



## Backing Up, Restoring, and Upgrading

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This chapter describes how to back up and restore the Cisco MXE 3500 Release 3.3 data, upgrade the system, restore the default system profiles, and reinstall the Cisco MXE 3500 software.

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- [System Restore, page 17-4](#)
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### System Backup

You can back up critical system data from the Linux and Windows operating systems into a single backup archive file and use this backup archive file to restore system data.



**Note**

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Backup files are version-specific and can only be used to restore data on the same version of the Cisco MXE 3500 software, and on the same IP address.

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### What is Backed Up?

In clustered deployments, data only on the Resource Manager (RM) appliance is backed up. Resource Nodes (RN) are not backed up.

**The following system data are backed up:**

- System profiles and custom profile spaces
- Folder attendant configuration
- Simple User Interface (SUI) configuration and LDAP configuration
- Active Directory configuration
- System configuration including host, IP capture, node attributes, users, roles, permission, system settings, user defined metadata, profile spaces, timed jobs
- License files
- Media assets in /mnt/media/assets

- Watch folder (/mnt/shared, /mnt/watch) and output directory (/mnt/output) configuration (directories only)
- Samba configuration
- IGMP proxy configuration
- Apache2 configuration
- Log rotate configuration
- Monit configuration
- Tomcat configuration
- VSFTP configuration
- Solr indexes
- Database data
- User speech model

**The following data are NOT backed up:**

- Custom Nuance configuration
- Media files excluding those in /mnt/media/assets

## Performing a Back Up



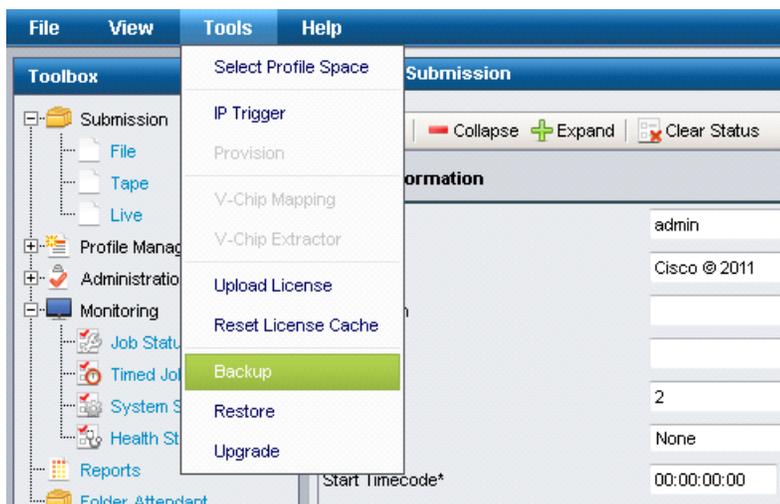
**Note**

Before performing a backup, ensure that all job processing is completed and that no changes are being made to system configuration.

Perform the following steps to back up data:

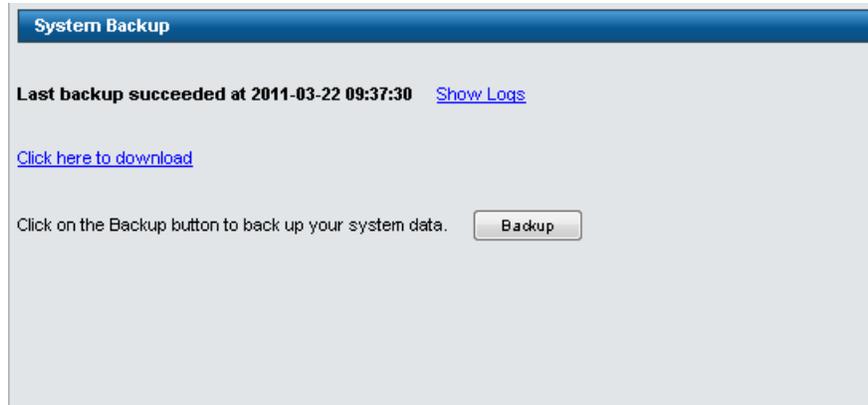
- Step 1** Click **Tools > Backup**. See [Figure 17-1](#). The System Backup page displays.

**Figure 17-1** System Backup Tool



The System Backup page, shown in [Figure 17-2](#), displays information about the previous backup (if any) and provides links to the detailed log message and to download the backup archive file.

**Figure 17-2** System Backup Page



**Step 2** Click on the **Backup** button to start a system backup.

**Step 3** Click **OK** to continue, when prompted to confirm the backup request.

Once a backup is initiated, the page will refresh and display the current status of the backup operation. A backup can take several minutes to complete.

After the backup has completed successfully, you can download your backup file by clicking the **Click here to download** link. The backup file is also stored in `/mnt/shared/system/backup/backup_IPAddress_YYYYMMDDHHMMSS.mxe`, where the *IPAddress* is the IP address of the Cisco MXE 3500 appliance, *YYYY* is the year, *MM* the month, and *DD* the day of the backup. *HHMMSS* is the time in hours, minutes, and seconds.



**Note** We recommend that you save the backup file to a machine other than Cisco MXE 3500.

Click the **Show Logs** link to view the log message for the backup. See [Figure 17-3](#) for an example.

**Figure 17-3** Example Backup Log

**System Backup**

Last backup succeeded at 2011-03-22 09:37:30 [Hide Logs](#)

[Click here to download](#)

Click on the Backup button to back up your system data.

Windows progress details:

```

2011-03-22 09:36:30 Creating backup file c:\mx\system\backup\winos\backup.zip
2011-03-22 09:36:30 Executing command c:\program files\cisco\media experience engine\NECS\config\dbExport.bat working-dir
2011-03-22 09:36:31 Command exit code 0
2011-03-22 09:36:31 Backing up directory c:\mx\profiles\spaces
2011-03-22 09:36:31 Backing up directory c:\media\assets
2011-03-22 09:37:03 Not backing up directory c:\profiles; it does not exist
2011-03-22 09:37:03 Backing up directory c:\Program Files\Cisco\Media Experience Engine\profiles
2011-03-22 09:37:03 Backing up directory c:\Program Files\Cisco\Media Experience Engine\license
2011-03-22 09:37:03 Backing up directory c:\temp\db

```

Linux progress details:

```

2011-03-22 03:43:30 Starting backup.sh
2011-03-22 03:43:30 Backing up for RM.
2011-03-22 03:43:30 backup successful.
2011-03-22 03:43:30 End backup.sh

```

## System Restore



### Warning

**Before performing a system restore, ensure that all job processing is completed and that no changes are being made to system configuration.**



### Note

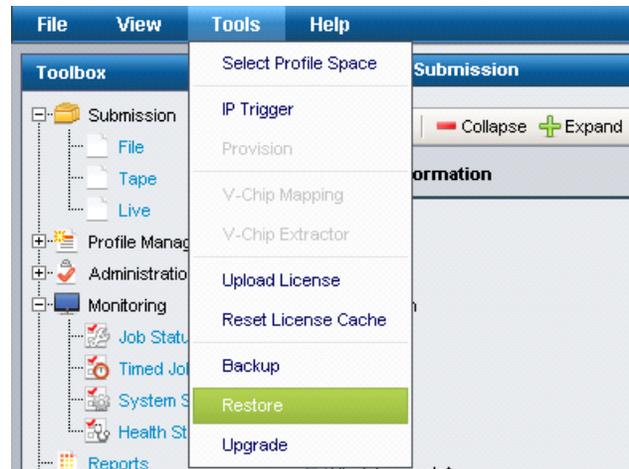
- The restore operation will delete all jobs (excluding timed jobs) and related history from the Cisco MXE 3500 database. After the restore is complete, the job status page will be empty.
- The backup archive must be from the same version of Cisco MXE 3500 software.
- If the Pulse video analytics feature is enabled, after you have restored the backup file on a appliance you should access the Pulse UI and perform a force synchronization. This will confirm that Pulse has the correct IP address.
- The Cisco MXE 3500 is not available during a system restore because the database is being restored and web server is being restarted.

- For an RMA (backing up on machine A and restoring to machine B with the same IP address), a new license is required.

To restore system data that was previously backed up, follow these steps:

- Step 1** Click **Tools > Restore**. See [Figure 17-4](#). The System Restore page displays.

**Figure 17-4** System Restore Tool



The System Restore page displays information about the previous restore (if any) and provides links to display the detailed log messages from the last restore.

- Step 2** Click the **Choose File** button.
- Step 3** Select the backup archive file (backup\_*IPAddress\_YYYYMMDDHHMMSS*.mxe).
- Step 4** Click the **Restore** button.

Once a restore is initiated, the page will refresh and display the current status of the restore operation. A restore may take several minutes to complete.

To verify that the restore has completed successfully, refresh the web UI in the browser and click **Tools > Restore**.

- Step 5** If you are using Folder Attendant (FA), restart the FA service.
- Once the restore has completed, you can resume use of the Cisco MXE 3500.

## System Upgrade

See [Release Notes for Cisco Media Experience Engine 3500 Release 3.3](#) for information to upgrade from Cisco MXE 3500 Release 3.2 to Release 3.3 and Release 3.3.1.

## Restoring the Default System Profiles

The Cisco MXE 3500 ships with a set of default profiles. Use this procedure to restore the default profiles:

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- Step 1** Go to the Cisco.com software download center at the following URL:  
<http://www.cisco.com/cisco/web/download/index.html>
  - Step 2** Choose Video, Cable and Content Delivery > Media Transformation > Cisco MXE 3000 Series (Media Experience Engines) > Cisco MXE 3500 (Media Experience Engine) > Media Experience Engine Utilities and download the system profiles file to a location where the Cisco MXE 3500 can access the file.
  - Step 3** RDC to the Cisco MXE 3500 and save the system profiles file to c:\temp.
  - Step 4** Right-click the .zip file and choose Extract.
  - Step 5** Follow the on-screen prompts to uncompress the system profiles file to the following Cisco MXE 3500 folder: c:\program files\cisco\media experience engine\profiles.
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## Reinstalling the Cisco MXE 3500 Release Software

To reinstall the Cisco MXE 3500 release software, follow the instructions detailed in [Chapter 18, “Installing the Cisco MXE 3500 Software DVDs.”](#)

This procedure will delete all data on the Cisco MXE 3500.

If you reinstall the software or RMA the Cisco MXE 3500, you must obtain and install new software licenses.

Follow the instruction detailed in [“Obtaining and Installing a License”](#) section on page 3-1 to obtain and install a new license.