

**Step 1** Launch Real-Time Monitoring Tool (RTMT).



**Note** For details on using RTMT, see the applicable *Cisco Unified Real Time Monitoring Tool Administration Guide* at http://www.cisco.com/en/US/products/ps6509/prod\_maintenance\_guides\_list.html.

- **Step 2** On the System menu, click **Server > Critical Services**.
- Step 3 On the System tab, locate Cisco Tomcat and view its status. The status is indicated by an icon.

To Confirm That the Tomcat Service Is Running by Using the Command Line Interface (CLI)

**Step 1** Use the Command Line Interface (CLI) command **utils service list** to list all of the services.

**Note** For details on using CLI commands, see the applicable *Command Line Interface Reference Guide for Cisco Unified Communications Solutions* at http://www.cisco.com/en/US/products/ps6509/prod\_maintenance\_guides\_list.html.

**Step 2** Scan the CLI output for the Cisco Tomcat service and confirm that its status is **Started**.

#### To Restart the Tomcat Service by Using the Command Line Interface (CLI)

**Step 1** To restart the Cisco Tomcat service, use the CLI command **utils service restart Cisco Tomcat**.

# Note

For details on using CLI commands, see the applicable *Command Line Interface Reference Guide for Cisco Unified Communications Solutions* at http://www.cisco.com/en/US/products/ps6509/prod\_maintenance\_guides\_list.html.

