

Failure to Reinstall Desktop Administrator - Previous Installation Remains

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Introduction

This document describes one of the reasons for the failure of reinstallation the Desktop Administrator, and provides the correct procedure to uninstall the Desktop Administrator in a Cisco IP Contact Center (IPCC) Express Edition environment.

Prerequisites

Requirements

Readers of this document should have knowledge of these topics:

- Cisco CallManager
- Cisco IPCC Express Edition
- Cisco Desktop Product Suite

Components Used

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

- Cisco CallManager
- Cisco IPCC Express Edition
- Cisco Desktop Product Suite version 4.2.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

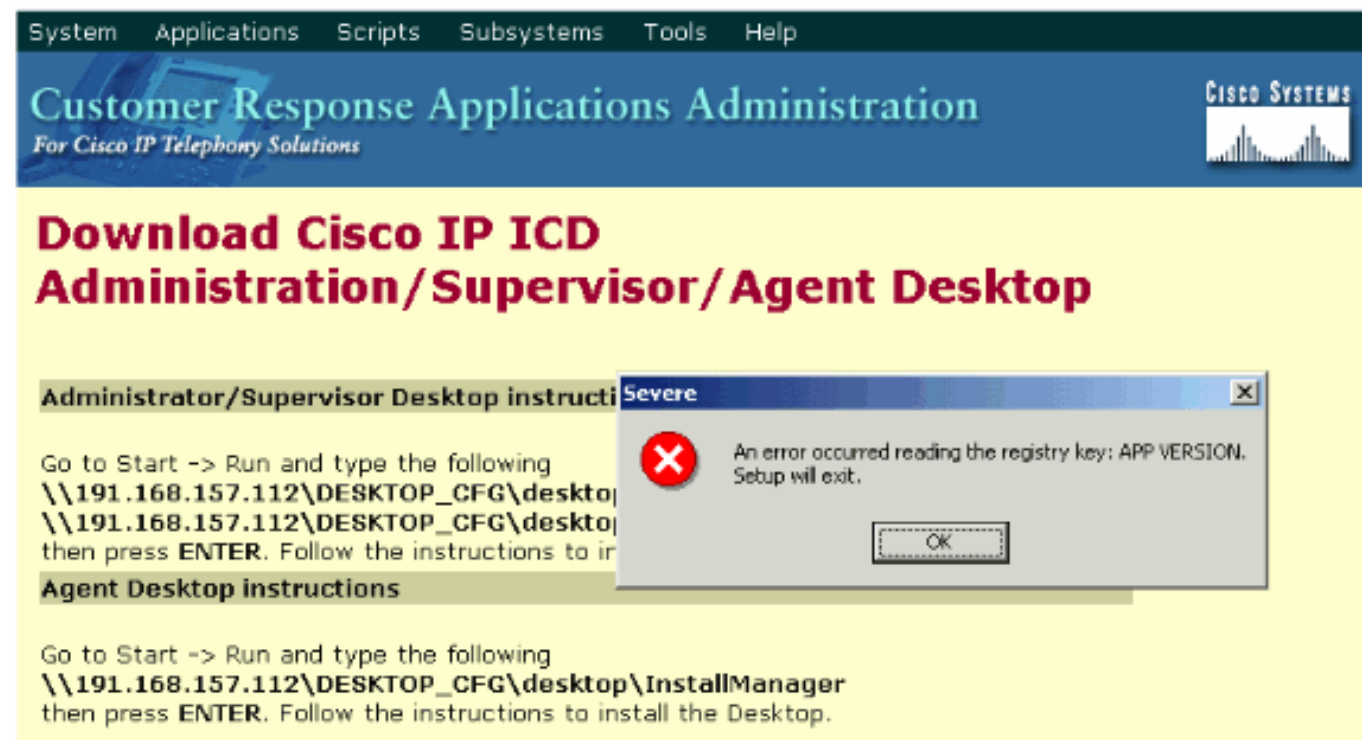
Refer to the [Cisco Technical Tips Conventions](#) for more information on document conventions.

Problem

When you reinstall the Cisco Desktop Administrator, this Severe error message is displayed (see [Figure 1](#)).

An error occurred reading the registry key: APP VERSION. Setup will exit.

Figure 1 Severe Error At the Time of Cisco Desktop Administrator Reinstallation



The initial installation of the Cisco Desktop Administrator is successfully completed. However, when you uninstall the Cisco Desktop Administrator, and try to reinstall it, you encounter this problem.

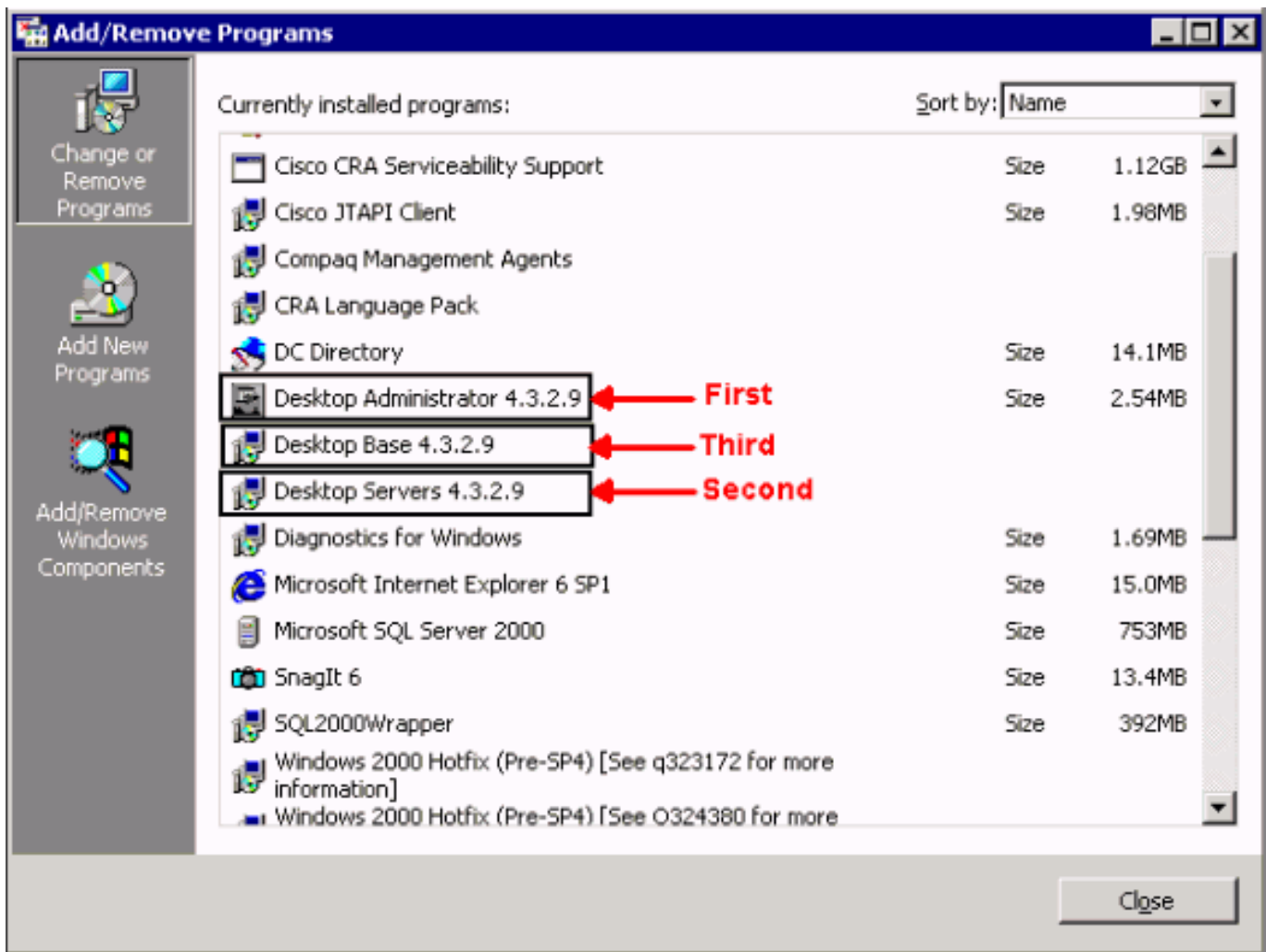
Solution

Even though you uninstall Cisco Desktop Administrator, some files from the previous installation remain in the system, and cause this problem.

Complete these steps in order to remove the Cisco Desktop Administrator completely:

1. Remove Desktop Administrator.
2. Remove Desktop Servers.
3. Run **Add/Remove** for the Desktop Base (see [Figure 2](#)).

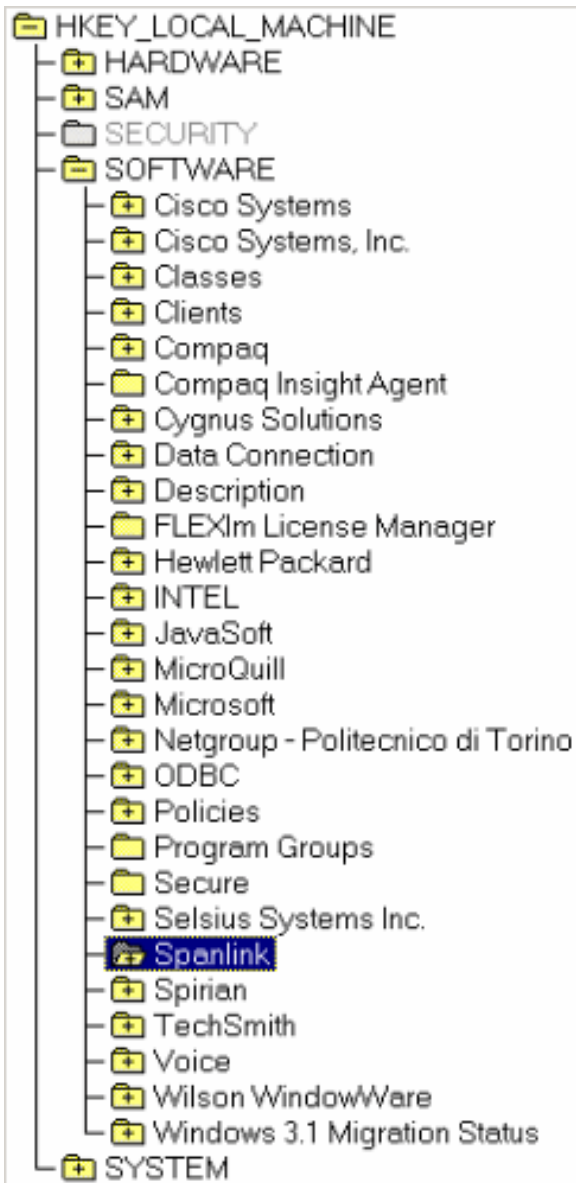
Figure 2 Add/Remove Programs



- Restart the computer.
- Navigate to this registry key to delete Spanlink (see [Figure 3](#)).

HKEY_LOCAL_MACHINE\SOFTWARE\Spanlink

Figure 3 Navigate to the Spanlink Key



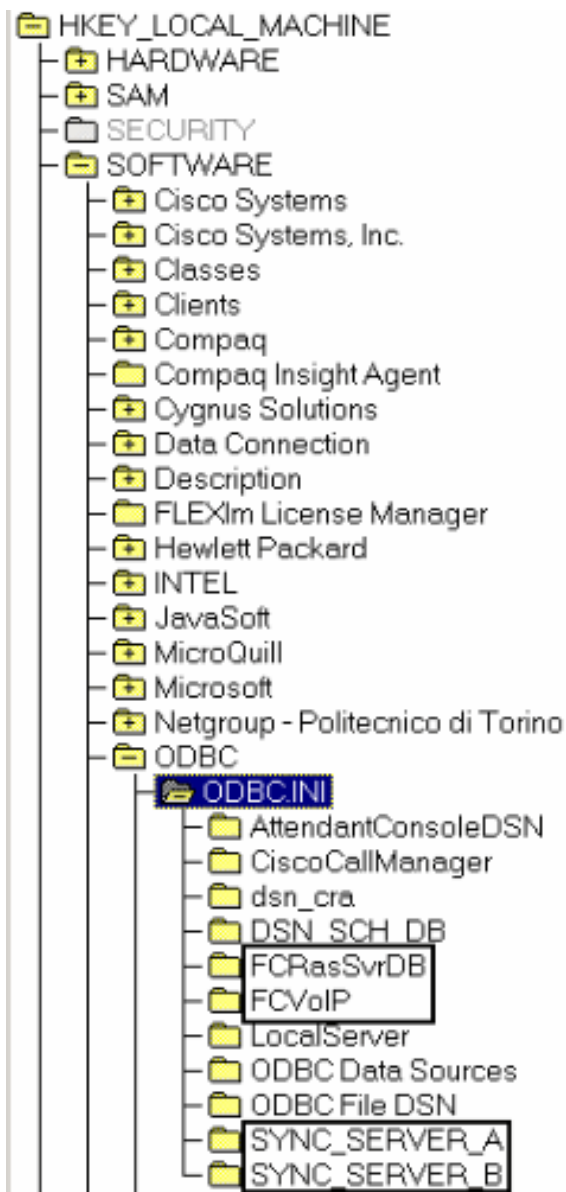
6. Navigate to this key:

HKEY_LOCAL_MACHINE\SOFTWARE\ODBC\ODBC.INI

7. Delete these files (see [Figure 4](#)):

- FC RasSvrDB
- FCVoIP
- SYNC_SERVER_A
- SYNC_SERVER_B

Figure 4 Delete the Four Registry Keys



8. Navigate to this registry key:

HKEY_LOCAL_MACHINE\ SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall

9. Delete the keys indicated by the red arrow in [Figure 5](#).

Figure 5 Delete the Registry Keys Shown by the Red Arrows



10. Navigate to this registry key:

HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services

11. Delete these keys:

- FastCall Chat Server
- RASCALServer
- Spanlink FastCall Enterprise Server
- splkldap
- SyncServer
- TAIServer
- VoIPMonitorServer

12. If the Desktop Server is installed on its own computer (not coresident), delete these registry keys:

- MSSQLSERVER
- SQLSERVERAGENT
- tomcat

13. Reboot the server after you make the registry changes.

14. Navigate to the c:\program files\cisco directory.

15. Open all files whose names match *Mgr.cfg and InstallManager.cfg, as shown in [Table 1](#).

Table 1 Files Whose Names Match *Mgr.cfg and InstallManager.cfg

Name	In Folder
Tt	
InstallManager.cfg	C:\Program Files\Cisco\Desktop_Config\Desktop

ICD42AdmEnhIMgr.cfg	C:\Program Files\Cisco\Desktop\IMconfigbk
ICD42AdmStdIMgr.cfg	C:\Program Files\Cisco\Desktop\IMconfigbk
ICD42DskEnhIMgr.cfg	C:\Program Files\Cisco\Desktop\IMconfigbk
ICD42DskStdIMgr.cfg	C:\Program Files\Cisco\Desktop\IMconfigbk
ICD42MTadmEngIMgr.cfg	C:\Program Files\Cisco\Desktop\IMconfigbk
ICD42MTadmStdIMgr.cfg	C:\Program Files\Cisco\Desktop\IMconfigbk
ICD42MTDskEnhIMgr.cfg	C:\Program Files\Cisco\Desktop\IMconfigbk
ICD42MTDskStdIMgr.cfg	C:\Program Files\Cisco\Desktop\IMconfigbk

16. In the Installer Settings section, note the location(s) specified by the **CfgFileLocation** key. This is your network configuration folder. So, if you plan to remove all Desktop Administrators, navigate to the location and delete it, as shown in [Figure 6](#).

Figure 6 Delete the Base Folder

```
[Installer settings]
InstallLanguage=English
Base Folder=C:\Program Files\Cisco\Desktop
CfgFileLocation=\\10.89.228.118\DESKTOP_CFG
```

Remove

In the Installer Settings section, note the location(s) specified by the **Base Folder** key. Navigate to the locations, and delete them as shown in [Figure 7](#). If you have installed software to multiple locations, repeat the same operation for each location.

Figure 7 Note the Location of

```
[Installer settings]
InstallLanguage=English
Base Folder=C:\Program Files\Cisco\Desktop
```

← Remove

17. Delete the directory specified by the **Base Folder** key, as shown in [Figure 7](#).

18. Delete these directories:

- c:\Program Files\Cisco\Common
- c:\Program Files\Cisco\Desktop
- c:\Program Files\Spanlink

19. Delete these folders under the C:\program files\InstallShield Installation Information directory on the system drive:

536a8cd0-f07e-11d4-849f-0001031a6a35(base)

1f99b160-bdce-11d5-84fe-0001031a6a35(footprint)
fd3e6760-4b71-11d4-8773-00105aa752a8 (dir serv)
3afb74c0-527b-11d4-8776-00105aa752a8(enterprise)
7816039c-78fe-11d4-8466-0001031c0c0b(chat)
2a879b13-e744-11d4-849e-0001031a6a35(voip)
671ead40-79fa-11d5-84e8-0001031a6a35(rascal)
aef488c0-5b62-11d5-84e0-0001031a6a35(telecaster)
bf7d7545-3373-11d5-84d1-0001031a6a35(serv create)
2df142c0-11f6-11d4-8770-00105aa752a8(admin)
b2c70a61-0941-11d4-8770-00105aa752a8(doc)
3f2eeaa1-1f49-11d4-8770-00105aa752a8(agent)
3e2f65e8-7773-11d4-8466-0001031c0c0b(supervisor)
4fe45ca0-9e24-11d5-84f4-0001031a6a35(media term)

Note: This is a hidden directory. Change your folder settings to view it.

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