

# Cisco Unity Error Message with USB Unity Dongle: Can't Detect System Key

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<b>Introduction</b>
<b>Prerequisites</b>
Requirements
Components Used
Conventions
<b>Problem</b>
<b>Solution</b>
<b>Related Information</b>

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## Introduction

This document applies to Cisco Unity 3.0(1) or later with a universal serial bus (USB) Unity dongle.

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

This document is not restricted to specific software and hardware versions.

### Conventions

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

## Problem

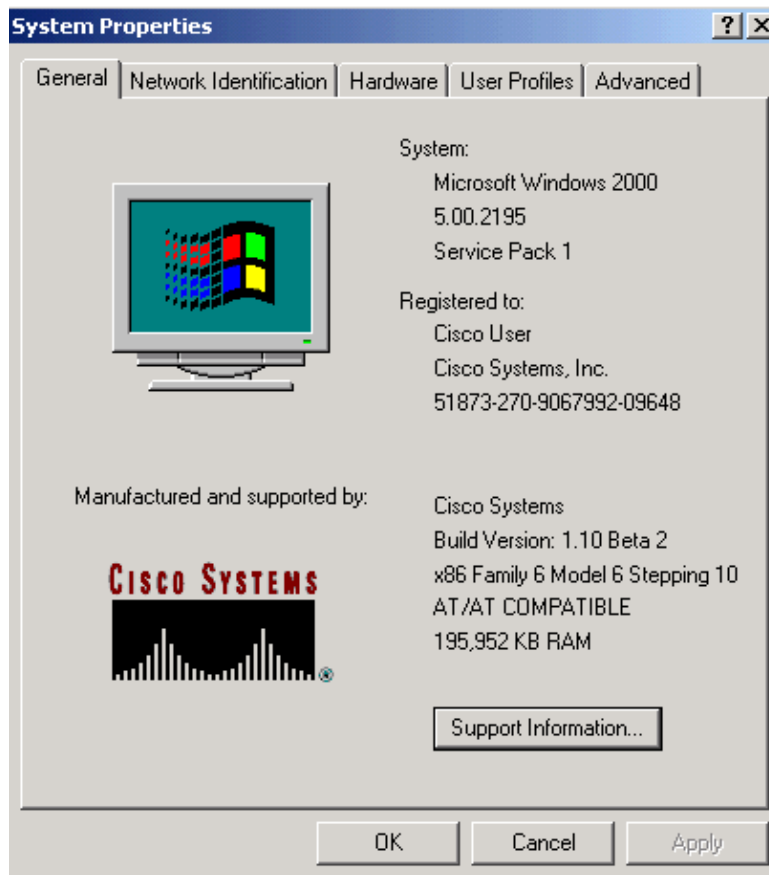
The Cisco Unity 3.0 part 1 installation reports the `Can't detect system key` error message although the USB Unity dongle is plugged in.

## Solution

The USB Unity dongle must be completely uninstalled and reinstalled. Complete these steps.

1. Uninstall the USB Key from Device Manager.
  - a. Choose **Start > Settings > Control Panel > System**.

The System Properties window appears.



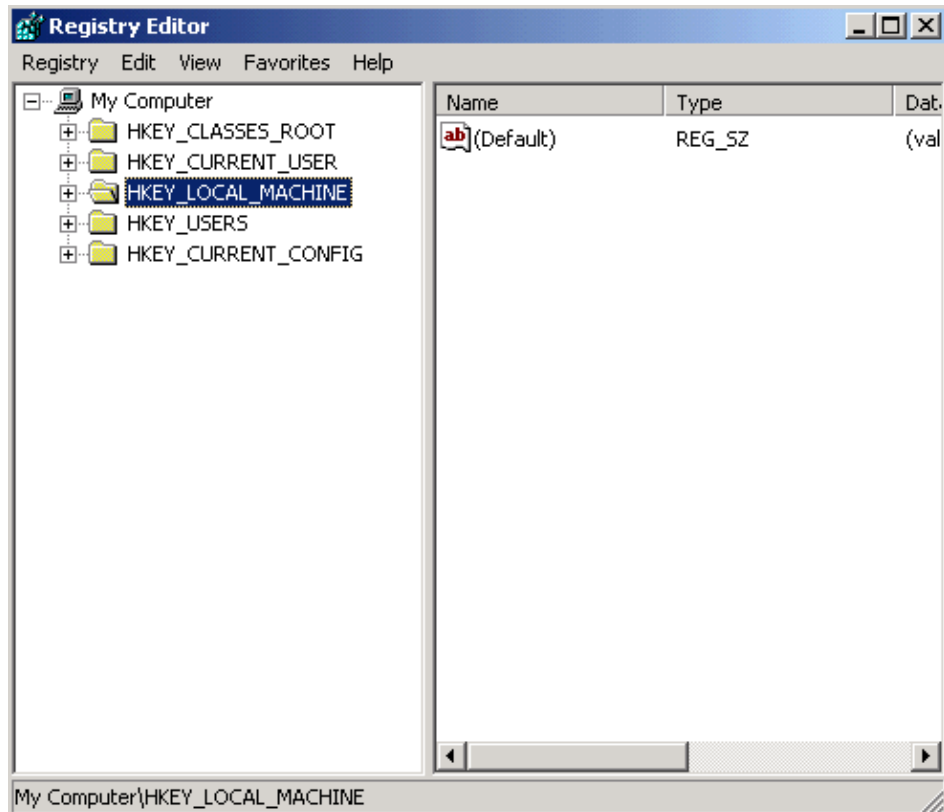
- b. Go to **Hardware** and click **Device Manager**.
  - c. Right-click **Rainbow USB SuperPro** located under **Software Security Key** or **Universal Serial Bus Controllers**. Choose **Uninstall**, or right-click **USB Token** under **Other Devices** and choose **Uninstall**.
2. Remove the **Sentinel System Driver**.
- a. Choose **Start > Settings > Control Panel > Add/Remove Programs**.
  - b. Choose **Sentinel System Driver** and click **Change/Remove**.
  - c. Use the on-screen instructions to uninstall the driver.
3. Remove **Rainbow Technologies** key from Windows registry.



**Caution:** The server can malfunction if the registry key is changed incorrectly or an incorrect value is entered. Verify that you know how to restore it if a problem occurs before you edit the registry. Note that a typical backup of the Cisco Unity server does not back up the registry. Refer to the **Restoring Registry** help topic in **Regedit.exe** or the **Restoring a Registry Key** help topic in **Rededt32.exe** for additional information. Contact Cisco Technical Support for questions about changing the registry key setting.

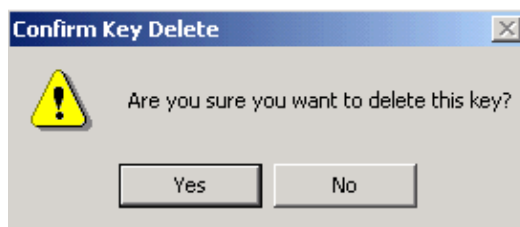
- a. Choose **Start > Run**.
- b. Type **regedit**, then press **Enter**.

The Registry Editor window appears.



- c. Expand the **HKEY\_LOCAL\_MACHINE** folder.
- d. Expand the **SOFTWARE** folder.
- e. Right-click **Rainbow Technologies**, then choose **Delete**.

The Confirm Key Delete window appears.



- f. Click **Yes**.
4. Physically unplug the USB dongle from the server.
5. Reboot the Unity server.
6. Reinstall the Sentinel system driver from the CD-ROM.

- a. Insert Cisco Unity Disc 1 in the CD-ROM drive and browse to the **SecurityKeySetup** directory.
- b. Double-click **Setup.exe** and perform the instructions.

**Note:** Try these instructions if the installation or upgrade of Cisco Unity on a Windows 2003 Server fails due to Sentinel Driver installation failure.

- a. Manually install the Sentinel Drivers from the Cisco Unity CD in the **SecurityKeySetup** folder and run the **sentinel system driver.msi**.
  - b. Reboot the server and install Cisco Unity again.
  7. Physically plug the USB dongle into the server.
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## Related Information

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