

# Security Agent Blocks sqlmaint.exe in Unity Server

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## Introduction

### Prerequisites

Requirements

Components Used

Conventions

### Problem

### Solution

How to Enable Sqlmaint.exe

**NetPro Discussion Forums – Featured Conversations**

**Related Information**

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## Introduction

This document describes how to resolve the problem when Cisco Security Agent (CSA) blocks sqlmaint.exe in Cisco Unity 4.2.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unity 4.2
- Cisco Security Agent Version 5.0

### Components Used

The information in this document is based on these software and hardware versions:

- Cisco Unity 4.2
- Cisco Security Agent Version 5.0

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

After you install CSA Version 5.0 on Cisco Unity 4.2, CSA blocks all attempts made by sqlmaint.exe to create a log file and generates this error message:

The process **D:\Program Files\Microsoft SQL Server\MSSQL\Binn\sqlmaint.exe** (as user NT

AUTHORITY\SYSTEM) attempted to access **D:\Program Files\Microsoft SQL Server\MSSQL\LOG\Unity Maint Plan6\_200708130900.txt**. The attempted access was a write (operation = OPEN/CREATE). The operation was denied.

## Solution

**Sqlmaint.exe** is the SQL Server Database Maintenance Plan Wizard Executor. sqlmaint.exe should not be disabled because it is required for essential applications to work properly. For example, sqlmaint.exe backs up the SQL database and dumps the database transaction logs.

### How to Enable Sqlmaint.exe

After CSA is installed and the SQL maintenance process runs, a CSA dialog box appears that asks if the process sqlmaint.exe should be allowed. Since one was logged at the time, CSA automatically chose **NO** to not allow the sqlmaint.exe process.

Unfortunately, in the stand-alone version of CSA, you cannot enable the process unless you uninstall and reinstall CSA. In order to enable sqlmaint.exe, reinstall CSA, and select **YES** when the dialog box appears.

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| Voice & Video: Unified Communications                       |
| Voice & Video: IP Phone Services for Developers             |
| Voice & Video: General                                      |

## Related Information

- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Recommended Reading: Troubleshooting Cisco IP Telephony**
- **Technical Support & Documentation – Cisco Systems**

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