



Product Support Notice

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PSN # PSN002642u

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Severity/risk level

High

Urgency

Immediately

Name of problem Maintenance backups taking too long on Call Management System R16

Products affected

Call Management System (CMS) Release 16

Problem description

Issue 2 of this PSN:

This problem has been resolved in the R16 maintenance release (r16ab.g or r16auxab.g) which was available for order February 8, 2010.

With the introduction of CMS R16, maintenance backup time is longer. In some cases this extended amount of time may be unacceptable to customers. In rare extreme cases, maintenance backups could take more than 24 hours.

The next release of CMS will provide relief to this situation. In the meantime, there are options and workarounds.

Resolution

The first option is to schedule each ACD to backup at a different time.

This option would require using a different tape for each ACD, but would allow each ACD to backup in an acceptable amount of time. If customers have unused ACDs that are still administered on the server for purposes of data storage only, these ACDs do not need to be continuously backed up.

See the CMS Administration Guide for details on how to implement this solution.

The second option is to use the new binary backup that is provided with CMS R16.

The binary backup can be run to the tape drive or over the network.

The difference between the binary backup and the regular maintenance backup is that the binary backup does not support table level restore and data migration.

Binary backup is a great alternative for disaster recovery. In general, a binary backup of an entire, fully loaded CMS system will take approximately 30 minutes.

Determining the length of a full Maintenance Backup with CMS R16:

Begin by determining the amount of disk space currently in use on the CMS system:

1. Login to the CMS server as root
2. run cms->System Setup->Free Space Allocation
Add the "Space Used to Date" for all ACDs that appear on the screen
This is your total space used for all ACDs in Kbytes.
3. Divide the total space used by 1000, then divide again by 3600
1000 is the speed of the backup (1000 KB per second)
3600 is the number of seconds in an hour
Thus the calculation will determine the number of hours for a full backup for all ACDs.

Example:

If total space used is 10,000,000 Kbytes (10 million), then

$10000000/1000/3600$ equals 2.77 which is the number of hours that a full maintenance backup will take for all ACDs on the system.

Note that you can use this calculation on each individual ACD to determine the time to backup a single ACD.

Backup and Restore using the Binary procedure:

Backup:

1. Login to the CMS server as root
2. type: /cms/install/bin/db_backup

Note that you can setup a cron job to run this command on a regular basis

Restore:

1. Login to the CMS server as root
2. type: /cms/install/bin/db_restore

Note that this will cause a full restore of everything that was backed up. This action is service effecting.

Network backups using the Binary procedure (Permissive Use):

As an option, the CMS server can be configured to recognize a network device and the binary backup can be run to backup data to this device.

Note that using this procedure requires knowledge of and experience with NFS file system mounts and **is considered Permissive Use**.

Unlike backup to the tape drive, the speed of a network backup is determined by your network bandwidth and backup may be slower than the tape backup.

To perform an NFS network backup:

- 1) create a mount point and mount a NFS file system to the CMS machine
- 2) Modify /etc/vfstab to make sure your NFS file system can survive reboot
- 3) Create a empty file using the “touch” command
- 4) Run /cms/install/bin/db_backup <file_name>

Example:

```
prompt# mkdir /nfs
prompt# mount -o vers=2 <machine_name>:/cms_db_data /nfs
prompt# touch /nfs/cms_db_backup
prompt# /cms/install/bin/db_backup /nfs/cms_db_backup
```

Workaround or alternative remediation

N/A

Remarks

n/a

For additional support, contact your Authorized Service Provider. Depending on your coverage entitlements, additional support may incur charges. Support is provided per your warranty or service contract terms unless otherwise specified.

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