

## 4.x to 7.0 upgrade DMT failing at license validation step during the restore

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| <b>Problem Summary</b>    | CRS 4.x to Cisco Unified CCX 7.0 upgrade (using Data Migration tool) failing at license validation step during the restore..   |
| <b>Error Message</b>      | DMT fails during license validation step.  |
| <b>Possible Cause</b>     | The issue is seen only on the upgrade of a license downgraded CRS 4.x server (ie, license downgrade had happened on a CRS 4.x server before taking the Data Migration Tool(DMT) backup). This is happening because of the issue in CRS 4.x server while updating license filter value during the license downgrade.  |
| <b>Recommended Action</b> | <p>The workaround is to clear the license filter value in DMT backup tar and repack the tar file. Do the following steps to change/clear the license filter value.</p> <ul style="list-style-type: none"> <li>• Make sure the system has a tar utility to un/repack the DMT backup tar. If not exists, download the tar executable from <a href="http://gnuwin32.sourceforge.net/packages/gtar.htm">http://gnuwin32.sourceforge.net/packages/gtar.htm</a> (For Windows) link.</li> <li>• Copy the backup tar file (DMTBackup-xxxxx.tar) to C:\ drive (Make sure that, there exists enough space to copy backup tar file to C:\ drive)</li> <li>• Open command line console (cmd) and change the directory to C:\ drive.Ie,</li> <li>• start-&gt;Run-&gt;Type ?cmd?</li> <li>• :&gt; cd c:\</li> <li>• Execute the tar extract command tar ?xvf DMTBackup-xxxxx.tar</li> </ul> <p>Ie c:\&gt; tar-xvf DMTBackup-xxxxx.tar If Tar executable (tar.exe) is not on C:\ drive, specify absolute path to the tar executable.</p> <ul style="list-style-type: none"> <li>• This will create a DM-STI folder in c:\drive. Then open the file</li> </ul> <p>\?C:\ADM-STI\4xlicense\4.0(5)LicFilter?</p> <ul style="list-style-type: none"> <li>• Clear the contents inside the 4.0(5)LicFilter file and save it.</li> <li>• Repack the tar file from the console (cmd) by executing the command,</li> </ul> <p>tar ?cvf DMTBackup-xxxxx_MOD.tar DM-STI . Ie c:\&gt; tar ?cvf DMTBackup-xxxxx_MOD.tar DM-STI</p> <ul style="list-style-type: none"> <li>• Done. Use the modified backup tar file (DMTBackup-xxxxx_MOD.tar) for the upgrade in DMT.</li> </ul> |
| <b>Release</b>            | Release 7.0(1)   |
| <b>Associated CDETS #</b> | CSCti12982.  |