

**Backup, Restore, and Upgrade cannot be started from a client desktop**

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| <b>Problem Summary</b>    | Backup, Restore, and Upgrade cannot be started from a client desktop.   |
| <b>Error Message</b>      | Backup and Restore or Upgrade displays an exception or a 'Page Not Found' message.  |
| <b>Possible Cause</b>     | When an exception is displayed by Backup and Restore or Upgrade, please check the logs in the c:\program files\wfvavid\log\MCVd folder and search for the keyword: 'backup_fail'. This will show the cause of the failure. If the message is not understandable, please contact TAC. If the 'Page Not Found' message is displayed, please contact TAC since the Cisco Unified CCX Node Manager service has restarted for some reason. |
| <b>Recommended Action</b> | Start Backup and Restore or Upgrade from the Cisco Unified CCX server desktop.  |
| <b>Release</b>            | Release 7.0(1)  |
| <b>Associated CDETS #</b> | None.   |