

"Error: access is denied" Occurs When You Install CVP 3.0

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Introduction

This document explains the error message "Error: Access is denied" that occurs during a new installation of the Cisco Customer Voice Portal (CVP) version 3.0.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Intelligent Contact Management (ICM) functionality
- Networking (Gateway and Gatekeeper IOS)
- Cisco CVP

Components Used

The information in this document is based on these software and hardware versions:

- Cisco ICM version 4.6.2
- Cisco CVP 3.0

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

This section provides a step-by-step procedure to reproduce the problem:

1. During a new installation of Cisco CVP, close these programs to prevent sharing violations with other

software:

- ◆ Microsoft Windows 2000 Internet Information Services (IIS) and/or wwwPublishing Services.
 - ◆ Programs that access directories or files, for example, Microsoft Word or Windows Explorer.
2. From the install folder on the Cisco CVP installation CD, run **setup.exe** .
 3. Proceed with the installation process.
 4. Restart the server when prompted for the installation changes to take effect.
 5. Log in.

After you log in, this error message appears:

```
Error: Access is denied
LOGON_USER:
CreateTextFile error (70): Permission denied
```

Solution

Complete these steps:

1. On the Username and Password screen, type your Microsoft Windows 2000 password.
2. Confirm the password, and click **Next**.

Refer to the Cisco Customer Voice Portal (CVP) Installation Guide for additional information.

You must enter a valid Microsoft Windows 2000 user account with administrator privileges and password to run Cisco CVP. By default, the Username field contains the current username but the Password field is blank. If the user has both a local Administrator account and a Domain Administrator account, use the Domain Administrator account.

If you have entered an invalid login or password, you need to uninstall and reinstall CVP 3.0 with the proper Administrator login and password.

Related Information

- [Cisco Customer Voice Portal \(CVP\) Installation Guide](#)
- [Technical Support & Documentation – Cisco Systems](#)

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