

Cisco Unified Communications Manager (CallManager) Backup Error – Failed to Retrieve Destination Details

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Introduction

This document describes this Cisco Unified Communications Manager (CallManager) error message and the necessary steps to troubleshoot it:

Failed to retrieve destination details

Prerequisites

Requirements

Cisco recommends that you have knowledge of Cisco Unified Communications Manager (CallManager).

Components Used

The information in this document is based on Cisco Unified Communications Manager 5.x.

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.

Problem

When you try to backup Cisco Unified Communications Manager 5.x with Secure File Transfer Protocol (SFTP), the error message `Failed to retrieve destination details` displays.

In the Cisco CallManager (CCM) settings, the path name is specified as `"C:\."` In the SFTP settings, the root path is specified as `"C:\."`

Solution

In order to overcome this error, ensure that these are included:

1. Server name: Name or IP address of the network server
2. Path name: Path name for the directory where you want to store the backup file

Note: In the CCM settings you only need to specify the Path Name as "" (not "C:\").

3. User name: Valid username for an account on the remote system
4. Password: Valid password for the account on the remote system

If you are unable to access the Cisco Disaster Recovery System (DRS), go to **Serviceability** and choose the server. Find and restart **Cisco DRF Local** and **Cisco DRF Master** services to resolve the issue.

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Related Information

- **Network Registrar Data Backup and Recovery Strategies**
- **Installation, Backup, and Restore Issues**
- **Recommended Reading: Troubleshooting Cisco IP Telephony**
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