

Troubleshooting Cisco Unity Tools Licensing Errors

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Introduction

This document explains the recommended workaround for the licensing errors that display when some of the Cisco Unity tools are launched.

Prerequisites

Requirements

There are no specific requirements for this document.

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 launched, some of the Cisco Unity tools display these error messages:

The Cisco Unity Telephony Integration Manager (UTIM) displays this message:

```
Unable to retrieve Cisco Unity licensing information.  
To troubleshoot the problem,  
open the Cisco Unity Licensing utility and examine the alerts.  
Error 0x80040154:
```

```
CreateInstance(AvLicAdmSvrLib::AvLicAdmScript)->[0x80040154]
```

The Cisco Unity Bulk Import Wizard Performance (CUBI) displays this message:

```
Run-time error '-2147220992 (80040200)':  
There was a problem with the License data from the server
```

Solution

In order to overcome these error messages, perform the these steps:

1. Run the dbWalker [🔗](#) to check for any noticeable problems.
2. Register the **AvLicAdmSvr.dll** when you run **regsvr32 AvLicAdmSvr.dll** from the command line in the **\Commsvr\Components** directory. This allows the tools that log the licensing errors to launch successfully.
3. Click **Start > Run** and type **dcomcnfg**. Check out these options:
 - ◆ Under the **Default Properties** tab, make sure that **Enable DCOM** is enabled.
 - ◆ Under the **Default Properties** tab, make sure that **Enable COM Internet Services on this computer** is disabled.
 - ◆ Under the **Default Security** tab, the first option is **Default Access Permissions**; assign Administrator and UnityInstall rights.

Problem

When you try to upload the Cisco Unity licensing file, you receive this error message:

```
AvLicWriteLineListToRegistry; error code: 0x80090024
```

Solution

This issue can occur when you try to install a Cisco Unity license with an account such as Unityadmin, which does not have required permissions. You need to use a Unityinstall account in order to resolve this issue. For more information on the various Unity accounts, refer to [Creating the Accounts Required for the Cisco Unity Installation](#).

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Related Information

- [Cisco Unity Licensing FAQ](#)
 - [Cisco Unity Bulk Import Wizard Performance](#)
 - [Voice Technology Support](#)
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