Contents

- 1 Information About Backing Up the Cisco Unified MeetingPlace Audio Server System Database
- 2 How to Back Up the Cisco Unified MeetingPlace Audio Server System Database
  - 2.1 Backing Up the Cisco Unified MeetingPlace Audio Server System Database
    - 2.1.1 Procedure
    - 2.1.2 System Database Backup Example
  - 2.2 Viewing Backup Results
    - 2.2.1 Procedure
- 3 About Restoring Data from a Backup File
- 4 How the Database is Restored
  - 4.1 How the Most Current Backup File is Located
- 5 How to Restore Data from a Backup File That is Stored on a Local Drive
  - 5.1 Performing Prerestoration Tasks
    - 5.1.1 Procedure
  - 5.2 Restoring from a Backup File
- 6 How to Restore Data from a Backup File That is Stored on a Network File Server
  - 6.1 Configuring the Cisco Unified MeetingPlace Gateway SIM to Access the Network File Server
    - 6.1.1 Procedure
  - 6.2 Updating Cisco Unified MeetingPlace Gateway SIM Settings
    - 6.2.1 Procedure
    - 6.2.2 Restoring Cisco Unified MeetingPlace System Data from a Backup File Example

Information About Backing Up the Cisco Unified MeetingPlace Audio Server System Database

Backups are scheduled and run from Cisco Unified MeetingPlace MeetingTime. When and how often you schedule backups depend upon the number of users, the frequency of configuration changes that occur in your system, your corporate backup guidelines, and relative loads on your system.

For more information about MeetingTime, see Deploying and Using MeetingTime

In general, you should do the following:

- Schedule regular daily backups
- Schedule backups at night

Note: Backups that use a daily "step" recurrence pattern (e.g. every x days) will use that step interval until the next month boundary occurs; at this time the pattern will reset to occur on the first day of the new month, using the same step interval beginning on that day. This behavior will repeat on a monthly basis.

Note: To ensure changes that are made to the database during the day are included in the backup, back up your system at night. However, you can schedule a backup during normal business hours when the system is being used.

How to Back Up the Cisco Unified MeetingPlace Audio Server System Database

This section contains the following procedures:

- Backing Up the Cisco Unified MeetingPlace Audio Server System Database
- Viewing Backup Results

Backing Up the Cisco Unified MeetingPlace Audio Server System Database

Procedure

1. Log on to MeetingTime.
2. Click the Register Book and select the **System** tab.
3. For Actions, choose **Database Backup**.
4. Configure the Backup Settings by entering the backup criteria for your system into the following fields:

Field	Description
Frequency	Choose how often and when to perform the backup. The options are as follows: • Once-performs a single backup immediately • Recurring-performs a backup at a specified time
If recurring, hr. of day	Enter the time to begin the backup.
If Recurring every *x* days	Enter the number of days between backups where *x* is one or greater.

5. Click **Execute**.

System Database Backup Example

The following example is sample MeetingTime output that shows a successful backup.

```
Thu Jun 24 10:54:46 EDT 2004 Entering network backup script

Checking for backup gateway

Found.

Using partition 1e for working space

Creating backup file Thu Jun 24 10:54:47 EDT 2004
```

```
Backup file created Thu Jun 24 10:57:53 EDT 2004

Transfer

Updating the list of backup gateways

We will use Unit 16...

Setting up temporary directory and files...

Thu Jun 24 10:58:16 EDT 2004 Getting 'Ready' File...

'Ready' file has been received...

Putting 'Server' file onto unit...

..

Trying to retrieve 'ServerAck' file...

'ServerAck' file has been received...

Putting backup file (size 5991406) onto unit...

5000000 left to transfer

4000000 left to transfer

3000000 left to transfer

2000000 left to transfer

1000000 left to transfer

Putting backup.dat onto unit...

Trying to retrieve MPBU_Done file...

'Done' file has been received...

Thu Jun 24 11:00:54 EDT 2004 Backup is done

Cleaning out...

Thu Jun 24 11:00:54 EDT 2004 Network backup is complete
```

Viewing Backup Results

Procedure

1. In the Register Book, choose the **System** tab.
2. For Actions, choose **Database Backup**.
3. For the **Results of last backup** attribute, click in the **Values** area.

   The results of the backup display.

   If a problem occurs during the backup, the system generates an alarm, and a description of the problem is logged in the **Results of last backup** field.

   Tip: You can also confirm that backup files have been copied by looking in the backup folder.

About Restoring Data from a Backup File

If catastrophic failure occurs, you have several options for recovery depending upon the redundant systems that you have in place.

For additional information about these recovery options, see the information about backing up information and About Disaster Recovery

If you require assistance recovering your data, contact Cisco TAC.

How the Database is Restored

The restoration process occurs as follows:

1. The backup file is copied to the Cisco Unified MeetingPlace Audio Server system.
2. The integrity of the file is verified.
3. The Cisco Unified MeetingPlace Audio Server system is brought down.
4. The restoration is performed.

Caution! You must only restore data to the same Cisco Unified MeetingPlace Audio Server release from which the data originated. For example, Cisco Unified MeetingPlace Audio Server 5.3 data must be restored to a Cisco Unified MeetingPlace Audio Server 5.3 installation-not to a Cisco MeetingPlace Audio Server Release 5.2 installation.

How the Most Current Backup File is Located

By using the Cisco Unified MeetingPlace Audio Server system log file, which gives the time of the most recent backup, you must locate your most recent backup.

The most recent backup file may be stored in the following places:

- At a location that is determined by your corporate backup processes
- On a network volume
- On one or more backup-gateway servers

If Cisco Unified MeetingPlace Network Backup Gateway is installed on multiple backup gateway servers and files are backed up to local drives, also look in each of the drives to locate the most current backup. If files are backed up to a network file server, all backups are in the same folder.

How to Restore Data from a Backup File That is Stored on a Local Drive

Caution! Existing database information is overwritten by the restoration procedure.

To restore files from a local drive, perform the following procedures in this order:

- Performing Prerestoration Tasks
- Restoring from a Backup File

Performing Prerestoration Tasks

Before you restore from a backup file, perform the following tasks:

Procedure

1. Verify that the existing database information on the Cisco Unified MeetingPlace Audio Server system is unusable.
2. Fix the problem that caused the database failure and any other problems that resulted from the failure.
3. Identify the most current backup.
   For more information, see the How the Most Current Backup File is Located.
4. Ensure that available backups do not get overwritten by safeguarding all previous backups and redundant copies.

Restoring from a Backup File

Note: If you are restoring from a backup file that is located on an NFS, use the procedures in the How to Restore Data from a Backup File That is Stored on a Network File Server.

If the backup file is stored on the local drive of a backup-gateway server, perform the following steps to restore from a backup file:

1. Telnet to the Cisco Unified MeetingPlace Audio Server system and log in as a technician.
2. At the tech$ prompt, enter **gwstatus**.
3. If you have only one backup gateway server, go to Step 4.
   If you have more than one backup gateway server, note the backup-gateway server unit number that corresponds to the name of the server that has the backup file from which you wish to restore.
4. In **gwstatus** output, verify that the backup-gateway server from which you want to restore has a status of Ok.
5. At the tech$ prompt, enter **restore**.
6. If you have only one backup-gateway server, go to Step 7.
   If you have more than one backup-gateway server, choose the one from which to restore.
7. When prompted to proceed, enter **y**.
   A list of backup files appears.
8. Choose the file from which you want to restore data.
   The Cisco Unified MeetingPlace Audio Server system will then transfer the file and verify that the file is correctly transferred and usable.
   or
   To view a list of files that are available on a different backup-gateway servers, perform the following steps:
   1. Press **Enter** to stop the current restore process.
   2. Go to Step 5.
9. When file transfer is complete, enter **y** to bring down the Cisco Unified MeetingPlace Audio Server system and proceed with the restoration.
10. After the restoration is complete, restart the Cisco Unified MeetingPlace Audio Server system.
    If you are restoring data from a network drive, go to the Updating Cisco Unified MeetingPlace Gateway SIM Settings.

How to Restore Data from a Backup File That is Stored on a Network File Server

If the backup file is on a NFS, perform the following procedures in this order:

- Performing Prerestoration Tasks
- Configuring the Cisco Unified MeetingPlace Gateway SIM to Access the Network File Server
- Restoring from a Backup File
- Updating Cisco Unified MeetingPlace Gateway SIM Settings

Configuring the Cisco Unified MeetingPlace Gateway SIM to Access the Network File Server

Before you perform the restoration, you must configure the Gateway SIM to access the network volume where the file that is going to be used for the restoration is located.

Procedure

1. Obtain the domain, user ID, and password for a Windows account that has access to the network volume where the backup file is located. The Windows password cannot contain the characters < or >.
   Note: This account must have the target network volume mapped at login, or you must currently be logged in to this computer with the target drive mapped.
2. If Cisco Unified MeetingPlace Web Conferencing is installed, stop that service first; then, stop all other Cisco Unified MeetingPlace services, including Gateway SIM, by performing the following steps:
   1. From the Start menu, choose **Settings > Control Panel > Administrative Tools > Services**.
   2. Right-click each Cisco Unified MeetingPlace system service and select **Stop**.
   3. Close the Services window.
3. Double-click the **MeetingPlace Gateway SIM** service.
4. Click the **Log On** tab.
5. Choose **This account** and enter the user ID and password that you obtained in Step 1.
   Note: You may need to use the format MY_DOMAIN\my_username.
6. Click **OK**.
7. Restart the backup gateway server.

Updating Cisco Unified MeetingPlace Gateway SIM Settings

After you complete restoration, you must remove the changes that you made to the Gateway SIM configuration.

Procedure

1. If Cisco Unified MeetingPlace Web Conferencing is installed, stop that service first; then, stop all other Cisco Unified MeetingPlace services, including Gateway SIM, by performing the following steps:
   1. From the Start menu, choose **Settings > Control Panel > Administrative Tools > Services**.
   2. Right-click each Cisco Unified MeetingPlace system service and select **Stop**.
   3. Close the Services window.
2. Double-click the **MeetingPlace Gateway SIM** service.
3. Click the **Log On** tab.
4. Select **Local System account**.
5. Restart the backup-gateway server.

Restoring Cisco Unified MeetingPlace System Data from a Backup File Example

The following example shows sample output from the **gwstatus** command. In this example, Unit 16 corresponds to the server named Servername2, and this is the server on which Cisco Unified MeetingPlace Network Backup Gateway is installed, as indicated by the MPBackup descriptor.

```
MPServer: tech$ gwstatus
```

```
Gateway SIM Status/Mon Dec 1 16:45:22 2003

_____________________________________________

Remote Units

Unit 16 Severname 2 v5.2.0.13 Ok 12/01/03 16:45:20

Unit 17 Severname 2 v5.2.0.13 Ok 12/01/03 16:44:57

Unit 18 Severname 2 v5.2.0.14 Ok 12/01/03 16:45:15

Gateways:

Unit 16 IP Gateway v5.2.0.12 Ok 12/01/03 07:56:50

Unit 16 MPBackup v5.2.0.5 Ok 12/01/03 16:45:14

Unit 17 DataConf:GCC v4.3.0.100 Ok 12/01/03 16:44:56

Unit 17 DataConf:GW v4.3.0.100 Ok 12/01/03 16:44:20

...

Unit 18 MPBackup v5.2.0.5 Ok 12/01/03 16:45:03
```

In the following example, the **restore** command is entered, **2** is selected to restore from a file that is located on a network drive, and **y** is entered to begin the restore process.

```
MPServer: tech$ restore

Restore database from?

1) Local file

2) Remote file

q) (Quit Restore)

Enter choice: 2

Remote source if from a remote file

restore.gateway: started

Thu Oct 23 18:20:23 PDT 2003

restore.gateway will bring down the MeetingPlace applications and

OVERWRITE the current contents of the database.

First step: just copy the backup files to this server?
```

```
Proceed (y/[n])? y

restore.gateway: detailed output is saved in /usr/adm/restore.log for
reference
```

The following sample output shows that there are two backup gateway servers from which to choose, unit 19 and 21.

```
Available units for backup:

1) unit 19

2) unit 21

Pick an available gateway

Enter choice [1-2]:
```

After a backup gateway server is selected, a list of available backup files appears, as shown in the following example:

```
Checking available backup files on this unit...

Backup location is C:/Program Files/Latitude/MeetingPlace Backup/BACKUP

Available backup files:

1) file name: BU_0001af03b786_20031007121534.tgz

Date of Backup: 10/07/2003 at 12:14:14

File size: 6450211 bytes

2) file name: BU_0001af03b786_20031008121515.tgz

Date of Backup: 10/08/2003 at 12:14:55

File size: 6451990 bytes

3) file name: BU_0001af03b786_20031009121543.tgz

Date of Backup: 10/09/2003 at 12:15:23

File size: 6450275 bytes

Pick an available file

Enter choice [1-3 or <cr> to abort]:
```

As shown in the following example, the system must be downed to complete the backup process.

```
Down the system and complete the backup?

Proceed (y/[n])? y
```