

CRS Backup Failure – Missing STI Backup Service

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Introduction

Prerequisites

Requirements

Components Used

Conventions

Topology

Problem

Solution

NetPro Discussion Forums – Featured Conversations

Related Information

Introduction

This document describes one reason why the Cisco Customer Response Solutions (CRS) server fails to backup and provides a solution in a Cisco IP Contact Center (IPCC) Express environment.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco CallManager
- Cisco CRS

Components Used

The information in this document is based on these software and hardware versions:

- Cisco CallManager version 3.3(3) and earlier
- Cisco CRS version 3.x and earlier

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

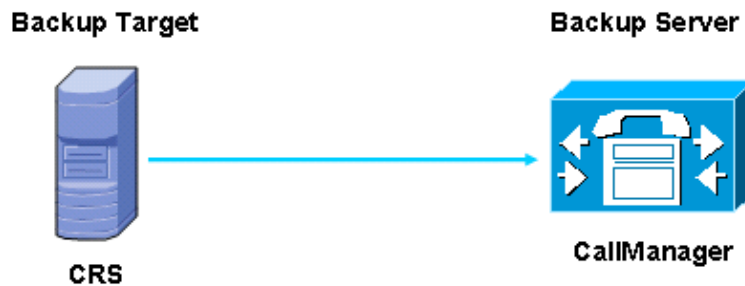
Topology

Although any server in the Cisco CallManager cluster can be the backup server, it is recommended that the Publisher database server be the backup server. One backup server is required within a Cisco CallManager cluster.

A data source server (or backup target) contains the data to be backed up for Cisco CallManager or Cisco Customer Response Solutions (CRS). A Cisco CallManager cluster can contain zero, one or more data source servers. You designate a server as a data source server (backup target). The backup log file, stiBackup.log, is located in the following folder: C:\Program Files\Common Files\Cisco\Log.

Figure 1 demonstrates the topology. The backup server is the CallManager and the backup target is a CRS server.

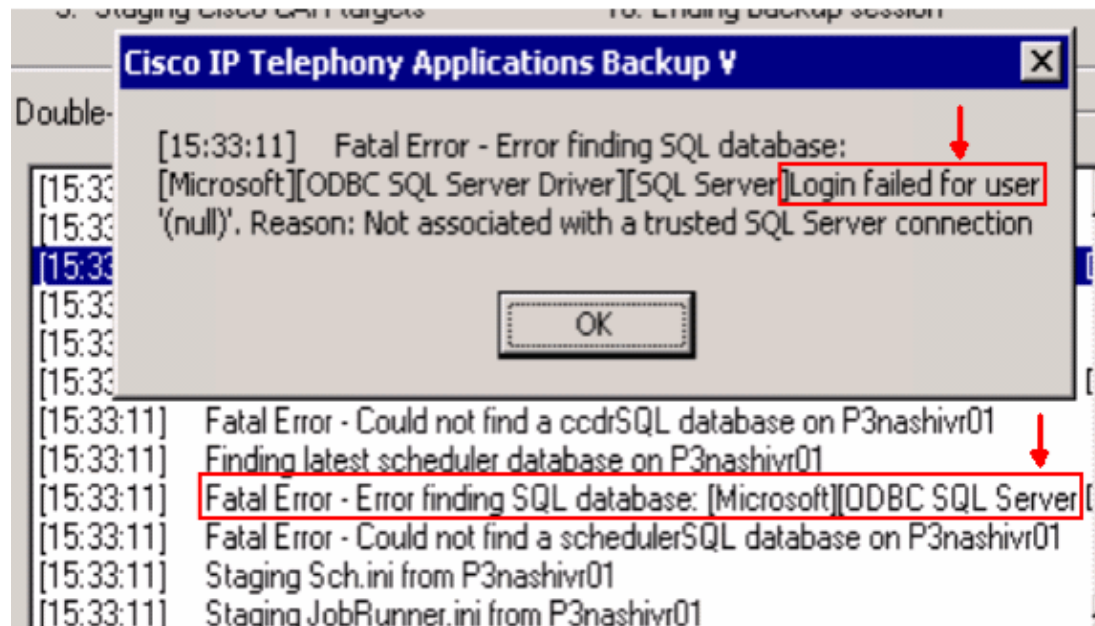
Figure 1 A Simple Setup – Backup Server (CallManager) and Backup Target (CRS)



Problem

While you back up the CRS server, the STI Backup Service fails with **Login failed for user or Fatal Error - Error finding SQL database**, as Figure 2 shows.

Figure 2 Fatal Error – Error Finding SQL Database



Solution

In order to support the backup, the STI Backup Service must be installed on both the backup server and target. The installation automatically creates the **BackAdmin** account. This account supports the backup service on a Cisco CallManager. You must use the same password for this account on both the backup server and target. Without this account and password on both the backup server and target , the backup fails.

When this problem occurs, the CRS server (backup) does not have the STI Backup Service installed. In order to resolve this issue, install the STI Backup Service on the backup target (CRS) and assign the same password for the **BackAdmin** account as the password used for the **BackAdmin** account on the CallManager.

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Related Information

- [CallManager STI Backup Service and IP Telephony Applications Backup Utility Error Message: STI Backup Service Does Not Exist](#)
- [Technical Support & Documentation – Cisco Systems](#)

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