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Can the Cisco Agent Desktop Coexist with the Novell Netware Client in a Microsoft Windows OS?

Document ID: 47162

Questions

Introduction

Can the Cisco Agent Desktop coexist with the Novell Netware client in a Microsoft Windows Operating System?

NetPro Discussion Forums – Featured Conversations

Related Information

Introduction

This document answers the question, "Can the Cisco Agent Desktop coexist with the Novell Netware Client in a Microsoft Windows Operating System?"

Note: Installation of a Novell Netware Client on a device that runs Cisco Agent Desktop is not recommended and is not supported.

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

Q. Can the Cisco Agent Desktop coexist with the Novell Netware client in a Microsoft Windows Operating System?

A. The Cisco Agent Desktop is one element of the Cisco Desktop Product Suite. It supports Microsoft Windows 98, Windows NT Professional 4.0, Windows 2000 Professional, and Windows XP Professional Edition.

Cisco Agent Desktop can coexist with the Novell Netware Client. However, in certain versions of the Novell Netware Client, you must install the Cisco Agent Desktop first and load the Novell Netware Client second.

When you install the Cisco Agent Desktop, if this error message appears on a workstation with the Novell Netware Client installed:

```
"Create Process Error: \\10.1.1.1\desktop_cfg\Desktop\Common\Base\Setup.exe"
```

You can resolve this error in one of two ways.

The preferred fix is to upgrade the Novell Netware Client to version 4.9. If an upgrade is not possible, perform this procedure:

1. Uninstall the Novell Netware Client.
2. Install the Cisco Agent Desktop.
3. Reinstall the Novell Netware Client.

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