Unified Contact Center Express 备份问题

Contents

Introduction

使用Cisco Unified Contact Center Express 7.0(1)，棒备份发生故障，并且此错误信息收到：

```
com.cisco.archive.impl.ArchiveFailureException: Unable to contact Call Manager.
Please make sure that the Call Manager is running and connected to the network.
```
本文描述如何故障排除此问题。

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

本文的信息根据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.

问题

使用Cisco Unified Contact Center Express 7.0(1)，棒备份发生故障，并且此错误信息收到：

```
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.
```

解决方案

完成这些步骤以解决问题：

1. 从Windows服务终止CRS节点管理器。
2. 去**Start > Programs > Micorsoft SQL server >查询分析器**。
3. 在**连接到**SQL server对话框，请输入这些设置：在SQL Server字段，请输入Cisco CRS服务器的名字，*Servername \ CRSSQL*。下面请连接使用，选择**Windows认证**。
4. 单击 **Ok**。SQL Query Analyzer窗口打开。在屏幕的顶部中部，您有中的选项不同的数据库，例如*db_cra*，*db_reporitory*，*FCRasSvr*。
5. 检查*craDistribution*数据库是否存在。(*craDistribution*数据库不可能存在)。
6. 执行在SQL Query Analyzer窗口的此查询：
   ```
   use db_cra;

   exec craAddLocalDistributor '1'

   GO

   use db_cra_repository;

   exec craAddLocalDistributor '1'

   GO

   use FCRasSvr;

   exec craAddLocalDistributor '1'

   GO
   ```
   Note: 需要能将被创建的`craDistribution`数据库的少量分钟。

7. 刷新在企业管理器的数据库在CRS SQL server。
8. 从维护性，enable (event)这些服务：Cisco桌面LDAP监控程序服务Cisco桌面同步服务
9. 一旦看到craDistribution数据库，请重新启动从Windows服务的CRS节点管理器。

在您完成这些步骤后，您应该能继续进行备份。

已知问题

这是相似的已知问题：

- CSCse15624 (仅限注册用户) —*在贮藏库层的ArrayIndexOutOfBoundsException*
- CSCtb16475 (仅限注册用户) —*请卸载SR4修造19，备份不工作(BarsCLIi失踪)*
- CSCsy04635 (仅限注册用户) —*备份失效与ARCHIVE_CREATION_ERROR*
- CSCtj11587 (仅限注册用户) — *UCCX 8数据库实例总是使用小写字母*

问题

UCCX备份失效与此错误信息：SFTPSFTP

解决方案

此问题出现，当为备份定义的路径是别的除斜线之外(\)，在许多情况下是根目录。保证您输入备份和的\。路径

Related Information

- IPCC Express ：升级、备份和恢复问题的故障排除提示
- 语音技术支持
- 语音和统一通信产品支持
- Technical Support & Documentation - Cisco Systems