

Restore failed on a two-node system that had run before the Restore

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| Problem Summary | Restore failed on a two-node system. The system had already been configured as a cluster and was running successfully before the restore. |
| Error Message | Backup and Restore displays an exception or a 'Page Not Found' message. |
| Possible Cause | When an exception is displayed by Backup and Restore, please check the logs in the c:\program files\wfvavvid\log\MCVVD 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. |
| Recommended Action | <p>Check failure. If failure is irrecoverable, please contact TAC. If failure is due to intermittent issue, retry restore by doing the following:</p> <ol style="list-style-type: none"> 1. Shutdown the Cisco Unified CCX Node Manager Service on both nodes. 2. You must have a copy of ClusterData folder saved on both nodes: <ol style="list-style-type: none"> 1. Remove the C:\Program Files\wfvavvid\ClusterData folder on both nodes. 2. Copy the original ClusterData folder to the C:\Program Files\wfvavvid folder on both nodes. 3. If you don't have a copy of ClusterData folder saved on both nodes: <ol style="list-style-type: none"> 1. Reinstall both Cisco Unified CCX servers using Win2K3 OS. 2. Fresh install both servers using Cisco Unified CCX installer. 3. Rerun the Restore. 4. Restart Cisco Unified CCX Node Manager on both nodes. 5. Rerun the Restore again. |
| Release | Release 7.0(1) |
| Associated CDETS # | None. |