

## Restore failed for a one-node system

<b>Problem Summary</b>	Restore failed for a one-node system.
<b>Error Message</b>	Backup and Restore displays an exception or a 'Page Not Found' message.
<b>Possible Cause</b>	When an exception is displayed by Backup and Restore, please check the logs in the c:\program files\wfvavvid\log\MCVD folder and search for the keyword: 'backup_fail'. This will show the cause of the failure. If the message is not understandable, please contact TAC. If the 'Page Not Found' message is displayed, please contact TAC since the Cisco Unified CCX Node Manager service has restarted for some reason.
<b>Recommended Action</b>	<p>Check failure. If failure is irrecoverable, please contact TAC. If failure is due to intermittent issue, retry restore by doing one of the following. If you have a copy of original ClusterData folder:</p> <ol style="list-style-type: none"> <li>1. Stop the Cisco Unified CCX Node Manager Service.</li> <li>2. Remove the C:\Program Files\wfvavvid\ClusterData folder.</li> <li>3. Copy the original ClusterData folder to the C:\Program Files\wfvavvid\ folder.</li> <li>4. Start the Cisco Unified CCX Node Manager Service.</li> <li>5. Redo the restore.</li> </ol> <p>If you don't have a copy of original ClusterData folder:</p> <ol style="list-style-type: none"> <li>1. Reinstall the Cisco Unified CCX server using Win2K3 OS.</li> <li>2. Fresh install the server using the Cisco Unified CCX installer.</li> <li>3. Rerun the Restore.</li> </ol>
<b>Release</b>	Release 7.0(1)
<b>Associated CDETS #</b>	None.