



Installation, Backup, and Restore Issues

This chapter covers solutions for the following most common issues related to a Cisco CallManager installation, backup, or restore.

- [Installation Issues](#)
- [Quick Upgrade, Backup, and Restore Tips](#)
- [Upgrade Issues](#)
- [Backup and Restore Issues](#)

If the following procedures do not solve your problem, contact TAC for a more detailed investigation.

Installation Issues

For detailed documentation on installation and troubleshooting installs, refer to the *Installation Guide for Cisco CallManager* at the following URL:

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/

and click **Installation Instructions** to find the document with the release number for your system software version.

Also refer to the *Release Notes for Cisco CallManager* for any installation issues for your current software version.

This document covers the following installation issues:

- [Unable to Change the Server Name for Cisco CallManager](#)
- [Boot Failure Recovery](#)
- [One Publisher, Two Subscribers: All Three Databases Have Different Information After an Install on One Subscriber](#)

Unable to Change the Server Name for Cisco CallManager

Symptom

The following URL fails:

http://www.cisco.com/warp/customer/788/ccm30_change_server_name.html

Probable Cause

Cisco does not support changing the name of the server.

Corrective Action

Reload the CDs for a clean install. Use the IP address instead of using a name.

Boot Failure Recovery

The following URL provides detailed Boot Failure recovery procedures:

http://www.cisco.com/warp/public/130/recovery_index.shtml

One Publisher, Two Subscribers: All Three Databases Have Different Information After an Install on One Subscriber

Symptom

Error Message looking for ccmxxxx databases in
(local).master.dbo.sysdatabases table

Probable Cause

The subscriber build failed.

Corrective Action

Procedure

- Step 1** Ensure that the NetBIOS name resolution is working between all servers.
- Step 2** Ensure (by editing) that the hosts and LMHOSTS are filled in on the publisher and subscriber servers, so each one can resolve the other's host name and NetBIOS name.
- Hosts is used for DNS resolution. LMHOSTS uses NetBIOS for name resolution. Also, SQL uses NetBIOS for name resolution.
- Step 3** From the web, upgrade the Cisco CallManager for the software version on your publisher.
- The software will download the SQL database to the subscriber(s).
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Quick Upgrade, Backup, and Restore Tips

Use the following quick tips to help avoid issues when performing upgrades, backups, and restores to your system:

- [Restore Location When You Have Two Different Versions of Cisco CallManager](#)
- [BAT for Faster Transfer of Data](#)
- [Upgrade, Backup, and Restore](#)
- [Back up the Publisher](#)
- [Third-Party Backup Utilities](#)

Restore Location When You Have Two Different Versions of Cisco CallManager



Tip

Do a system restore on the same Cisco CallManager version. Changes from release to release cause problems if you try to restore from a different version.

BAT for Faster Transfer of Data



Tip

Build a clean system; then, use the Bulk Administration Tool (BAT) to import your phones and users.

Upgrade, Backup, and Restore



Tip

Perform your upgrade, run the Cisco IP telephony Applications Backup Utility, rebuild the new system from scratch, and restore the backup tape.

Back up the Publisher

**Tip**

Back up only the publisher server in a Cisco CallManager cluster. All other servers (subscribers) copy over the information on installation.

Third-Party Backup Utilities

For the Unity backup, you need a third-party application.

**Note**

Cisco does not support third-party utilities for backing up the Cisco CallManager database. Doing so voids your TAC support.

**Tip**

Use the included Cisco IP telephony Applications Backup Utility to back up the Cisco CallManager database to a separate machine. Then, use that separate machine to run your third-party backup software.

Upgrade Issues

This section covers the following issues for Cisco CallManager upgrades:

- [BIOS Upgrade for the MCS-7830](#)
- [Browser Service: Every 2 Hours, an Error Occurs in the Event Log on the Subscriber](#)
- [Blank Enterprise Parameters Page After Upgrade](#)
- [Related Information](#)

BIOS Upgrade for the MCS-7830

Symptom

One of the following actions can occur that alerts you to a BIOS problem:

- The installation stalls.
- When you boot the server, you see a BIOS version prior to 11/08/2000.

Probable Cause

Because the BIOS update is independent from your software upgrade, the possibility exists that it was overlooked during an upgrade.

Corrective Action

Procedure

- Step 1** The latest BIOS date is 11/08/2000. Power off (not a reboot) the server to unlock the flash.
- Step 2** Go to the following URL to upgrade your BIOS:
<http://www.compaq.com/support/files/server/us/download/9343.html>
Follow the installation instructions on that site.
The OS Upgrade CD2 also upgrades the BIOS and Array firmware for you.
- Step 3** Access the Array firmware at the following URL:
<http://www.compaq.com/support/files/server/us/download/13161.html>
You only need to create Disk 1 of the four-disk set.
-

Verification

When you boot the server, confirm that the BIOS date is 11/08/2000.

Browser Service: Every 2 Hours, an Error Occurs in the Event Log on the Subscriber

Symptom

Error Message The browser server has failed to retrieve the backup list too many times on transport \Device\netBT_Tcpip (c96xxx) The backup browser is stopping.

Warning: The browser was unable to retrieve a list of servers from the browser master \\AACMP1 on the network \Device\netBT_Tcpip (c96xxx) the data is the error code.

Probable Cause

Cause indicates a NIC card problem. You need to upgrade the OS to a newer version.

Corrective Action

Procedure

- Step 1** If you have an MCS-7830 and build the OS with the new 2000.1.2 OS installation, run the OS upgrade version 2000.1.3 to fix the NIC card problem.
- If this is not your problem, verify the following actions:
- Step 2** Ensure that your WINS address is correct.
- Step 3** Ensure that Enable NetBIOS over TCP/IP is chosen.
- Step 4** Ensure that the WINS address is correct on the master browser \\AACCM1.
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Verification

The error does not occur.

Related Information

For the MCS-7825, the current BIOS version is 9/10/01. For other software- or hardware-related upgrade issues, refer to the documentation on CCO at the following URL:

<http://www.cisco.com/univercd/cc/td/doc/product/>

The following URL provides MCS-78xx Boot Error Codes:

http://www.cisco.com/warp/public/788/AVVID/mcs_boot.html

Blank Enterprise Parameters Page After Upgrade

Symptom

No field or variable information displays on the Enterprise Parameters page. All other pages display correctly.

Probable Cause

Refer to CSCdv65210—Issues occur where an upgrade was not moving all the information to the database.

Corrective Action

Reinitialize the pages by running

```
C:\Program Files\Cisco\bin\Xmltemp\installxml.vbs
```

Verification

The Enterprise Parameters page displays correctly.

Related Information

For detailed information on upgrading your Cisco CallManager, refer to *Upgrading Cisco CallManager* and locate your release number at the following URL:

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/

Click **Installation Instructions** to find the document for your specific software release.

The following URL provides information that is located on the TAC site:

http://www.cisco.com/warp/public/130/upgrade_index.shtml

Backup and Restore Issues

This section covers the following issues for backups:

- [Backup to Local Tape Drive Is Not Working and Terminates with Error Code 1165](#)
- [When Installing Cisco CallManager, No Prompt Displays for a Backup Destination](#)
- [Related Information](#)
- [After a Restore, Database Is Corrupt](#)

The Cisco IP telephony Applications Backup Utility automatically backs up the following items:

- Cisco CallManager database on SQL Server 7, including the Call Detail Records (CDR) database
- Administrative Reporting Tool (ART) database
- DC Directory, LDAP directory
- Distribution .ini, which contains the publisher and subscriber configuration information
- Database.dat, if present
- HKLM\Software\Cisco Systems, Inc.
- Cisco Customer Response Applications (CRA)

For detailed information on backing up the Cisco CallManager, refer to the *Backing Up and Restoring Cisco CallManager* and locate your release number at the following URL:

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/

Click **Installation Instructions** to find the document for your specific software release.

Backup to Local Tape Drive Is Not Working and Terminates with Error Code 1165

Symptom

Error Message 1165 The device has indicated that cleaning is required before further operations are attempted.
ERROR_DEVICE_REQUIRED_CLEANING

Probable Cause

Issues exist with the tape drive or the tape.

Corrective Action

Refer to your hardware documentation for details on cleaning the tape drive, or try using a different, clean tape.

Verification

Backup successfully completes with no errors.

When Installing Cisco CallManager, No Prompt Displays for a Backup Destination

Symptom

You cannot locate the backup folder or the Cisco IP telephony Applications Backup Utility.

Probable Cause

If you are installing Cisco CallManager for the first time, you may have clicked **Cancel** on the backup display. If so, the backup destination was not created.

Corrective Action

Two ways exist for you to install the backup utility into the correct folder:

- Copy the “backup” folder from any other blade, which has installed the Cisco IP telephony Applications Backup Utility, and run the `_stBackSetup.exe` file.
- Run `setup.exe` from the “Backup” folder off of the root directory of the Cisco CallManager CD.

Related Information

The following few Microsoft utilities will help you find out what OS patches apply to your Cisco CallManager.

- `Hfnctk.exe`—Displays programs and service pack that are installed on the box and whether newer patches are available.
- `Serverinfo.exe`—Displays basic information and statistics on the system.
- `Qfecheck.exe`—Displays which HotFixes are installed. This utility does not work for SQL and Internet Explorer HotFixes. `Qfecheck` also spikes the processor during the time it runs. Cisco recommends that you run this utility only in a maintenance window.

To view the HotFixes that apply to Internet Explorer, perform the following steps.

Procedure

Step 1 Open your Internet Explorer and click **Help > About Internet Explorer**.

Step 2 View the Update Versions line.

This line will list the Knowledge Base number for each installed HotFix.

After a Restore, Database Is Corrupt

Symptom

A backup and restore appear to successfully complete on the publisher and subscriber servers. One database is missing information. Each database shows different versions of the software.

Probable Cause

A backup was made of one version, and the restore was to a newer software version.

Corrective Action

You must do a system restore on the same Cisco CallManager version. Changes from release to release would cause problems if you tried to restore from a different version.

Use the following procedures to restore databases.



Note

Always perform these procedures from the publisher server. Make sure Cisco NT services and IIS Admin service are stopped.

Backup the SQL Database

Procedure

- Step 1** Choose **Start-Programs > Microsoft SQL Server 7.0** or **2000** for Cisco CallManager version 3.3.
 - Step 2** Click **Enterprise Manager**.
 - Step 3** Double-click **Microsoft SQL Servers**.
 - Step 4** Double-click **SQL Server Group**.
 - Step 5** Double-click the machine name (the DNS name of the machine).
 - Step 6** Double-click **Databases**.
 - Step 7** Click the highest level database beginning with **CCM**.
 - Step 8** Choose **Tools > Backup Database**.
 - Step 9** Choose **Database — complete** and **Overwrite existing media**.
 - Step 10** Click **Add**.
 - Step 11** Enter the type in a file name in the default path.
 - Step 12** Click **OK**.
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Restore the SQL Database for the Purpose of Viewing the information

Procedure

- Step 1** Ensure you have backed up your database (see the [“Backup the SQL Database”](#) procedure).

Unpublish your current database

- Step 2** Ensure that all Cisco NT services and the IIS Admin service are stopped.
- Step 3** Choose **Start > Programs > Microsoft SQL Server 7.0** (or **2000**).
- Step 4** Click **Enterprise Manager**.
- Step 5** Choose **Microsoft SQL Servers > SQL Server Group**.
- Step 6** Click on your *server name*.

For Microsoft SQL 7

- Step 7** Choose **Replicate**.
- Step 8** Choose **Configure Replication**.
- Step 9** Click the **Publication Database** tab in the pop-up window.
- Step 10** Uncheck the name of your currently published database.
- Step 11** Click **OK**.

For Microsoft SQL 2000

- Step 12** Right-click **Server Name > Replication**.
- Step 13** Choose **Configure Publishing > Subscribers > Distribution**.
- Step 14** Click the **Publication Database** tab in the pop-up window.
- Step 15** Uncheck the name of your currently published database.
- Step 16** Click **OK**.

Restore the Customer Database

- Step 17** Ensure that all Cisco NT services and the IIS Admin service are stopped.
- Step 18** Place the customer backup file in **C:MSSQL7BACKUP**.
- Step 19** Choose **Start > Programs > Microsoft SQL Server 7.0 (or 2000)**.
- Step 20** Click **Enterprise Manager**.
- Step 21** Choose **Microsoft SQL Servers > SQL Server Group**.
- Step 22** Double-click **Databases**.
- Step 23** Click the highest numbered database beginning with **CCM**.
- Step 24** Click **Restore Database**.

If you backed up a database and want to restore that database

- Step 25** Choose **first backup to restore**.
- Step 26** Choose **Database — complete**.
- Step 27** Click **OK**.
- Step 28** If you restore a different database to this machine
- Step 29** Choose **Restore — from device**.
- Step 30** Click **Select Devices**.

- Step 31** Click **Add** and enter the filename from which you are restoring.
- Step 32** Choose **Database — complete**.
- Step 33** Click **OK**.
- Step 34** The following message displays:
`Restore of database CCMxxxxx completed successfully.`
-

Now you can view the contents of the database by clicking on it in the main window and looking at its tables, users, and other information.

When you are ready to restore your former database, re-publish it by choosing **Server Name > Replication** and right-click **Configure Publishing > Subscribers > Distribution** and checking your original database.

Restore a Customer Database to Work With Cisco CallManager on Your Machine

Procedure

- Step 1** Repeat the previous procedures for un-publishing your database and restoring the Customer Database.
- Step 2** Delete the following three default users: CiscoCCMUser, CiscoCCMCDR, and CiscoCCMReader by choosing **Tools > SQL Server Query Analyzer**.
- Step 3** Choose your database from the pull-down menu in the upper right corner of the screen.



Note Selecting the correct database name is important. Otherwise, you risk deleting users from the wrong database.

- Step 4** Enter **Sp_dropuser CiscoCCMUser** and click **Go**.
- Step 5** Click the **Play** button.
- Step 6** The following message displays:
`User CiscoCCMUser successfully removed from database.`
- Step 7** Enter **Sp_dropuser CiscoCCMCDR** and click **Go**.
- Step 8** Click the **Play** button.

- Step 9** The following message displays:
User CiscoCCMCDR successfully removed from database.
- Step 10** Enter **Sp_dropuser CiscoCCMReader** and click **Go**.
- Step 11** Click the **Play** button.
- Step 12** The following message displays:
User Cisco CCMReader successfully removed from database.

Add the three default users for your machine

- Step 13** Right-click **Users** in the main screen under your database name.
- Step 14** Choose **CiscoCCMUser** and check the "db_owner" box for this user.
- Step 15** Click **OK**.
- Step 16** Choose **CiscoCCMCDR** -and check the "db_owner" box.
- Step 17** Click **OK**.
- Step 18** Choose **CiscoCCMReader** and check the "db_datareader" box.
- Step 19** Click **OK**.

Configuring database tables

ProcessConfig table

- Step 20** Choose **Tables > ProcessConfig**.
- Step 21** Right-click **ProcessConfig**.
- Step 22** Choose **open > return all rows**.
- Step 23** Click the **SQL** button and Run the following SQL query:

```
SELECT *
FROM ProcessConfig
where
tkservice = 9
```

```
ORDER by paramname
choose the exclamation point to run
```

- Step 24** Make note of the paramValue for GlassHouseNodeID
ParamValue for the GlassHouseNodeId in this table matches the fkProcessNode string in the Call Manager and pkid string in ProcessNode.



Note The first set of digits are the least significant.

Step 25 Change the Server names in all the DBConnection records to match the machine name of your publisher machine.

Step 26 Change the database names in the DBConnection records to match the current database name.

ProcessNode table

Step 27 Choose **Tables > ProcessNode**.

Step 28 Right-click on **ProcessNode** and choose **open > return all rows**.

Step 29 Change the 'name' column for the publisher (pkid=glassHouseNodeID you previously noted) to be the *ip address* or *machine name* of your machine.

CallManager table

Step 30 Choose **Tables > CallManager**.

Step 31 Right-click on **CallManager** and choose **open > return all rows**.

Step 32 Change the 'processNodeName' column for the CallManager record where fkprocessnode=glassHouseNodeID is correct machine name or the IP address you changed in the ProcessNode table.

Check the registry settings

Step 33 Open the registry to HKEY_LOCAL_MACHINE > SOFTWARE.

Step 34 Click **Cisco Systems, Inc.**

Step 35 Click **DBL**.

Step 36 Note the value of the DBConnection0 key.
In the value, ensure the value of SERVER is the DNS name of the publisher and that the database version name is correct.

Publish the database

Step 37 Return to the main tree in Enterprise Manager.

Step 38 Click on the *server name*.

For Microsoft SQL 7

- Step 39** Choose **Replicate Data**.
- Step 40** Choose **create or manage a publication**.
- Step 41** Choose your *database name*.
- Step 42** Click **Create Publication**.
- Step 43** Choose the name of the database you are restoring and click **Publish**.
A wizard tool displays.
- Step 44** Click **Next**.
- Step 45** Choose **transactional publication**.
- Step 46** Choose **Yes allow immediate updating subscriptions**.
- Step 47** Choose **all subscribers running SQL Server**.
- Step 48** Choose **publish all tables**.
- Step 49** Click **OK**.
- Step 50** Choose **CCMxxxx** as the name of your database.
- Step 51** Choose **no- create without data filters**.
- Step 52** Click **Finish**.

For Microsoft SQL 2000

- Step 53** Choose **New > Publication**.
- Step 54** Click **Next**.
- Step 55** Choose your *database name*.
- Step 56** Click **Next**.
- Step 57** Choose **Transactional**.
- Step 58** Click **Next**.
- Step 59** Click **Next**.
- Step 60** Choose **publish all tables**.
- Step 61** Click **Next**.
- Step 62** Click **Next**.

Step 63 Click **Next**.

Step 64 Click **Finish**.
