

Unity Uninstall Utility Tool Issue

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Introduction

The Cisco Unity Uninstall tool automatically runs when a user tries to run another Cisco Unity application. This document describes how to troubleshoot this issue.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on Cisco Unity.

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

Cisco Unity automatically runs the Cisco Unity Uninstall utility tool when a user tries to run some other application on that server.

This issue occurs if the Cisco Unity Uninstall utility is installed on that server.

Solution

The Cisco Unity Uninstall utility tool is required only when a user needs to uninstall the Cisco Unity application from the server.

You can uninstall the Cisco Unity Uninstall utility in order to resolve this issue. Complete these steps:

1. On the Microsoft Windows **Start** menu, click **Settings > Control Panel > Add/Remove Programs**.
 2. Remove **Cisco Unity Uninstall** utility.
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Related Information

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