

PUT backup fails during Desktop Agent Config backup operation

Problem Summary	Pre-Upgrade Tool backup failed while backing up the Unified CCX Desktop Agent Config.
Error Message	Cisco Unified CCX Desktop Agent Config backup operation failed
Possible Cause	Connection to Calabrio LDAP fails
Recommended Action	Make sure that proxies are disabled in the web browser. Alternatively navigate to ControlPanel-->Java. In the Java Control Panel, under General-->Network Settings turn off the Use Browser Settings. This is set on by default. Check the Agent desktop logs (C:\Program Files\Cisco\Desktop\log\bars*.dbg).
Release	Release 8.0(1)
Associated CDETS #	None.