

## Reporting Server: The Reporting Server stops responding intermittently during re-installation

<b>Problem Summary</b>	The Reporting Server stops responding intermittently during reinstallation, as the Installshield does not delete the cache files retained in the C:\Cisco, C:\Temp and %TEMP% folders during reinstallation.
<b>Error Message</b>	? The Reporting Server installation goes on forever.  ? In the log file C:\Temp\CiscoUnifiedCVPDB.log , the "file has not yet got created. will continue too loop" message gets generated infinitely.  ? In the %INFORMIXDATA% directory, all the files show 0 KB file size, even after 15 min from the start of installation.
<b>Possible Cause</b>	The Installshield does not delete the cache files retained in C:\Cisco, C:\Temp and %TEMP% folders during reinstallation, and thus the Reporting Server stops responding.
<b>Recommended Action</b>	<ol style="list-style-type: none"> <li>1. From the Windows Task Manager end the "perl.exe" process. Now, the Reporting Server installation will resume.</li> <li>2. Follow the instructions on the installer to complete the installation and perform a system restart.</li> <li>4. Uninstall Unified CVP either from the Add or Remove Programs tool or by running the CVP Installer(setup.exe).</li> <li>5. Restart the machine.</li> <li>6. Delete the files that are retained in both the C:\Cisco and C:\Temp folder.</li> <li>7. Delete the temporary files in the system temp folder(%TEMP%).</li> <li>8. Delete the "ibm" folder(If any) from C:\Program Files or C:\Program Files(x86).</li> <li>9. Remove the entry for "GSK Kit for SSL(64bit)" in Add or Remove Programs.</li> <li>10. Run the clean.cvp.bat from media utilities.</li> <li>11. Reinstall the CVP Reporting Server.</li> </ol>
<b>Release</b>	Release 9.0(1)
<b>Associated CDETS #</b>	CSCuh03028