

Troubleshoot CVP OAMP when the OAMP Shows Active in Windows Administration After Uninstallation

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Introduction

This document describes how to troubleshoot the problem when Cisco Customer Voice Portal (CVP) Administration and Operation Management Console (OAMP) shows active in Windows after has been uninstalled.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- CVP Server
- CVP OAMP

Components Used

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

- CVP OAMP 9.0(1)

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 Summary

CVP OAMP server application shows active in **Add or remove programs** even after the application is completely uninstalled.

The uninstallation process seems to be completed successfully. However, the uninstall logs show an error.

Error message

The uninstall logs, displays this error message:

```
"[8-28-2012 10:25:09] ERROR: Failed to create the DBDir [8-28-2012 10:25:09] Informational: No patch installed(no hierarchy exists). [8-28-2012 10:25:09] Informational: Unable to retrieve the key value (PathWWWRoot) at location: SOFTWARE\Microsoft\InetStp"
```

```
WARNING: Could not find the entry 1526 in C:\Temp\etc\services_bak. Error Code : -4 [8-28-2012 10:25:15] Informational: LaunchApp - success running: Executing cmd=<cmd.exe /C echo "F"|xcopy /Y "C:\Windows\System32\drivers\etc\services" "C:\Temp\etc\services_bak">. [8-28-2012 10:25:15] Informational: Copy succeeded. [8-28-2012 10:25:15] WARNING: Could not find the entry 9089 in C:\Temp\etc\services_bak. Error Code : -4 [8-28-2012 10:25:17] Informational: Uninstall Complete. The error message for this problem...
```

Possible Causes

This is an inherent issue with installers created using install shield.

Recommended Action

Step 1. Delete all the files in the Temp Folder(%temp%). Windows pops an error message if an associated file or folder is locked by another application. Restart the system to release the locked files.

Step 2. Delete the key from the registry

HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\{7599836D-BE1D-4D87-94CB-D92FB93EDA7D}.

Step 3. Download the latest **clean.cvp** file from the CVP installation media. Save it on C drive and rename it to **clean.bat**.

Step 4. Execute the bat file.

Step 5. Uninstall the Unified CVP from **Add or remove programs** and the uninstallation must be successful.

Step 6. Restart the server.

Step 7. Attempt a fresh installation of Unified CVP OAMP. The installation must be successful.