



Restoring Files

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After the backup files are created, you can restore them when needed. Restoring is done in offline mode. Active calls, IMAP, and VoiceView sessions are terminated, and no new calls are accepted (auto attendant calls are permitted). You should consider doing the restore when telephone subscribers are least likely to be on the telephone.

Use the **show backup server** command to locate the backup ID of the file to restore.



Note If you are using Interactive Voice Response (IVR) applications, and you need to restore Cisco Unity Express 10.0 backup on a new Cisco Unity Express 10.2, perform the following steps:

1. Enable IVR license.
2. Restore the backup files. You will be prompted for a reload.
3. Register the Cisco Unity Express product instance with the Cisco Smart Software Manager or Smart Software Manager satellite using the **license smart register idtoken force** CLI command.

If you are not using IVR, you do not need to register the product instance again.

For more detailed information about restoring files, see [Cisco Unity Express Voice-Mail and Auto-Attendant CLI Administrator Guide](#) and the GUI online help.

SUMMARY STEPS

1. **show backup server**
2. **offline**
3. **restore id *backupid* category {all | configuration | data}**
4. **reload**
5. Create a new administrator after restore.
6. Reset the password for all the restored users.
7. Enable licenses on Cisco Unity Express Virtual 10.2.

8. Enable the IMAP on Cisco Unity Express Virtual 10.2.
9. **show backup history**

DETAILED STEPS

	Command or Action	Purpose
Step 1	show backup server Example: Router# show backup server	Lists the data and configuration backup files. Look at the backup ID field for the revision number of the file that you want to restore.
Step 2	offline Example: Router# offline	Enters offline mode. All active voicemail calls are terminated.
Step 3	restore id backupid category {all configuration data} Example: Router(offline)# restore id 22 category all Router(offline)# restore id 8 category configuration Router(offline)# restore id 3 category data	Specifies the backup ID backupid value and the file type to be restored.
Step 4	reload Example: Router(offline)# reload	Resets the Cisco Unity Express Virtual module so that the restored values take effect.
Step 5	Create a new administrator after restore.	Maintain the same administrator on Cisco Unity Express Virtual 9.0.x and Cisco Unity Express Virtual 10.2. If the Cisco Virtual Unity Express 10.2 administrator is different from Cisco Virtual Unity Express 9.0.x administrator, then create a new administrator after the restore. For information on creating an administrator, see Configure Cisco Unity Express 10.2 Using the GUI .
Step 6	Reset the password for all the restored users.	Reset the password for all the restored users. After the restore and reload of the Cisco Unity Express Virtual 10.2, use the administrator credentials of Cisco Unity Express Virtual 10.2 to reset the passwords of Cisco Unity Express Virtual 9.0.x users. For information on changing your password, see Configure Cisco Unity Express 10.2 Using the GUI .
Step 7	Enable licenses on Cisco Unity Express Virtual 10.2.	If Cisco Unity Express Virtual 9.0.x has IVR and EDDBS licenses (if applicable) enabled, then ensure to enable these licenses on Cisco Unity Express Virtual 10.2 before the restore.
Step 8	Enable the IMAP on Cisco Unity Express Virtual 10.2.	If Cisco Unity Express Virtual 9.0.x has IMAP enabled, then you must manually enable the IMAP on Cisco Unity Express Virtual 10.2 after the restore.

	Command or Action	Purpose
Step 9	show backup history Example: Router# show backup history	Displays the backup and restore procedures and the success or failure of those attempts.

