



Cisco Unified Attendant Console Backup and Restore Guide

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This document describes how to back up Cisco Unified Attendant Console server Version 9.0 (all Editions), and restore it to service following any failure that requires a full system (including operating system) rebuild. It contains the following main sections:

- [Backing-up Databases, page 1](#)
- [Restoring Databases, page 4](#)
- [Restoring a Subscriber Server, page 6](#) (applies only to resilient Cisco Unified Attendant Console Premium Edition installations)
- [Licensing Your New Server, page 7](#)



Note

The instructions in this document are for SQL Server 2008 databases. The procedures may vary slightly for other versions.

Backing-up Databases

The Cisco Unified Attendant Console uses the following SQL databases, which are created when you install the software:

- **ATTCFG**—Stores the server configuration. How to change the configuration is described in the *Cisco Unified Attendant Console Web Admin and Installation Guide*.
- **ATTLOG**—Stores call history information. Cisco Unified Attendant Admin reports use this data.

By backing-up these databases you will be able to restore your configuration and call history following server failure.

You can back up your databases either:

- **Manually.** This is described in [Manually Backing-up Databases, page 2](#).
- **Automatically.** This is described in [Automatically Backing-up Databases, page 2](#).
You cannot automatically back up SQL Server Express databases.

Manually Backing-up Databases

To manually back up the databases, do the following:

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- Step 1** Start Microsoft SQL Server Management Studio and connect to the server.
- Step 2** In the Object Explorer, expand **Databases**.
- Step 3** Right-click a ATTCFG and choose **Tasks > Back Up**.
- Step 4** In the Back Up Database dialog box, ensure that the following are set or selected:
- The correct Source **Database**
 - The Source Backup type is **Full**
 - A backup **Destination**
- Step 5** Click **OK**.
- The database is backed-up. This may take some time, depending on the size of the database. When the backup is complete, the following messages is displayed:
- The backup of database 'ATTCFG' completed successfully.
- Step 6** In the message, click **OK**.
- Step 7** Repeat steps 3 to 6 for ATTLOG.
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Automatically Backing-up Databases



Note

This procedure applies to SQL Server Standard and Enterprise edition only. SQL Server Express does not possess the functionality to perform automatic backups.

SQL enables you to create a *maintenance plan* that automatically backs-up specified databases.

The following procedure creates a maintenance plan for an automatic back up that runs according to a specific schedule; it overwrites the backup file created the previous day, and shrinks the database transaction logs. You should modify the settings to meet your specific requirements.

To create a maintenance plan do the following:

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- Step 1** Start Microsoft SQL Server Management Studio and connect to the server.
- Step 2** In the Object Explorer, expand **Management**.
- Step 3** Right-click **Maintenance Plans** and select **New Maintenance Plan**.
- Step 4** Type a name for the Maintenance Plan and then click **OK**.
- The new plan is created and listed in the design view in the right-hand half of the interface. The Maintenance Plan Tasks toolbox is displayed in the lower left-hand corner of the interface.
- Step 5** Optionally, type a plan **Description**.
- Step 6** Double-click **Subplan_1**.

- Step 7** In the Subplan Properties dialog box, enter a meaningful **Name** and **Description**, and click the **Schedule** calendar icon.
- Step 8** In the Job Schedule Properties dialog box, select or specify the following:
- A **Schedule type**
 - The job **Frequency**
 - The **Daily frequency** (times) when the job must run.



Note We strongly recommend that you schedule this task to run out of working hours.

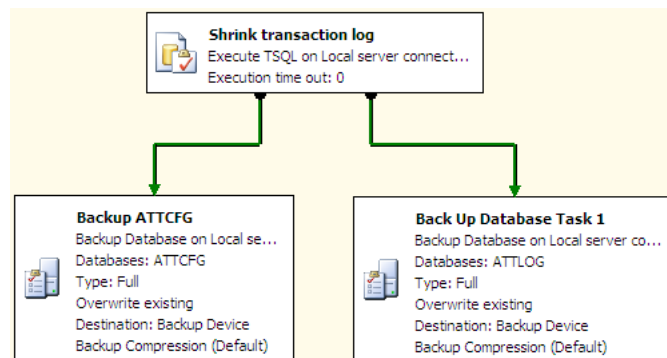
- Step 9** Click **OK**.
- Step 10** In the Subplan Properties dialog box, click **OK**.
- Step 11** Drag an **Execute T-SQL Statement Task** from the Maintenance Plan Tasks toolbox and drop it into the lower right-hand corner of the interface. You will use this task to shrink the transaction logs of both databases.
- Step 12** Click the task and rename it as required.
- Step 13** Right-click the task and choose **Edit**, then enter the following into the **T-SQL statement** field:
- ```
Use ATTCFG
EXEC sp_dboption 'ATTCFG','trunc. log on chkpt.', 'true'
CHECKPOINT
DBCC SHRINKFILE (ATTCFG_log, 1,TRUNCATEONLY)
```
- ```
Use ATTLOG
EXEC sp_dboption 'ATTLOG','trunc. log on chkpt.', 'true'
CHECKPOINT
DBCC SHRINKFILE (ATTLOG_log, 1,TRUNCATEONLY)
```
- Step 14** Click **OK**.
- Step 15** Do the following for the configuration database (ATTCFG) and then repeat for the logging database (ATTLOG):
- a. Drag a **Back Up Database Task** from the Maintenance Plan Tasks toolbox and drop it below the Execute T-SQL Statement Task.
 - b. Click the task and rename it as required.
 - c. Right-click the task and choose **Edit**.
 - d. We recommend applying the following settings:
 - Set **Backup Type** to **Full**.
 - In **Database(s)**, click the down-arrow and select ATTCFG or ATTLOG, as appropriate.
 - In **Back up databases across one or more files**, enter a file path and name.



Note If you save the back up files to your server's local drive you must copy them to another location to ensure they are still available if the server fails.

- Set **If backup files exist** to **Overwrite**.
- e. Click **OK**.

- Step 16** Click the shrink transaction log task and drag the component outputs to join it to the backup tasks as shown in the following example:



- Step 17** In the Microsoft SQL Server Management Studio main menu, choose **File > Save Selected Items**.

Restoring Databases

This section describes how to restore the server and databases for the following Editions and installations of Cisco Unified Attendant Console:

- Department Edition
- Business Edition
- Enterprise Edition
- Non-resilient Premium Edition installations
- The Publisher server on resilient Premium Edition installations. If you have to rebuild and restore your Publisher server, you will then need to reconnect it to your existing Subscriber server, as described in [Reconnecting a Subscriber Server to a Restored Publisher Server, page 6](#). For instructions on how to restore a failed Subscriber server, see [Restoring a Subscriber Server, page 6](#).

Preparing the Server

Before you can restore the databases, you must prepare the server hardware and software, and install Cisco Unified Attendant Console, as described in the *Cisco Unified Attendant Console Web Admin and Installation Guide*.

New, blank configuration and call history databases are created when you install the Cisco Unified Attendant Console software.



Note

Note the following:

- You *must* install the same version of software you were using before the failure. If you install a different version your database will have an incorrect schema and you will experience unpredictable problems.

- If you are installing a Cisco Unified Attendant Console Premium Edition Publisher server, ensure that you select Publisher when prompted.

After installing the Cisco Unified Attendant Console software on your new server, you must license it, as described in [Licensing Your New Server](#), page 7.

Restoring the Databases

When you have installed Cisco Unified Attendant Console you can restore your backed-up databases. To restore the databases, do the following:

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- Step 1** In Control Panel, open Administrative Tools, and then double-click **Services**.
- Step 2** **Stop** the following services:
- BLF Plug-in
 - Cisco Unified Attendant LDAP Plug-in
 - Cisco Unified Attendant Server
- Step 3** **Restart** the SQL Server (MSSQLSERVER) service. This will also restart the SQL Server Agent service, if it is running.
- Step 4** Start Microsoft SQL Server Management Studio and connect to the server.
- Step 5** In the Object Explorer, expand **Databases**.
- Step 6** Do the following for the configuration database (ATTCFG) and then repeat for the logging database (ATTLOG):
- a. Right-click the appropriate database and choose **Tasks > Restore > Database**.
 - b. In the Restore Database dialog box, select the **General** page.
 - c. Under **Source for restore**, select **From device**.
 - d. Browse to the file at the **Backup location**.
 - e. Select the **Backup sets to restore**.
 - f. In the Restore Database dialog box, select the **Options** page.
 - g. Select **Overwrite the existing database (WITH REPLACE)**.
 - h. Click **OK**.
The database is restored. When the restore has completed successfully a message is displayed.
 - i. In the message, click **OK**.
- Step 7** Restart the services you stopped in [Step 2](#).
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Reconnecting a Subscriber Server to a Restored Publisher Server



Note

This section applies only to resilient Cisco Unified Attendant Console Premium Edition installations where you have restored a failed Publisher Server. For how to rebuild and restore a failed Subscriber server, see [Restoring a Subscriber Server, page 6](#).

To reconnect your existing Subscriber server to your restored Publisher server, do the following:

1. Un-install the software on the Subscriber server.
2. Re-install the software on the Subscriber server.



Note

Note the following:

- You *must* install the same version of software you were using before the failure. If you install a different version your database will have an incorrect schema and will be unable to accept replicated data from the Publisher.
- As your Subscriber did not fail and you have not had to rebuild its operating system, you do not require a new license file.

3. Configure replication between the Publisher and Subscriber.

For more information on how to perform any of these steps, see the *Cisco Unified Attendant Console Web Admin and Installation Guide*.

Restoring a Subscriber Server



Note

This section applies only to resilient Cisco Unified Attendant Console Premium Edition installations where the Subscriber server has failed.

If your Subscriber server fails and you have had to build a new one, do the following:

1. Prepare the Subscriber server hardware and software as described in the *Cisco Unified Attendant Console Web Admin and Installation Guide*.
2. Install the Cisco Unified Attendant Console software on the Subscriber server. During installation, do the following:
 - a. After entering the Publisher server credentials you are prompted that another Subscriber server has been detected and that the new Subscriber server will replace the existing one. Click **Yes**.
 - b. When prompted for the Subscriber server credentials, enter details of the connection to the old Subscriber server. If the old server cannot be found, you are prompted to continue. Click **Yes**.



Note

You *must* install the same version of software you were using before the failure. If you install a different version your database will have an incorrect schema and will be unable to accept replicated data from the Publisher.

3. License the software, as described in [Licensing Your New Server, page 7](#).

4. Configure replication between the Publisher and Subscriber.

As the Cisco Unified Attendant Console configuration information is stored in the Publisher database, you do not need to restore the Subscriber database—the information is automatically added to the Subscriber database once you have configured replication.

For more information on how to perform any of these steps, see the *Cisco Unified Attendant Console Web Admin and Installation Guide*.

Licensing Your New Server

Each new server requires a new license file.

Immediately after installation your new server will run for a 5-day evaluation period without a license. You can extend this period to 60 days.

To obtain a new full (purchased) license file, contact the Cisco Technical Assistance Center (TAC) with either:

- The SO number for the software you purchased
- The license activation code (LAC) for your previous installation

and request a re-host. Cisco TAC will reset the LAC, which will allow you to generate a new permanent license.

For more information about how to obtain and apply evaluation and full software licenses, see the *Cisco Unified Attendant Console Web Admin and Installation Guide*.

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