# Release Notes for Cisco IP Telephony Backup and Restore System (BARS), Version 4.0 (5)

This Release Note contains information about this release of BARS:



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** 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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**Tip** After using BARS to perform a restore, be sure to reinstall Cisco IP telephony applications/products/plugins/service releases/locales/add-on devices to versions that are compatible with the restored version of Cisco CallManager. If this is not done, you may lose data during the next upgrade of Cisco CallManager as well as losing all locales and add-on devices.

# 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**

**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.

# Resolved Issues

Table 1 describes the resolved issues (severity 1, 2 or 3) for BARS release 4.0(5):

***Table 1 Resolved Issues for BARS Release 4.0(5)***

| Identifier | Headline and URL |
|---|---|
| CSCee43938 | The file size in the archive is less than the file size in the staging directory. |
| CSCee48998 | The restore procedure for Cisco Emergency Responder may fail to copy the Cer.Txt file. |
| CSCee51674 | A remote data source gets authenticated even if trailing spaces are added. |
| CSCee71558 | Cancelled BARS installation does not roll back the directory and registry settings unless two reboots are performed. |
| CSCef19007 | Incorrect status displays for CER/CRS runtime failure during the restore process. |

*Table 1 Resolved Issues for BARS Release 4.0(5) (continued)*

| Identifier | Headline and URL |
|---|---|
| CSCef25167 | CTL Provider service does not start after user runs BARS restore. |
| CSCef28709 | BARS 4.0 (4) authentication username limited to 20 characters. |
| CSCef35526 | BARS can be configured to back up unsupported versions of Cisco CallManager. |

Table 2 describes the resolved issues (severity 1, 2 or 3) for BARS release 4.0(4):

*Table 2 Resolved Issues for BARS Release 4.0(4)*

| 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 **Disable Scheduler** 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 **Back** 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. |

*Table 2 Resolved Issues for BARS Release 4.0(4) (continued)*

| Identifier | Headline and URL |
|---|---|
| CSCin46575 | BARS should back up Cisco Emergency Responder (CER) users. |
| CSCuk49465 | BARS storage location should contain a mandatory configuration field. |

# Known Issues

Table 3 provides a list of known issues and the corresponding URL where you can locate more information.

*Table 3 Known Issues*

| Identifier | Headline and URL |
|---|---|
| CSCef35391 | Cisco Emergency Responder backup failed to copy callhistory>*.csv file.<br>http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef35391 |
| CSCef68654 | BARS 4.0 (4.12) failed to restore CRA 2.2(5).<br>http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef68654 |
| CSCef77207 | BARS should stop IIS while restoring a standalone CRS server.<br>http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef77207 |
| CSCef84072 | BARS restore may send warning about MSDTC service not stopping.<br>http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef84072 |

# 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

# Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain 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 at this URL:

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

You can access the Cisco website at this URL:

http://www.cisco.com

You can access international Cisco websites at this URL:

http://www.cisco.com/public/countries_languages.shtml

## Ordering Documentation

You can find instructions for ordering documentation at this URL:

http://www.cisco.com/univercd/cc/td/doc/es_inpck/pdi.htm

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Ordering tool:

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

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

# Documentation Feedback

You can send comments about technical documentation to bug-doc@cisco.com.

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

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

We appreciate your comments.

# Obtaining Technical Assistance

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, Cisco Technical Support provides 24-hour-a-day, award-winning technical assistance. The Cisco Technical Support Website on Cisco.com features extensive online support resources. In addition, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not hold a valid Cisco service contract, contact your reseller.

# Cisco Technical Support Website

The Cisco Technical Support Website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day, 365 days a year at this URL:

http://www.cisco.com/techsupport

Access to all tools on the Cisco Technical Support Website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

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

# Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool automatically provides recommended solutions. If your issue is not resolved using the recommended resources, your service request will be assigned to a Cisco TAC engineer. The TAC Service Request Tool is located at this URL:

http://www.cisco.com/techsupport/servicerequest

For S1 or S2 service requests or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco TAC engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)
EMEA: +32 2 704 55 55
USA: 1 800 553 2447

For a complete list of Cisco TAC contacts, go to this URL:

http://www.cisco.com/techsupport/contacts

# Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Severity 1 (S1)—Your network is “down,” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Severity 2 (S2)—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Severity 3 (S3)—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Severity 4 (S4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

# Obtaining Additional Publications and Information

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

- Cisco Marketplace provides a variety of Cisco books, reference guides, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:

  http://www.cisco.com/go/marketplace/

- 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://cisco.com/univercd/cc/td/doc/pcat/

- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at this URL:

  http://www.ciscopress.com

- *Packet* magazine is the Cisco Systems technical user magazine for maximizing Internet and networking investments. Each quarter, Packet delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can access Packet magazine at this URL:

  http://www.cisco.com/packet

- *iQ Magazine* is the quarterly publication from Cisco Systems designed to help growing companies learn how they can use technology to increase revenue, streamline their business, and expand services. The publication identifies the challenges facing these companies and the technologies to help solve them, using real-world case studies and business strategies to help readers make sound technology investment decisions. You can access iQ Magazine at this URL:

  http://www.cisco.com/go/iqmagazine

- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:

  http://www.cisco.com/ipj

- World-class networking training is available from Cisco. You can view current offerings at this URL:

  http://www.cisco.com/en/US/learning/index.html