AVAYA

SCS 4.0

Backup and Restore

Task Based Guide

Copyright © 2010 Avaya Inc.
All Rights Reserved.

Notices

While reasonable efforts have been made to ensure that the information in this document is complete and accurate at the time of printing, Avaya assumes no liability for any errors. Avaya reserves the right to make changes and corrections to the information in this document without the obligation to notify any person or organization of such changes.

Documentation disclaimer

Avaya shall not be responsible for any modifications, additions, or deletions to the original published version of this documentation unless such modifications, additions, or deletions were performed by Avaya. End User agree to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation, to the extent made by End User.

Link disclaimer

Avaya is not responsible for the contents or reliability of any linked Web sites referenced within this site or documentation(s) provided by Avaya. Avaya is not responsible for the accuracy of any information, statement or content provided on these sites and does not necessarily endorse the products, services, or information described or offered within them. Avaya does not guarantee that these links will work all the time and has no control over the availability of the linked pages.

Warranty

Avaya provides a limited warranty on this product. Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya's standard warranty language, as well as information regarding support for this product, while under warranty, is available to Avaya customers and other parties through the Avaya Support Web site: http://www.avaya.com/support

Please note that if you acquired the product from an authorized reseller, the warranty is provided to you by said reseller and not by Avaya.

Licenses

THE SOFTWARE LICENSE TERMS AVAILABLE ON THE AVAYA WEBSITE, HTTP://SUPPORT.AVAYA.COM/ LICENSEINFO/ ARE APPLICABLE TO ANYONE WHO DOWNLOADS, USES AND/OR INSTALLS AVAYA SOFTWARE, PURCHASED FROM AVAYA INC., ANY AVAYA AFFILIATE, OR AN AUTHORIZED AVAYA RESELLER (AS APPLICABLE) UNDER A COMMERCIAL AGREEMENT WITH AVAYA OR AN AUTHORIZED AVAYA RESELLER.

UNLESS OTHERWISE AGREED TO BY AVAYA IN WRITING, AVAYA DOES NOT EXTEND THIS LICENSE IF THE SOFTWARE WAS OBTAINED FROM ANYONE OTHER THAN AVAYA, AN AVAYA AFFILIATE OR AN AVAYA AUTHORIZED RESELLER, AND AVAYA RESERVES THE RIGHT TO TAKE LEGAL ACTION AGAINST YOU AND ANYONE ELSE USING OR SELLING THE SOFTWARE WITHOUT A LICENSE. BY INSTALLING, DOWNLOADING OR USING THE SOFTWARE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE INSTALLING, DOWNLOADING OR USING THE SOFTWARE (HEREINAFTER REFERRED TO INTERCHANGEABLY AS "YOU" AND "END USER"), AGREE TO THESE TERMS AND CONDITIONS AND CREATE A BINDING CONTRACT BETWEEN YOU AND AVAYA INC. OR THE APPLICABLE AVAYA AFFILIATE ("AVAYA").

Copyright

Except where expressly stated otherwise, no use should be made of the Documentation(s) and Product(s) provided by Avaya. All content in this documentation(s) and the product(s) provided by Avaya including the selection, arrangement and design of the content is owned either by Avaya or its licensors and is protected by copyright and other intellectual property laws including the sui generis rights relating to the protection of databases. You may not modify, copy, reproduce, republish, upload, post, transmit or distribute in any way any content, in whole or in part, including any code and software. Unauthorized reproduction, transmission, dissemination, storage, and or use without the express written consent of Avaya can be a criminal, as well as a civil offense under the applicable law.

Third Party Components

Certain software programs or portions thereof included in the Product may contain software distributed under third party agreements ("Third Party Components"), which may contain terms that expand or limit rights to use certain portions of the Product ("Third Party Terms"). Information regarding distributed Linux OS source code (for those Products that have distributed the Linux OS source code), and identifying the copyright holders of the Third Party Components and the Third Party Terms that apply to them is available on the Avaya Support Web site: http://support.avaya.com/Copyright.

Trademarks

The trademarks, logos and service marks ("Marks") displayed in this site, the documentation(s) and product(s) provided by Avaya are the registered or unregistered Marks of Avaya, its affiliates, or other third parties. Users are not permitted to use such Marks without prior written consent from Avaya or such third party which may own the Mark. Nothing contained in this site, the documentation(s) and product(s) should be construed as granting, by implication, estoppel, or otherwise, any license or right in and to the Marks without the express written permission of Avaya or the applicable third party. Avaya is a registered trademark of Avaya Inc. All non-Avaya trademarks are the property of their respective owners.

Downloading documents

For the most current versions of documentation, see the Avaya Support. Web site: http://www.avaya.com/support

Contact Avaya Support

Avaya provides a telephone number for you to use to report problems or to ask questions about your product. The support telephone number is 1-800-242-2121 in the United States. For additional support telephone numbers, see the Avaya Web site:http://www.avaya.com/support

Copyright © 2010 ITEL, All Rights Reserved

The copyright in the material belongs to ITEL and no part of the material may be reproduced in any form without the prior written permission of a duly authorised representative of ITEL.

Table of Contents

SCS 4.0 1

SYSTEM BACKUP AND RESTORE 5

OVERVIEW 5
REQUIRED INFORMATION 5
FLOW CHARTS - BACKUP 8
FLOW CHARTS – RESTORE 9
ACCESSING THE SCS ADMINISTRATOR INTERFACE 10
CREATING BACKUPS 10
Manual Backups – To Local Storage 10
Manual Backups – To FTP 14
Scheduled Backup 16
RESTORING FILES 20
Restore from the Server Archive/FTP 20
Restore by File Upload 21
AVAYA DOCUMENTATION LINKS 24

System Backup and Restore

Overview

Having a regular backup policy is essential to the successful management of any IT system. The SCS is no different. The SCS backup utility has been designed to enable administrators to quickly and efficiently create configuration and voicemail backups, either manually or automatically through easy-to-configure scheduling.

Note: The Restore function is version specific. Restore archives must be consistent with the installation version, i.e., you cannot restore files that were backed up using one SCS version to another later or earlier version.

Backups can be stored locally on the SCS hard drive or in a secondary location such as an FTP server or an administrator workstation/laptop.

Required Information

The SCS is capable of holding a certain number of backup archives, but since space is at a premium, and backup archives are a potentially valuable resource, it is important to have a secondary storage location.

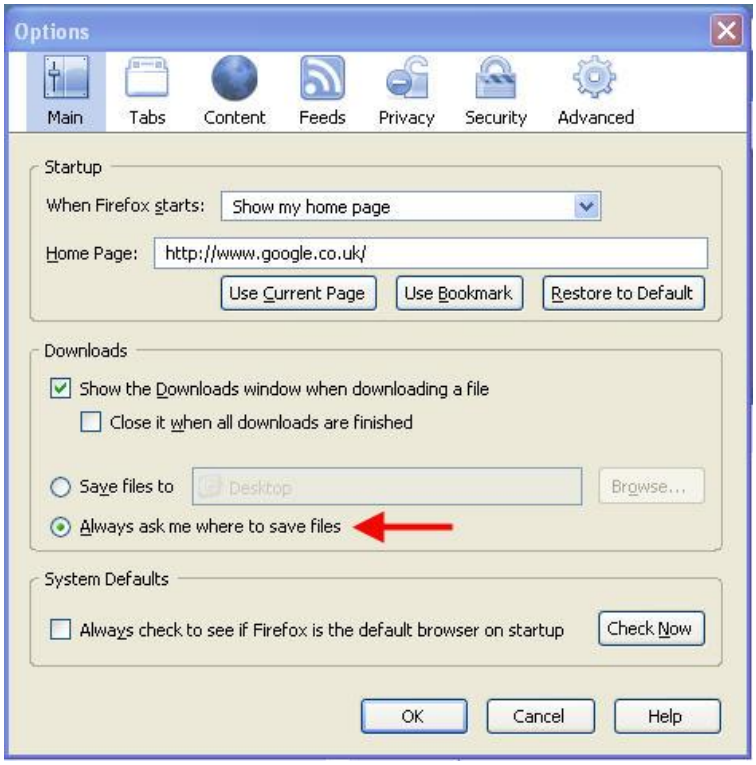
Files can be transferred to a secondary location in one of two ways:

- Use the automated FTP option during backup.
- Manually save the files to a secondary location after backup.

To manually save backup files, users are required to click on links in the web interface and follow the browser's download instructions. If you are using Mozilla Firefox, you may wish to configure the browser to store files in the location of your choice, rather than the default Download location. To configure save options in Firefox:

1. Open the **Tools** menu and select **Options**.

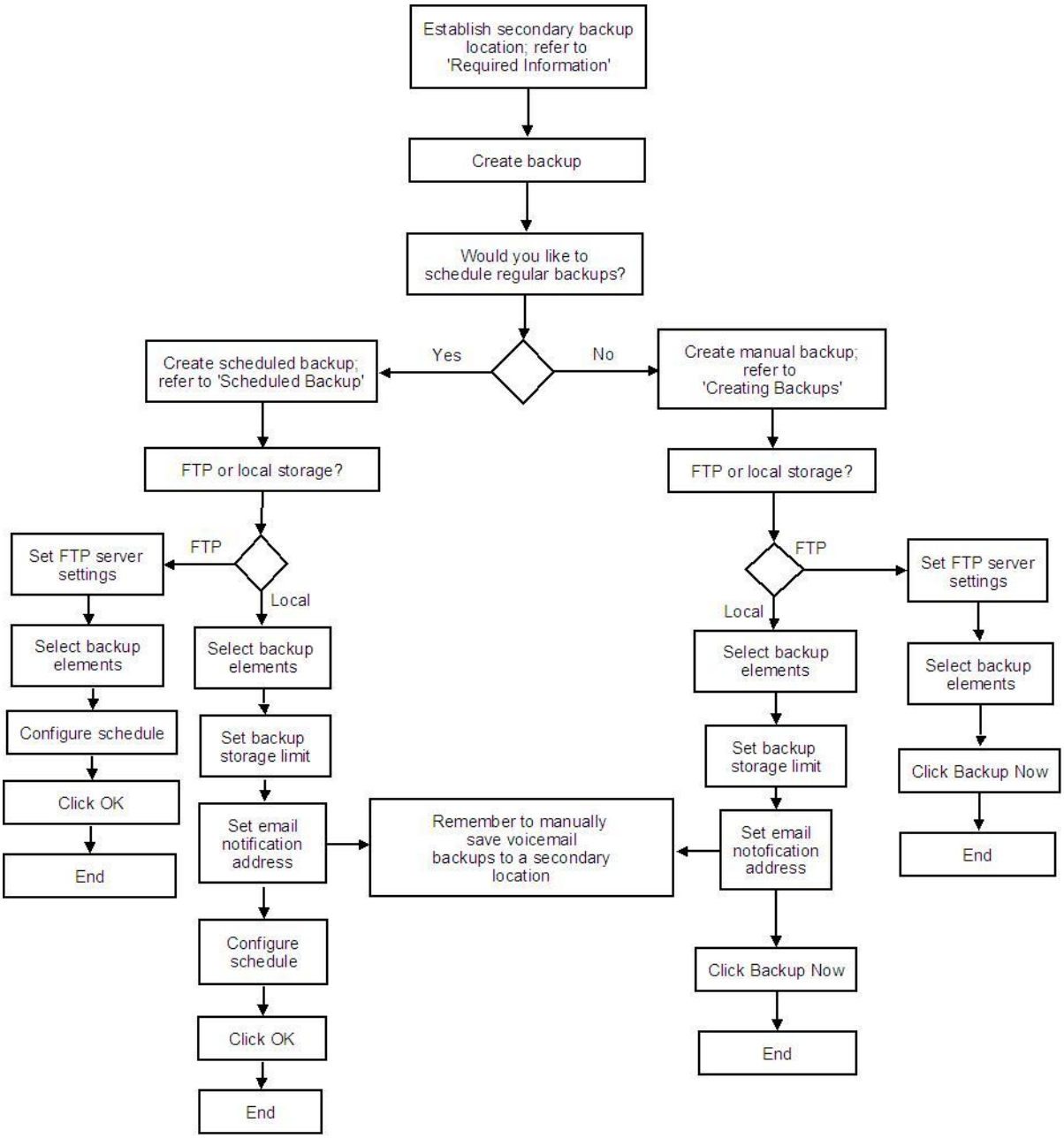
2. The Options window opens. Click on **Main**. Mid-way down the window you will find the **Downloads** options. By default, the **Save files to Desktop** option is selected. Select the **Always ask me where to save files** radio button.



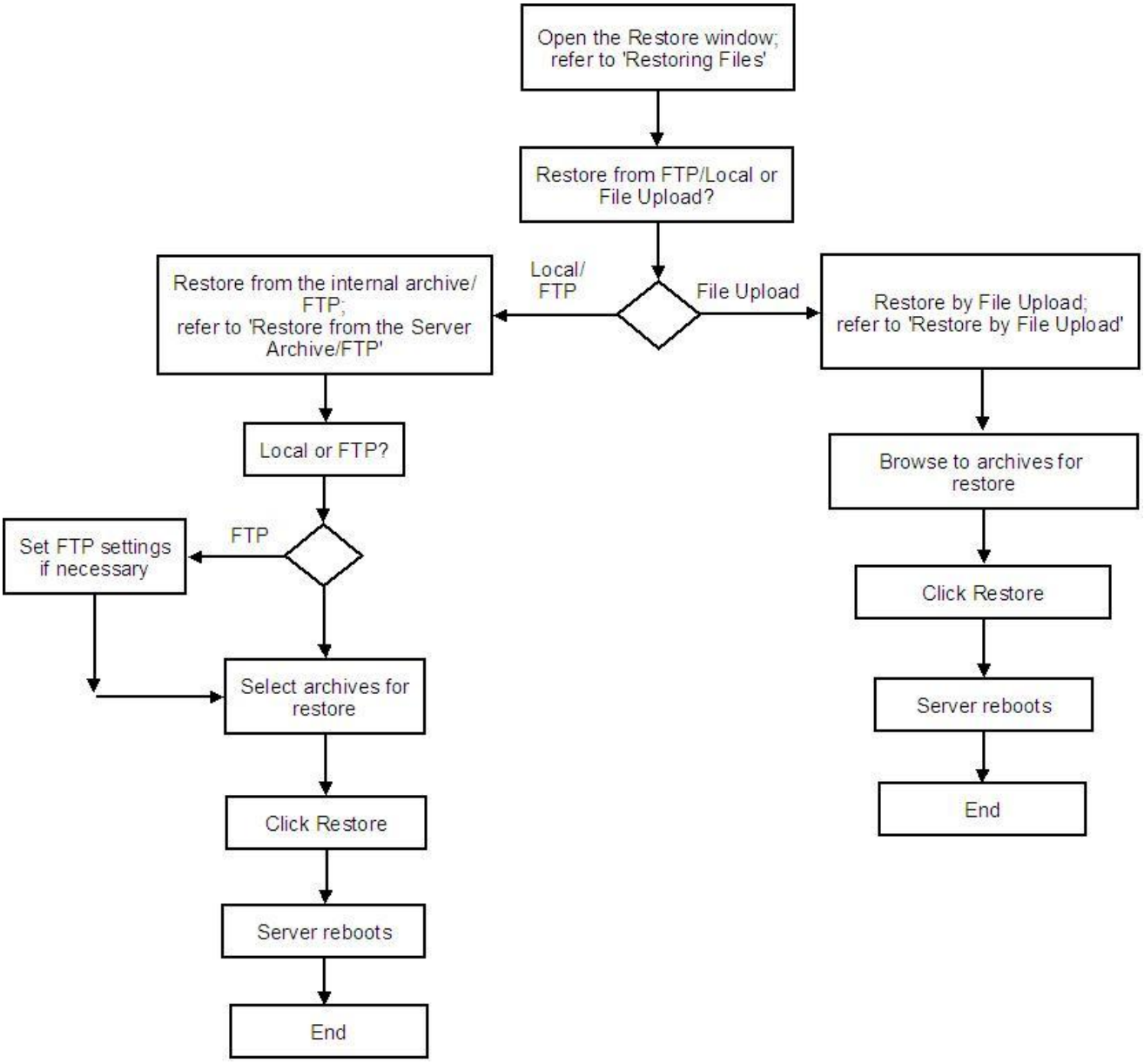
3. Click the **OK** button.

Firefox will now ask you to choose a location for saved files every time you click on a download link. Microsoft Internet Explorer will behave this way by default.

Flow Charts - Backup



Flow Charts – Restore



Accessing the SCS Administrator Interface

1. Open a web browser.

2. Enter the IP address or the fully qualified domain name of the SCS server in the address bar and press **Enter**.

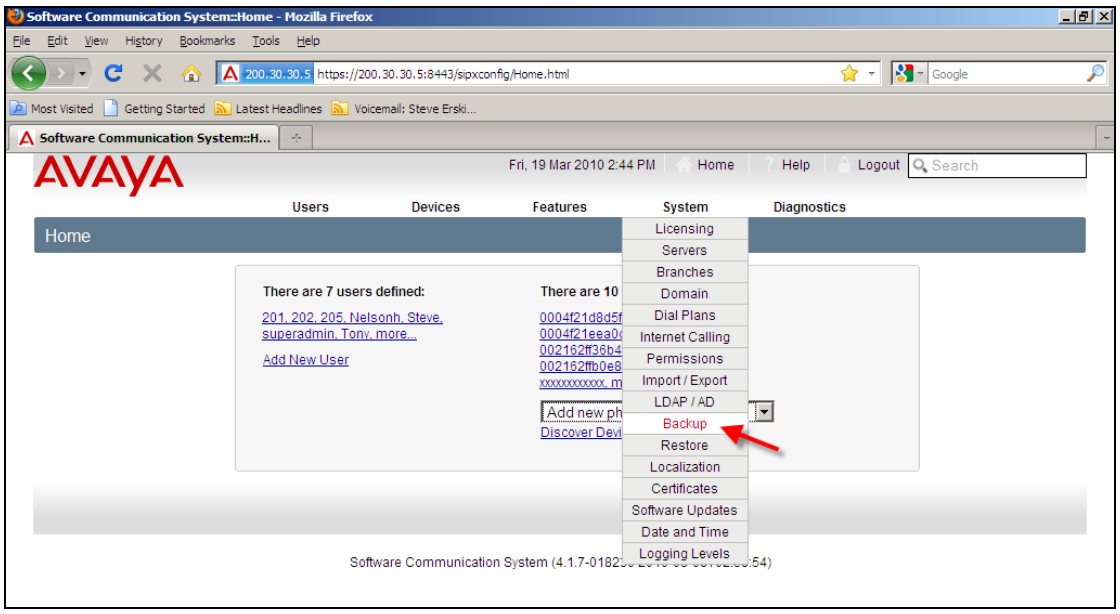
Creating Backups

Backups can be taken manually or automatically by setting a schedule.

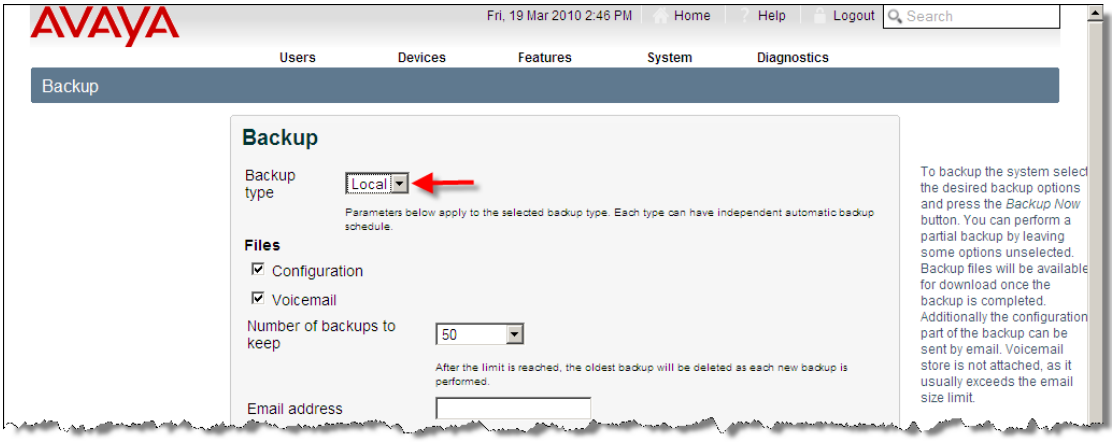
Note: If you are not using the FTP option, ensure that backup files are transferred to a secondary location, either by manually saving them to a suitable destination folder or by requesting email notification/attachments (voicemail files must always be transferred manually due to size limitations on most mail servers).

Manual Backups – To Local Storage

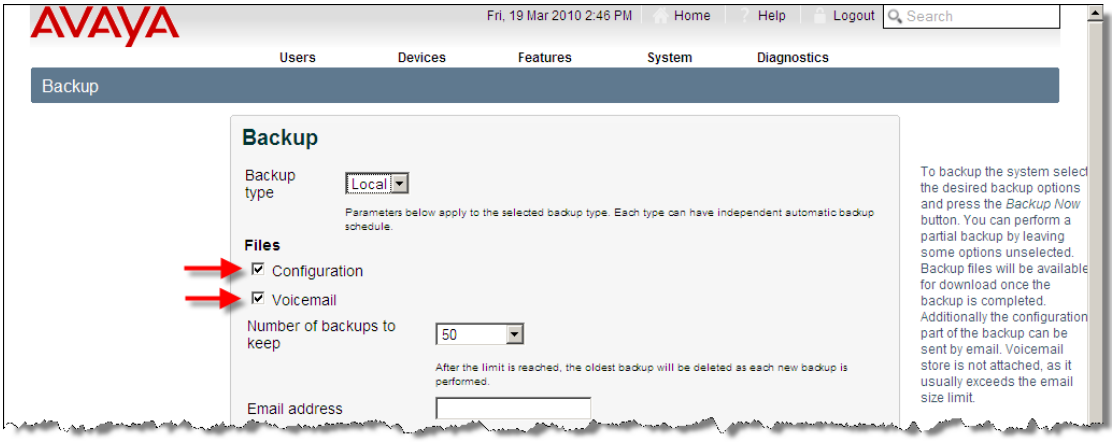
1. Open the **System** menu and select **Backup**.



2. Ensure that the drop-down menu at the top of the screen is set to **Local**.

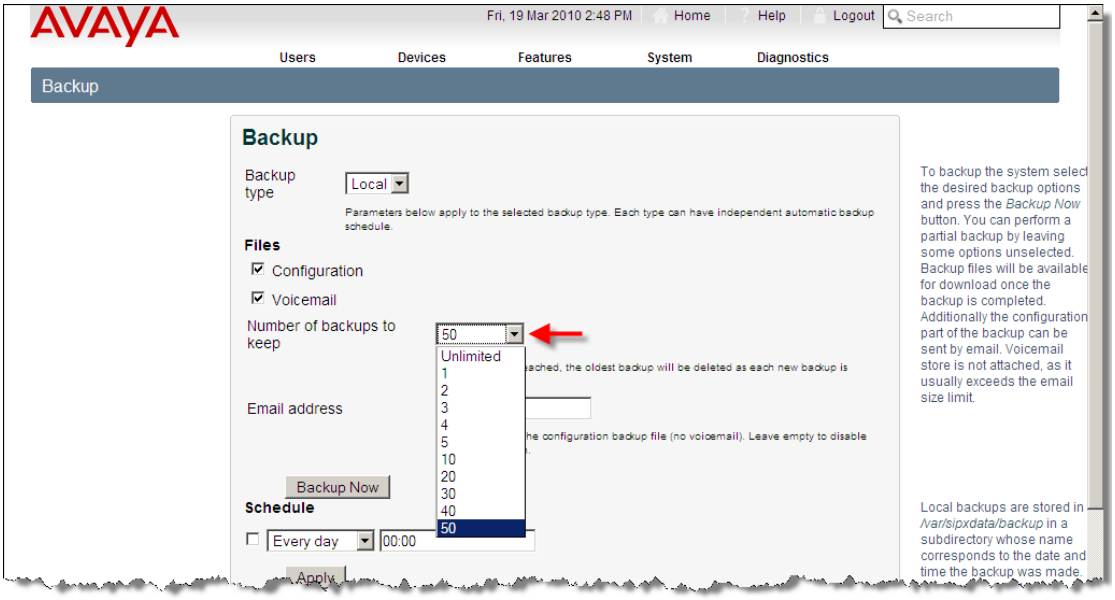


3. Using the check-boxes, choose which SCS components you would like to backup. Choose from configuration files and/or voicemail files. Configuration archives will contain SCS configuration data, while voicemail archives will contain just messages.

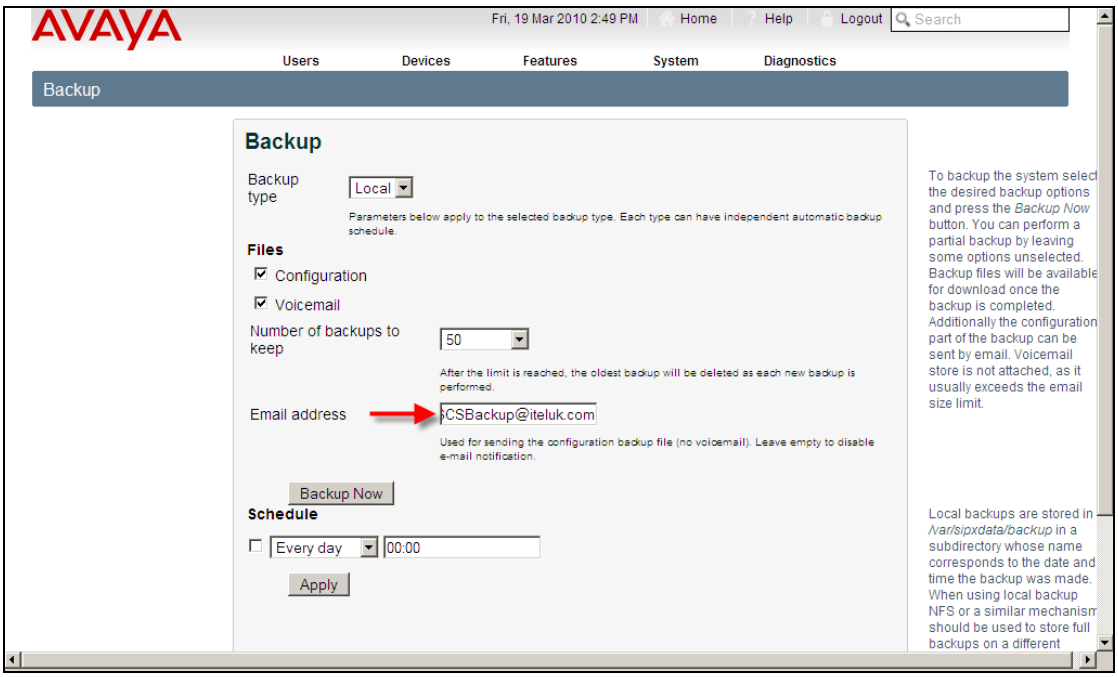


4. Open the drop-down menu and select how many backups you would like the SCS to store on the server. If **Unlimited** is selected, the SCS will store an indeterminate number of backup files; selecting a limited number will result in the oldest records being overwritten by new records once the limit has been reached.

Note: The SCS server will not store an indefinite number of archive files if **Unlimited** is selected; eventually archive storage capacity will be reached, in which case, the oldest records will be overwritten with new records.

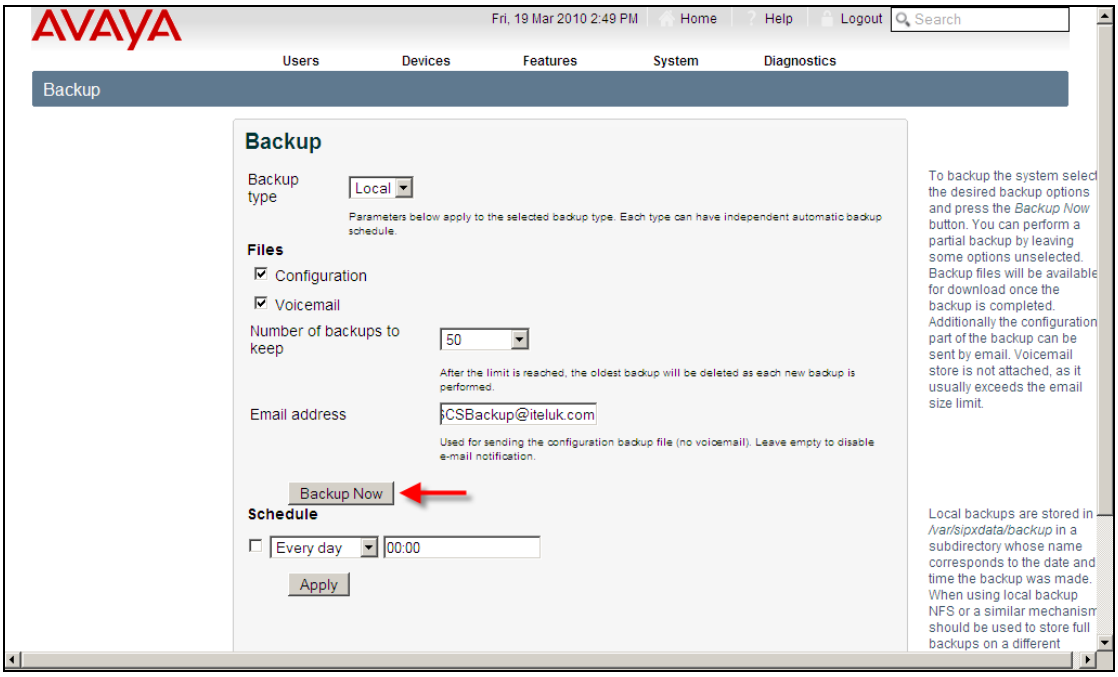


5. Enter an email address in the text box to enable email notification of backups. The SCS will attach and send a copy of each backup file. Leave this box empty to disable email notifications.



Note: Email notifications will **not** include voicemail backup files, due to the large size of voicemail files. To ensure voicemail backups are saved to a secondary location, click on the relevant file link and save the archive manually when backup is complete – see step 7.

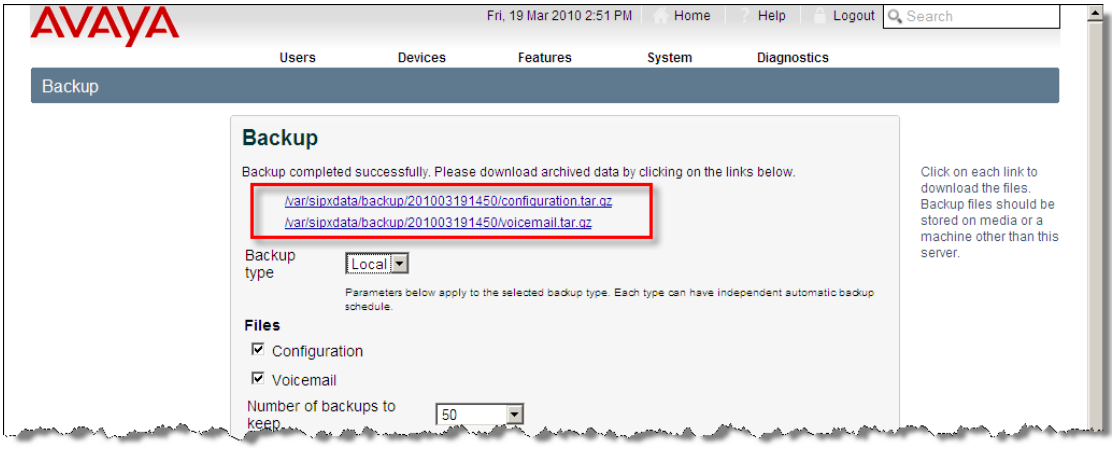
6. Click the **Backup Now** button.



7. Archive files are created in the following default directory on the SCS server: **/var/sipxdata/backup/yyyymmddtttt/backuptype.tar.gz** where *yyyymmddtttt* is the year, month, day and time of the backup and *backuptype* is the type of backup, e.g., configuration files or voicemail files.

8. a) If you did not enter an email address at step 4, click on each file link to save the files to your local workstation's drive and then continue to step 8.

   b) If you did enter an email address, configuration backups will be sent automatically to the designated email address. However, voicemail backups **will not** be forwarded to email. Click on the voicemail link to download a copy of the file to your preferred destination.



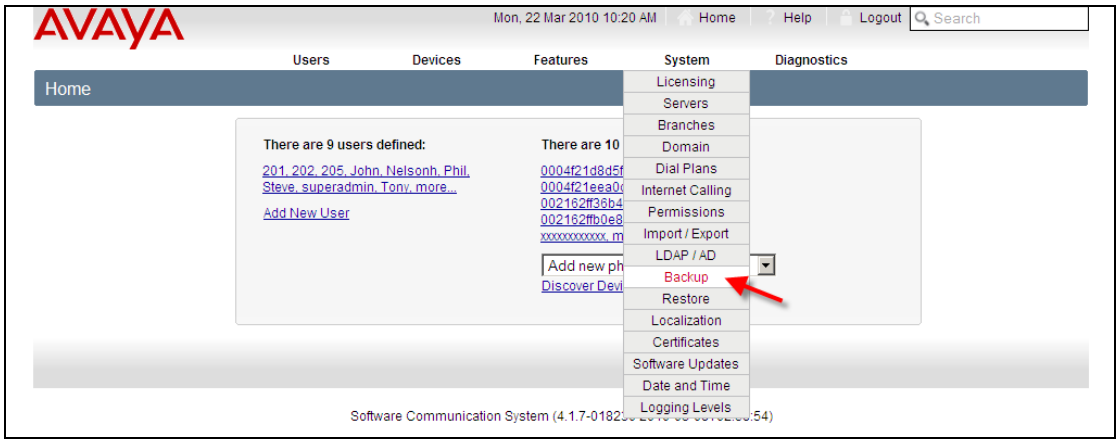
9. When the save dialogue appears, click the **Save** button – by default Mozilla Firefox will save downloads to a designated folder – unless otherwise configured.

Backup is complete. Archive files are now stored on the SCS server and in your secondary location.

Manual Backups – To FTP

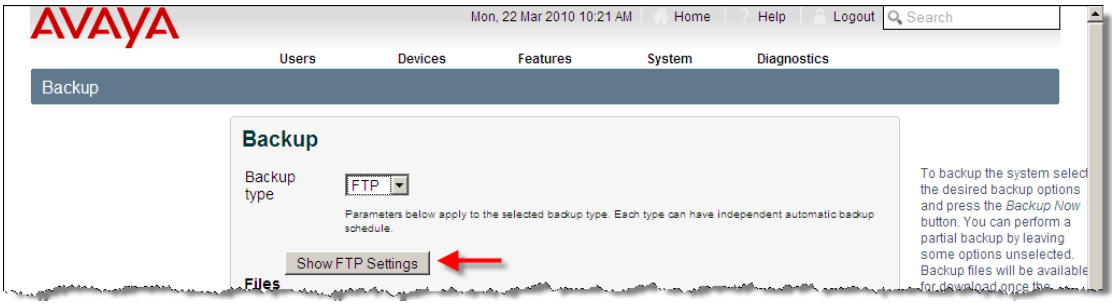
To create a backup that is automatically transferred to a preferred FTP location:

1. Open the **System** menu and select **Backup**.

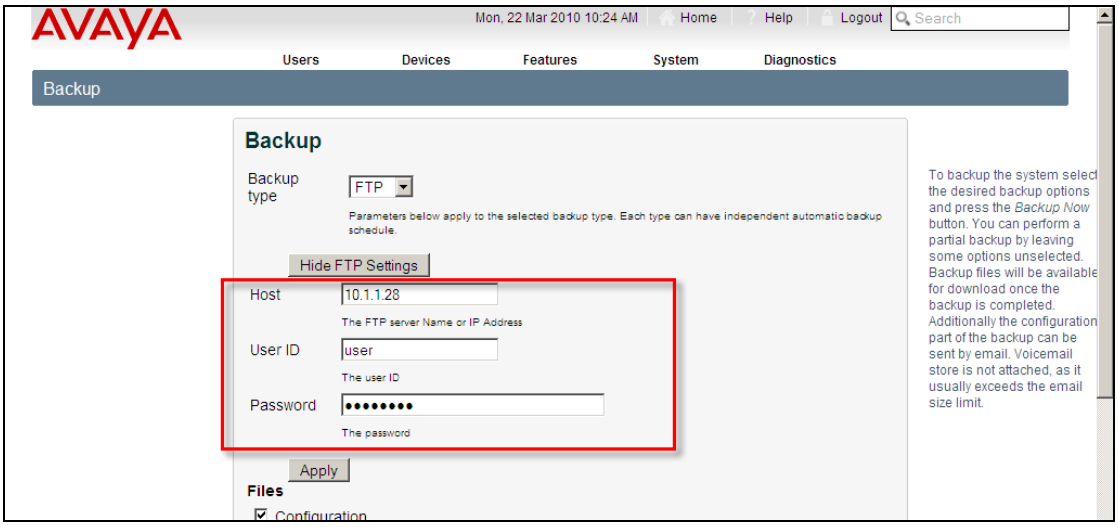


1. Open the drop-down menu at the top of the screen and select **FTP**.

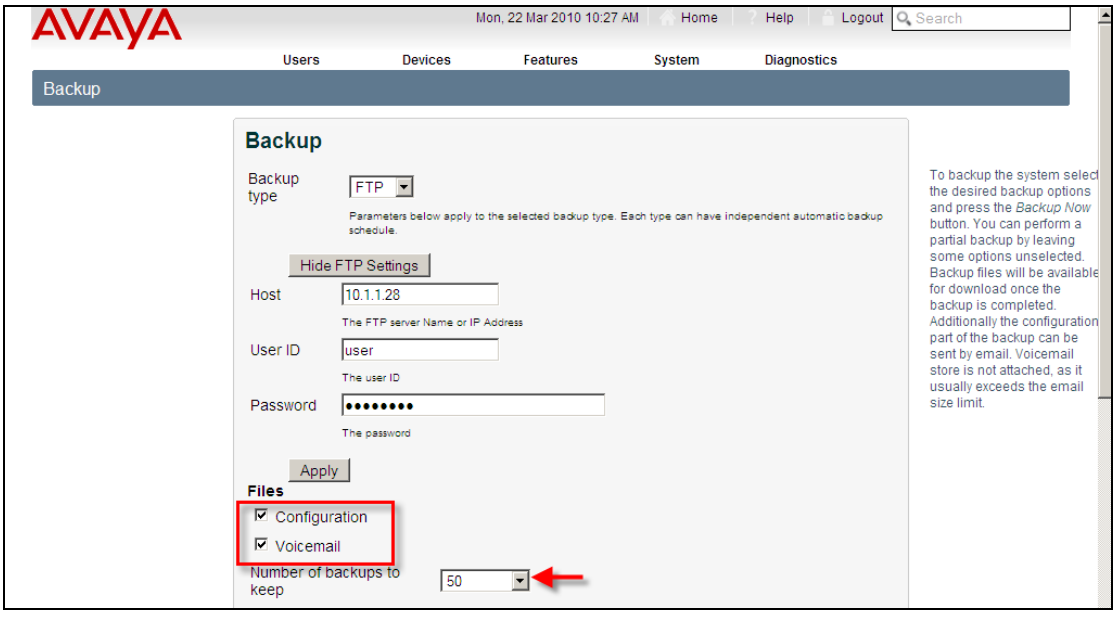
2. To configure FTP settings, click on **Show FTP Settings**.



3. Set the FTP server name or IP address, username, and password. Then click the **Apply** button.



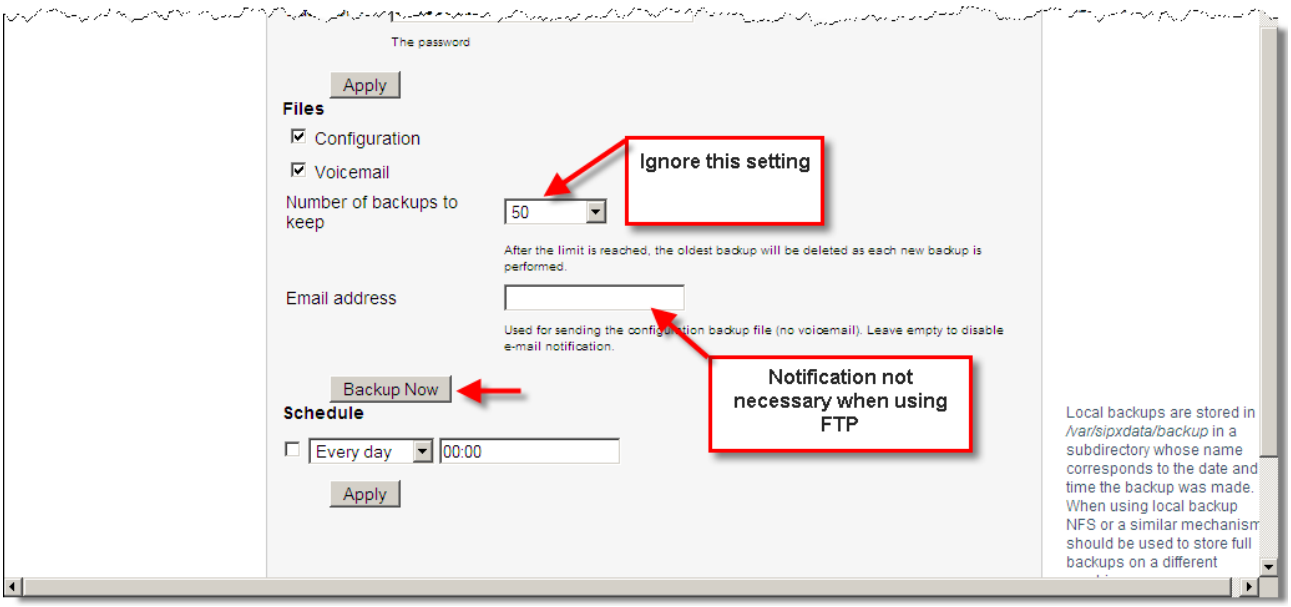
4. Using the check-boxes, choose which SCS components you would like to backup. Choose from configuration files and/or voicemail files. Configuration archives will contain SCS configuration data, while voicemail archives will contain <u>just</u> messages.



5. When using the FTP facility, the SCS will not store copies of backup files on its own internal storage, you therefore can ignore the 'Number of backups to keep' option.

6. Leave the email text box blank, since the backup is already being transferred to a secondary location.

7. Click the **Backup Now** button.

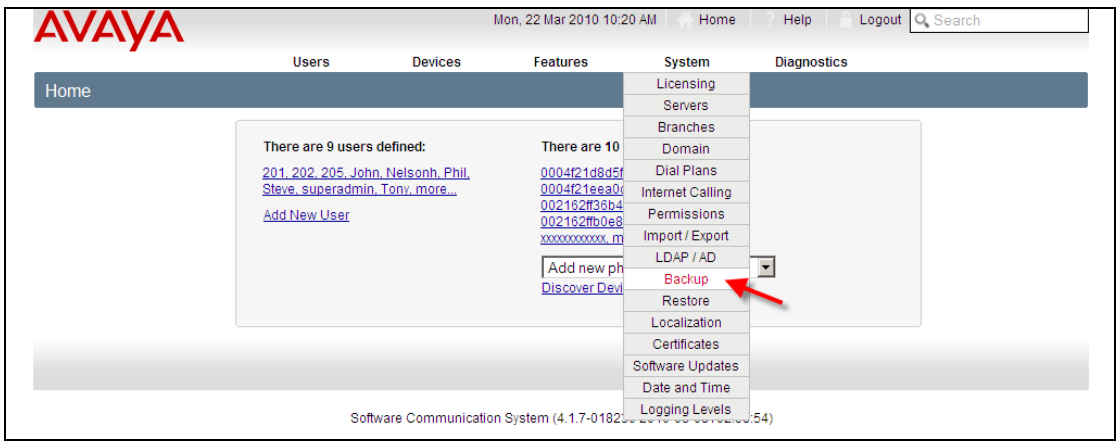


Scheduled Backup

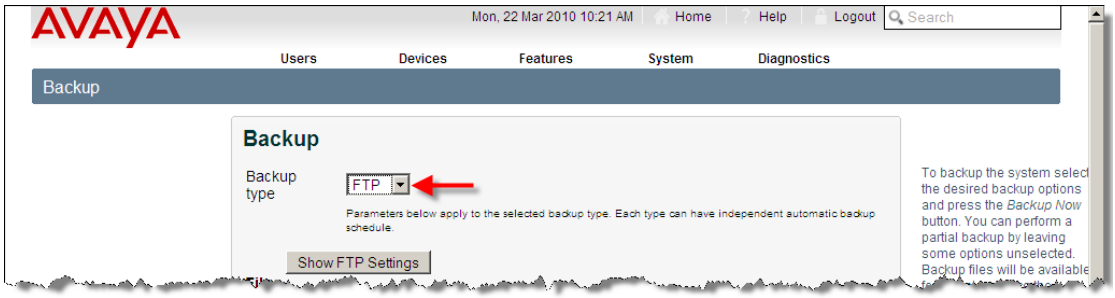
Regularly scheduled backups offer the greatest chance of data recovery in the event of system failure. As is the case with manual backups, the SCS can either create a backup archive locally and, if configured to do so, forward a copy of all backup configuration files to an email, or alternatively transfer all backups to an FTP server.

To create a backup schedule:

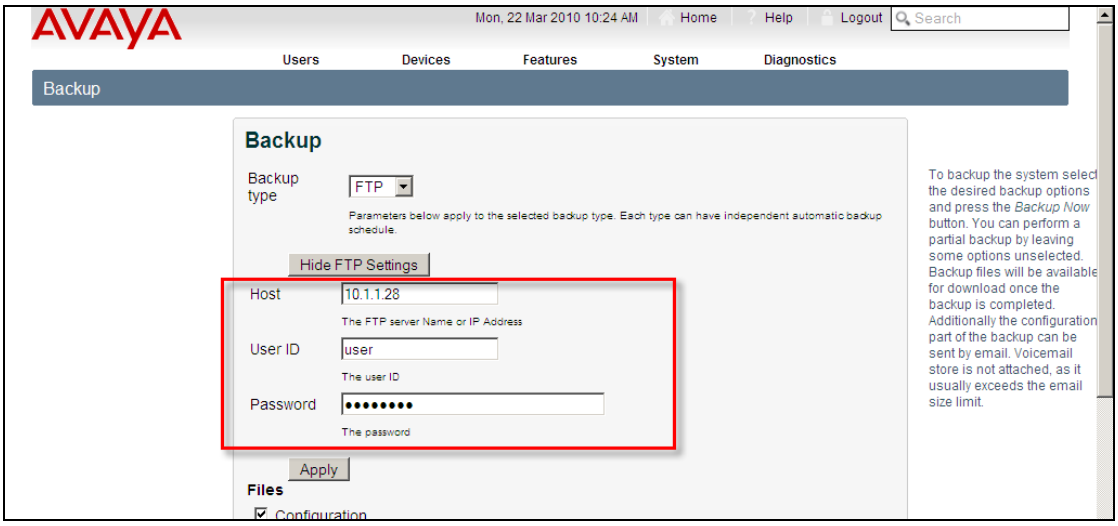
1. Open the **System** menu and select **Backup**.



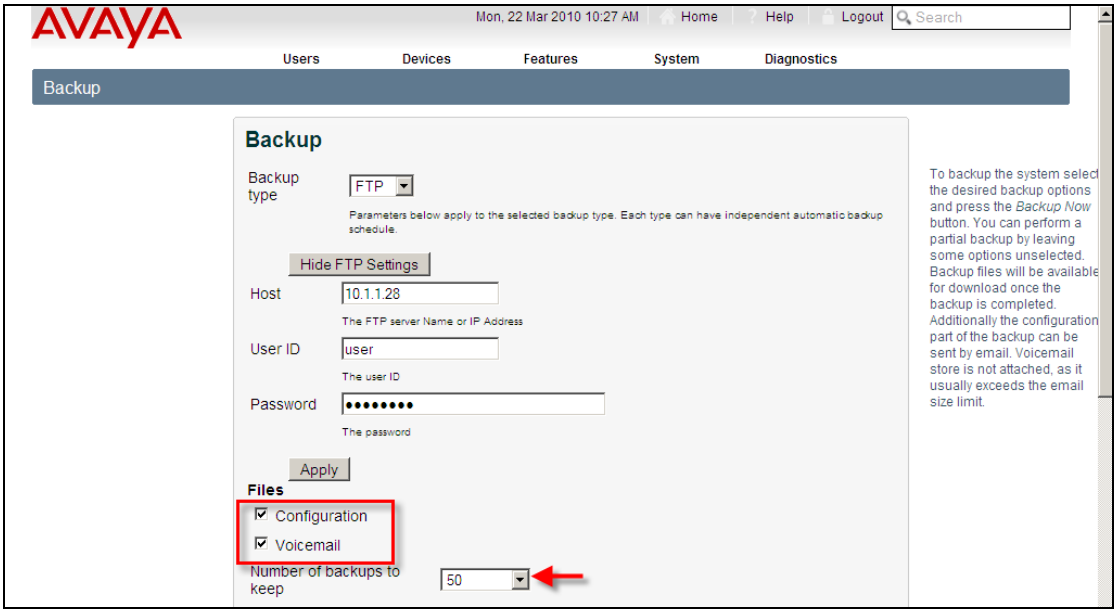
2. Choose between **Local** and **FTP** storage.



3. If you select FTP you may need to set FTP settings – click on **Show FTP Settings** to set the address, username and password of the FTP server if necessary.



4. Using the check-boxes, choose which SCS components you would like to back up. Choose from configuration files and/or voicemail files. Configuration archives will contain SCS configuration data, while voicemail archives will contain just messages.



5. Open the drop-down menu and select how many backups you would like the SCS to store on the server. If **Unlimited** is selected, the SCS will store an indeterminate number of backup files; selecting a limited number will result in the oldest records being overwritten once the limit has been reached.

   If you elected to save to an FTP location you do not need to configure this option because backup archives will already go to a secondary location.

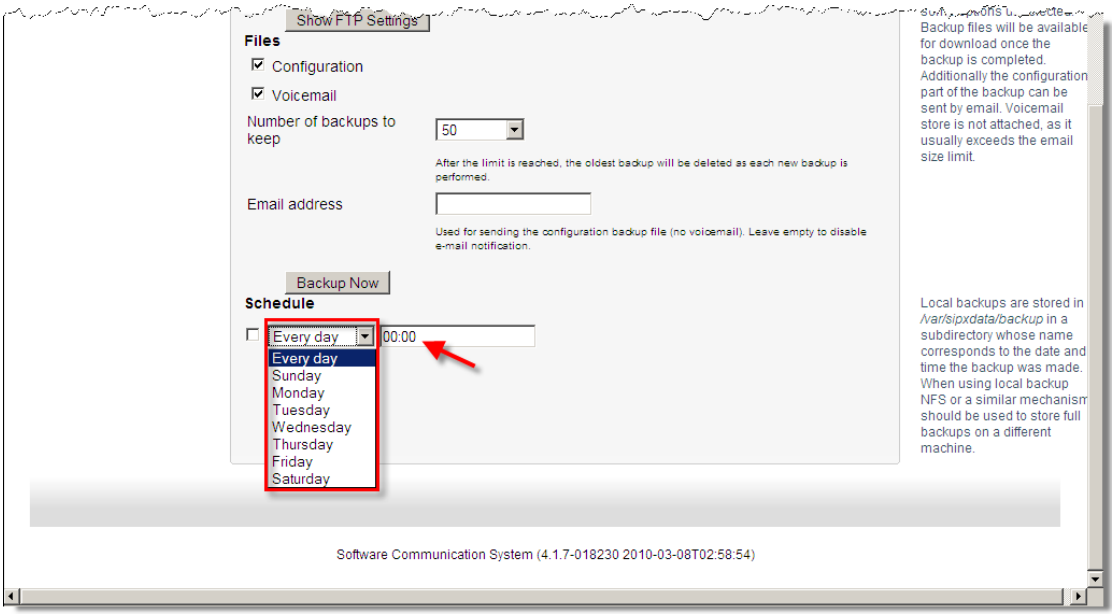
Note: The SCS server will not store an indefinite number of archive files if **Unlimited** is selected; eventually archive storage capacity will be reached, in which case, the oldest records will be overwritten with new records.

6. Enter an email address to which backup notifications and copies of configuration archives can be sent. Voicemail archives cannot be email due to the size of audio files.

   As with the previous field, if you selected the FTP backup option at the top of the screen, you will not need to fill this field since the backup files will automatically transfer to a secondary location.

7. Tick the **Schedule** check-box.

8. Open the drop-down menu and select the day of the week on which you would like backups to take place.



9. Enter the time of day at which you would like backups to take place (enter the time in 12-hour format).

10. Click **OK**.

The schedule is set. The next backup will take place at the appointed time.

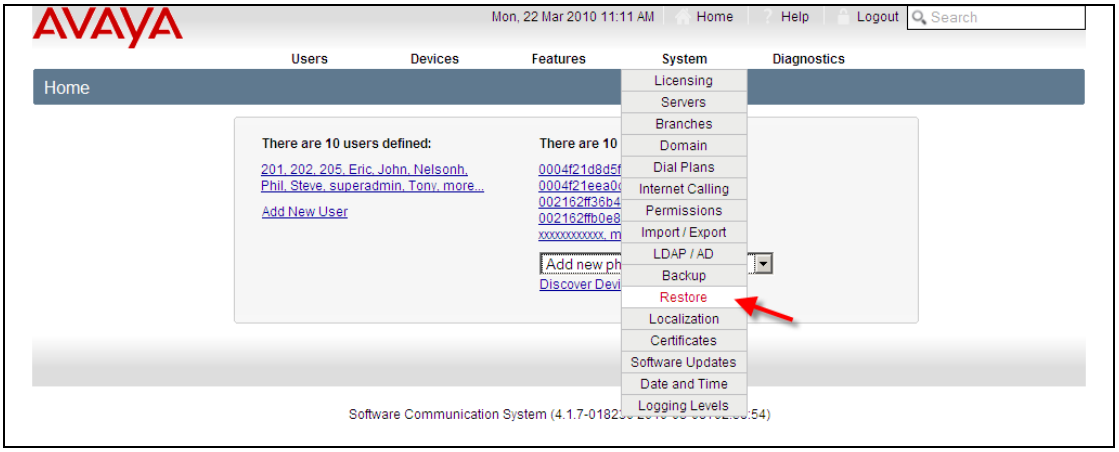
Restoring Files

Note: The Restore function is version specific. Restore archives must be consistent with the installation version, i.e., you cannot restore files that were backed up using one SCS version to a later or earlier version.

Backup archives can be restored directly from the SCS internal storage, an FTP server, or a secondary location, such as a workstation or laptop.

To restore files to the SCS server:

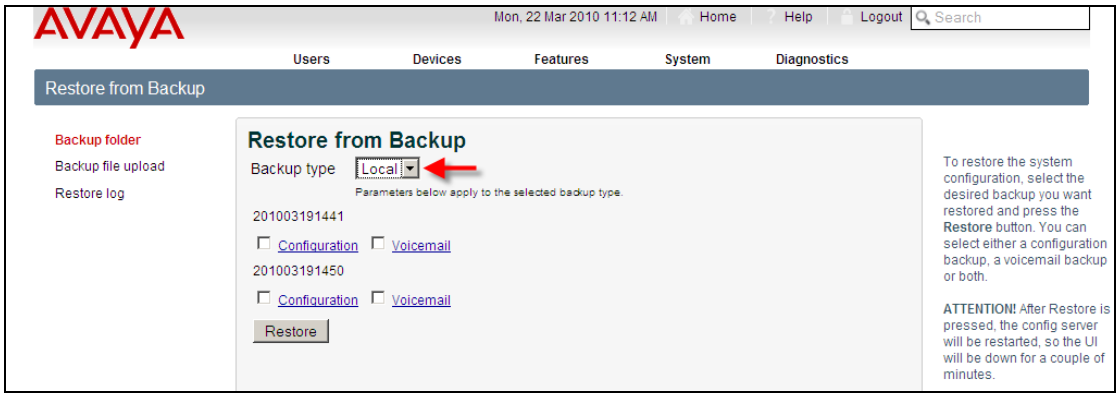
Open the **System** menu and select **Restore**, then choose between a 'Local' restore (using the SCS's own backup archive), an FTP restore, or a 'Backup file' restore (using backup files from your secondary location).



Restore from the Server Archive/FTP

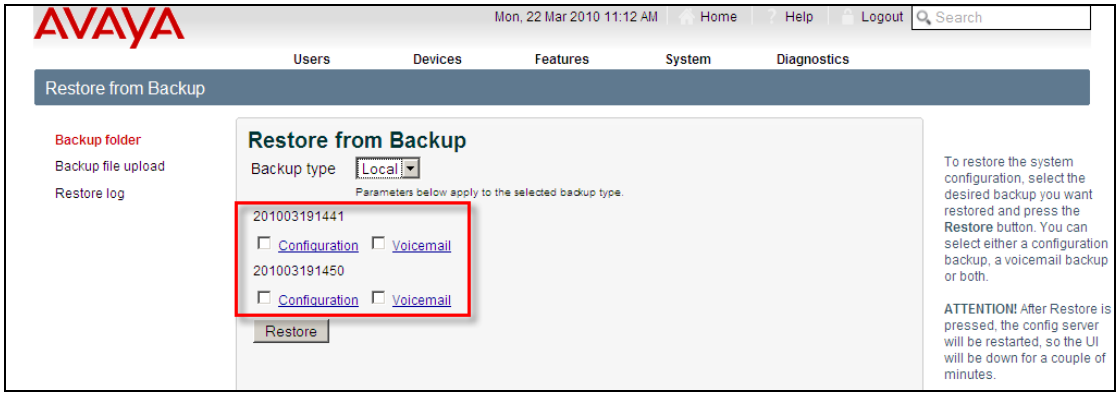
1. By default, when you open the restore window you have the option of restoring from the local archive store on the SCS or your chosen FTP server. Use the drop-down menu to select **Local** or **FTP**.

   To restore from another source, click on the **Backup file upload** menu option on the left-hand side and follow the instruction found in the following section, 'Restore by File Upload'.



2. The screen is populated by a list of configuration dates and associated archives. In the example illustrated here, you can see local archives for system configuration and voicemail that were saved on 19th March, 2010.

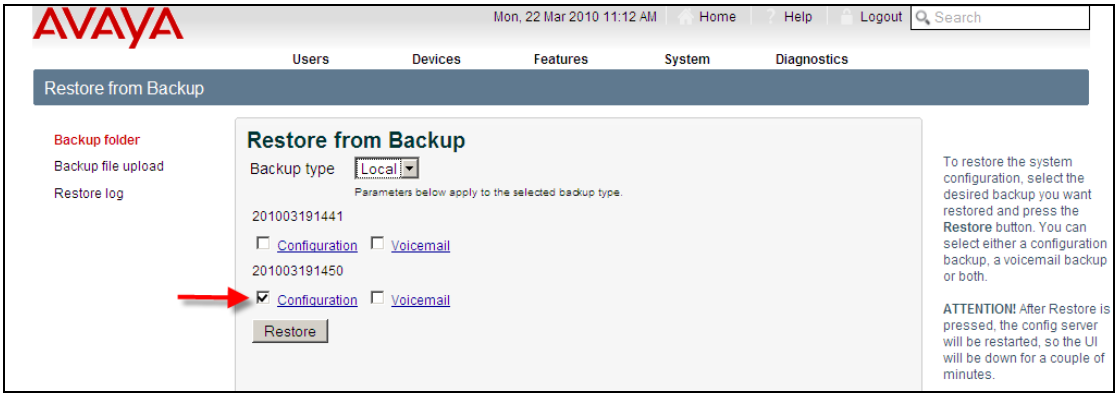
   If you selected FTP in step 1 you may have to configure FTP settings in order for your files to appear. In this instance, click on **Show FTP Settings** to configure server name, username and password values, and then click **Apply**.



.

Note: Any of the backup files listed on this page can be saved to another location by clicking on the relevant link, e.g., **Configuration** or **Voicemail**.

3. Select the archive you would like to restore by ticking the corresponding check-box.



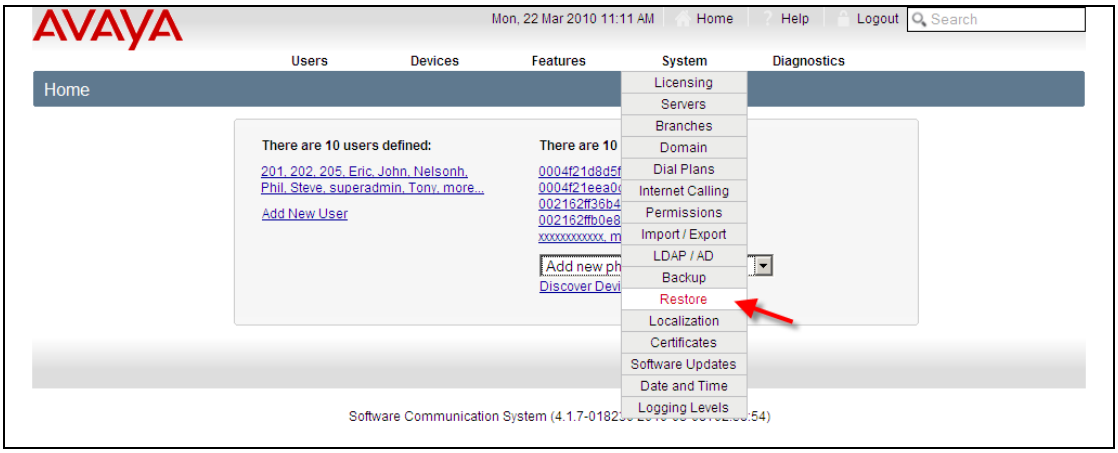
4. Click the **Restore** button.

5. The server will reboot during file restoration. During this time, the web interface will be unavailable.

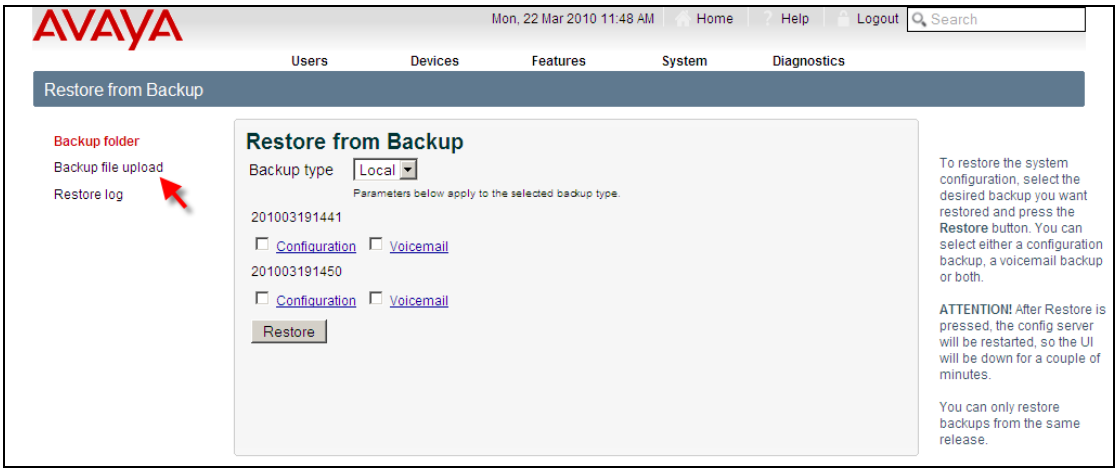
Restore by File Upload

In the absence of an FTP server, it is still possible to save backup archives to a secondary location for safe keeping. To restore archives from this secondary location follow these steps:

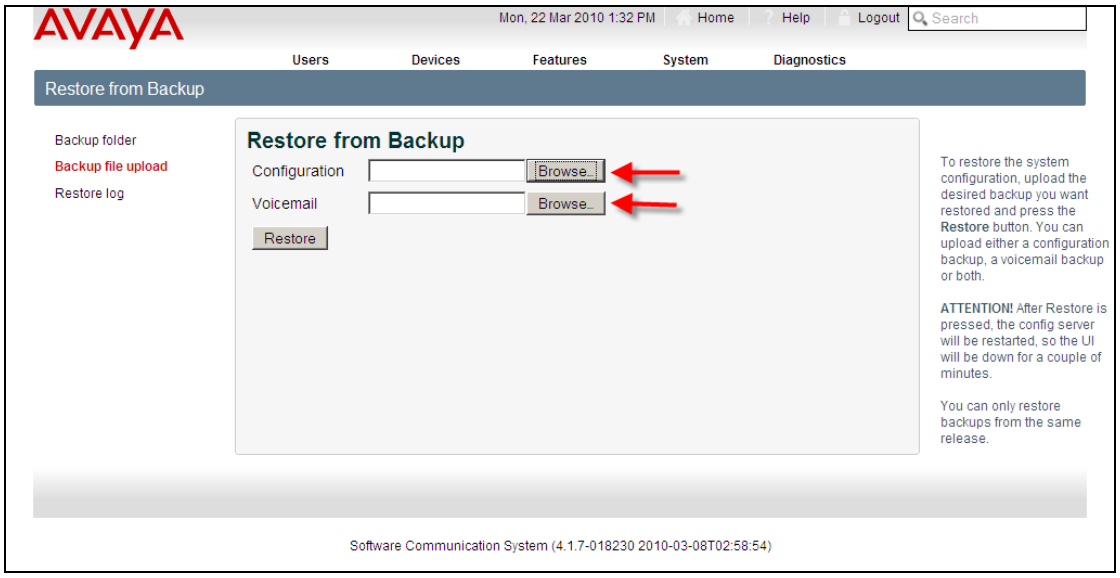
1. Open the **System** menu and select **Restore**.



2. Click on **Backup file upload**.



3. To restore a Configuration file, click on the corresponding **Browse** button, to restore a Voicemail file, click on the corresponding **Browse** button.



4. When you are ready to continue, click the **Restore** button.

5. The server will reboot during file restoration. During this time, the web interface will be unavailable.

Avaya Documentation Links

- SCS 4.0 Troubleshooting Task Based Guide
- SCS 4.0 Disaster Recovery Task Based Guide