

Using Windows 2000 Server Service Pack 4 with Cisco Unity 3.1, 4.0(1), and 4.0(2)

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Introduction

Cisco Unity 3.1 and later support the use of Microsoft Windows 2000 Server Service Pack (SP) 4. However, if you install SP 4, an error message appears when you try to do any of these actions:

- Run version 4.0(1) or 4.0(2) of the Cisco Unity System Preparation Assistant to install required third-party software.
- Run Cisco Unity Installation and Configuration Assistant (version 4.0[1] or 4.0[2]) to install or upgrade Cisco Unity.
- Run Cisco Unity Setup (version 3.1) to install or upgrade Cisco Unity.

The error message that appears is:

- The following problem was found while verifying that the system meets the installation requirements. Windows 2000 IIS Security Patch MS03-007 (815021) is not installed. Install Windows 2000 IIS Security Patch MS03-007 (815021).

This document provides the workaround to change the Windows registry so that you can run these applications with SP 4 on the Cisco Unity server.



Caution: Cisco Unity versions that are earlier than 3.1 do not support Windows 2000 Server SP 4.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on these software and hardware versions:

- Cisco Unity 3.1 through 4.0(2)

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.

Change the Windows Registry

If you get an error message when you try to install or upgrade a Cisco Unity 3.1, 4.0(1), or 4.0(2) system after you have installed Windows 2000 Server SP 4, you need to change the Windows registry. Follow these instructions to resolve the problem:

1. Exit the Cisco Unity software.
2. Start **RegEdit**.



Caution: If you change the wrong registry key or enter an incorrect value, the server can

malfunction. Before you edit the registry, confirm that you know how to restore the registry if a problem occurs. (Refer to the Restoring topics in Registry Editor Help.) If you have any questions about how to change registry key settings, contact Cisco Technical Support.

3. If you do not have a current backup of the registry, choose **Registry > Export Registry File**, and save the registry settings to a file.
4. Expand the key `HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Updates\Windows 2000`.
5. Right-click **SP4**, and choose **New > Key**.
6. Name the new key *Q815021*.
7. Right-click the new **Q815021** key, and choose **New > String Value**.
8. Name the new string *InstalledDate*.

You do not need to supply any data for the string.

9. Close RegEdit.

Related Information

- **Compatibility Matrix: Required and Recommended Third-Party Service Packs and Updates**
- **Voice Technology Support**
- **Voice and IP Communications Product Support**
- **Recommended Reading: Troubleshooting Cisco IP Telephony**
- **Technical Support – Cisco Systems**

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