

# Cisco Unity Connection Disaster Recovery

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## Introduction

Regularly back up Cisco Unity Connection voice messages and data using the Cisco Unity Connection Disaster Recovery Backup tool to ensure that you can recover Cisco Unity Connection voice messages and data in the event of a disaster.

**Note:** Currently, no Third-party backup software is qualified for use with Cisco Unity Connection.

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

The information in this document is based on these software and hardware versions:

- Cisco Unity Connection version 1.1(1) and later
- Cisco Unity Connection Disaster Recovery Tool Backup version 2.0.6 and later
- Cisco Unity Connection Disaster Recovery Tool Restore version 2.0.10 and later

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

### Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

# Back Up Cisco Unity Connection Data

Back up Cisco Unity Connection data using the Cisco Unity Connection Disaster Recovery Backup tool, which is available in Tools Depot. (An updated version is available on [CiscoUnityTools.com](http://CiscoUnityTools.com)). Use the scheduling feature in order to perform regular backups of data and voice messages.



**Caution:** The Backup Tool does not run on a Cisco Unity Connection system that does not run properly.

Refer to the Disaster Recovery Tool Help for information on how to use the Disaster Recovery Backup Tool. You can access the Disaster Recovery Tool Help:

- On the Help menu in the Disaster Recovery Backup tool.
- Online at the Unity Connections Disaster Recovery Backup tool.

**Note:** The Disaster Recovery Tool Help that is available in Tools Depot is currently only the first page of the Backup Tool Help.

**Note:** The amount of hard disk space required for a Cisco Unity Connection backup depends on the amount of configuration, number of users and amount of the voice messages each user has on the Unity Connection server.

## Restore Data on the Cisco Unity Connection Server

When you restore data on the Cisco Unity Connection server, do all of the procedures in this section that are applicable.

### Reinstall Software on the Cisco Unity Connection Server

During disaster recovery, you must restore data to a fresh, fully functional install of Cisco Unity Connection. Based on the reason you are restoring from backup, you might have to reinstall all software on the Cisco Unity Connection server. For example, if the second RAID array failed in a system with two RAID arrays, Connection is no longer present, but Connection registry entries are present. This prevents Connection Setup from running. Reinstall all software, including Windows Server 2003, on the Cisco Unity Connection server. (You must install Windows with the Cisco Platform Configuration disc, or Connection Setup fails.) In the Overview of Mandatory Tasks for Installing a Cisco Unity Connection 1.x System chapter of the Cisco Unity Connection Installation Guide, do task 2 through task 7 in Part 1: Installing and Configuring the Cisco Unity Connection Server.

**Note:** If the phone system was not affected, you can skip task 3.

While you complete the Cisco Unity Connection Configuration Assistant, you can enter just enough data in order to finish the Configuration Assistant. For example, if you had configured integrations with multiple phone systems, you do not need to reproduce that configuration before you can restore Connection data. All configuration data is stored in the Cisco Unity Connection database. Any values that you enter during the Configuration Assistant are overwritten when you restore data from the backup.

### Restore Data Using the Cisco Unity Connection Disaster Recovery Restore Tool

Restore Cisco Unity Connection data using the Cisco Unity Connection Disaster Recovery Restore tool,

which is available in Tools Depot. An updated version is available on CiscoUnityTools.com.

Refer to the Disaster Recovery Tool Help for information on how to use the Disaster Recovery Backup Tool. You can access the Disaster Recovery Tool Help:

- On the Help menu in the Disaster Recovery Backup tool.
- Online at the Unity Connections Disaster Recovery Backup tool.

**Note:** The Disaster Recovery Tool Help that is available in Tools Depot is currently only the first page of the Backup Tool Help.

## Restore SSL Certificates

The Backup Tool does not back up SSL certificates that you:

- Install to secure Cisco PCA or IMAP access to Cisco Unity Connection.
- Add to the root certificate store on the Cisco Unity Connection server when you configure access to Exchange e-mails through TTS.
- Add to the root certificate store on the Cisco Unity Connection server when you configured access to Exchange calendars and contacts.

As a result, you need to restore these certificates manually. Do the applicable procedure in the Cisco Unity Connection Installation Guide.

If you...	Do the procedure(s) in this section in the Cisco Unity Connection Installation Guide
Manually installed an SSL certificate to secure Cisco PCA or IMAP access to Cisco Unity Connection.	<i>Creating and Installing an SSL Certificate in the Securing Cisco</i>
Added to the root certificate store on the Cisco Unity Connection server when you configured access to Exchange e-mails through TTS.	PCA and IMAP Access to Cisco Unity Connection chapter.  <i>Configuring the Cisco Unity Connection Server to Trust Exchange Certificates in the</i>
Added to the root certificate store on the Cisco Unity Connection server when you configured access to Exchange calendars and contacts.	Configuring Access to Exchange E-mails Through TTS chapter.  <i>Configuring the Cisco Unity Connection Server to Trust Exchange Certificates in the</i>

## Re-run the Cisco Unity Connection Network Security Wizard (Separate Voice-Recognition Server Only)

If you have a separate voice-recognition server, use this procedure to rerun the Cisco Unity Connection Network Security Wizard on the Connection server and the voice-recognition server to reconfigure IPsec between the servers.

Complete these steps in order to secure the connection between the Cisco Unity Connection Server and the Voice–Recognition Server.

1. Browse to the **G:\Cisco Systems\Cisco Unity Connection\TechTools** directory and run **NetworkSecurityWizard.exe** on the Cisco Unity Connection server.
2. Click **Next** on the Overview page.
3. Click **Next** to accept the default configuration on the Windows Firewall Configuration page.
4. Check **Configure IPSec for Speech Recognition Traffic** On the IPsec Configuration page.
5. Enter the IP address of the voice–recognition server in the IP Address of the Speech Recognition Server field.
6. Enter a 15–character or greater key or passphrase in the Pre–shared Key or Passphrase for Speech Recognition IPSec Authentication field.

This value is used to encrypt network traffic between the Connection server and the voice–recognition server. Write down the key or passphrase that you specify. You need it again later in this procedure because the Connection server and the voice–recognition server must use the same value to encrypt and decrypt traffic.

7. Re–enter the value that you entered in step 6 in the Confirm Pre–shared Key field.
8. Click **Next**.
9. Click **Configure** on the Confirmation page.
10. Click **Next** on the Execute Configuration page.
11. Click **Finish** on the Completion page.
12. Browse to the **G:\Cisco Systems\Cisco Unity Connection\TechTools** on the voice–recognition server, and run **NetworkSecurityWizard.exe**.
13. Click **Next** on the Overview page.
14. Click **Next** to accept the default configuration on the Windows Firewall Configuration page.
15. Check **Configure IPSec for Cisco Unity Connection Traffic** on the IPsec Configuration page.
16. Enter the IP address of the Cisco Unity Connection server in the IP Address of the Cisco Unity Connection Server field.
17. Enter the same 15–character or greater key or passphrase that you entered in step 6 in the Pre–shared Key or Passphrase for Cisco Unity Connection IPSec Authentication field.
18. Re–enter the value that you entered in step 6 in the Confirm Pre–shared Key field.
19. Click **Next**.
20. Click **Configure**.
21. Click **Next** on the Execute Configuration page.
22. Click **Finish** on the Completion page.

**Note:** If you see unsuccessful logon events at the time when the backup is scheduled to run for the administrator user, reconfigure the administrator password on Disaster Recovery Tool (DiRT) in order to resolve the issue.

## NetPro Discussion Forums – Featured Conversations

Networking Professionals Connection is a forum for networking professionals to share questions, suggestions, and information about networking solutions, products, and technologies. The featured links are some of the most recent conversations available in this technology.

NetPro Discussion Forums – Featured Conversations for Voice
Service Providers: Voice over IP
Voice & Video: Voice over IP
Voice & Video: IP Telephony
Voice & Video: IP Phone Services for End Users

Voice & Video: Unified Communications
Voice & Video: IP Phone Services for Developers
Voice & Video: General

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## Related Information

- [Cisco Unity Connection Disaster Recovery Tool Help](#)
- [Voice Technology Support](#)
- [Voice and Unified Communications Product Support](#)
- [Recommended Reading: Troubleshooting Cisco IP Telephony](#)
- [Technical Support & Documentation – Cisco Systems](#)

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