

**Upgrading : Scheduler does not start after an upgrade**

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| <b>Problem Summary</b>    | Scheduler does not updated after an upgrade to Cisco Unified IS Release 7.5(3) or 7.5(4)   |
| <b>Error Message</b>      | Not applicable.  |
| <b>Possible Cause</b>     | Scheduler is not backed up before starting the upgrade   |
| <b>Recommended Action</b> | <p>Replace the scheduler from the back up location that the installer creates.</p> <ol style="list-style-type: none"> <li>1. Locate the backup folder to which the installer program has backed up the scheduler files. This folder is usually located in &lt;CUIS_HOME&gt;\CUISScheduler and named using the current CUIS version separated with underscores(_), for example <i>_CUIS_7_5_4_0_0_0_12</i>.</li> <li>2. Copy the <b>CuisScheduler.exe.config</b> file from this backup folder.</li> <li>3. Replace the new scheduler file located at &lt;CUIS_HOME&gt;\CUISScheduler with this backup copy. This restores the scheduler settings.</li> <li>4. Click <b>Start</b> menu &gt; <b>Control Panel</b> &gt; <b>Administrative Tools</b> &gt; <b>Services</b> to open <b>Windows Service Manager</b>.</li> <li>5. Right-click <b>Cisco Unified Intelligence Suite Scheduler service</b> and select <b>Start</b>.</li> </ol> |
| <b>Releases</b>           | Release 7.5(x)   |
| <b>Associated CDETS #</b> | CSCti59698   |