

Cisco Unity License File Wizard Fails when Upgrading to Cisco Unity Version 5.x

Document ID: 100712

Introduction

Prerequisites

- Requirements

- Components Used

- Conventions

Problem

Solution

- Bypass License File

NetPro Discussion Forums – Featured Conversations

Related Information

Introduction

This document provides a solution on how to install Cisco Unity when the license file wizard fails in the initial stages of the Cisco Unity upgrade from version 4.x to 5.x.

If the Cisco Unity system is configured for failover, you need to install the license files only on the primary server.

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 running the Cisco Unity Installation and Configuration Assistant (CUICA), the second step, **Install a Cisco Unity upgrade license**, fails. When clicking the **run the Cisco Unity license file wizard** link, this error pops up in a window: **Failed to get resource from LicFileWizRes.**

License files are used cumulatively. Do not remove files from the License Files list, or the licenses provided

by those files will be deactivated.

Solution

The solution to this problem is to bypass the license file installation and upgrade to Cisco Unity 5.x. After the upgrade is completed, the license file can be installed using the Cisco Unity license file wizard from the tools depot.

Bypass License File

In order to bypass the license file installation, you need to edit the Windows Registry.

Complete these steps:

1. Open **regedit** and backup your registry keys.
2. Go to **HKEY_LOCAL_MACHINE > SOFTWARE > Active Voice > CUCA > Licensing**.
3. Right click on the **Licensing** folder and select **new > DWORD Value**.
4. Name it **HasCompleted**. Double click on the new DWORD and under **Value Data**, change the value from **0** to **1**.

NetPro Discussion Forums – Featured Conversations

Networking Professionals Connection is a forum for networking professionals to share questions, suggestions, and information about networking solutions, products, and technologies. The featured links are some of the most recent conversations available in this technology.

NetPro Discussion Forums – Featured Conversations for Voice
Service Providers: Voice over IP
Voice & Video: Voice over IP
Voice & Video: IP Telephony
Voice & Video: IP Phone Services for End Users
Voice & Video: Unified Communications
Voice & Video: IP Phone Services for Developers
Voice & Video: General

Related Information

- Cisco Unity Licensing FAQ
- Licensing for Cisco Unity (All Versions)
- Voice Technology Support
- Voice and Unified Communications Product Support
- Technical Support & Documentation – Cisco Systems

[Contacts & Feedback](#) | [Help](#) | [Site Map](#)

© 2007 – 2008 Cisco Systems, Inc. All rights reserved. [Terms & Conditions](#) | [Privacy Statement](#) | [Cookie Policy](#) | [Trademarks of Cisco Systems, Inc.](#)

