

How to Manually Remove the TSP

Document ID: 26040

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Introduction

This document describes how to manually remove the Cisco Telephony Application Programming Interface (TAPI) Service Provider (TSP) that is used to connect to the Cisco CallManager. This document does not cover the manual removal of the TSP for the Dialogic card used for legacy PBX integrations.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

This document is not restricted to specific software and hardware versions.

Conventions

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

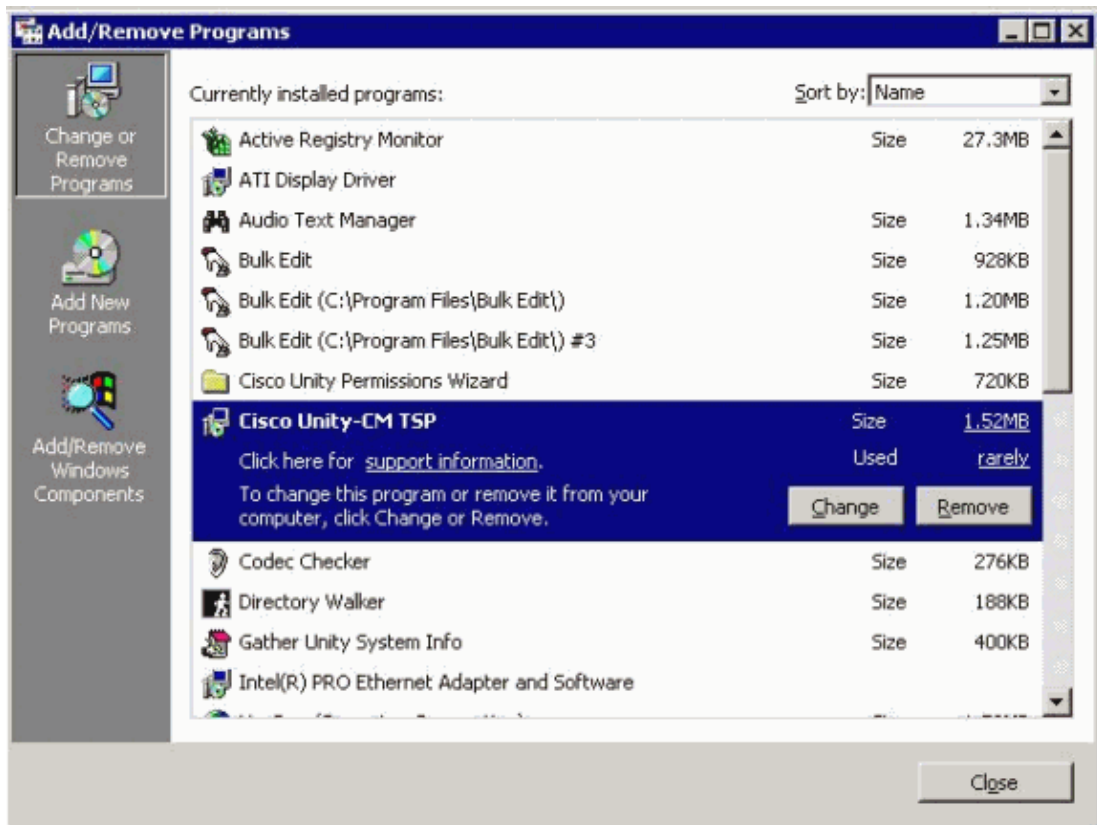
Step-by-Step Procedures

There are two procedures for removing the TSP, one is automatic and one is manual.

Remove the TSP Automatically

The this procedure is the one most frequently used to perform this task:

1. Open **Control Panel**.
2. Click **Add/Remove Programs**.
3. Click **Cisco Unity-CM TSP**.
4. Click **Remove**.

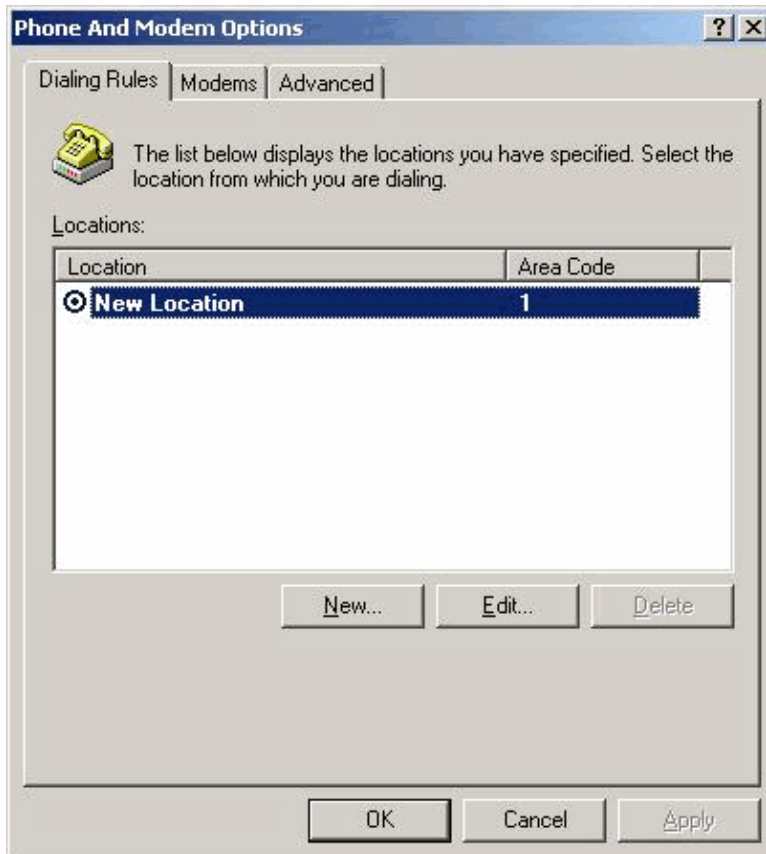


5. Reboot the server to remove the TSP.

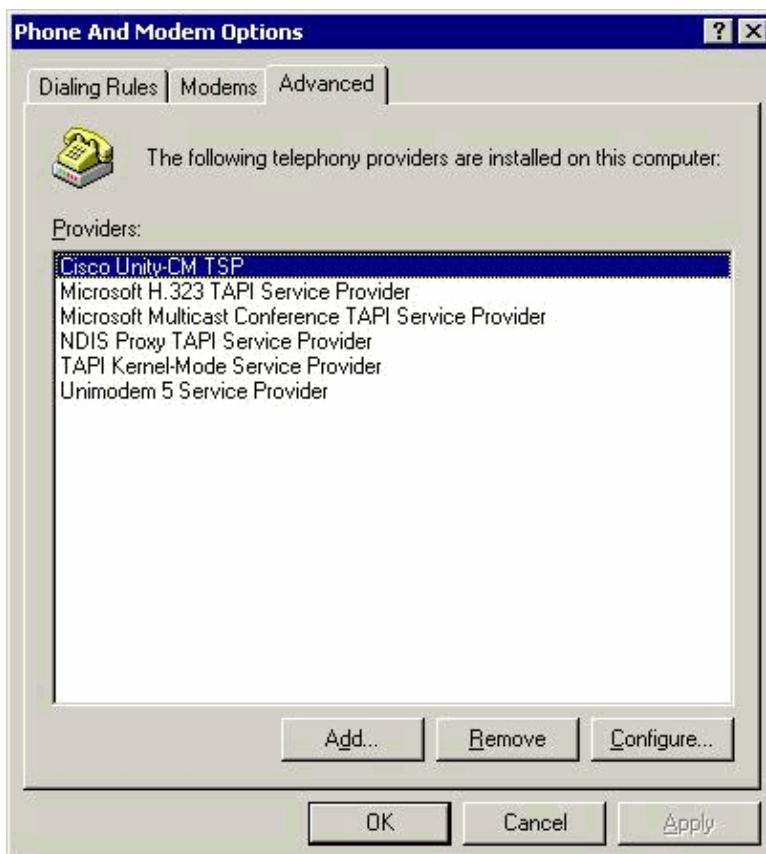
Remove the TSP Manually

There are situations in which Cisco Technical Support will instruct you to manually uninstall the TSP. To remove the TSP manually, use this procedure:

1. Select **Start > Settings > Control Panel > Phone and Modem Options**, and click **Advanced**.



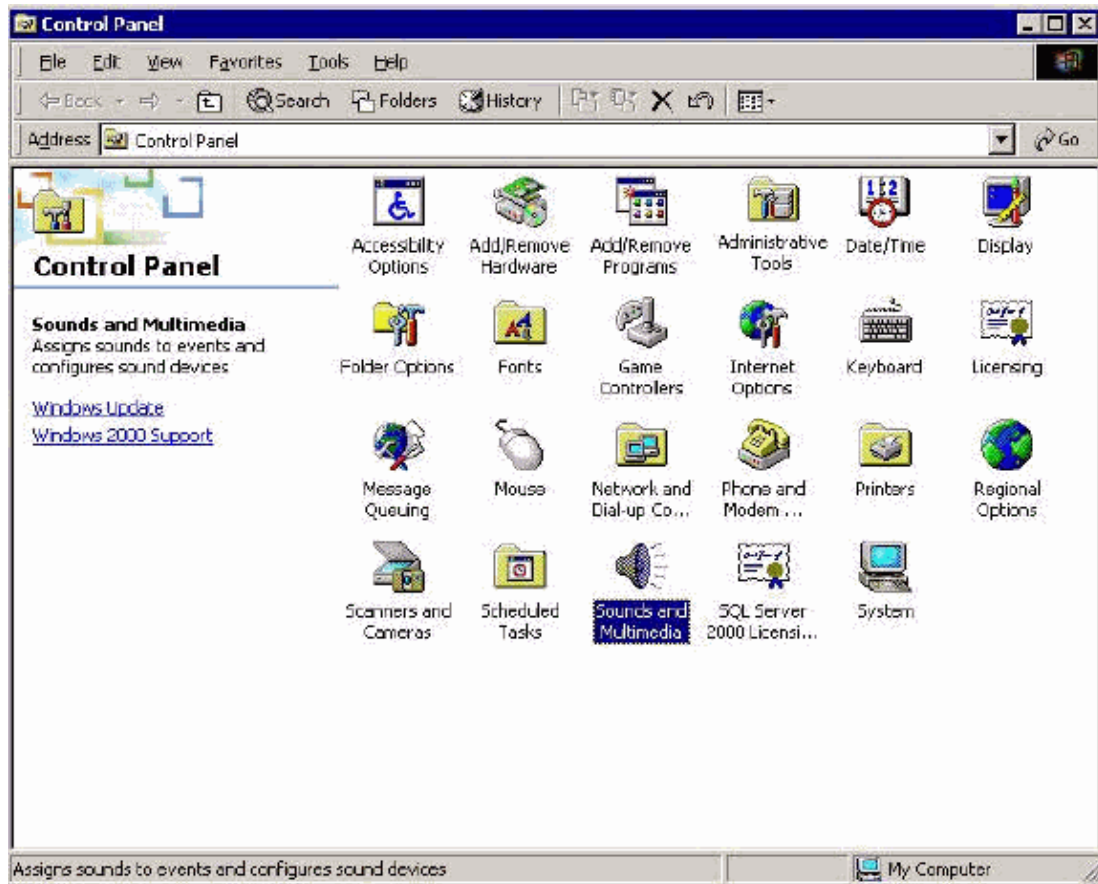
2. Select **Cisco Unity–CM TSP**, and click **Remove**.



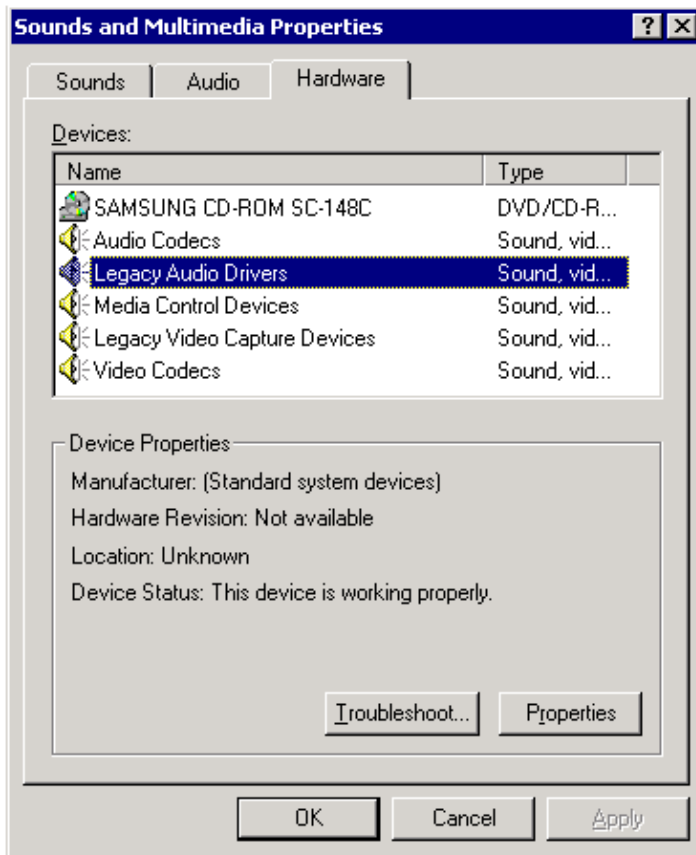
Remove the Driver

Follow these steps to remove the driver:

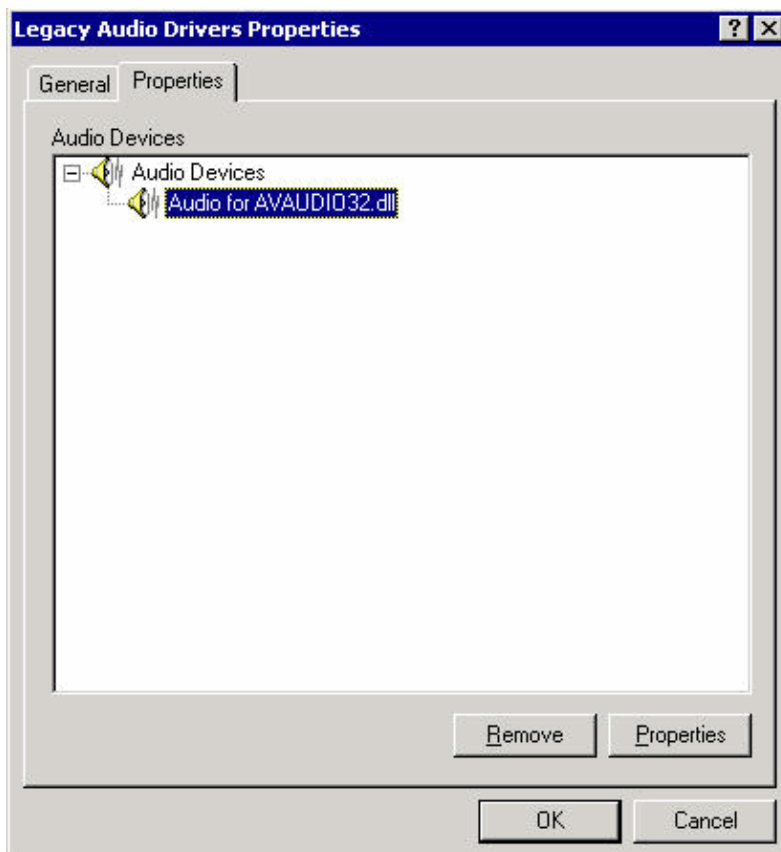
1. Select **Start > Settings > Control Panel**, and click **Sounds and Multimedia**.



2. Click **Hardware**, and click **Legacy Audio Drivers**.



3. Select **Audio Devices**, select **Audio For AVAUDIO32.dll**, and click **Remove**.



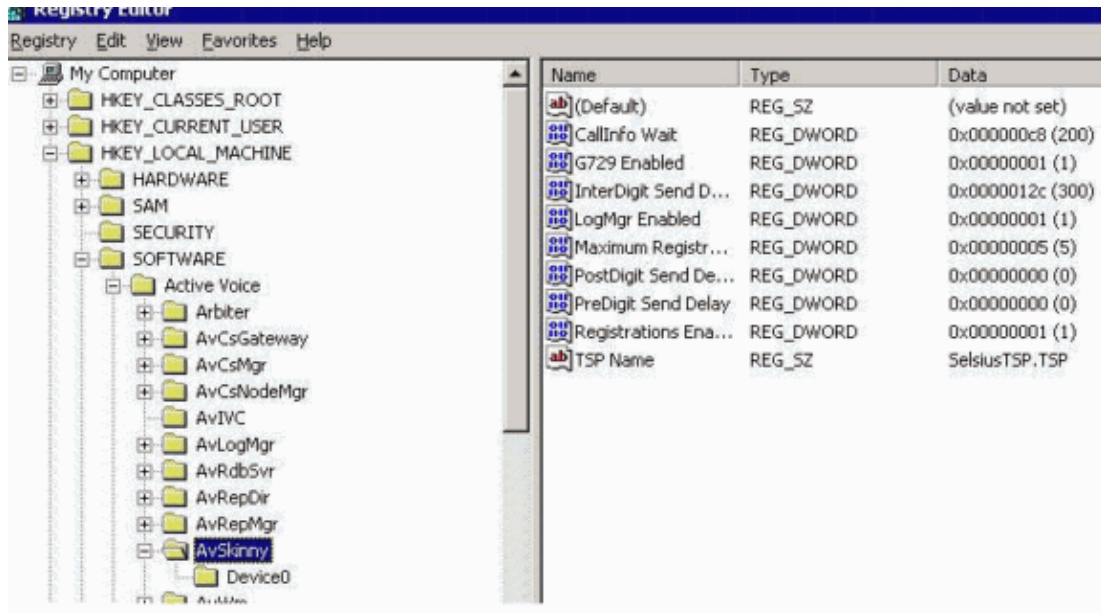
Remove the TSP from the Registry

Perform these steps to remove the TSP from the registry.



Caution: Changing the wrong registry key or entering an incorrect value can cause the server to malfunction. Before you edit the registry, make sure that you know how to restore it if a problem occurs. If you have any questions about changing the registry key setting, contact Cisco Technical Support.

1. Select **Start > Run**, and type **regedit** to open the registry.
2. Select **HKEY_LOCAL_MACHINE > SOFTWARE > Active Voice > AvSkinny**.
3. Right-click **AvSkinny**, and click **Delete**.



Related Information

- [Voice Technology Support](#)
- [Voice and IP Communications Product Support](#)
- [Recommended Reading: Troubleshooting Cisco IP Telephony](#)
- [Technical Support – Cisco Systems](#)

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