

## 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\wfaavid\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.  |