



Configure Backup and Restore

When a Scheduled Backup occurs, it automatically takes the system to the offline mode, and brings it back online after backup is done. To manually perform a backup, you must manually take the system offline.

In offline mode, the system continues to accept and process incoming calls and fax messages and also continues to support access to messages through the IMAP, TUI and VVE interfaces.

However, in offline mode, CLI configuration commands are not available, the GUI only displays the backup progress bar, and the user login for the GUI is disabled. The following interfaces are also disabled:

- **Settings > Options** in the TUI
- Everything in AvT
- **My Options** in VVE
- [Configure the Backup Server, on page 1](#)
- [View Scheduled Backups, on page 2](#)
- [Add a Scheduled Backup, on page 2](#)
- [Configure Backup Schedule Notification, on page 3](#)
- [Modify a Scheduled Backup, on page 4](#)
- [Manually Start a Backup, on page 5](#)
- [Disable a Scheduled Backup, on page 6](#)
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Configure the Backup Server

Before you begin the backup process from the **Administration Backup/RestoreStart Backup** window, you must first set the parameters in this window.

Use this procedure to configure the backup server.

Step 1 Choose **Administration > Backup/Restore > Configuration**.

Step 2 Enter the information shown in the following fields:

- **Server URL**—The URL of the server on the network where backup files are stored. The format should be *ftp://server/directory/* where server is the IP address or hostname of the server.

- **User ID**—The account name or user ID on the backup server. You must have an account on the system to which you are backing up your data. Do not use an anonymous user ID.
- **Password**—The password for the account name or user ID on the backup server.
- **Confirm Password**—The password entered again.
- **Maximum Revisions**—The maximum number of revisions of the backup data that you want to keep on the server. The maximum number is 50. The default value is 5.

Step 3 Click **Apply** to save the information.

View Scheduled Backups

To view your scheduled backups, choose **Administration > Backup/Restore > Scheduled Backups**.

The Scheduled Backups window appears. From this window, you can see the following information about the backups:

- Name
- Description
- Schedule
- Next Run
- Categories of backup, or type of data to save

From this window, you can perform the following actions:

- To add a new scheduled backup, click **Schedule Backup**.
- To modify an existing scheduled backup, click the link for the schedule name.
- To disable all existing scheduled backups, click **Bulk Disable**. See [Disable a Scheduled Backup, on page 6](#).

Add a Scheduled Backup

You must do the following before starting a backup:

- Configure the server used to back up the data. See [Configure the Backup Server, on page 1](#).
- Save your configuration.

You can configure scheduled backups to occur once or recurring jobs that repeat:

- Every N days at a specific time
- Every N weeks on specific day and time
- Every N months on a specific day of the month and time

- Every N years on specific day and time

Use this procedure to add a new scheduled backup.

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- Step 1** Choose **Administration > Backup/Restore > Scheduled Backups**.
The Scheduled Backup tab appears.
- Step 2** Enter a name for the scheduled backup.
- Step 3** Enter a description of the scheduled backup; for example, “backupdata6-2-04.”
- Step 4** Select the categories of backup, or type of data that you want to save:
- **Configuration**—Saves the configurations of the system and applications.
 - **Data**—Saves your voice-mail messages.
 - **Historical Reporting Data**—See [Configure Historical Reporting](#) for more information.
- Step 5** Select whether the scheduled backup will occur:
- Once
 - Daily
 - Weekly
 - Monthly
 - Yearly
- Step 6** Select whether the scheduled backup will start:
- Once
 - On a specific date and time
- Step 7** To save the scheduled backup, click **Apply**.
- Step 8** To configure users who will be notified of the scheduled backup status, click the Notification tab. See [Configure Backup Schedule Notification, on page 3](#).
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Configure Backup Schedule Notification

When configuring a scheduled backup, you can configure the system to notify selected users about the backup status.

Add a Backup Schedule Notification

Use this procedure to add a backup schedule notification.

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- Step 1** Choose **Administration > Backup/Restore > Scheduled Backups**.
The Scheduled Backup tab appears.
- Step 2** Click Schedule Backup to create a new scheduled backup, or select an existing scheduled backup.
- Step 3** Click the Notification tab.
- Step 4** Click Insert.
- Select the Condition from the pull-down menu:
 - **Success**—Notify the target only if the scheduled backup is completed successfully.
 - **Failure**—Notify the target only if the scheduled backup fails.
 - **Both**—Notify the target when a scheduled backup either succeeds or fails.
 - Select the Device for notification:
 - **E-mail**—Notify by email
 - **Text Page**—Notify by text page
 - **Voice Mail**—Notify by voicemail
 - Enter the Username or E-mail address to be notified.
- Step 5** Click **Insert**.
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Delete a Backup Schedule Notification

Use this procedure to delete a backup schedule notification.

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- Step 1** Choose **Administration > Backup/Restore > Scheduled Backups**.
The Scheduled Backup tab appears.
- Step 2** Click the Notification tab.
- Step 3** Select the notification to be deleted.
- Step 4** Click Delete.
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Modify a Scheduled Backup

To modify a scheduled backup, choose **Administration > Backup/Restore > Scheduled Backups** and click the name of a scheduled backup.

The Modify Scheduled Backup window appears. From this window, you can modify the following fields:

- Description

- Categories or type of data to backup:
 - **Configuration**—Saves the configurations of the system and applications.
 - **Data**—Saves your voice-mail messages.
 - Historical Reporting Data—See [Configure Historical Reporting](#) for more information.
- Whether the scheduled backup will occur:
 - Once
 - Daily
 - Weekly
 - Monthly
 - Yearly
- Whether the scheduled backup will start:
 - Once
 - On a specific date and time

To save your changes, click **Apply**.

Manually Start a Backup

You must do the following before starting a backup:

- Configure the server used to back up the data. See [Configure the Backup Server, on page 1](#).
- Save your configuration.

To manually perform a backup, you must take manually the system offline. In offline mode, the system continues to accept and process incoming calls and fax messages and also continues to support access to messages through the IMAP, TUI and VVE interfaces. However, in offline mode, CLI configuration commands are not available, the GUI only displays the backup progress bar, and the user login for the GUI is disabled. The following interfaces are also disabled:

- **Settings > Options** in the TUI
- Everything in AvT
- **My Options** in VVE

Use this procedure to begin the data backup process.

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- Step 1** Click **Administration > Backup/Restore > Start Backup**. The Start Backup window appears and the system automatically generates a backup ID. The backup ID number increases by 1 every time you back up the server.
- Step 2** Enter a description of the backup file; for example, “backupdata6-2-04.”
- Step 3** Select the categories of backup, or type of data that you want to save:

- **Configuration**—Saves the configurations of the system and applications.
- **Data**—Saves your voice-mail messages.
- **Historical Reporting Data**—Saves your historical reporting information.

Warning It is recommended that you save your Cisco Unity Express configuration. The backup will put the system in offline mode.

Step 4 To execute the backup, click **Start Backup**.

Disable a Scheduled Backup

To disable a scheduled backup, choose **Administration > Backup/Restore > Scheduled Backups**. The Scheduled Backups window appears.

- To disable an existing scheduled backup, click the name of a scheduled backup. The Modify Scheduled Backup window appears. Click the Disabled checkbox and click Apply.
- To disable all existing scheduled backups, click **Bulk Disable**. Select whether all scheduled backups should be always enabled, or select a date range for when the disabling of the scheduled backup will begin and end. Click Apply. All existing scheduled backups are disabled.

Click on the Back To List button to return to the scheduled backup list without disabling all the scheduled backups.

Start a Restore

After you have backed up your voice-mail and configuration data to the server, you can restore it for every new installation or upgrade. Use this procedure to restore previous data or a previous configuration on your system.



Note If you restore a previously existing configuration, you cannot run the Initialization Wizard again. You will log in using the same administrative privileges that existed in the restored configuration.

Use this procedure to start a restore.

Step 1 Choose **Administration > Backup/Restore > Start Restore**. The window appears containing the following fields:

- Backup ID and Description—The backup ID and description of previous backups.
- Categories—The type of data that you want to restore. Choose:
 - **Configuration**—Saves the configurations of the system and applications.
 - **Data**—Saves your voice-mail messages.
 - **Historical Reporting Data**—Saves your historical reporting information.

Step 2 Select the row containing the configuration that you want to restore.

Note If you have backed up both the configuration and the data, you can restore both the categories, or select one to restore.

Step 3 Click **Start Restore**.
