

Problems with Installing/Uninstalling the Agent

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