



# Release Notes for Cisco IP Telephony Backup and Restore System (BARS), Version 4.0 (4)

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This Release Note contains information about this release of BARS:

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Use this document in conjunction with *Cisco IP Telephony Backup and Restore System (BARS), Version 4.0 (2)*, which provides information on utility installation, configuration, and restoration procedures. To obtain this document, click the following URL:

<http://www.cisco.com/univercd/cc/td/doc/product/voice/backup/index.htm>

## Important Information

All-third party applications, including Cisco-provided and Cisco-approved applications that are co-resident on the Cisco CallManager server, must be stopped and disabled before you use the restore process.



### Note

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Be sure to stop and disable all intrusion-detection applications, such as Cisco Security Agent and any virus-protection software, before using the restore process.

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## Setting the Trace Directory Path to Default C: Drive

If you are replacing a server with four drives, Cisco recommends that you set the trace directory path on the server to the default C: drive before you back up your server. After you install Cisco CallManager on the new server, you can configure the trace drive to collect trace files.

Use the following procedure to set the trace directory path to the default:

### Procedure

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- Step 1** In Cisco CallManager Administration, choose **Application > Cisco CallManager Serviceability**.  
The Cisco CallManager Serviceability window displays.
  - Step 2** Choose **Trace > Configuration**.
  - Step 3** From the Server pane on the left side of the Trace Configuration window, click the server name or IP address of the four-disk drive server.
  - Step 4** Click the Cisco CallManager service.  
The Trace Configuration window for the service and server displays.
  - Step 5** In the upper-right corner of the window, click the **SDL Configuration** link.
  - Step 6** In the Trace Directory Path field under Trace Output Settings, change the drive letter to **C:**.
  - Step 7** Click Update.
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# Resolved Issues

Table 1 describes the resolved issues for this release.

**Table 1** *Resolved Issues*

Identifier	Headline and URL
CSCeb79609	BARS should back up and restore service status for Cisco CallManager.
CSCeb83537	BARS should check for the SP/SR version before starting the restore process.
CSCec16185	BARS fails to stop Cisco CallManager services during a restore.
CSCec34364	The Backup, Restore, and Cancel buttons should be grayed out once the restore process begins.
CSCec40900	BARS should remove the trailing backward slash from a network path name.
CSCec44827	Backups should be created with a unique timestamp.
CSCec62380	BARS target installation accepts the server IP address as well as the computer name.
CSCed23683	The restore process was successful but the log shows subscription errors.
CSCed32971	Data Source Servers should not be deleted without a user-confirmation-message response.
CSCed33895	BARS Restore Defaults button restores incorrect defaults.
CSCed41496	The check marks for days of the week should be grayed out for the Disable Scheduler function.
CSCed41506	Clicking the <b>Disable Scheduler</b> button invokes an error message.
CSCed41521	The Scheduler Status page sometimes shows an incorrect status.
CSCed42551	Backup to tape drive is reported as successful, even though there is no tape in the drive.
CSCed42570	The data destination server cannot be found during the restore process.
CSCed46024	Input disappears from BARS screens after the user selects the <b>Back</b> button.
CSCed54132	The BARS daily maintenance process does not update the correct database table.
CSCed71048	The BARS restore process needs to update the path name of the restore-process tar file.
CSCed77492	BARS does not back up data that is less than 0.5 MB.
CSCee20122	Error occurs while BARS is backing up Alt TFTP files.
CSCee25975	Backup procedure fails to build archive if destination folder name is too long.
CSCee32082	BARS error: 007~ASP 0107~Stack Overflow~The data being processed is over the allowed limit.
CSCee32083	CDR backup fails to copy file for large CDR file time interval.
CSCin46575	BARS should back up Cisco Emergency Responder (CER) users.
CSCuk49465	BARS storage location should contain a mandatory configuration field.

## Known Issues

Table 2 provides a list of known issues and the corresponding URL where you can locate more information.

**Table 2**    *Known Issues*

Identifier	Headline and URL
CSCee43938	Archive file size is less than that of the staging directory. <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee43938">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee43938</a>

## Obtaining Information about Additional Issues

If you have an account with Cisco.com (Cisco Connection Online), you can use the Bug Toolkit to find caveats for this product.

To use the Bug Toolkit, click the following URL:

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl)

## Obtaining Documentation

Cisco provides several ways to obtain documentation, technical assistance, and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

### Cisco.com

You can access the most current Cisco documentation on the World Wide Web at this URL:

<http://www.cisco.com/univercd/home/home.htm>

You can access the Cisco website at this URL:

<http://www.cisco.com>

International Cisco web sites can be accessed from this URL:

[http://www.cisco.com/public/countries\\_languages.shtml](http://www.cisco.com/public/countries_languages.shtml)

### Documentation CD-ROM

Cisco documentation and additional literature are available in a Cisco Documentation CD-ROM package, which may have shipped with your product. The Documentation CD-ROM is updated monthly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual subscription.

Registered Cisco.com users can order the Documentation CD-ROM (product number DOC-CONDOCCD=) through the online Subscription Store:

<http://www.cisco.com/go/subscription>

## Ordering Documentation

You can find instructions for ordering documentation at this URL:

[http://www.cisco.com/univercd/cc/td/doc/es\\_inpk/pdi.htm](http://www.cisco.com/univercd/cc/td/doc/es_inpk/pdi.htm)

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Networking Products MarketPlace:

<http://www.cisco.com/en/US/partner/ordering/index.shtml>

- Registered Cisco.com users can order the Documentation CD-ROM (Customer Order Number DOC-CONDOCCD=) through the online Subscription Store:

<http://www.cisco.com/go/subscription>

- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, U.S.A.) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

## Documentation Feedback

You can submit comments electronically on Cisco.com. On the Cisco Documentation home page, click **Feedback** at the top of the page.

You can email your comments to [bug-doc@cisco.com](mailto:bug-doc@cisco.com).

You can submit your comments by mail by using the response card behind the front cover of your document or by writing to the following address:

Cisco Systems, Inc.  
Attn: Customer Document Ordering  
170 West Tasman Drive  
San Jose, CA 95134-9883

We appreciate your comments.

## Obtaining Technical Assistance

Cisco provides Cisco.com, which includes the Cisco Technical Assistance Center (TAC) Website, as a starting point for all technical assistance. Customers and partners can obtain online documentation, troubleshooting tips, and sample configurations from the Cisco TAC website. Cisco.com registered users have complete access to the technical support resources on the Cisco TAC website, including TAC tools and utilities.

## Cisco.com

Cisco.com offers a suite of interactive, networked services that let you access Cisco information, networking solutions, services, programs, and resources at any time, from anywhere in the world.

Cisco.com provides a broad range of features and services to help you with these tasks:

- Streamline business processes and improve productivity
- Resolve technical issues with online support

- Download and test software packages
- Order Cisco learning materials and merchandise
- Register for online skill assessment, training, and certification programs

To obtain customized information and service, you can self-register on Cisco.com at this URL:

<http://www.cisco.com>

## Technical Assistance Center

The Cisco TAC is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two levels of support are available: the Cisco TAC website and the Cisco TAC Escalation Center. The avenue of support that you choose depends on the priority of the problem and the conditions stated in service contracts, when applicable.

We categorize Cisco TAC inquiries according to urgency:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration.
- Priority level 3 (P3)—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- Priority level 2 (P2)—Your production network is severely degraded, affecting significant aspects of business operations. No workaround is available.
- Priority level 1 (P1)—Your production network is down, and a critical impact to business operations will occur if service is not restored quickly. No workaround is available.

## Cisco TAC Website

You can use the Cisco TAC website to resolve P3 and P4 issues yourself, saving both cost and time. The site provides around-the-clock access to online tools, knowledge bases, and software. To access the Cisco TAC website, go to this URL:

<http://www.cisco.com/tac>

All customers, partners, and resellers who have a valid Cisco service contract have complete access to the technical support resources on the Cisco TAC website. Some services on the Cisco TAC website require a Cisco.com login ID and password. If you have a valid service contract but do not have a login ID or password, go to this URL to register:

<http://tools.cisco.com/RPF/register/register.do>

If you are a Cisco.com registered user, and you cannot resolve your technical issues by using the Cisco TAC website, you can open a case online at this URL:

<http://www.cisco.com/en/US/support/index.html>

If you have Internet access, we recommend that you open P3 and P4 cases through the Cisco TAC website so that you can describe the situation in your own words and attach any necessary files.

## Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses priority level 1 or priority level 2 issues. These classifications are assigned when severe network degradation significantly impacts business operations. When you contact the TAC Escalation Center with a P1 or P2 problem, a Cisco TAC engineer automatically opens a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to this URL:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

Before calling, please check with your network operations center to determine the level of Cisco support services to which your company is entitled: for example, SMARTnet, SMARTnet Onsite, or Network Supported Accounts (NSA). When you call the center, please have available your service agreement number and your product serial number.

## Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- The *Cisco Product Catalog* describes the networking products offered by Cisco Systems as well as ordering and customer support services. Access the *Cisco Product Catalog* at this URL:  
[http://www.cisco.com/en/US/products/products\\_catalog\\_links\\_launch.html](http://www.cisco.com/en/US/products/products_catalog_links_launch.html)
- Cisco Press publishes a wide range of networking publications. Cisco suggests these titles for new and experienced users: *Internetworking Terms and Acronyms Dictionary*, *Internetworking Technology Handbook*, *Internetworking Troubleshooting Guide*, and the *Internetworking Design Guide*. For current Cisco Press titles and other information, go to Cisco Press online at this URL:  
<http://www.ciscopress.com>
- *Packet* magazine is the Cisco monthly periodical that provides industry professionals with the latest information about the field of networking. You can access *Packet* magazine at this URL:  
[http://www.cisco.com/en/US/about/ac123/ac114/about\\_cisco\\_packet\\_magazine.html](http://www.cisco.com/en/US/about/ac123/ac114/about_cisco_packet_magazine.html)
- *iQ Magazine* is the Cisco monthly periodical that provides business leaders and decision makers with the latest information about the networking industry. You can access *iQ Magazine* at this URL:  
[http://business.cisco.com/prod/tree.taf%3fasset\\_id=44699&public\\_view=true&kbns=1.html](http://business.cisco.com/prod/tree.taf%3fasset_id=44699&public_view=true&kbns=1.html)
- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in the design, development, and operation of public and private internets and intranets. You can access the *Internet Protocol Journal* at this URL:  
[http://www.cisco.com/en/US/about/ac123/ac147/about\\_cisco\\_the\\_internet\\_protocol\\_journal.html](http://www.cisco.com/en/US/about/ac123/ac147/about_cisco_the_internet_protocol_journal.html)
- Training—Cisco offers world-class networking training, with current offerings in network training listed at this URL:  
[http://www.cisco.com/en/US/learning/le31/learning\\_recommended\\_training\\_list.html](http://www.cisco.com/en/US/learning/le31/learning_recommended_training_list.html)

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