



CHAPTER 18

Media Master Control Bar

Overview: Understanding Why the Media Master Control Bar May Not Display or Function Correctly in Cisco Unity Applications

Subscribers are prompted to install the Media Master control bar the first time that they browse to a page in a Cisco Unity web application that should contain it. They must have local administrative rights to their workstations in order for the Media Master control bar to install properly. If subscribers indicate that they do not want to install it, one of the following will occur (depending on the browser they are using):

- The web application will start, but a red X will appear instead of the Media Master control bar.
- The web application will not start.

Because the Media Master control bar is an ActiveX control, subscribers must configure their browsers to download and run ActiveX controls and to automatically check for newer versions of temporary Internet files. Also, consider that some security and VPN software installed on subscriber workstations can cause problems when subscribers use the phone as the playback or recording device for the Media Master control bar. In particular, software that offers personal firewalls is problematic. Disable or remove security and VPN software from subscriber workstations.

Finally, note that the Media Master control bar will not function correctly if DCOM communications are blocked on the subscriber workstation by a firewall or security software, including anti-virus and VPN client software.

To address specific problems that subscribers encounter when working with the Media Master control bar, see the following [“Procedures for Troubleshooting the Media Master Control Bar”](#) section.

Procedures for Troubleshooting the Media Master Control Bar

Problems that subscribers can experience when using the Media Master control bar in the Cisco Unity Administrator or the Cisco Unity Assistant are listed below. Possible causes and troubleshooting tips for resolving each issue are also listed. Some problems have more than one possible cause. The recommended actions are listed after each cause, and are offered in the suggested order of completion.

Media Master control bar problems fall into the following categories:

Subscribers Cannot Log on to the Cisco Personal Communications Assistant When Using Internet Explorer

Subscribers cannot log on to the Cisco Personal Communications Assistant when using Internet Explorer	See the “ Subscribers Cannot Log on to the Cisco Personal Communications Assistant When Using Internet Explorer ” section on page 18-2.
Media Master control bar appears as a red X	See the “ Media Master Control Bar Appears as a Red X ” section on page 18-3.
Play and record buttons are greyed out	See the “ Play and Record Buttons Are Greyed Out on the Media Master Control Bar ” section on page 18-4.
Media Master control bar does not play or does not record	See the “ Media Master Control Bar Does Not Play or Does Not Record ” section on page 18-5.

If you encounter a Media Master control bar problem that is not described in this chapter, contact the Cisco Technical Assistance Center (TAC).

Subscribers Cannot Log on to the Cisco Personal Communications Assistant When Using Internet Explorer

If a subscriber tries to use Internet Explorer to log on to the Cisco Personal Communications Assistant and the following error message appears:

Logon failed because the Cisco PCA Media Master was not found.

Do the following procedure.

To Install the Cisco PCA Media Master

- Step 1** When the error message “Logon failed because the Cisco PCA Media Master was not found” appears, close Internet Explorer.
- Step 2** Start Internet Explorer, and browse to the URL for the Cisco PCA:
`http://<Cisco Unity server>/ciscopca`
- Step 3** If you are prompted to install the Media Master, follow the on-screen prompts to install it and log on to the Cisco PCA. Skip the rest of the procedure.
If you are not prompted to install the Media Master, continue with [Step 4](#).
- Step 4** Log off of the workstation.
- Step 5** Log on to the workstation using an account that has local administrative rights.
- Step 6** Start Internet Explorer, and browse to the URL for the Cisco PCA:
`http://<Cisco Unity server>/ciscopca`
- Step 7** Follow the on-screen prompts to install the Media Master and log on to the Cisco PCA.

Media Master Control Bar Appears as a Red X

There are several possible reasons why the Media Master control bar appears as a red X on a web page. Use the “[Task List for Troubleshooting When the Media Master Control Bar Appears as a Red X](#)” to troubleshoot the possible causes.

Task List for Troubleshooting When the Media Master Control Bar Appears as a Red X

1. Determine whether the Media Master control bar has been installed. Tell the subscriber to log off of the Cisco PCA and log back on again, and then to browse to a page that contains the Media Master control bar. If the subscriber is prompted to install the Media Master control bar, it has not yet been installed. Tell the subscriber to click “Yes” to install it.
2. Verify that the subscriber has the browser configured to download and run ActiveX controls.
3. Tell the subscriber to log off of the Cisco PCA and then log off the workstation. Log on to the subscriber workstation by using an account that has local administrative rights to the workstation and then log on to the Cisco PCA. Browse to a page that contains the Media Master control bar. When prompted, click “Yes” to install the Media Master control bar. Log off. When the subscriber logs on to the Cisco PCA again, the Media Master control bar should reappear.
4. Uninstall and reinstall the Media Master control bar. See the following “[Uninstalling and Reinstalling the Media Master Control Bar](#)” section.

Uninstalling and Reinstalling the Media Master Control Bar

When the Media Master control bar appears as a red X even though the subscriber is no longer prompted to install it, and you have verified that the browser is configured properly and that the subscriber logged on to the workstation by using an account that has local administrative rights, it is possible that an installation file (or files) for the Media Master control bar is corrupt. To correct the problem, you must uninstall the Media Master control bar and then reinstall it.

Use the applicable procedure to uninstall and reinstall the Media Master control bar:

- [To Uninstall and Reinstall the Media Master Control Bar for Internet Explorer 7 Running on Windows Vista, page 18-3](#)
- [To Uninstall and Reinstall the Media Master Control Bar for Any Other Supported Combination of Browser Version and Windows Version, page 18-4](#)

To Uninstall and Reinstall the Media Master Control Bar for Internet Explorer 7 Running on Windows Vista

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- Step 1** On the subscriber workstation, log the subscriber off of the Cisco PCA and close Internet Explorer 7.
- Step 2** Restart Internet Explorer.
- Step 3** In the Internet Explorer toolbar, click **Tools > Manage Add-ons > Enable or Disable Add-ons**.
- Step 4** In the Manage Add-ons dialog box, change the value of Show to **Downloaded ActiveX Controls (32-bit)**.
- Step 5** In the list of ActiveX controls, click **AvMediaMasterCtrl Class**.
- Step 6** Click **Delete**.
- Step 7** If you are logged on using an account that has administrative rights, skip to [Step 8](#).

■ Play and Record Buttons Are Greyed Out on the Media Master Control Bar

If you are not logged on using an account that has administrative rights, in the Windows Needs Your Permission to Continue dialog box, enter the user name and password of an account that has administrative rights, and click **OK**.

- Step 8** Click **OK** to close the Manage Add-ons dialog box.
 - Step 9** Log on to the workstation using an account that has local administrative rights.
 - Step 10** Start Internet Explorer, and browse to the URL for the Cisco PCA:
`http://<Cisco Unity server>/ciscopca`
 - Step 11** Follow the on-screen prompts to install the Media Master and log on to the Cisco PCA.
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To Uninstall and Reinstall the Media Master Control Bar for Any Other Supported Combination of Browser Version and Windows Version

- Step 1** On the subscriber workstation, log the subscriber off of the Cisco PCA and close the browser.
 - Step 2** As applicable, browse to the **C:\WINNT\Downloaded Program Files** directory or the **C:\Windows\Downloaded Program Files** directory.
 - Step 3** Right-click **AvMediaMasterCtrl Class** and click **Remove**.
 - Step 4** Open a command prompt window and browse to the **C:\WINNT\Downloaded Program Files** directory or the **C:\Windows\Downloaded Program Files** directory, as applicable.
 - Step 5** At the command prompt, delete **AvMediaMasterCtrl.ocx** if it is present.
 - Step 6** If there are any subdirectories beginning with “CONFLICT” (for example “CONFLICT.1”), delete **AvMediaMasterCtrl.ocx** from the CONFLICT directories.
 - Step 7** Log off of the subscriber workstation.
 - Step 8** Log on to the subscriber workstation by using an account that has local administrative rights to the workstation, and then log on to the Cisco PCA.
 - Step 9** Browse to a page that contains the Media Master control bar.
 - Step 10** When prompted, click **Yes** to install the Media Master control bar.
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Play and Record Buttons Are Greyed Out on the Media Master Control Bar

When the play and record buttons are greyed out on the Media Master control bar, subscribers may also see either of the following error messages in the Cisco PCA:

- “Unable to connect to the voice server.”
- “Unable to access the audio stream on the voice server.”

Use the “[Task List for Troubleshooting When the Play and Record Buttons Are Greyed Out on the Media Master Control Bar](#)” to troubleshoot the possible causes for the problem.

Task List for Troubleshooting When the Play and Record Buttons Are Greyed Out on the Media Master Control Bar

1. Verify that the subscriber has configured the browser to automatically check for newer versions of temporary Internet files.
2. The Media Master control bar may not be able to locate the Cisco Unity server because the CommServer\Cscoserv\Ciscopca\WEB-INF\Web.xml “unityurl” setting contains either the 127.0.0.1 IP address or the “localhost” host name, rather than a network IP address or a valid DNS name. (Note that occasionally the “unityurl” setting does contain a valid DNS name, but the symptom is still exhibited. In all cases, however, when “pinging” the IP address for the Cisco Unity server from the subscriber workstation fails, the buttons will appear greyed out on the Media Master control bar.)
Replace the unityurl value with a proper IP address or DNS name, as necessary. Then restart the Tomcat service. See [Step 3](#) in the [“To Verify That the Cisco PCA Web Application Is Configured Correctly” procedure on page 17-15](#).
3. Verify that the AvMMProxySvr service is started and is not down. Restart the AvMMProxySvr service, as necessary.
4. Network configuration may be interfering with DCOM operations. Because the Media Master control bar relies on Distributed Component Object Model (DCOM) communication to communicate with the Cisco Unity server, verify that DCOM communication is enabled on the subscriber workstation and on the Cisco Unity server. Also, verify that DCOM communications are not blocked:
 - If there is a firewall, verify that it is configured so that it does not block DCOM communications. Remember to check for software on subscriber workstations that offer a personal firewall.
 - As applicable, disable or remove security software from the subscriber workstation. Some security software—including anti-virus and VPN client software—blocks DCOM communications.

Media Master Control Bar Does Not Play or Does Not Record

When the Media Master control bar does not play or does not record, the tasks for troubleshooting the problem vary depending on whether the subscriber has specified the phone or computer multimedia devices as the playback and recording device for the Media Master control bar:

- When the subscriber has specified the computer multimedia devices as the playback and recording devices, and the multimedia devices work properly otherwise, see the [“Task List for Troubleshooting When the Media Master Control Bar Does Not Play or Does Not Record, and Computer Multimedia Devices Are Specified for Playback and Recording”](#) to troubleshoot the problem.
- When the subscriber has specified the phone as the playback and recording device, see the [“Task List for Troubleshooting When the Media Master Control Bar Does Not Play or Does Not Record, and the Phone Is Specified for Playback and Recording”](#) to troubleshoot the problem.

Media Master Control Bar Does Not Play or Does Not Record**Task List for Troubleshooting When the Media Master Control Bar Does Not Play or Does Not Record, and Computer Multimedia Devices Are Specified for Playback and Recording**

1. Network configuration may be interfering with DCOM operations. Because the Media Master control bar relies on Distributed Component Object Model (DCOM) communication to communicate with the Cisco Unity server, verify that DCOM communication is enabled on the subscriber workstation and on the Cisco Unity server. Also, verify that DCOM communications are not blocked:
 - If there is a firewall, verify that it is configured so that it does not block DCOM communications. Remember to check for software on subscriber workstations that offer a personal firewall.
 - As applicable, disable or remove security software from the subscriber workstation. Some security software—including anti-virus and VPN client software—blocks DCOM communications.
2. Verify that the AvCsMgr and AvCsGateway services are running as the message store services account (as specified during Cisco Unity installation) and not the Local System account.

Task List for Troubleshooting When the Media Master Control Bar Does Not Play or Does Not Record, and the Phone Is Specified for Playback and Recording

1. Network configuration may be interfering with DCOM operations. Because the Media Master control bar relies on Distributed Component Object Model (DCOM) communication to communicate with the Cisco Unity server, verify that DCOM communication is enabled on the subscriber workstation and on the Cisco Unity server. Also, verify that DCOM communications are not blocked:
 - If there is a firewall, verify that it is configured so that it does not block DCOM communications. Remember to check for software on subscriber workstations that offer a personal firewall.
 - As applicable, disable or remove security software from the subscriber workstation. Some security software—including anti-virus and VPN client software—blocks DCOM communications.
2. Verify that the AvCsMgr and AvCsGateway services are running as the message store services account (as specified during Cisco Unity installation) and not the Local System account.