

Solution to UnsatisfiedLinkError on Windows Advance Server 2000 Machines

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Introduction

This document explains an error that is seen on a small percentage of Windows Advance Server 2000 machines that run Cisco Unified Call Services, Universal Edition, and relates to the licensing libraries.

Prerequisites

Components Used

The information in this document is based on Cisco Unified Call Services, Universal Edition.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Background Information

Symptoms: After installation, Cisco Unified Call Services starts normally, but, when you attempt to log on to the Software Activation Console (<http://IP:PORT/Audium/Licensing>), you receive an error similar to this (if error reporting is enabled on your application server):

```
java.lang.UnsatisfiedLinkError: getNativeMachineID
```

Resolution: This error occurs because an important licensing DLL cannot be loaded by Cisco Unified Call Services because the JVM cannot locate it. On machines that experience this issue, this Java option has been shown to resolve this problem:

```
-Djava.library.path=c:\progra~1\audium\callservices\lib
```

where "c:\progra~1\audium\callservices" is replaced with the actual installation folder on your machine (this is the default location). This option explicitly notifies the JVM as to the location from which to load the DLL, rather than to expect the JVM to locate it.

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Related Information

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