CHAPTER 26

Troubleshooting the Cisco Personal Communications Assistant (PCA) in Cisco Unity Connection 8.x

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The Cisco Personal Communications Assistant (PCA) is a 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 Messaging Assistant, the Messaging Inbox (Connection 8.0 only), and the Cisco Unity Connection 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 in Cisco Unity Connection 8.x" section on page 26-91.
- Review the "Users Cannot Access Cisco Personal Communications Assistant Pages in Cisco Unity Connection 8.x" section on page 14-112 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 "Troubleshooting User and Administrator Access in Cisco Unity Connection 8.x" chapter for the applicable troubleshooting procedures.
- If the problem is that Media Master does not show up correctly or at all, see the "Troubleshooting the Media Master in Cisco Unity Connection 8.x" chapter.
- If the problem is that the menu bar does not display any text, see the "Missing Text on the Menu Bar in Cisco Unity Connection 8.x (Microsoft Windows Only)" section on page 26-93.
- Confirm that the Tomcat service is running. See the "Verifying That the Tomcat Service Is Running in Cisco Unity Connection 8.x" section on page 26-94.
- Confirm whether appropriate changes have been made in the browser settings to support the locales.

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 Cisco Unity Connection 8.x

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 signing in to the Cisco PCA, or when using the Messaging Assistant, the Messaging Inbox (Connection 8.0 only), or Cisco Unity Connection Personal Call Transfer Rules.

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

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 Sign-In 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.

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

- Error Message: "Sign-In 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 Sign In to the Cisco Personal Communications Assistant. To Use the Cisco PCA, You Must Have an Account with a Mailbox."
- Error Message: "Failed to <Save Message>" While Using PC Microphone in Cisco Unity Connection Administration or Cisco PCA

Error Message: "Sign-In Status – Account Has Been Locked."

When users encounter the error message "Sign-in status – account has been locked," it is possible that the user exceeded the number of failed sign-in 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.

1. 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 sign-in attempts, or the password was locked after an excessive number of failed sign-in 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, select 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 in Cisco Unity Connection 8.x" section on page 26-94.

Error Message: "This User Account Does Not Have a Mailbox and Cannot Sign In 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 sign in to the Cisco Personal Communications Assistant (PCA), the user receives the error "This user account does not have a mailbox and cannot sign in 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 sign in to Cisco Unity Connection Administration that they use to sign in to the Cisco PCA to manage their own Cisco Unity Connection account.

Error Message: "Failed to <Save Message>" While Using PC Microphone in Cisco Unity Connection Administration or Cisco PCA

While uploading an existing .wav file, or saving a new recorded message as a voice name or greeting using the PC microphone, the user receives an error message for failed operation. For example, if a user is saving a new greeting using PC microphone, the user receives "Failed to Save Greeting" error message. This error message appears if the user is using either the Cisco Unity Connection Administration (CUCA) or the Cisco Personal Communications Assistant (CPCA) web application of Cisco Unity Connection. The following exception also appears in the client side Java Console logs:

```
Exception in thread "Timeout guard" java.security.AccessControlException: access denied
(java.net.SocketPermission 10.93.231.234:8443 connect,resolve)
```

To send the recorded message successfully, add the below entry in the client side JRE security profile file, that is commonly named as **java.policy** using the IP address of the Connection server. For a cluster, you may need to add an entry for each of publisher and subscriber.

```
permission java.net.SocketPermission "10.93.237.101:8443", "connect,resolve";
```

If you get a permission error while trying to modify the **java.policy** security profile file, you may need to set the permissions of the file to not inherent permissions from its parent and not be read-only.

Missing Text on the Menu Bar in Cisco Unity Connection 8.x (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, select **Start** and select **Run**.

Step 2 In Run window, enter **regsvr32 msscript.ocx** and select **OK**.

Step 3 In the dialog box that indicates that the DLL registration succeeded, select **OK**.

Step 4 Select **Start** and select **Run**.

Step 5 In Run window, enter **regsvr32 dispex.dll** and select **OK**.

Step 6 In the dialog box that indicates that the DLL registration succeeded, select **OK**.

Step 7 Select **Start** and select **Run**.

Step 8 In Run window, enter **regsvr32 vbscript.dll** and select **OK**.

Step 9 In the dialog box that indicates that the DLL registration succeeded, select **OK**.

Verifying That the Tomcat Service Is Running in Cisco Unity Connection 8.x

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 26-94
   - To Confirm That the Tomcat Service Is Running by Using the Command Line Interface (CLI), page 26-94
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 26-94.

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, select **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.