



Appendix A: Backing Up Files

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Backup commands must be entered in EXEC mode after moving the system offline. Active calls, IMAP, and VoiceView sessions are terminated, and no new calls are accepted. Consider doing the backup procedure at a time when telephone subscribers are least likely to be on the telephone.



Note

We recommend that you back up your configuration files whenever changes are made to the system or application files. Data files, which contain voice messages, should be backed up daily to minimize data loss, such as from a hardware failure.

Numbering Scheme for Backup Files

Four types of backup requests are available: data only, configuration only, historical data, or all.

- Data—Backs up voice-mail messages.
- Configuration—Backs up the running configuration, greetings, recorded names, and custom scripts and prompts. Use the **show run** command to display the current running configuration.
- Historical Data—Backs up historical information about call and application activities that have occurred on the module.
- All—Backs up all data and configuration information.

Cisco Unity Express automatically numbers and dates the backup files and identifies the revision number in a **backupid** field.

Performing different backup types at various times causes different backup IDs for data backups and configuration backups. For example, the last data backup ID might be 3, and the last configuration backup might be 4. Performing an “all” backup might result in a backup ID of 5 for data, historical, and configuration.

When restoring the files, see the backup ID for the backup file that you want to use. Use the **show backup server** command for a list of backup IDs.



Caution

Offline mode terminates all existing voice-mail calls, and no new voice-mail calls are allowed. Calls to autoattendant are allowed. We recommend doing a backup when telephone subscribers are not active on calls.

Prerequisite

- Before you can back up your data, you must have a configured backup server. See the [Cisco Unity Express 3.1 GUI Administrator Guide](#) and the [Cisco Unity Express 3.1 Voice-Mail and Auto-Attendant CLI Administrator Guide](#).

SUMMARY STEPS

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

DETAILED STEPS

	Command or Action	Purpose
Step 1	offline Example: se-10-0-0-0# offline	Enters offline mode. All active voice-mail calls are terminated.
Step 2	backup category {all configuration historical data} Example: se-10-0-0-0(offline)# backup category all se-10-0-0-0(offline)# backup category configuration se-10-0-0-0(offline)# backup category data se-10-0-0-0(offline)# backup category historical data	Specifies the type of data to be backed up and stored.
Step 3	continue Example: se-10-0-0-0(offline)# continue	Exits offline mode and enters EXEC mode.
Step 4	show backup history Example: se-10-0-0-0# show backup history	Displays the backup and restore procedures and the success or failure of those attempts.
Step 5	show backup server Example: se-10-0-0-0# show backup server	Displays the backup files available on the backup server, the date of each backup, and the backup file ID.