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Introduction

Prerequisites

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Related Information

Introduction

This document describes one reason why the installation of a service release on the Peripheral Gateway (PG) fails and provides the solution in a Cisco Intelligent Contact Management (ICM) environment.

Prerequisites

Requirements

Cisco recommends that you have knowledge of Cisco ICM.

Components Used

The information in this document is based on Cisco ICM 4.6.x and later.

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.

Background

A service release contains code fixes and updates for particular ICM versions. It is cumulative and includes code fixes and updates present in earlier service releases for their respective version. For example, in addition to new updates the service release introduces, the ICM 4.6(2) Service Release 3 also contains code updates from ICM 4.6(2) service releases 1 and 2.

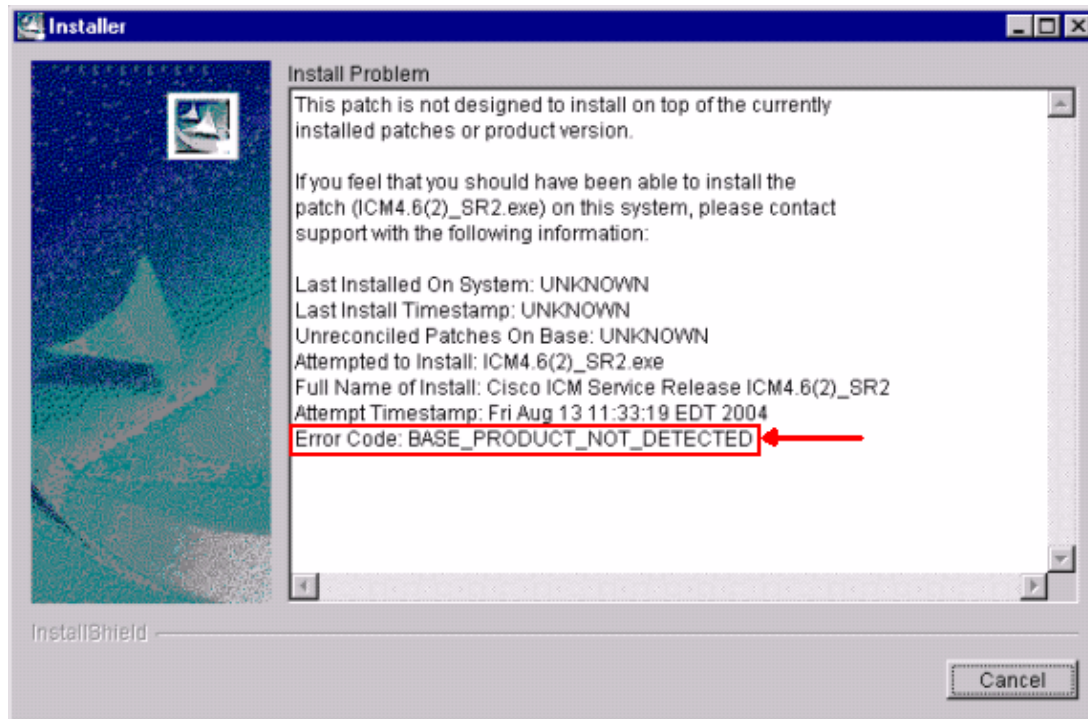
Problem

When you install a service release on PG, it fails with this error code:

Cisco – Failure to Install Service Release on PG

BASE_PRODUCT_NOT_DETECTED

Figure 1 Installer --- Install Problem



Solution

This problem has to do with a registry key value on the PG. One of the registry key values for the CurrentVersion is misconfigured. The path is:

```
HKEY_LOCAL_MACHINE\SOFTWARE\SOFTWARE\Cisco Systems, Inc.\ICM\<cust_inst>\CurrentVersion
```

The correct registry key value should be **InstanceNumber**, as shown in Figure 2. However, it is configured as **CustomerNumber**, as shown in Figure 3.

Figure 2 Registry Editor --- InstanceNumber

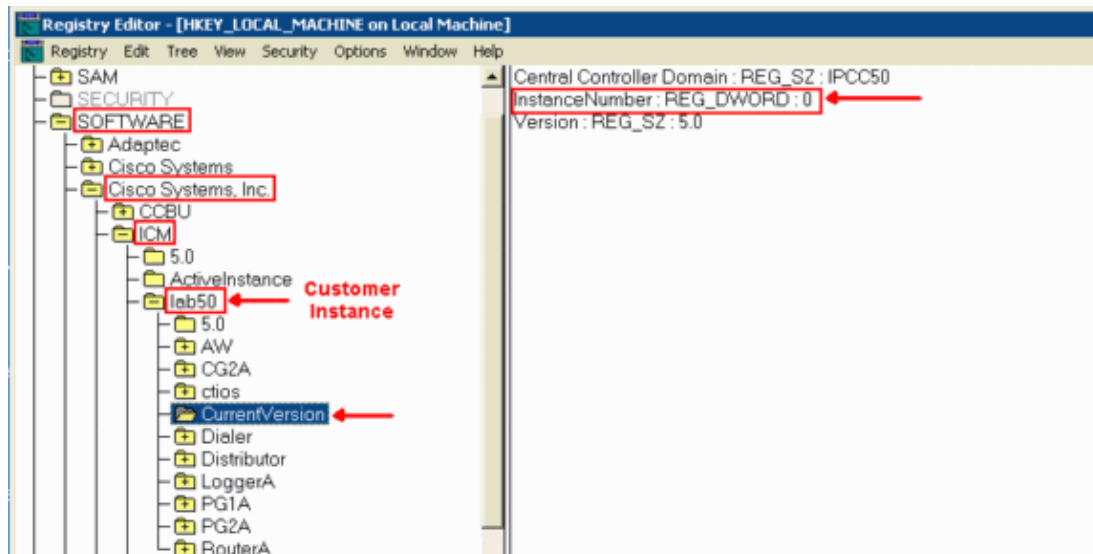
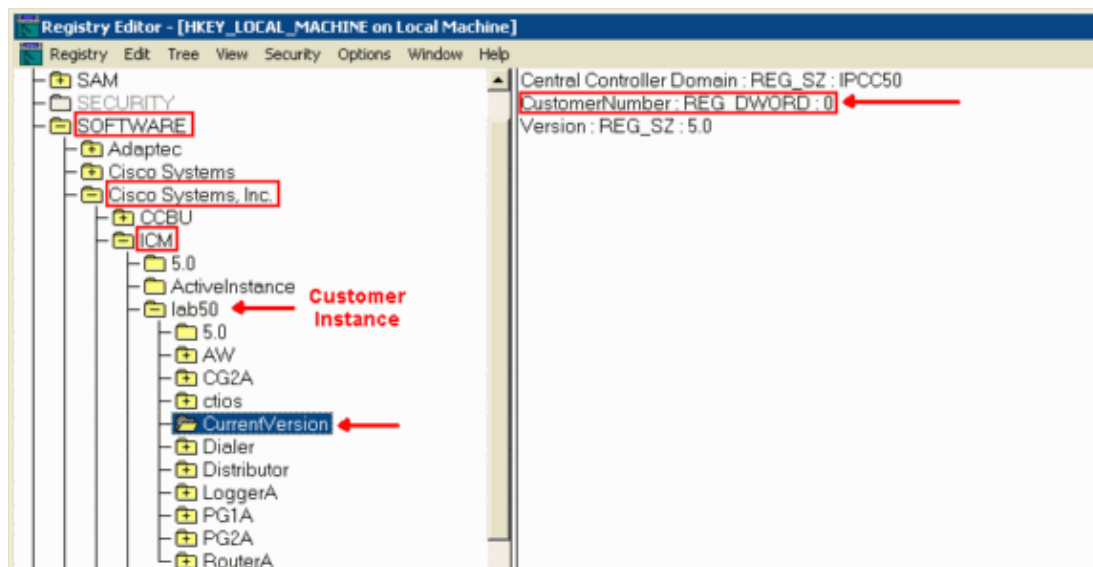


Figure 3 Registry Editor -- CustomerNumber



Complete these steps to correct the registry key:

1. Write down the key value.
2. Delete the **CustomerNumber** registry key value.
3. Add the **InstanceNumber** registry key value. This value should be equal to the key value of CustomerNumber or zero.

After you implement this procedure, the service release is successfully installed without incident.

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NetPro Discussion Forums – Featured Conversations for Customer Contact Software

Related Information

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