Release Notes for Cisco IP Telephony Backup and Restore System (BARS), Version 4.0(9)

This Release Note contains information about this release of BARS:

Use this document in conjunction with *Cisco IP Telephony Backup and Restore System (BARS) Administration Guide, Version 4.0(9),* 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 supports the backup and restoring of CRS 4.x clusters. For more information, see *Cisco IP Telephony Backup and Restore System (BARS) Administration Guide, Version 4.0(9)*:

http://www.cisco.com/univercd/cc/td/doc/product/voice/backup/index.htm

For information specific to using BARS with CRS 4.5, see *Backup and Restore System for Cisco CRS 4.5, Version 4.0(9).*

CISCO SYSTEMS

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Important Information

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

Note 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.

Tip Before using BARS to perform a restore, reinstall any service releases; otherwise BARS throws a version-mismatch error.

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

Checking the Compatibility Matrix

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

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

Note If you receive a warning while 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.

Setting the Trace Directory Path to Default C: Drive

If you are replacing a server with four drives, Cisco recommends that you set the trace directory path on the server to the default C: drive before you back up your server. After you install Cisco CallManager on the new server, you can configure the trace drive to collect trace files.

Use the following procedure to set the trace directory path to the default:

Procedure

Step 1 In Cisco CallManager Administration, choose **Application > Cisco CallManager Serviceability**.

The Cisco CallManager Serviceability window displays.

Step 2 Choose **Trace > Configuration**.

Step 3 From the Server pane on the left side of the Trace Configuration window, click the server name or IP address of the four-disk drive server.

Step 4 Click the Cisco CallManager service.

The Trace Configuration window for the service and server displays.

Step 5 In the upper-right corner of the window, click the **SDL Configuration** link.

Step 6 In the Trace Directory Path field under Trace Output Settings, change the drive letter to **C:**.

Step 7 Click Update.

Resolved Issues

Table 1 describes the resolved issues (severity 1, 2 or 3) for BARS release 4.0(9):

Table 1   Resolved Issues for BARS Release 4.0(9)

Identifier	Headline and URL
CSCsa73338	BARS does not mark restore as a failure if DCD restore is not successful.
CSCsb46368	Scheduled backups fail to backup files larger than 2 GB.
CSCsb54272	Backup fails when backing up to a DDS3 tape drive.
CSCsb77431	Reselecting *Browse* windows does not bring the window to the foreground.
CSCsc44385	Generalize the reset-status message to cover any reboot scenarios.
CSCsc45212	Extracting the tar file in DVDs fails with a *75-Path/File access* error during a restore.
CSCsc55053	BARS changes "database owner" to *Unknown*, causing Some SQL jobs to fail.
CSCsc67189	BARS displays errors when a Cisco Customer Response Solutions (CRS) Restore completes successfully.

Known Issues

Known problems (bugs) are graded according to severity level. These release notes contain descriptions of bugs with severity level 1, 2, or 3. In some cases, bugs with lesser severity levels are also included, depending on the issue.

Tip If you have an account with Cisco.com (Cisco Connection Online), you can use the Bug Toolkit to find caveats of any severity for any release. To access the Bug Toolkit, log on to:

http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl

Table 2   Open Issues for BARS Release 4.0(9)

Identifier	Headline and URL
CSCsa71507	BARS backup of CRS servers fails intermittently with exception -21474178. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa71507
CSCsa82969	BARS status window intermittently goes blank during restore of huge files. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa82969
CSCsa93522	BARS intermittently fails with COM+ error and the process becomes hung. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa93522
CSCsb02046	BARS may not work when servers are members of a windows domain. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb02046

Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain technical assistance and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

You can access the most current Cisco documentation at this URL:

http://www.cisco.com/univercd/home/home.htm

You can access the Cisco website at this URL:

http://www.cisco.com

You can access international Cisco websites at this URL:

http://www.cisco.com/public/countries_languages.shtml

Ordering Documentation

You can find instructions for ordering documentation at this URL:

http://www.cisco.com/univercd/cc/td/doc/es_inpck/pdi.htm

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Ordering tool:

  http://www.cisco.com/en/US/partner/ordering/index.shtml

- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

You can send comments about technical documentation to bug-doc@cisco.com.

You can submit comments by using the response card (if present) behind the front cover of your document or by writing to the following address:

Cisco Systems
Attn: Customer Document Ordering
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, Cisco Technical Support provides 24-hour-a-day, award-winning technical assistance. The Cisco Technical Support Website on Cisco.com features extensive online support resources. In addition, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not hold a valid Cisco service contract, contact your reseller.

Cisco Technical Support Website

The Cisco Technical Support Website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day, 365 days a year at this URL:

http://www.cisco.com/techsupport

Access to all tools on the Cisco Technical Support Website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

http://tools.cisco.com/RPF/register/register.do

Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool automatically provides recommended solutions. If your issue is not resolved using the recommended resources, your service request will be assigned to a Cisco TAC engineer. The TAC Service Request Tool is located at this URL:

http://www.cisco.com/techsupport/servicerequest

For S1 or S2 service requests or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco TAC engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)
EMEA: +32 2 704 55 55
USA: 1 800 553 2447

For a complete list of Cisco TAC contacts, go to this URL:

http://www.cisco.com/techsupport/contacts

Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Severity 1 (S1)—Your network is "down," or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Severity 2 (S2)—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Severity 3 (S3)—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Severity 4 (S4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- Cisco Marketplace provides a variety of Cisco books, reference guides, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:

  http://www.cisco.com/go/marketplace/

- The Cisco *Product Catalog* describes the networking products offered by Cisco Systems, as well as ordering and customer support services. Access the Cisco Product Catalog at this URL:

  http://cisco.com/univercd/cc/td/doc/pcat/

- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at this URL:

  http://www.ciscopress.com

- *Packet* magazine is the Cisco Systems technical user magazine for maximizing Internet and networking investments. Each quarter, Packet delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can access Packet magazine at this URL:

  http://www.cisco.com/packet

- *iQ Magazine* is the quarterly publication from Cisco Systems designed to help growing companies learn how they can use technology to increase revenue, streamline their business, and expand services. The publication identifies the challenges facing these companies and the technologies to help solve them, using real-world case studies and business strategies to help readers make sound technology investment decisions. You can access iQ Magazine at this URL:

  http://www.cisco.com/go/iqmagazine

- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:

  http://www.cisco.com/ipj

- World-class networking training is available from Cisco. You can view current offerings at this URL:

  http://www.cisco.com/en/US/learning/index.html