

# Installation of ICM 4.6.2 SR 1 Fails

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## Introduction

This document describes one reason why the installation of Cisco Intelligent Contact Management (ICM) Service Release (SR) 1 fails and provides a solution in a Cisco ICM Enterprise Edition environment.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco ICM
- Microsoft Windows NT or 2000 Server

### Components Used

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

- Cisco ICM version 4.6.2 SR1
- Microsoft Windows NT or 2000 Server

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.

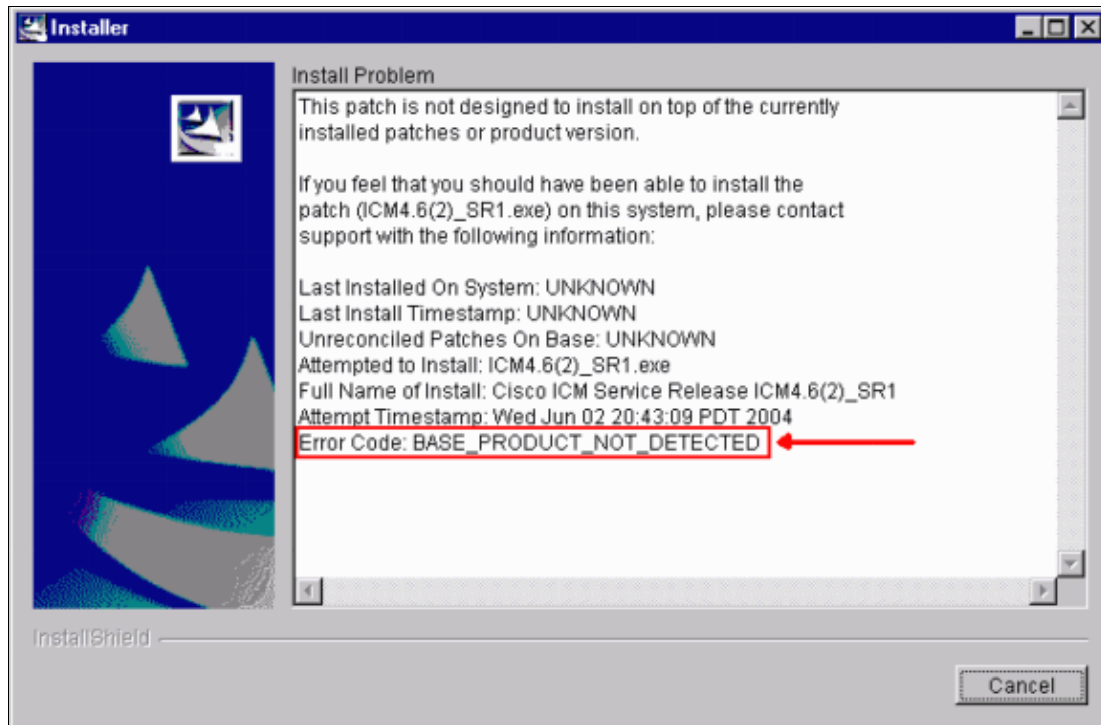
### Conventions

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

## Problem

When you install ICM 4.6.2 SR1, the **Error Code: BASE\_PRODUCT\_NOT\_DETECTED** appears, as Figure 1 shows.

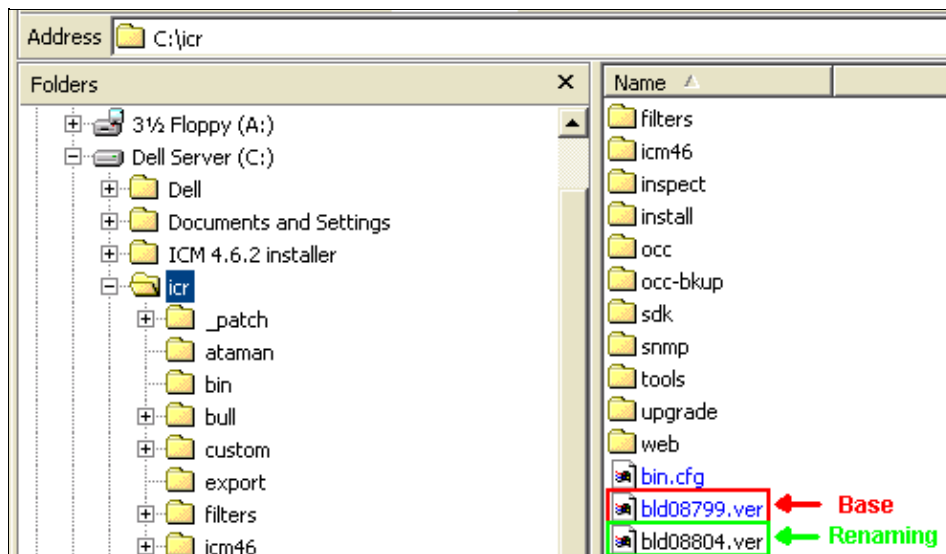
**Figure 1: Installer**



## Solution

During the installation of ICM 4.6.2 SR1, the installer checks the c:\icr directory to verify the base software. For ICM 4.6.2 SR1, the base software is bld08799.ver, as Figure 2 shows.

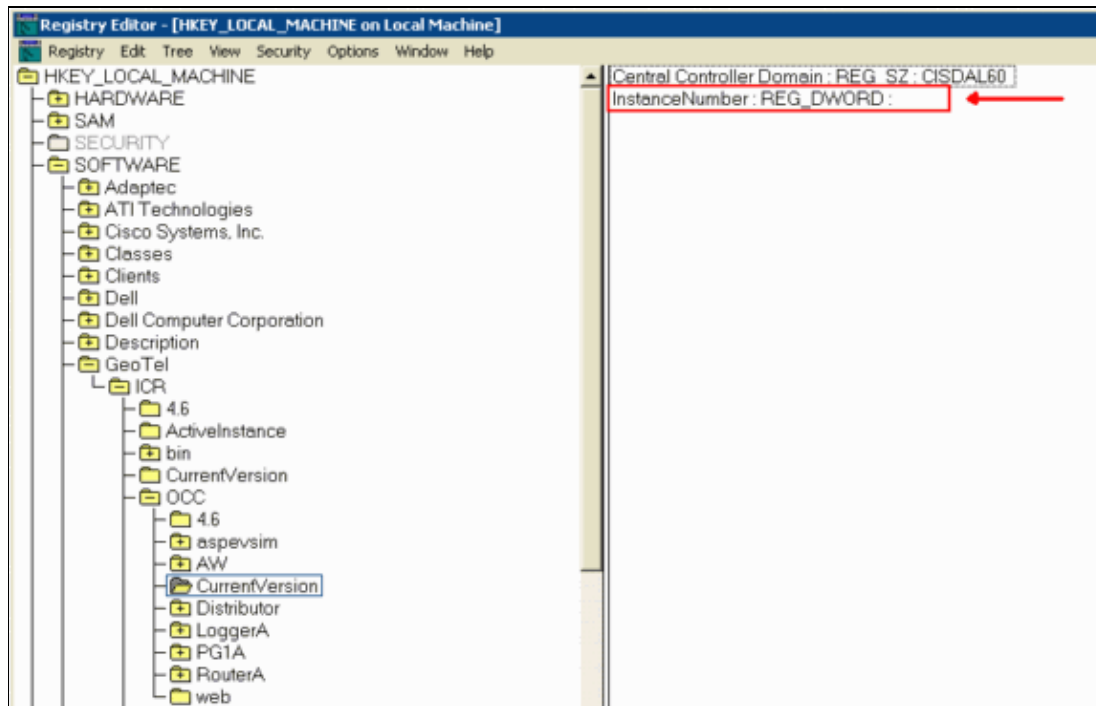
Figure 2: bld08799.ver



If this file is not there, or if there are additional .ver files, the **Error Code: BASE\_PRODUCT\_NOT\_DETECTED** occurs. In multi-version scenarios, rename the additional .ver files to \* .old and make sure you rename the bld08799.ver file.

Next, the installer checks the InstanceNumber key in the registry, as Figure 3 shows. If a value is missing, the installation of ICM 4.6.2 SR1 fails.

Figure 3: Registry Editor



Set the InstanceNumber value to **0x0** in order to fix this problem.

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## Related Information

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