



CHAPTER 24

Managing Database Backups

The Database Backup window allows the administrator to view scheduled database backups that are configured on the Cisco TelePresence Exchange System and to view past database backups and database restores.

Additionally, you can initiate a manual, on-demand backup of an existing scheduled backup, and restore a database backup on the database server of the system.

The following sections describe viewing the current backup schedule, and viewing past database backup and database restores information as part of database server maintenance:

- [Viewing the Scheduled Database Backup, page 24-1](#)
- [Viewing Past Database Server Backups and Restores, page 24-1](#)
- [Performing a Manual Database Backup, page 24-3](#)
- [Restoring a Database Server Backup, page 24-4](#)

Viewing the Scheduled Database Backup

The currently configured backup schedule for the database backup is found at the top of the Database Backup window (System > Database Backup) and is displayed as Current Backup Schedule. An example of the display is as follows:

Current Backup Schedule: Daily at 2:08 PM America/Los_Angeles

For details on configuring scheduled database backups, see the “[Configuring Database Backups](#)” section on [page 8-7](#).

Viewing Past Database Server Backups and Restores

You can view details for past database server backups and backup restores.

Details of database backups include the following:

- Start time of the backup
- Duration of the backup
- IP address or name of the backup server
- Filename of the backup file
- Type of backup (such as scheduled)

- Status of the backup (such as success)
- Log of the backup

Details of database restores include the following:

- Date of the backup file that is restored on the database server
- Start time of the backup
- IP address or name of the backup server
- Filename of the backup file
- Type of backup (such as on demand)
- Status of the backup (such as success)
- Log of the backup

Before You Begin

Configure scheduled backups for the Cisco TelePresence Exchange System database server.

Procedure

To view existing scheduled backups for the database server, do the following procedure:

Step 1 From the navigation pane, choose **System > Database Backup**.

The Database Backup window is displayed.



Note When a database backup schedule is configured for the system, the schedule is displayed to the right of the Current Backup Schedule heading (such as **Daily at 2:08 PM America/Los_Angeles**).

Step 2 To view details for a past database backup or database restore, do one of the following:

- To view details for a past database backup, click an entry in the Start Time column in the Past Backups section of the Database Backup window.
 - To display the latest backup at the top of the listing, click the sorting icon (triangle) that is next to the Start Time heading so that it points downward.
 - To display the earliest backup, click the sorting icon that is next to the Start Time heading so that it points upward.
- To view details for a past database restore, click an entry in the Backup Restores column in the Past Restores section of the Database Backup window.
 - To display the latest database restore at the top of the listing, click the sorting icon (triangle) that is next to the Start Time heading so that it points downward.
 - To display the earliest database restore at the top of the listing, click the sorting icon (triangle) that is next to the Start Time heading so that it points upward.

Step 3 (Optional) To filter on the number of backup or restore entries that display in the window, do one of the following:

- To view the number of database backups for a specific period, click the **T** icon next to the Start Time column heading in the Past Backup section, enter the starting and ending dates in the filter panel that appears, and then click **Filter**.

- To view the number of database restores for a specific period, click the **T** icon next to Backup From column heading, enter the starting and ending dates in the filter panel that appears, and then click **Filter**.



Note (Optional) The system can also filter on the following parameters: duration of the backup, server IP address, backup filename, size of the database file, backup type, and status. To define a filter (in all cases), click the **T** icon next to the name of the column heading (such as Status), enter the appropriate information in the filter panel that appears, and then click **Filter**.



Caution When you click **Clear Filter** within the Past Backups and Past Restores sections of the Database Backup window, the system clears all user-defined filters for that section.

- Step 4** (Optional) To clear a specific filter, click the **T** icon next to the appropriate column heading (such as Filename), and then click **Clear** in the filter panel that appears.

Performing a Manual Database Backup

Before You Begin

Configure scheduled backups for the Cisco TelePresence Exchange System database server.

Procedure

To do a manual (on-demand) database backup on the database server, do the following procedure:

- Step 1** From the navigation pane, choose **System > Database Backup**.

The Database Backup window is displayed.

- Step 2** To start a manual backup, click **Start a Manual Backup**.



Note To cancel a database backup that is in process, click **Cancel Currently Running Backup** when the database backup begins.

When the backup is complete, an entry for the backup is displayed on the Past Backups listing. The result of the backup is displayed under the Status column and the type of backup is displayed as ON_DEMAND under the Type column.

To ensure that the latest backup is displayed at the top of the Past Backups listing, click the sorting icon (triangle) next to the Start Time heading so that it points downward.

Restoring a Database Server Backup

Before You Begin



Caution

Do not perform the restore process while the system is in service. Verify that no meetings are active on the system during the restore process, or all previous meeting configuration details will be lost.

- Configure scheduled backups for the Cisco TelePresence Exchange System database server.
- Configure a retention policy for the database server backups to ensure that an adequate number of backups are available.
- Verify that the Cisco TelePresence Server MSE 8710 (TPS) resource is online.
- Do not log in to the TPS or Cisco TelePresence MCU MSE 8510 (MSE 8510) administrative console. We recommend that you do not delete the conference names manually. Otherwise, perform the following functions:
 - Reprovision the TPS or MSE 8510 resource.
 - Set the TPS or MSE 8510 resource to a maintenance state.
 - Modify the Conference Name and Vendor Config fields. Then, save your changes.
- For all other media resources and the Cisco TelePresence Manager resource, verify that the user credentials and conference names have not been modified between database server backups and backup restores. If you made modifications, verify that you updated the appropriate media resource.
- After you installed the latest software version or reverted back to the previous software version, wait at least 10 minutes before you start the restore process.

If the restore process fails to restart the call engine servers, gracefully start each call engine server by using the **utils service sipserver start** command. For detailed information about this command, see the [Appendix C, “Command Reference”](#).

Procedure

To restore a database backup on the database server, do the following procedure:

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- Step 1** From the navigation pane, choose **System > Database Backup**.
The Database Backup window is displayed.
- Step 2** To view available database backups to restore on the database server, scroll down to the Past Restores section.
- Step 3** To restore a database backup, click **Restore a Backup** (near the top of the page).
The Restore a Backup window is displayed.
- Step 4** To select a specific backup to restore onto the database server, click the radio button next to the entry listed in the Completed Time column.
- Step 5** To restore the backup, click **Restore**.
The Confirm Restore panel appears.
- Step 6** To confirm and start backup restore, click **Start Restore**.



Note

To cancel the backup restore, click **Cancel** in the Confirm Restore panel.

The system immediately logs the administrator out of the administration console.



Note The administrator does not have access to the administration console until the system restores the database backup file on the database server and the restoration process is complete (approximately five minutes).

Step 7 To ensure that the restore was successful, log back in to the administration console.

Step 8 From the navigation pane, choose **System > Database Backup**.

Step 9 Under the Status column in the Past Restores section of the Database Backup window, ensure that the state for the latest backup restore is displayed as Success.

To display the latest database restore at the top of the listing, click the sorting icon (triangle) that is next to the Start Time heading so that it points downward.
