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Introduction

This document describes how to troubleshoot Cisco Unified Customer Voice Portal (CVP) Media server ftp connection failures

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- CVP Server
- CVP Media Server

Components Used

The information in this document is based on CVP Server version 8.X, 9.X and 10.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.

Problem

Media Server is added on the CVP Operations, Administration and Management Portal (OAMP) server, and the **FTP Enable** is checked, credentials are provided but, **Test Sign In** fails

Solution

Ensure that the FTP service in the media server is started.

Step 1. For Windows 2008 or Windows 2008 R2:

From Start, Navigate to Administration tools > Server Manager. Expand Roles and on the Web Server (IIS) right click and select Add role services, then check **FTP Server** and install it.

Step 2. On the Server Manager, expand Roles > Web Server (IIS) > Internet Information Service (IIS) Manager. Right click Sites > Add FTP Site, FTP site name: **default.ftp.site**, Physical path: **C:\inetpub\wwwroot**.