

Troubleshooting Cisco Unity Error Message: Unable to Open a SQL Connection to the Master Database. Call Technical Support

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Introduction

This document explains the recommended workaround for the Unable to open a SQL connection to the Master Database. Call Technical Support error message that appears within the installation of Cisco Unity.

Prerequisites

Requirements

Cisco recommends that you have knowledge of Cisco Unity.

Components Used

The information in this document is based on Cisco Unity 4.x.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

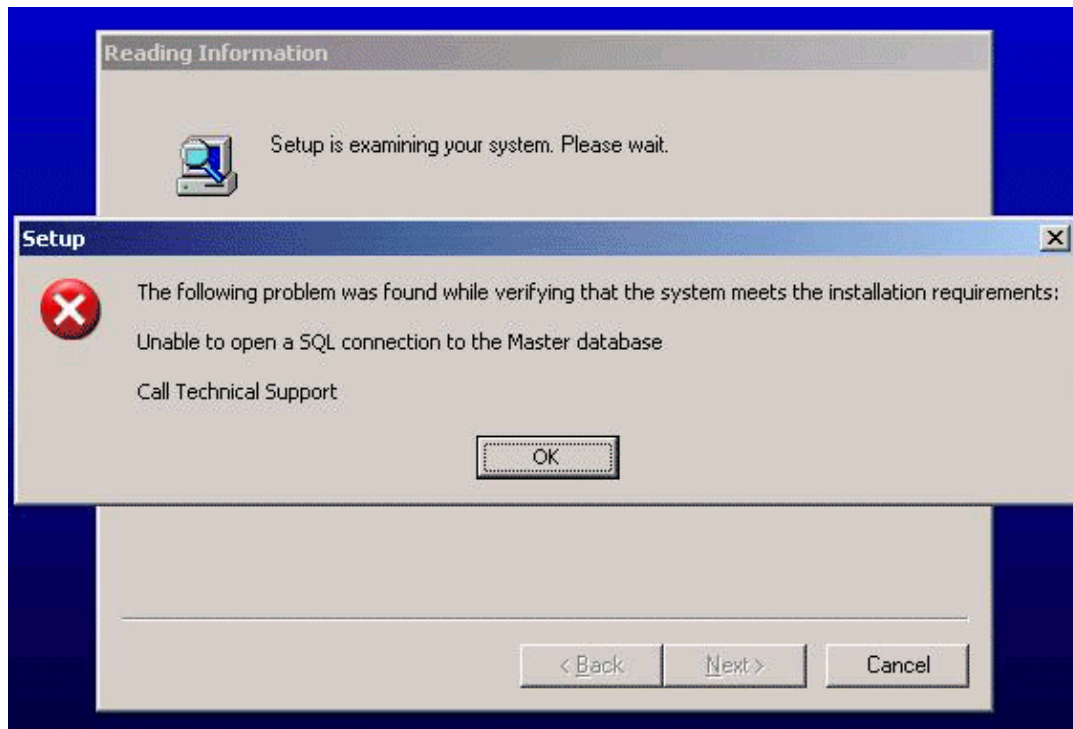
Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Problem

When you install Cisco Unity, this error message displays:

```
The following problem was found while verifying
that the system meets the installation requirements:
Unable to open a SQL connection to the Master Database.
Call Technical Support.
```



Solution

This error message is likely to occur if the SQL services become inactive.

In order to overcome this problem, perform these actions:

1. Ensure that SQL is installed in the Cisco Unity server.
2. Make sure that the MSSQLSERVER runs on the server. If it does not, restart the MSSQLSERVER first and then install Cisco Unity.

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Related Information

- **Installing and Configuring Cisco Unity Software**
 - **Cisco Unity New Install on an MCS 7835: Dongle is Not Recognized**
 - **Voice Technology Support**
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 - **Recommended Reading: Troubleshooting Cisco IP Telephony**
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