

Backup failed for a One or Two-Node system

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| Problem Summary | Backup failed for a one or two-node system. |
| Error Message | Backup and Restore displays an exception or a 'Page Not Found' message. |
| Possible Cause | When an exception is displayed by Backup and Restore, please check the logs in the c:\program files\wfvaid\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. |
| Recommended Action | Check and make sure that the 'Backup Storage Location' is set correctly with the right credentials. |
| Release | Release 7.0(1) |
| Associated CDETS # | None. |