

# User Rights for the Installation of ICM/IPCC Enterprise and Hosted Editions Version 7.x

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## Introduction

This document explains why the installation of Cisco Intelligent Contact Management (ICM)/IP Contact Center (IPCC) Enterprise and Hosted Editions version 7.x fails when the user does not have enough privileges. This document also provides a solution to the problem.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco ICM/IPCC Enterprise and Hosted Edition
- Microsoft Active Directory

### Components Used

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

- Cisco ICM/IPCC Enterprise and Hosted Editions version 7.x

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

### Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

## Problem

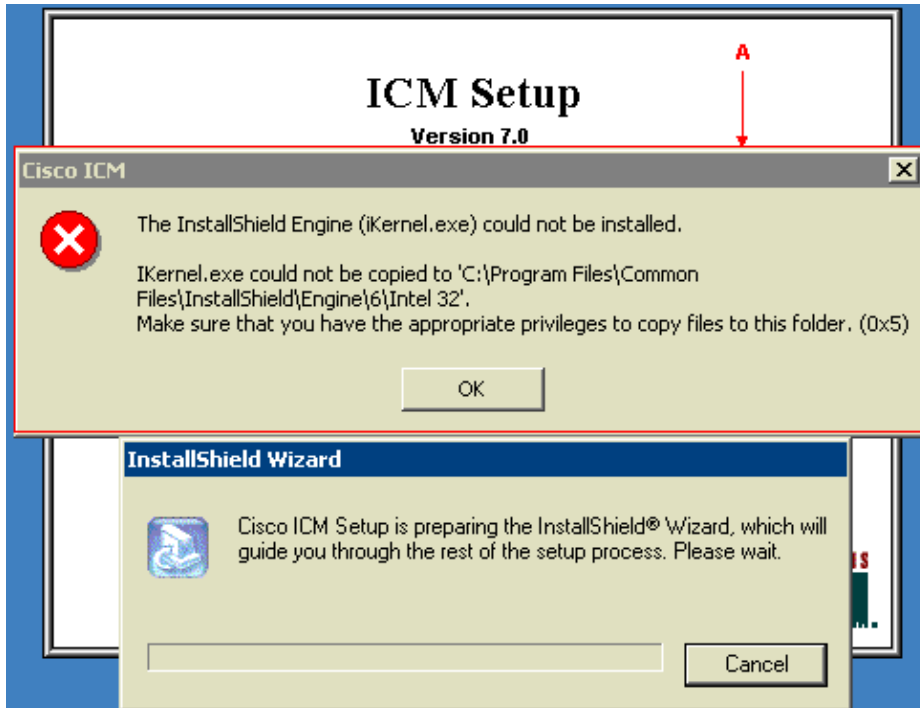
When you install Cisco ICM/IPCC Enterprise and Hosted Editions version 7.x, the setup fails with this error message:

Make sure that you have the appropriate privileges to copy files to this folder. (0x5)

Here is the sequence of steps to reproduce this problem:

1. Log into the system with the credentials of a user who belongs only to the domain user group in the Active Directory domain.
2. Insert the CD for the installation of Cisco ICM/IPCC Enterprise edition, version 7.0.
3. Run **setup.exe** on the CD.
4. The setup fails immediately, and an error message appears (see arrow A in Figure 1).

**Figure 1 ICM Setup Failure**



## Cause

This error occurs when the user who logs into the system to perform the installation does not have appropriate privileges to copy files to the ICM/IPCC Enterprise server. The user only possesses privileges assigned to the domain user group. In order to install the ICM/IPCC Enterprise and Hosted Editions version 7.x successfully, the user must also have local administrative rights on the ICM/IPCC Enterprise server.

## Solution

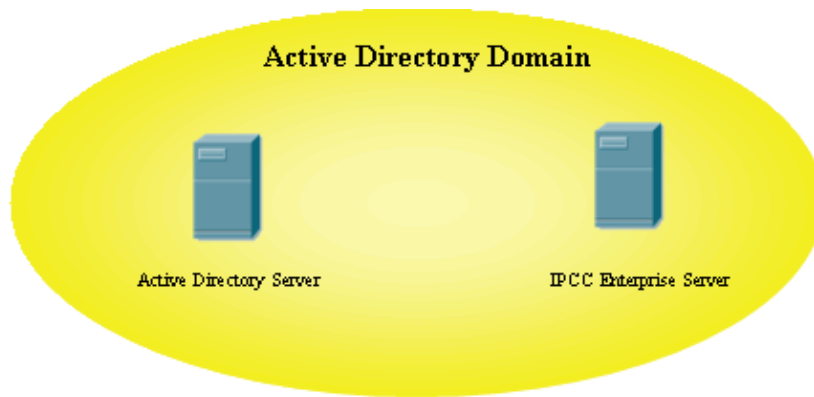
This section provides the procedure to ensure that the user who performs the installation is a member of both the domain user group and the administrative group.

For the success of the installation:

- The user must be a member of the domain user group on the Active Directory server.
- The user must have local administrative privileges on the ICM/IPCC Enterprise server.

Complete these steps to create a user with the appropriate installation privileges:

**Figure 2 When the Active Directory and ICM/IPCC Enterprise Server Run on Different Systems**



1. Log into the Active Directory server with the credentials of a user who possesses domain administrative rights.
2. Select **Start > Programs > Administrative Tools > Active Directory Users and Computers**.
3. Create a user. By default, this user is a member of the domain user group.
4. Log into the ICM/IPCC Enterprise server with the credentials of a user who possesses local administrative rights.
5. Select **Start > Programs > Administrative Tools > Computer Management**.
6. Expand **System Tools and Local Users and Groups** in the left pane.
7. Click **Groups**.
8. Double-click **Administrators** in the right pane, and add the new user to the Administrators group.

The new user can now successfully run the setup for Cisco ICM/IPCC Enterprise and Hosted editions version 7.x.

## Related Information

- [Upgrade Guide for Cisco ICM/IPCC Enterprise & Hosted Editions](#)
- [Technical Support & Documentation – Cisco Systems](#)

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