

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

Document ID: 15460

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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

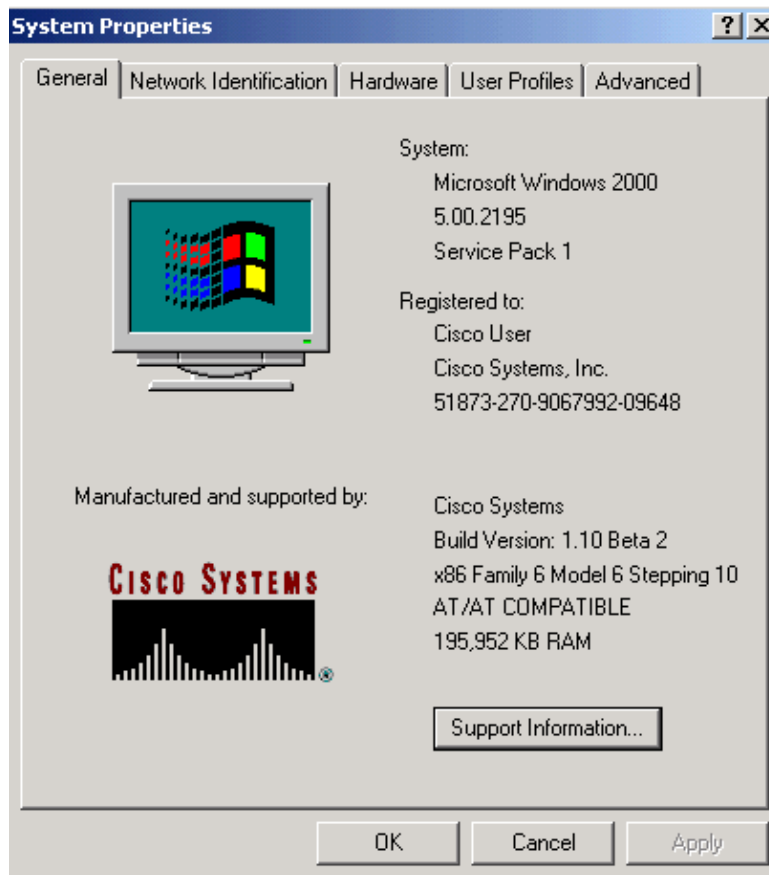
The Cisco Unity 3.0 part 1 installation reports the `Can't detect system key` error message although the USB Unity dongle is plugged in.

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.



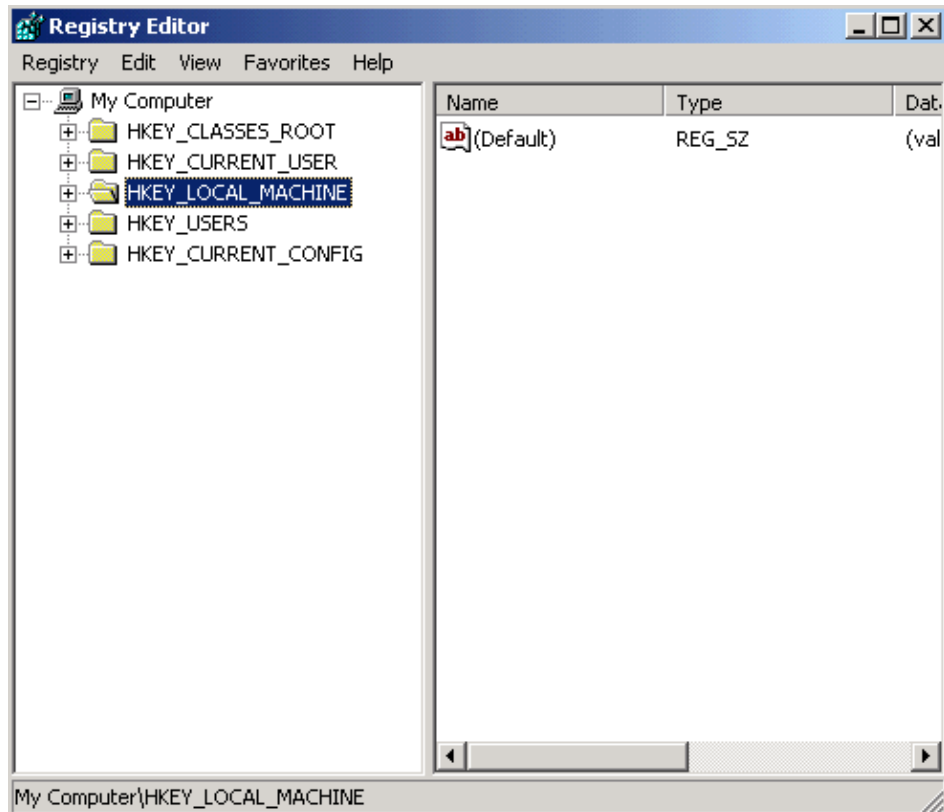
- b. Go to **Hardware** and click **Device Manager**.
 - c. Right-click **Rainbow USB SuperPro** located under **Software Security Key** or **Universal Serial Bus Controllers**. Choose **Uninstall**, or right-click **USB Token** under **Other Devices** and choose **Uninstall**.
2. Remove the **Sentinel 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.

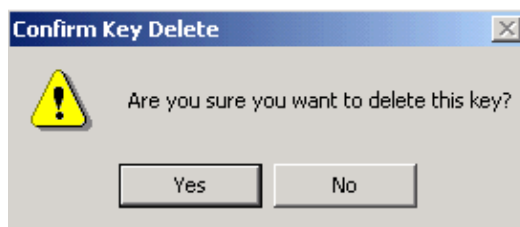
- a. Choose **Start > Run**.
- b. Type **regedit**, then press **Enter**.

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**
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