



SCS 4.0

Backup and Restore

Task Based Guide

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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:

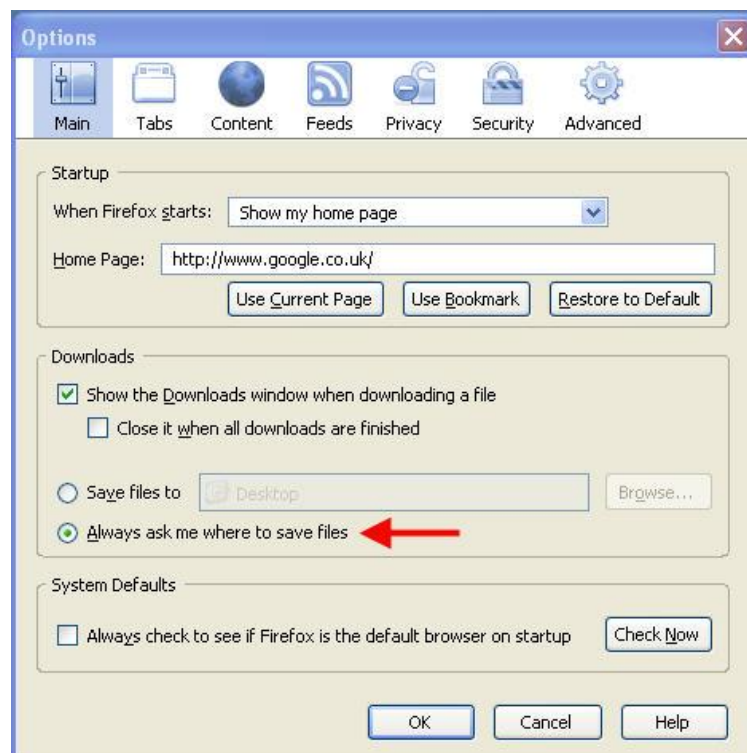
- Use the automated FTP option during backup.
- Manually save the files to a secondary location after backup.

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**.



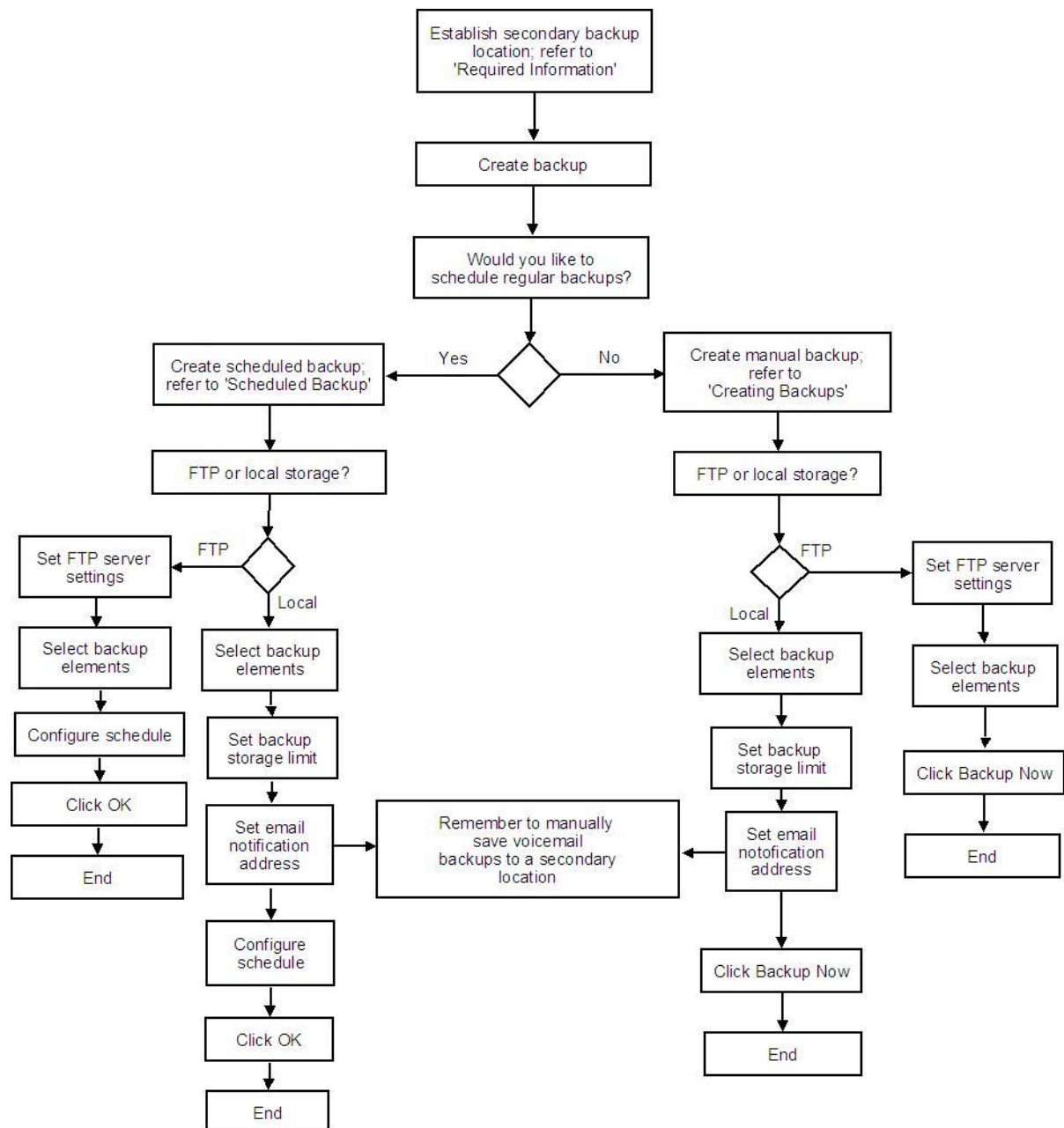
2. The Options window opens. Click on **Main**. Mid-way down the window you will find the **Downloads** options. By default, the **Save files to Desktop** option is selected. Select the **Always ask me where to save files** radio button.



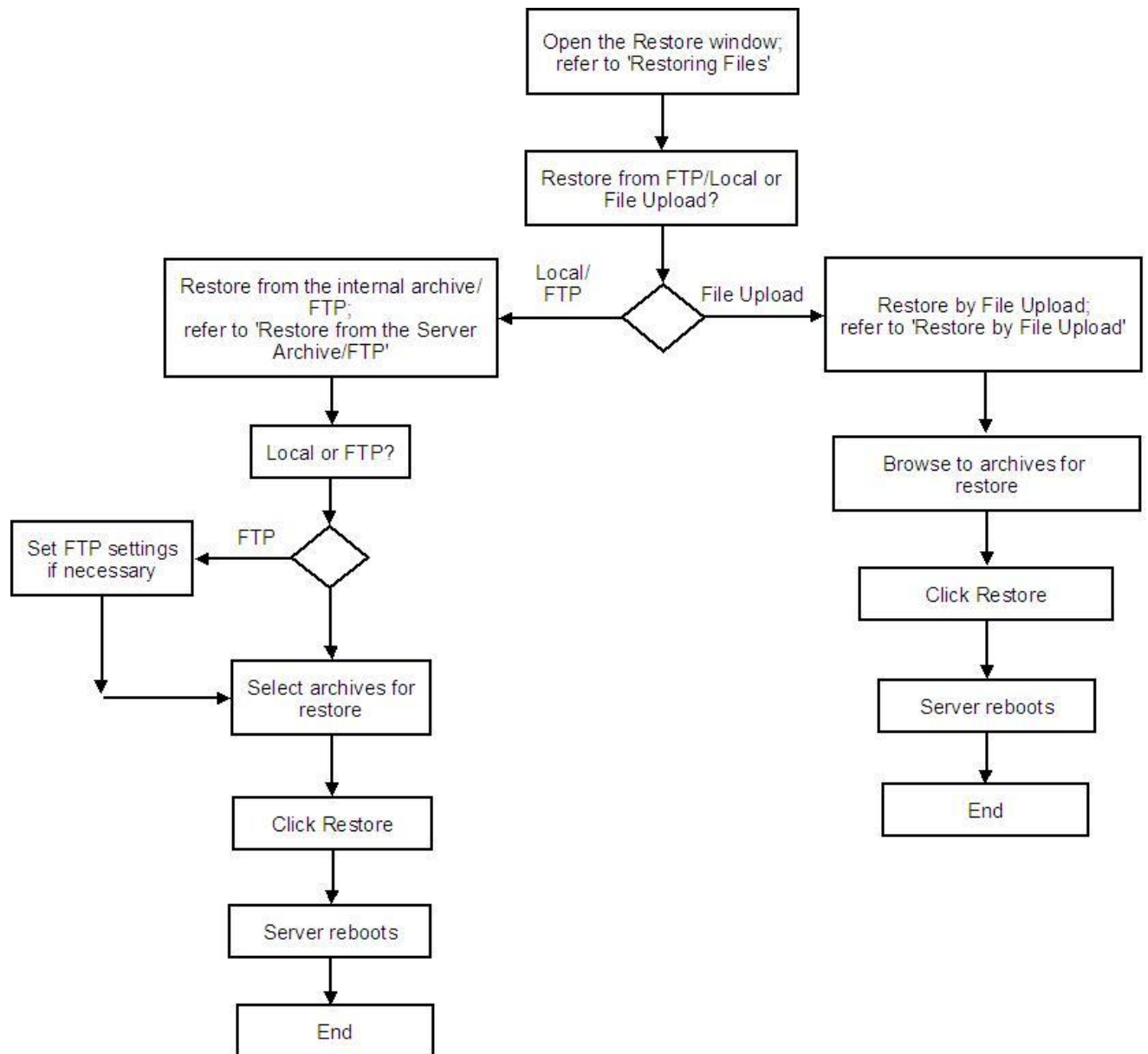
3. Click the **OK** button.

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**.

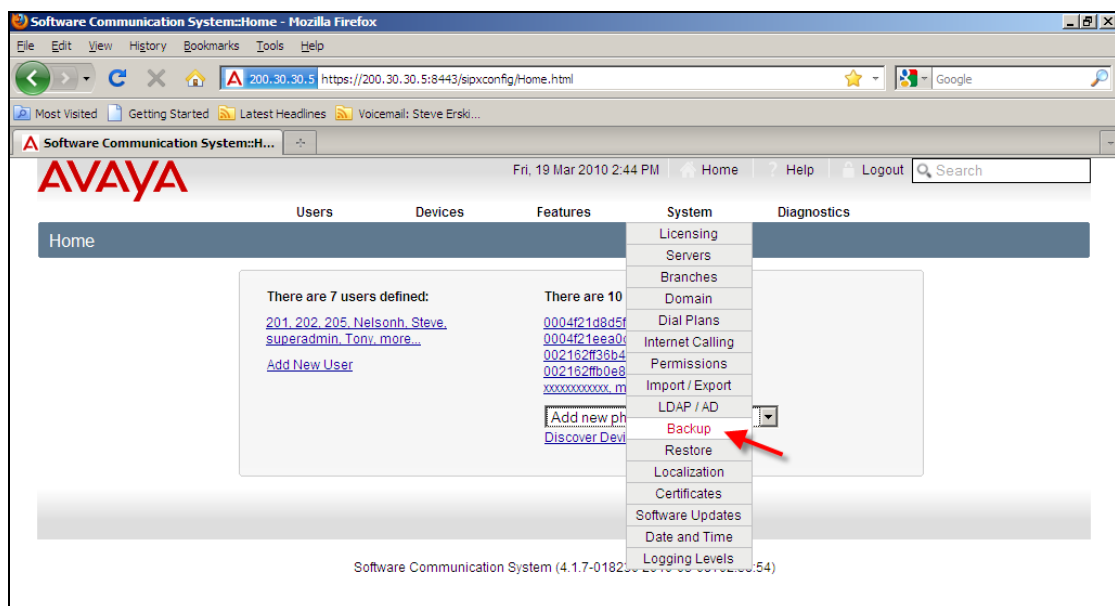
Creating Backups

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**.

AVAYA Fri, 19 Mar 2010 2:46 PM Home ? Help Logout Search

Users Devices Features System Diagnostics

Backup

Backup

Backup type: **Local** (indicated by a red arrow)

Parameters below apply to the selected backup type. Each type can have independent automatic backup schedule.

Files

☒ Configuration

☒ Voicemail

Number of backups to keep: 50

After the limit is reached, the oldest backup will be deleted as each new backup is performed.

Email address:

To backup the system select the desired backup options and press the **Backup Now** button. You can perform a partial backup by leaving some options unselected. Backup files will be available for download once the backup is completed. Additionally the configuration part of the backup can be sent by email. Voicemail store is not attached, as it usually exceeds the email size limit.

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.

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Users Devices Features System Diagnostics

Backup

Backup

Backup type: **Local**

Parameters below apply to the selected backup type. Each type can have independent automatic backup schedule.

Files

☒ Configuration (indicated by a red arrow)

☒ Voicemail (indicated by a red arrow)

Number of backups to keep: 50

After the limit is reached, the oldest backup will be deleted as each new backup is performed.

Email address:

To backup the system select the desired backup options and press the **Backup Now** button. You can perform a partial backup by leaving some options unselected. Backup files will be available for download once the backup is completed. Additionally the configuration part of the backup can be sent by email. Voicemail store is not attached, as it usually exceeds the email size limit.

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.

AVAYA Fri, 19 Mar 2010 2:48 PM Home Help Logout Search

Users Devices Features System Diagnostics

Backup

Backup type: Local

Parameters below apply to the selected backup type. Each type can have independent automatic backup schedule.

Files

☒ Configuration

☒ Voicemail

Number of backups to keep: 50 (dropdown menu open showing 1, 2, 3, 4, 5, 10, 20, 30, 40, 50)

Email address:

Schedule

☐ Every day 00:00

To backup the system select the desired backup options and press the **Backup Now** button. You can perform a partial backup by leaving some options unselected. Backup files will be available for download once the backup is completed. Additionally the configuration part of the backup can be sent by email. Voicemail store is not attached, as it usually exceeds the email size limit.

Local backups are stored in /var/sipxdata/backup in a subdirectory whose name corresponds to the date and time the backup was made.

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.

AVAYA Fri, 19 Mar 2010 2:49 PM Home Help Logout Search

Users Devices Features System Diagnostics

Backup

Backup type: Local

Parameters below apply to the selected backup type. Each type can have independent automatic backup schedule.

Files

☒ Configuration

☒ Voicemail

Number of backups to keep: 50

Email address: SCSBackup@iteluk.com

Schedule

☐ Every day 00:00

After the limit is reached, the oldest backup will be deleted as each new backup is performed.

Used for sending the configuration backup file (no voicemail). Leave empty to disable e-mail notification.

To backup the system select the desired backup options and press the **Backup Now** button. You can perform a partial backup by leaving some options unselected. Backup files will be available for download once the backup is completed. Additionally the configuration part of the backup can be sent by email. Voicemail store is not attached, as it usually exceeds the email size limit.

Local backups are stored in /var/sipxdata/backup in a subdirectory whose name corresponds to the date and time the backup was made. When using local backup NFS or a similar mechanism should be used to store full backups on a different

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.

AVAYA Fri, 19 Mar 2010 2:49 PM Home Help Logout Search

Users Devices Features System Diagnostics

Backup

Backup type:

Parameters below apply to the selected backup type. Each type can have independent automatic backup schedule.

Files

☒ Configuration

☒ Voicemail

Number of backups to keep:

Email address:

After the limit is reached, the oldest backup will be deleted as each new backup is performed.

Used for sending the configuration backup file (no voicemail). Leave empty to disable e-mail notification.

Backup Now

Schedule

☐

Apply

To backup the system select the desired backup options and press the **Backup Now** button. You can perform a partial backup by leaving some options unselected. Backup files will be available for download once the backup is completed. Additionally the configuration part of the backup can be sent by email. Voicemail store is not attached, as it usually exceeds the email size limit.

Local backups are stored in `/var/sipxdata/backup` in a subdirectory whose name corresponds to the date and time the backup was made. When using local backup NFS or a similar mechanism should be used to store full backups on a different

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.

AVAYA Fri, 19 Mar 2010 2:51 PM Home Help Logout Search

Users Devices Features System Diagnostics

Backup

Backup completed successfully. Please download archived data by clicking on the links below.

</var/sipxdata/backup/201003191450/configuration.tar.gz>

</var/sipxdata/backup/201003191450/voicemail.tar.gz>

Backup type:

Parameters below apply to the selected backup type. Each type can have independent automatic backup schedule.

Files

☒ Configuration

☒ Voicemail

Number of backups to keep:

Click on each link to download the files. Backup files should be stored on media or a machine other than this server.

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

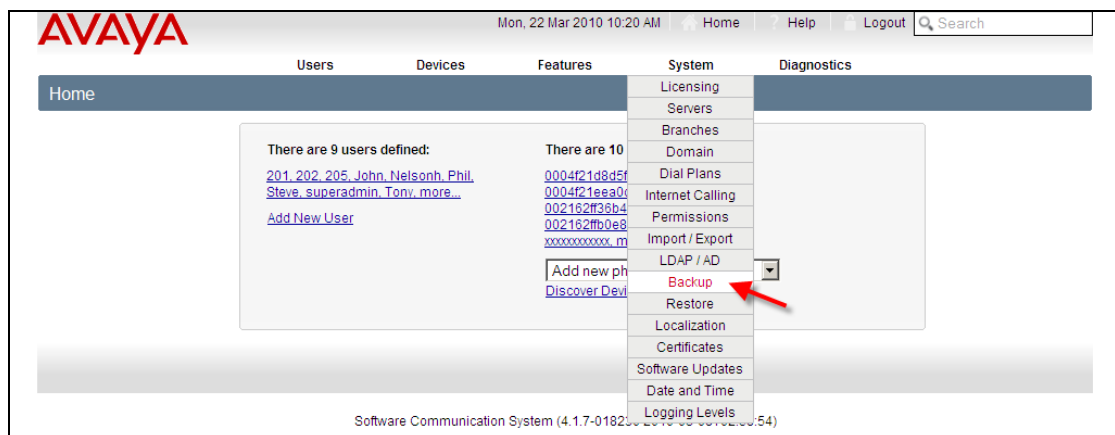


Backup is complete. Archive files are now stored on the SCS server and in your secondary location.

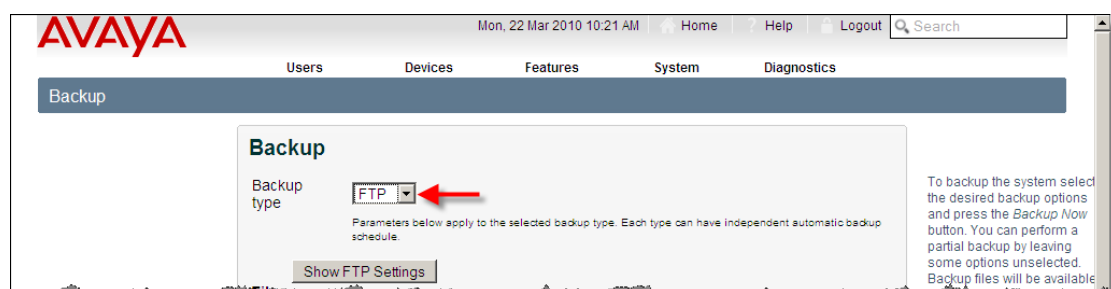
Manual Backups – To FTP

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

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



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



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

The screenshot shows the AVAYA Backup configuration page. The 'Backup type' is set to 'FTP'. Below it, there is a 'Show FTP Settings' button, which is highlighted with a red arrow. To the right of the button, there is a text box explaining that backup files will be available for download once the backup is completed.

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

The screenshot shows the AVAYA Backup configuration page with the 'Show FTP Settings' button clicked. The 'Host' field is set to '10.1.1.28', the 'User ID' field is set to 'user', and the 'Password' field is masked with dots. The 'Apply' button is visible below the fields. A red box highlights the 'Host', 'User ID', and 'Password' fields.

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 just messages.

The screenshot shows the AVAYA Backup configuration page with the 'Files' section expanded. The 'Configuration' and 'Voicemail' checkboxes are both checked. The 'Number of backups to keep' is set to 50. A red arrow points to the 'Number of backups to keep' dropdown menu.

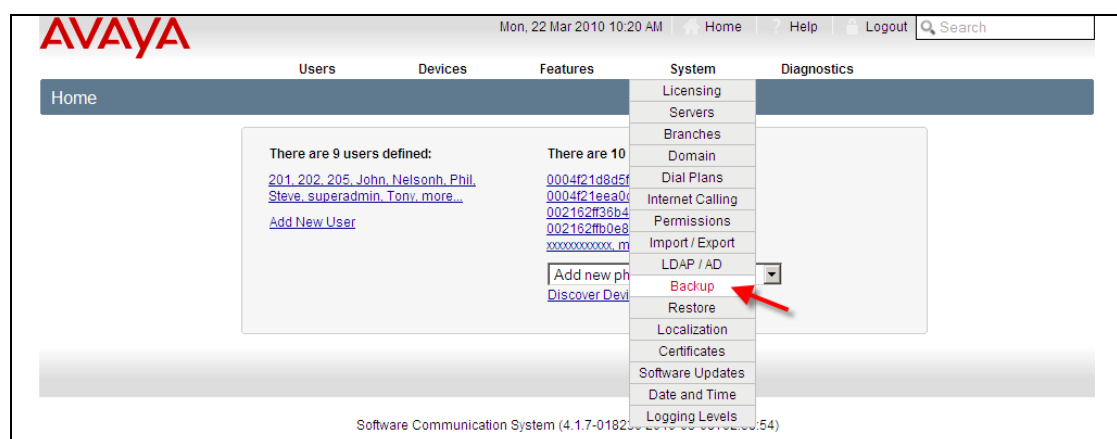
- When using the FTP facility, the SCS will not store copies of backup files on its own internal storage, you therefore can ignore the 'Number of backups to keep' option.
- Leave the email text box blank, since the backup is already being transferred to a secondary location.
- Click the **Backup Now** button.

Scheduled Backup

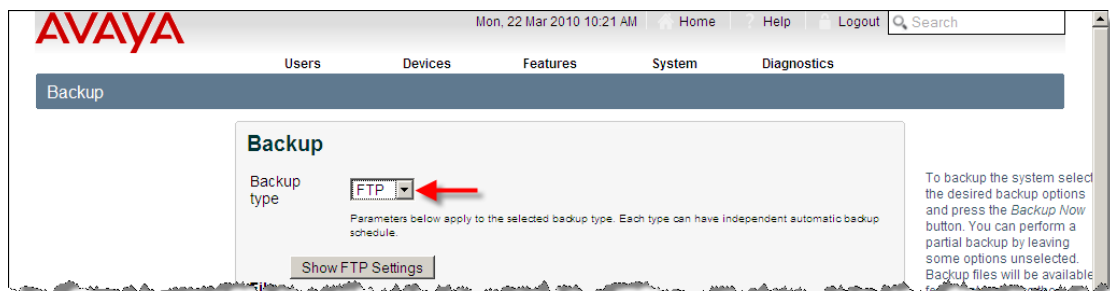
Regularly scheduled backups offer the greatest chance of data recovery in the event of system failure. As is the case with manual backups, the SCS can either create a backup archive locally and, if configured to do so, forward a copy of all backup configuration files to an email, or alternatively transfer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

To create a backup schedule:

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

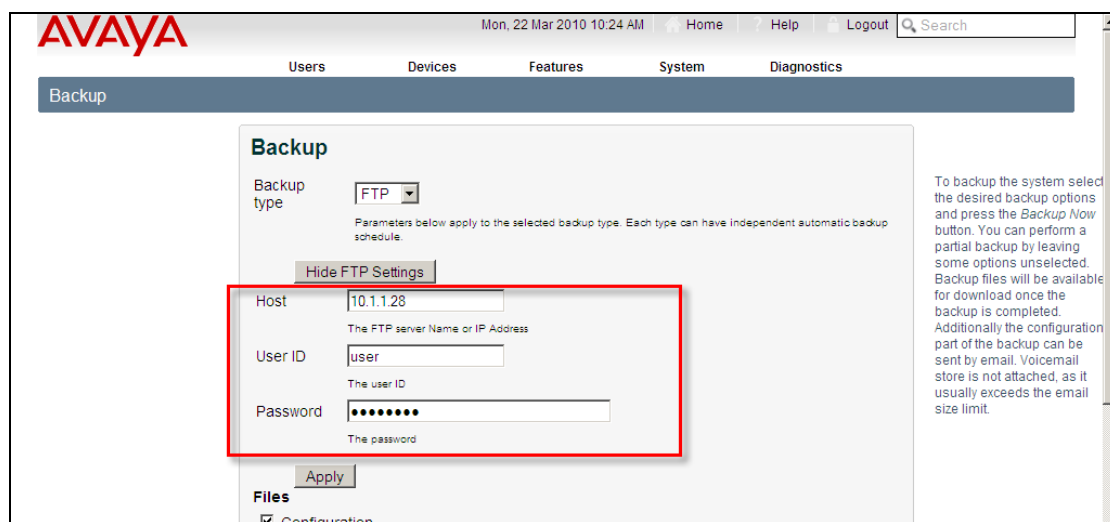


2. Choose between **Local** and **FTP** storage.



The screenshot shows the Avaya web interface with the 'Backup' tab selected. The 'Backup type' dropdown menu is set to 'FTP', indicated by a red arrow. Below the dropdown, there is a 'Show FTP Settings' button. A sidebar on the right contains instructions: 'To backup the system select the desired backup options and press the Backup Now button. You can perform a partial backup by leaving some options unselected. Backup files will be available for download once the backup is completed.'

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.



The screenshot shows the 'Show FTP Settings' dialog box open. The 'Host' field is set to '10.1.1.28', the 'User ID' field is set to 'user', and the 'Password' field is masked with dots. The 'Apply' button is visible at the bottom of the dialog. The 'Files' section below the dialog shows 'Configuration' checked. The sidebar on the right contains instructions: 'To backup the system select the desired backup options and press the Backup Now button. You can perform a partial backup by leaving some options unselected. Backup files will be available for download once the backup is completed. Additionally the configuration part of the backup can be sent by email. Voicemail store is not attached, as it usually exceeds the email size limit.'

- 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.

- 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.

- 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.

- 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.

Software Communication System (4.1.7-018230 2010-03-08T02:58:54)

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.

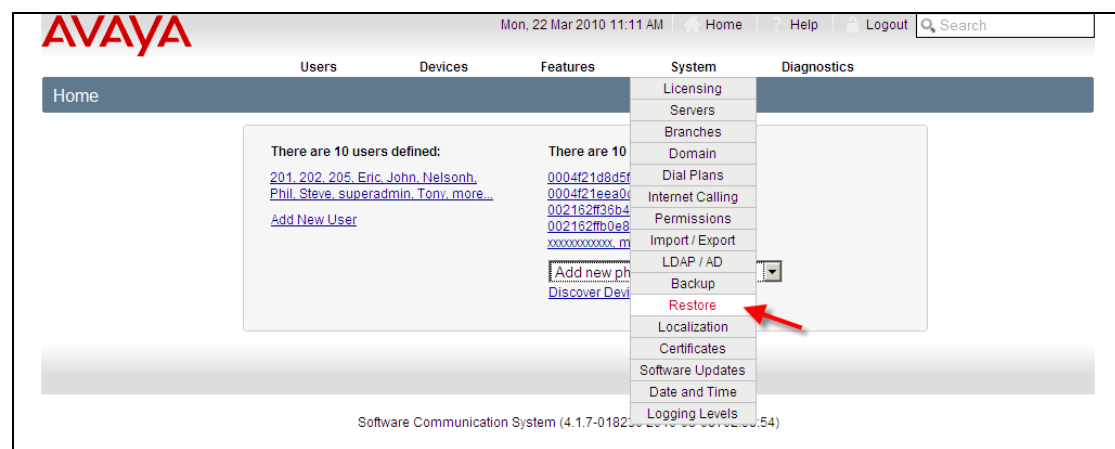
Restoring Files

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:

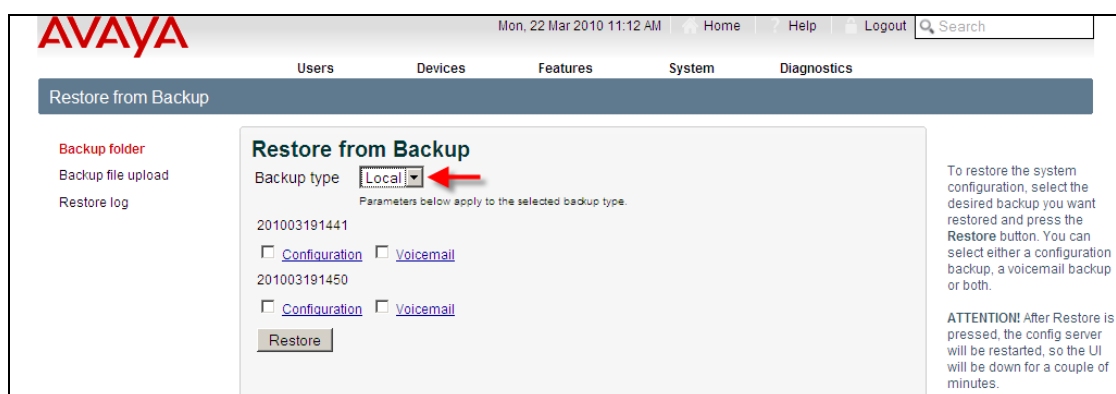
Open the **System** menu and select **Restore**, then choose between a 'Local' restore (using the SCS's own backup archive), an FTP restore, or a 'Backup file' restore (using backup files from your secondary location).



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'.



- 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**.

The screenshot shows the 'Restore from Backup' page in the Avaya management interface. The 'Backup type' is set to 'Local'. A red box highlights the backup entries for 201003191441 and 201003191450, each with checkboxes for 'Configuration' and 'Voicemail'. The 'Restore' button is visible at the bottom of the list.

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**.

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

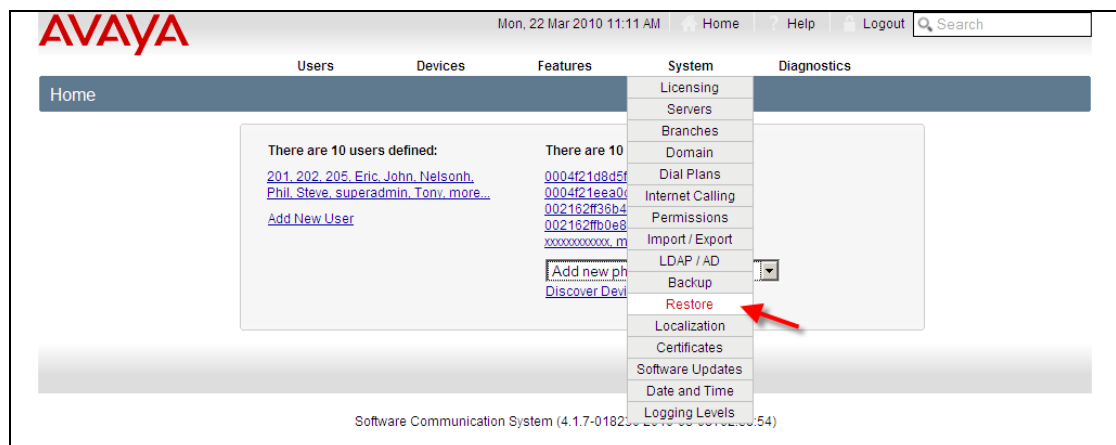
The screenshot shows the 'Restore from Backup' page in the Avaya management interface. The 'Backup type' is set to 'Local'. The 'Configuration' checkbox for the 201003191450 backup entry is selected, indicated by a red arrow.

- Click the **Restore** button.
- The server will reboot during file restoration. During this time, the web interface will be unavailable.

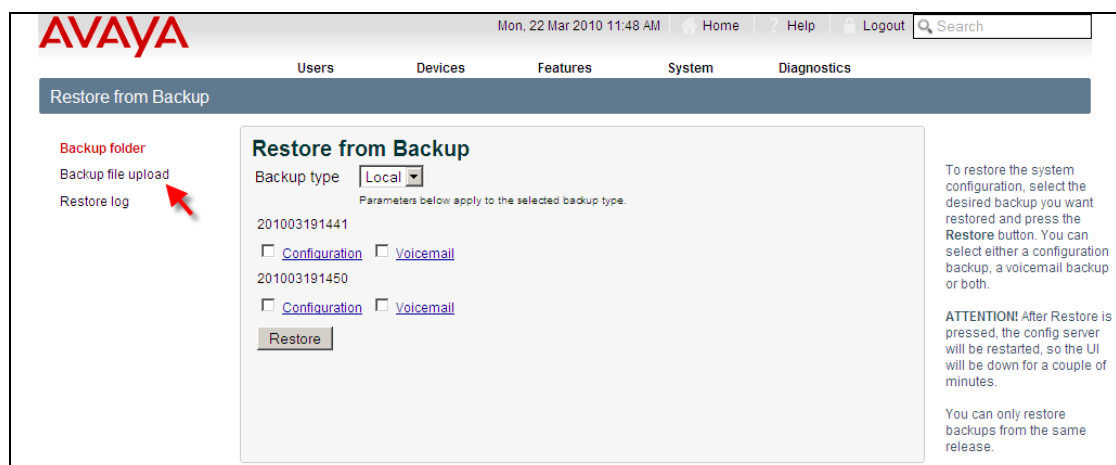
Restore by File Upload

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.

The screenshot displays the 'Restore from Backup' web interface for the Avaya Software Communication System (SCS). The interface is divided into several sections:

- Top Navigation Bar:** Includes the Avaya logo, a timestamp 'Mon, 22 Mar 2010 1:32 PM', and links for 'Home', 'Help', 'Logout', and a search bar.
- Sub-headers:** 'Users', 'Devices', 'Features', 'System', and 'Diagnostics' are listed below the main navigation bar.
- Left Sidebar:** Contains links for 'Backup folder', 'Backup file upload', and 'Restore log'.
- Main Content Area:**
 - Restore from Backup:** The main heading for the section.
 - Configuration:** A text input field followed by a 'Browse...' button. A red arrow points to this button.
 - Voicemail:** A text input field followed by a 'Browse...' button. A red arrow points to this button.
 - Restore:** A button located below the input fields.
- Right Sidebar:**
 - Instructions:** 'To restore the system configuration, upload the desired backup you want restored and press the **Restore** button. You can upload either a configuration backup, a voicemail backup or both.'
 - ATTENTION!** 'After Restore is pressed, the config server will be restarted, so the UI will be down for a couple of minutes.'
 - Note:** 'You can only restore backups from the same release.'

At the bottom of the page, the text 'Software Communication System (4.1.7-018230 2010-03-08T02:58:54)' is displayed.

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](#)