Restore failed on a two-node system that was re-imaged

Problem Summary	Restore failed on a two-node system. The system was re-imaged and had not been configured to run as a cluster.
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\wfavvid\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.

Recommended Action	Check failure. If failure is irrecoverable, please contact TAC. If failure is due to intermittent issue, retry restore by doing the following:
	
	1. Shutdown Cisco Unified CCX Node Manager Service on both nodes.
	2. If you have a copy of ClusterData folder saved on both nodes:
	  1. Remove the C:\Program Files\wfavvid\ClusterData folder on both nodes.
	  2. Copy the original ClusterData folder to the C:\Program Files\wfavvid folder on both nodes.
	  3. On the 2nd node, use regedit and check to make sure the 'com.cisco.cluster.node.id' is set to '1' for the following:
	
	  \HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\CRS\Properties\application.MADM.properties
	  \HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\CRS\Properties\application.MADM.properties
	  \HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\CRS\Properties\application.MADM.properties
	  \HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\CRS\Properties\application.MADM.properties
	
	1. If you do not have a copy of the ClusterData folder saved on both nodes:
	  1. Reinstall both Cisco Unified CCX servers using Win2K3 OS.
	  2. Fresh install both servers using Cisco Unified CCX installer.
	  3. Rerun the Restore.
	2. Restart the Cisco Unified CCX Node Manager on both nodes.
	3. Rerun the Restore again.

Release	Release 7.0(1)
Associated CDETS #	None.