

Unified CallManager Server: Obtain Good Mirror Disks

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Introduction

This document ensures that you can provide Cisco Development Engineering with a fully operational disk set from your production environment without compromising your business operation in a Cisco Media Convergence Server (MCS)-7835-I1 or MCS-7845-I1 environment.

Note: Perform a complete back-up of your target Cisco CallManager system before you continue with this procedure.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unified CallManager
- Cisco MCS

Components Used

The information in this document is based on these software and hardware versions:

- Cisco Unified CallManager
- Cisco MCS-7835
- Cisco MCS-7845

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Backup Sequence

Always start with the Publisher and complete one server at a time. Follow the correct drive removal process for the type of server used for the Publisher first, then follow with the Subscribers one at a time.

For example, if your Publisher is an MCS-7845 and all your Subscribers are MCS-7835s, follow the instructions for the MCS-7845 disk removal for the Publisher only and then follow the instructions for the MCS-7835 disk removal for your Subscribers.

MCS-7845-I1 CallManager Servers

There are two separate Redundant Array of Independent Disks (RAID) arrays on MCS-7845-I1 servers:

- One disk in slot 0 (RAID Array A)
- One disk in slot 1 (RAID Array A)
- One disk in slot 2 (RAID Array B)
- One disk in slot 3 (RAID Array B)

Complete these steps. Start with the Publisher and then repeat these steps on the Subscribers. With these steps, you check the fallback and the upgrade drives before you continue in order to ensure your fallback scenario is good.

1. Label each drive with the server name and drive slot number they are mounted in.
2. Shut down the server cleanly.
3. Partially remove one drive from each RAID array (referred to as 0 and 2 hereafter). Leave them half in their drive slots.
4. Start up the server and ensure that **F5** is selected when you are prompted for HDD recovery.
5. Confirm that Windows boots fully.
6. Shut down the server cleanly.
7. Reinsert the original drives 0 and 2. Do not use replacement disks at this time.
8. Completely remove the drives that were just tested (referred to as drives 1 and 3 hereafter) from each RAID array. Be sure to label each disk with the slot number it was removed from (slots 1 or 3) and the server name.
9. Start the server and ensure that **F5** is selected when you are prompted for HDD recovery.
10. Confirm that Windows boots fully.
11. Insert the new replacement disks into drive slot 1 and drive slot 3

MCS-7835-I1 CallManager Servers

There is only one RAID array on MCS-7835-I1 servers:

- One disk in slot 0 (RAID Array A)
- One disk in slot 1 (RAID Array A)

Complete these steps. Start with the Publisher and then repeat these steps on the Subscribers. With these steps, you check the fallback and the upgrade drives before you continue in order to ensure your fallback scenario is good.

1. Label each drive with the server name and drive slot number they are mounted in.
2. Shut down the server cleanly.
3. Partially remove the lower drive (referred to as drive 0 hereafter) from the RAID array. Leave it half in its drive slot.

4. Start the server and ensure that **F5** is selected when you are prompted for HDD recovery.
5. Confirm that Windows boots fully.
6. Shut down the server cleanly.
7. Reinsert the original drive 0. Do not use replacement disks at this time.
8. Completely remove the drive that was just tested (referred to as drive 1 hereafter) from the RAID array. Be sure to label the disk with the slot number it was just removed from (slots 1) and the server name.
9. Start the server and ensure that **F5** is selected when you are prompted for HDD recovery.
10. Confirm that Windows boots fully.
11. Insert the new replacement disks into drive slot 1.

Related Information

- [Troubleshooting Cisco IP Telephony](#) 
- [Technical Support & Documentation – Cisco Systems](#)

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