

# Cisco ICM 5.0: Errors "0x2104" and "0x214c" During Upgrade from ICM 4.6.2

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## Introduction

This document discusses the "0x2104" and "0x214c" errors in the icmsetup.log. The errors occur in the process of an upgrade from Cisco Intelligent Contact Management (ICM) 4.6.2 to ICM 5.0 SR2 on the Historic Data Server (HDS) and WebView in an ICM environment.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of ICM.

### Components Used

The information in this document is based on the ICM version 4.6.2 and 5.0 SR2.

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

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

## Symptom

In the process of an upgrade from ICM 4.6.2 to ICM 5.0 SR2, these errors appear in the icmsetup.log:

```
07/09/2003 10:51:23 Starting AW Security Initialization (AwInstallSecinit)
07/09/2003 10:51:23 Primary domain controller: \\SSAHDS1 server SSAHDS1
07/09/2003 10:51:23 Adding local group LocalSQLAdmin on server SSAHDS1
07/09/2003 10:51:23 NT local group LocalSQLAdmin already exists on server SSAHDS1
07/09/2003 10:51:23 Adding local group LocalSQLUser on server SSAHDS1
07/09/2003 10:51:23 NT local group LocalSQLUser already exists on server SSAHDS1
07/09/2003 10:51:25 Adding NT global group SQLAdmin in domain RCHSSA on dc \\SSAHDS1
07/09/2003 10:51:25 NT Group SQLAdmin already exists in domain RCHSSA
07/09/2003 10:51:25 Replicate all from server: ssahds1.rchssa.rchmciwcl.rchmciwn1
```

```
07/09/2003 10:51:26      Error 0x2104 : Error in contacting server c!
07/09/2003 10:51:26      Error 0x214c : Error in contacting server 5!
07/09/2003 10:51:26      Adding user Administrator to NT global group SQLAdmin in domain
RCHSSA
07/09/2003 10:51:26      NT user Administrator is already a member of NT global group
SQLAdmin in domain RCHSSA
07/09/2003 10:51:26      Replicate all from server: ssahds1.rchssa.rchmciwcl.rchmciwnl
07/09/2003 10:51:26      Error 0x2104 : Error in contacting server c!
07/09/2003 10:51:26      Error 0x214c : Error in contacting server 5!
```

**Note:** Some lines of this message display here over two lines due to space limitations.

The ICM HDS and WebView run normally, except for these error messages.

## Resolution

The error messages in the icmsetup.log indicate that ICM cannot locate the domain controller in the Microsoft Active Directory. There is a domain controller problem in the network.

For ICM, you must correctly set up the domain controller and Active Directory. In order to resolve the domain controller problem, review the Active Directory configuration and domain controller setup in the administrative domain.

In the Windows 2000 Active Directory, ICM can be one of these:

- A single forest

ICM is deployed in a new forest/domain model without access to any of the existing Windows 2000 forest/domain architecture.

- An isolated child domain in an existing Windows 2000 Active Directory forest

ICM servers perform only Windows 2000 domain-level Flexible Single Master Operations (FSMO) roles and Global Catalog. The existing domain controllers handle the forest-level FSMO roles, Global Catalog, and Domain Name System (DNS) functions in the corporate forest environment.

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## Related Information

- [Technical Support & Documentation – Cisco Systems](#)

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