



## Upgrade Messages

The following messages may display in dialog boxes (not the log file) during the upgrade. You can obtain and review the log file, `ccminst <data/time stamp>.log`, from `C:\Program Files\Common Files\Cisco\Logs`.

**Table 5-1** *Installation Messages*

Message	Reason	Corrective Action
<p>During the installation process, you may be prompted possibly multiple times to reboot the server to install a critical component.</p> <p>Follow the instructions in the dialog box, and</p> <ol style="list-style-type: none"> <li>(1) Reboot the server.</li> <li>(2) Log in as the administrator.</li> <li>(3) Rerun the installation program.</li> </ol> <p><b>Note</b> You may need to re-enter your data in order to resume the installation.</p>	<p>This is an informational message only.</p>	<p>click <b>OK</b> to continue the installation.</p>
<p>You must provide the Computer Name of the publisher server. IP addresses or fully qualified DNS names are not allowed.</p>	<p>You must not enter periods (.) when you enter the publisher database server name.</p>	<p>Reenter the information correctly.</p>
<p>You must provide the publisher server name when installing a subscriber.</p>	<p>This error message displays when you install Cisco CallManager on the subscriber server and do not provide the publisher database server name.</p>	<p>Reenter the information correctly.</p>
<p>You have entered an invalid product key. Please re-enter the key.</p>	<p>You entered an invalid product key.</p>	<p>See the Cisco CRS installation documentation to obtain the Cisco CRS product keys. See this document for the Cisco CallManager product key.</p>
<p>You must enter a password.</p>	<p>This message displays when you do not enter a password, but the application requires a password for the installation to occur.</p>	<p>Enter the correct password.</p>

**Table 5-1 Installation Messages (continued)**

<b>Message</b>	<b>Reason</b>	<b>Corrective Action</b>
The passwords that you entered do not match.	This error message displays when you enter a password more than one time, but the password that you enter does not match the password on the server.	Enter the same password on all servers in the cluster.
The password that you entered is not valid.	You entered an invalid password.	Enter the correct password.
You must enter a phrase from 1 to 15 characters in length. This phrase may contain English lower-case letters, English upper-case letters, Westernized Arabic Numerals, and the following Non-alphanumeric “special characters” { } . < > : ? /   \ ` ~ ! @ \$ ^ & * ( ) _ - +	You entered invalid characters for the private password phrase.	Enter valid characters.
The installation has detected pending file operations. You must reboot the server before continuing. The installation will now abort.	Pending file operations are occurring.	Reboot the server and then install Cisco CallManager.
You are not logged on as ‘Administrator’. You must log in by using local Administrator user name and password to install Cisco CallManager.	You did not log in to the server with the local Administrator user name and password.	Log in to the server with the local Administrator user name and password.
You do not have administrator privileges. You must have administrator privileges to install Cisco CallManager.	You do not have administrative privileges.	Log in to the server with an account that has administrative privileges.
Windows 2000 Server is not installed. Install Windows 2000 Server before you install Cisco CallManager.	You did not install the appropriate version of the operating system.	Make sure that you installed the operating system version 2000.2.3 (or later) on all dedicated and coresident servers. Upgrade to 2000.2.6 (or later) and install the latest service release (2000-2-6sr1 or later) before installing Cisco CallManager.
Windows 2000 Service Pack 4 or later is not installed. You must have Windows 2000 Service Pack 4 or later installed before you install Cisco CallManager.	You did not install the appropriate version of the operating system.	Make sure that you installed the operating system version 2000.2.3 (or later) on all dedicated and coresident servers. Upgrade to 2000.2.6 (or later) and install the latest service release (2000-2-6sr1 or later) before installing Cisco CallManager.
You must install Cisco CallManager by double clicking CCMSetup.exe.	You tried to install Cisco CallManager by double clicking the msi file that is part of the Cisco CallManager package.	Double-click the CCMSetup.exe.

**Table 5-1 Installation Messages (continued)**

Message	Reason	Corrective Action
Cisco CallManager could not install the SUN Microsystems JRE component. Review the Cisco CallManager installation logs to determine cause of failure, take appropriate action. For more information refer, to the Cisco CallManager installation documents.	JRE installation failed	Obtain and examine the log file.
Cisco CallManager installation has detected JRE version <JREVERSION> installed at <JRELOCATION>. Uninstall this version of JRE from the server and rerun the installation. To continue the installation, you must disable or stop any anti-virus protection, intrusion detection software, and other third-party applications, and then rerun the installation program.	Installation detected a version of JRE that is not compatible or a version that may not have all necessary components installed	Uninstall the current JRE version and rerun the installation program.
Cisco CallManager successfully installed Sun JRE and requires the server to be rebooted. To continue the installation, you must disable or stop any anti-virus protection, intrusion detection software, and other third-party applications, and then rerun the installation program.	Cisco CallManager requires the server to be rebooted to continue the installation.	Reboot the server and rerun the installation program.
You must apply SQL 2000 Service Pack 3 (or later) before proceeding with this installation.	You did not install Microsoft SQL 2000 Service Pack 3.	Install Microsoft SQL 2000 Service Pack 3, and perform the Cisco CallManager upgrade.
The installation program could not detect a valid version of Microsoft SQL 2000. Ensure that the server has a valid Cisco CallManager version before continuing with the upgrade procedure. The installation will now abort.	The installation program did not detect a valid version of Microsoft SQL 2000.	Before attempting another upgrade, you must rebuild the server with a good copy of Cisco CallManager data
If you have installed intrusion detection or antivirus protection software, you must stop and disable these applications from the Services Control console before you continue with the Cisco CallManager installation. All other installed third-party applications must be uninstalled before proceeding with the CallManager installation. Failure to follow these directives could result in un-recoverable errors. Would you like to proceed?	This message always displays to alert the administrator of the requirements.	If you have Cisco-verified applications (Cisco AVVID Partner Applications) or platform agents that are installed on the server, you must disable/uninstall them and stop the services.

Table 5-1 Installation Messages (continued)

Message	Reason	Corrective Action
Because the <BUILDVERSION> of this Cisco CallManager MSI package is not compatible with the Cisco CallManager setup file (ccmsetup.exe), make sure that you are using the ccmsetup.exe that was distributed with this version of Cisco CallManager. The installation will now abort.	This message indicates that the MSI package is not compatible with the Cisco CallManager setup file.	Use the ccmsetup.exe file that was distributed with this version of Cisco CallManager.
You are attempting to upgrade Cisco CallManager <InstalledBUILDVERSION> to version <UpgradeBUILDVERSION>. Direct upgrades from this version of Cisco CallManager are not supported. You must first upgrade to a compatible Cisco CallManager version before upgrading to this version. The installation will now abort.	You tried to upgrade from a version other than Cisco CallManager 3.2 or Cisco CallManager 3.3.	Upgrade to Cisco CallManager 3.2 or Cisco CallManager 3.3 before attempting to upgrade to Cisco CallManager 4.0.
You are attempting to upgrade Cisco CallManager <InstalledBUILDVERSION> to version <UpgradeBUILDVERSION>. Upgrades from this version of Cisco CallManager require using the Same-Server Recovery method. Please refer to the Upgrading Cisco CallManager Release 4.1(1) documentation for more information. The installation will now abort.	You attempted upgrade directly from Cisco CallManager 3.2 to Cisco CallManager 4.1(1) without following the Same Server Recovery procedures.	You must perform a Same Server Recovery by using the operating system disks that ship with this version of Cisco CallManager to install operating system.
You are attempting to upgrade Cisco CallManager <InstalledBUILDVERSION> to version <UpgradeBUILDVERSION> by using the web download file. You cannot use the web download file to upgrade from this version of Cisco CallManager directly. You must obtain the upgrade CD-ROM disks from your Cisco account representative to complete this upgrade. The installation will now abort.	You cannot upgrade Cisco CallManager 3.3(x) to 4.1(1) by using the package for web (PFW) download file.	You must use the upgrade CD-ROM disks from the Cisco CallManager 4.1(1) software kit. Contact your Cisco account representative.

Table 5-1 Installation Messages (continued)

Message	Reason	Corrective Action
You are attempting a Same System Recovery from an unsupported version of Cisco CallManager. The installation will now abort.	You selected the same server recovery option when you installed the operating system and one of the following conditions exists: <ul style="list-style-type: none"> <li>You do not have Cisco CallManager 3.2 installed on the server.</li> <li>You performed the backup of the Cisco CallManager 3.2 server with the wrong version of the Cisco IP Telephony Applications Backup utility.</li> </ul>	Refer to this document for instructions on how to upgrade to Cisco CallManager 4.0(2) from the version of Cisco CallManager installed on your server.
Configuration changes to the Cisco CallManager server do not take effect until you restart your system. Click Yes to restart the computer now or No if you plan to restart the computer later.	This message displays when you make configurational changes to Cisco CallManager during installation.	You do not need to take any corrective action.
Cisco CallManager installation detected a service control file from a previous failed installation. This may have resulted in incorrect service Startup Type settings. Click: "Yes" to continue installing with the current settings, "No" to reset service startup types to the original settings and exit the installation program, or "Cancel" to exit the installation program with no further action.	This message displays when the installation program detects a previous failed installation.	Cisco recommends that you choose Yes and continue installing Cisco CallManager with the current settings.
The installation has detected that the server exists in a domain. When a server exists in a domain, authentication between servers may fail or the non-default domain security policies may be too restrictive for the Cisco CallManager installation to build critical NT Accounts during an upgrade. Failure to remove the server from the domain and add to a workgroup may cause upgrade errors, upgrade failures, or a total system failure, which includes a loss of data and a complete reinstallation of Cisco CallManager. Would you like to proceed?	The server exists in a domain.	Before you continue the installation, Cisco strongly recommends that you remove all servers in the cluster from the domain.
To proceed, the installation program must update the configuration and restart the server. To continue the installation with these changes and restart the server now, click <b>OK</b> . To abort the installation, click <b>Cancel</b> .	This is an informational message only.	Cisco recommends that you click <b>OK</b> to continue the installation.

Table 5-1 Installation Messages (continued)

Message	Reason	Corrective Action
This release of Cisco CallManager is not supported on this server model. The installation will now abort.	You cannot install this version of Cisco CallManager on this server.	Refer to the <i>Cisco CallManager Compatibility Matrix</i> for a list of servers on which you can install this version of Cisco CallManager. To obtain the most recent version of this document, go to <a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/ccmcomp.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/ccmcomp.htm</a> .
The installation program does not have enough disk space on the C drive to complete the installation. The installation program requires that you have 3.0 gigabytes of disk space available on your server. Make at least 3.0 gigabytes of disk space available and restart the installation. For information, refer to the <i>Upgrading Cisco CallManager</i> guide.	You attempted an upgrade by using the web file from Cisco.com and do not have enough free disk space.	Make 3.0 gigabytes of disk space available and restart the installation program.
The installation program does not have enough disk space on the C drive to complete the installation. The installation program requires that you have 2.0 gigabytes of disk space available on your server. Make at least 2.0 gigabytes of disk space available and restart the installation. For information, refer to the <i>Upgrading Cisco CallManager</i> guide.	You attempted an upgrade by using the CD ROM disks, but you do not have enough free disk space.	Make 2.0 gigabytes of disk space available and restart the installation program.
This version of Cisco CallManager is currently installed.	This message displays when you attempt to install the same version of Cisco CallManager that is currently on the server.	Remove the disk from the drive.
A newer version of this package has already been installed.	This message displays when you attempt to install a previous version of Cisco CallManager after a successful installation of a later version.	Remove the disk from the drive.
Cisco CallManager install did not complete successfully. Review the log file for more information.	The Cisco CallManager installation failed.	Obtain and examine the log file.
Unable to locate MSI package associated with this bootstrapper.	You did not copy all the files that came with the Cisco CallManager installation package to the server.	Copy the complete installation package to the server and rerun the Cisco CallManager installation.
Error opening MSI package	Cisco CallManager Setup cannot find the MSI package.	This message displays if you encounter a media problem; insert the disk again.

Table 5-1 Installation Messages (continued)

Message	Reason	Corrective Action
This package has already been installed.	This message displays when you attempt to install the same version of Cisco CallManager again after a successful installation.	Remove the disk from the drive.
An unexpected error occurred.	An error occurred during the Cisco CallManager Setup.	Obtain and examine the log file.
An unexpected error occurred while creating the log directory.	The installation could not create the log file directory.	Verify that security policies on the server are not restrictive.
The local security policy “Restrict CD-ROM access to locally logged-on user only” is enabled. This setting interferes with the Cisco CallManager installation. Please disable this setting using the Local Security Policy utility, reboot, and rerun the Cisco CallManager installation.	The “Restrict CD-ROM access to locally logged-on user only” local security policy is enabled on your server.	Disable this setting by using the Local Security Policy utility, reboot, and rerun the Cisco CallManager installation.  For more information, see the “Resolving Name Resolution Failures” section on page 5-13.
Failure occurred trying to get DBNAME value from registry. Aborting Cisco CallManager installation.	The installation could not read DBNAME value from registry on the local machine.	Reboot the server and rerun the Cisco CallManager installation.
Failure occurred trying to validate the format of DBNAME value. Aborting Cisco CallManager installation.	The registry contains an invalid format of the DBNAME value. This error only occurs if you have manually modified this value.	Make sure that the DBNAME value is in the format CCM0xxx, where x stands for any digits.
Current OS version does not meet minimum requirements. Aborting Cisco CallManager install. For more information, refer to the Installing the Operating System on the Cisco IP Telephony Applications Server and Upgrading Cisco CallManager documents. The installation will now abort.	Cisco CallManager Release 4.1(1) requires Cisco-provided operating system version 2000.2.6 or later.	Refer to <i>Cisco Compatibility Matrix</i> to review which versions are compatible for installation. To access the document, go to <a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/ccmcomp.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/ccmcomp.htm</a> .
Installing Cisco CallManager using Terminal Services is not allowed. Install will now abort.	Cisco does not support Terminal Services for Cisco CallManager installations, upgrades, or configuration tasks.  Cisco Technical Assistance Center (TAC) uses Terminal Services for remote management and troubleshooting tasks.	If you want to use Virtual Network Computing (VNC), obtain the most recent version of the documentation at <a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/iptel_os/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/iptel_os/index.htm</a> .
Failed to launch <name of executable>, aborting install	The installation attempted to launch the executable, and the launch failed.	Obtain and examine the log file. You may have a media problem.

Table 5-1 Installation Messages (continued)

Message	Reason	Corrective Action
Failure occurred during the Cisco Directory installation. Refer to the log file C:\Program Files\Common Files\Cisco\Directory\IntegratedSetup.trc for details. Aborting Cisco CallManager install.	The DC Directory installation failed.	Obtain and examine the log file.
The Cisco CallManager installation detected an error while copying files. Stop all platform agents and Cisco-verified applications, and restart the installation. For more information, refer to the Upgrading Cisco CallManager document.	The Cisco CallManager installation failed to copy files to your server.	Stop all platform agents and Cisco-verified applications and restart the installation.
Failure occurred during the Cisco CallManager installation. Please look at the Cisco CallManager installation log file for details. Aborting Cisco CallManager installation.	The Cisco CallManager installation detected an error while copying files. Stop all platform agents and Cisco-verified applications and restart the installation. For more information, refer to the Upgrading Cisco CallManager document.	Obtain and examine the log file.
The password of [X] does not match the password on the publisher [Y]. For details, review the log file [Z].	The username and/or password of the user installing Cisco CallManager on the subscriber server does not match the username and/or password on the publisher database server.	Make sure that you entered the correct publisher server name and that the username and password on the publisher and subscriber match.
Because no network connectivity exists or you entered the incorrect publisher server name, the installation could not verify the password of [X] against the publisher [Y]. For details, review the log file [Z].	During the subscriber server installation, this error occurs if no network connection exists between the subscriber and publisher database servers or you did not enter the correct name of the publisher database server.	Verify the connection between the publisher database server and subscriber server and make sure that you entered the correct publisher database server name.
Either the password of [X] does not match the password on the publisher [Y], or a network connectivity error occurred. For details, review the log file [Z].	One of the following problems occurred: <ul style="list-style-type: none"> <li>No network connectivity exists between the publisher database server and the subscriber server.</li> <li>The username and/or password of the user installing Cisco CallManager on the subscriber server does not match the username and/or password on the publisher database server.</li> <li>You entered the incorrect publisher database server name.</li> </ul>	Do each of the following tasks: <ul style="list-style-type: none"> <li>Verify the connection between the publisher database server and subscriber server.</li> <li>Make sure that you installed Cisco CallManager on the publisher database server and subscriber server using the Administrator username and password.</li> <li>Make sure that you entered the correct publisher database server name.</li> </ul>

Table 5-1 Installation Messages (continued)

Message	Reason	Corrective Action
The private password phrase does not match the private password phrase on the publisher [X]. For details, review the log file [Y].	<p>During the subscriber server installation, one of the following problems occurred:</p> <ul style="list-style-type: none"> <li>The passwords of the NT service accounts did not match.</li> <li>You entered the incorrect publisher database server name</li> <li>You entered a different private password phrase on the publisher database server than you did on the subscriber server.</li> </ul>	<p>Do each of the following tasks:</p> <ul style="list-style-type: none"> <li>Make sure that a trusted connection exists between the subscriber server and the publisher database server.</li> <li>Make sure that you entered the correct publisher database server.</li> <li>Make sure you entered the same private password phrase that you entered on the publisher database server.</li> </ul>
The installation could not verify the private password phrase on the publisher <server name>, because the user does not have permission to access the publisher server over the network. For details, review the log file <log file name>.	The installation could not verify the private password phrase on the publisher <server name>, because the user does not have permission to access the publisher server over the network. For details, review the log file <log file name>.	<p>During the installation of a subscriber server, the installation program could not verify the private password phrase against the publisher server because of the security settings on either the Publisher or the Subscriber servers.</p> <p>The following list gives the probable causes:</p> <ul style="list-style-type: none"> <li>The Publisher or the Subscriber server was in a domain during the installation.</li> <li>Some local security policy settings on the machine prevented the installation program from performing this operation.</li> </ul>
Either the passwords do not match on the publisher [servername], or a network connectivity error occurred.	<p>During the subscriber server installation, one of the following errors occurred:</p> <ul style="list-style-type: none"> <li>Network connectivity failed.</li> <li>You entered a NT service account password that does not match the password on the publisher database server.</li> <li>You did not enter the correct name of the publisher database server.</li> </ul>	<p>Do all of the following tasks:</p> <ul style="list-style-type: none"> <li>Verify the connection between the subscriber and publisher database servers.</li> <li>Make sure that you enter the same NT service account password that you entered on the publisher database server.</li> <li>Make sure that you enter the correct publisher database server name.</li> </ul>
The installation failed to verify the Cisco CallManager version that runs on the publisher database server. Cancel the installation, and review the log file at C:\Program Files\ Common Files\Cisco\Logs\ CCMUIInst.log.	During Subscriber installation, this error occurs if no network connection exists between the subscriber and publisher database servers or you did not enter the correct name of the publisher database server.	Verify the connection between the publisher database server and subscriber database server and make sure that you entered the correct publisher database server name.

Table 5-1 Installation Messages (continued)

Message	Reason	Corrective Action
The Cisco CallManager version you are installing on this subscriber does not match the version running on the publisher database server. Cancel the installation and ensure the publisher is upgraded to this Cisco CallManager version before you continue.	You attempted to install a different version of Cisco CallManager on the subscriber database server than you installed on the publisher database server.	Install the same version of Cisco CallManager on the subscriber database server that you installed on the publisher database server.
UMX.dll failed to register. After you complete the installation, review the log file.	UMX.dll failed to register because the process creation failed, the process terminated abnormally, or an error occurred when the system was executing regsvr32.	Verify that you rebooted the server after the installation. Execute a command prompt, enter regsvr32 C:\dcdsrvr\lib\UMX.dll, and press Enter.  To verify that you corrected the problem, try to add a new user in Cisco CallManager Administration on this server.
Indexing directory data did not finish. After you complete the installation, review the log file. The log file C:\dcdsrvr\log\DirInstallValidation.log.	The installation could not determine whether the DC Directory completed the indexing of its data.	Continue with installation. At the end of the installation, reboot the server when prompted to do so. After you reboot the server, bring up the services control and wait for DC Directory Server to have a status of <i>started</i> .  If this is a publisher, database server, you can install Cisco CallManager on the subscriber database servers.  If this is a subscriber database server, go to a command window and enter <b>dcdreplc trigger all</b> . Depending on the number of users that are configured in your system, the service may be in the starting state for a long time before changing to a started state.
The Cisco CallManager installation failed to stop <list of services> service(s). Please reboot the server, manually stop the service(s), and rerun the Cisco CallManager installation program.	The installation program failed to stop the services during installation.	Reboot the server, manually stop the service(s), and rerun the Cisco CallManager installation program.
The installation encountered an unknown error while trying to resolve the Publisher server name [X]. For more information, review the log file CCMInstUI.log.	The name resolution of the publisher server failed.	Verify that you correctly entered the publisher server name. To verify the hosts file, see the “ <a href="#">Resolving Name Resolution Failures</a> ” section on page 5-13.

**Table 5-1 Installation Messages (continued)**

Message	Reason	Corrective Action
The installation could not resolve the Publisher server name [X] to a valid IP address. Verify that you entered the correct publisher server name, and review the log file CCMInstUI.log for more information.	You entered the wrong publisher server name, or the hosts file has the wrong information.	Verify that you correctly entered the publisher server name. To verify the hosts file, see the “ <a href="#">Resolving Name Resolution Failures</a> ” section on page 5-13.
The installation successfully resolved the Publisher server name [X] to IP address [Y] but could not resolve the IP address back to a host name.	The reverse name resolution of the Cisco CallManager publisher server failed.	Verify that you correctly entered the publisher server name. To verify the hosts file, see the “ <a href="#">Resolving Name Resolution Failures</a> ” section on page 5-13.
The installation successfully resolved the Publisher server name [X] to IP address [Y] and resolved the IP address back to the host name [Z]. The resolved host name does not match the server name that you entered.	The publisher server name that you entered does not match the server name that the installation program retrieved after completing forward and reverse name resolution.	Verify that you correctly entered the publisher server name. To verify the hosts file, see the “ <a href="#">Resolving Name Resolution Failures</a> ” section on page 5-13.
The installation encountered an unknown error while trying to determine the server type during the upgrade. For more information, review the log file [x].	The registry contains invalid server information.	Obtain and examine the log file.
Because mapped network drives exist on the server, the installation could not verify the password of [x] against the publisher [y]. Disconnect all the mapped drives, reboot the system, and rerun the installation. For details, review the log file [z].	The installation could not verify that the password on the subscriber server matches the password on the publisher database server.	Disconnect all the mapped drives, reboot the system, and rerun the installation.
Because mapped network drives exist on the server, the installation could not verify the private password phrase against the publisher [y]. Disconnect all the mapped drives, reboot the system, and rerun the installation. For details, review the log file [z].	The installation could not verify that the private password phrase on the subscriber server matches the private password phrase on the publisher database server.	Disconnect all the mapped drives, reboot the system, and rerun the installation.

Table 5-1 Installation Messages (continued)

Message	Reason	Corrective Action
The Cisco CallManager installation detected an unrecoverable error during database migration. You must revert to the original version of Cisco CallManager. For more information, refer to the <i>Installing the Operating System on the Cisco IP Telephony Applications Server</i> and <i>Upgrading Cisco CallManager</i> documents.	The installation program failed to migrate the Cisco CallManager data.	Revert to the original version of Cisco CallManager by performing the following procedures: <ul style="list-style-type: none"> <li>• Install the operating system by using the same server recovery method.</li> <li>• Install the version of Cisco CallManager that was running on your server before you attempted to upgrade.</li> <li>• Restore the Cisco CallManager data from the backup file.</li> </ul> For more information, see the <a href="#">“Reverting to the Previous Configuration After an Upgrade Attempt”</a> section on page 4-1.
You are upgrading Cisco CallManager <InstalledBUILDVERSION> to version <UpgradeBUILDVERSION> which does NOT support the following features: <ul style="list-style-type: none"> <li>• Force Authorization Code and Client Matter Codes</li> <li>• Call Block for Extension to Extension Transfer</li> </ul> If you continue to upgrade, these features will no longer be available, and any associated data will be lost. Do you want to continue the upgrade process?	If you upgrade from 3.3(4) and above to 4.0(2), you will forfeit the listed features.	None. This is an informational message.
The upgrade that you are attempting is not supported. To verify which versions of Cisco CallManager are compatible for upgrade, please refer to the Cisco CallManager Compatibility Matrix on CCO. The installation will now abort.	The version of Cisco CallManager that you are attempting to upgrade from is not supported.	Refer to <i>Cisco Compatibility Matrix</i> to review which versions are compatible for installation. To access the document, go to <a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/ccmcomp.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/ccmcomp.htm</a> .
Cisco CallManager installation failed while installing Microsoft SQL 2000. Review the Cisco CallManager installation logs to determine the cause of failure. Take appropriate action and reinstall both the Cisco IP Telephony Operating System and Cisco CallManager program. For more information refer, to the Cisco CallManager installation documents.	The following items comprise the probable cause: <ul style="list-style-type: none"> <li>• The target machine probably has a virus.</li> <li>• Cisco Security Agent, antivirus software, or other third-party application was installed and running.</li> </ul>	Review the Cisco CallManager installation to determine the cause of failure. Take appropriate action to either remove the virus or disable the specified software and then reinstall both the Cisco IP Telephony Operating System and Cisco CallManager program.

Table 5-1 Installation Messages (continued)

Message	Reason	Corrective Action
Cisco CallManager successfully installed Microsoft SQL 2000 and requires the server to be rebooted. To continue the installation, you must disable or stop any antivirus protection, intrusion detection software, and other third-party software, and then rerun the installation program. When the server reboots, you must rerun the installation program to continue your installation.	Antivirus, intrusion detection, or other third-party application was installed and running	To continue the installation, you must do the following tasks: <ol style="list-style-type: none"> <li>a. Disable or stop any antivirus or intrusion detection software, as well as any other third-party application.</li> <li>b. Rerun the installation program.</li> <li>c. After the server reboots, rerun the installation program if it does not automatically continue.</li> </ol>
Cisco CallManager installation failed while installing Microsoft SQL 2000 SP3A. Review the Cisco CallManager installation logs to determine cause of failure, take appropriate action. Download Microsoft SQL 2000 service pack 3A (or later) from Cisco.com, install it on the server, and rerun the Cisco CallManager installation program. For more information refer, to the Cisco CallManager installation documents.	The following items comprise the probable cause: <ul style="list-style-type: none"> <li>• The target machine probably has virus.</li> <li>• Cisco Security Agent, antivirus software or other third-party application was installed and running.</li> </ul>	Download Microsoft SQL 2000 service pack 3A (or later) from Cisco.com, install the service pack on the server, and then rerun the Cisco CallManager installation program.
Cisco CallManager successfully installed Microsoft SQL 2000 SP3A and requires the server to be rebooted. To continue the installation, you must disable or stop any antivirus protection, intrusion detection software, and other third-party applications, and then rerun the installation program. When the server reboots, you must rerun the installation program to continue your installation. The installation program automatically reboots the server and the installation will continue.	Antivirus, intrusion detection, or other third-party application was installed and running	To continue the installation, you must do the following tasks: <ol style="list-style-type: none"> <li>a. Disable or stop any antivirus or intrusion detection software, as well as any other third-party application.</li> <li>b. Rerun the installation program.</li> <li>c. After the server reboots, rerun the installation program if it does not automatically continue.</li> </ol>

## Resolving Name Resolution Failures

Cisco CallManager requires NetBIOS and IP name resolution. An incorrect WINS (NetBIOS) or DNS (IP) configuration could result in a service outage.

To resolve name resolution failures, consult with your network administrator to confirm NetBIOS and IP name resolution within the entire network, which includes local device IP configurations, local device name resolution (LMHOSTS and HOSTS), network-based name resolution systems (WINS and DNS) and DHCP systems.



**Note** Cisco recommends that you use either local or network-based name resolution and not both at the same time.



**Note** If you use local name resolution and you change the IP address of any server, you must update the LMHOSTS and HOSTS files of every affected server within the network accordingly. For the changes to take effect, either reboot each affected server or complete the tasks in [Step 4](#).



**Note** If you use a network-based name resolution and you change the IP address of any server, you must update the WINS and DNS (including RARP) systems. For the changes to take effect, either reboot each affected server or complete the tasks in [Step 4](#).

### Procedure

**Step 1** Obtain the IP address, hostname, and DNS suffix of each server in the cluster by using the `ipconfig /all` and `hostname` commands on each server.

**Step 2** Populate the hosts files on each server in the cluster with the names and IP addresses of all servers in the cluster. Find the hosts files in `c:\winnt\system32\drivers\etc`.

The following example illustrates a hosts file where `cm1` represents the hostname and `mydomain.com` represents the default DNS suffix or connection-specific DNS suffix from the `ipconfig /all` command output.

```
127.0.0.1 localhost
1.3.5.9 cm1 cm1.mydomain.com
1.2.4.8 cm2 cm2.mydomain.com
```

**Step 3** Populate the lmhosts files on each server in the cluster with the names and IP addresses of all servers in the cluster. Find the lmhosts files in `c:\winnt\system32\drivers\etc`.

The following example illustrates a lmhosts file where `cm1` represents the hostname.

```
1.3.5.9 cm1 #PRE
1.2.4.8 cm2 #PRE
```

**Step 4** For the changes to take effect, issue the following commands on each server:

```
ipconfig /flushdns
nbtstat -R
```



**Note** Be aware that the letter “R” is case sensitive in the command.

**Step 5** Confirm the changes were successfully loaded by performing the following procedures:

- a. Examine the output of `nbtstat -c`

The names of all other servers in the cluster should appear with a life of -1. The names appear multiple times.

The following example represents the output of the `nbtstat -c` command:

**Example 5-1 NetBIOS Remote Cache Name Table**

Name		Type	Host Address	Life [sec]
CM2	<03>	UNIQUE	1.3.5.9	-1
CM2	<00>	UNIQUE	1.3.5.9	-1
CM2	<20>	UNIQUE	1.3.5.9	-1
CM1	<03>	UNIQUE	1.2.4.8	-1
CM1	<00>	UNIQUE	1.2.4.8	-1
CM1	<20>	UNIQUE	1.2.4.8	-1

- b. Examine the output of `ipconfig /displaydns`. You should have at least one forward and one reverse entry for every server in the cluster. The following example contains two forward entries and two reverse entries per server.

**Forward Entries**

```

cml.mydomain.com.
-----
Record Name . . . . . : cml.mydomain.com
Record Type . . . . . : 1
Time To Live . . . . . : 30682708
Data Length . . . . . : 4
Section . . . . . : Answer
A (Host) Record . . . :
>                               1.2.4.8
cml.
-----
Record Name . . . . . : cml
Record Type . . . . . : 1
Time To Live . . . . . : 30682708
Data Length . . . . . : 4
Section . . . . . : Answer
A (Host) Record . . . :
>                               1.2.4.8

```

**Reverse Entries**

```

8.4.2.1.in-addr.arpa.
-----
Record Name . . . . . : 8.4.2.1.in-addr.arpa
Record Type . . . . . : 12
Time To Live . . . . . : 30682708
Data Length . . . . . : 4
Section . . . . . : Answer
PTR Record . . . . . :
>                               cml

Record Name . . . . . : 8.4.2.1.in-addr.arpa
Record Type . . . . . : 12
Time To Live . . . . . : 30682708
Data Length . . . . . : 4
Section . . . . . : Answer

```

PTR Record . . . . . :  
cm1.mydomain.com

---

## Disabling the Restrict CD-ROM Access to Locally Logged-On User Only Security Policy

If you receive the error message that the local security policy “Restrict CD-ROM access to locally logged-on user only” is enabled, you must disable the setting, reboot the server, and rerun the Cisco CallManager installation. Use the following procedure to disable the security policy.

### Procedure

---

- Step 1** To open the Local Security Policy utility, choose **Start > Programs > Administrative Tools > Local Security Policy**.
  - Step 2** Expand the Local Policies folder in the left pane and choose the Security Options folder.
  - Step 3** In the right pane, choose the **Restrict CD-ROM access to locally logged-on user only** policy and press **Enter**.  
The Local Security Policy dialog box displays.
  - Step 4** Choose the **Disabled** radio button and click **OK**.
  - Step 5** Exit the Local Security Policy utility.
  - Step 6** Reboot the server.
  - Step 7** Restart the Cisco CallManager installation.
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