

**PUT backup fails during Desktop Agent Config backup operation**

<b>Problem Summary</b>	Pre-Upgrade Tool backup failed while backing up the Unified CCX Desktop Agent Config.
<b>Error Message</b>	Cisco Unified CCX Desktop Agent Config backup operation failed
<b>Possible Cause</b>	Connection to Calabrio LDAP fails
<b>Recommended Action</b>	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).
<b>Release</b>	Release 8.0(1)
<b>Associated CDETS #</b>	None.