

Cisco ICM Upgrade – System Error 1051

Document ID: 20548

- Introduction**
- Before You Begin**
 - Conventions
 - Prerequisites
 - Components Used
- Symptom**
- Cause**
- Resolution**
- Related Information**

Introduction

When a Cisco Intelligent Contact Management (ICM) upgrade is initiated, sometimes you may encounter system error messages. This document explains system error 1051 and the steps for problem resolution.

Before You Begin

Conventions

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

Prerequisites

Readers of this document should be knowledgeable of the following:

- Upgrading Cisco ICM
- Troubleshooting problems during an upgrade

Components Used

The information in this document is based on the software and hardware versions below.

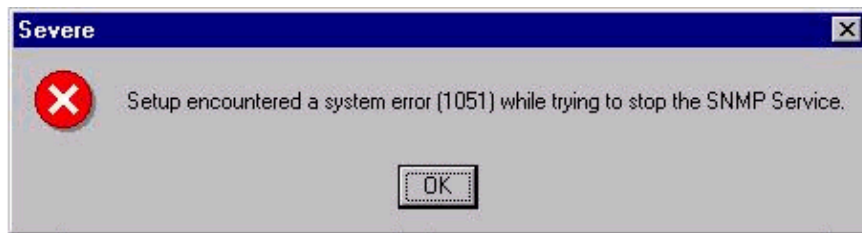
- Cisco ICM version 4.0.x and 4.1.x

The information presented in this document was created from devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If you are working in a live network, ensure that you understand the potential impact of any command before using it.

Symptom

When a system error 1051 occurs, a dialog box opens in Microsoft Windows NT, as shown in Figure 1.

Figure 1: Error 1051



Click **OK** to exit the ICM Setup process.

Cause

The Simple Network Management Protocol (SNMP) process has not stopped. This is usually caused by a third-party SNMP process that is attached to the SNMP process and requires manual intervention.

Note: The SNMP process is a Microsoft Windows NT service.

Resolution

Follow the steps below to stop the SNMP process:

1. Open the Windows NT Workstation Control Panel.
2. Double-click **Services**.
3. Select **SNMP** from the Service list.
4. Click **Stop**.
5. Close **Services** and **Control Panel**.
6. Proceed with the software upgrade.

Related Information

- **Technical Support – Cisco Systems**
-

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

© 2008 – 2009 Cisco Systems, Inc. All rights reserved. [Terms & Conditions](#) | [Privacy Statement](#) | [Cookie Policy](#) | [Trademarks of Cisco Systems, Inc.](#)

Updated: Aug 09, 2005

Document ID: 20548
