# Unable to Add CVP CallServer in the CVP OAMP Server

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## Introduction

This document describes an issue found when a Cisco Customer Voice Portal (CVP) Call Server is added via CVP Cisco Operations Console (OAMP) and also provides a feasible solution to it.

# Prerequisites

#### Requirements

Cisco recommends that you have knowledge of these topics:

- CVP Call Server
- CVP OAMP

#### **Components Used**

The information in this document is based on CVP version 10.0.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

# Error is Reported when CVP Call Server is Added to CVP OAMP

When CVP Call Server is added to the CVP OAMP, an error is reported. This error is seen when you click on **Save and Deploy**.

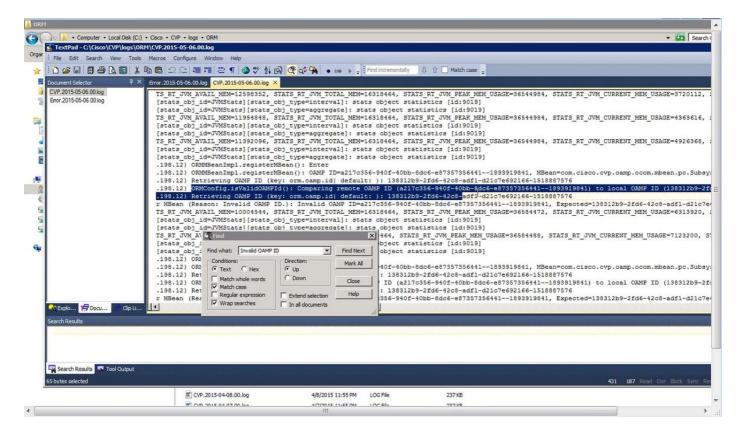
Step 1. In order to add the CVP Call Server into CVP OAMP, sign in to CVP OAMP and navigate to **Device Management > Unified CVP Call Server** as shown in this image.

10.201.198.12 - Remote Desktop Connection	
Organize 👻 🗍 Open 🔻 New ft 🔍 Services	
File Action View Help	
TextPad 🖉 Cisco Unified Customer Voice Portal - Add New Unified CVP Call Server	- Windows Internet Explorer
File Edit 🔄 🕞 🗢 😰 https://localhost:9443/oamp/callServerConfigurationActions.do	🗾 😒 Certificate Error 🛛 😥 🆘 🗙 🔁 Bing
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orm propertie Cisco Unified Customer Voice Portal - Add New Unified	
Cisco Unified Customer Voice Portal Signe	d in as: Administrator My Account   Sign out   About   Documentation Search
System   Device Management   User Management   Bulk Administration	✓ SNMP ▼ Tools ▼ Help ▼
Unified CVP Call Server Configuration	
Save 👌 Save & Deploy 🤣 Help	
General ICM SIP IVR Device Pool Infrastructure	
General	Turn on Services
IP Address: * 10.201.198.12	ICM:
Hostname: * CVP90POD2	IVR: 🔽
Description: CVP Server	SIP: V
Eachie communication	H.323: Change Type
with the Ops console: 1	THAT' AND REALING
* Required.	
<sup>1</sup> Change in value requires machine reboot.	
	Save Save & Deploy
Explo	
Search Result	ht © 2013 Cisco Systems, Inc.
1 Done	🛛 👘 🖓 🚱 Local intranet   Protected Mode: Off

Step 2. Click **Save and Deploy**. You get an error which indicates that the CVP Call Server cannot be created because it already exist in another CVP Operations Console (OPSConsole) as seen in this image.

GC Cisco Unified Customer Voice Portal - Unknown Error - Windows Internet Explorer		- 🗆 ×
C C P https://localhost:9443/camp/SIPComprehensiveNewConfigurationActions.do	💌 😵 Certificate Error 🛛 🗟 🍫 🗶 💽 Bing	P -
🙀 Favorites 🛛 🙀 😰 CVP Callback Diagnostic CVP 🙋 Suggested Sites 🔹 🙋 Web Slice Gallery 🔹		
Cisco Unified Customer Voice Portal - Unknown Error	🚹 🔹 🖾 👻 📑 🗣 Page + Safety + Tools	• 🔞 •
Cisco Unified Customer Voice Portal	Signed in as: Administrator My Account   Sign out   About   Documentation Sea	rch
System   Device Management  User Management  Bulk Administration  SNMP  Tools  Help		
Unexpected Error File Transfer		
O Unified CVP Call Server device with IP Address: 10.201.198.12 and Hostname: CVP90POD2S canno	be created. The device is already managed by another OPSConsole.	
	Ва	ck
Copyright © 2013 C	sco Systems, Inc.	_
		*
Done	🛛 👘 🗞 Local intranet   Protected Mode: Off	Va + //

The target CVP Call Server has an OAMP id in its configuration and hence it will not let the second OAMP deploy it as seen in this image.



Step 3. Open the file C:\Cisco\CVP\conf\orm.properties. You can verify the OAMP Id as shown in this image.

# Solution

Step 1. Stop the Cisco CVP Resource Manager Service in the CVP Call Server.

Step 2. Comment out the orm.oamp.id line in C:\Cisco\CVP\conf\orm.properties as shown in this image.

📕 orm.properties - 🍾 tepad		
File Edit Format View Help		
##ORM specific properties		
<pre># Possible values: EMERGENCY, ALERT, ( # WARN, NOTICE, INFO orm.logLevel = DEBUG</pre>		
<pre># Possible (or the combination) value: # TRACE_NONE # TRACE_CALL # TRACE_CALL # TRACE_DETHOD # TRACE_DETHOD # TRACE_LOW_LEVEL # TRACE_LEARTBEAT # TRACE_HEARTBEAT # TRACE_HEARTBEAT # TRACE_ORM_TOS # TRACE_ORM_TOS # TRACE_ORM_PC_MSGBUS = 0x00 # TRACE_ORM_PC_ONTROLCENTER_STATS # # TRACE_ALL 0rm.traceMask = 0x00190000</pre>	= 0 = 0x00000001 = 0x00000002 = 0x00000004 = 0x00000008 = 0x00000000 = 0x00000020 = 0x00010000 = 0x00010000 = 0x00010000 = 0x00040000 = 0x00080000 = 0x00080000	
<pre># OAMP Values # This was added by another OMAP: # orm.oamp.id = 138312b9-2fd6-42c8-add</pre>	f1-d21c7e692166-1518887576	
#IOS values orm.ios.pingtimeout = 5000 orm.ios.transtimeout = 45000		
<pre># REST API Thread pool configuration throttling.threadpool.generic.theads throttling.threadpool.wmlapp.queuesi throttling.threadpool.generic.queuesi</pre>	ze = 100	
<pre>#For http client orm.org.apache.logLevel = ERROR httpclient.logLevel = ERROR orm.controller.adapterName =</pre>		

Step 3. Start the Cisco CVP Resource Manager Service in the CVP Call Server.

Step 4. Click Save and Deploy as shown in this image.

Cisco Unified Customer Voice Portal - Action Confirmation - Windows Internet Explorer			
C C v E https://ocalhost:9443/oamp/SiPComprehensiveEdtConfigurationActions.da	💌 😵 Certificate f	Error 🗟 🍕 🗙 💽 Bing	2
👷 Favorites 🛛 🚔 😰 CVP Caliback Diagnostic CVP 🙋 Suggested Sites 👻 🙋 Web Slice Gallery 🔹			
Cisco Unified Customer Voice Portal - Action Confirmat		🙆 • 🖾 · 🖻 🖷 •	Page + Safety + Tools + 🕡
Cisco Unified Customer Voice Portal	Signed in as: Administrator	My Account   Sign out   About	Documentation Search
System + Device Management + User Management + Bulk Administration + SNMP + Tools + Help +			
Confirmation			
Unified CVP Call Server device with IP Address: 10.201.198.12 and Hostname: CVP90POD2S successfu Device(s)/Component(s): 10.201.198.12 (Unified CVP Call Server) need to be restarted. Following device restart, use the system menu to deploy system-level configurations to this Unified CVP	illy updated. /P Call Server.		
			Back
Copyright © 2013 Cisc	o Systems, Inc.		6
Done		🚯 ६ Local intranet   Protected Mode: Of	ff 🛛 🖗 🔹 100% 🔹