Cisco Unified Communications Manager (CallManager) Backup Error – Failed to Retrieve Destination Details

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Contents

Introduction

This document describes this Cisco Unified Communications Manager (CallManager) error message and the necessary steps to troubleshoot it:

```
Failed to retrieve destination details
```

Prerequisites

Requirements

Cisco recommends that you have knowledge of Cisco Unified Communications Manager (CallManager).

Components Used

The information in this document is based on Cisco Unified Communications Manager 5.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.

Problem

When you try to backup Cisco Unified Communications Manager 5.x with Secure File Transfer Protocol (SFTP), the error message `Failed to retrieve destination details` displays.

In the Cisco CallManager (CCM) settings, the path name is specified as "C:\." In the SFTP settings, the root path is specified as "C:\."

Solution

In order to overcome this error, ensure that these are included:

1. Server name: Name or IP address of the network server.
2. Path name: Path name for the directory where you want to store the backup file.

   Note: In the CCM settings you only need to specify the Path Name as "\" (not "C:\").
3. User name: Valid username for an account on the remote system.
4. Password: Valid password for the account on the remote system.

Problem

When you try to back up Cisco Unified Communications Manager 5.x, this error message is received:

```
Master agent may be processing an operation or its down.Please refresh
the page little later for latest status
```

Solution

In CallManager 5.x and later, stopping the CAR service will not stop accumulating flat CDR Files. In order to clean up the CDR files, complete these steps:

1. Stop the **CDR Agent service** on all servers in the cluster so that no new CDR files will be pushed to the publisher.
2. To make sure all the files have been pushed to the billing server(s), issue this command:

   ```
   ls -R
                   /var/log/active/cm/cdr_repository/destination*
   ```
3. Stop **CDR Repository Manager**, **CAR Scheduler** and **CAR Web Service** on the publisher.
4. Remove all the files under **/var/log/active/cm/cdr_repository/preserve/<date>** that have been accumulated. Then, remove all the symbolic links under **/var/log/active/cm/cdr_repository/car/<date>** with these commands:

   ♦ rm –rf /var/log/active/cm/cdr_repository/preserve/*
   ♦ rm –rf /var/log/active/cm/cdr_repository/car/*
5. Restart **CDR Repository Manager, CAR Scheduler, CAR Web Services** on the publisher.

In order to stop further accumulation of CDR files, complete these steps:

1. Create a **ccmadmin** account if not yet in the user group management on the ccmadmin page.
2. Login to **CAR**, then go to **System** > **Scheduler** > **CDR Load**.
3. Check the **Continuous Loading 24/7** and **Load CDR only** boxes.
4. Click **Update**.

5. Go to **System > Database > Configure Automatic Database Purge**.
6. Set both **Min Age of Call Detail Records** and **Max Age of Call Detail Records** to 1.
7. Click **Update**.
8. Go to **Report Config > Automatic Generation/Alert**.
9. For each report, select the **Disabled** status and click **Update**.

Finally, restart CDR Agent service on all the servers.

This issue is documented in Cisco bug ID CSCsl16967 (registered customers only) . Refer to this bug for more information.

Problem

The Cisco Unified Communication Server backup status in disaster recovery reads, `Copying backup TAR file to archive media`. The scheduled DRS backup becomes stuck due to an unknown problem. The component backup operations are successful. However, when the Master Agent starts to copy the Tar files to the backup destination, which is an SFTP server, the drf_sftp.sh and drf_sftpLs.sh scripts hang forever.

Solution

This is a issue that is seen in Cisco Unified Communications Manager version 6.1. The workaround is to restart the **DRS Master Agent** and **Local Agent**, and upgrade the Cisco Unified Communications Manager version.

This issue is documented in Cisco bug ID CSCsq50512 (registered customers only) . Refer to this bug for more information.

Related Information

- **Network Registrar Data Backup and Recovery Strategies**
- **Installation, Backup, and Restore Issues**
- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Troubleshooting Cisco IP Telephony**
- **Technical Support & Documentation – Cisco Systems**