

# Unified Contact Center Express Backup Issue

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## Introduction

With Cisco Unified Contact Center Express 7.0(1), the BARS backup fails, and this error message is received:

```
com.cisco.archive.impl.ArchiveFailureException: Unable to contact Call Manager.  
Please make sure that the Call Manager is running and connected to the network.
```

This document describes how to troubleshoot this issue.

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

The information in this document is based on the Cisco Unified Contact Center Express 7.0(1).

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

### Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

## Problem

With Cisco Unified Contact Center Express 7.0(1), the BARS backup fails, and this error message is received:

```
Backup Message=FailureResponse id=95,  
archiveId=CRS_1257440808146_, errorCode=NETWORK_CONNECTION_ERROR, statusMessage=Unable to  
contact Call Manager. Please make sure that the Call Manager is running and connected to
```

```

the network com.cisco.database.bar.component.DBArchiveComponent; nested exception is:
    com.cisco.archive.ArchiveException: Failed to process request; nested exception is
    com.cisco.database.bar.DBBarException: Database backup failed; nested exception is
    com.cisco.database.bar.DBBarException: Database backup failed; nested exception is
    com.cisco.database.util.DBException: BACKUP DATABASE craDistribution TO
DISK='C:\DOCUME~1\CRSADM~1\LOCALS~1\Temp\CRS_1257440808146_56906\com.cisco.database.bar.co
mponent.DBArchiveComponent56909\craDistribution.dmp' WITH SKIP FAILED; nested exception
is:
    java.sql.SQLException: Could not locate entry in sysdatabases for database
'craDistribution'. No entry found with that name. Make sure that the name is entered
correctly., SQLException Details:
[SQLException] (ErrorMsg=Could not locate entry in sysdatabases for database
'craDistribution'. No entry found with that name. Make sure that the name is entered
correctly. SQLState=08004, SQLErr#=911)
    [Nested SQLException](ErrorMsg=BACKUP DATABASE is terminating abnormally.
SQLState=S1000, SQLErr#=3013)java.sql.SQLException: Could not locate entry in sysdatabases
for database 'craDistribution'. No entry found with that name. Make sure that the name is
entered correctly.

```

## Solution

Complete these steps in order to resolve the issue:

1. Stop the CRS Node Manager from Windows services.
2. Go to **Start > Programs > Microsoft SQL server > Query Analyzer**.
3. In the **Connect to SQL Server** dialog box, enter these settings:
  - ◆ In the SQL Server field, enter the name of the Cisco CRS server, *Servername\CRSSQL*.
  - ◆ Under Connect Using, choose **Windows Authentication**.
4. Click **OK**.

The SQL query analyzer window opens. In the top middle of the screen, you have the option to select different databases, such as *db\_cra*, *db\_reporitory*, *FCRasSvr*.

5. Check if the *craDistribution* database exists. (The *craDistribution* database is not likely to exist).
6. Execute this query in the SQL query analyzer window:

```

use db_cra;

exec craAddLocalDistributor '1'

GO

use db_cra_repository;

exec craAddLocalDistributor '1'

GO

use FCRasSvr;

exec craAddLocalDistributor '1'

GO

```

**Note:** It takes few minutes for the *craDistribution* database to be created.

7. Refresh the databases in Enterprise Manager on the CRS SQL server.
8. From Serviceability, enable these services:

- ◆ Cisco Desktop LDAP Monitor Service
- ◆ Cisco Desktop Sync Service

9. Once you see the `craDistribution` database, restart the CRS Node Manager from Windows services.

After you complete these steps, you should be able to proceed with the back up.

## Known issues

Here are similar known issues:

- CSCse15624 (registered customers only) *ArrayIndexOutOfBoundsException in the Repository layer*
- CSCtb16475 (registered customers only) *uninstall of SR4 build 19, backup is not working (BarsCLi is missing)*
- CSCsy04635 (registered customers only) *Backup fails with ARCHIVE\_CREATION\_ERROR*
- CSCtj11587 (registered customers only) *UCCX 8 database instance is always using lower case letters*

## Problem

UCCX backup fails with this error message: Update failed : Unable to access SFTP server or SFTP server too slow to respond. Please make sure the login credentials and path are correct.

## Solution

This issue occurs when the path defined for back up is anything else other than a backslash ( \ ), which is the root directory in most cases. Ensure that you enter the path for backup as \.

## Related Information

- **IPCC Express: Troubleshooting Tips for Upgrade, Backup, and Restore Issues**
- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Technical Support & Documentation – Cisco Systems**

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