

# 统一的CCX 7.x : 出故障的数据迁移备份

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## [Introduction](#)

在Cisco Unified Contact Center Express (统一的CCX) 7.x的数据迁移备份失效与错误信息。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 CCX 7.x。

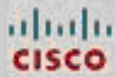
The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

## [Conventions](#)

Refer to [Cisco Technical Tips Conventions](#) for more information on document conventions.

## [问题](#)

在Cisco Unified CCX 7.x的数据迁移备份失效与错误信息。日志文件显示错误，当备份 application.MIVR.properties设置时。

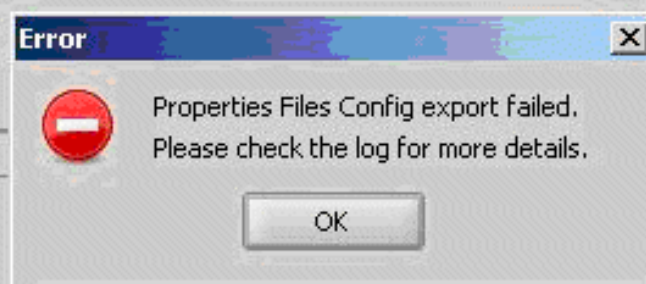


# Cisco Unified CCX Data Migration Tool

Backup in Progress ...

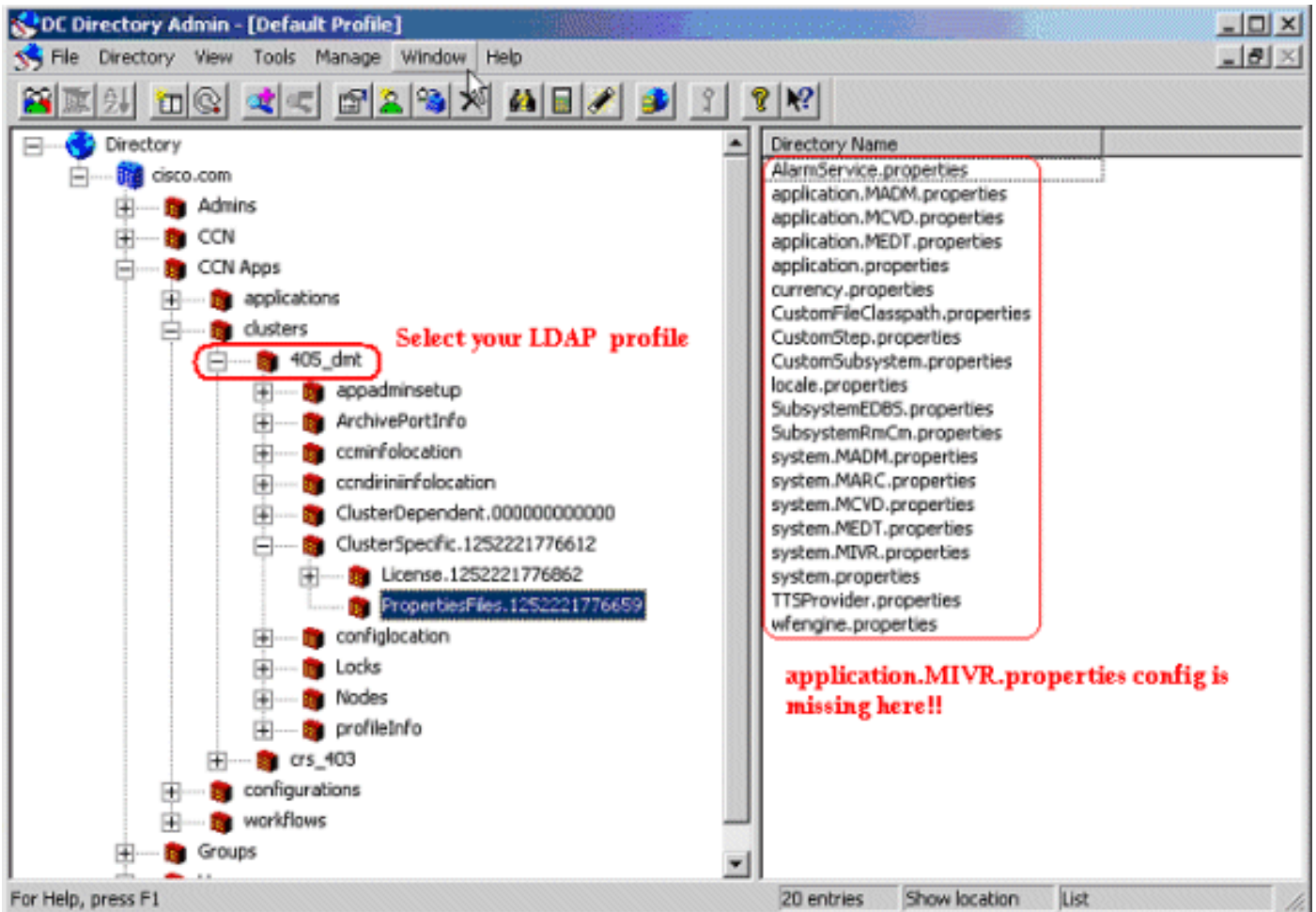


Backup operation failed.



```
Cleaning the staging directory.  
CRS Data Export pre-check completed.  
Exporting all the configurations from LDAP ...  
4.x LDAP cluster profile is crs_403  
Exporting the CCM Authentication Config  
Exporting the Group Config  
Exporting the JTAPI Provider Config  
Exporting the RmCm Provider Config
```

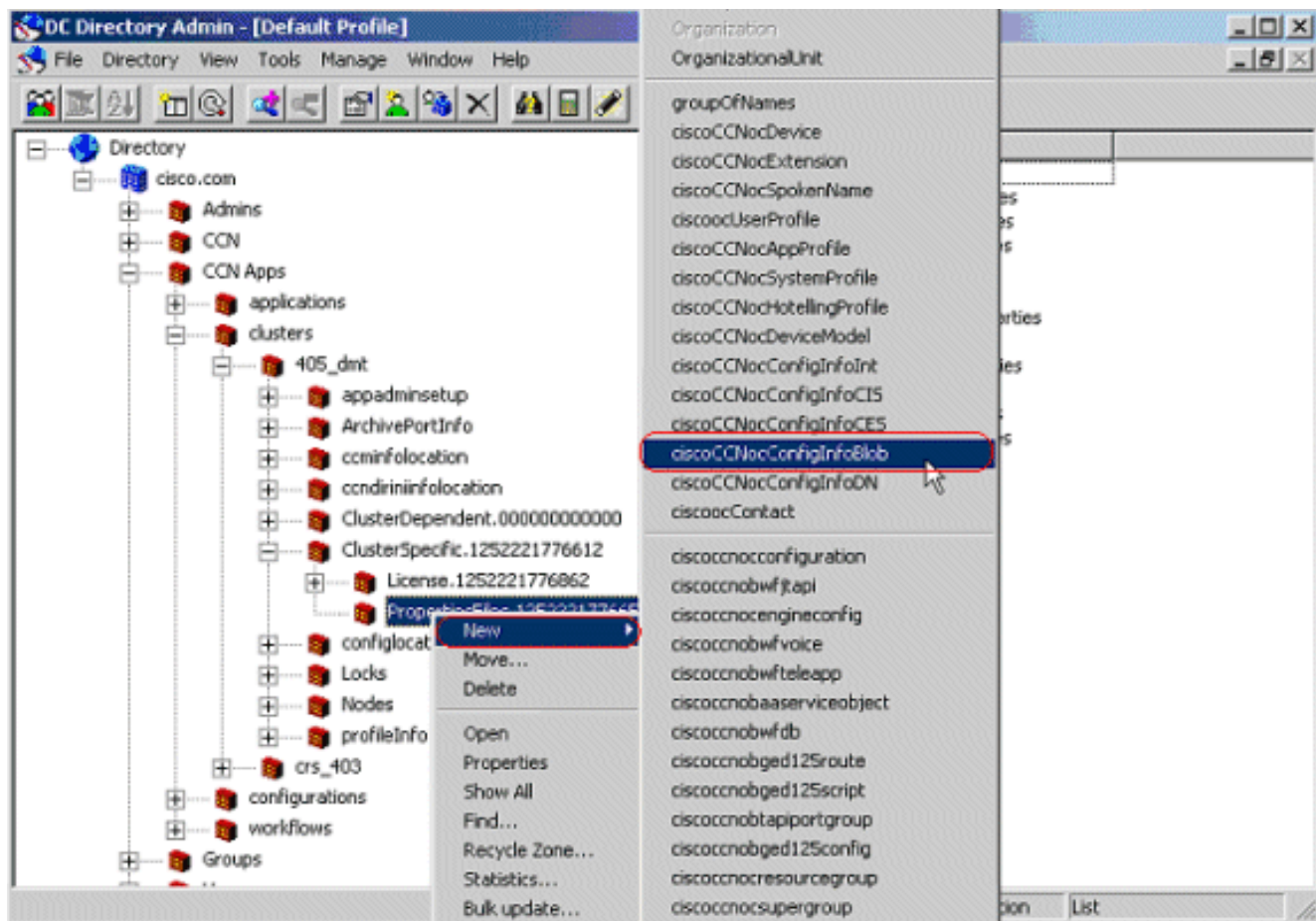
此问题出现，当application.MIVR.properties从LDAP失踪，如显示这里：



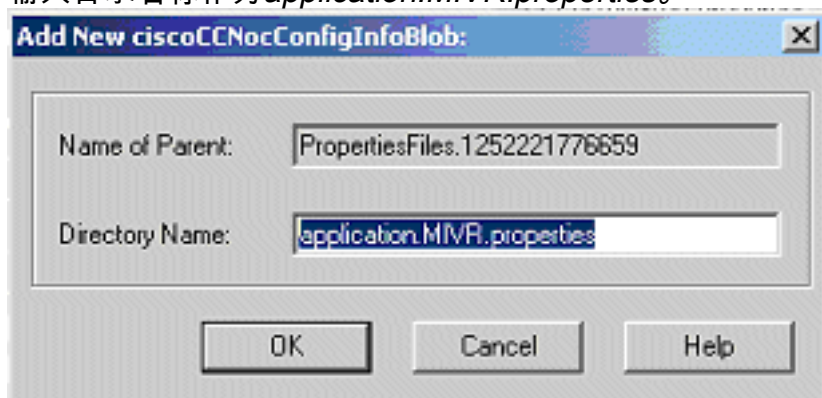
## 解决方案

完成这些步骤以解决问题：

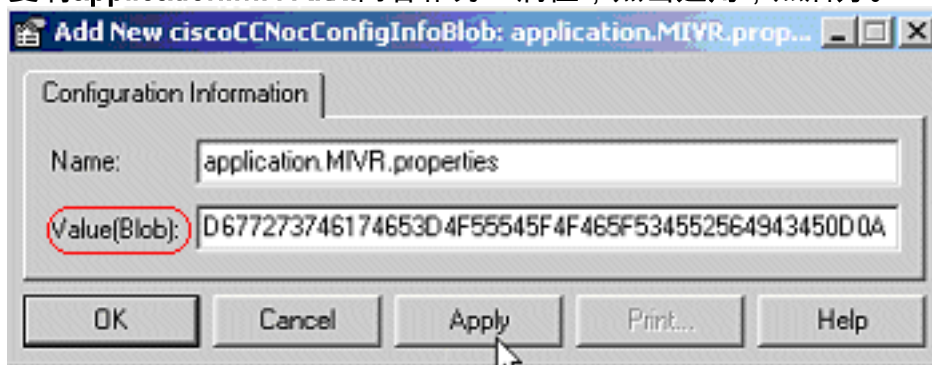
1. 打开DC目录管理。
2. 选择PropertiesFiles OU位于在CRS 4.0(5) LDAP配置文件(即`ou=PropertiesFiles ou=ClusterSpecific ou=<CRS 4.0(5) Profile> ou=clustersou=CCN Apps o=cisco.com`)
3. 用鼠标右键单击PropertiesFiles OU，并且选择新> ciscoCCNocConfigInfoBlob。



4. 输入目录名称作为 *application.MIVR.properties*。



5. 复制 *application.MIVR.txt* 内容作为一滴值，点击 **适用**，然后好。



6. 重新启动数据迁移工具(DMT)并且再试一次备份操作。 **Note:** 被提交的所有屏幕画面这里从DC目录管理员被采取。同样步骤也是可适用的对激活/Netscape目录。

## [Related Information](#)

- [如何备份CRS 5.0](#)
- [错误，当处理输入request.java.lang.runtimeException时：没能获得簇设置](#)
- [Technical Support & Documentation - Cisco Systems](#)