



# **Avaya Aura<sup>®</sup> Contact Center Routine Maintenance**

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# Chapter 1: New in this release

The following sections describe what is new in routine maintenance procedures for *Avaya Aura® Contact Center Routine Maintenance (NN44400-514)* Release 6.2.

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## Navigation

- [Features](#) on page 5

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## Features

See the following sections for information about feature changes.

- [Certificate Store files](#) on page 5

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## Certificate store files

Contact Center Manager Server uses Transport Layer Security (TLS) certificates to communicate securely with Avaya Aura® Application Enablement Services.

You must back up and restore the CCMS Certificate Manager certificates manually. For more information, see [Backing up certificate store files](#) on page 20 and [Restoring certificate store files](#) on page 21.

For more information about TLS certificate store files, see *Avaya Aura® Contact Center Commissioning (NN44400-312)*.

New in this release

# Chapter 2: Introduction

The *Avaya Aura® Contact Center Routine Maintenance (NN44400-514)* Release 6.2 contains the procedures required for routine maintenance in Contact Center.

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## Prerequisites

- Read *Avaya Aura® Contact Center Fundamentals (NN44400-110)*.
- Read *Avaya Aura® Contact Center Planning and Engineering (NN44400-210)*.
- Complete *Avaya Aura® Contact Center Installation Checklist (NN44400-310)*.
- Read *Avaya Aura® Contact Center Installation (NN44400-311)*.
- Understand the Contact Center features that you purchased.
- Commission your Contact Center software.

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## Navigation

- [Routine maintenance fundamentals](#) on page 9
- [Routine maintenance tasks for the Contact Center Manager Server and Communication Control Toolkit](#) on page 13
- [Routine maintenance tasks for Contact Center Manager Administration](#) on page 23
- [Routine maintenance tasks for Contact Center Multimedia](#) on page 35
- [Routine maintenance tasks for Avaya Media Server](#) on page 47
- [Common routine maintenance tasks](#) on page 57

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## Related resources

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### Support

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### Avaya Mentor videos

Avaya Mentor is an Avaya-run channel on YouTube that includes technical content on how to install, configure, and troubleshoot Avaya products.

Visit <http://www.youtube.com/AvayaMentor> and do one of the following:

- Enter a key word or key words in the Search channel to search for a specific product or topic.
- Click the name of a playlist to scroll through the posted videos.

# Chapter 3: Routine maintenance fundamentals

This chapter describes the background information that you need to perform the required routine maintenance tasks on your Avaya Aura® Contact Center servers. To protect data perform routine maintenance at regular intervals.

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## Navigation

- [Backup information](#) on page 9
- [Patching information](#) on page 10
- [Security updates](#) on page 10
- [Operating system updates](#) on page 11

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## Backup information

All contact centers must perform regular backups of Contact Center databases to a secure network drive. Regular backups help your Contact Center to recover from events such as data loss and damage due to disk failures and power outages.

You can use the Database Maintenance Utility to back up and restore the database on the Contact Center Manager Server, Communication Control Toolkit, and Contact Center Multimedia servers. If your contact center server is running with a standby server, ensure that you back up the primary server, not the standby server, to back up the most current data.

Take the backups for the servers all at the same time. Likewise, when you restore a database, restore all databases to ensure the data is consistent across the Contact Center suite.

You can use the Contact Center Manager Administration Backup and Restore utility to back up a preselected series of Contact Center Manager Administration files (including Historical Reporting files, AD-LDS files, and database files).

If you work on a co-resident installation, you can use the same utilities, depending on what type of server you are backing up.

You can schedule single or multiple backup tasks on a daily, weekly, or monthly basis. However, you cannot use this utility to back up operating system files or data files that are not related to Contact Center Manager Administration.

Contact Center maintains a maximum of seven backup folders in the backup location. The most recent backup file is in folder `..\backup_1\`. The other backup folders, `backup_2`, `backup_3`, and so on, contain progressively older backup files. When a new backup (either manual or scheduled) is performed, all existing backup folders update to reflect the order of the backup taken. When the maximum number of backup folders is reached, the oldest backup is discarded and replaced with the second-oldest backup. All other backup files are adjusted to reflect the order in which they are performed.

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## Patching information

Avaya supplies Service Packs for updates to Contact Center servers. Service Packs provide planned product updates and bug fixes. Each Service Pack contains the latest fixes and the content of all previous Service Packs. Each Service Pack provides urgent, individual fixes required before the next Service Pack is available.

When you install the latest Service Pack, the installation program automatically uninstalls the previous Service Pack. Because of this, do not uninstall a Service Pack before you install the latest Service Pack.

Any Service Packs available at the time of shipping are included on the Avaya Aura® Contact Center software DVD. For ongoing patches, you can locate all Service Packs on the Avaya Network Web site [www.avaya.com/support](http://www.avaya.com/support).

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## Security updates

Create a systematic and accountable process to identify and apply required security updates. Due to the urgent nature of security vulnerabilities to the system, you must establish and follow security guidelines and promptly install any security patches issued by Microsoft.

Back up your Contact Center applications before applying any security patches to the system so that you can rollback the system, if necessary. If Contact Center does not function properly after you apply a Microsoft security patch, then you must remove the patch and revert to the previous version of Contact Center.

For more information see *Avaya Aura® Contact Center Planning and Engineering* (NN44400-210).

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## Operating system updates

Download the latest supported operating system service pack from the Avaya hotfixes list to ensure that your Contact Center server software functions correctly with the supported operating system patches.



# Chapter 4: Routine maintenance tasks for Contact Center Manager Server and Communication Control Toolkit

Use the tasks described in this chapter to maintain Contact Center Manager Server and Communication Control Toolkit.

Ensure that you perform the maintenance tasks for both servers at the same time.

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## Prerequisites for routine maintenance tasks for Contact Center Manager Server and Communication Control Toolkit

- Install and configure Contact Center Manager Server.
- Install and configure Communication Control Toolkit.

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- [Creating a backup location](#) on page 14
- [Performing an immediate backup of the database](#) on page 15
- [Scheduling a backup of the database](#) on page 16
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- [Backing up the Database Integration Service](#) on page 19
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- [Restoring certificate store files](#) on page 21

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## Creating a backup location

### Before you begin

- Ensure that you log on with a user account with full permissions to access the location where you store the database backups.

### About this task

Create a backup location on your network with the correct access permissions to ensure that you have a designated location for the backup file.

#### Important:

If either CCMS, CCT or CCMM are installed on standalone servers, the database backups must not be contained in the same folder, as ADMIN databases stored in the same backup folder overwrite each other.

### Procedure

1. Click **Start > All Programs > Avaya > Contact Center > Database Utilities > Database Maintenance**.
  2. In the Database Maintenance dialog box, click **Backup Locations**.
  3. In the right pane, click **Create**.
  4. From the **Drive Letter** list, select a drive letter.
  5. In the **UNC Path** text box, type the location to which to backup the database.
  6. In the **Username** box, type the user name used to log on to the server specified in the UNC Path box.
  7. In the **Password** box, type the Windows password.
  8. Click **OK**.
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## Variable definitions

Name	Description
<b>Drive Letter</b>	The drive letter represents the destination for the backup file.
<b>UNC Path</b>	The Uniform Naming Convention (UNC) path, which is the IP Address and folder

Name	Description
	name of the server destination for the backup file. For example, the UNC path can be \192.167.140.0\dbbackup.
<b>Username</b>	The user name, including server name and user name for the backup destination server. For example, the username can be 192.167.140.45\administrator.
<b>Password</b>	The password for the user that you configure for the backup location.

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## Performing an immediate backup of the database

### Before you begin

- Create a backup location if you want to use a network location for your backup.
- Know which applications you are backing up.

### About this task

Perform an immediate backup of the database to save the current data. It is important to complete this procedure after you complete your installation or when any significant change occurs in the database, so that you can restore the database easily.

You can back up one or more Avaya Aura<sup>®</sup> Contact Center databases at one time. The backup folder contains separate backup files for each database or folder you select.

If the Contact Center is running with a standby server, ensure that you back up the primary server, not the standby server, to back up the most current data.

Perform backups during low traffic periods. CCMS services are not shut down during backups.

### Procedure

1. Click **Start > All Programs > Avaya > Contact Center > Database Utilities > Database Maintenance**.
2. In the Database Maintenance dialog box, in the left pane, click **Immediate Backup**.
3. In the Media Type section, select the **Network Location** option.
4. In the Applications section, select the check box beside each application you want to back up.

5. From the Backup Location list, select the network drive where you want to store the backup.
  6. Click **Backup**.
  7. Click **Yes** to confirm your choices.
  8. Use the **Progress information** field to monitor the progress of the backup.
  9. Click **Exit** to close the Database Maintenance utility.
- 

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## Variable definitions

Name	Description
<b>Applications</b>	The Contact Center application databases that you can back up. <ul style="list-style-type: none"><li>• CCMS: Contact Center Manager Server database</li><li>• CCT: Communication Control Toolkit database</li><li>• ADMIN: common database for all Contact Center applications</li></ul> If an application is not available, you cannot select it.
<b>Backup Location</b>	The destination for the network disk. The values are configured in Backup Locations.
<b>Media type</b>	The type of media used for your backup file. You can use a network disk location. If you use a network disk location, you must configure a destination before you can back up the file.

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## Scheduling a backup of the database

### Before you begin

- Create a backup location.
- Know which applications you are backing up.

## About this task

Schedule a backup of the Contact Center Manager Server database to save the data regularly. You must regularly back up the database to ensure you always have current information in case you need to restore the data.

Contact Center stores up to seven backup files at each server location. The backup files are stored in numbered backup directories (for example, Backup\_1, Backup\_2). File storage is circular and, if necessary, the oldest backup file is deleted to allow new backup files to be stored at a location.

You can back up one or more databases at one time. The backup folder contains separate folders for each application you select. If you have two or more scheduled backups occurring at the same time, the backups are queued and only one backup runs at a time.

You can verify that a scheduled backup ran successfully by viewing Contact Center events. After the backup, an event message includes the scheduled backup by name and indicate if it has finished successfully or if it has finished with an error. Details of the error are included.

## Procedure

1. Click **Start > All Programs > Avaya > Contact Center > Database Utilities > Database Maintenance**.
  2. In the Database Maintenance dialog box, in the left pane, click **Scheduled Backup**.
  3. In the right pane, click **Create**.
  4. Under General Properties, in the Name box, type a name for the scheduled backup.
  5. From the Media Type list, select **Network Location**.
  6. In the **Start Date** box, type the date on which to begin scheduled backups.  
OR  
Click the calendar icon and select a date on which to begin scheduled backups.
  7. In the **Start Time** box, select the time to start the backup.
  8. From the **Backup Location** list, select a drive to store the backup.
  9. From the **Frequency** list, select the frequency of the backup.
  10. Under **Applications**, select the check box beside the applications you want to back up.
  11. Click **OK**.
  12. Click **Exit** to close the Database Maintenance utility.
-

## Variable definitions

Name	Description
<b>Applications</b>	<p>The Contact Center application databases that you can back up.</p> <ul style="list-style-type: none"> <li>• CCMS: Contact Center Manager Server database</li> <li>• CCT: Communication Control Toolkit database</li> <li>• ADMIN: common database for all Contact Center applications</li> </ul> <p>If an application is not available, you cannot select it.</p>
<b>Backup Location</b>	<p>The destination for the network disk. The values are configured in the Backup Locations.</p>
<b>Frequency</b>	<p>The frequency of the backup. You can choose from daily, weekly, monthly, or run once.</p>
<b>Media type</b>	<p>The type of media used for your backup file. You can use a network disk location. If you use a network disk location, you must configure a destination before you can back up the file.</p>
<b>Name</b>	<p>Identifier for the scheduled backup. You must identify each backup with a unique name.</p>

## Recovering a scheduled backup

### Before you begin

- Ensure that you view the event in Windows Event Viewer and address the reason why the scheduled backup failed.

### About this task

Recover a scheduled backup if an error occurs while the backup is running. A scheduled backup failure can occur for several reasons, for example, if the backup location is not available or if there is not enough space to save the backup file. If an error occurs, the scheduled backup stops running and an event is created. To view the event use Windows Event Viewer.

## Procedure

1. Click **Start > All Programs > Avaya > Contact Center > Database Utilities > Database Maintenance**.
  2. In the Database Maintenance dialog box, in the left pane, click **Scheduled Backup**.
  3. Click the name of the scheduled backup you want to recover.
  4. Click **Recover**.
  5. Click **OK**.  
To run the schedule next time the error is cleared and the scheduled backup is recovered.
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# Backing up the Database Integration Service

## Before you begin

- Ensure that you export only the ODBC DSNs created for use with the Database Integration Wizard. Some Contact Center Manager Server DSNs reference a computer host name or IP address. If you export the entire ODBC folder and restore these DSNs after an IP address or host name change, the server can malfunction.

## About this task

Back up the Database Integration Service to back up the current configuration. Avaya recommends that you perform manual backups on the current configuration and that you refresh the backups after using the Database Integration Wizard to make changes. The Database Integration Wizard backup and restore is not included in the Contact Center Manager Server backup and restore process.

## Procedure

1. On the Contact Center Manager Server, click **Start > Run**.
2. In the Open box, type `regedit`.
3. Click **OK**.
4. In the Registry Editor, open the key `HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Avaya\ICCM\HAI`
5. From the **File** menu, select **Export**.
6. In the Export Registry File dialog box, type a name and location in which to store the configuration file.
7. Click **Save**.

8. In the Registry Editor, open the key HKEY\_LOCAL\_MACHINE\SOFTWARE\Wow6432Node\ODBC
  9. From the **File** menu, select **Export**.
  10. In the Export Registry File dialog box, type a suitable name and location to use for storing the ODBC configuration file.
  11. Click **Save**.
  12. Close the Registry Editor.
- 

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## Backing up certificate store files

### Before you begin

Stop all services on the Contact Center Manager Server using the System Control and Monitor Utility (SCMU).

### About this task

Contact Center Manager Server uses Transport Layer Security (TLS) certificates to communicate securely with Avaya Aura<sup>®</sup> Application Enablement Services.

You must back up CCMS Certificate Manager certificates.

### Procedure

1. Click **Start > All Programs > Avaya > Contact Center > Common Utilities**.
  2. Select Certificate Manager.
  3. In the Certificate Manager window, from the **Create Certificates** for list, select **SIP**.
  4. Select the **Store Maintenance** tab.
  5. In **Certificates** field, Certificate Manager lists all certificates in the store.
  6. Select the required certificate files you want to back up.
  7. To select the location for back up certificates store files, select **Browse**.
  8. Select **Backup**.
  9. Select **Close**.
  10. Restart the Contact Center Manager Server services using SCMU.
-

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## Restoring certificate store files

### Before you begin

Stop all services on the Contact Center Manager Server using the System Control and Monitor Utility (SCMU).

### About this task

Contact Center Manager Server uses Transport Layer Security (TLS) certificates to communicate securely with Avaya Aura® Application Enablement Services.

You must restore the CCMS Certificate Manager certificates.

### Procedure

1. Click **Start > All Programs > Avaya > Contact Center > Common Utilities**.
  2. Select Certificate Manager.
  3. In the Certificate Manager window, from the **Create Certificates** for list, select **SIP**.
  4. Select the **Store Maintenance** tab.
  5. To select the location to restore the certificates store files, select **Browse**.
  6. Select **Restore**.
  7. Select **Close**.
  8. Restart the Contact Center Manager Server services using SCMU.
-



# Chapter 5: Routine maintenance tasks for Contact Center Manager Administration

You must regularly back up the primary Contact Center Manager Administration (CCMA) server for the following reasons:

- *To avoid loss of data in the event of a server failure:* schedule backups to back up your CCMA data at least once a day (or more frequently, based on your Contact Center requirements). Schedule backups during periods of low activity.
- *If you upgrade CCMA or if you migrate CCMA to a new server:* you must perform a full backup of your CCMA data before you perform either task.
- *To keep data synchronized between CCMA and CCMS:* you must back up and restore CCMA data and your Contact Center Manager Server data at the same time to ensure your contact center functions correctly. If the Contact Center Manager Server files change infrequently, you can back up only the CCMA data.

In a co-resident environment, when you perform a backup of the Contact Center Manager Server, you must ensure that you back up the entire server and the associated databases, including CCMA. This ensures that the data between the two applications is always synchronized. Furthermore, you must store both backups in the same location.

If you install a replicating server, you must still perform regular backups. Unlike Active Directory Lightweight Directory Services (AD-LDS) replication, backups provide snapshots of your CCMA data files at moments in time. Backing up data, and not relying on AD-LDS replication as the only method of backing up CCMA data, is important for the following two reasons:

- Not all CCMA data is stored in AD-LDS, and therefore is not replicated.
- You cannot use replication to roll back data to a specific time, which may be required.

In addition to backing up files, you must record your Real-Time Reporting configuration settings and your Emergency Help configuration settings whenever these settings change. During the restoration process, you must manually reconfigure these settings.



C:\Avaya\Contact Center Manager Administration\Apps\Common\

- The Report Creation Wizard database files stored in the following folder:

C:\Avaya\Contact Center Manager Administration\Server\RCW\Data

- A record of displays for real-time reporting exported to the following folder:

C:\Avaya\Contact Center Manager Administration\Apps\Reporting\

- An index file for Custom Report Groups stored in the following folder:

C:\Avaya\Contact Center Manager Administration\Apps\AccessMgt\

- A record of displays for Emergency Help exported to the following folder:

C:\Avaya\Contact Center Manager Administration\Apps\EmergencyHelp\

## Procedure

1. On the Contact Center Manager Administration server, click **Start > All Programs > Avaya > Contact Center Manager Administration > Configuration**.
2. In the left pane of the Configuration window, expand **Avaya, Applications**.
3. In the Avaya Applications Configuration window, select **Backup & Restore**.
4. In the right-hand pane, click **Backup & Restore**.
5. In the Contact Center Manager Administration—Backup and Restore utility, select the **Backup** tab.
6. In the Backup window, select the **Drive** or specify the **Network Location** where you want to store the backup.
7. Click **Next**.
8. On the Schedule page, select an option to schedule the backups.
9. Define the backup schedule, and then click **Next**.
10. In the Username box on the User Account with Administrative Privileges page, type a valid administrator user name for the server on which you want to store the backup.
11. In the Password box, type the password for the specified administrator user.
12. If you selected a backup location on another server in a domain, type the domain in the **Domain** field. The default option is **this computer** (that is, the Contact Center Manager Administration server on which you are creating the backup).
13. Click **Finish**.
14. Click **Close**.  
All backups are saved as CCMAFilesBackup<BackupDateTime>.package.

## Variable definitions

Name	Description
<b>Drive</b>	<p>The local hard drive where you store the backup.</p> <p>This list shows available local hard drives and any network drives mapped on the server. Note that any drives included in the backup (typically C: and D:) do not appear in the list: these are not supported by the backup application. DVD drives do not appear in the list.</p>
<b>Network Location</b>	<p>The network location where you want to store the backup, in UNC format\Computer Name\Folder.</p>
<b>Schedule options</b>	<p>The time interval for scheduled backups. This can be</p> <ul style="list-style-type: none"> <li>• Daily (to schedule recurring backups once a day)</li> <li>• Weekly (to schedule recurring backups once a week)</li> <li>• Monthly (to schedule recurring backups once a month)</li> <li>• One Time Only (to schedule a one-time-only backup at a time in the future)</li> <li>• Run Now (to back up files immediately after you enter a valid username and password)</li> </ul> <p>If you select Monthly, you can schedule a task only on the last day of the month that contains the least number of days. For example, if you want the backup to run every month, then you can schedule it to occur on day 28 only. However, if you clear February from the schedule, then the last possible day of a monthly schedule is 30. If you clear April, June, September, and November from the schedule, then the last possible day of a monthly schedule is 31.</p>
<b>Username and Password</b>	<p>You must configure a user name and password with write privileges on the server on which you want to store the backup.</p>

Name	Description
Domain	If you selected a backup location on another server, type the domain of the server. The username and password must be valid on this domain and have administrative privileges on the server specified in Network Location.

## Procedure job aid

**Table 1: Data files stored on Contact Center server**

<b>Contact Center server</b>	<b>Data files stored on server</b>	<b>Business consequence of CCMA server failure</b>
Contact Center Manager Administration server	<ul style="list-style-type: none"> <li>• Schedule information for historical reports</li> <li>• Partitions, access classes, report groups, and the Contact Center Manager Administration users</li> <li>• Real-time display configuration data and real-time display filters</li> <li>• Private historical reports</li> <li>• Contact Center Management scheduled assignment information</li> </ul>	If the Contact Center Manager Administration server fails, your supervisors and administrators cannot access the Contact Center Manager Administration application. Therefore, access to real-time displays, agent desktop display, schedule information for historical reports, and all data stored on in the application is interrupted.
Contact Center Manager Server	<ul style="list-style-type: none"> <li>• Agents, supervisors, skillsets and all their related assignments (accessed through Contact Center Management)</li> <li>• CDNs, DNISs and all other data items (accessed through the Configuration component)</li> </ul>	If your stand-alone Contact Center Manager Administration server fails, calls continue to be routed according to your defined scripts and your Contact Center can still receive calls because all user and agent assignments, CDNs, and DNISs are stored on the Contact Center Manager Server.

---

## Restoring the Contact Center Manager Administration database

### Before you begin

- Know the network location (in Universal Naming Convention (UNC) format) of the drive for the backed up database.

**!** **Important:**

Ensure that the target server has the same patch level as the source server.

**!** **Important:**

If you are restoring CCMA data to a Secondary CCMA server - In a High Availability environment, only non-AD-LDS data is restored. This is automatically detected by the Backup & Restore utility and only the required files are updated. This is because core CCMA AD-LDS data is automatically received via AD-LDS replication.

### About this task

Restore the Contact Center Manager Administration database after a failure or migration.

### Procedure

1. On the new Contact Center Manager Administration server, choose **Start > All Programs > Avaya > Contact Center Manager Administration > Configuration**.
  2. In the left pane of the Avaya Configuration window, expand **Avaya, Applications, Backup & Restore**.
  3. In the right pane, click **Backup & Restore**.
  4. In the **Contact Center Manager Administration- Backup And Restore** dialog box, click the **Restore** tab.
  5. To select a backup file to restore from, click **Browse**.
  6. In the **Select a backup file** dialog box, select the required .package file.
  7. Click **Open**.
  8. To restore the backup file data into CCMA, click **Restore Files**.  
The restore completed successfully message box appears.
  9. Click **OK**.
-

# Chapter 6: Routine maintenance tasks for Security Framework

Use the tasks described in this chapter to maintain Security Framework.

---

## Prerequisites for routine maintenance tasks for Security Framework

- Install Security Framework. See *Avaya Aura® Contact Center Installation* (NN44400-311).
- Commission Security Framework. See *Avaya Aura® Contact Center Commissioning* (NN44400-312).

---

## Navigation

- [Backing up Security Framework](#) on page 29
- [Restoring Security Framework data](#) on page 32

---

## Backing up Security Framework

### Before you begin

- Map a drive to the server in the domain where you want to back up Security Framework.
- Ensure that the Avaya JBoss and Avaya Common Network Directory services are running.
- Ensure that you have a user name and password configured with administrative privileges on the server where you want to back up Security Framework.

### About this task

Back up the Security Framework data files to save a single file that is a snapshot of the Security Framework files. Save the backup file to a predefined location on the same server or on another server in the same domain.

The Backup and Restore utility for the Security Framework is automatically installed on the server when you install the Security Framework software.

When you back up the files with this utility, the system creates a single file that you can then use to restore the individual files. By default, this file is called `CCMA_Data_Backup_DateTimeStamp.package` and it is placed in the same folder.

### Procedure

1. On the Security Framework server, click **Start > All Programs > Avaya > Contact Center > Security Framework > Backup and Restore**.
2. In the **Security Framework - Backup and Restore** utility, select the **Backup** tab.
3. In the Backup window, select **File**.
4. Accept or change the location of the backup file, `CCMA_Data_Backup_DateTimeStamp.package`.
5. From the **Archive Backup Files Every** list, select the number of backup files to keep in the backup location.
6. Click **Next**.
7. On the **Schedule** page, select an option to schedule the backups.
8. Define the backup schedule, and then click **Next**.
9. In the **Username** box on the **User Account with Administrative Privileges** page, type a valid administrator user name.
10. In the **Password** box, type a valid administrator password.
11. If you selected a backup location on another server in a domain, from the **Domain** list, select the domain.
12. Click **Finish**.
13. Click **Close**.

---

## Variable definitions

Name	Description
<b>Archive Backup Files Every</b>	You can keep 2 to 10 backups, or all backups.

Name	Description
	This provides the flexibility to retain only the most recent backups, to save space in your backup location.
<b>Backup file name</b>	<p>This is the file that the utility creates when you back up the files. The file contains a snapshot of all Security Framework files that you back up.</p> <p>To change the default name or location of this file, click Browse, navigate to the location in which you want to store the file, and type a new file name.</p> <p>Avaya recommends that you change the name of the backup file from <code>CCMA_Data_Backup_DateTimeStamp.package</code> to <code>SF_7_[SPxx]_CCMA_Data_Backup_DateTimeStamp.package</code> where [SPxx] is replaced with the last Service Pack installed.</p> <p>To select a file location on another server in the domain, you must map a drive to that server and you must have read/write privileges on that server.</p>
<b>Schedule definition</b>	<p>You can schedule a task only on the last day of the month that contains the least number of days.</p> <p>For example, if you want the backup to run every month, then you can schedule it to occur on day 28 only. However, if you clear February from the schedule, then the last day of a monthly schedule is 30. If you clear April, June, September, and November from the schedule, then the last day of a monthly schedule is 31.</p>
<b>Schedule options</b>	<p>The time interval for scheduled backups. This can be</p> <ul style="list-style-type: none"> <li>• Daily (to schedule recurring backups once a day)</li> <li>• Weekly (to schedule recurring backups once a week)</li> <li>• Monthly (to schedule recurring backups once a month)</li> </ul>

Name	Description
	<ul style="list-style-type: none"><li>• One Time Only (to schedule a one-time-only backup at a time in the future)</li><li>• Run Now (to back up files immediately after you enter a valid username and password)</li></ul>
<b>Username and Password</b>	You must configure a user name and password with administrative privileges on the server to which you back up.

---

## Restoring Security Framework data

### Before you begin

- Restore data that was backed up from the same release and version of the software as is currently installed on the server.
- Do not attempt to restore data from previous Service Packs. If you restore data backed up on previous versions, you corrupt your server.

### About this task

Restore Security Framework data in the following situations:

- If you recover from a server hardware failure.
- If you lose data or need a previous version of the data.
- If you migrate data to a new server.

### Procedure

1. On the Security Framework server, click **Start > All Programs > Avaya > Contact Center > Security Framework > Backup and Restore**.
2. In the **Security Framework - Backup and Restore** utility, select the **Restore** tab.
3. Click **Restore Files**.
4. Use the **Backup and Restore Wizard**, click **Next**.

**OR**

On the **Windows Server Backup** utility, click the **Restore and Manage Media** tab.

5. Click the **Restore and Manage Media** tab.
6. In the left pane, select the most recent backup file (or the file containing the data to restore).

7. Expand the file.
  8. Select the check box for each file to restore. To select all the files, select the check box beside the parent file name.
  9. Ensure you select the option to always replace the files on the computer.
  10. Ensure that Original location appears in the **Restore files to** list.
  11. Click **Start Restore**.
  12. Choose **Start > All Programs > Avaya > Contact Center > Security Framework > Security Settings**.
  13. Select **Restart Security Framework**.
  14. Click **Close**.
-



# Chapter 7: Routine maintenance tasks for Contact Center Multimedia

The Contact Center Multimedia database contains all multimedia contacts including the routing information, customer details, and contact details for e-mail, outbound, instant messages, and Web communications. To ensure that the database operates with maximum efficiency regular maintenance is required.

It is important to perform database backups regularly, and with the Contact Center Manager Server and Communication Control Toolkit backups, to have current information if you need to restore the database. Perform a backup after you complete your installation or when any significant change occurs in the database, so that you can restore the database easily.

You can periodically archive the information in the database to reduce the data stored in the multimedia database.

You can archive data in the database by

- Outbound Campaign
- E-mail rule
- Closed Reason
- Skillset

---

## Prerequisites for routine maintenance tasks for Contact Center Multimedia

- Install and configure Contact Center Multimedia.
- If archiving data, determine which archive type to use.
- Shut down the Multimedia Services.

**! Important:**

If you manually modify data generated from an archive, the data may become corrupt, resulting in the failure of future restores based on the data. For this reason, Avaya cannot support application issues arising from manual modification of the data generated by the archive process.

## Navigation

- [Creating a backup location](#) on page 36
- [Performing an immediate backup of the database](#) on page 37
- [Scheduling a backup of the database](#) on page 39
- [Recovering a scheduled backup](#) on page 40
- [Starting the archive utility](#) on page 41
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- [Archiving by e-mail rule](#) on page 43
- [Archiving by skillset](#) on page 44
- [Archiving by closed reason](#) on page 45
- [Recovering from a failed archive](#) on page 46

---

## Creating a backup location

### Before you begin

- Ensure that you have a user account with full permissions to access the location for the database backups.

### About this task

Create a backup location on your network with the correct access permissions to ensure that you have a designated location for the backup file.

#### Important:

If either CCMS, CCT or CCMM are installed on standalone servers, the database backups must not be contained in the same folder, as ADMIN databases stored in the same backup folder overwrite each other.

### Procedure

1. Click **Start > All Programs > Avaya > Contact Center > Database Utilities > Database Maintenance**.
2. In the Database Maintenance dialog box, click **Backup Locations**.
3. In the right pane, click **Create**.
4. From the **Drive Letter** list, select a drive letter.
5. In the **UNC Path** text box, type the location to which to backup the database.

6. In the **Username** box, type the user name as the user logs on to the server specified in the UNC Path text box.
  7. In the **Password** box, type the Windows password.
  8. Click **OK**.
- 

## Variable definitions

Name	Description
<b>Drive Letter</b>	The drive letter representing the destination for the backup file.
<b>UNC Path</b>	The IP Address and folder name of the server destination for the backup file. For example, the UNC path can be \192.167.140.0\dbbackup.
<b>Username</b>	The user name, including server name and user name for the backup destination server. For example, the Username can be 192.167.140.45\administrator.
<b>Password</b>	The password for the user that you configure for the backup location.

## Performing an immediate backup of the database

### Before you begin

- Create a backup location if you use a network location for your backup.
- Know which applications you are backing up.

### About this task

Perform an immediate backup of the Contact Center Multimedia database to save the current data. It is important to complete this procedure after you complete your installation or when any significant change occurs in the database, so that you can restore the database easily.

You can back up one or more databases at one time. The backup folder contains separate backup files for each database or folder you select.

If your Contact Center is running with a standby server, ensure that you back up the primary server, not the standby server, to back up the most current data.

Avaya recommends that you perform backups during low traffic periods.

### Procedure

1. Click **Start > All Programs > Avaya > Contact Center > Database Utilities > Database Maintenance**.
  2. In the **Database Maintenance** dialog box, in the left pane, click **Immediate Backup**.
  3. In the **Media Type** section, select the **Network Location** option.
  4. In the **Applications** section, select the check box beside each application you want to back up.
  5. From the **Backup Location** list, select the network drive where you want to store the backup.
  6. Click **Backup**.
  7. Click **Yes** to confirm your choices.
  8. Use the **Progress information** field to monitor the progress of the backup.
  9. Click **Exit** to close the Database Maintenance utility.
- 

## Variable definitions

Name	Description
<b>Applications</b>	The Contact Center application databases that you can back up. <ul style="list-style-type: none"><li>• CCMM: Contact Center Multimedia database</li><li>• ADMIN: common database for all Contact Center applications</li></ul>
<b>Backup Location</b>	The destination for the network disk. The values are configured in Backup Locations.
<b>Media type</b>	The type of media used for your backup file. You can use a network disk location. If you use a network disk location, you must configure a destination before you can back up the file.

---

## Scheduling a backup of the database

### Before you begin

- Create a backup location.
- Know which applications you are backing up.

### About this task

Schedule a backup of the Contact Center Multimedia database to save the data at regular intervals. It is important to perform database backups regularly to have current information if you need to restore the database.

Avaya Aura<sup>®</sup> Contact Center stores up to seven backup files at each server location. The backup files are stored in numbered backup directories (for example, Backup\_1, Backup\_2). File storage is circular and, if necessary, the oldest backup file is deleted to allow new backup files to be stored at a location.

You can back up one or more databases at one time. The backup folder contains separate backup files for each database or folder you select. If you have two scheduled backups occurring at the same time, the backup file with the larger timeframe is performed first. For example, if you have a weekly backup and a monthly backup scheduled at the same time, the monthly backup runs first.

You can verify that a scheduled backup was successful by viewing Contact Center events. After the backup, an event message includes the scheduled backup by name and indicates if it has finished successfully or if it has finished with an error. Details of the error are included.

### Procedure

1. Click **Start > All Programs > Avaya > Contact Center > Database Utilities > Database Maintenance**.
2. In the Database Maintenance dialog box, in the left pane, click **Scheduled Backup**.
3. In the right pane, click **Create**.
4. Under General Properties, in the **Name** box, type a name for the scheduled backup.
5. From the **Media Type** list, select **Network Location**.
6. In the **Start Date** box, type the date on which to begin scheduled backups.  
OR  
Click the calendar icon and select a date on which to begin scheduled backups.
7. In the **Start Time** box, select the time to start the backup.
8. From the **Backup Location** list, select a drive to store the backup.

9. From the **Frequency** list, select the frequency of the backup.
  10. Under **Applications**, select the check box beside each application you want to back up.
  11. Click **OK**.
  12. Click **Exit** to close the Database Maintenance utility.
- 

---

## Variable definitions

Name	Description
<b>Applications</b>	The database and applications of Contact Center that you can back up. <ul style="list-style-type: none"> <li>• CCMM: Contact Center Multimedia database</li> <li>• ADMIN: common database for all Contact Center applications</li> </ul>
<b>Backup Location</b>	The destination for the network disk. The values are configured in the Backup Locations.
<b>Frequency</b>	The frequency of the backup. You can choose from daily, weekly, monthly, or run once.
<b>Media type</b>	The type of media used for your backup file. You can use a network disk location. If you use a network disk location, you must configure a destination before you can back up the file.
<b>Name</b>	Identifier for the scheduled backup. You can identify each backup with a unique name.

---

## Recovering a scheduled backup

### Before you begin

- Ensure that you view the event in Windows Event Viewer and address the reason why the scheduled backup failed.

### About this task

Recover a scheduled backup if an error occurs while the backup is running. A scheduled backup failure can occur for several reasons; for example, if the backup location is not available

or if there is not enough space to save the backup file. If an error occurs, the scheduled backup stops running and an event is created. To view the event use Windows Event Viewer.

### Procedure

1. Click **Start > All Programs > Avaya > Contact Center > Database Utilities > Database Maintenance**.
  2. In the Database Maintenance dialog box, in the left pane, click **Scheduled Backup**.
  3. Click the name of the scheduled backup you want to recover.
  4. Click **Recover**.
  5. Click **OK**.  
To run the schedule the next time the error is cleared and the scheduled backup is recovered.
- 

---

## Starting the archive utility

### Before you begin

- Log on to Contact Center Multimedia Administrator.

### About this task

Start the archive utility to configure your archiving settings and to archive or restore the Contact Center Multimedia database.

### Procedure

1. Click **Start > All Programs > Avaya > Contact Center > Database Utilities > Archive/Restore**.
  2. Expand Database Administration.
  3. Double-click **Archive/Restore Utility**.
  4. Configure your archiving settings or select one of the following methods to archive your data:
    - Outbound Campaign (see [Archiving by outbound campaign](#) on page 42)
    - E-mail rule (see [Archiving by e-mail rule](#) on page 43)
    - Skillset (see [Archiving by skillset](#) on page 44)
    - Closed Reason (see [Archiving by closed reason](#) on page 45)
-

---

## Archiving by outbound campaign

### Before you begin

- Start the archive utility. See [Starting the archive utility](#) on page 41.

### About this task

Archive by outbound campaign to archive one complete campaign at a time. If you attempt to archive an active campaign, you receive an error message. The Archive utility archives campaign level information, such as the agent script and associated questions, to a file named CampaignArchive.txt, and the all of the contact data associated with the campaign, such as the responses to script questions and disposition code data to a file named ContactArchive.txt.

A log file of the archive, ArchiveLogFile.txt, is stored in the archive folder you choose.

### Procedure

1. In the archive utility, click the **Archive By Outbound Campaign** tab.
  2. From the Inactive Campaign List, select the outbound campaign you want to archive.
  3. Click the right arrow to move the selected campaign to the list of campaigns to archive.
  4. To include customer data for the contacts in the outbound campaign, clear the **Delete Customer Data** check box.
  5. In the **Archive Description or Comments** box, type comments or information about this archive.
  6. Under Archive to Folder, browse to the folder where you want to store this archive. The folder location you choose for the archive must contain no other files.
  7. Click **Archive**.
  8. On the calendar, select the date on which to create your archive.
  9. Click **Close**.
-

---

## Archiving by e-mail rule

### Before you begin

- Start the archive utility. See [Starting the archive utility](#) on page 41.

### About this task

When you archive data by e-mail rule, the archive date defaults to six months before the current date. You cannot select the current date. Only closed contacts within your selected date range are archived.

Attachment files for e-mail messages are archived in an attachment folder under the folder selected for the archive. All data is archived to a single text file named ContactArchive.txt. A log file of the archive, ArchiveLogFile.txt, is stored in the archive folder you choose.

### Procedure

1. On the Contact Center Archive & Restore Utility window, click **Archive\Restore Email Rule**.
  2. Click the **Archive By Email Rule** tab.
  3. Under the E-mail Rules List, navigate through the list of mailboxes and select the rules that you want to archive.
  4. Click the right arrow to move the selected rule to the list of items to archive.
  5. Repeat steps 3 and 4 for the number of rules you want to archive.
  6. Under Contacts Closed on or Before, click the last date for which you want to archive contacts.
  7. To include customer data for the contacts with the selected items, clear the **Delete Customer Data** check box.
  8. In the **Archive Description or Comments** box, type comments or information about this archive.
  9. Under Archive to Folder, type or browse to the folder where you want to store the current archive. The folder location you choose for the archive must not contain any other files.
  10. Click **Archive**.
  11. On the calendar, select the date on which to create your archive.
  12. Click **Close**.
-

---

## Archiving by skillset

### Before you begin

- Start the archive utility. See [Starting the archive utility](#) on page 41.

### About this task

When you archive by skillset, select a skillset from which you want to archive data. The archive date defaults to six months before the selected date. You cannot select the current date. Only closed contacts within your selected date range are archived.

Skillsets that are marked as deleted appear with an asterisk.

All contact data is archived to a single text file named ContactArchive.txt. A log file of the archive, ArchiveLogFile.txt, is stored in the archive folder you choose.

### Procedure

1. On the Contact Center Archive & Restore Utility window, click **Archive\Restore Skillset**.
  2. Click the **Archive By Skillset** tab.
  3. Under the **Skillset** list, click a skillset that you want to archive.  
Skillsets in the Skillset list marked with an asterisk are no longer in service.
  4. Click the right arrow to move the selected skillset to the list of items to archive.
  5. Repeat steps 3 and 4 for the number of skillsets you want to archive.
  6. Under Contacts Closed on or Before, click the last date for which you want to archive contacts.
  7. To include customer data for the contacts with the selected items, clear the **Delete Archive Customer Data** check box.
  8. In the **Archive Description or Comments** box, type comments or information about this archive.
  9. Under Archive to Folder, type or browse to the folder where you want to store the current archive. The folder location you choose for the archive must contain no other files.
  10. Click **Archive**.
  11. On the calendar, select the date on which to create your archive.
  12. Click **Close**.
-

---

## Archiving by closed reason

### Before you begin

- Start the archive utility. See [Starting the archive utility](#) on page 41.

### About this task

When you archive by closed reason, select a closed reason for which you want to archive data. When you choose to archive by closed reason, the archive date defaults to six months before the selected date. When you archive data, you cannot select the current date. Only closed contacts within your selected date range are archived.

Closed reasons that are marked as deleted appear with an asterisk.

All contact data is archived to a single text file named ContactArchive.txt. A log file of the archive, ArchiveLogFile.txt, is stored in the archive folder you choose.

### Procedure

1. On the Contact Center Archive & Restore Utility window, click **Archive\Restore Closed Reason**.
2. Click the **Archive By Closed Reason** tab.
3. Under the Closed Reason List, click a closed reason that you want to archive. Closed reasons in the Closed reasons list marked with an asterisk are no longer in service.
4. Click the right arrow to move the selected closed reason to the list of items to archive.
5. Repeat steps 3 and 4 for the number of closed reason you want to archive.
6. Under Contacts Closed on or Before, click the last date for which you want to archive contacts.
7. To include customer data for the contacts with the selected items, clear the **Delete Customer Data** check box.
8. In the **Archive Description or Comments** box, type comments or information about this archive.
9. Under Archive to Folder, type or browse to the folder where you want to store the current archive. The folder location you choose for the archive must not contain any other files.
10. Click **Archive**.
11. On the calendar, select the date to create your archive.

12. Click **Close**.

---

---

## Recovering from a failed archive

### About this task

You can recover from a failed archive. If the system has a problem with the database or Contact Center Multimedia server during an archive, the archive is marked as failed in the Archive Manager list.

### Procedure

1. From the **Archive Manager** list, select the failed archive.
2. Click **Resume**.  
The archive continues.

---

# Chapter 8: Routine maintenance tasks for Avaya Media Server

Use the tasks described in this chapter to maintain Avaya Media Server.

---

## Navigation

- [Creating a backup location](#) on page 47
- [Creating a manual backup definition](#) on page 49
- [Creating a scheduled backup definition](#) on page 50
- [Running a manual Avaya Media Server backup](#) on page 52
- [Restoring the Avaya Media Server backup](#) on page 53
- [Deleting the Avaya Media Server backup](#) on page 53
- [Modifying a backup definition](#) on page 54
- [Deleting a backup definition](#) on page 55

---

## Creating a backup destination

### About this task

Add a backup destination to specify a location for storing backup files. If you do not specify a destination for a backup task, the system stores the backup image in the default location.

You can configure any number of remote backup destinations. When performing remote backup destinations, Element Manager (EM) uploads the backup files to the specified File Transfer Protocol (FTP) server and then deletes the duplicate backup files from the Avaya Media Server server. To perform a backup and restore, you must have permission to upload files to the remote backup destination.

An Avaya MS server has one predefined backup destination, which the administrator cannot configure: Default Backup Destination. If the administrator chooses to create a backup using this destination, EM stores backup files in the predefined local directory on the Avaya MS server: `\Avaya\Multimedia_Applications\Avaya MS\platdata\EAM\Backups`. The local backup destination is not a shared folder, and the folder can be empty.

## Procedure

1. Log on to Element Manager.
  2. In the navigation pane, click **Tools > Backup and Restore > Backup Destinations**.
  3. On the **Backup Destinations** page, click **Add**.
  4. In the **Destination Name** field, type a unique name for the backup destination.
  5. In the **Host Name** field, type the host name of the destination server.
  6. In the **User Name** field, type a user name.
  7. In the **Password** field, type a password.
  8. In the **Destination Path** field, type the destination path.
  9. Optionally, you can select the **Remove the local temporary file after transfer** check box to remove the local backup file.
  10. Optionally, click **Test** to test your connection.
  11. Click **Save**.
- 

## Variable definitions

Name	Description
<b>Destination Name</b>	A mandatory, unique name for the backup destination.
<b>Host Name</b>	The name of the File Transfer Protocol (FTP) server used for the backup.
<b>User Name</b>	The user name required to connect to the FTP server.
<b>Password</b>	The password required to connect to the FTP server.
<b>Destination Path</b>	The path to the backup destination.
<b>Remove local file after transfer</b>	Click to enable auto removal of the local temporary backup file after it is transferred.

---

## Creating a manual backup definition

### About this task

This procedure explains the steps to create a manual backup definition. The backup definition contains information on what parts of the Avaya MS system to back up and where Avaya MS saves the backup.

### Procedure

1. Log on to Element Manager.
  2. In the navigation pane, click **Tools > Backup and Restore**.
  3. Select **Backup Tasks**.
  4. On the Backup Tasks window, click **Add**. The Add New Backup Task window appears.
  5. Type a name for this backup in the **Backup Task Name** field.
  6. Select the **System Configuration**, **Application**, and **Network Data** options.
  7. Choose a backup destination. You can pick one of the existing backup destinations, or click **Add** and specify a new one.  
See [Creating a backup destination](#) on page 47.
  8. Select **Manually**, as needed.
  9. Click **Save**.
- 

---

## Variable definitions

Name	Description
<b>Backup Task Name field</b>	A unique name for the backup task.
<b>Backup Type - System Configuration check box</b>	Select to back up the system configuration.
<b>Backup Type - Application check box</b>	Select to back up the Application data.
<b>Backup Type - Network Data check box</b>	Select to back up the Network Data.
<b>Add button</b>	Select if you want to add an alternate backup destination.

Name	Description
<b>Modify button</b>	Click if you want to modify the selected backup destination. You cannot modify the default destination.
<b>Run Backup - Manually, as needed option button</b>	Select to create an unscheduled backup task. This type of task must be run manually by clicking Run Now on the Backup Tasks page.
<b>Save button</b>	Click to save the selected settings and return to the previous screen. Your backup occurs at the next scheduled time.
<b>Cancel button</b>	Click to cancel the selected settings and return to the previous screen.

---

## Creating a scheduled backup definition

### About this task

This procedure explains the steps to create a scheduled backup definition. The backup definition contains information on what parts of the Avaya MS system to back up and where Avaya MS saves the backup.

### Procedure

1. Log on to Element Manager.
2. In the navigation pane, click **Tools > Backup and Restore**.
3. Select **Backup Tasks**.
4. On the Backup Tasks window, click **Add**. The Add New Backup Task window appears.
5. Type a name for this backup in the **Backup Task Name** field.
6. Select the **System Configuration**, **Application**, and **Network Data** options.
7. Choose a backup destination. You can pick one of the existing backup destinations, or click **Add** and specify a new one.  
See [Creating a backup destination](#) on page 47.
8. Select **Schedule**.
9. Select the frequency of the backup from the **Schedule Task** drop-down list.
10. Specify the hour and minute of the backup using the **Start Time** drop-down list.

11. Click **Save**.

---

## Variable definitions

Name	Description
<b>Backup Task Name field</b>	A unique name for the backup task.
<b>Backup Type - System Configuration check box</b>	Select to back up the system configuration.
<b>Backup Type - Application check box</b>	Select to back up the Application data.
<b>Backup Type - Network Data check box</b>	Select to back up the Network Data.
<b>Add button</b>	Select if you want to add an alternate backup destination.
<b>Modify button</b>	Select if you want to modify the selected backup destination. You cannot modify the default destination.
<b>Run Backup - Schedule option button</b>	Select to create a scheduled backup task, and then choose the schedule properties from the fields below.
<b>Schedule Task pull down menu</b>	Choose the frequency of your scheduled backup. Valid values are: Daily, Weekly, Monthly, and Once. The available schedule properties fields change depending on your selection.
<b>Weekdays check boxes</b>	For a daily backup, select the days when you want the backup to occur.
<b>Weekday pull down menu</b>	For a weekly backup, select the day of the week when you want the backup to occur.
<b>Day of the month(s) option button</b>	Select this option if you are creating a monthly backup and want to specify first, second, third, fourth, or last day of the selected day of the week.
<b>The X of the month(s) option button</b>	Select this option if you are creating a monthly backup and want to specify the first, second, third, fourth, or last day of the selected months when you want the backup to occur. This choice applies to all months you selected.
<b>Schedule task once field</b>	For backups scheduled to occur once only, the date when you want the backup to occur.

Name	Description
	The date must be in the format DD/MM/YYYY.
<b>Start Time pull down menu</b>	Select the time when you want your scheduled backup to begin.
<b>Save button</b>	Select to save the selected settings and return to the previous screen. Your backup occurs at the next scheduled time.
<b>Cancel button</b>	Select to cancel the selected settings and return to the previous screen.

---

## Running a manual Avaya Media Server backup

### Before you begin

- Create a manual backup definition.
- Create and test a backup destination, if required.

### About this task

This procedure explains how to run a manual Avaya Media Server backup. You must run a backup both before and after making major changes to your system, such as upgrading the system software or deleting a number of records.

You can run only one manual backup task at a time. If a task is scheduled to run while the same task is manually invoked, then the scheduled task runs after the manually invoked task finishes.

### Procedure

1. Log on to Element Manager.
2. In the navigation pane, click **Tools > Backup and Restore**.
3. Select **Backup Tasks**.
4. On the Backup Tasks window, select the backup task that you want to run.
5. Click **Run Now**.  
The Confirm Backup window appears, showing the backup task name and backup type of the backup you are about to run.
6. Click **Confirm**.  
The History Log window appears. When the backup is complete, the backup details appear in the list.

---

## Restoring an Avaya Media Server backup

### Before you begin

- Create a backup.

### About this task

This procedure explains the steps you take to restore a backup of the Avaya MS server.

#### **Note:**

Restoring a backup may impact running applications. Avaya MS closes until the system completes the restoration. You must restart the system after the Avaya MS completes the restore. The administrator must inform users when EM is available after the Avaya MS server completes the restore.

Be careful when choosing a backup to restore, as there is the potential to clear data that is currently on the system. Avaya recommends you back up the current system before restoring an old backup.

### Procedure

1. Log on to Element Manager.
  2. In the navigation pane, click **Tools > Backup and Restore > Restore**.
  3. On the Restore page, in the Restore Source list, select **Upload Backup Files**.
  4. Click **Browse** and select the Avaya MS backup that you want to restore.
  5. Click **Upload Files**.
  6. On the Confirm Restore page, review the information and click **Confirm** to proceed with the restore.
  7. Restart the Avaya MS server.
- 

---

## Deleting an Avaya Media Server backup

### Before you begin

- Create a backup.

**\* Note:**

Make sure you no longer need the backup file you have chosen to delete.

### About this task

This procedure explains the steps you take to delete a backup of the Avaya MS server. You must delete old backups to keep disk space clear, especially in the Default Backup Destination which is on the Avaya MS server.

### Procedure

1. Log on to Element Manager.
  2. In the navigation pane, click **Tools > Backup and Restore**.
  3. Select **Restore**.
  4. On the Restore window, select a restore source location from the **Restore Source** drop-down list.  
Avaya MS lists the backups at that location in the **Restore Task** list.
  5. Select the backup that you want to delete.
  6. Click **Delete**.
- 

---

## Modifying a backup definition

### Before you begin

- Ensure you have an existing backup definition that you want to change.

### About this task

This procedure outlines the steps to modify a backup definition.

### Procedure

1. Log on to Element Manager.
2. In the navigation pane, click **Tools > Backup and Restore**.
3. Select **Backup Tasks**.
4. On the Backup Tasks window, select the check box beside the backup task that you want to modify.
5. Click **Edit**.  
Avaya MS displays the Edit Backup Task window with the details of the task you have chosen to edit.

6. Change the parameters of the backup definition and click **Save**.
- 

---

## Deleting a backup definition

### Before you begin

- Old or unwanted backup definitions exist on the Avaya MS server.

### About this task

This procedure outlines the steps to delete a backup definition. If you create many definitions it is good practice to review these from time to time and delete outdated definitions that you do not use regularly.

### Procedure

1. Log on to Element Manager.
  2. In the navigation pane, click **Tools > Backup and Restore**.
  3. Select **Backup Tasks**.
  4. On the Backup Tasks window, select the check box beside the backup task that you want to delete.
  5. Click **Delete**.  
Avaya MS displays the Remove Backup Task window with the details of the task you have chose to delete.
  6. Click **Confirm** to proceed with the deletion, or **Cancel** to exit the screen without deleting the backup definition.
-



# Chapter 9: Common routine maintenance tasks

This chapter describes how to perform routine maintenance tasks in Avaya Aura® Contact Center.

---

## Prerequisites for performing common routine maintenance tasks

- Ensure that you have registered as a user to access the [www.avaya.com/support](http://www.avaya.com/support) Web site.

---

## Navigation

- [Downloading the latest Avaya documentation](#) on page 57
- [Verifying if installed patches are up-to-date](#) on page 58
- [Downloading the latest Contact Center patches to the server](#) on page 58
- [Installing Contact Center patches](#) on page 59
- [Installing the latest operating system service packs](#) on page 60

---

## Downloading the latest Avaya Aura® Contact Center documentation

### About this task

Download the latest Avaya Aura® Contact Center documentation to ensure that you have the most recent updates. Updates in the documentation accurately reflect the latest software changes.

### Procedure

1. Log on to the Avaya Web site at [www.avaya.com/support](http://www.avaya.com/support).

2. Compare the versions of the Avaya Aura® Contact Center documentation on the site with the versions you have.
  3. If the version number on [www.avaya.com](http://www.avaya.com) is higher than the version number on the documentation you have, download the latest version of the document.
  4. Review the Avaya Web site for release notes and readme files.
- 

---

## Verifying if installed patches are up-to-date

### Before you begin

- Look up the latest patches and upgrades for your Contact Center server at [www.avaya.com/support](http://www.avaya.com/support).
- Review *Avaya Aura® Contact Center Upgrade and Patches* (NN44400-410) to understand how to install missing patches.

### About this task

Verify if installed patches are up-to-date by using the Contact Center Patch Viewer to view available patches and to verify the patches that are already installed on the server. Use the Patch Viewer to view the readme files associated with each patch.

### Procedure

1. On the Contact Center server where you want to view available patches, click **Start > All Programs > Avaya > Contact Center > Common Utilities > Contact Center Patch Viewer**.
  2. Compare the latest update name in the Patch Viewer with the latest patches listed on the Avaya Web site.
- 

---

## Downloading the latest Contact Center patches to the server

### Before you begin

- Ensure that you use an account with administrator privileges on your server.

### About this task

Download the latest Contact Center patches to the server from [www.avaya.com/support](http://www.avaya.com/support) to ensure that you have the most current software.

## Procedure

1. Log on to the server using an account with administrator privileges.
  2. In Windows Explorer, browse to the patch folder on the Contact Center installation DVD.
  3. Download the latest service pack .msi file and save it on the Contact Center server on the D: drive.
  4. If a new service pack .msi file exists on [www.avaya.com/support](http://www.avaya.com/support), download it and save it on the Contact Center server.
  5. Move the .msi files to <drive>:Avaya\_Support\ProductUpdates\Log.
- 

---

# Installing Contact Center patches

## Before you begin

- Download the latest documentation. See [Downloading the latest Avaya documentation](#) on page 57.
- Download the latest appropriate service packs. See [Downloading the latest Contact Center patches to the server](#) on page 58.
- Ensure that you use an account with administrator privileges on your server.
- Install patches in the following order:
  - Contact Center Common Component patches
  - service packs

## About this task

Install the latest Contact Center patches to ensure that you have the most current development updates.

The Contact Center Patch Viewer displays patches for installed Contact Center applications.

## Procedure

1. Click **Start > All Programs > Avaya > Contact Center > Common Utilities > Contact Center > Patch Manager**.
2. Click **Install**.
3. Click **Browse** and navigate to the folder where you downloaded the service packs.
4. Click **Scan for Updates**.  
The Contact Center Updates section displays the available service packs.

5. Select the appropriate service pack.
  6. Click **Install Selected Updates**.  
The Patch Manager installs the service pack and displays a confirmation message.
  7. Click **Close**.
  8. Verify that the newly installed service pack appears under Installed Updates.
- 

---

## Installing the latest operating system service packs

### Before you begin

- Access the Avaya hotfixes list on the Avaya Web site at [www.avaya.com](http://www.avaya.com).
- Perform a backup of all application databases.
- Install and configure Microsoft Windows Server 2008 on your server.

### About this task

Install the latest operating system service packs that are supported for Contact Center. You must download the latest supported operating system service pack from the Avaya hotfixes list to ensure your Contact Center server software functions correctly with the supported operating system patches.

### Procedure

1. Review the Contact Center Portfolio Service Packs Compatibility and Security Hotfixes Applicability List, to determine the latest supported operating system patch.
  2. Download the Microsoft Windows Server 2008 service packs and hot fixes appropriate for the Contact Center application software on this server.
  3. Install the latest Windows Server 2008 service pack that is validated with the Contact Center application software you installed on the server. Follow the Microsoft installation instructions.
-

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