

## Unified CVP: Installation/Upgrade Troubleshooting: Upgrade fails with ERROR: Unable to set permissions for <C:\Cisco\CVP> and permissions

<b>Problem Summary</b>	Upgrade aborts with the following error in the installer log: ERROR: Unable to set permissions for <C:\Cisco\CVP> and permissions<Administrators:F SYSTEM:F> using type<SET>. Aborting.
<b>Error Message</b>	ERROR: Unable to set permissions for <C:\Cisco\CVP> and permissions<Administrators:F SYSTEM:F> using type<SET>. Aborting.
<b>Possible Cause</b>	During upgrade, the installer sets permissions on the CVP folders to only be accessed by administrators on that machine. For some file(s), CVP installer is unable to set this permission.
<b>Recommended Action</b>	Run the following command from a DOS command window:  cacls "C:\Cisco\CVP" /T /P Administrators:F SYSTEM:F  At some point, you will get an "Access denied" error message. The last file listed is the file with the permissions issue. Check the permissions on the file by right clicking on the file and selecting Properties. Under the Security tab, it should only have Administrators and SYSTEM with "Full Control" for both.  Typically this is a file introduced by the user like an audio file. Move the file or entire folder (e.g. the audio folder) out from the C:\Cisco\CVP tree and try the above command again. If no "Access denied" errors are encountered then proceed with the upgrade and replace the audio folder back after the upgrade.
<b>Release</b>	8.0(1)
<b>Associated CDETS #</b>	None