

## Desktop Agent Config backup operation failed using PUT

<b>Problem Summary</b>	FAILED : Cisco Unified CCX agent desktop configuration data migration.
<b>Error Message</b>	Cisco Unified CCX agent desktop configuration data migration in progress... FAILED : Cisco Unified CCX agent desktop configuration data migration. FAILED : Phase 1 (Configuration and Hibernate data import) of Windows to Linux Upgrade.
<b>Possible Cause</b>	Restore failed because, Cisco Desktop LDAP Monitor Service was failing to stop(since it was not activated).  LDAP monitor service is also part of engine and will be activated only when Engine gets activated.( Recording and Monitoring is not supported for STD license ). Engine activation is done at the last for all three types of lic(PRE/ENH/STD). Since Engine is not yet activated, LDAP monitor service will not get activated and restore will fail. As a workaround activate LDAP monitor service and continue with restore. Any Cu doing restore with STD lic would encounter this issue..
<b>Recommended Action</b>	Using root access run the command.  uccxcontrolcenter.sh "Cisco Desktop LDAP Monitor Service" activate
<b>Release</b>	Release 8.0(1)
<b>Associated CDETS #</b>	CSCtf35994.