

Error 2221 – Inadequate User Security Type for ICM Component Set-up

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Introduction

This document describes one reason why the Cisco Intelligent Contact Management (ICM) Setup program fails with the `Error 2221` message when you install the new ICM component in a Cisco ICM 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
- Microsoft Windows NT and 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

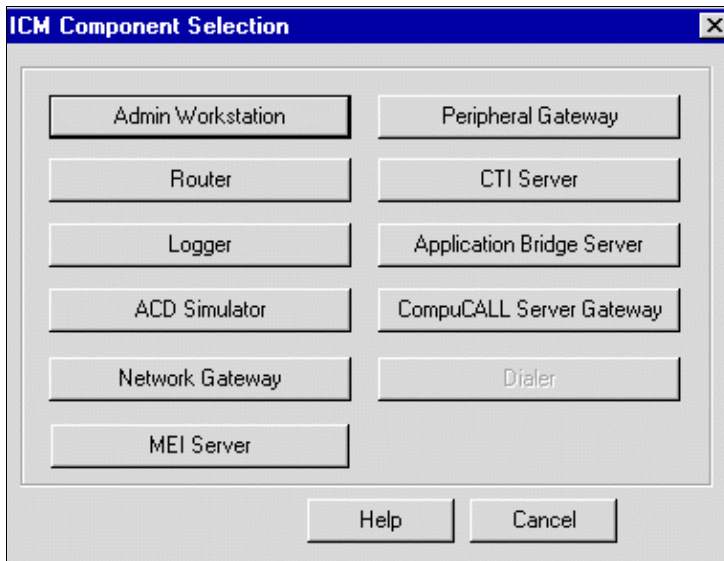
The symptom for this problem is different, depending on the ICM version:

- In Cisco ICM version 4.6.2:

When you add an ICM component while you run the Cisco ICM Setup, an error message appears:

```
Severe - Error 2221 occurred while trying to determine the current  
user security type. - OK
```

Figure 1: ICM Component Select



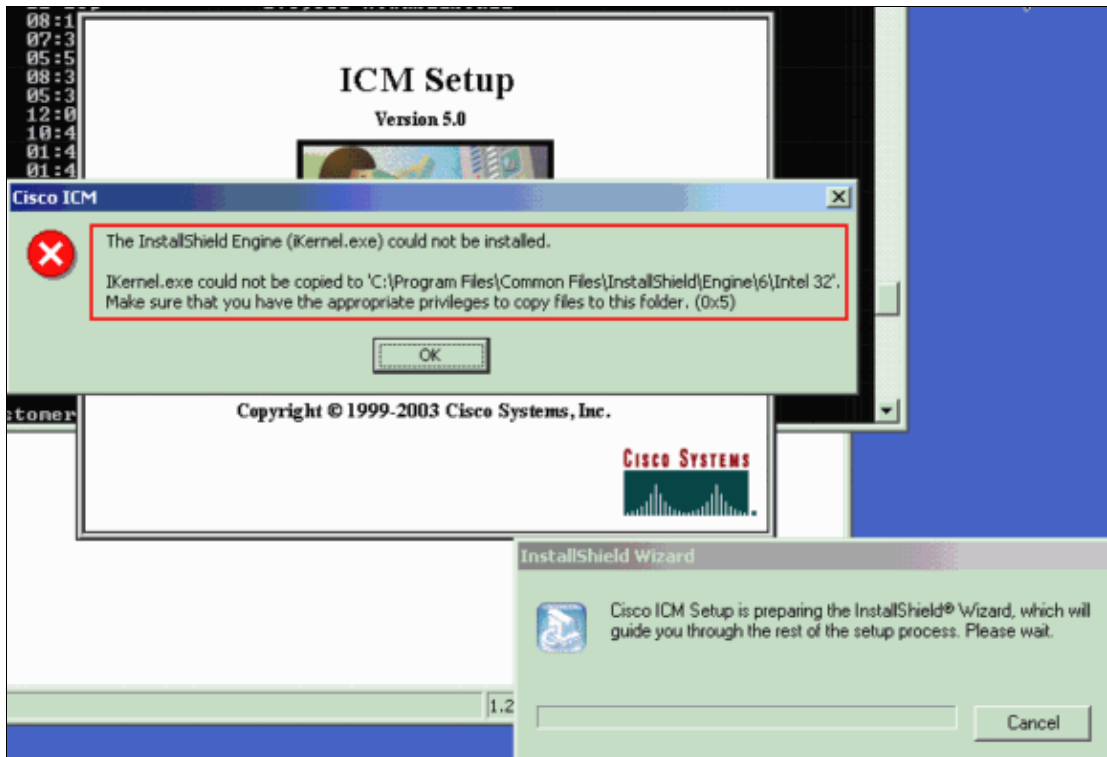
Then, the Cisco ICM Setup terminates.

- Cisco ICM version 5.0 and later:

When you add an ICM component while you run the Cisco ICM Setup, this error message appears:

```
The InstallShield Engine (iKernel.exe) could not be installed.  
IKernel.exe could not be copied to 'C:\Program Files\Common Files\  
InstallShield\Engine\6\Intel 32'. Make sure that you have the  
appropriate privileges to copy files to this folder.(0x5)
```

Figure 2: Failure to Add an ICM Component in ICM Version 5.x and Later



Solution

Possible reasons follow:

- The ICM machine is not properly joined with the ICM domain.
- A user that runs the Cisco ICM Setup does not have Domain Administrator privileges.
- The ICM machine cannot contact the Domain Controller.

Make sure the ICM machine is part of a domain, the domain administrator is logged in, and the domain can be reached and is started. If any of these fail, try to reboot the machine to solve the communication problem.

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