



# Installing Cisco Unified CallManager Dialed Number Analyzer

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Dialed Number Analyzer includes a separate executable that is available in Cisco Unified CallManager. You can install Cisco Unified CallManager Dialed Number Analyzer 4.2 (3) only if Cisco Unified CallManager version 4.2 (3) or later has been installed.

Use the following topics to install and uninstall dialed number analyzer:

- [Installing Cisco Unified CallManager Dialed Number Analyzer, page 2-1](#)
- [Uninstalling Cisco Unified CallManager Dialed Number Analyzer, page 2-3](#)

## Installing Cisco Unified CallManager Dialed Number Analyzer

Dialed Number Analyzer 4.2 (3) installs on Cisco Unified CallManager version 4.2 (3) and later. You can install dialed number analyzer on any Cisco Unified CallManager node in a cluster, either publisher, server, or subscriber. Install dialed number analyzer preferably on a publisher. It installs as an NT service on the Cisco Unified CallManager server and can be accessed directly from the server where it is installed or from a remote PC through a web URL.

This section describes how to install the tool on a Cisco Unified CallManager server.

## Procedure

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- Step 1** Access Cisco Unified CallManager and choose **Application > Install Plugins**.  
The Install Plugins window displays.
- Step 2** Locate the Dialed Number Analyzer Plugin.
- Step 3** Click the executable icon for Dialed Number Analyzer Plugin to launch the InstallShield Wizard.
- Step 4** Click **Open**. The InstallShield Wizard for Cisco Dialed Number Analyzer window displays.
- Step 5** Click **Next** at the Welcome to the InstallShield Wizard for Cisco Dialed Number Analyzer window.  
The Enter Private Phrase window displays.
- Step 6** Enter the private phrase for this cluster in the Enter Private Phrase window.
- Step 7** Click **Next**.  
If the private phrase is incorrect, a message displays. Return to [Step 6](#). If the private phrase is correct, the Ready to Install the Program window displays.
- Step 8** Click **Install** at the Ready to Install the Program window.
- Step 9** Click **Finish** at the InstallShield Wizard Completed window.  
The tool installs the Cisco Dialed Number Analyzer service on the machine.
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When installation is successful, the Cisco Unified CallManager Dialed Number Analyzer service installs and starts. The service startup type gets set to Automatic.

## Installation Errors

The following errors may occur during installation:

**Error Message** Failed to load WinServices.dll

**Explanation** This error occurs when DNA is not installed on a publisher, subscriber or server.

**Recommended Action** Reinstall DNA on a publisher, subscriber, or server.

**Symptom** DNA install fails.

**Recommended Action** Delete all instances of DialedNumberAnalyzer.EXE from the hard disk and reinstall DNA from the plugins page.

**Additional Information**

See the [“Related Topics” section on page 2-4](#).

## Uninstalling Cisco Unified CallManager Dialed Number Analyzer

Uninstalling Cisco Unified CallManager Dialed Number Analyzer uninstalls the tool. Use either of the following procedures to uninstall dialed number analyzer.

### Procedure 1

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- Step 1** Choose **Start > Settings > Control Panel > Add/Remove Programs**.
  - Step 2** The Add/Remove Programs dialog displays and shows a list of programs that are installed on the machine.
  - Step 3** Choose Cisco Dialed Number Analyzer from the list.
  - Step 4** Click **Remove**.
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### Procedure 2

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- Step 1** Choose **Start > Programs > Dialed Number Analyzer > Uninstall Cisco Dialed Number Analyzer**.

**Step 2** Follow the instructions to uninstall dialed number analyzer.

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**Additional Information**

See the “[Related Topics](#)” section on page 2-4.

## Related Topics

- [Installing Cisco Unified CallManager Dialed Number Analyzer, page 2-1](#)
- [Uninstalling Cisco Unified CallManager Dialed Number Analyzer, page 2-3](#)

**Additional Cisco Documentation**

- *Cisco Unified CallManager Administration Guide*
- *Cisco Unified CallManager System Guide*
- *Cisco Unified CallManager Features and Services Guide*
- *Cisco Unified CallManager Serviceability Administration Guide*