

## Problems with Installing/Uninstalling the Agent

|                           |  |
|---------------------------|--|
| <b>Problem Summary</b>    | Problems with Installing/Uninstalling the Agent  |
| <b>Error Message</b>      | None   |
| <b>Possible Cause</b>     | None   |
| <b>Recommended Action</b> | <p>If you encounter problems with installing or uninstalling the Agent, perform the following tasks:</p> <ul style="list-style-type: none"><li>• Verify that you rebooted the server.</li><li>• Verify that the Cisco Security Agent service is not disabled and that its Startup Type value is Automatic.</li><li>• Obtain the installation logs from &lt;InstallDrive&gt;:\Program Files\Cisco\CSAgent\log. Review the CSAgent-Install.log and driver_install.log files.</li><li>• Verify that you did not use Remote Desktop (Terminal Services).</li></ul> |
| <b>Release</b>            | Release 7.5(1) and 8.0   |
| <b>Associated CDETS #</b> | None.  |