



CHAPTER 2

Backing up and Restoring Cisco Unified Videoconferencing Manager Data

You can restore the Cisco Unified Videoconferencing Manager database and configuration files from a backup copy. You should back up your database and configuration files on a regular basis.

You can only backup and restore database and configuration files within the same Cisco Unified Videoconferencing Manager release number. Do not attempt to back up the database and configuration files from an old Cisco Unified Videoconferencing Manager version and restore these files to a newer version.

There are many reasons for performing system backups on a regular basis, such as:

- Hardware failure
- Software failure
- Data corruption
- User mistakes
- Preparation for a software upgrade

To restore Cisco Unified Videoconferencing Manager data, stop the Cisco Unified Videoconferencing Manager service before restoring the database, configuration files, branding and sound files. Restart the Cisco Unified Videoconferencing Manager service after restoration is complete.

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How to Back up Cisco Unified Videoconferencing Manager Data

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Backing Up the Internal Database

Procedure

- Step 1** Open a DOS window and go to the MySQL bin directory located by default at one of the following locations:
- C:\Program Files\MySQL\mysql-4.0.21-win\bin, or
C:\MySQL\mysql-4.0.21-win\bin
- Step 2** Run the following DOS command to export the contents of the internal database to a file called mydump:
- ```
mysqldump -u root --all-databases --add-drop-table --single-transaction > mydump
```
- Step 3** Save the mydump file to a safe location.
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## Backing Up an MSSQL 2005/2000/MSDE Database

This section is only relevant if your Cisco Unified Videoconferencing Manager installation uses an external MSSQL database. For demonstration purposes, we assume the installed Cisco Unified Videoconferencing Manager database name is “temp\_db” and that the database owner is “temp\_user”.

You can modify the database name and owner name during the installation process.

### Procedure

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- Step 1** Use Microsoft SQL Server Enterprise Manager or Microsoft SQL Server Enterprise Manager Management Studio to access temp\_db.
- The MSDE database does not include a management console by default. You need to use an external management console to connect to a MSDE database.
- Step 2** Right-click **temp\_db** and select **All Tasks > Backup Database**, or **Task > Backup** to create a database backup file.
- Assume the name of the backup file is “temp\_db.bak”.
- Step 3** Save temp\_db.bak to a safe location.
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## Where to Locate your Backup Configuration Files

- [Database Connectivity Property File, page 2-3](#)
- [Configuration Files, page 2-3](#)
- [LDAP Configuration Files, page 2-3](#)
- [Network Manager Configuration Files, page 2-3](#)
- [OCS 2007 Connector Files, page 2-4](#)

## Database Connectivity Property File

For Cisco Unified Videoconferencing Manager version 5.5 or later—Place the following files under `JBOSS_HOME\server\default\deploy`

For Cisco Unified Videoconferencing Manager version 5.1 or earlier—Place the following files under `JBOSS_HOME\server\all\deploy`

- `mssql-ds.xml` (when working with Microsoft SQL server)
- `mysql-ds.xml` (when working with the internal database server)

where `JBOSS_HOME` is the home directory of the JBOSS application server used in Cisco Unified Videoconferencing Manager.

By default, `JBOSS_HOME` is `C:\Program Files\Cisco\Unified Videoconferencing Manager\CUVCMRM\jboss`.



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**Note** This is the default `JBOSS_HOME` directory for Cisco Unified Videoconferencing Manager version 5.1. For older versions, the `JBOSS_HOME` directory may be different.

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## Configuration Files

Place the following files under the directory `JBOSS_HOME\bin`:

- `vcs-cdr-config.xml`
- `vcs-config.xml`
- `vcs-core.properties`
- `vnex.properties`

## LDAP Configuration Files

Place the following files under the directory `JBOSS_HOME\bin\configFiles`:

- All files (if any) under this directory.

## Network Manager Configuration Files

For Cisco Unified Videoconferencing Manager version 5.5 or later—Place the following under `JBOSS_HOME\server\default\deploy\vcs.ear\CUCMNM.war\WEB-INF\classes`

For Cisco Unified Videoconferencing Manager version 5.1 or earlier—Place the following under `JBOSS_HOME\server\all\deploy\vcs.ear\CUCMNM.war\WEB-INF\classes`

- `adminconfig` folder
- `config` folder

## OCS 2007 Connector Files

Cisco Unified Videoconferencing Manager version 5.6 or later supports OCS 2007. Back up the following files:

- ICM\_HOME\jboss\server\default\deploy\vcs.ear\ocs.war\jsp\oc\tab.xml
- ICM\_HOME\sipserver\conf\SIPConfig.xml

where ICM\_HOME is the Cisco Unified Videoconferencing Manager installation directory.

By default, ICM\_HOME is C:\Program Files\Cisco\Unified Videoconferencing Manager\CUVCMRM

## Backing Up Branding and Sound Files

For Cisco Unified Videoconferencing Manager version 5.5 or later—Back up all files (if any) located under JBOSS\_HOME\server\default\deploy\branding.war\image.

For Cisco Unified Videoconferencing Manager version 5.1 or earlier—Back up all files (if any) located under JBOSS\_HOME\server\all\deploy\branding.war\image.

## Backing Up the License

### Procedure

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- Step 1** Go to **Start > Run** and enter **regedit** to open the Windows registry.
- Step 2** For Cisco Unified Videoconferencing Manager version 5.5 or later—Back up the license key under:  
 \HKEY\_LOCAL\_MACHINE\SOFTWARE\CISCO > RESOURCE MANAGER\4.0
- Step 3** For Cisco Unified Videoconferencing Manager version 5.1 or earlier—Back up the license and serial number under:  
 \HKEY\_LOCAL\_MACHINE\SOFTWARE\CISCO > RESOURCE MANAGER > license  
 \HKEY\_LOCAL\_MACHINE\SOFTWARE\CISCO > RESOURCE MANAGER > serial
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## How to Restore Cisco Unified Videoconferencing Manager Data

- [Restoring Configurations, page 2-5](#)
- [Restoring the Internal Database, page 2-5](#)
- [Restoring an MSSQL 2005/2000/MSDE Database, page 2-6](#)
- [How to Restore Configuration Files, page 2-7](#)
- [Restoring Branding and Sound Files, page 2-7](#)
- [Restoring the License, page 2-8](#)

## Restoring Configurations

### Procedure

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- Step 1** Stop the Cisco Unified Videoconferencing Manager service:
- Go to **Control Panel > Administrative Tools > Services**.
  - Locate the service named “Cisco Unified Videoconferencing Manager” and stop it.
- Step 2** Restore the database.
- Step 3** Restore the configuration files.
- Step 4** Restore the Branding and Sound Files.
- Step 5** Start the Cisco Unified Videoconferencing Manager service.
- Step 6** Restore the License Files.
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### Related Topics

- [Restoring the Internal Database, page 5](#)
- [Restoring Configurations, page 5](#)
- [Restoring Branding and Sound Files, page 7](#)
- [Restoring the License, page 8](#)

## Restoring the Internal Database

### Procedure

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- Step 1** Open a DOS window and go to the MySQL bin directory located by default at one of the following locations:
- ```
C:\Program Files\MySQL\mysql-4.0.21-win\bin
```
- or
- ```
C:\MySQL\mysql-4.0.21-win\bin
```
- Step 2** Copy the mydump file to the bin directory where mydump is the name of the database backup file.
- Step 3** In the DOS window, enter the “mysql -u root” command to access the MySQL database command line user interface.
- The command link prompt changes to mysql>.
- Step 4** Run the following command to restore the content that has been dumped into the backup file to the database:
- ```
mysql> source mydump
```
- Step 5** Run the following command to exit the MySQL command line window:
- ```
mysql > exit
```
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## Restoring an MSSQL 2005/2000/MSDE Database

This section is only relevant if your Cisco Unified Videoconferencing Manager installation is using an external MSSQL database. For demonstration purposes, we assume the installed Cisco Unified Videoconferencing Manager database name is “temp\_db” and that the database owner is “temp\_user”.

You can modify the database name and its owner name during the installation process.

### Procedure

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- Step 1** Use Microsoft SQL Server Enterprise Manager or Microsoft SQL Server Enterprise Manager Management Studio to access temp\_db.
- MSDE database does not include a management console by default. You need to use an external management console to connect to a MSDE database.
- Step 2** If you are restoring temp\_db to the same database server, make sure that temp\_db exists. If "temp\_db does not exist, create a new database called temp\_db.
- Step 3** If you are restoring temp\_db to a new database server, delete the temp\_db database on that new database server if it exists, and create a new database called temp\_db.
- Step 4** Ensure no other applications are using temp\_db.
- Step 5** Right-click **temp\_db** and select **All Tasks > Restore Database**, or **Task > Restore > Database**.
- Step 6** Select **From device** on the General tab, and use the temp\_db.bak as the backup file.
- Step 7** Click **Options**.
- Step 8** Select either **Force restore over existing database** or **Overwrite the existing database**.
- Step 9** Click **OK**.
- Step 10** Select **temp\_db** and open the Query Analyzer window.
- Step 11** From the Query Analyzer, run
- ```
sp_helpuser 'temp_user'
where temp_user is the name of the database user.
```
- The database restore procedure has succeeded if the LoginName entry is the same as the UserName entry in the returned table, and if the DefDBName entry is temp_db.
- Step 12** If the LoginName and DefDBName entries are null:
- a. Run


```
sp_addlogin 'temp_user', 'temp_user_password', 'temp_db', null, [SID value from
the table returned at 11]
where
```

“temp_user” is the name of the database user

“temp_db” is the name of the database

“temp_user_password” is the database user password. Its value should be the same as the “temp_user” password from the old backup database.

You can create a new password if you wish. Update the new password in the mssql-ds.xml file in clear text, as shown below. The old password is stored in encrypted format.

```
<connection-url>jdbc:microsoft:sqlserver://IP_address:1433;databasename=temp_db;  
SendStringParametersAsUnicode=false</connection-url>  
<driver-class>com.microsoft.jdbc.sqlserver.SQLServerDriver</driver-class>  
<user-name>temp_user</user-name>  
<password>temp_user_password</password>
```

b. Run

```
sp_helpuser 'temp_user'
```

and verify that the LoginName entry is the same as the UserName entry in the returned table, and that the DefDBName entry is temp_db.

How to Restore Configuration Files

Copy the configuration files listed in the “[Where to Locate your Backup Configuration Files](#)” section on [page 2-2](#) back to their appropriate directory.

- [Restoring to a Different Server, page 2-7](#)
- [Restoring OCS 2007 Connector Files, page 2-7](#)

Restoring to a Different Server

When restoring backup configuration files to a different server, verify that the server name in the `<host-url>` tag of the `vcs-config.xml` file is consistent with the current server name. For example:

```
<host-url>http://new-server-name:8080</host-url>
```

Restoring OCS 2007 Connector Files

When restoring the following files:

- `ICM_HOME\jboss\server\default\deploy\vcs.ear\ocs.war\jsp\oc\tab.xml`
- `ICM_HOME\sipserver\conf\SIPConfig.xml`

where `ICM_HOME` is the Cisco Unified Videoconferencing Manager installation directory, remove the following file if it exists:

- `ICM_HOME\sipserver\conf\UpdatedSIPConfig.xml`

By default, `ICM_HOME` is `C:\Program Files\Cisco\Unified Videoconferencing Manager\CUVCMRM`

Restoring Branding and Sound Files

Copy the configuration files listed in the “[Backing Up Branding and Sound Files](#)” section on [page 2-4](#) back to their appropriate directory.

Restoring the License

Procedure

- Step 1** Go to **Start > All Programs > Cisco Unified Videoconferencing Manager > Update License**.
- Step 2** For Cisco Unified Videoconferencing Manager version 5.5 or later—Enter the backup license key in the Enter License field.
- Step 3** For Cisco Unified Videoconferencing Manager version 5.1 or earlier—Enter the backup license key and serial number in the New license key and New serial number fields.
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