

## Some RmCm configuration is missing after upgrade

<b>Problem Summary</b>	After the 4.5 to 7.0 upgrade is successful, the system is missing some Resource Manager Contact Manager (RmCm) configuration (that is, resource skills group, CSQ configuration, and so on).
<b>Error Message</b>	None.
<b>Possible Cause</b>	This can happen when an upgrade was initially triggered, but failed due to the Cisco Unified CCX Node Manager restarting in the middle of the restore. During the successful attempt for restore, the CRS 4.5 user profile name has already been changed to a long integer by the first attempt to restore.
<b>Recommended Action</b>	<p>To reset the profileID = 1 for the default profilename, do the following:</p> <ol style="list-style-type: none"> <li>1. Open the SQL query analyzer and type the following: <ol style="list-style-type: none"> <li>1. Run <code>SELECT * FROM db_cra.dbo.profileIDMapping</code> You should see 2 records (one from 4.5 and the default for 7.0). Note the CRS4.5_profilename which is NOT the default. You will need this.</li> <li>2. Run <code>DELETE FROM db_cra.dbo.profileIDMapping where profilename='CRS4.5_profilename'</code> Make sure you see 1 row affected in the result window after executing the preceding command.</li> <li>3. Run <code>UPDATE db_cra.dbo.profileIDMapping SET profileID =1</code> Make sure you see 1 row affected after executing the preceding command.</li> </ol> </li> <li>2. <code>SELECT * FROM db_cra.dbo.profileIDMapping</code></li> <li>3. You should get only one record with profilename 'default' and profileID=1</li> </ol>
<b>Release</b>	Release 7.0(1)
<b>Associated CDETS #</b>	None.