

Cisco Unity New Install on an MCS 7835: Dongle is Not Recognized

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Introduction

Cisco Unity licensing is stored on a SentinelSuperPro security key (dongle). The keys are hardware devices that plug into the parallel or USB port on the Unity machine, and are manufactured by

Rainbow Technologies . To successfully install Cisco Unity software, the system must detect the dongle.

Before You Begin

Conventions

For more information on document conventions, see the Cisco Technical Tips Conventions.

Prerequisites

There are no specific prerequisites for this document.

Components Used

The information in this document is based on all versions of Cisco Unity for Exchange.

The information presented in this document was created from devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If you are working in a live network, ensure that you understand the potential impact of any command before using it.

Problem

The Cisco Unity installation will fail if the system does not detect the dongle. This document provides two scenarios in which the system may not detect the dongle. These scenarios apply only when using a parallel port dongle and and MCS-7835 or Compaq ProLiant 1850R server.

Solutions

The solutions to this problem are explained in detail below.

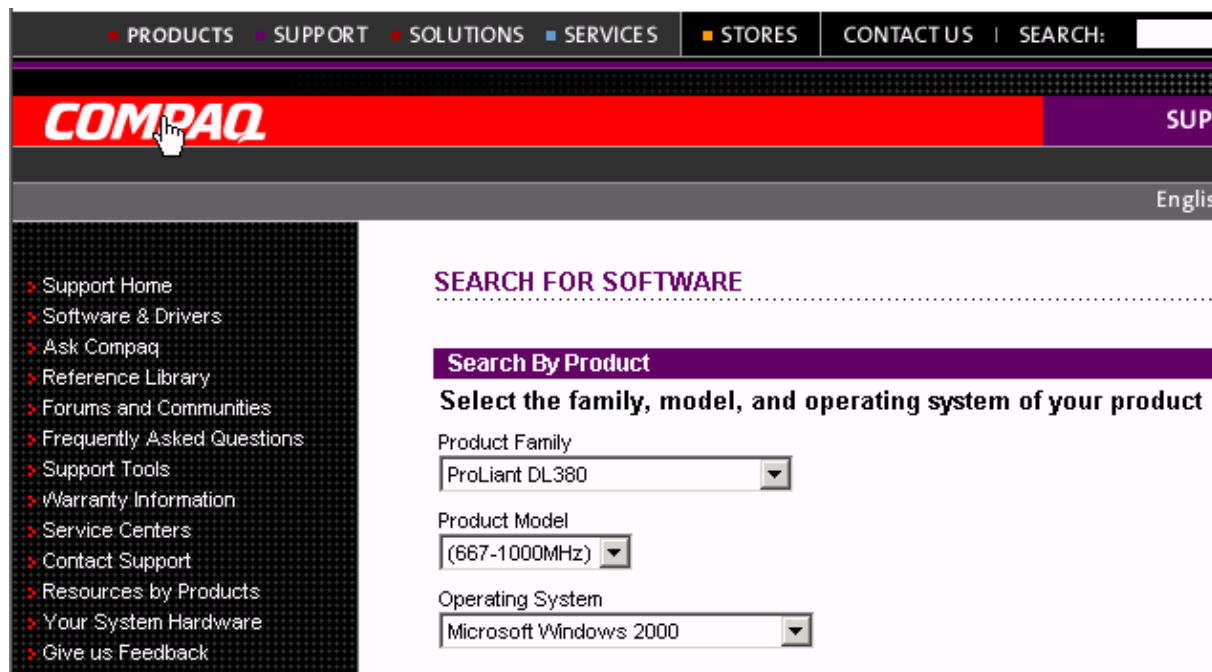
Forcing an IRQ

The MCS-7835 machine does not assign an Interrupt Request (IRQ) to LPT1. By default, it assigns an IRQ only to the I/O of 378. By manually forcing an IRQ (usually 7) to LPT1, the system detects the dongle.

To force the parallel port to an IRQ, the BIOS must be the most recent, according to Cisco. To check the BIOS version, perform the following steps.

1. Go to a command prompt and type **debug**, then press **Enter**.
2. Type **D F000:FFF5** and press **Enter**.
3. The BIOS date displays in the right-hand corner. Compare this information with the BIOS update information, called ROMPaq.
 - a. Go to <http://www.compaq.com/support/files/server/us/index.html> . (You will be redirected to <http://h18023.www1.hp.com/support/files/server/us/index.html>.)

The Compaq search window appears.



The screenshot shows the Compaq support website interface. At the top, there is a navigation bar with links for PRODUCTS, SUPPORT, SOLUTIONS, SERVICES, STORES, CONTACT US, and a search field. Below the navigation bar is the Compaq logo. On the left side, there is a vertical menu with various support options. On the right side, there is a search section titled "SEARCH FOR SOFTWARE" with a sub-section "Search By Product". This section contains three dropdown menus: "Product Family" (set to ProLiant DL380), "Product Model" (set to (667-1000MHz)), and "Operating System" (set to Microsoft Windows 2000). Below these dropdowns, there is a "Locate Software" button.

- b. In the Product Family field, select **ProLiant DL380**.
- c. Select your product model and operating system, then click **Locate Software**. (For this example, 667-1000MHz was selected for the product model, and Microsoft Windows 2000 was selected for the operating system.)
- d. Scroll down to the System ROMPaqs/BIOS information and view the date and version for the Compaq ProLiant CL380/DL380/ML370 (P17) ROM Flash for Windows entry.

The following example shows the BIOS date of 15 Nov 01.

Software Name	Version	Date
Compaq Console Switch Box Firmware Update	» 1.6.0 A	30 Jul 01
	» 1.5.0 A	23 Feb 01
	» 1.4.0 A	29 Sep 00
Compaq ProLiant CL380/DL380/ML370 (P17) ROM Flash for Windows	» 2001.04.02 B	15 Nov 01
	» 2001.04.02	12 Jul 01
	» 2000.11.08 A	27 Mar 01
Compaq R3000 XR UPS Firmware Upgrade	» 1.03.0 A	29 Oct 01
Systems ROMPaq Firmware Upgrade Diskette for Compaq ProLiant DL380 Servers	» 4.08 A	18 Oct 01
	» 4.07 A	16 Apr 01
	» 4.06 A	8 Dec 00

e. You now need to force the parallel port to an IRQ.

4. Go to **Start > Programs > Administrative Tools > Computer Management**.
5. Under System Tools, select **Device Manager**.
6. Select **Ports** (Com and LPT).
7. Right-click on the printer port (by default LPT1).
8. Select the **Resources** tab.
9. Set the Settings Based On option field to a configuration which allows you to add an interrupt, either Basic configuration 0001 or Basic configuration 0003.
10. Highlight **Interrupt Request?** and select the **Change Setting** button.
11. Change the value to **07** (the standard interrupt for LPT1) and verify that no devices conflict with this setting.
12. Select the **Port Settings** tab.
13. Activate the **Use any Interrupt Assigned to the Port** check box.
14. Activate the **Enable Legacy Plug and Play Detection** check box.
15. Click **OK**.

Verifying the Setting

To verify the setting, perform the following steps.

1. Restart the PC and press **F10** during the startup process to enter the Setup/BIOS information screens.
2. Go to **System Config > Configure Hardware > View or Edit Details > Integrated Interface**.
3. Verify that the parallel port is set for IRQ 7.

Adding a PCI-based Parallel Port

A problem exists with the dongle when used on a PCI-based parallel port. To resolve this problem, perform the following steps.

1. Go to the Windows Control Panel and write down the resource properties for the PCI parallel port.

The actual icon in the Control Panel you use to display port properties depends on the version of Windows you are using. In some cases, a range rather than an absolute address is displayed. For example, D400–D407.

2. Launch **Setupx86.exe** and select **Functions > Configure > Add** from the menu.
3. Under the bus address, enter the address or the lower end of the range (D400) and make sure that the Use this Port option is *not* activated.

Failure to deactivate the Use this Port option may result in an endless loop of messages such as Install the Board Drivers and Port Conflict.

4. Reboot the PC and launch **Setupx86.exe**.

5. Select **Functions > Configure > Edit** from the menu and activate the **Use this Port** option.
 6. Complete the editing and exit the setup program.
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Related Information

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