



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 From Cisco Unity Express 9.0.5 Release onwards, if you are using Interactive Voice Response (IVR) applications, and you need to restore Cisco Unity Express 9.0.5 backup on a new Cisco Unity Express 9.0.5, 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. **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 <i>backupid</i> 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	show backup history Example: Router# show backup history	Displays the backup and restore procedures and the success or failure of those attempts.