

# Unity Services Fail with the "Unable to Load MQQM.dll" Error Message

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## Introduction

Microsoft Message Queuing (MSMQ) enables Cisco Unity to accept messages in the event that the Microsoft Exchange server is unavailable. There are situations where a Cisco Unity server fails due to some issue with the MSMQ service. This document discusses how to troubleshoot this issue.

## 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 Unity 4.x
- Microsoft Message Queuing 2.0

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 Cisco Unity services fail with this error message in the Application Event Viewer:

```
Error: Unable to Load MQQM.dll  
Error Code: 0x7F
```

This problem can occur if Message Queuing was installed previously and then removed later. The uninstallation might not have removed all the MSMQ dynamic-link libraries (DLLs) successfully. When you try to reinstall Message Queuing, the Microsoft Windows File Protection Service might not permit the DLLs to be replaced by the DLLs from the installation CD.

Refer to Microsoft Knowledge Base Article 322156 for more information on this issue.

## Solution

Complete these steps in order to resolve this problem:

1. Manually remove Message Queuing.

Refer to Microsoft Knowledge Base Article 298439 for information on how to manually remove the Message Queuing.

2. Remove any Message Queuing hotfixes that have been installed.
3. Restart your computer.
4. Reinstall Message Queuing. In order to do this use the original Windows 2000 installation CD as the source for the files.
5. Reapply the latest service pack for Windows 2000.

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## Related Information

- **Installing Message Queuing Services 2.0**
- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Recommended Reading: Troubleshooting Cisco IP Telephony**
- **Technical Support & Documentation – Cisco Systems**

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