

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

<b>Problem Summary</b>	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.
<b>Error Message</b>	<p>The uninstall logs, displays the following error message:</p> <p>[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?</p> <p>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=&lt;cmd.exe /C echo "F" xcopy /Y "C:\Windows\System32\drivers\etc\services" "C:\Temp\etc\services_bak"&gt;. [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...</p>
<b>Possible Cause</b>	This is an inherent issue with installers created using install shield.
<b>Recommended Action</b>	<ol style="list-style-type: none"> <li>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 .</li> <li>2. Delete the key from the registry HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\{7599836D-BE1D-4D87-94CB-D92FB93EDA7D}.</li> <li>3. Download the latest clean.cvp file from the CVP installation media. Save it on C drive and rename it to clean.bat.</li> <li>4. Execute the bat file.</li> <li>5. Uninstall the Unified CVP from Add or remove programs and the uninstallation will be successful.</li> <li>6. Restart the machine.</li> <li>7. Attempt a fresh installation of Unified CVP and the installation will be successful.</li> </ol>
<b>Release</b>	Release 9.0(1)
<b>Associated CDETS #</b>	NA