

CRS Installation Fails Due to the Wrong License File Suffix

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Introduction

This document describes one reason why the installation of the Cisco Customer Response Solution (CRS) fails with the wrong license file suffix in a Cisco IP Contact Center (IPCC) Express environment.

Prerequisites

Requirements

Cisco recommends you have knowledge of these topics:

- Cisco CallManager
- Cisco CRS

Components Used

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

- Cisco CallManager version 3.x
- Cisco CRS version 3.x

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.

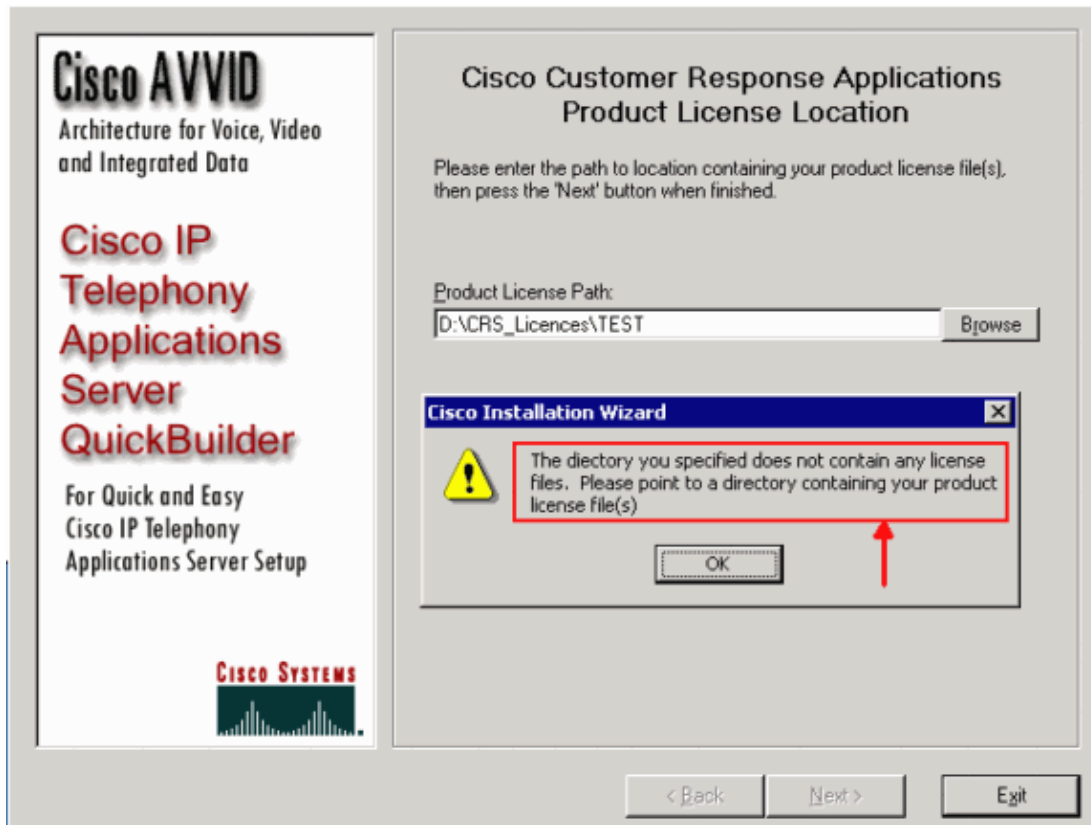
Conventions

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

Problem

This error message appears when you install Cisco CRS:

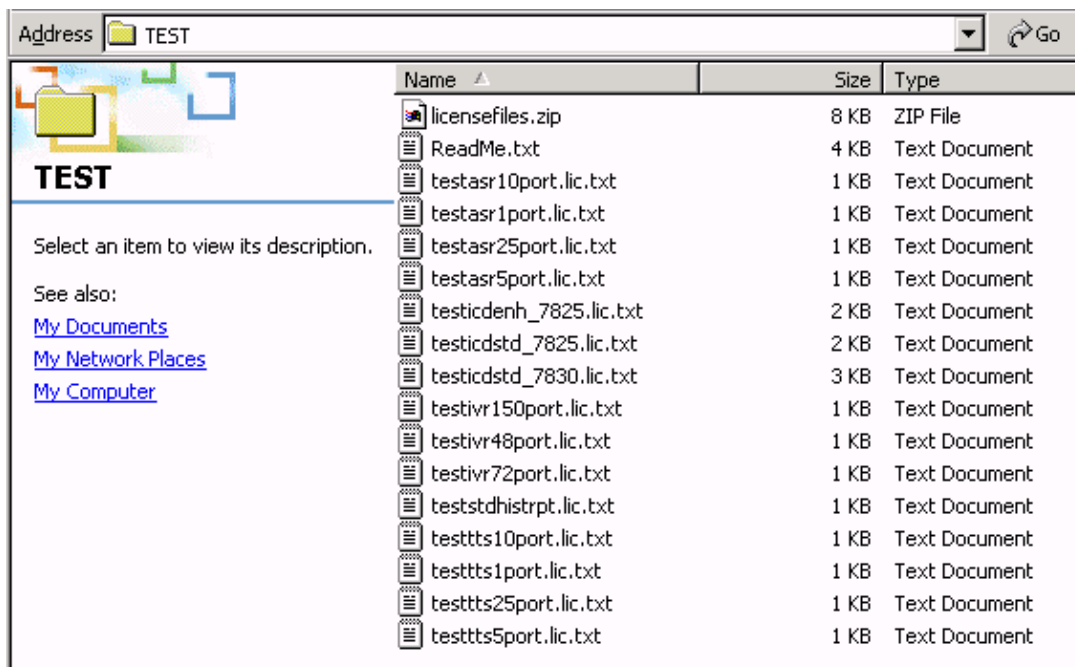
```
The directory you specified does not contain any license files. Please
point to a directory containing your product license file(s).
```



Solution

The root of the problem is the name of the license file. All the license files end with `.txt` instead of `.lic`, as shown here. One possible reason is that when you run Notepad in order to view the license file, it is saved as a text file in error.

The license file should end with **.lic**. Rename all license files involved in order to solve the problem.



Related Information

- **Technical Support & Documentation – Cisco Systems**
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