

Sti Backup Utility in Cisco CallManager Stuck on "Cancelling Backup"

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Introduction

This document explains how to fix the Sti Backup Utility (shipped by default with Cisco CallManager) when it is stuck on the "Cancelling backup process. Please wait.." message.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

This document is not restricted to specific software and hardware versions.

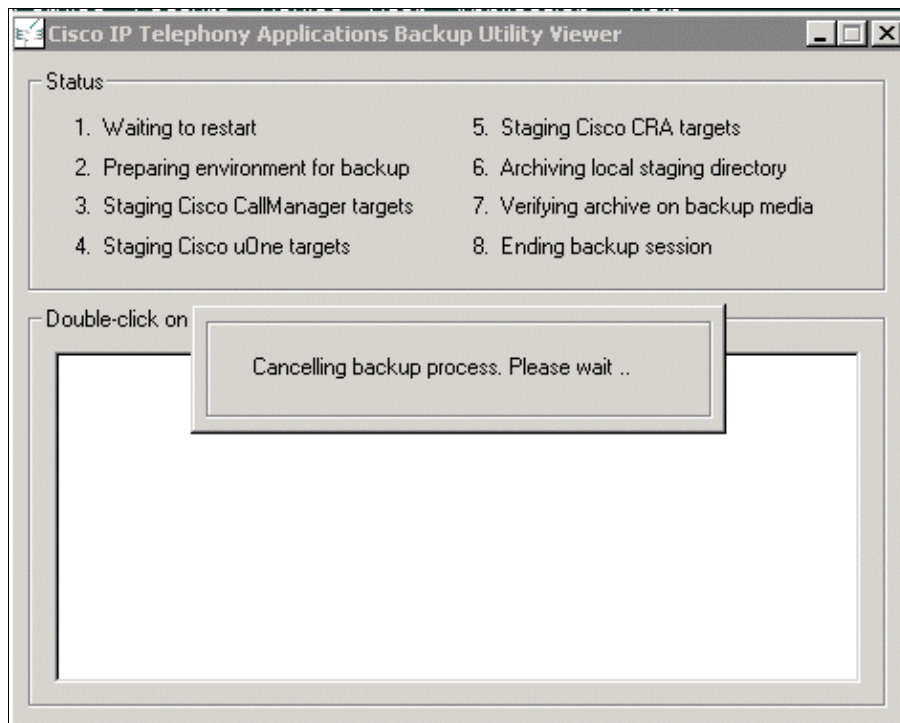
Conventions

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

Problem

When you run the Sti Backup Utility, the "Cancelling backup process. Please wait.." message (shown in the graphic) does not disappear when you attempt to cancel the backup process after you notice that the backup never executed (via the status monitor).

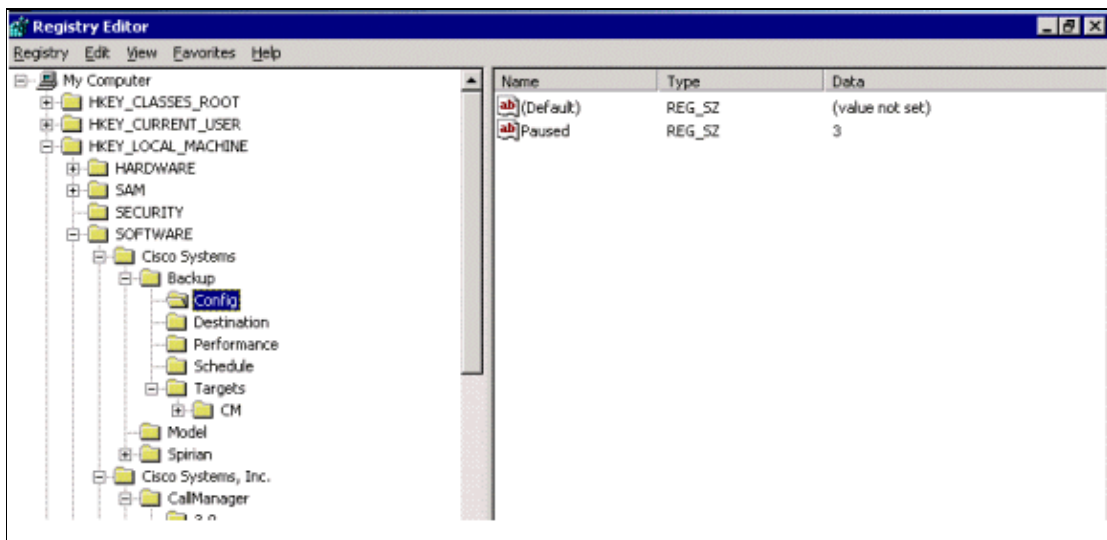
Note: Rebooting the server does not solve the problem.



Solutions

When the Sti Backup Utility gets stuck on the "Cancelling backup process. Please wait.." message, the first thing to take note of is the value of the Config registry key.

1. From the Windows Start button, select **Run** and enter **regedit**.
2. From the Registry Editor, select **HKEY_LOCAL_MACHINE > Software > Cisco Systems > Backup > Config**.



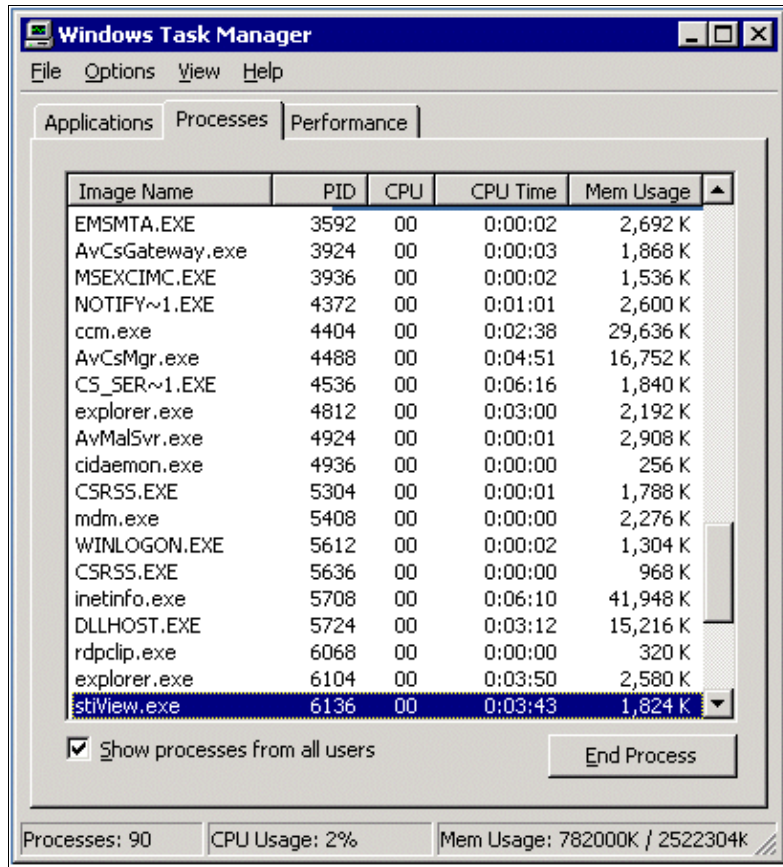
You should notice that the value of the Config registry key is 3.

Use one of these two solutions to end the Sti Backup Utility.

Solution 1

Complete these steps.

1. Manually change the value of the Config registry key to **0**.
2. Manually stop the StiView.exe process in the Cisco CallManager by pressing **Ctrl–Alt–Del** and select **Task Manager**.
3. When the Windows Task Manager appears, select the **Processes** tab, select **stiView.exe**, and click the **End Process** button.



Solution 2

From your system directory, select **C: > WINNT > SYSTEM32** and run the StiBack.exe file.

Related Information

- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Recommended Reading: Troubleshooting Cisco IP Telephony**
- **Technical Support – Cisco Systems**

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