

CDR Analysis and Reporting Installation Fails with this Error Message: Setup was not able to create CAR database. Cannot continue installation.

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NetPro Discussion Forums – Featured Conversations

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Introduction

This document explains the recommended workaround for the Setup was not able to create CAR database. Cannot continue installation error message that appears when an attempt is made to install CDR Analysis and Reporting (CAR).

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unified Communications Manager (CallManager) 4.x
- Cisco Call Detail Record (CDR) Analysis and Reporting (CAR)

Components Used

The information in this document is based on Cisco Unified Communications Manager (CallManager) 4.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.

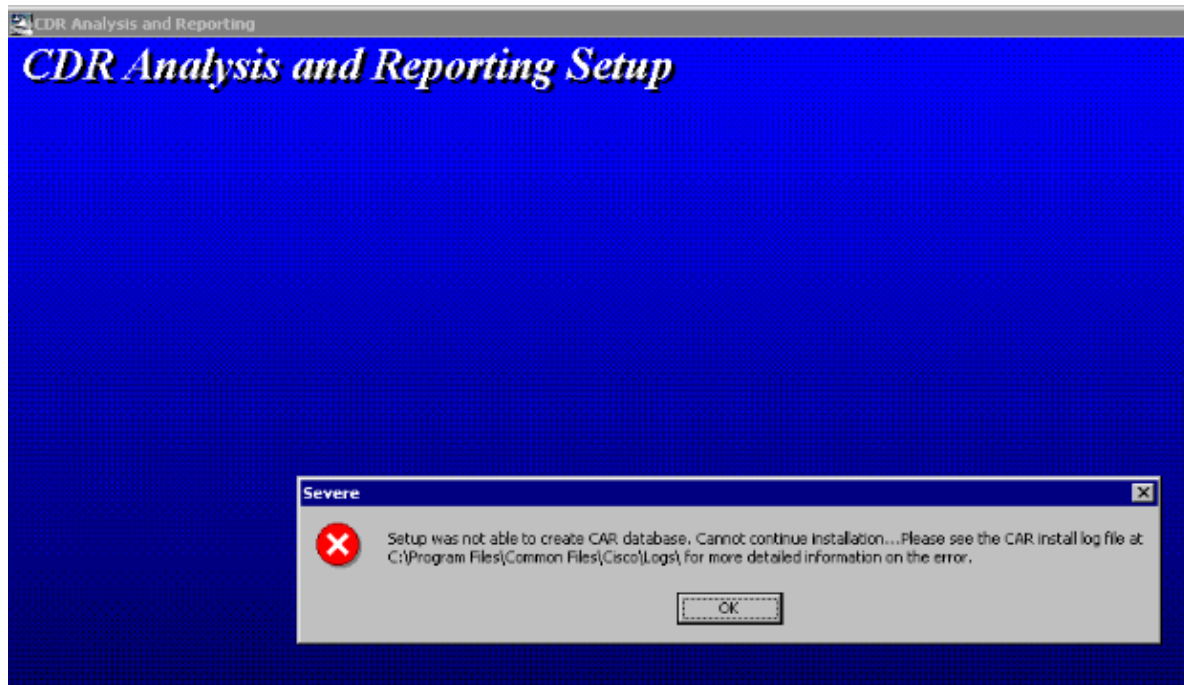
Conventions

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

Problem

The CAR installation fails, and this error message appears:

```
Setup was not able to create CAR database. Cannot continue installation.  
Please see the CAR install log file at.....
```



Solution

This issue occurs when Prognosis, a third party tool, runs during the CAR installation.

In order to overcome this problem, stop the Prognosis tool, and then re-install CAR.

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Related Information

- **CDR Analysis and Reporting (CAR) Tool Error Message: Error Code: 10011, System Error. Contact System Administrator**
- **CDR Analysis and Reporting Fails to Query by Dates**
- **Voice Technology Support**
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