

# Installing Microsoft SQL Desktop Edition (MSDE) SP for Cisco Unity

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## Introduction

Before you install or upgrade Cisco Unity versions, a Microsoft SQL Desktop Edition (MSDE) Service Pack installation is often required. This document describes how to install MSDE Service Packs for Cisco Unity.

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

This document is applicable to any server running a Cisco approved application that utilizes an instance of MSDE 2000 such as Cisco Unity 3.0, 3.1, or 4.0 with 32 ports or less.

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

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

## Install the MSDE Service Pack

Service Packs for SQL Server 2000 are provided in three parts to reduce the size of downloads.

- Database Components
- Analysis Services Components
- Desktop Engine (MSDE)

The installation process for SQL Service Pack from the Microsoft web site is in three parts. This document

covers only the portion of the installation that relates to MSDE. The installation of Service Pack 3 is used as an example.

## Step-by-Step Instructions

To install a MSDE Service Pack for Cisco Unity, complete these steps.

1. If you already have a version of Cisco Unity 3.0, 3.1, or 4.0 running, stop Cisco Unity to properly apply the patch.
2. Go to Microsoft's web site and download the patch.

Service Packs for SQL Server 2000 are provided in three parts to reduce the size of downloads. The Desktop Engine is the necessary download to apply the Service Pack to MSDE. For this example, you need **SQLDeskSP3.exe**.

Below are links to the separate files available for this download.

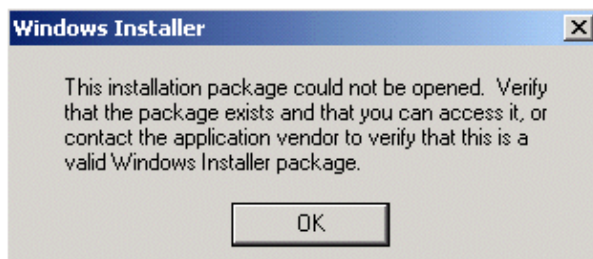
| File Name:                       | File Size |
|----------------------------------|-----------|
| <a href="#">sql2kasp3.exe</a>    | 44598 KB  |
| <a href="#">SQL2KDeskSP3.exe</a> | 70089 KB  |
| <a href="#">sql2ksp3.exe</a>     | 56435 KB  |

3. Once you download the file, run the executable by double clicking on the file name **SQLDeskSP3.exe**.
4. When prompted to extract the compressed files to **C:\sql2ksp3**, accept this default location.
5. Insert the Cisco Unity Data Store 2000 CD.

This is required for this installation to complete successfully. If the SQL Installation menu starts automatically, close it before you proceed.

6. To properly install MSDE Service Pack 3, run the patch from a command prompt. Open a command prompt window and navigate to **C:\sql2ksp3\MSDE**.

**Note:** You cannot run the MSDE version executable from Windows Explorer. If you attempt to run it from Explorer, this error message appears:



7. Type **setup /upgradesp sqlrun** in the command prompt window and press **Enter**.

If you experience any problems installing this patch, refer to the Read Me file that is included with the files. The local path is **C:\sql2ksp3\MSDE\sp3readme.htm**. This file contains information on all three of the downloadable Service Pack 3 files, not just the **SQLDeskSP3.exe** file. The section name for this information is "Install Desktop Engine SP3".

If you have Internet access, you can also reference Microsoft Knowledge Base Article – 810826 (INF: New Switches in MSDE Service Pack 3 Setup) instead. This article contains information that is specific to this patch and is easier to read.

8. When the installation has finished, you receive a notification that the patch has been applied and that

you need to reboot the server to complete the installation process. Reboot now.

Once the reboot is complete, Cisco Unity starts as expected.

## Troubleshoot the "Instance Name is Invalid" Error

If the installation of MSDE Service Pack 3 causes the error "Instance name is invalid," complete these steps:

1. Browse to the folder that you extracted the MSDE service pack files to.
2. Browse to the MSDE directory.
3. Right-click on the **Setup.exe** file and select **Create Shortcut**.
4. Right-click on the shortcut to **Setup.exe** and select **Properties**.
5. In the target field add **/upgradesp sqlrun blanksapwd=1** after Setup.exe.

If you extracted the files to c:\temp, the string is "c:\temp\sql2ksp3\MSDE\setup.exe /upgradesp sqlrun blanksapwd=1".

6. Double-click on the shortcut to **Setup.exe** to run the upgrade.

## Verify the Installation

Refer to Checking SQL Server or MSDE Version and Service Pack Level to verify the details of an instance of MSDE.

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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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