

## Page Not Found message is displayed during Restore or Upgrade

<b>Problem Summary</b>	During Restore or Upgrade, the message "Page Not Found" is displayed.
<b>Error Message</b>	Check the log in c:\program files\wfavvid\log\MCVD and search for keyword 'reboot_on' for the error message.
<b>Possible Cause</b>	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.
<b>Recommended Action</b>	<ol style="list-style-type: none"> <li>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</li> <li>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.</li> <li>3. Remember to keep the original copy around just in case the process needs to be repeated.</li> </ol> <p>If Restore still fails, please contact TAC.</p>
<b>Release</b>	Release 7.0(1)
<b>Associated CDETS #</b>	None.