
Product Name: SQL CD Reuse Utility Tool – Version 2.0.3.0

Purpose of the tool:

The basic purpose of this tool is to help the user in reusing a Cisco supplied SQL2000 CD (already available with the user) for installation of SQL 2000 server on a Cisco Customer Response Solutions(CRS) installed machine during the below mentioned situations:

1. The user has been using CRS and plans for an upgrade to a higher compatible release and the upgrade requires installation of SQL server 2000 again (after re-installing OS and CRS). The following scenarios would come into picture here:

- a.) Upgrade from CRS 4.0(x) to CRS 4.1
- b.) Upgrade from CRS 4.0(x) to CRS 6.0(1)
- c.) Upgrade from CRS 4.5(x) to CRS 5.0(x)
- d.) Upgrade from CRS 4.1(x) to CRS 6.0(1)
- e.) Upgrade from CRS 4.5(x) to CRS 7.0(1)
- f.) Fresh Install of CRS 4.1(1) with SQL 2K versions (4.0(4), 4.5(2) and 5.0(1))
- g.) Fresh Install of CRS 4.5(2) with SQL 2K versions (4.0(4), 4.1(1) and 5.0(1))
- h.) Fresh Install of CRS 5.0(1) with SQL 2K versions (4.0(4), 4.1(1), 4.5(2) and 5.0(1))
- i.) Fresh Install of CRS 5.0(2) with SQL 2K versions (4.0(4), 4.1(1), 4.5(2) and 5.0(1))
- j.) Fresh Install of CRS 6.0(1) with SQL 2K versions (4.0(4), 4.1(1), 4.5(2) and 5.0(1))
- k.) Fresh Install of Unified CCX 7.0(1) with SQL 2K versions (4.0(4), 4.1(1), 4.5(2), 5.0(1), 5.0(2))

2. The user has been using MSDE and also has a Cisco Supplied SQL CD with him/her and plans for an upgrade to a higher release with the intention of moving from MSDE to SQL 2000 server after the CRS upgrade.

Target Customers:

This software utility is intended for customers running on CRS 4.0(x), 4.1, 6.0(1), 4.5(x), 5.0(x) and planning for an upgrade to a compatible release.

Version of this tool

To view the version of this tool, perform the following steps:

1. Right-click on the **sqlutiltool.exe** and select **Properties**.
2. Select the **Version** tab. The **File version** field shows the version number of this tool as shown in Figure 1.

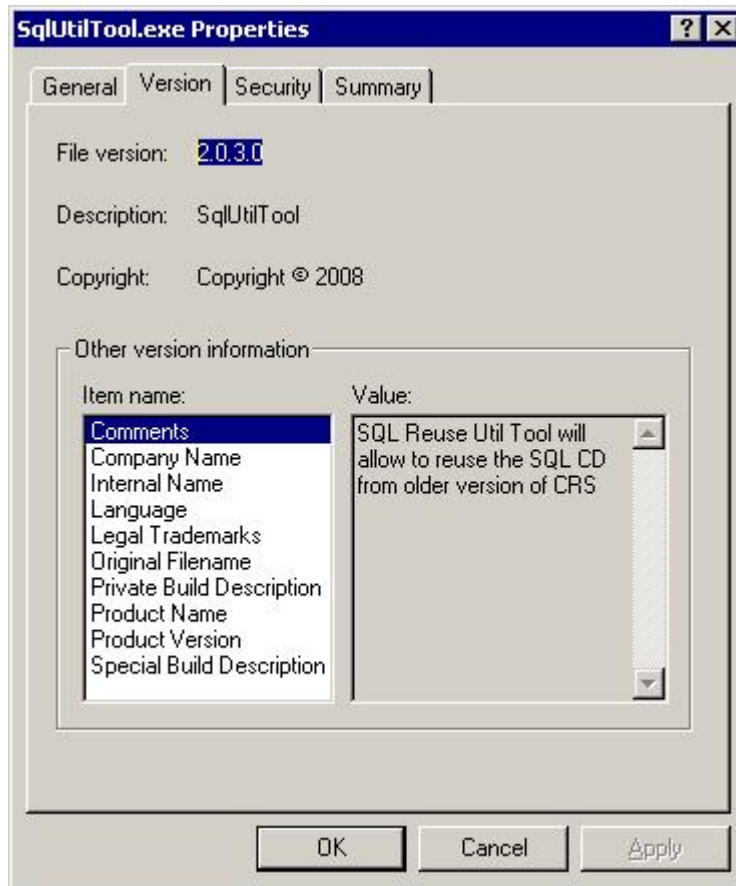


Figure 1 – SqlUtilTool.exe Properties

Installation steps:

1. Insert the Cisco supplied SQL 2000 CD into the CD drive [Do not launch anything from the CD manually]. Please use the SQL CD that was supplied by Cisco for the earlier release (i.e. the release from which you are upgrading to the present one).
2. Cancel out any dialogs which could pop up as a result of the Autorun of this CD before running this utility.

3. Download the SQL2K.zip file from CCO.
4. Extract the SQL2K.zip file contents into a folder under C:\ (Using the WinZip extract to here option, such that the folder structure will be C:\SQL2K after extraction) and run the **SqlUtilTool.exe** file. It is mandatory that SQL2K.zip is extracted under C:\.
5. A message pops up saying the installation has started and you have to click “yes” if you wish to continue or click “no” if you want to abort.
6. A warning message asks you to disable the antivirus and CSA . Disable CSA and antivirus and proceed by clicking OK. The SQL installation would start off once you click "OK". Please be aware that the SQL Installation is going on in the background and no dialogs would be seen during the course of the installation.

The following two messages will be seen only when the SqlUtilTool.exe is run on CRS 5.0 or Unified CCX 7.0(1).

6a. A timed message pops up telling you that the db_cra is expanding.

6b. After db_cra expansion is complete another timed message pops up saying that the db_cra_repository is expanding. For a CRS 5.0 and Unified CCX 7.0 machine, the utility does both the SQL installation and DB Expansion jobs.

For further information on SQL installation on a CRS 5.0 installed server, please refer the CRS 5.0 install guide: [Cisco CRS Installation Guide 5.0\(1\)](#)

For further information on SQL installation on a Unified CCX 7.0 installed server, please refer the Unified CCX 7.0 install guide: [Cisco Unified CCX Installation Guide 7.0\(1\)](#)

7. Once the installation is over, message pops up stating that SQL installation is successful.
8. Reboot the machine after the successful SQL 2000 installation.

For releases other than CRS 5.0 and Unified CCX 7.0:

- a. After reboot, do the initial CRS setup by logging into Cisco CRS Application Administration Page.
- b. At the stage of component activation(server setup), do as instructed by the pop-up.

For further information, please refer the Installation Guides, for the corresponding release to which you are upgrading, at the following URL.

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/prod_installation_guides_list.html

9. A log file **SQL2KUTIL.log** will be created under C:\.
The user is intimated with the failure message in case of a failed installation.

Open Caveats:

CSCsj95450 - CRS 60 build 35 SQL 2k install error - installer fails towards the end

Workaround:

You will have to re-image the server by re-installing Windows OS, install CRS over it and then start off with the SQL 2000 installation over this using the steps mentioned above in the "Installation steps" section.

The following link provides the release note enclosure for this defect:

[CDETS CSCsj95450 RNE](#)

Note:

1. Users upgrading from MSDE to SQL 2000 and having a Cisco supplied SQL 2000 CD can use this utility but should take a backup of their MSDE data using the BARS in the case of CRS 4.0(x), 4.1 or 6.0 and Backup and Restore option in the CRS Application Administration page in the case of CRS 5.0(x) and Unified CCX 7.0(1), before starting off with the SQL installation.
2. This SQL Utility would work only with a Cisco supplied SQL 2000 server installation CD.
3. The Utility is not compatible with the CRS 3.x SQL CDs. So the user who is having 3.x SQL installer CD cannot use this utility to install SQL.
4. Timed messages do not require user intervention. They close by themselves even if the user does not click OK.
5. If the user is using this utility for SQL installation with CRS 5.0(x) and Unified CCX 7.0(1), the DB expansion phase would be taken care by this utility itself. For releases other than 5.0(x) and 7.0(1), the user has to follow the procedure mentioned in the install guide after installing SQL using this utility.