

# Microsoft OS Patch Installation on a Cisco MCS Server Fails

Document ID: 72030

---

## Introduction

### Prerequisites

Requirements

Components Used

Conventions

### Problem

### Solution

[NetPro Discussion Forums – Featured Conversations](#)

### Related Information

---

## Introduction

When a user tries to install Microsoft Operating System hot fix MS06-040 on a Cisco CallManager Server, the installation fails with the error message `You do not have permission to update <OS name>. Please contact your system administrator.` Note that only the installation of Cisco supplied Microsoft patches for Cisco CallManager servers are supported. You can download these patches from the Cisco Software Center ( registered customers only) .

## 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 CallManager 4.x and later
- Cisco 7800 Series Media Convergence Server (MCS) that runs Microsoft Windows 2000, Microsoft Windows 2003, or Microsoft Windows XP

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 a user tries to install the Microsoft Windows hot fix MS06–040 on Cisco CallManager 4.x, the installation fails with the error message `You do not have permission to update <OS name>`. Please contact your system administrator.

Some Microsoft software updates use Update.exe as the Setup program. Update.exe versions 5.4.1.0 and later require that the user who installs the software update be an administrator with certain user rights. If a user does not have the required user rights and tries to install a software update package that uses Update.exe, this error message can appear. Refer to Microsoft Knowledge Base Article 888791 (The user rights that are required by Update.exe) for further configuration information.

**Note:** In order to determine whether a software update uses Update.exe as the Setup program for packages released after July 2004, examine the Installer Engine value on the Version tab of the Properties dialog box for the software update package. For packages released before July 2004, you must extract the package contents to determine which installer is used and what version it is.

In order to determine the missing user right, examine the installation log file. The installation log file contains this error message:

```
2.744: d:\aab949b8ae7e35434dde6b\update\update.exe (version X.X.X.X)
```

```
2.744: Failed To Enable SE_SECURITY_PRIVILEGE
```

```
2.754: Setup encountered an error: You do not have permission  
to update OS_name. Please contact your system administrator.
```

```
2.764: You do not have permission to update OS_name.
```

**Note:** OS\_name represents the operating system name, SE\_SECURITY\_PRIVILEGE represents the missing user right, and X.X.X.X represents the version number.

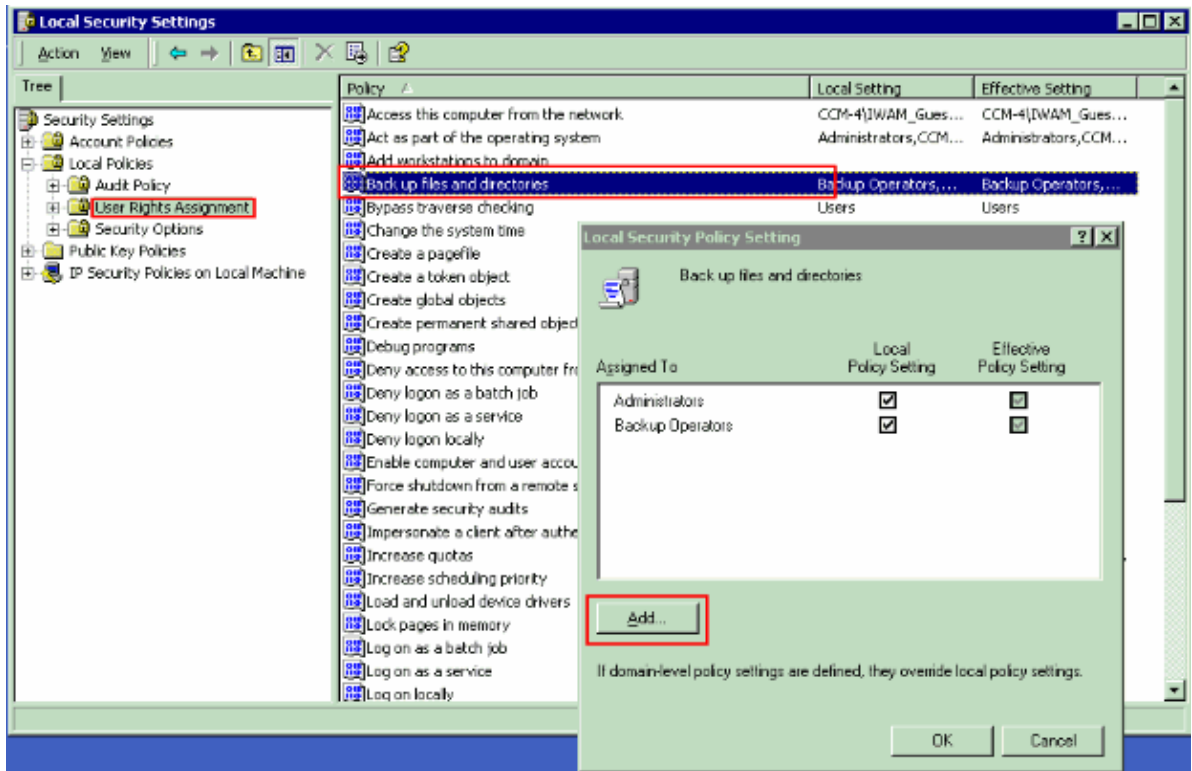
# Solution

In order to resolve the issue, modify your Local Administrator Account to have the necessary user rights. These user rights are required by Update.exe.

- Back up files and directories
- Restore files and directories
- Manage auditing and security logs
- Take ownership of files or other objects
- Shutdown the system
- Debug programs

Complete these steps in the local machine in order to view and modify user rights.

1. Choose **Start > Programs > Administrative Tools > Local Security Policy**.
2. Under Security Settings, click **Local Policies**, and then click **User Rights Assignments**.
3. In order to assign the required policies listed earlier in this document, right-click the policy, click **Security**, and then add the Local Administrator to this policy.



## NetPro Discussion Forums – Featured Conversations

Networking Professionals Connection is a forum for networking professionals to share questions, suggestions, and information about networking solutions, products, and technologies. The featured links are some of the most recent conversations available in this technology.

NetPro Discussion Forums – Featured Conversations for Voice
Service Providers: Voice over IP
Voice & Video: Voice over IP
Voice & Video: IP Telephony
Voice & Video: IP Phone Services for End Users
Voice & Video: Unified Communications
Voice & Video: IP Phone Services for Developers
Voice & Video: General

## Related Information

- **Voice Technology Support**
- **Voice and Unified Communications Support Resources**
- **Recommended Reading: Troubleshooting Cisco IP Telephony**
- **Technical Support & Documentation – Cisco Systems**

All contents are Copyright © 2006–2007 Cisco Systems, Inc. All rights reserved. Important Notices and Privacy Statement.

