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### General

What is the correct order to install CUAE components?

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### Resolution

Install CUAE components in the following order:

- Core Addendum
- Platform Services
- Application Server
- Media Engine
- Developer Tools

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What are the hardware prerequisites for CUAE installation?

What are the hardware prerequisites for CUAE installation?

### Resolution

- A machine hosting both the Cisco Unified Application Server and Cisco Unified Media Engine have at least 1.5 GB of RAM.
- An Intel processor is required to run the Cisco Unified Media Engine properly.

For CUAE installation prerequisites, see [this](#) page.

**What are the software prerequisites for an SDK installation of CUAE?**

What are the software prerequisites for an SDK installation of CUAE?

**Resolution** See [here](#).

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**Where do I find the CUAE softwares available for download?**

Where do I find the CUAE softwares available for download?

**Resolution** See [here](#).

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**Where do I find installation documentation for the production version of CUAE?**

Where do I find installation documentation for the production version of CUAE?

**Resolution**

See [here](#).

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**Where do I find installation instructions for the SDK version of CUAE?**

Where do I find installation instructions for the SDK version of CUAE?

**Resolution**

See [here](#).

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**Can I install CUAE on VMware?**

Can I install CUAE on VMware?

**Resolution**

You can install Cisco Unified Application Server on VMware, with an offbox CUME installed on a physical server. This is because the version of HMP currently used by the CUME does not support VMware.

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**Management console error "Could not detect whether or not setup wizard has been run"**

The management console gives the error "Could not detect whether or not setup wizard has been run"

**Resolution**

This message usually indicates that the management service (and most likely all the other services) cannot successfully connect to the database. There are two basic reasons for this failure:

**1** The database isn't there or has no tables. If you access the MySQL database (like via the MySQL Command Center) using the root login, you should execute the query **SHOW DATABASES** and the database **mce** should come up in the list. If it does, access the database (**USE mce**) and execute **SHOW TABLES**. If the mce database isn't there or there are no tables listed in the database, then that's obviously the first problem.

What are the hardware prerequisites for CUAE installation?

## Troubleshooting\_CUAE:\_Installation

The reason for this is that, the first time you install CUAE on a machine, it installs the database and drops a breadcrumb in the windows registry to indicate that the database has been installed. It does this so that when you do upgrades, it uses the breadcrumb to determine that the database is not to be reinitialized. When you uninstall the CUAE, or even MySQL itself, the database files are normally left intact, thereby preserving all of your old CUAE data. The problem arises when administrators decide they want to start clean on the machine and, instead of reinstalling the OS, uninstall everything. This includes MySQL, with some going as far as deleting the MySQL directory from Program Files. This is where it can go wrong. The registry entry is still in there, so the next time the CUAE installer runs, it sees it, and decides not to initialize the database.

To resolve this issue,


- Uninstall the CUAE.
- Run **regedit.exe** , and find and delete the following key:

HK\_LOCAL\_MACHINE\SOFTWARE\Cisco Systems\CUAE\Bridges\DbInstalled

- Install the CUAE again, and the database should be created

This case comes up fairly often and our current strategy for handling it is insufficient. We will try to address this in later versions of the installers.

2 Credentials to connect to the database are incorrect. The quick way to figure this out is to open your cuae-common.config file (found in the install path of CUAE) and look at your username and password. Use the username and password to try to log in to MySQL and see if you're successful. You can try this by opening up a command prompt and typing: **mysql -u <user> -p**

 **Note:** There is no space between the p flag and the password. Alternatively, you can leave the password and it will prompt you for it. If you've been denied access, then your credentials are incorrect. By and large this is mostly seen on development installs. During the install, you will be asked for two database user credentials. The first is the root user credentials to install the database, and the second is for credentials that the CUAE services themselves need to access the database. For the second, most people simply enter in the root user's credentials again (which is offered as a possibility on the dialog box itself). However, some people enter in a different MySQL user account and password thinking that the installer will actually create the account in MySQL. This is not the case. The account must already exist in MySQL and have permissions on the "mce" database to work. There are two ways to resolve this:

- create the MySQL user and give it proper permissions on the "mce" database
- just configure the services to use the root user/password. You would make this change in two files:
  - ◆ c:\program files\cisco systems\unified application environment\cuae-common.config
  - ◆ c:\program files\cisco systems\unified application environment\MgmtServiceLauncher\conf\production.properties

If you plan to use the legacy mceadmin, you would also need to change:

- c:\program files\cisco systems\unified application environment\mceadmin\includes\config.php

There is also a possibility that you are trying to use root or a MySQL user that does exist to access the database, but you merely mistyped the password during the install. The solution is simply to correct it in the config files listed above. If you see this on a production install, where the MySQL user is created and the password is generated, you should contact support so we can figure out why the configuration ended up not matching the generated credentials.

## Troubleshooting\_CUAE:\_Installation

### Management console error: "Unhandled Exception"

The management console shows an "Unhandled Exception"

**Resolution** This message usually indicates that the management service (and most likely all the other services) cannot successfully connect to the database. There are two basic reasons for this failure:

**1. The database isn't there or has no tables.** If you access the MySQL database (like via the MySQL Command Center) using the root login, you should execute the query **SHOW DATABASES** and the database **mce** should come up in the list. If it does, access the database (**USE mce**) and execute **SHOW TABLES**. If the mce database isn't there or there are no tables listed in the database, then that's obviously the first problem. The reason for this is that, the first time you install CUAE on a machine, it installs the database and drops a breadcrumb in the windows registry to indicate that the database has been installed. It does this so that when you do upgrades, it uses the breadcrumb to determine that the database is not to be reinitialized. When you uninstall the CUAE, or even MySQL itself, the database files are normally left intact, thereby preserving all of your old CUAE data. The problem arises when administrators decide they want to start clean on the machine and, instead of reinstalling the OS, uninstall everything. This includes MySQL, with some going as far as deleting the MySQL directory from Program Files. This is where it can go wrong.

The registry entry is still in there, so the next time the CUAE installer runs, it sees it, and decides not to initialize the database. To resolve this issue,

- Uninstall the CUAE.
- Run **regedit.exe**, and find and delete the following key:


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- Install the CUAE again, and the database should be created

This case comes up fairly often and our current strategy for handling it is insufficient. We will try to address this in later versions of the installers.

**2. Credentials to connect to the database are incorrect.** The quick way to figure this out is to open your cuae-common.config file (found in the install path of CUAE) and look at your username and password. Use the username and password to try to log in to MySQL and see if you're successful. You can try this by opening up a command prompt and typing:

```
mysql -u <user> -p
```

 **Note:** There is no space between the p flag and the password. Alternatively, you can leave the password and it will prompt you for it. If you've been denied access, then your credentials are incorrect. By and large this is mostly seen on development installs. During the install, you will be asked for two database user credentials.

- The first is the root user credentials to install the database, and
- The second is for credentials that the CUAE services themselves need to access the database.

For the second, most people simply enter in the root user's credentials again (which is offered as a possibility on the dialog box itself). However, some people enter in a different MySQL user account and password thinking that the installer will actually create the account in MySQL. This is not the case. The account must already exist in MySQL and have permissions on the **mce** database to work. There are two ways to resolve this:

## Troubleshooting\_CUAE:\_Installation

- Create the MySQL user and give it proper permissions on the "mce" database
- Just configure the services to use the root user/password. You would make this change in two files:
  - ◆ c:\program files\cisco systems\unified application environment\cuae-common.config
  - ◆ c:\program files\cisco systems\unified application environment\MgmtServiceLauncher\conf\production.properties

If you plan to use the legacy mceadmin, you would also need to change:

- c:\program files\cisco systems\unified application environment\mceadmin\includes\config.php

There is also a possibility that you are trying to use root or a MySQL user that does exist to access the database, but you merely mistyped the password during the install. The solution is simply to correct it in the config files listed above.

If you see this on a production install, where the MySQL user is created and the password is generated, you should contact support so we can figure out why the configuration ended up not matching the generated credentials.

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**Accessing the management console gives a "Proxy Error"**

Accessing the management console gives a "Proxy Error"

### Resolution

This message usually indicates that the Apache service on the machine is having trouble proxying the HTTP connection to the Management Console which runs as a Jetty-based service.

The first thing to determine is to see if the Management Console itself is fine.

Get access to the server hosting the Management Console. From the desktop, open a browser window and try going to <http://localhost:8080/cuaeadmin>. If the Management Console does not come up, then Apache is not configured correctly to proxy the connection.

Open the file **C:\Program Files\Cisco Systems\Unified Application Environment\System\Apache\conf\cuaeadmin.conf** . The contents of this file should be as follows:

```
<IfModule !mod_headers.c>
```

```
LoadModule headers_module modules/mod_headers.so
```

```
</IfModule>
```

```
<IfModule !mod_proxy.c>
```

```
LoadModule proxy_module modules/mod_proxy.so
```

```
</IfModule>
```

```
<IfModule !mod_rewrite.c>
```

```
LoadModule rewrite_module modules/mod_rewrite.so
```

```
</IfModule>
```

Accessing the management console gives a "Proxy Error"

## Troubleshooting\_CUAE:\_Installation

ProxyRequests Off

ProxyPass /cuaeadmin <http://localhost:8080/cuaeadmin>

ProxyPass /cuaeadmin/ <http://localhost:8080/cuaeadmin>

ProxyPassReverse /cuaeadmin <http://localhost:8080/cuaeadmin>

<Directory proxy:<http://localhost:8080>>

Options Indexes FollowSymLinks

AllowOverride none

Order allow,deny

Allow from all

</Directory>

If there is no discrepancy here, then you should try looking at the Apache error logs and see if there any noticeable error messages. Contact support or try the developer forums for help. If the Management Console does not even come in the web browser, then go check Windows Services to see whether or not the **CUAE Management Service** is running. If it is running, check to see and make sure that there is nothing else running on the machine that could be using and blocking port 8080. If it is not running, try and start the service. If the service won't run, then look at the service wrapper log found in **C:\Program Files\Cisco Systems\Unified Application Environment\MgmtServiceLauncher\logs\wrapper.log** and contact support or try the developer forums.

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**Accessing the management console shows a blank window or "page not found"**

Accessing the management console comes up with a blank window or "page not found"

### Resolution

The problem with the management console is that it was failing when trying to access the database because PHP does not have the mysql extension loaded. A way to get some diagnostics out of PHP is to do the following:

Go to the directory which the webserver is pointing to (in this case, **C:\Program Files\Cisco Systems\Unfied Application Environment\mceadmin\public**) and create a php file (like **test.php**) and in the file, simply put this in:

```
<?php
```

```
phpinfo();
```

```
?>
```

Access that page from the website, and it will give you a bunch of diagnostic and configuration information on PHP. mysql and mysqli should be listed as extensions loaded near the bottom of the page.

Accessing the management console shows a blank window or "page not found"

## Troubleshooting\_CUAE:\_Installation

One possible reason the modules were not loaded was because it seemed to not be able to find the **php.ini** file which contains a config path to point to the extensions. It thought it was in **C:\WINDOWS** , which there was none, so no default configs were set and php didn't know where to look for its extensions (should've been the install path of PHP). You can fix this by creating a SYSTEM environment variable called PHPRC which contains the install path to PHP. This was something the PHP installer should have done.

If this alone does not solve your problem, see if you can find any hints by looking at the PHP error log stored in **C:/Program Files/Apache Group/Apache/logs/php-error.log** .

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**JTAPI services are not installed or are listed as "Unknown" in the services list**

JTAPI services are not installed or are listed as **Unknown** in the services list

### Resolution

In rare cases, the JTAPI services do not install correctly or accidentally get removed. To quickly reinstall the JTAPI services:

- Open a command window on the server
  - Change directory to '**C:\Program Files\Cisco Systems\Unified Application Environment\JTAPIService**
  - If this is a developer install, run **jtapisvc\_ctrl.cmd register** . If this is a production install, add the password for the CiscoUAE service user (which was created when you ran the Platform Services Installer) at the end of the above command.
- 

**JTAPI services are not installed according to the Windows Services list**

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### Database fails to update, throws an error: Table does not exist

While installing Platform Services, it fails to update the database because "table does not exist"

### Resolution

**1. The database isn't there or has no tables.** If you access the MySQL database (like via the MySQL Command Center) using the root login, you should execute the query **SHOW DATABASES** and the database **mce** should come up in the list. If it does, access the database (**USE mce**) and execute **SHOW TABLES**. If the mce database isn't there or there are no tables listed in the database, then that's obviously the first problem. The reason for this is that, the first time you install CUAE on a machine, it installs the database and drops a breadcrumb in the windows registry to indicate that the database has been installed. It does this so that when you do upgrades, it uses the breadcrumb to determine that the database is not to be reinitialized. When you uninstall the CUAE, or even MySQL itself, the database files are normally left intact, thereby preserving all of your old CUAE data. The problem arises when administrators decide they want to start clean on the machine and, instead of reinstalling the OS, uninstall everything. This includes MySQL, with some going as far as deleting the MySQL directory from Program Files. This is where it can go wrong. The registry entry is still in there, so the next time the CUAE installer runs, it sees it, and decides not to initialize the database. To resolve this issue:


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 **Note:** There is no space between the p flag and the password. Alternatively, you can leave the password and it will prompt you for it. If you've been denied access, then your credentials are incorrect. By and large this is mostly seen on development installs. During the install, you will be asked for two database user credentials.

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