

Cisco Unified Communications Manager 4.2(3) Installation Interrupts at "Installing SQL 2000 SP4"

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Introduction

This document explains the installing SQL server 2000 SP4 error message that is encountered within the installation of Cisco Unified Communications Manager 4.2, as well as the necessary workaround.

Prerequisites

Requirements

Cisco recommends that you have knowledge of Cisco Unified Communications Manager 4.x for this document.

Components Used

The information in this document is based on these software and hardware versions:

- Cisco CallManager 4.2

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

Amid the installation of Cisco CallManager 4.2(3) on the Cisco 7800 Series Media Convergence Server (MCS), the installation process is interrupted when the status is **installing SQL server 2000 SP4**.

Solution

You need to install **SQL Server 2000 SP4** or later before you upgrade or install Cisco CallManager 4.2. Install SQL server 2000 SP4 and then rerun the CallManager installation files to resolve the problem.

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Related Information

- **Installing Cisco CallManager Release 4.2(3)**
- **Voice Technology Support**
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