

Desktop Agent Config backup operation failed using PUT

Problem Summary	Pre-Upgrade Tool backup failed while backing up the CCX Desktop Agent Config.
Error Message	Cisco Unified CCX Desktop Agent Config backup operation failed.
Possible Cause	Anti-virus software might be running on the setup.
Recommended Action	Make sure that Antivirus and CSA is disabled and LDAP monitor service is running on the CCX engine node. Check the Agent desktop logs (C:\Program Files\Cisco\Desktop\log) to find out the root cause for the issue.
Release	Release 8.0(1)
Associated CDETS #	None.