

Page Not Found message is displayed during Restore or Upgrade

Problem Summary	During Restore or Upgrade, the message "Page Not Found" is displayed.
Error Message	Check the log in c:\program files\wfavvid\log\MCVD and search for keyword 'reboot_on' for the error message.
Possible Cause	Most likely, the Cisco Unified CCX Node Manager has restarted during Restore or Upgrade due to an abnormal shutdown. This can be checked if you see a new MCVD log file (in the c:\program files\wfavvid\log\MCVD folder) created during the time of the restore or if you see that the Cisco Unified CCX Node Manager Service is no longer running.
Recommended Action	<ol style="list-style-type: none"> 1. Analyze the 'reboot_on' message to see which service went down. If this is intermittent issue, redo the Restore by first doing the following two steps. Contact TAC if condition persists 2. Stop the Cisco Unified CCX Node Manager Service if it is running. Replace the c:\program files\wfavvid\ClusterData folder with the original ClusterData folder that was copied before the restore. 3. Remember to keep the original copy around just in case the process needs to be repeated. <p>If Restore still fails, please contact TAC.</p>
Release	Release 7.0(1)
Associated CDETS #	None.