

## Unified Mobile Agent: Verifying the registry key before installing an upgrade

<b>Problem Summary</b>	Difficulties installing a patch.
<b>Error Message</b>	Various
<b>Possible Cause</b>	The product number in the registry is incorrect.
<b>Recommended Action</b>	<p>The product version number in the registry is a key that shows the current installed version.</p> <p>The root registry hive is HKEY_LOCAL_MACHINE\SOFTWARE\CiscoSystems,Inc.\CTI OS Client.</p> <p>The product version number is a key that includes the major version, minor version, and revision number. For example: HKEY_LOCAL_MACHINE\SOFTWARE\CiscoSystems,Inc.\CTI OS Client\8.0.1.</p>
<b>Release</b>	Release 7.5(x), Release 8.0, and Release 8.5.
<b>Associated CDETS #</b>	None