



Backing Up, Archiving, and Restoring Data in Cisco Unified MeetingPlace Express

This chapter contains the following troubleshooting topics:

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After reviewing this chapter, if you still have problems with Cisco Unified MeetingPlace Express, contact Cisco TAC. See the *“Obtaining Technical Assistance”* section on page vi for information on contacting Cisco TAC.

About Backing Up Data

Backing up data is the process of saving database data somewhere else, such as in backup files, so that they are available in case of a system failure. You can use the Cisco Unified MeetingPlace Express Administration Center to configure the system to automatically back up data.

If you choose to disable the automatic back up feature, you can still manually back up data. However, if you disable the automatic backup, be sure to only run one backup at a time.

To manually back up data, follow these steps:

Procedure

- Step 1** Log in to the Cisco Unified MeetingPlace Express operating system as the **mpxadmin** user.
- Step 2** At the password prompt, enter the mpxadmin password.
The Cisco Unified MeetingPlace Express operating system desktop appears.
- Step 3** Right-click on the desktop.
- Step 4** From the menu, select **New Terminal**. This brings up a terminal session.
- Step 5** Manually back up the data by entering the following:
sudo \$MP_DATABASE/db-maintenance/backup.sh
- Step 6** On the desktop, click **RedHat > Network Services**.

Step 7 Click **Log out**.

About Archiving Data

Archiving is the process of storing database backup files to a remote system over the network, together with other critical external files. You can use the Cisco Unified MeetingPlace Express Administration Center to configure the system to automatically archive data. However, if you want to manually archive data, follow these steps:

Procedure

Step 1 Log in to the Cisco Unified MeetingPlace Express operating system as the **mpxadmin** user.

Step 2 At the password prompt, enter the mpxadmin password.

The Cisco Unified MeetingPlace Express operating system desktop appears.

Step 3 Right-click on the desktop.

Step 4 From the menu, select **New Terminal**. This brings up a terminal session.

Step 5 Manually archive the data by entering the following:

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sudo $MP_DATABASE/db-maintenance/archive.sh
```



Note The archive.sh script uses remote log-in credentials that are defined in the \$MP_DATABASE/db-maintenance/settings.config file. You can set these credentials through the Cisco Unified MeetingPlace Express Administration Center.

Step 6 On the desktop, click **RedHat > Network Services**.

Step 7 Click **Log out**.

About Restoring Data

Restoring data recreates the database server data from backed-up storage spaces and logical log files. You may need to restore your data if you need to replace a failed disk that contains database server data, if there is a logic error in a program that has corrupted the database, if you need to move your database server data to a new computer, or if a user accidentally corrupts or destroys data.

To restore data up to the time of the failure, you must have at least one L0 backup. The restore is done using the Informix command called **ontape**. Cisco Unified MeetingPlace Express provides a script called restore.sh that guides you through the restore process. The script is in the \$MP_DATABASE/db-maintenance directory.

Backups have several levels (L0, L1, and L2). To restore the data, you must have the backup files in the correct order. For example, if you have the correct L0 and L2 backup files, but not the appropriate L1 backup file, you cannot restore the data. This requires extra caution if you manually back up files on a local disk or in the archiving location.

**Caution**

You can only restore a database that is from the same version of the Cisco Unified MeetingPlace Express product. You cannot restore a database from a previous version.

The names of the databases that you are restoring from and restoring to must be the same.

Follow these steps to restore data from a backup file:

Procedure

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- Step 1** Log in to the Cisco Unified MeetingPlace Express operating system as the **mpxadmin** user.
- Step 2** At the password prompt, enter the mpxadmin password.
The Cisco Unified MeetingPlace Express operating system desktop appears.
- Step 3** Right-click on the desktop.
- Step 4** From the menu, select **New Terminal**. This brings up a terminal session.
- Step 5** Shut down the Cisco Unified MeetingPlace Express application by entering the following:
mpx_sys stop
- Step 6** Restore the data by entering the following:
sudo \$MP_DATABASE/db-maintenance/restore.sh
- Step 7** On the desktop, click **RedHat > Network Services**.
- Step 8** Click **Log out**.
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