



Backing Up and Restoring Data

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Cisco Unified Messaging Gateway backup and restore functions use an FTP server to store and retrieve data. The backup function copies the files from the Cisco UMG module to the FTP server and the restore function copies the files from the FTP server to the Cisco UMG application. The FTP server can reside anywhere in the network as long as the backup and restore functions can access it with an IP address or hostname.



Note

Setting up a backup server is part of the initial configuration process. If you have not already done this, see [“Setting Backup Parameters” on page 22](#).

Do backups regularly to preserve configuration data.

Backing up and restoring both require offline mode, so they are best done when call traffic is least impacted. Before you take the system offline, decide what type of files you will back up:

- **all** files (configuration and data)
- **only data** files (includes dynamic data such as local endpoint IDs, mailboxes and system distribution lists)



Caution

We strongly discourage doing the ‘data only’ type of backup and restore because of its potential to introduce inconsistency between configuration and data files.

- **only configuration** files (includes the local messaging gateway ID, messaging gateway peers, manually configured endpoints, registration credentials, and NAT data)



Caution

Offline mode terminates message forwarding and directory exchange. We recommend doing backups when call traffic is least impacted.

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Restrictions

Cisco UMG does not support the following backup and restore capabilities:

- Scheduled backup and restore operations. The backup and restore procedures begin when the appropriate command is entered.
- Centralized message storage arrangement. Cisco UMG backup files cannot be used or integrated with other message stores.
- Selective backup and restore. Only full backup and restore functions are available. Individual messages or other specific data can be neither stored nor retrieved.



Caution

If you delete an endpoint, then do a system restore, the update will erase the information that the endpoint was deleted. You must reset it from the endpoint's primary messaging gateway.

Backing Up Files

Three types of backups are available: data only, configuration only, or all.

- Data—includes local endpoint IDs, mailboxes and system distribution lists (SDLs).
- Configuration—includes local peers, manually configured endpoints, credentials, and NAT.
- All—Backs up all data and configuration information.

Perform backups only in offline mode.

Cisco UMG automatically assigns a backup ID to each backup. Although there are the three different types of backups, backup ID assignment takes no account of data type, so that you would never find two backups with the same backup ID, even if one is a configuration file and the other a data file.

To determine the backup ID of the file you want to restore, use the **show backup server** or **show backup history** command in either EXEC or offline mode. That command lists all available back copies on the remote backup server and their respective backup IDs.



Note

We recommend that you back up your configuration files whenever you make changes to the system or application files.



Caution

Offline mode terminates all message forwarding. We recommend doing backups when call traffic is least impacted.

SUMMARY STEPS

1. **offline**
2. **backup category {all | configuration | data}**
3. **continue**
4. **show backup history**
5. **show backup server**

DETAILED STEPS

	Command or Action	Purpose
Step 1	offline Example: umg-1# offline	Enters offline mode. All message forwarding is terminated.
Step 2	backup category {all configuration data} Example: umg-1(offline)# backup category all umg-1(offline)# backup category configuration umg-1(offline)# backup category data	Specifies the type of data to be backed up and stored.
Step 3	continue Example: umg-1(offline)# continue	Exits offline mode and enters EXEC mode.
Step 4	show backup history Example: umg-1# show backup history	Displays the success or failure of the backup and restore procedures, and also the backup IDs.
Step 5	show backup server Example: umg-1# show backup server	Displays the backup files available on the backup server, the date of each backup, and the backup file ID.

Examples

The following examples display the output from the **show backup history** and **show backup server** commands:

```
umg-1# show backup history

#Start Operation
Category:      Configuration
Backup Server: ftp://10.100.10.215/umg-1_backup
Operation:     Backup
Backupid:      2
Restoreid:     -1
Description:   test backup 1
Date:          Sun Jun 13 12:32:48 PDT 1993
Result:        Success
Reason:
#End Operation

#Start Operation
Category:      Data
Backup Server: ftp://10.100.10.215/umg-1_backup
Operation:     Backup
Backupid:      2
Restoreid:     -1
Description:   umg-1 test backup
```

```

Date:          Sun Jun 13 12:32:57 PDT 1993
Result:        Success
Reason:
#End Operation

#Start Operation
Category:      Configuration
Backup Server: ftp://10.100.10.215/umg-1_backup
Operation:     Restore
Backupid:      2
Restoreid:     1
Description:
Date:          Sun Jun 13 12:37:52 PDT 1993
Result:        Success
Reason:
#End Operation

#Start Operation
Category:      Data
Backup Server: ftp://10.100.10.215/umg-1_backup
Operation:     Restore
Backupid:      2
Restoreid:     1
Description:
Date:          Sun Jun 13 12:38:00 PDT 1993
Result:        Success
Reason:
#End Operation

umg-1# show backup server

Category:      Data
Details of last 5 backups
Backupid:      1
Date:          Tue Jul 22 10:55:52 PDT 2003
Description:

Backupid:      2
Date:          Tue Jul 29 18:06:33 PDT 2003
Description:

Backupid:      3
Date:          Tue Jul 29 19:10:32 PDT 2003
Description:

Category:      Configuration
Details of last 5 backups
Backupid:      1
Date:          Tue Jul 22 10:55:48 PDT 2003
Description:

Backupid:      2
Date:          Tue Jul 29 18:06:27 PDT 2003
Description:

Backupid:      3
Date:          Tue Jul 29 19:10:29 PDT 2003
Description:

umg-1#

```

Restoring Files

After you create the backup files, you can restore them when needed. Restoring is done in offline mode, which terminates all message forwarding calls. You should therefore consider restoring files when call traffic is least impacted.

To determine the backup ID of the file you want to restore, use the **show backup server** or **show backup history** command in either EXEC or offline mode.

SUMMARY STEPS

1. **show backup server**
2. **offline**
3. **restore id *backup-id* category {all | configuration | data}**
4. **show backup history**
5. **reload**

DETAILED STEPS

	Command or Action	Purpose
Step 1	show backup server Example: umg-1# show backup server	Lists the data and configuration backup files. Look in the backup ID field for the revision number of the file that you want to restore.
Step 2	offline Example: umg-1# offline	Enters offline mode. All message forwarding is terminated.
Step 3	restore id <i>backupid</i> category {all configuration data} Example: umg-1(offline)# restore id 22 category all umg-1(offline)# restore id 8 category configuration umg-1(offline)# restore id 3 category data	Specifies the backup ID <i>backupid</i> value and the file type to be restored.
Step 4	show backup history Example: umg-1# show backup history	Displays the success or failure of backup and restore procedures, and also the backup IDs.
Step 5	reload Example: umg-1(offline)# reload	Resets Cisco UMG so that the restored values take effect.

Examples

The following examples display the contents of the backup server and the backup history:

```
umg-1# show backup server
```

```
Category:      Data
Details of last 5 backups
Backupid:      1
Date:          Tue Jul 22 10:55:52 PDT 2003
Description:
```

```
Backupid:      2
Date:          Tue Jul 29 18:06:33 PDT 2003
Description:
```

```
Backupid:      3
Date:          Tue Jul 29 19:10:32 PDT 2003
Description:
```

```
Category:      Configuration
Details of last 5 backups
Backupid:      1
Date:          Tue Jul 22 10:55:48 PDT 2003
Description:
```

```
Backupid:      2
Date:          Tue Jul 29 18:06:27 PDT 2003
Description:
```

```
Backupid:      3
Date:          Tue Jul 29 19:10:29 PDT 2003
Description:
```

```
umg-1#
```

```
umg-1# show backup history
```

```
Start Operation
Category:      Configuration
Backup Server: ftp://10.100.10.215/umg-1_backup
Operation:     Backup
Backupid:      1
Restoreid:     -1
Description:   test backup 1
Date:         Sun Jun 13 12:23:38 PDT 1993
Result:       Failure
Reason:       Script execution failed: /bin/BR_VMConfig_backup.sh: returnvalue:1
; Server Url:ftp://10.100.10.215/umg-1_backup: returnvalue:9 Unable to authenticate
#End Operation
```

```
#Start Operation
Category:      Data
Backup Server: ftp://10.100.10.215/umg-1_backup
Operation:     Backup
Backupid:      1
Restoreid:     -1
Description:   test backup 1
Date:         Sun Jun 13 12:23:44 PDT 1993
Result:       Failure
Reason:       Script execution failed: /bin/BR_VMData_backup.sh: returnvalue:1
Messaging Backup failed; Server Url:ftp://10.100.10.215/umg-1_backup: returnvalue:9
Unable to authenticate
```

```
#End Operation
```

```
#Start Operation
```

```
Category:      Configuration
Backup Server: ftp://10.100.10.215/umg-1_backup
Operation:     Backup
Backupid:      2
Restoreid:     -1
Description:   umg-1 test backup
Date:          Sun Jun 13 12:32:48 PDT 1993
Result:        Success
Reason:
#End Operation
```

```
#Start Operation
```

```
Category:      Data
Backup Server: ftp://10.100.10.215/umg-1_backup
Operation:     Backup
Backupid:      2
Restoreid:     -1
Description:   umg-1 test backup
Date:          Sun Jun 13 12:32:57 PDT 1993
Result:        Success
Reason:
#End Operation
```

