

# Unified Web and E-Mail Interaction Manager 4.2(4) and 4.2(5) Upgrade Fails due to License Error

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## [Introduction](#)

Cisco Unified Web and E-Mail Interaction Manager Version 4.2(4)/4.2(5) upgrade fails due to this license error:

```
I18N_EGPL_LICENSE-INVALID_LICENSE_KEY
```

This document describes how to troubleshoot the issue.

## [Prerequisites](#)

## [Requirements](#)

Cisco recommends that you have knowledge of [Installing Cisco Unified Web and E-Mail Interaction Manager](#) .

## [Components Used](#)

The information in this document is based on the Cisco Unified Web and E-Mail Interaction Manager version 4.2(4) and 4.2(5).

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.

## Error: I18N\_EGPL\_LICENSE-INVALID\_LICENSE\_KEY

Cisco Interaction Manager services fail to start, and the log files show this error:

```
I18N_EGPL_LICENSE-INVALID_LICENSE_KEY
```

This error occurs in 4.2(4) when new license files are procured via the license generator and applied to 4.2(4). In 4.2(5), this occurs if regional settings are not set to U.S.

This issue is a documented bug: Cisco Bug ID [CSCsv80688](#) ([registered](#) customers only) .

## Solutions

### Solution 1 - CIM 4.2(4)

**Note:** The Engineering Special (ES) for the Cisco Unified Web and E-Mail Interaction Manager(EIM\WIM) 4.2(4) release is posted at [Software Downloads](#) ([registered](#) customers only) . Ensure that Cisco Interaction Manager 4.2(4) ES13 have been installed before you begin this procedure.

For Cisco Unified Web and E-Mail Interaction Manager 4.2(4), complete these steps:

1. Stop Cisco Interaction Manager services on all servers.
2. Backup the *bin*, *config*, and *lib* directories to a secure location.
3. Replace the bin, config, and lib directories. In order to replace the current bin, config, and lib directories, copy the contents of the *FileServer* directory into the *eService* folder on the file server. The *eService* folder is located in the directory in which EIM\WIM is installed (<*CIM\_INSTALL\_DIR*>/*eService*).
4. In the *bin\ipcc\upgrade\upgradeLicenses.bat* file, set the appropriate values for `INSTALL_DIR` and `JAVA_VM_HOME` as shown in this example:

```
SET INSTALL_DIR=D:\CIM\eService
SET JAVA_VM_HOME=C:\BEA\JDK142_11
```
5. Run *upgradeLicenses.bat* via a DOS command prompt. **Note:** Before you run *upgradeLicenses.bat*, you must ensure that the license files with which the system did not start are present in the <*CIM\_INSTALL\_DIR*>/config/license directory.
6. Start Cisco Interaction Manager on all servers.
7. Clear the browser cache.

### Solution 2 - CIM 4.2(5)

**Note:** The Engineering Special (ES) for the Cisco Unified Web and E-Mail Interaction Manager 4.2(5) release is posted at [Software Downloads](#) ([registered](#) customers only) . Ensure that Cisco

Interaction Manager 4.2(5) or 4.2(5)a is installed before you apply this ES.

1. Copy the contents of 4.2.5\_ES1 into a local temporary folder.
2. Stop Cisco Service on the Cisco Interaction Manager application and services servers.
3. Backup the *bin*, *config*, and *lib* directories to a secure location. These directories are located in the directory in which EIM\WIM is installed (<CIM\_INSTALL\_DIR>).
4. Run *CIMInst.exe* and follow the steps in the installer.
5. Start Cisco Service on the Cisco Interaction Manager services and application servers.

## **Error: No application licenses are currently available for you to log in to the system**

You receive this error message when you try to log in to the EIM server:

```
No application licenses are currently
available for you to log in to the system.
Try again later or contact your system administrator
```

### **Solution**

The workaround is to change the Expiration date value in the license.properties file to *12/12/9999* and restart all the EIM services.

### **Related Information**

- [\*\*Voice Technology Support\*\*](#)
- [\*\*Voice and Unified Communications Product Support\*\*](#)
- [\*\*Technical Support & Documentation - Cisco Systems\*\*](#)