

CallManager STI Backup Service and IP Telephony Applications Backup Utility Error Message: STI Backup Service Does Not Exist

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Contents

Introduction

Before You Begin

- Conventions

- Prerequisites

- Components Used

Installing the IP Telephony Applications Backup Utility

Installing the Cisco STI Backup Service

Upgrading the Cisco IP Telephony Applications Backup Utility

Related Information

Introduction

This document can be applied to servers running Cisco CallManager 3.1(x) and 3.2(x). This document also includes instructions on how to upgrade the Cisco IP Telephony Applications Backup Utility to the most recent version.

This document explains how to set up the Cisco STI Backup Service and the IP Telephony Applications Backup Utility on an IP Telephony Applications Server such as a Cisco CallManager or CRS server. This document assumes that your server is not currently configured as either a backup server or a target server. If you are configuring a backup server you will need to install the following items: The IP Telephony Applications Backup Application (if it is not already installed) and the STI BackUp Service (if it is not already installed). You should also upgrade to the most recent version of the IP Telephony Applications Backup Utility.

Note: A backup server is a server that will perform backups for itself and possibly other servers. A backup target is a server that will be backed up by a backup server.

When you start to configure a server to be a backup server or a target server, it is possible to discover that your server has the Cisco IP Telephony Applications Backup Application installed while it does not have the STI Backup Service installed. The opposite situation (the STI Backup Service is installed, while it does not have the IP Telephony Applications Backup Application installed) is also a possibility.

If you are configuring a backup target server, you only need to install the Cisco STI Backup Service. If the STI Backup Service is already installed on the server that you want to use as a backup target, you do not need to perform any of the tasks described in this document. The STI Backup Service on a target server will service backup and restore operations from the IP Telephony Applications Backup Application on a backup server. All of the necessary configuration information is entered on the backup server. Please refer to *Backing up and Restoring Cisco CallManager Release 3.2* and *Backing up and Restoring Cisco CallManager Release 3.1* for further instructions on using the IP Telephony Applications Backup Utility for backing up and restoring your Cisco CallManager server. Instructions for backing up and restoring other IP Telephony applications such as CRS can be found within the on-line documentation for the product.

After you have completed the tasks in this document, you will have a server that is capable of backing up

local Cisco IP Telephony Applications (on this server) and any other supported IP Telephony Application servers in your network that are configured as backup targets. You do not need to have a tape drive or other removeable media device to perform backups.

This document will not explain how to perform backups and restores. These tasks are already explained in the documentation for the respective Cisco IP Telephony Applications. Please refer to *Backing up and Restoring Cisco CallManager Release 3.2* and *Backing up and Restoring Cisco CallManager Release 3.1* for further instructions on using the IP Telephony Applications Backup Application for backing up and restoring your CallManager. Instructions for backing up and restoring other IP Telephony applications such as CRS can be found within the on-line documentation for the product.

Before You Begin

Conventions

For more information on document conventions, see the Cisco Technical Tips Conventions.

Prerequisites

You should download the latest version of the Cisco Media Convergence Server (MCS) backup file from the **Download Cisco 3DES Cryptographic Software** under export licensing controls area of the Voice Software (registered customers only) section on Cisco Software Center.

Components Used

The information in this document is based on the software and hardware versions below.

- Cisco MCS 7835 Server
- Cisco CallManager 3.1(4b)
- Cisco CallManager 3.1(2c) CD1 (for the initial version of the Cisco IP Telephony Applications Backup Utility and the STI Backup Service setup file)
- MCSbackup-3-4-31.exe (downloaded from the Cisco Software Center)

Note: There are other methods for acquiring the files required for installing the initial version of the Cisco IP Telephony Applications Backup Utility and the STI Backup Service. As long as you have the files required, you can proceed with the tasks described in this document.

The information presented in this document was created from devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If you are working in a live network, ensure that you understand the potential impact of any command before using it.

Installing the IP Telephony Applications Backup Utility

This task explains how to install the Cisco IP Telephony Applications Backup Utility on your server. If you already have a version of the IP Telephony Applications Backup Utility installed on your server you should skip this task and proceed to *Installing the Cisco STI Backup Service*. To determine if your server has the IP Telephony Backup Application installed go to the **Start > Programs** menu and look for Cisco IP Telephony Applications Backup.

Follow the instructions provided below:

1. Insert the Cisco CallManager Installation and Recovery CD 1 in the CD drive.

Note: There are other methods for obtaining the initial files required to install the Cisco IP Telephony Applications Backup utility. If you obtained the files from a different source, browse to the folder that you stored the files in and proceed with Step 4.

2. If the Cisco CallManager installation program starts automatically, cancel it before proceeding.
3. Browse to the backup folder.
4. Double-click the **Setup.exe** file.
5. In most cases the Setup file will run without requiring user input.
6. When the Setup file has finished, proceed to Installing the Cisco STI Backup Service.

Installing the Cisco STI Backup Service

If your server already has the Cisco STI Backup Service installed, you can use this task to change the current role of your server: backup server to target server or target server to backup server.



Caution: The Cisco STI Backup Service installation requires that the server has a version of the the IP Telephony Applications Backup Utility installed. Depending on the version that you have, it might not check this before it proceeds. Therefore, you should always start with Installing the Cisco IP Telephony Applications Backup Utility above to ensure that your server is ready to have the Cisco STI Backup Service installed.



Caution: You will need to reboot your server at the end of this task. This might cause your users to lose their phone service until the server is back on line.

This task explains how to install the Cisco STI Backup Service on your server. If you already have the STI Backup Service installed on your server and you do not want to change the role that this server was configured for (backup server or target server), you should skip this task and proceed to Installing the Cisco STI Backup Service.

To determine if your server has the Cisco STI Backup Service installed, go to **Start > Programs > Administrative Tools > Services Console** and look for **stiBack for Cisco IP Telephony Applications**.

Follow the instructions provided below:

1. Insert the Cisco CallManager Installation and Recovery CD 1 in the CD drive.

Note: There are other methods for obtaining the **_stiBackSetup.exe** file required to install the Cisco STI Backup Service. For instance, it is usually installed on Cisco CallManager servers by default. Try looking in the `\winnt\system32\` folder or use the Windows 2000 Search facility to find it. Browse to the folder that contains the file and proceed with Step 3.

2. Browse to the Backup folder.
3. Double-click the file **_stiBackSetup.exe**.
4. Follow the prompts and select backup server or target server, as appropriate.
5. Enter the new server administrator password.
6. Enter the new SQL password.
7. Restart the server.
8. When the server has restarted, log on and proceed with Upgrading the Cisco IP Telephony Backup Application.

Upgrading the Cisco IP Telephony Applications Backup Utility

This task explains how to upgrade the Cisco IP Telephony Backup Application on your server to the most recent version.



Caution: Some of the newer versions of this utility are only upgrades. They require that you have a previous version of the Cisco IP Telephony Applications Backup Utility installed.

Follow the instructions provided below:

1. Browse to the local folder that contains the upgrade file.
2. Double-click the upgrade file.
3. Answer any prompts as appropriate.

Related Information

- [Backing Up and Restoring Cisco CallManager Release 3.2](#)
 - [Backing Up and Restoring Cisco CallManager Release 3.1](#)
 - [Voice Technology Support](#)
 - [Voice and Unified Communications Product Support](#)
 - [Technical Support – Cisco Systems](#)
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