



## CHAPTER 3

# Back Up and Restore Appliance Configurations

---

**Revised: November 4, 2011**

This chapter explains how you can use Appliance Administrative Interface (AAI) to backup a Cisco DMS appliance or restore a previous backup. It includes the following sections:

- [Guidelines and Limitations, page 3-1](#)
- [Back Up Your Appliance, page 3-2](#)
- [Restore Your Appliance from a Backup, page 3-6](#)
- [Cancel a Current or Scheduled Backup, page 3-8](#)
- [View the Backup Log, page 3-9](#)

## Guidelines and Limitations

- Media stored on external hosting locations is not backed up. If you delete a video from Cisco Show and Share, it is removed from the external hosting location. If you restore a backup taken before the video was deleted, you will see the video listed in Cisco Show and Share but will receive a file not found error if you try to play the video because the video had previously been removed from the external hosting location.
- Backup and restore your entire system—Cisco Show and Share, Cisco DMM, and your external hosting locations—at the same time to ensure that the restored data matches across all three components.
- When restoring a backup to a replacement appliance, you must install the license on the appliance before restoring the data.
- You cannot restore a backup taken on one version of the software to another version of the software. Backups must be restored on an appliance running the same version of software as when the backup was taken. For example, you cannot restore a backup taken on an appliance running Cisco DMS 5.2 software to an appliance running Cisco DMS 5.3 software.
- Scheduled backup information is not retained in the backup file. When you restore your data you will need to reschedule any recurring backups.

# Back Up Your Appliance

You can backup the appliance to a USB drive or to a remote rsync, SFTP, or FTP server. You have the option of backing up the configuration only or backing up the configuration and any locally stored media. Media stored on external servers is not backed up.

The backup creates two files on the target device, one with a time stamp in the name and one without. When you perform a restore, the most recent backup (the file without the time stamp in the name) is used. To restore an earlier backup, copy the earlier backup file and rename the copy to the same name as the backup file that does not contain the timestamp.

This section contains the following topics:

- [Schedule Recurring Backups to a Remote Server, page 3-2](#)
- [Perform a One-time Backup to a Remote Server, page 3-3](#)
- [Perform a One-time Backup to a USB Drive, page 3-5](#)

## Schedule Recurring Backups to a Remote Server

### Before You Begin

- Verify you have permissions to write to the rsync, FTP, or SFTP server.
- Verify your appliance can communicate with the rsync, FTP, or SFTP server. See [Use ping to Troubleshoot Connectivity, page 4-7](#).

### Procedure

- 
- Step 1** Choose **BACKUP\_AND\_RESTORE** and press **Enter**.
- Step 2** Choose **BACKUP** and press **Enter**.
- Step 3** Choose one of the following options and press **Enter**.
- **CONFIGURATION**—Only configuration files are backed up. Media files stored on the server are not backed up.
  - **CONTENT+CONFIG**—Locally-stored media and configuration files are backed up (you cannot backup media files stored on a Cisco DMM appliance running 5.2.2 or earlier).
- Step 4** Choose **REMOTE** and press **Enter**.
- Step 5** Choose one of the following remote server types and press **Enter**:
- **RSYNC** (recommended)
  - **SFTP**
  - **FTP**
- Step 6** Enter the server IP address and press the **Down** arrow.
- Step 7** Enter the username for an account on the remote server, press **Tab** to highlight the OK button, and then press **Enter**.
- Step 8** Type the password for the account on the remote server and press **Enter**.

The appliance tests the connectivity to the remote server. If you entered the server IP address and credentials correctly, you can proceed to schedule the backup. If not, you will have to start this procedure over from the beginning.

- Step 9** Press **Enter**.
- Step 10** Press **Space** to select Recurring backup, and then press **Enter**.
- Step 11** Use the **Up/Down** arrows to highlight the frequency in which you want the backup to occur. Press **Space** to select the highlighted frequency, and then press **Enter**.
- Step 12** Set the time for the recurring backup to occur. Use 00:00:00 for midnight.
- Press **Tab** to highlight each field.
  - Use the **Up/Down** arrows to change the value.
- Step 13** Press **Enter**.
- A success message appears.
- Step 14** Press **Enter**.
- The appliance Backup/Restore screen appears. The information for the scheduled backup appears at the top of the screen.
- 

## Perform a One-time Backup to a Remote Server

You can perform a one-time backup to a remote server.



### Note

You cannot perform a one-time backup if you already have a recurring backup scheduled. You need to clear the recurring backup configuration before you can schedule a one-time backup. See [Cancel a Current or Scheduled Backup, page 3-8](#).

---

### Before You Begin

- Verify you have permissions to write to the rsync, FTP, or SFTP server.
- Verify your appliance can communicate with the rsync, FTP, or SFTP server. See [Use ping to Troubleshoot Connectivity, page 4-7](#).

### Procedure

---

- Step 1** Choose **BACKUP\_AND\_RESTORE** and press **Enter**.
- Step 2** Choose **BACKUP** and press **Enter**.
- Step 3** Choose one of the following options and press **Enter**:
- CONFIGURATION**—Only configuration files are backed up. Media files stored on the server are not backed up.
  - CONTENT+CONFIG**—Locally-stored media and configuration files are backed up.



### Note

You cannot backup media files stored on a Cisco DMM appliance running 5.2.2 or earlier.

---

- Step 4** Choose **REMOTE** and press **Enter**.
- Step 5** Choose one of the following remote server types and press **Enter**:
- RSYNC** (recommended)

- SFTP
- FTP

**Step 6** Enter the server IP address and press the **Down** arrow.

**Step 7** Enter the username for an account on the remote server, press **Tab** to highlight the OK button, and then press **Enter**.

**Step 8** Type the password for the account on the remote server and press **Enter**.

The appliance tests the connectivity to the remote server. If you entered the server IP address and credentials correctly, you can proceed to schedule the backup. If not, you will have to start this procedure over from the beginning.

**Step 9** Press **Enter**.

**Step 10** Press the **Down** arrow to highlight **Backup once (now)**, press **Space** to select that option, and then press **Enter**.

**Step 11** Press **Enter** to start the backup.

**Step 12** Press **Enter** to return to the appliance Backup/Restore screen.

The appliance Backup/Restore screen appears.

---

## Perform a One-time Backup to a USB Drive



**Note** You cannot perform a one-time backup if you already have a recurring backup scheduled. You need to clear the recurring backup configuration before you can schedule a one-time backup. See [Cancel a Current or Scheduled Backup](#), page 3-8.

---

### Procedure

- 
- Step 1** Plug the USB drive into the appliance USB port.
- Step 2** Choose **BACKUP\_AND\_RESTORE** and press **Enter**.
- Step 3** Choose **BACKUP** and press Enter.
- Step 4** Choose one of the following options and press **Enter**:
- **CONFIGURATION**—Only configuration files are backed up. Media files stored on the server are not backed up.
  - **CONTENT+CONFIG**—Locally-stored media and configuration files are backed up.



**Note** You cannot backup media files stored on a Cisco DMM server running 5.2.2 or earlier.

- 
- Step 5** Choose **LOCAL** and press **Enter**.
- Step 6** Press **Enter** to return to the appliance Backup/Restore menu.
- Step 7** When the backup is complete, choose **EJECT\_USB** and press **Enter**.
- Step 8** Remove the USB drive.
- Step 9** Press **Enter**.
- You are returned to the Main Menu.
-

# Restore Your Appliance from a Backup

AAI automatically restores the latest backup. To restore an earlier backup, copy the earlier backup file and rename the copy to the same name as the backup file that does not contain the timestamp.

In failover configurations, performing a restore causes the appliance to fail over. This is expected behavior and does not cause any problems with the restored data.

This section contains the following topics:

- [Restore from a Remote Server, page 3-6](#)
- [Restore from a USB Drive, page 3-7](#)

## Restore from a Remote Server

### Before You Begin

- Verify you have permissions to read from the rsync, FTP, or SFTP server.
- Verify your appliance can communicate with the rsync, FTP, or SFTP server. See [Use ping to Troubleshoot Connectivity, page 4-7](#).

### Procedure

- 
- Step 1** Choose **BACKUP\_AND\_RESTORE** and press **Enter**.
- Step 2** Choose **RESTORE** and press **Enter**.
- Step 3** Choose one of the following options and press **Enter**:
- **CONFIGURATION**—Restore configuration files only. Media files are not restored.
  - **CONTENT+CONFIG**—Restore media and configuration files.
- Step 4** Choose **REMOTE** and press **Enter**.
- Step 5** Choose one of the following remote server types and press **Enter**:
- **RSYNC** (recommended)
  - **SFTP**
  - **FTP**
- Step 6** Enter the server IP address and press the **Down** arrow.
- Step 7** Enter the username for an account on the remote server, press **Tab** to highlight the OK button, and then press **Enter**.
- Step 8** Type the password for the account on the remote server and press **Enter**.  
The restore begins.
- Step 9** Press **Enter** to return to the appliance Backup/Restore screen.  
The appliance Backup/Restore screen appears. The **BACKUP/RESTORE STATUS** shows **RUNNING** while the restore is in progress.



### Warning

**After the restore procedure has successfully completed, you need to ensure the desired Fully Qualified Domain Name (FQDN) of the DMM is properly configured both on the Application Administration Interface and also in the web-browser UI. On the Application Administration**

Interface, access **NETWORK\_SETTINGS**, select **HOSTNAME**, then enter the desired **FQDN** for this server. On the web-browser UI, log in to the Digital Media Manager as an administrator. Go to **Digital Signs**, select **Settings** from the top navigation bar, and select the **Server Settings** tab. In the **Servlet Server Address** field, enter the desired **FQDN** for this server.

---

## Restore from a USB Drive

### Procedure

---

- Step 1** Plug the USB drive into the appliance USB port.
- Step 2** Choose **BACKUP\_AND\_RESTORE** and press **Enter**.
- Step 3** Choose **RESTORE** and press **Enter**.
- Step 4** Choose one of the following options and press **Enter**:
- **CONFIGURATION**—Restore configuration files only. Media files are not restored.
  - **CONTENT+CONFIG**—Restore media and configuration files.
- Step 5** Choose **LOCAL** and press **Enter**.
- Step 6** Press **Enter** to return to the appliance Backup/Restore menu.
- Step 7** When the restore is complete, choose **EJECT\_USB** and press **Enter**.
- Step 8** Remove the USB drive.
- Step 9** Press **Enter**.
- You are returned to the Main Menu.



### Warning

After the restore procedure has successfully completed, you need to ensure the desired Fully Qualified Domain Name (FQDN) of the DMM is properly configured both on the Application Administration Interface and also in the web-browser UI. On the Application Administration Interface, access **NETWORK\_SETTINGS**, select **HOSTNAME**, then enter the desired **FQDN** for this server. On the web-browser UI, log in to the Digital Media Manager as an administrator. Go to **Digital Signs**, select **Settings** from the top navigation bar, and select the **Server Settings** tab. In the **Servlet Server Address** field, enter the desired **FQDN** for this server.

---

## Cancel a Current or Scheduled Backup

Stopping a backup stops the currently running backup and clears the scheduled backup, if any.

### Procedure

---

**Step 1** Choose **BACKUP\_AND\_RESTORE** and press **Enter**.

**Step 2** Choose **STOP\_BACKUP** and press **Enter**.

A confirmation screen appears.

**Step 3** Press **Enter** to confirm your choice.

**Step 4** Press **Enter**.

You are returned to the Main Menu.

---

# View the Backup Log

## Procedure

---

- Step 1** Choose **BACKUP\_AND\_RESTORE** and press **Enter**.
  - Step 2** Choose **SHOW\_BACKUP\_LOG** and press **Enter**.
  - Step 3** Press **Enter** to close the log and return to the appliance Backup/Restore screen.
-

