

Node\_Manager\_service\_will\_not\_stay\_up\_due\_to\_Bootstrap\_manager\_failing\_to\_start.

<b>Problem Summary</b>	In an HA cluster, the Cisco Unified CCX Node Manager service crashed on the master node, and cannot be started since the BOOTSTRAP Manager failed to start.
<b>Error Message</b>	The "BOOTSTRAP_SYNC_ERROR:Synchronize bootstrap repository error with "failed to acquire READ lock" or "failed to acquire WRITE lock" error messages are seen in the MCVD log.
<b>Possible Cause</b>	There were "Tx-*.BAD" files in C:\Program Files\wfavvid\BSTxState folder on both nodes. So it looks like there were problems between JINI and windows on the server that prevented the bootstrap managers to synch with each other.
<b>Recommended Action</b>	Manually clean the "Tx-*.BAD" files on both nodes as follows:  <ol style="list-style-type: none"><li>1. Shut down the Node Manager.</li><li>2. Copy everything in the wfavvid\BSTxState\ directory to a backup directory. Then delete all the "Tx-*.BAD" files in the wfavvid\BSTxState\ directory.</li><li>3. Restart the Node Manager.</li></ol>
<b>Release</b>	Release 7.0(1)SR4ES02
<b>Associated CDETS #</b>	CSCth12164