



Managing Backups in Cisco Vision Director

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Information About Backups

This section includes the following topics:

- [Backup Environment, page 281](#)
- [What System Data is Backed Up, page 281](#)
- [When to Run a Backup, page 282](#)

Backup Environment

While you can run a backup for a network environment where there is only a single Cisco Vision Director server, the recommended environment that is described in this document is a virtualized environment. In a redundant environment, you are running Cisco Vision Director on a primary server, with a secondary server connected to the same subnet where the backup data from the primary server is saved.

The backup process can be scheduled and also run manually. When a backup is completed, the Content Management System (CMS) is automatically restarted.

What System Data is Backed Up

There are several areas of Cisco Vision Director that need to be backed up. The backup process backs up the following areas of the Cisco Vision Director server:

- Cisco Vision Director Content Management System (CMS)
- Cisco Vision Director database
- Cisco Vision Director system configuration files
- Content Integration data
- Dynamic Menu Board data

CAUTION: The Proof of Play raw data in the `/var/sv/pofp/raw` directory is *not* backed up.

- Proof of play report data in the `/var/sv/pofp/data` directory

When to Run a Backup

Run a manual backup whenever you change any item in the interfaces such as **Asset Library** content, **Devices**, **Script Management**, **Event Management**, **Designer**, or **System Configuration**.

CAUTION:

1. **Stop any running script before starting a manual backup.**
2. **Do not start a game/event script during a backup.**
3. **Do not operate Cisco Vision Dynamic Signage Director until the backup is complete.**

How to Manage Backups

This section includes the following topics:

- [Prerequisites for Running Backups, page 282](#)
- [Best Practices for Managing Backups, page 282](#)
- [Scheduling a Regular Backup, page 283](#)
- [Starting a Backup Manually for Immediate Execution, page 283](#)
- [Verifying Backup Completion, page 284](#)
- [Modifying the Number of Backup Files to Retain, page 287](#)

Prerequisites for Running Backups

Note: Configure the primary and secondary servers for backup operation as part of the initial server setup. For more information about configuring the servers for backup, see the [Cisco Vision Administration Guide: Dynamic Signage Director](#).

Before you can run backups, meet the following conditions:

- The backup account has been enabled on the secondary server
- The primary server has been set up for automatic backup and restore

Best Practices for Managing Backups

- Perform a manual system backup prior to starting the game script.
- Back up all components (highly recommended).
- Stop the active game/event script from the **Device Management** before starting the manual backup.
- The backup task can run even while an event script is running. As part of this change, the database is no longer optimized or repaired during the backup process—a new TUI option is added to run database maintenance manually if needed.
- Do not operate the Cisco Vision Director **System Configuration** or **Device Management** until the backup is complete.

Scheduling a Regular Backup

User Role: Administrator

After you configure the servers to support the backup process, schedule backups using **System Configuration > > Dashboard** in the Cisco Vision Director software.

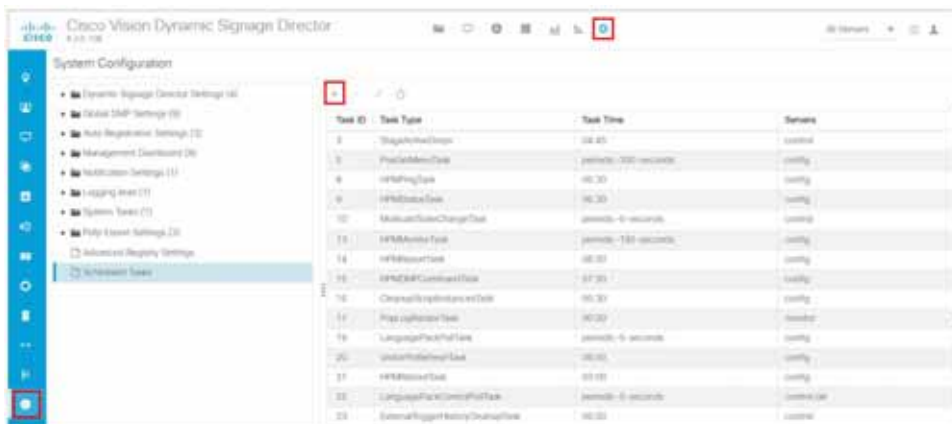
Note: We recommend that you schedule backups while the Cisco Vision Director servers are not actively running scripts or performing other event processing.

To configure a backup to run on a regular schedule:

1. Click **Configuration > System Configuration > Configuration > Scheduled Tasks** (Figure 1 on page 283).
2. Click **+** (**Add**). The Schedule Task – Add dialog box appears.
3. Click in the Task Type field and type **BackupTask**.

Note: Type the name of the task exactly as shown with upper and lowercase characters.

Figure 1 Scheduling a Regular Backup Task



4. Click in the Task Time field and specify the time (in 24:00 format) when you want the backup to run.
5. Click in the Servers field and check **config**.
6. Click **Save**.

Starting a Backup Manually for Immediate Execution

User Role: Administrator

If you want to start a backup immediately, run a backup process manually.

To start a backup manually for immediate execution:

1. Login to the Director TUI using the valid user ID and password.
2. Select **Cisco Vision Server Administration**.
3. Select **Backup system data** (Figure 2 on page 284).

Figure 2 Running a Backup Task Manually

```
Main Menu > Cisco Vision Server Administration

Please choose one of the following menu options:

a) Display Software Version
b) Upgrade Server
c) Restart Dynamic Signage Director software
d) Shutdown Dynamic Signage Director software
e) Setup automatic backup and restore
f) Re-run CiscoVision initial configuration
g) Retention Policy
h) Database Maintenance
i) Clear Switch Host Keys
j) Failover
k) Setup Server Profile
l) Reboot
m) Power Off
n) Clean up content import history table
o) Backup system data
p) Restore all system data from system backup
q) Clean up generic content table
r) Restore TV Off Icon Assignments
R or < or .) Return to prior menu
```

4. Type Y.

The backup begins immediately. When completed, the CMS is automatically restarted.

IMPORTANT: The “success” message that appears means the backup task has started. It does **NOT** mean the backup task has completed.

Verifying Backup Completion

User Role: Administrator

To verify backup completion, confirm that a backup file exists and that no errors appear in the log file.

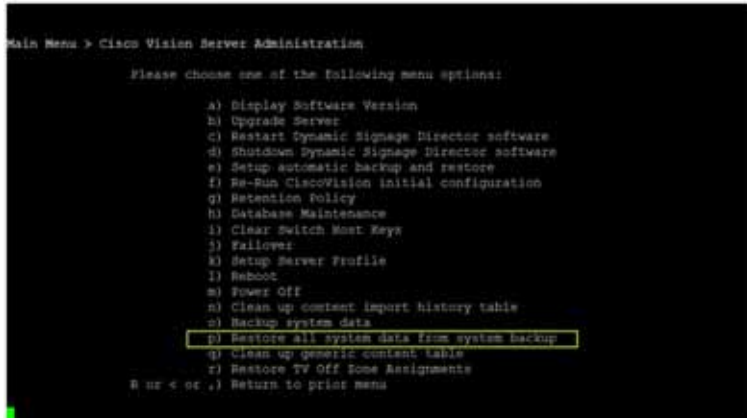
Verifying That a Backup File Exists

IMPORTANT: Verifying the existence of a backup file only tells you that a backup file was attempted but not necessarily if there were any errors.

To verify that a backup file exists:

1. Login to the Director TUI using the valid user ID and password.
2. Select **Cisco Vision Server Administration**.
3. Select **Restore all system data from system backup** (Figure 3 on page 285).
4. Verify that backup files with dates and times appear.

Figure 3 Restore all System Data from System Backup



Finding Backup Errors in the Log File

IMPORTANT: Be aware that the messages “Starting backup” and “Backup completed” will always appear in the log, regardless of success.

You can access log files in the following ways:

- TextUtility Interface (TUI).
- System State Report. Go to **More > System State Report**.
- By running `grep -i backup sv_dev_debug.log` (requires root access). [Figure 4 on page 286](#) shows an example of log output for a successful backup without errors.

To find backup errors in the log file:

1. Open the `/opt/sv/servers/config/logs/sv_dev_debug.log` file.
2. In the `sv_dev_debug.log` file, find messages that include the string “com.cisco.sv.backup.”
 These are the backup process messages.
3. Find the “Starting backup” message.
4. After the “Starting backup” message (but before the “Backup completed” message), look for a “com.cisco.sv.backup” message that also includes “ERROR” in the string.

If you find this error, the backup did not complete successfully.

Modifying the Number of Backup Files to Retain

User Role: Installer (Administrator)

To reduce the amount of disk storage required in your system, the default backup retention policy is to keep one backup file. This retention policy can be modified to retain 2, 5, 7, or 10 backup files.

For more information, see the [Cisco Vision Administration Guide: Dynamic Signage Director](#).

How to Restore From Backup

Once the primary and secondary servers have been configured for automatic backup and restore, the Cisco Vision Director software automatically copies backup files between the primary and secondary servers.

When the restore process starts, the MD5 checksum of the file is verified. If for some reason you need to manually copy files between the servers, be sure that you copy both the .tar and .chksum files because the restore process automatically uses both files to verify the MD5 signature.

Note: If you need to failover to the secondary server and do a restore, follow the procedures in the [Cisco Vision Administration Guide: Dynamic Signage Director](#).

This section includes the following topics:

- [Starting a Restore Manually for Immediate Execution, page 287](#)
- [What to Do Next After Restoring, page 288](#)
- [Restarting Cisco Vision Director Software After a Restore, page 288](#) (Required)

Starting a Restore Manually for Immediate Execution

User Role: Administrator

As with backups, you can schedule the restore process or run it manually. When the manual restore screen is displayed, it lists backups from both the backup and restore directories, concatenated together. This allows you to run a manual restore on either the primary or the secondary server.

CAUTION: You cannot run a restore while an event script is running. Also, if your venue was running an event script when the backup took place, then those scripts will be running after the restore.

An automated restore always uses the most recent backup file in the restore directory.

To start a restore manually for immediate execution:

1. Login to the Director TUI using the valid user ID and password.
2. Select **Cisco Vision Server Administration**.
3. Select **Setup automatic backup and restore** ([Figure 5 on page 288](#)).
4. Enter the IP address of the currently inactive server.

Figure 5 Running a Restore Task Manually

```
Main Menu > Cisco Vision Server Administration
Please choose one of the following menu options:
a) Display Software Version
b) Upgrade Server
c) Restart Dynamic Signage Director software
d) Shutdown Dynamic Signage Director software
e) Setup automatic backup and restore
f) Re-Run CiscoVision initial configuration
g) Retention Policy
h) Database Maintenance
i) Clear Switch Host Keys
j) Failover
k) Setup Server Profile
l) Reboot
m) Power Off
n) Clean up content import history table
o) Backup system data
p) Restore all system data from system backup
q) Clean up generic content table
r) Restore TV Off Scene Assignments
R or < or .) Return to prior menu
```

What to Do Next After Restoring

After the restore completes, restart the Cisco Vision Director software. For more information, see [Restarting Cisco Vision Director Software After a Restore, page 288](#).

Restarting Cisco Vision Director Software After a Restore

User Role: Installer (Administrator)

After you perform any restore on a Cisco Vision Director server, you must restart the Cisco Vision Director software to resume normal operation of the services.

For more information about using the TUI, see the [Cisco Vision Dynamic Signage Director Server Text Utility Interface, page 89](#) module of the [Cisco Vision Administration Guide: Dynamic Signage Director](#).

To restart the Cisco Vision Director software:

1. Login to the Director TUI using the valid user ID and password.
2. Select **Cisco Vision Server Administration**.
3. Select **Restart Dynamic Signage Director software**.