

During Backup, Restore, or Upgrade, an exception is seen in user interface

Problem Summary	During Backup, Restore, or Upgrade, an exception is seen.
Error Message	To see the error message, open the C:\Program Files\wfa\vid\log\McVd\McVdXXX.log where the time of the failure occurred. Search for the keyword: 'BACKUP_FAILED', 'RESTORE_FAILED', or 'UPGRADE_FAILED' based on type of failure. An exception with stack trace will be shown next to this text.
Possible Cause	<p>From the error message, go down to the last exception shown and look for the following keyword to see which component failed:</p> <ul style="list-style-type: none"> • com.cisco.archive.* - Indicates general issue with ArchiveManager. • com.cisco.archive.impl.component.config.* - Indicates issue with saving or restoring configuration such as properties files. • com.cisco.database.* - Indicates issue with database. • com.cisco.wf.calabrioBackupRestore.* - Indicates issues with Calabrio components. • com.cisco.wf.jtapi.archive.* - Indicates issue with JTAPI configuration. • com.cisco.wf.cme.archive.* - Indicates issue with CME configuration. • com.cisco.restoreadmin.jtapiresyncwizard.* - Indicates issue with JTAPI wizard synchronization of Route Points, CTI Ports. • com.cisco.restoreadmin.cmevalidate.* - Indicates issues with CME validation wizard.
Recommended Action	Please contact TAC based on information in Cause to find appropriate specialist.
Release	Release 7.0(1)
Associated CDETS #	None.