



BARS Error Messages

This section provides tables that list error messages and corrective actions for errors that may appear in the BARS log file or in dialog boxes. These messages can occur during either the backup or restore process for applications that BARS supports:

- [General BARS Errors](#)
- [BARS Backup Error Messages for Cisco Unified CallManager](#)
- [BARS Backup Error Messages for Cisco Emergency Responder](#)
- [BARS Backup Error Messages for Cisco CDR Administrative Reporting \(CAR\)](#)
- [BARS Backup Error Messages for Cisco Customer Response Solutions](#)
- [BARS Restore Error Messages for Cisco Unified CallManager](#)
- [BARS Restore Error Messages for Cisco Emergency Responder](#)
- [BARS Restore Error Messages for Cisco CDR Administrative Reporting \(CAR\)](#)
- [BARS Restore Error Messages for Cisco Customer Response Solutions](#)

Table A-1 General BARS Errors

Error Message	Reason	Corrective Action
The following error occurred while trying to retrieve the information for configured servers to backup. - 2147467238.	An incompatible version of BARS was installed, or the BARS installation did not complete successfully.	Install or reinstall a compatible version of BARS from the following URL: http://www.cisco.com/univercd/cc/td/doc/product/voice/c_c_allmg/ccmcomp.htm
BARS can not be upgraded/uninstalled because it is in the middle of BACKUP/RESTORE operation.	An upgrade or install procedure cannot complete while a backup or restore operation is in progress.	Change the Registry Key \HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems\BARS\Information\AppStatus to IDLE.

Table A-2 BARS Backup Error Messages for Cisco Unified CallManager

Error Message	Reason	Corrective Action
You must enter a phrase from one to 15 characters in length. This phrase may contain English lower-case letters, English upper-case letters, Westernized Arabic Numerals, and the following non-alphanumeric special characters { } . <>:~/\`~!@\$^&*()_ -+	You entered invalid characters for the private password phrase.	Enter valid characters.
Could not determine Cisco Unified CallManager version.	The server could not be connected, or the registry entry for Cisco Unified CallManager does not exist.	Verify that the backup target is installed with same backadmin password phrase as that of the backup server and that the registry entry for Cisco Unified CallManager is not empty.
Cisco CallManager versions prior to 3.3 are not supported.	BARS does not support earlier versions of Cisco CallManager. BARS supports only 3.3(3) or later.	Only Cisco CallManager 3.3(3) or later gets backed up. Use the latest version of the Cisco Unified CallManager Applications Backup Utility to back up earlier versions of Cisco CallManager.
Could not extract publication information. Replication will not be restored.	This message indicates that he server replication is broken. The server does not exist in cluster.	Re-create the replication for the cluster and do the backup again.
Could not find CCM03XX database on server_name.	Database CCM03XX does not exist, or the Backadmin user cannot connect to the database. Backadmin passwords differ on backup server and backup target where server_name specifies the remote server.	Verify whether the database exists on the system. Only if the data source server to be backed up is remote server, install the backup target with the same backadmin private phrase as that of backup server.
Cannot continue with backup. Not enough space on server_name.	The staging directory lacks sufficient disk space.	Make sure that enough disk space exists in the staging directory when you are planning to back up large files.
Could not find SQL service on this server. Database could not be backed up.	SQL service stopped in the data source server.	Start the SQL service and then start the backup again.
Could not backup CDR & CMR files successfully.	The files or folder either do not have administrator permissions or may be in use.	Verify that the files and folder have full administrator permissions. Verify that the files are not in use.

Table A-2 BARS Backup Error Messages for Cisco Unified CallManager (continued)

Error Message	Reason	Corrective Action
Failed to backup Cisco Unified CallManager Registry.	Cisco Unified CallManager registry does not exist, or the Backadmin user cannot connect to the registry. Backadmin passwords differ on the backup server and backup target.	Verify that the Cisco Unified CallManager registry exists and that the remote targets have the same backadmin private phrase as that of the backup server.
Could not backup DC Directory completely.	The DC Directory backup failed.	Verify that DC Directory is installed and that the service <i>DC Directory server</i> currently runs on the backup target. Restart the service and repeat the backup.
Could not back up TFTP files.	The files or folder do not have administrator permissions, or they may be in use.	Verify that the files and folders have full administrator permissions. Verify that the files are not in use.
Could not back up files from alternate file location path.	The files or folder do not have administrator permissions, or they may be in use.	Verify that the files and folders have full administrator permissions. Verify that the files are not in use.
Could not back up BAT CSV files successfully.	The files or folder do not have administrator permissions, or they may be in use.	Verify that the files and folders have full administrator permissions. Verify that the files are not in use.
Could not back up BAT Template files successfully.	The files or folder do not have administrator permissions, or they may be in use.	Verify that the files and folders have full administrator permissions. Verify that the files are not in use.
Could not backup BAT Version file successfully.	The files or folder do not have administrator permissions, or they may be in use.	Verify that the files and folders have full administrator permissions. Verify that the files are not in use.

Table A-2 BARS Backup Error Messages for Cisco Unified CallManager (continued)

Error Message	Reason	Corrective Action
Could not backup Cisco Unified CallManager successfully on server_name.	Some of the Cisco Unified CallManager components did not back up successfully.	Verify that each Cisco Unified CallManager component backs up successfully.
Failed to copy URL Services page from remote machine <machine-name.company.com >. Files can be backed up only from backing up server. Backup URL Services page manually.	<p>If the Services URL under enterprise parameters is configured by using an IP address, BARS attempts a reverse DNS lookup of this IP to obtain a name and compares that name to the local hostname. BARS uses the equivalent of 'nslookup,' so DNS resolution is required. BARS does not use default Windows name resolution. If the reverse DNS lookup returns a fully qualified domain name, the BARS comparison fails.</p> <p>If the Services URL under enterprise parameters is configured as a fully qualified domain name, this warning generates if the hostname that is specified in the Service URL is a fully qualified machine name. The BARS application will use only the local host name when determining whether the local host is the location of the Services URL. Backup completes successfully after this warning.</p>	<p>Configure the DNS server to perform reverse resolution and only return the hostname.</p> <p>Change the Service URL from a fully qualified host name to the hostname of the server.</p>

Table A-3 BARS Backup Error Messages for Cisco Emergency Responder

Error Message	Reason	Corrective Action
The publication status of the CER database in SQL does not match the file E911Bootstrap.properties. Please verify configuration. Skipping database backup.	The replication of the cluster did not complete successfully. The server does not exist in the cluster.	Re-create the replication for the cluster and do the backup again.
Could not find the CER SQL database on server_name.	Database CER12XX does not exist, or the Backadmin user cannot connect to the database. Backadmin passwords differ on the backup server and backup target where server_name specifies the remote server.	Verify whether the database exists on the system. Only if the data source server to be backed up is remote server, install the backup target with the same backadmin private phrase as that of the backup server.
SQL Server does not appear to be installed on server_name. Skipping backup of SQL Server.	SQL Service does not run on the server.	Start the SQL Service and then perform the backup.
Could not found Reg.dmp in the staging directory.	CER registry does not exist, or Backadmin user cannot connect to the server. Backadmin passwords differ on the backup server and backup target where server_name specifies the remote server.	Verify that CER registry exists. For remote target machines, ensure that the target is installed with the same backadmin private phrase as that of the backup server.
Could not found Version.ini in the staging directory.	Version information does not exist in registry.	Verify the registry contains the version information.
Could not determine CER version.	Version information does not exist in registry.	Verify the registry contains the version information.
Failed to backup CallHistory folder.	The files or folder do not have administrator permissions, or they may be in use.	Verify that the files and folders have full administrator permissions. Verify that the files are not in use.
Failed to backup CERSysFiles folder.	The files or folder do not have administrator permissions, or they may be in use.	Verify that the files and folders have full administrator permissions. Verify that the files are not in use.
Failed to backup Etc folder.	The files or folder do not have administrator permissions, or they may be in use.	Verify that the files and folders have full administrator permissions. Verify that the files are not in use.
Failed to backup Export folder.	The files or folder do not have administrator permissions, or they may be in use.	Verify that the files and folders have full administrator permissions. Verify that the files are not in use.

Table A-3 BARS Backup Error Messages for Cisco Emergency Responder (continued)

Error Message	Reason	Corrective Action
Failed to backup Import folder.	The files or folder do not have administrator permissions, or they may be in use.	Verify that the files and folders have full administrator permissions. Verify that the files are not in use.
Failed to backup Nena_msag_records folder.	The files or folder do not have administrator permissions, or they may be in use.	Verify that the files and folders have full administrator permissions. Verify that the files are not in use.
File JTapi.jar not found in source folder.	The file does not have administrator permissions, or the file may be in use.	Verify that the file has full administrator permissions and that it is not in use.
File SAenvProperties.ini not found in source folder.	The file does not have administrator permissions, or the file may be in use.	Verify that the file has full administrator permissions and that it is not in use.
CER versions prior to 1.2(1) are not supported.	BARS does not support prior versions of CER for backup.	CER 1.2(1) or later will not get backed up.
Could not backup Cisco Emergency Responder successfully on server_name	Some CER components did not back up successfully.	Verify that all the CER components backed up successfully.

Table A-4 BARS Backup Error Messages for Cisco CDR Administrative Reporting (CAR)

Error Message	Reason	Corrective Action
Could not find CAR database on server_name. Skipping database backup.	Database <i>Art</i> does not exist, or the Backadmin user cannot connect to the database. Backadmin passwords differ on the backup server and the backup target where server_name specifies the remote server.	Verify that the database exists on the system. Only if the data source server to be backed up is remote server, install the backup target with the same backadmin private phrase as that of the backup server.
Failed to backup CAR Registry.	CAR registry does not exist, or the Backadmin user cannot connect to the server. Backadmin passwords differ on the backup server and backup target where server_name specifies the remote server.	Verify that CAR registry exists. For remote target machines, ensure that the target is installed with the same backadmin private phrase as that of the backup server.

Table A-4 BARS Backup Error Messages for Cisco CDR Administrative Reporting (CAR) (continued)

Error Message	Reason	Corrective Action
Failed to backup CAR Reports.	The files or folder do not have administrator permissions, or they may be in use.	Verify that the files and folders have full administrator permissions. Verify that the files are not in use.
Could not backup CAR successfully on server_name.	Some CAR components did not back up successfully	Verify that all CAR components back up successfully.

Table A-5 BARS Backup Error Messages for Cisco Customer Response Solutions

Error Message	Reason	Corrective Action
Could not backup database DB_Name successfully. DB_Name can be db_cra, db_cra_ccdr, schedulerdb, fcRasSvr	Database DB_name does not exist, or the Backadmin user cannot connect to the database. Backadmin passwords differ on the backup server and backup target where server_name specifies the remote server.	Verify that the database exists on the system. Only if the data source server to be backed up is remote server, install the backup target with the same backadmin private phrase as that of the backup server.
SQL Server does not appear to be installed on server_name. Skipping backup of SQL Server.	SQL Service does not run.	Start the SQL Service and do the backup.
The folder CRS_Root folder does not exist. Files *.aef, *.wav, *.java, *.jar, *.properties cannot be backed up.	Check that the CRS_Root folder exists.	Verify that CRS is properly configured on the system.
The folder CRS_Root does not exist. Files *.xml, *.class, *.gsl, *.digit, *.ini cannot be backed up.	Check that the CRS_Root folder exists.	Verify that CRS is properly configured on the system.
Failed to backup Desktop_Config\Config folder.	The files or folder do not have administrator permissions, or they may be in use.	Verify that the files and folders have full administrator permissions. Verify that the files are not in use.
Failed to backup Desktop_Config\Icons folder.	The files or folder do not have administrator permissions, or they may be in use.	Verify that the files and folders have full administrator permissions. Verify that the files are not in use.
Failed to backup Desktop_Config\AudioFiles folder.	The files or folder do not have administrator permissions, or they may be in use.	Verify that the files and folders have full administrator permissions. Verify that the files are not in use.

Table A-5 BARS Backup Error Messages for Cisco Customer Response Solutions (continued)

Error Message	Reason	Corrective Action
Failed to backup Desktop_AudioFiles folder.	The files or folder do not have administrator permissions, or they may be in use.	Verify that the files and folders have full administrator permissions. Verify that the files are not in use.
Unable to determine the setup of the server.	The setup (CRS or RDB) of the server cannot be determined from the registry.	Verify the registry entries for CRS or RDB.
Could not back up CRS successfully on server_name.	Some CRS components did not back up successfully.	Verify that all CRS components back up successfully.

Table A-6 BARS Restore Error Messages for Cisco Unified CallManager

Error Message	Reason	Corrective Action
Could not find Cisco Unified CallManager data in the archive.	The archive did not get extracted properly.	Verify that BARS is properly installed.
Not enough space on the specified path to restore database CCM03XX. Skipping database restore.	Because the database dump is very large, not enough space exists in the system.	Verify you have enough space when you are restoring large files or databases.
Failed to drop database CCM03XX from "Server_Name".	Because database CCM03XX is in use, it cannot be dropped, or the Backadmin user cannot connect to the database. Backadmin passwords differ on the backup server and backup target where server_name specifies the remote server.	Verify that the database is not in use. Only if the data source server to be restored is the remote server, install the backup target with the same backadmin private phrase as that of the backup server.
Database CCM03XX on server "Server_Name" was not restored.	Restore of the database failed, or the Backadmin user cannot connect to the database. Backadmin passwords differ on the backup server and backup target where server_name specifies the remote server.	Verify that you have a good backup of the Cisco Unified CallManager and check the logs for a successful backup of the system. Only if the data source server to be restored is the remote server, install the backup target with the same backadmin private phrase as that of the backup server.
Could not find Cisco Unified CallManager database dump in archive.	At the time when the archive was created, the database dump did not exist in the staging directory.	Verify that the backup of the database was successful by checking the backup logs.

Table A-6 BARS Restore Error Messages for Cisco Unified CallManager (continued)

Error Message	Reason	Corrective Action
Failed to restore registry keys. Check if Reg.dmp exists in the archive.	At the time when the archive was created, the registry dump did not exist in the staging directory, or the Backadmin user cannot connect to the server. Backadmin passwords differ on the backup server and backup target where server_name specifies the remote server.	Verify that registry backup was successful by checking the backup logs. Only if the data source server to be restored is the remote server, install the backup target with the same backadmin private phrase as that of the backup server.
Could not restore DC Directory successfully.	DC directory restore failed.	Verify that the backup of DC directory was successful by checking the backup logs.
Could not restore files to alternate path locations.	Files did not get restored to alternate path locations. The files or folders may not have administrator permissions, or they may be in use.	Verify that the backup of the alternate path locations was successful by checking the backup logs. Verify that these folders have full administrator permissions. Make sure that the files are not in use.
Could not restore DSN Cisco Unified CallManager.	BARS did not restore DSN information.	Verify that backup of DSN was successful by checking the backup logs.

Table A-7 BARS Restore Error Messages for Cisco Emergency Responder

Error Message	Reason	Corrective Action
The Cisco Emergency Responder archive is not extracted properly.	The archive did not get extracted properly.	Verify that BARS is installed properly.
CER versions prior to 1.2(1) are not supported.	BARS does not backup or restore CER version 1.2(1) or earlier.	BARS supports CER 1.2(1) or later.
Could not find Reg.dmp in the staging directory.	At the time when the archive was created, the registry dump did not exist in the staging directory.	Verify that the registry backup was successful by checking the backup logs.
Could not find Replication.ini in the staging directory.	BARS could not find the replication information from the archive.	Verify that backup was successful by checking the logs.
Failed to drop database CER12XX from "Server_Name" before restoring CER12XX.	Restore of the database failed, or the Backadmin user cannot connect to the database. Backadmin passwords differ on the backup server and backup target where server_name specifies the remote server.	Verify that you have a good backup of the CER. Only if the data source server to be restored is the remote server, install the backup target with the same backadmin private phrase as that of the backup server.

Table A-7 BARS Restore Error Messages for Cisco Emergency Responder (continued)

Error Message	Reason	Corrective Action
Could not recreate publication on "Server_Name".	BARS did not create the CER publication, or the Backadmin user cannot connect to the database. Backadmin passwords differ on the backup server and backup target where server_name specifies the remote server.	Re-create the replication manually or by running CERAdmin utility. Only if the data source server to be restored is the remote server, install the backup target with the same backadmin private phrase as that of the backup server.
Could not recreate subscriptions.	BARS did not create CER subscriptions, or the Backadmin user cannot connect to the database. Administrator passwords differ on the backup server and backup target where server_name specifies the remote server.	Re-create the replications manually or by running the CERAdmin utility.
DatabaseCER12XX on server "Server_Name" was not restored.	BARS cannot restore the database, or the Backadmin user cannot connect to the database. Backadmin passwords differ on the backup server and backup target where server_name specifies the remote server.	Verify that the SQL services are running. Only if the data source server to be restored is the remote server, install the backup target with the same backadmin private phrase as that of the backup server.
Could not find CER.dmp in the staging directory.	When the archive was created, the database dump did not exist in staging directory.	Check the backup logs to verify that the backup of the database completed successfully.
Could not find callHistory directory in the staging directory.	The archive does not contain these folders or files.	Check the backup logs to verify that callHistory locations backup completed successfully.
Could not find CERSysFiles directory in the staging directory.	The archive does not contain these folders or files.	Check the backup logs to verify that CERSysFiles locations backup completed successfully.
Could not find etc directory in the staging directory.	The archive does not contain these folders or files.	Check the backup logs to verify that etc locations backup completed successfully.
Could not find export directory in the staging directory.	The archive does not contain these folders or files.	Check the backup logs to verify that export locations backup completed successfully.

Table A-7 BARS Restore Error Messages for Cisco Emergency Responder (continued)

Error Message	Reason	Corrective Action
Could not find import directory in the staging directory.	The archive does not contain these folders or files.	Check the backup logs to verify that import locations backup completed successfully.
Could not find nena_msag_records directory in the staging directory.	The archive does not contain these folders or files.	Check the backup logs to verify that nena_msag_records locations backup completed successfully.
Could not find jtapi.jar file in the staging directory.	The archive does not contain these folders or files.	Check the backup logs to verify that jtapi.jar locations backup completed successfully.
Could not find SAenvProperties.ini file in the staging directory.	The archive does not contain these folders or files.	Check the backup logs to verify that SAenvProperties.ini locations backup completed successfully.

Table A-8 BARS Restore Error Messages for Cisco CDR Administrative Reporting (CAR)

Error Message	Reason	Corrective Action
Could not find CAR data in the archive.	The archive did not get extracted properly.	Verify that BARS installed correctly.
Failed to find ART.dmp in the archive. ART database will not be restored.	When the archive was created, the database dump did not exist in staging directory.	Check the backup logs to verify that backup of the database completed successfully.
Database art on server "Server_Name" was not restored.	BARS cannot restore the database, or the Backadmin user cannot connect to the database. Backadmin passwords differ on the backup server and backup target where server_name specifies the remote server.	Verify the SQL service are running. Only if the data source server to be restored is the remote server, install the backup target with the same backadmin private phrase as that of the backup server.
Could not find Registry dump in the staging directory.	When the archive was created, the registry dump did not exist in the staging directory.	Check the backup logs to verify that backup of the registry completed successfully.
Failed to restore CAR reports.	The archive does not contain these folders or files. Ensure that the files or folders where the archive will be restored have full administrator permissions.	Check the backup logs to verify that export locations backup completed successfully.

Table A-9 BARS Restore Error Messages for Cisco Customer Response Solutions

Error Message	Reason	Corrective Action
The Cisco Response Solutions archive is not extracted properly.	The archive did not get extracted properly.	Verify that BARS properly installed.
Failed to restore the db_name users. Db_name can be db_cra, db_cra_ccdr, schedulerdb, fcRasSvr	The database users did not get restored properly, or the Backadmin user cannot connect to the database. Backadmin passwords differ on the backup server and backup target where server_name specifies the remote server.	Verify that the database got restored properly. Only if the data source server to be restored is the remote server, install the backup target with the same backadmin private phrase as that of the backup server.
Failed to restore db_name on "Server_Name". Db_name can be db_cra, db_cra_ccdr, schedulerdb, fcRasSvr.	The database did not get properly restored, or the Backadmin user cannot connect to the database. Backadmin passwords differ on the backup server and backup target where server_name specifies the remote server.	Check the backup logs to verify that the database backed up properly. Only if the data source server to be restored is the remote server, install the backup target with the same backadmin private phrase as that of the backup server.
Could not find db_name dump in staging directory. Db_name can be db_cra, db_cra_ccdr, schedulerdb, fcRasSvr.	The database dump did not get archived at the time of backup.	Check the backup logs to verify that the database dump backup got created successfully.
Failed to restore linked server information.	The linked server information did not get backed up properly.	Verify that the databases got restored properly before you restore the linked server information.
Failed to restore the SQL Jobs properly.	SQL jobs did not get restored successfully.	Verify that the SQL jobs got created successfully at the time of backup by checking the backup log.
Could not find the SQL jobs dump file in the staging directory. Failed to restore SQL jobs.	SQL Jobs information did not exist in the archive.	Verify that SQL jobs backup completed successfully.
Could not find Wfavvid folder in staging directory.	The archive could not extract the folder.	Verify that the backup of this folder completed successfully.
Could not find Ccndir.ini file in the staging directory.	The archive could not extract the file.	Verify that the backup of this file completed successfully.
Could not find Common folder in staging directory.	The archive could not extract the folder.	Verify that the backup of this folder completed successfully.
Could not find Desktop folder in staging directory.	The archive could not extract the folder.	Verify that the backup of this folder completed successfully.

Table A-9 BARS Restore Error Messages for Cisco Customer Response Solutions (continued)

Error Message	Reason	Corrective Action
Could not restore user and system grammar/prompts files.	The archive could not extract the file.	Verify that the backup of this file completed successfully.
Could not restore DSN dsn_cra_hrbd.	BARS could not restore the DSN information.	Verify that DSN was successfully backed up from the logs.

