



Preface

This preface describes the overview, audience, organization, and conventions of this guide and provides information on how to obtain related documentation.

The preface covers these topics:

- [Overview, page vii](#)
- [Audience, page vii](#)
- [Organization, page viii](#)
- [Conventions, page viii](#)
- [Related Documentation, page ix](#)
- [Obtaining Documentation, page ix](#)
- [Documentation Feedback, page x](#)
- [Obtaining Technical Assistance, page x](#)
- [Obtaining Additional Publications and Information, page xi](#)

Overview

The *Cisco IP Telephony Backup and Restore System (BARS) Administration Guide, Version 4.0 (2)* describes how to use the BARS utility and provides procedures for completing various backup-related tasks and restore-related tasks.

Audience

This guide provides a reference and procedural guide for users of Cisco CallManager and other Cisco IP telephony applications.

Organization

Table 1 provides an overview of this guide:

Table 1 *Organization of this Manual*

Chapter	Description
Chapter 1, “Backup and Restore System (BARS) Overview”	This section provides overview information about some of the main components that make up the BARS utility.
Chapter 2, “BARS Installation”	This section contains installation procedures and installation-related information.
Chapter 3, “Backing Up the Data”	This section contains procedures for backing up your data. Procedures include configuring the backup server and the data source servers.
Chapter 4, “Restoring the Data”	This section contains procedures for restoring data that was backed up from the configured data source servers.
Appendix A, “BARS Error Messages”	This section contains a list of error messages and their workarounds for messages that you may receive during BARS installation or usage.

Conventions

Notes use the following conventions:



Note

Means *reader take note*. Notes contain helpful suggestions or references to material not covered in the publication.

Tips use the following convention:



Tip

Means *the following are useful tips*.

Cautions use the following convention:



Caution

Means *reader be careful*. In this situation, you might do something that could result in equipment damage or loss of data.

Related Documentation

Click on the URLs in [Table 2](#) to navigate to the appropriate documentation about related Cisco IP Telephony applications and products:

Table 2 Quick Reference for URLs

Related Information and Software	URL
Backup and restore release note documentation	http://www.cisco.com/univercd/cc/td/doc/product/voice/backup/index.htm
Operating system documentation and Virtual Network Computing (VNC) documentation	http://www.cisco.com/univercd/cc/td/doc/product/voice/iptel_os/index.htm
<i>Cisco CallManager Compatibility Matrix</i>	http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/index.htm
Cisco CallManager documentation, including Cisco CAR documentation	http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/index.htm
Cisco CallManager service releases	http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml
Related Cisco CRS and Cisco CER documentation	http://www.cisco.com/univercd/cc/td/doc/product/voice/index.htm
Cisco Integrated Communication System (ICS) 7750 documentation	http://www.cisco.com/univercd/cc/td/doc/product/voice/ics/index.htm

Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain technical assistance and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

You can access the most current Cisco documentation on the World Wide Web at this URL:

<http://www.cisco.com/univercd/home/home.htm>

You can access the Cisco website at this URL:

<http://www.cisco.com>

International Cisco websites can be accessed from this URL:

http://www.cisco.com/public/countries_languages.shtml

Ordering Documentation

You can find instructions for ordering documentation at this URL:

http://www.cisco.com/univercd/cc/td/doc/es_inpk/pdi.htm

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Ordering tool:

<http://www.cisco.com/en/US/partner/ordering/index.shtml>

- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

You can submit e-mail comments about technical documentation to bug-doc@cisco.com.

You can submit comments by using the response card (if present) behind the front cover of your document or by writing to the following address:

Cisco Systems
Attn: Customer Document Ordering
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, the Cisco Technical Assistance Center (TAC) provides 24-hour-a-day, award-winning technical support services, online and over the phone. Cisco.com features the Cisco TAC website as an online starting point for technical assistance. If you do not hold a valid Cisco service contract, please contact your reseller.

Cisco TAC Website

The Cisco TAC website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The Cisco TAC website is available 24 hours a day, 365 days a year. The Cisco TAC website is located at this URL:

<http://www.cisco.com/tac>

Accessing all the tools on the Cisco TAC website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a login ID or password, register at this URL:

<http://tools.cisco.com/RPF/register/register.do>

Opening a TAC Case

Using the online TAC Case Open Tool is the fastest way to open P3 and P4 cases. (P3 and P4 cases are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Case Open Tool automatically recommends resources for an immediate solution. If your issue is not resolved using the recommended resources, your case will be assigned to a Cisco TAC engineer. The online TAC Case Open Tool is located at this URL:

<http://www.cisco.com/tac/caseopen>

For P1 or P2 cases (P1 and P2 cases are those in which your production network is down or severely degraded) or if you do not have Internet access, contact Cisco TAC by telephone. Cisco TAC engineers are assigned immediately to P1 and P2 cases to help keep your business operations running smoothly.

To open a case by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553-2447

For a complete listing of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

TAC Case Priority Definitions

To ensure that all cases are reported in a standard format, Cisco has established case priority definitions.

Priority 1 (P1)—Your network is “down” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Priority 2 (P2)—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Priority 3 (P3)—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Priority 4 (P4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- Cisco Marketplace provides a variety of Cisco books, reference guides, and logo merchandise. Go to this URL to visit the company store:

<http://www.cisco.com/go/marketplace/>

- The Cisco *Product Catalog* describes the networking products offered by Cisco Systems, as well as ordering and customer support services. Access the Cisco Product Catalog at this URL:

<http://cisco.com/univercd/cc/td/doc/pcat/>

- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press online at this URL:

<http://www.ciscopress.com>

- *Packet* magazine is the Cisco quarterly publication that provides the latest networking trends, technology breakthroughs, and Cisco products and solutions to help industry professionals get the most from their networking investment. Included are networking deployment and troubleshooting tips, configuration examples, customer case studies, tutorials and training, certification information, and links to numerous in-depth online resources. You can access Packet magazine at this URL:

<http://www.cisco.com/packet>

- *iQ Magazine* is the Cisco bimonthly publication that delivers the latest information about Internet business strategies for executives. You can access iQ Magazine at this URL:

<http://www.cisco.com/go/iqmagazine>

- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:

<http://www.cisco.com/ipj>

- Training—Cisco offers world-class networking training. Current offerings in network training are listed at this URL:

<http://www.cisco.com/en/US/learning/index.html>