



# Release Notes for Cisco IP Telephony Backup and Restore System (BARS), Version 4.0(14)

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This Release Note contains the following information about this release of BARS:

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Use this document in conjunction with *Cisco IP Telephony Backup and Restore System (BARS) Administration Guide, Version 4.0(12)*, 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>

## What is New in This Release

This release of BARS contains the enhancements described in the “[Resolved Issues](#)” section on [page 2](#).

## Important Information

All-third party applications, including Cisco-provided and Cisco-approved applications that are coresident on the Cisco Unified CallManager server, must be stopped and disabled before you use the restore process.



### Note

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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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### Corporate Headquarters:

Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA

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**Tip**

Before you use BARS to perform a restore, reinstall any service releases; otherwise, BARS produces a version-mismatch error.

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

## Checking the Compatibility Matrix

Be sure to check the Cisco Unified CallManager Compatibility matrix at the following URL for information about which components have been tested with various BARS releases:

[http://www.cisco.com/en/US/products/sw/voicesw/ps556/products\\_device\\_support\\_tables\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_device_support_tables_list.html)


**Note**

If you receive a warning while you are using BARS that indicates an incompatibility issue, double-check the matrix. If the matrix indicates that BARS has been tested with the component that the warning specifies, you can ignore the warning.

## Resolved Issues

Table 1 describes the resolved issues for BARS version 4.0(14):

**Table 1**     *Resolved Issues for BARS Version 4.0(14)*

Identifier	Headline and URL
<a href="#">CSCso13818</a>	Migration from 3.3.5 to 4.3.2 fails during Cisco directory installation.
<a href="#">CSCsm82165</a>	Add detailed debugs in BARS installation traces
<a href="#">CSCsg41467</a>	BARS Start Backup Now button should change to Stop Backup Now after backup begins
<a href="#">CSCsj30601</a>	Toggle display when individual servers or "All configured servers" checkboxes are checked.
<a href="#">CSCsq91291</a>	Display the installed BARS version on the status page.

## Known Issues

Known problems (bugs) are graded according to severity level. These release notes contain descriptions of:

- All severity level 1 or 2 bugs.
- Significant severity level 3 bugs.

You can search for problems by using the Cisco Software Bug Toolkit.

To access Bug Toolkit, you need the following items:

- Internet connection
- Web browser
- Cisco.com user ID and password

To use the Software Bug Toolkit, follow these steps:

### Procedure

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- |               |   |
|---------------|---|
| <b>Step 1</b> | To access the Bug Toolkit, go to<br><a href="http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs">http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs</a> . |
| <b>Step 2</b> | Log in with your Cisco.com user ID and password.  |
| <b>Step 3</b> | To look for information about a specific problem, enter the bug ID number in the "Search for Bug ID" field, then click Go.  |
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For information about how to search for bugs, create saved searches, create bug groups, etc., click **Help** in the Bug Toolkit page.

## Documentation Updates

This section provides documentation changes that were unavailable when the Cisco IP Telephony Backup and Restore System (BARS) Version 4.0(13) documentation was released.

In the "Restoring a CRS Release 4.x Cluster" section, Step 4 should be replaced with the following information:

The "Restore Wizard: Step 2 of 4" window displays in one of the following two versions:

- If you chose a CiscoUpgrade.tar archive file that you copied from the CRS CD or a Patch(SR/ES).tar file that you downloaded from CCO from the previous window, the wizard prompts you to "Enter CRS data destination server to restore" in the Data Destination Server field. Enter the name of any active CRS server in the CRS cluster and click **Next**.

The server that you choose restores the data for the entire CRS cluster on which it resides. This data destination server does not need to be the same server that you chose as the data source server when this CRS cluster was backed up.

- If the archive that you chose on the previous window was a .tar file that was created by using BARS, you are now instructed to: "Select data destination server and application to restore."

From the drop-down lists on the "Restore Wizard: Step 2 of 4" window, first choose any active CRS server in the CRS cluster; then, choose the application (CRS) to restore. Click **Next**.



**Note**

If you are restoring the data on a Cisco Customer Response Solutions (CRS) cluster, the CRS data destination server that you choose restores the data for the entire CRS cluster on which it resides. This data destination server does not need to be the same server that you chose as the data source server when this CRS cluster was backed up.

## Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

## Cisco Product Security Overview

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

Further information regarding U.S. export regulations may be found at [http://www.access.gpo.gov/bis/ear/ear\\_data.html](http://www.access.gpo.gov/bis/ear/ear_data.html).

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