

# Cisco ICM Upgrade – Error 115

Document ID: 20549

---

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

---

## Introduction

When a Cisco Intelligent Contact Management (ICM) upgrade is initiated, sometimes error messages are encountered. This document explains error 115 and the steps for resolving the problem.

## 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:

- Microsoft Windows NT 4.0
- Microsoft Windows 2000
- Cisco ICM version 4.6.2 and later
- Troubleshooting software issues

### Components Used

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

- Cisco ICM version 4.6.2 and later
- Microsoft Windows NT 4.0
- Microsoft Windows 2000

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 error 115 occurs, a dialog box opens in Microsoft Windows NT.

**Figure 1: Dialog Box**

## ICR Setup

An error occurred during the move data process: -115.

OK

Click **OK**. The ICM Setup process exits.

## Resolution

Close all applications before proceeding with the Cisco ICM software upgrade.

The following are some examples of programs that may cause an error 115.

- Open ICM components (for example Script Editor, Configure ICR, and the GeoTel Admin Workstation Group).
- Windows NT Explorer with the `c:\icr\bin` directory open.
- Telnet sessions that are connected to the workstation designated for upgrade.
- Open Command Prompt window.

---

## 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: Sep 19, 2005

Document ID: 20549

---