



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:

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Table A-1 BARS Backup Error Messages for Cisco 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 CallManager version.	The server could not be connected or the registry entry for Cisco 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 CallManager is not empty.

Table A-1 BARS Backup Error Messages for Cisco CallManager (continued)

Error Message	Reason	Corrective Action
Cisco CallManager versions prior to 3.3 are not supported.	Earlier versions of Cisco CallManager are not supported. Only 3.3(3) or later is supported.	Only Cisco CallManager 3.3(3) or later will be backed up. Use the latest version of the Cisco IP Telephony Applications Backup Utility to back up earlier versions of Cisco CallManager.
Could not extract publication information. Replication will not be restored.	The server replication is broken. The server is not in cluster.	Recreate 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 is unable to connect to the database. Backadmin passwords are different on backup server and backup target where server_name is the remote server.	Verify if 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 the staging directory has enough disk space when you are planning to backup large files.
Could not find SQL service on this server. Database could not be backed up.	SQL service is 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.
Failed to backup Cisco CallManager Registry.	Cisco CallManager registry does not exist, or the Backadmin user is unable to connect to the registry. Backadmin passwords are different on the backup server and backup target.	Verify that the Cisco 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.

Table A-1 BARS Backup Error Messages for Cisco CallManager (continued)

Error Message	Reason	Corrective Action
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.
Could not backup Cisco CallManager successfully on server_name.	Some of the Cisco CallManager components were not backed up successfully.	Verify that each Cisco CallManager component is backed up successfully.

Table A-2 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 is broken. The server is not in the cluster.	Recreate 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 is unable to connect to the database. Backadmin passwords are different on the backup server and backup target where server_name is the remote server.	Verify if 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 is not running on the server.	Start the SQL service and then perform the backup.

Table A-2 BARS Backup Error Messages for Cisco Emergency Responder (continued)

Error Message	Reason	Corrective Action
Could not found Reg.dmp in the staging directory.	CER registry does not exist, or Backadmin user is unable to connect to the server. Backadmin passwords are different on the backup server and backup target where server_name is the remote server.	Verify that CER registry exists. For remote target machines, the target should be 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.
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.

Table A-2 BARS Backup Error Messages for Cisco Emergency Responder (continued)

Error Message	Reason	Corrective Action
CER versions prior to 1.2(1) are not supported.	Prior versions of CER are not supported for backup	CER 1.2(1) or later will not be backed up.
Could not backup Cisco Emergency Responder successfully on server_name	Some of the CER components were not backed up successfully.	Verify that all the CER components are backed up successfully.

Table A-3 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 is unable to connect to the database. Backadmin passwords are different on the backup server and the backup target where server_name is 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 is unable to connect to the server. Backadmin passwords are different on the backup server and backup target where server_name is the remote server.	Verify that CAR registry exists. For remote target machines, the target should be installed with same backadmin private phrase as that of the backup server.
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 of the CAR components are not backed up successfully	Verify that all CAR components are backed up successfully.

Table A-4 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 is unable to connect to the database. Backadmin passwords are different on the backup server and backup target where server_name is 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 is not running.	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.
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 of the CRS components were not backed up successfully.	Verify that all CRS components are backed up successfully.

Table A-5 BARS Restore Error Messages for Cisco CallManager

Error Message	Reason	Corrective Action
Could not find Cisco CallManager data in the archive.	The archive was not properly extracted.	Verify that BARS is properly installed.
Not enough space on the specified path to restore database CCM03XX. Skipping database restore.	The database dump is very large and there is not enough space in the system.	Verify you have enough space when you are restoring large files or databases.
Failed to drop database CCM03XX from "Server_Name".	Database CCM03XX is in use and cannot be dropped, or the Backadmin user is unable to connect to the database. Backadmin passwords are different on the backup server and backup target where server_name is 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 is unable to connect to the database. Backadmin passwords are different on the backup server and backup target where server_name is the remote server.	Verify that you have a good backup of the Cisco 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 CallManager database dump in archive.	At the time of creating the archive the database dump was not present in the staging directory.	Verify that the backup of the database was successful by checking the backup logs.
Failed to restore registry keys. Check if Reg.dmp exists in the archive.	At the time of creating the archive, the registry dump was not present in the staging directory, or the Backadmin user is unable to connect to the server. Backadmin passwords are different on the backup server and backup target where server_name is 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.

Table A-5 BARS Restore Error Messages for Cisco CallManager (continued)

Error Message	Reason	Corrective Action
Could not restore files to alternate path locations.	Files were not 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 CallManager.	DSN information was not restored by BARS.	Verify that backup of DSN was successful by checking the backup logs.

Table A-6 BARS Restore Error Messages for Cisco Emergency Responder

Error Message	Reason	Corrective Action
The Cisco Emergency Responder archive is not extracted properly.	The archive was not properly extracted.	Verify that BARS is installed properly.
CER versions prior to 1.2(1) are not supported.	Restore of CER 1.2(1) or earlier is not allowed.	Restore of CER 1.2(1) or later is allowed.
Could not find Reg.dmp in the staging directory.	At the time of creating the archive, the registry dump was not present 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.	Replication information could not be found from the archive	Verify that backup was successful from by checking the logs.
Failed to drop database CER12XX from "Server_Name" before restoring CER12XX.	Restore of the database failed, or the Backadmin user is unable to connect to the database. Backadmin passwords are different on the backup server and backup target where server_name is 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.
Could not recreate publication on "Server_Name".	CER publication is not created by BARS, or the Backadmin user is unable to connect to the database. Backadmin passwords are different on the backup server and backup target where server_name is the remote server.	Recreate 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.

Table A-6 BARS Restore Error Messages for Cisco Emergency Responder (continued)

Error Message	Reason	Corrective Action
Could not recreate subscriptions.	CER subscriptions were not created by BARS, or the Backadmin user is unable to connect to the database. Administrator passwords are different on the backup server and backup target where server_name is the remote server.	Recreate the replications manually or by running the CERAdmin utility.
DatabaseCER12XX on server "Server_Name" was not restored.	BARS restore is unable to restore the database, or the Backadmin user is unable to connect to the database. Backadmin passwords are different on the backup server and backup target where server_name is 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.	At the time of creating the archive, the database dump was not present in staging directory.	Verify that the backup of the database was successful by checking the backup logs.
Could not find callHistory directory in the staging directory.	The archive does not contain these folders or files.	Verify that callHistory locations backup was successful by checking the backup logs.
Could not find CERSysFiles directory in the staging directory.	The archive does not contain these folders or files.	Verify that CERSysFiles locations backup was successful by checking the backup logs.
Could not find etc directory in the staging directory.	The archive does not contain these folders or files.	Verify that etc locations backup was successful by checking the backup logs.
Could not find export directory in the staging directory.	The archive does not contain these folders or files.	Verify that export locations backup was successful by checking the backup logs.
Could not find import directory in the staging directory.	The archive does not contain these folders or files.	Verify that import locations backup was successful by checking the backup logs.
Could not find nena_msag_records directory in the staging directory.	The archive does not contain these folders or files.	Verify that nena_msag_records locations backup was successful by checking the backup logs.

Table A-6 BARS Restore Error Messages for Cisco Emergency Responder (continued)

Error Message	Reason	Corrective Action
Could not find jtapi.jar file in the staging directory.	The archive does not contain these folders or files.	Verify that jtapi.jar locations backup was successful by checking the backup logs.
Could not find SAenvProperties.ini file in the staging directory.	The archive does not contain these folders or files.	Verify that SAenvProperties.ini locations backup was successful by checking the backup logs.

Table A-7 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 was not properly extracted.	Verify that BARS was installed properly.
Failed to find ART.dmp in the archive. ART database will not be restored.	At the time of creating the archive, the database dump was not present in staging directory.	Verify that backup of the database was successful by checking the backup logs.
Database art on server "Server_Name" was not restored.	BARS restore is unable to restore the database, or the Backadmin user is unable to connect to the database. Backadmin passwords are different on the backup server and backup target where server_name is 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.	At the time of creating the archive, the registry dump was not present in staging directory.	Verify that backup of the registry was successful by checking the backup logs.
Failed to restore CAR reports.	The archive does not contain these folders or files. The files or folders where the archive will be restored must have full administrator permissions.	Verify that export locations backup was successful by checking the backup logs.

Table A-8 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 was not properly extracted.	Verify that BARS was properly installed.
Failed to restore the db_name users. Db_name can be db_cra, db_cra_ccdr, schedulerdb, fcRasSvr	The database users were not restored properly, or the Backadmin user is unable to connect to the database. Backadmin passwords are different on the backup server and backup target where server_name is the remote server.	Verify that the database is properly restored . 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 was not properly restored, or the Backadmin user is unable to connect to the database. Backadmin passwords are different on the backup server and backup target where server_name is the remote server.	Verify that the database is backed up properly 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 find db_name dump in staging directory. Db_name can be db_cra, db_cra_ccdr, schedulerdb, fcRasSvr.	The database dump was not archived at the time of backup.	Verify that database dump backup was successfully created by checking the logs.
Failed to restore linked server information.	The linked server information was not backed up properly.	Verify that the databases were restored properly before restoring the linked server information.
Failed to restore the SQL Jobs properly.	SQL jobs were not restored successfully.	Verify that the SQL jobs were successfully created at the time 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 was successful.
Could not find Wfavvid folder in staging directory.	The archive was unable to extract the folder.	Verify that the backup of this folder was successful.
Could not find Ccendir.ini file in the staging directory.	The archive was unable to extract the file.	Verify that the backup of this file was successful.
Could not find Common folder in staging directory.	The archive was unable to extract the folder.	Verify that the backup of this folder was successful.
Could not find Desktop folder in staging directory.	The archive was unable to extract the folder.	Verify that the backup of this folder was successful.

Table A-8 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 was unable to extract the file.	Verify that the backup of this file was successful.
Could not restore DSN dsn_cra_hrbd.	The DSN information could not be restored.	Verify that DSN was successfully backed up from the logs.