

## VXML Server Does Not Start After Patch

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|---------------------------|---|
| <b>Problem Summary</b>    | Patch installer and Explorer errors display during the application of the CVP 7.0.2 patch.  |
| <b>Error Message</b>      | "Unable to delete directory: C:\Cisco\CVP\VXMLServer\Tomcat\webapps\CVP". Please try to delete this directory manually before restarting the system.                      |
| <b>Possible Cause</b>     | The directory was not deleted after upgrade.  |
| <b>Recommended Action</b> | To resolve this issue: <ul style="list-style-type: none"><li>• Delete the %CVP_HOME\VXMLServer\Tomcat\Webapps\CVP directory.</li><li>• Restart the VXML Server.</li></ul> |
| <b>Release</b>            | Release 7.0(2)  |
| <b>Associated CDETS #</b> | None.   |