

## **CVP Installation/Upgrade Troubleshooting: Reporting - failure launching the Informix installer**

<b>Problem Summary</b>	During Install or Upgrade, an error message appears stating that there was a failure launching the Informix Installer
<b>Error Message</b>	Reporting - failure launching the Informix installer: C:\Cisco\CVP\db_temp\informix\IIF\setup.exe. Error 1. Aborting!
<b>Possible Cause</b>	A third-party service or application is locking a file or .dll required by Informix.
<b>Recommended Action</b>	Stop all third-party services and close all third-party applications prior to installing or upgrading the Unified CVP Reporting Server.
<b>Release</b>	Release 7.0(2) Release 8.0(1)
<b>Associated CDETS #</b>	None.