

# **Cisco Personal Communications Assistant**

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.

See the following sections:

- About Cisco PCA Logging, page 16-1
- Troubleshooting the Cisco PCA and Its Components, page 16-1
- Cisco PCA Error Messages, page 16-2
- Troubleshooting Whether Services Are Started, page 16-4

# **About Cisco PCA Logging**

Errors, warnings, and exception traces captured in log files can often indicate the source of a problem. In addition, when you report a problem to Cisco TAC, you may be asked to send log files.

Each day, the Cisco PCA logs events in the following files in the %CU\_HOME%\logs directory:

- The ciscopca\_log.txt.<date> file contains a daily archive of system level logs.
- The ciscopca\_diags\_log.txt.<date> file contains a daily archive of application logs.
- The ciscopca\_event\_log.txt.<date> file contains a daily archive of application error logs.

## **Troubleshooting the Cisco PCA and Its Components**

When the Cisco Personal Communications Assistant fails to operate properly, do the following tasks in the order presented. 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. See the "Reporting Problems to Cisco TAC" section on page 1-10 for details.

1. If there is an error message associated with the problem, review the "Cisco PCA Error Messages" section on page 16-2, and then return to this section as needed.

- 2. Review the "Users Cannot Access Cisco Personal Communications Assistant Pages" section on page 6-2 to consider the most common reasons why users cannot access the Cisco PCA pages, including use of an incorrect URL, incorrect browser settings, and presence of unsupported software installed on the workstation.
- **3.** If users cannot browse to the Cisco PCA website at all, experience incomplete or blank Cisco PCA pages, or have trouble accessing the Cisco PCA applications, see the "User and Administrator Access" chapter for the applicable troubleshooting procedures.
- 4. If the problem is that Media Master control bar does not show up correctly or at all, see the "Media Master" chapter.
- 5. Confirm that the %CU\_JAVA\_HOME% directory exists on the Cisco Unity Connection server, and that it contains a Bin directory. If this directory is missing, the tomcat service will fail to start and other Cisco Unity Connection components will fail to operate. The only corrective action is to reinstall Connection. See the *Cisco Unity Connection Installation Guide* for procedures and information (the guide is available at http://www.cisco.com/en/US/products/ps6509/prod\_installation\_guides\_list.html).
- **6.** Confirm that the %CATALINA\_HOME% directory exists on the Cisco Unity Connection server and that it contains the webapps\ciscopca directory. If this directory is missing, the only corrective action is to reinstall Connection. See the *Cisco Unity Connection Installation Guide* for procedures and information.
- 7. Confirm that the Tomcat service is installed and that the service has started. See the "Verifying That the Tomcat Service Is Installed and Started" section on page 16-4.

# **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.

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 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 control bar 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 control bar.

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, starting from the
	least-likely exception to the root exception. 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: "Access Denied Account Is Locked", page 16-3
- Error Message: "Apache Tomcat/<Version> HTTP Status 500 Internal Server Error", page 16-3
- Error Message: "Site Is Unavailable", page 16-4
- Error Message: "This Is Not a Cisco Unity Connection Account. Try Logging On With a Different Account. If You Still Cannot Log On, Contact Your Cisco Unity Connection Administrator", page 16-4

### Error Message: "Access Denied – Account Is Locked"

When users encounter the error message "Access denied – account is 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 verify 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 if the password was locked by an administrator, if there were several failed logon attempts, and if 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)

In addition, check the Cisco PCA logs as described in "About Cisco PCA Logging" section on page 16-1, as the logs may also indicate a memory leak.

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

There are several possible reasons why users encounter the error message "Site is unavailable." Use the following task list to determine and correct the source of the problem.

- 1. Verify that the Cisco Unity Connection Web Services server role is started and running. See the "Verifying That the World Wide Web Publishing Service Is Started" section on page 16-5.
- 2. Verify that the Apache Tomcat service is installed and can be started from the Windows Services tool. See "Verifying That the Tomcat Service Is Installed and Started" section on page 16-4.

## Error Message: "This Is Not a Cisco Unity Connection Account. Try Logging On With a Different Account. If You Still Cannot Log On, Contact Your Cisco Unity Connection Administrator"

If a user with valid credentials but who does not have an associated Cisco Unity Connection mailbox attempts to log on to the Cisco PCA, the user will receive the error "This is not a Cisco Unity Connection account. Try logging on with a different account. If you still cannot log on, contact your Cisco Unity Connection Administrator."

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.

# **Troubleshooting Whether Services Are Started**

See the following sections:

- Verifying That the Tomcat Service Is Installed and Started, page 16-4
- Verifying That the World Wide Web Publishing Service Is Started, page 16-5

#### Verifying That the Tomcat Service Is Installed and Started

Do the following procedure to verify that the Tomcat service is installed and started.

#### To Verify That the Tomcat Service Is Installed and Started

- Step 1 On the Cisco Unity Connection server, on the Windows Start menu, click Programs > Administrative Tools > Services.
- **Step 2** In the right pane, locate Apache Tomcat and verify that its status is **Started** and its Startup Type is **Automatic**.

If the Apache Tomcat service is not listed in the services manager, it is likely that the Cisco Unity Connection server installation failed, or the Connection server failed to install and register the Apache Tomcat service. To correct the problem, see the *Cisco Unity Connection Installation Guide*, available at http://www.cisco.com/en/US/products/ps6509/prod\_installation\_guides\_list.html.



If the Apache Tomcat service is listed in the services manager, but is not started, do not start the Apache Tomcat service from the services manager. Instead, from the service manager confirm that the startuptype is **Automatic** (recommended) or **Manual**, and then start the Web Services server roles from the Cisco Unity Connection Server Status Tool.

#### Verifying That the World Wide Web Publishing Service Is Started

Do the following procedure to verify that the World Wide Web Publishing service is installed and started.

#### To Verify That the World Wide Web Publishing Service Is Installed and Started

- Step 1 On the Cisco Unity Connection server, on the Windows Start menu, click Programs > Administrative Tools > Services.
- **Step 2** In the right pane, locate World Wide Web Publishing and verify that its status is **Started** and its Startup Type is **Automatic**.

If the World Wide Web Publishing service is not listed in the services manager, it is possible that IIS was not installed correctly. To correct the problem, you will need to repair the IIS installation.

If the World Wide Web Publishing service is listed in the services manager but is not started, right-click it, and click **Start**.

