

# 排除Windows新增/刪除程式上未反映的CVP升級版本的故障

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## 簡介

本檔案將說明在Windows新增和移除軟體未反映客戶語音入口網站(CVP)升級版本時進行疑難排解的程式。

## 必要條件

### 需求

思科建議您瞭解以下產品：

- CVP伺服器
- Windows作業系統

### 採用元件

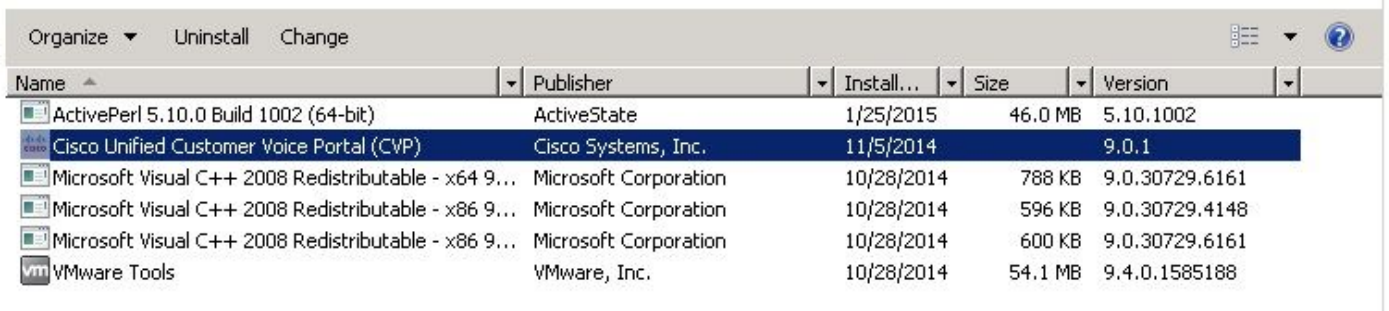
本檔案中的資訊是根據以下產品和軟體版本：

- CVP伺服器10.5
- CVP伺服器9.0(1)
- CVP營運主控台(OAMP)

本文中的資訊是根據特定實驗室環境內的裝置所建立。文中使用到的所有裝置皆從已清除（預設）的組態來啟動。如果您的網路運作中，請確保您瞭解任何指令可能造成的影響。

## 問題

當CVP伺服器升級到10.5版本時，「新增/刪除程式」中的版本詳細資訊無法更新。它仍然可以顯示舊版本。如下圖所示。



Name	Publisher	Install...	Size	Version
ActivePerl 5.10.0 Build 1002 (64-bit)	ActiveState	1/25/2015	46.0 MB	5.10.1002
Cisco Unified Customer Voice Portal (CVP)	Cisco Systems, Inc.	11/5/2014		9.0.1
Microsoft Visual C++ 2008 Redistributable - x64 9...	Microsoft Corporation	10/28/2014	788 KB	9.0.30729.6161
Microsoft Visual C++ 2008 Redistributable - x86 9...	Microsoft Corporation	10/28/2014	596 KB	9.0.30729.4148
Microsoft Visual C++ 2008 Redistributable - x86 9...	Microsoft Corporation	10/28/2014	600 KB	9.0.30729.6161
VMware Tools	VMware, Inc.	10/28/2014	54.1 MB	9.4.0.1585188

## 解決方案

因為CVPserver的「新增/刪除程式」中未更新版本詳細資訊。首先，您需要確認升級已成功執行。以下是所有詳細步驟。

步驟1. 驗證此資訊並確保未對生產產生影響。 交叉驗證CVP診斷頁中的CVP版本：<https://<CVP SERVER IP/Hostname>:8443/cvp/diag>。如下圖所示。

CVP Diagnostic Frame View - Windows Internet Explorer

http://localhost:8000/cvp/diag

CVP Diagnostic Frame View

HANDLED_EXCEPTION:	<input type="checkbox"/>	SECURITY:	<input type="checkbox"/>	EXTERNAL_STATE:	<input type="checkbox"/>
OOOQUEUE:	<input type="checkbox"/>	LICENSING:	<input type="checkbox"/>	INTERNAL_STATE:	<input type="checkbox"/>
GARBAGE_COLLECTOR:	<input type="checkbox"/>	STARTUP:	<input type="checkbox"/>	CODE_BRANCH:	<input type="checkbox"/>
MESSAGE:	<input type="checkbox"/>	SHUTDOWN:	<input type="checkbox"/>	CODE_MARKER:	<input type="checkbox"/>
RPT_JDBC:	<input type="checkbox"/>	STATS:	<input type="checkbox"/>	CLASS_DUMP:	<input type="checkbox"/>
RPT_CALL_REG:	<input type="checkbox"/>	SNMP:	<input type="checkbox"/>	LOCAL_DUMP:	<input type="checkbox"/>
RPT_BATCH:	<input type="checkbox"/>	SAF:	<input type="checkbox"/>		

Set

[DEBUG/0](#) - [DEBUG/41](#) - [DEBUG/40](#)

NAME	LEVEL	MASK
SIP	DEBUG	41
org.springframework	WARN	0
org.apache	ERROR	0
RPT	INFO	0
SIP.INOUT	WARN	0
com.dynamicsoft.DsLibs.DsUJLibs	ERROR	0
Infrastructure	INFO	0
IVR	DEBUG	41
mmca	INFO	0
ICM	DEBUG	41
MSGBUS	INFO	0

Set packet length of stack IN-OUT traces:

Call Server Version: CVP 10.5(1) Build=189  
 SIP Stack Version: Caffeine 3.1.3.510  
 Uptime: 0:03:06  
 Memory - in use:1046937600 bytes, free:841556304 bytes  
 Processed at: Tue May 03 03:50:39 CDT 2016

步驟2.檢查安裝日誌，路徑：C:\Temp\CiscoUnifiedCVPInstall.log檔案並確保成功複製檔案且沒有任何錯誤。如本日誌片段所示。

```
[5-3-2016 03:46:40] Informational: "wrapper.java.additional.9= -
Djava.rmi.server.hostname=XX.XX.XX.XX" has been inserted into wrapper.conf
[5-3-2016 03:46:40] Informational: UpdateWrapperConfwithIPAddress: conf file found. Exit the
ifelse block completely
```

```

[5-3-2016 03:46:40] Informational: Exit UpdateWrapperConfwithIPAddress
[5-3-2016 03:46:40] Informational: Set file attributes for
C:\Cisco\CVP\conf\cvp_pkgs.properties to FILE_ATTR_NORMAL
[5-3-2016 03:46:40] Informational: "cvp-pkgs.CVPSEServer = 1" has been inserted into cvp-
pkgs.properties
[5-3-2016 03:46:40] Informational: "cvp-pkgs.was-VoiceXMLServer = TOMCAT" has been inserted
into cvp-pkgs.properties
[5-3-2016 03:46:40] Informational: Found and deleted old Log Analysis shortcut link
[5-3-2016 03:46:40] Informational: LaunchApp - success running: Executing cmd=
[5-3-2016 03:46:40] Informational: Copy succeeded.
[5-3-2016 03:46:52] Informational: Updating Time Zone Information
[5-3-2016 03:46:52] Informational: Running Sun Java Time Zone updater for JRE 1.6
[5-3-2016 03:46:52] Informational: LaunchApp - success running: Executing cmd=
[5-3-2016 03:46:52] Informational: Copy succeeded.
[5-3-2016 03:46:52] Informational: update Complete.

```

步驟3.從C:\Cisco\CVP\conf\cvp\_pkgs.properties確認軟體包詳細資訊。如下圖所示。

```

cvp_pkgs - Notepad
File Edit Format View Help
# ---- Packages installed on this server (0=package not installed, 1=package is installed) ----
cvp-pkgs.CVPSEServer = 1
cvp-pkgs.OPSConsoleServer = 0
cvp-pkgs.Reporting = 0
cvp-pkgs.RemoteOperations = 0
cvp-pkgs.VMS = 0
cvp-pkgs.PromptEncodeFormatULaw = 1
cvp-pkgs.PromptEncodeFormatALaw = 0

# ---- web application server used for components ----
# ---- WAS=IBM websphere Application server ---
# --- TOMCAT=Apache tomcat ---
# --- NONE=this feature is not in use
cvp-pkgs.was-voiceXMLServer = TOMCAT
cvp-pkgs.was-CVP = NONE

```

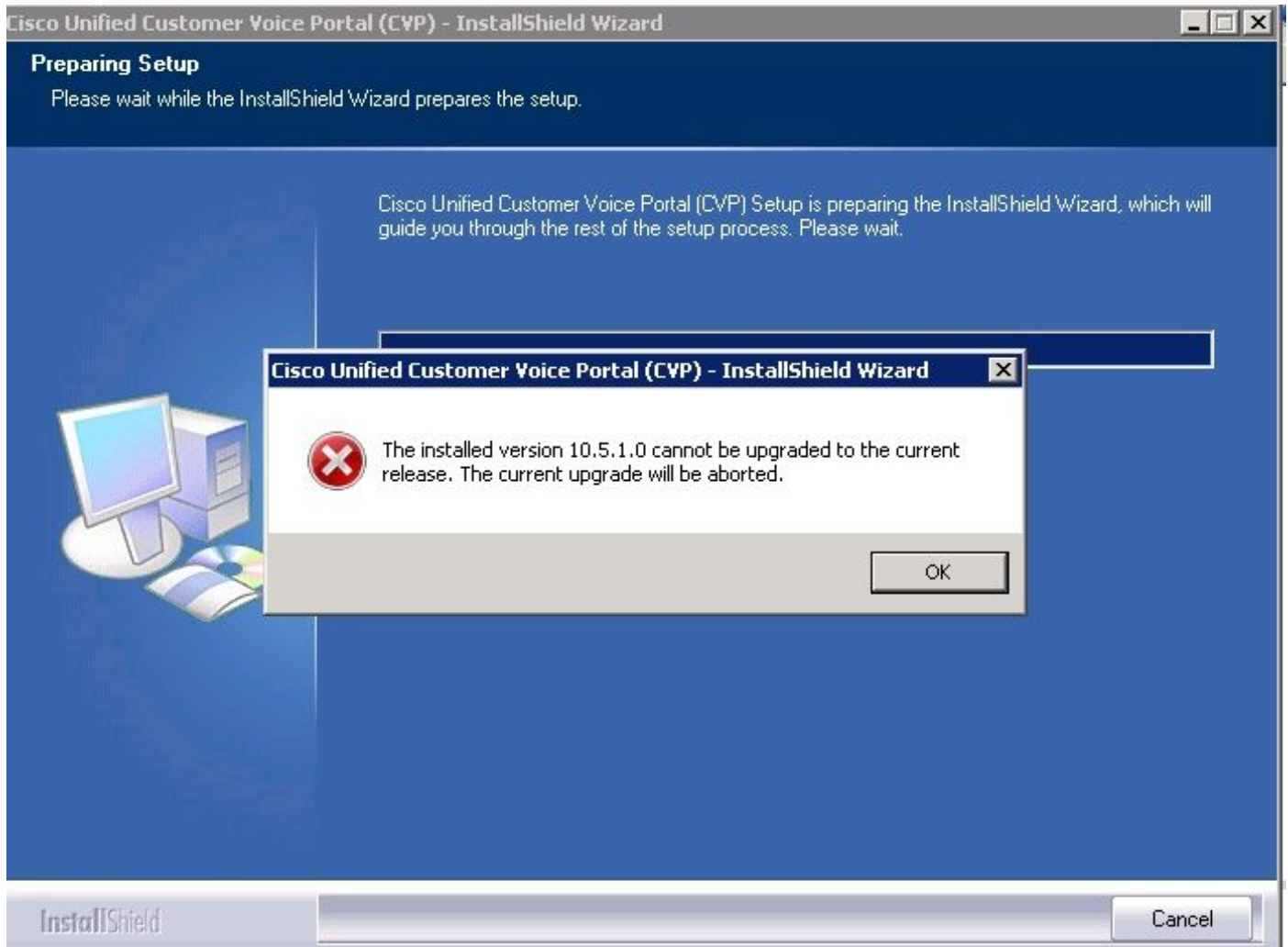
步驟4.交叉驗證CVP版本檔案的版本更新，路徑：C:\Cisco\CVP\conf\VERSION。這是檔案的詳細資訊。

```

PRODUCT_NAME=CVP
MAJOR_NUMBER=10
MINOR_NUMBER=5
MAINT_NUMBER=1
SR_NUMBER=0
ES_NUMBER=0
DROP_NUMBER=0
BUILD_NUMBER=189
BUILD_TIMESTAMP=1401424905000

```

步驟5.重新運行完全相同版本的CVP安裝程式檔案。如果檔案安裝了與最新版本相同的版本，則當前升級將中止。這也確認安裝之前已成功完成。如下圖所示。



步驟6.確保您在Microsoft解除安裝CVP登錄檔值中有正確的版本

， HKEY\_LOCAL\_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\{7599836D-BE1D-4D87-94CB-D92FB93EDA7D}。此登錄檔詳細資訊直接與add/remove programs中顯示的版本連結。

如果註冊值具有舊的版本號，此步驟可幫助您解決問題，如下圖所示。

- 導航到登錄檔編輯器中的位置-  
HKEY\_LOCAL\_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\{7599836D-BE1D-4D87-94CB-D92FB93EDA7D}
- 在螢幕的右窗格中，按一下右鍵圖示Display Version。  
顯示一個彈出視窗，請選擇「修改」
- 顯示另一個彈出視窗，將Value Data欄位編輯為10.5.1。

Registry Editor

File Edit View Favorites Help

- HomeGroup
- IME
- Installer
- Internet Settings
- MMDevices
- OEMInformation
- OOBE
- PhotoPropertyHandler
- Policies
- PreviewHandlers
- PropertySystem
- Reliability
- RenameFiles
- Run
- RunOnce
- Setup
- SharedDLLs
- Shell Extensions
- ShellCompatibility
- ShellServiceObjectDelayLoad
- SMDEn
- StructuredQuery
- SysPrepTapi
- Telephony
- Themes
- Uninstall
  - {1F1C2DFC-2D24-3E06-BCB8-725134ADF989}
  - {7599836D-BE1D-4D87-94CB-D92FB93EDA7D}
  - {9BES18E6-ECC6-35A9-88E4-87755C07200F}
  - AddressBook
  - Connection Manager
  - DirectDrawEx
  - Fontcore
  - IE40
  - IE4Data
  - IESBAKEX
  - IEData
  - MobileOptionPack
  - SchedulingAgent
  - WIC
- URL
- UserPictureChange

Name	Type	Data
(Default)	REG_SZ	(value not set)
DisplayIcon	REG_SZ	C:\Cisco\CVP\resources\CVP.ico
DisplayName	REG_SZ	Cisco Unified Customer Voice Portal (CVP)
DisplayVersion	REG_SZ	9.0.1
InstallDate	REG_SZ	20141105
InstallLocation	REG_SZ	C:\Cisco\CVP
InstallSource	REG_SZ	W:\CVP\Installer_Windows\
Language	REG_DWORD	0x00000009 (9)
LogFile	REG_SZ	C:\Program Files (x86)\InstallShield Installation Inform...
LogMode	REG_DWORD	0x00000001 (1)
MajorVersion	REG_DWORD	0x00000009 (9)
MinorVersion	REG_DWORD	0x00000000 (0)
ModifyPath	REG_SZ	"C:\Program Files (x86)\InstallShield Installation Inform...
NoRepair	REG_DWORD	0x00000001 (1)
ProductGuid	REG_SZ	{7599836D-BE1D-4D87-94CB-D92FB93EDA7D}
Publisher	REG_SZ	Cisco Systems, Inc.
RegCompany	REG_SZ	Microsoft
RegOwner	REG_SZ	Microsoft
UninstallString	REG_SZ	"C:\Program Files (x86)\InstallShield Installation Inform...
URLInfoAbout	REG_SZ	http://www.cisco.com
Version	REG_DWORD	0x09000001 (150994945)