

Operation Console (OAMP): Unified CVP OAMP server application shows active in add or remove programs even after the application is completely uninstalled

| | |
|---------------------------|--|
| Problem Summary | Unified CVP OAMP server application shows active in add or remove programs even after the application is completely uninstalled. However, the uninstall logs show an error. |
| Error Message | <p>The uninstall logs, displays the following error message:</p> <pre>[8-28-2012 10:25:09] ERROR: Failed to create the DBDir [8-28-2012 10:25:09] Informational: No path installed(no hierarchy exists). [8-28-2012 10:25:09] Informational: Unable to retrieve the key value (PathWWWRoot) at location: SOFTWARE\Microsoft\InetStp? WARNING: Could not find the entry 1526 in C:\Temp\etc\services_bak. Error Code : -4 [8-28-2012 10:25:15] Informational: LaunchApp - success running: Executing cmd=<cmd.exe /C echo "F" xcopy /Y "C:\Windows\System32\drivers\etc\services" "C:\Temp\etc\services_bak">. [8-28-2012 10:25:15] Informational: Copy succeeded. [8-28-2012 10:25:15] WARNING: Could not find the entry 9089 in C:\Temp\etc\services_bak. Error Code : -4 [8-28-2012 10:25:17] Informational: Uninstall Complete. The error message for this problem...</pre> |
| Possible Cause | This is an inherent issue with installers created using install shield. |
| Recommended Action | <ol style="list-style-type: none"> 1. Delete all the files in the Temp Folder(%temp%). Windows pops an error message if an associated file or folder is locked by another application. Restart the system to release the locked files, restart . 2. Delete the key from the registry HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\{7599836D-BE1D-4D87-94CB-D92FB93EDA7D}. 3. Download the latest clean.cvp file from the CVP installation media. Save it on C drive and rename it to clean.bat. 4. Execute the bat file. 5. Uninstall the Unified CVP from Add or remove programs and the uninstallation will be successful. 6. Restart the machine. 7. Attempt a fresh installation of Unified CVP and the installation will be successful. |
| Release | Release 9.0(1) |
| Associated CDETS # | NA |