

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

<b>Problem Summary</b>	During Backup, Restore, or Upgrade, an exception is seen.
<b>Error Message</b>	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.
<b>Possible Cause</b>	<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"> <li>• com.cisco.archive.* - Indicates general issue with ArchiveManager.</li> <li>• com.cisco.archive.impl.component.config.* - Indicates issue with saving or restoring configuration such as properties files.</li> <li>• com.cisco.database.* - Indicates issue with database.</li> <li>• com.cisco.wf.calabrioBackupRestore.* - Indicates issues with Calabrio components.</li> <li>• com.cisco.wf.jtapi.archive.* - Indicates issue with JTAPI configuration.</li> <li>• com.cisco.wf.cme.archive.* - Indicates issue with CME configuration.</li> <li>• com.cisco.restoreadmin.jtapiresyncwizard.* - Indicates issue with JTAPI wizard synchronization of Route Points, CTI Ports.</li> <li>• com.cisco.restoreadmin.cmevalidate.* - Indicates issues with CME validation wizard.</li> </ul>
<b>Recommended Action</b>	Please contact TAC based on information in Cause to find appropriate specialist.
<b>Release</b>	Release 7.0(1)
<b>Associated CDETS #</b>	None.