# Troubleshoot CVP OAMP Page 404 Error

## Contents

## Introduction

This document describes how to troubleshoot the 404 error on Customer Voice Portal (CVP) Operations and Administration Console (OAMP).

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- CVP
- Unified Contact Center Enterprise (UCCE)

### Components Used

The information in this document is based on these software versions:

- CVP 12.5.1
- UCCE 12.5.1

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.

## Problem

When you try to open the OAMP page of CVP instead of the login screen there is a 404 error displayed.

```
HTTP Status 404 – Not Found
```
This issue happened after Microsoft Windows updates.

# Solution

In order to fix this isse you can perform these steps:

Step 1. Stop the **Cisco CVP OPSConsoleServer** service from Windows Services.

Step 2. Take a backup of the oamp folder
(**\Cisco\CVP\OPSConsoleServer\Tomcat\webapps\oamp**).

Step 3. Rename the oamp folder at **\Cisco\CVP\OPSConsoleServer\Tomcat\webapps\oamp** (for example you can call it **oamp-OLD**).

Step 4. Start the **Cisco CVP OPSConsoleServer** service from the Windows Services.

Step 5. When the Cisco CVP OPSConsoleServer service is started, it notices that there is no folder with the name oamp at **\Cisco\CVP\OPSConsoleServer\Tomcat\webapps\** so it creates the folder again with all the files needed.

Step 6. After this you can open the OAMP page to verify the error is fixed and the login is successful.