

## Restore fails due to a file not being found

<b>Problem Summary</b>	Restore fails due to "<file-name> file is not found.
<b>Error Message</b>	"<file-name> file is not found" message is displayed in the Restore Pop-up UI.
<b>Possible Cause</b>	The <file-name> file cannot be found by the Restore process.
<b>Recommended Action</b>	Do the following:  <ol style="list-style-type: none"><li>1. Delete the staging directory (C:\STI).</li><li>2. Manually stop the Node Manager Service by selecting Start &gt; Programs &gt; Administrative Tools &gt; Services, and then stopping the 'Cisco Unified CCX Node Manager' service.</li><li>3. Delete the C:\Program Files\wfvavvid\ClusterData folder.</li><li>4. Copy C:\BackupClusterData\ClusterData folder (which was backed up before) to C:\Program Files\wfvavvid\.</li><li>5. Reboot the machine.</li><li>6. Re-run the restore.</li></ol>
<b>Release</b>	Release 7.0(1)
<b>Associated CDETS #</b>	None.