



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"> (1) Reboot the server. (2) Log in as the administrator. (3) Rerun the installation program. <p>Note You may need to re-enter your data in order to resume the installation.</p>	<p>Consider this to be an informational message only.</p>	<p>To continue the installation, click OK.</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 message displays when you install Cisco Unified 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 Unified 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)*

Message	Reason	Corrective Action
The passwords that you entered do not match.	This 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 Unified CallManager.
You are not logged on as ‘Administrator’. You must log in by using local Administrator user name and password to install Cisco Unified 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 Unified CallManager.	You do not have administrative privileges.	Log in to the server with an account that has administrative privileges.
Windows 2003 Server is not installed. You must install operating system supplied by Cisco before you can install Cisco Unified CallManager. For more information, refer to the <i>Installing the Operating System on the Cisco IP Telephony Applications Server</i> and <i>Upgrading Cisco Unified CallManager</i> documents. The installation will now abort.	You did not install the appropriate version of the operating system.	Make sure that you installed the operating system version 2003.1.1 (or later) on all dedicated and coresident servers. Upgrade to 2003.1.1 (or later) and install the latest service release before installing Cisco Unified CallManager.
You must install Cisco Unified CallManager by double clicking CCMSetup.exe.	You tried to install Cisco Unified CallManager by double clicking the msi file that is part of the Cisco Unified CallManager package.	Double-click the CCMSetup.exe file.
Cisco Unified CallManager could not install the SUN Microsystems JRE component. Review the Cisco Unified CallManager installation logs to determine cause of failure, take appropriate action. For more information refer, to the Cisco Unified CallManager installation documents.	JRE installation failed.	Obtain and examine the log file.

Table 5-1 *Installation Messages (continued)*

Message	Reason	Corrective Action
Cisco Unified 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 Unified 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 Unified CallManager requires the server to be rebooted to continue the installation.	Reboot the server and log in with administrator privileges. The installation program continues automatically.
You must apply SQL 2000 Service Pack 4 (or later) before proceeding with this installation.	You did not install Microsoft SQL 2000 Service Pack 4.	Install Microsoft SQL 2000 Service Pack 4 and perform the Cisco Unified CallManager upgrade.
The installation program could not detect a valid version of Microsoft SQL 2000. Ensure that the server has a valid Cisco Unified 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 Unified 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 Unified CallManager installation. All other installed third-party applications must be uninstalled before proceeding with the Cisco Unified 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 Partner Applications) or platform agents that are installed on the server, you must disable/uninstall them and stop the services.
Because the <BUILDVERSION> of this Cisco Unified CallManager MSI package is not compatible with the Cisco Unified CallManager setup file (ccmsetup.exe), make sure that you are using the ccmsetup.exe that was distributed with this version of Cisco Unified CallManager. The installation will now abort.	This message indicates that the MSI package is not compatible with the Cisco Unified CallManager setup file.	Use the ccmsetup.exe file that was distributed with this version of Cisco Unified CallManager.

Table 5-1 Installation Messages (continued)

Message	Reason	Corrective Action
You are attempting to upgrade Cisco Unified CallManager <InstalledBUILDVERSION> to version <UpgradeBUILDVERSION>. Direct upgrades from this version of Cisco Unified CallManager are not supported. You must first upgrade to a compatible Cisco Unified CallManager version before upgrading to this version. The installation will now abort.	You tried to upgrade from a version other than Cisco CallManager 3.3, Cisco Unified CallManager 4.0, or Cisco Unified CallManager 4.1.	Upgrade to Cisco CallManager 3.3, Cisco Unified CallManager 4.0, Cisco Unified CallManager 4.1, or Cisco Unified CallManager 4.2 before attempting to upgrade to Cisco Unified CallManager 4.3.
You are attempting to upgrade Cisco Unified 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 Unified 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 Cisco Unified CallManager 4.2(3) by using the package for web (PFW) download file.	You must use the upgrade CD-ROM disks from the Cisco Unified CallManager 4.2(3) software kit. Contact your Cisco account representative.
Configuration changes to the Cisco Unified 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 Unified CallManager during installation.	You do not need to take any corrective action.
Cisco Unified 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 Unified CallManager with the current settings.

Table 5-1 Installation Messages (continued)

Message	Reason	Corrective Action
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 Unified 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 Unified 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 OK . To abort the installation, click Cancel .	Consider this to be an informational message only.	Cisco recommends that you click OK to continue the installation.
This release of Cisco Unified CallManager is not supported on this server model. The installation will now abort.	You cannot install this version of Cisco Unified CallManager on this server.	Refer to the <i>Cisco Unified CallManager Compatibility Matrix</i> for a list of servers on which you can install this version of Cisco Unified CallManager. To obtain the most recent version of this document, go to http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/ccmcomp.htm .
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 Upgrading Cisco Unified CallManager guide.	You attempted an upgrade by using the web file from Cisco.com and do not have enough free disk space.	Create 3.0 gigabytes of available disk space 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 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 Upgrading Cisco Unified CallManager guide.	You attempted an upgrade by using the CD ROM disks, but you do not have enough free disk space.	Create 3.0 gigabytes of available disk space and restart the installation program.

Table 5-1 *Installation Messages (continued)*

Message	Reason	Corrective Action
This version of Cisco Unified CallManager is currently installed.	This message displays when you attempt to install the same version of Cisco Unified 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 Unified CallManager after a successful installation of a later version.	Remove the disk from the drive.
Cisco Unified CallManager install did not complete successfully. Review the log file for more information.	The Cisco Unified 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 Unified CallManager installation package to the server.	Copy the complete installation package to the server and rerun the Cisco Unified CallManager installation.
Error opening MSI package	Cisco Unified CallManager Setup cannot find the MSI package.	This message displays if you encounter a media problem; insert the disk again.
This package has already been installed.	This message displays when you attempt to install the same version of Cisco Unified CallManager again after a successful installation.	Remove the disk from the drive.
An unexpected error occurred.	An error occurred during the Cisco Unified 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.
An unexpected error occurred while constructing package name.	An error occurred during the Cisco Unified CallManager setup.	Obtain and examine the log file.
The local security policy “Restrict CD-ROM access to locally logged-on user only” is enabled. This setting interferes with the Cisco Unified CallManager installation. Please disable this setting using the Local Security Policy utility, reboot, and rerun the Cisco Unified CallManager installation.	This message tells you that 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 Unified CallManager installation. For more information, see the “Resolving Name Resolution Failures” section on page 5-16.
Failure occurred trying to get DBNAME value from registry. Aborting Cisco Unified CallManager installation.	The installation could not read DBNAME value from registry on the local machine.	Reboot the server and rerun the Cisco Unified CallManager installation.
Failure occurred trying to validate the format of DBNAME value. Aborting Cisco Unified 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.

Table 5-1 Installation Messages (continued)

Message	Reason	Corrective Action
<p>Current OS version does not meet minimum requirements. This version of CallManager requires the minimum OS version to be <MinOSVersion>. The minimum baseline OS image version is <MinOSBaseVersion>.</p> <p>For more information, refer to the “Installing the Operating System on the Cisco IP Telephony Applications Server and Upgrading Cisco Unified CallManager” documents. The installation will now abort.”</p>	<p>Cisco Unified CallManager Release 4.3(1) requires Cisco-provided operating system version 2003.1.1 or later.</p>	<p>Refer to <i>Cisco Compatibility Matrix</i> to review which versions are compatible for installation. To access the document, go to http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/ccmcomp.htm.</p> <p>For installation information, refer to the <i>Installing the Operating System on the Cisco Unified Communications Applications Server</i> and <i>Upgrading Cisco Unified CallManager</i> documents.</p>
<p>Installing Cisco Unified CallManager using Terminal Services is not allowed. Install will now abort.</p>	<p>Cisco does not support Terminal Services for Cisco Unified CallManager installations, upgrades, or configuration tasks.</p> <p>Cisco Technical Assistance Center (TAC) uses Terminal Services for remote management and troubleshooting tasks.</p>	<p>If you want to use Virtual Network Computing (VNC), obtain the most recent version of the documentation at http://www.cisco.com/univercd/cc/td/doc/product/voice/ipstel_os/index.htm.</p>
<p>Failed to launch <name of executable>, aborting install</p>	<p>The installation attempted to launch the executable, and the launch failed.</p>	<p>Obtain and examine the log file. You may have a media problem.</p>
<p>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 Unified CallManager install.</p>	<p>The DC Directory installation failed.</p>	<p>Obtain and examine the log file.</p>
<p>The Cisco Unified 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 Unified CallManager document.</p>	<p>The Cisco Unified CallManager installation failed to copy files to your server.</p>	<p>Stop all platform agents and Cisco-verified applications and restart the installation.</p>
<p>Failure occurred during the Cisco Unified CallManager installation. Please look at the Cisco Unified CallManager installation log file for details. Aborting Cisco Unified CallManager installation.</p>	<p>The Cisco Unified CallManager installation detected an error while copying files.</p>	<p>Stop all platform agents and Cisco-verified applications and restart the installation.</p> <p>Obtain and examine the log file.</p>

Table 5-1 Installation Messages (continued)

Message	Reason	Corrective Action
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 who is installing Cisco Unified 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"> No network connectivity exists between the publisher database server and the subscriber server. The username and/or password of the user who is installing Cisco Unified CallManager on the subscriber server does not match the username and/or password on the publisher database server. You entered the incorrect publisher database server name. 	Do each of the following tasks: <ul style="list-style-type: none"> Verify the connection between the publisher database server and subscriber server. Make sure that you installed Cisco Unified CallManager on the publisher database server and subscriber server by using the Administrator username and password. Make sure that you entered the correct publisher database server name.
The private password phrase does not match the private password phrase on the publisher [X]. For details, review the log file [Y].	During the subscriber server installation, one of the following problems occurred: <ul style="list-style-type: none"> The passwords of the NT service accounts did not match. You entered the incorrect publisher database server name You entered a different private password phase on the publisher database server than you did on the subscriber server. 	Do each of the following tasks: <ul style="list-style-type: none"> Make sure that a trusted connection exists between the subscriber server and the publisher database server. Make sure that you entered the correct publisher database server. Make sure that you entered the same private password phrase that you entered on the publisher database server.

Table 5-1 *Installation Messages (continued)*

Message	Reason	Corrective Action
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>.	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. The following list gives the probable causes: <ul style="list-style-type: none"> • The publisher or the subscriber server was in a domain during the installation. • Some local security policy settings on the machine prevented the installation program from performing this operation.
Either the passwords do not match on the publisher [servername], or a network connectivity error occurred.	During the subscriber server installation, one of the following errors occurred: <ul style="list-style-type: none"> • Network connectivity failed. • You entered a NT service account password that does not match the password on the publisher database server. • You did not enter the correct name of the publisher database server. 	Do all of the following tasks: <ul style="list-style-type: none"> • Verify the connection between the subscriber and publisher database servers. • Make sure that you enter the same NT service account password that you entered on the publisher database server. • Make sure that you enter the correct publisher database server name.
The installation failed to verify the Cisco Unified 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.
The Cisco Unified 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 Unified CallManager version before you continue.	You attempted to install a different version of Cisco Unified CallManager on the subscriber database server than you installed on the publisher database server.	Install the same version of Cisco Unified CallManager on the subscriber database server that you installed on the publisher database server.

Table 5-1 Installation Messages (continued)

Message	Reason	Corrective Action
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 Unified 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 Unified CallManager on the subscriber database servers. If this is a subscriber database server, go to a command window and enter dcdrepl trigger all . 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 Unified CallManager installation failed to stop <list of services> service(s). Please reboot the server, manually stop the service(s), and rerun the Cisco Unified 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 Unified 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 “Resolving Name Resolution Failures” section on page 5-16.
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 “Resolving Name Resolution Failures” section on page 5-16.

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

Message	Reason	Corrective Action
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 Unified CallManager publisher server failed.	Verify that you correctly entered the publisher server name. To verify the hosts file, see the “Resolving Name Resolution Failures” section on page 5-16.
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 “Resolving Name Resolution Failures” section on page 5-16.
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.
The Cisco Unified CallManager installation detected an unrecoverable error during database migration. You must revert to the original version of Cisco Unified CallManager. For more information, refer to the <i>Installing the Operating System on the Cisco Unified Communications Applications Server</i> and <i>Upgrading Cisco Unified CallManager</i> documents.	The installation program failed to migrate the Cisco Unified CallManager data.	<p>Revert to the original version of Cisco Unified CallManager by performing the following procedures:</p> <ul style="list-style-type: none"> • Install the operating system by using the same server recovery method. • Install the version of Cisco Unified CallManager that was running on your server before you attempted to upgrade. • Restore the Cisco Unified CallManager data from the backup file. <p>For more information, see the “Reverting to the Previous Configuration After an Upgrade Attempt” section on page 4-1.</p>

Table 5-1 Installation Messages (continued)

Message	Reason	Corrective Action
<p>You are upgrading Cisco Unified CallManager <InstalledBUILDVERSION> to version <UpgradeBUILDVERSION> which does NOT support the following features:</p> <ul style="list-style-type: none"> • Force Authorization Code and Client Matter Codes • Call Block for Extension to Extension Transfer <p>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?</p>	<p>If you upgrade from release 3.3(4) and above to 4.0(2), you will forfeit the listed features.</p>	<p>None. Consider this to be an informational message.</p>
<p>The upgrade that you are attempting is not supported. To verify which versions of Cisco Unified CallManager are compatible for upgrade, please refer to the Cisco Unified CallManager Compatibility Matrix on CCO. The installation will now abort.</p>	<p>This message indicates that the version of Cisco Unified CallManager from which you are attempting to upgrade is not supported.</p>	<p>Refer to <i>Cisco Unified CallManager Compatibility Matrix</i> to review which versions are compatible for installation. To access the document, go to http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/ccmcomp.htm.</p>
<p>Cisco Unified CallManager installation failed while installing Microsoft SQL 2000. Review the Cisco Unified CallManager installation logs to determine the cause of failure. Take appropriate action and reinstall both the Cisco Unified Communications Operating System and Cisco Unified CallManager program. For more information refer, to the Cisco Unified CallManager installation documents.</p>	<p>The following items comprise the probable causes:</p> <ul style="list-style-type: none"> • The target machine probably has a virus. • Cisco Security Agent, antivirus software, or other third-party application was installed and running. 	<p>Review Cisco Unified 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 Unified Communications Operating System and Cisco Unified CallManager program.</p>
<p>Cisco Unified 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.</p>	<p>This message indicates that the antivirus, intrusion detection, or other third-party application was installed and running</p>	<p>To continue the installation, you must do the following tasks:</p> <ol style="list-style-type: none"> Disable or stop any antivirus or intrusion detection software, as well as any other third-party application. Rerun the installation program. After the server reboots, rerun the installation program if it does not automatically continue.

Table 5-1 *Installation Messages (continued)*

Message	Reason	Corrective Action
Cisco Unified CallManager installation failed while installing Microsoft SQL 2000 SP4. Review the Cisco Unified CallManager installation logs to determine cause of failure, take appropriate action. Download Microsoft SQL 2000 service pack 4 (or later) from Cisco.com, install it on the server, and rerun the Cisco Unified CallManager installation program. For more information refer, to the Cisco Unified CallManager installation documents.	The following items comprise the probable causes: <ul style="list-style-type: none"> • The target machine probably has a virus. • Cisco Security Agent, antivirus software, or other third-party application was installed and running. 	Download Microsoft SQL 2000 service pack 4 (or later) from Cisco.com, install the service pack on the server, and then rerun the Cisco Unified CallManager installation program.
Cisco Unified CallManager successfully installed Microsoft SQL 2000 SP4 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.	This message indicates that the 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"> a. Disable or stop any antivirus or intrusion detection software, as well as any other third-party application. b. Rerun the installation program. c. After the server reboots, rerun the installation program if it does not automatically continue.
Cisco Unified CallManager could not install the Microsoft MDAC Hotfix MS04-003 at this time. When the installation has finished, please reapply the latest Cisco OS Upgrade Service Release. For more information refer to the Cisco Unified CallManager installation documents.	This message indicates that the hotfix timeout of 1800 seconds expired, or Microsoft SQL Server 2000 Service Pack 4 already has been installed on the system.	This condition does not affect the Cisco Unified CallManager installation, but when the installation finishes, reapply the latest Cisco OS Upgrade Service Release. If Microsoft SQL Server 2000 SP 4 is already installed, you can ignore this message.

Table 5-1 Installation Messages (continued)

Message	Reason	Corrective Action
<p>Cisco Unified CallManager could not install the Microsoft SQL 2000 Hotfix MS03-031.</p> <p>When the installation has finished, download the SQL 2000 Hotfix MS03-031 from cisco.com, and manually install it.</p> <p>For more information refer to the Cisco Unified CallManager installation documents.</p>	<p>The Microsoft SQL Hotfix MS03-031 installation failed, possibly because Cisco CSA or an antivirus software was installed and running or because Microsoft SQL Server 2000 Service Pack 4 already has been installed on the system.</p>	<p>This situation does not affect the Cisco Unified CallManager installation. When the installation finishes, disable Cisco CSA or the antivirus software, download the SQL 2000 Hotfix MS03-031 from cisco.com, and manually install it. You can reenable Cisco CSA and the antivirus software after installing the hotfix.</p> <p>If Microsoft SQL Server 2000 SP 4 is already installed, you can ignore this message.</p> <p>You can download the file SQL2K-MS03-031.exe at http://www.cisco.com/cgi-bin/tablebuild.pl/cmva-3des-archive</p>
<p>The installation program detected an insufficient amount of memory for this version of Cisco Unified CallManager to function properly on this server. You may continue installing this version on a subscriber server, but you must increase the amount of memory on this server to a minimum of 2 GB after the installation to avoid any system problems.</p>	<p>The server does not meet the minimum memory requirement.</p>	<p>You may continue the installation, but Cisco recommends that you increase the memory on this server to a minimum of 2 GB after the installation to avoid system problems.</p>
<p>The installation program detected an insufficient amount of memory for this version of Cisco Unified CallManager to function properly on this server. Please increase the amount of memory you have on this server to a minimum of 2 GB before you install this version of the program.</p>	<p>The server does not meet the minimum memory requirement.</p>	<p>Increase the memory on this server to a minimum of 2 GB before you install Cisco Unified CallManager.</p>
<p>DBAccess Failure Attempt to access the database has failed. Collect <code>c:\install\dbinstall\dbinstallxxx.txt</code> for diagnosis.</p>	<p>During subscriber installation, this message occurs if issues exist in the replication of databases between the subscriber and publisher database servers or if you did not enter the correct name of the publisher database server.</p>	<p>Verify the replication between the publisher database server and subscriber server and make sure that you entered the correct publisher database server name. To verify the hosts and lmhosts files, see the “Resolving Name Resolution Failures” section on page 5-16.</p>

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

Message	Reason	Corrective Action
BARS is not installed. Install BARS first before continuing	Because BARS software is not installed on the system, the user needs to install a supported version of BARS before Cisco Unified CallManager install.	Install a supported version of BARS. Refer to the <i>Cisco Unified CallManager Compatibility Matrix</i> for a list of versions which you can install. To obtain the most recent version of this document, go to http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/ccmcomp.htm .
BARS installed version did not meet the minimum supported version requirement. Install the correct BARS version before continuing.	The installed BARS version did not meet the minimum support requirement. User will need to install the minimum support BARS version.	Install a supported version of BARS. Refer to the <i>Cisco Unified CallManager Compatibility Matrix</i> for a list of versions which you can install. To obtain the most recent version of this document, go to http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/ccmcomp.htm .
The Backup Archive file did not created by using the minimum supported BARS version. Use the correct BARS version to create the backup archive file before continuing.	The Backup archive does not get created by using the minimum supported BARS version.	Install a supported version of BARS. Refer to the <i>Cisco Unified CallManager Compatibility Matrix</i> for a list of versions which you can install. To obtain the most recent version of this document, go to http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/ccmcomp.htm .
BARS installed version is older version than the BARS version that was used to create the Backup Archive file. Install the correct BARS version before continuing.	The BARS software version on the system is older than the BARS version that was used to create the Backup Archive file.	Install the same version of BARS that you used to create the backup archive file.
A function call error occurred.	An exception occurred when Cisco Unified CallManager install tried to execute the BARS API function.	Contact Cisco Technical Support.
An error occurred.	This should never happen. This represents an unknown situation.	Contact Cisco Technical Support.
The BARS Backup file was not taken from this computer, or the computer name is wrong. Correct the problem before continuing.	The Computer name does not match to the backup archive data.	Locate the backup file taken from this computer, or make sure that the computer name matches the backup archive data.

Table 5-1 Installation Messages (continued)

Message	Reason	Corrective Action
The Backup Archive Cisco Unified CallManager version is not a supported upgrade version. Correct the problem before continuing.	The Backup CallManager version does not represent a support upgrade version; for example, 3.2(3).	Create a backup with a supported version of BARS. Refer to the <i>Cisco Unified CallManager Compatibility Matrix</i> for a list of versions which you can install. To obtain the most recent version of this document, go to http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/ccmcomp.htm .
The Database name does not appear in BARS Backup file.	The system cannot retrieve the database name from the backup archive file; for example, CCM0300.	Contact Cisco Technical Support.
The backup file does not exist on the local machine.	The backup file does not exist on the local hard drive. Currently, the archive file needs to reside on the local drive before doing the Cisco Unified CallManager install.	Put the archive file on the local drive before continuing the installation.
Input the full path backup file name.	This situation happens when user enters the archive file name on the edit box without supplying the full path name.	Enter the full path to the archive file, not just the archive file name.
The Backup Archive Cisco Unified CallManager Version is not a supported upgrade version. Verify the supported upgrade version matrix from CCO. Continue to do the upgrade at your own risk. Do you want to continue? <Yes/No>	This popup message will display if the Backup archive Cisco Unified CallManager is not a supported version but falls in the range of 3.3(0.0) and 4.2(65535, 65535). The current support Cisco Unified CallManager upgrade version comprises 3.3(5), 4.0(2)a, 4.1(3), 4.2(1), 4.2(2), and 4.2(3).	Create a backup file with a supported version of BARS. Refer to the <i>Cisco Unified CallManager Compatibility Matrix</i> for a list of supported versions. To obtain the most recent version of this document, go to http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/ccmcomp.htm .

Resolving Name Resolution Failures

Cisco Unified 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

Example 5-1 NetBIOS Remote Cache Name Table (continued)

Name		Type	Host Address	Life [sec]
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 . . . . . :
cml.mydomain.com
```

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

If you receive the 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 Unified 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 Unified CallManager installation.
-

