BCM Rls 6.0

Backup & Restore

Task Based Guide

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Backup & Restore

Overview

The BCM programming can be backed up and restored on an immediate or scheduled basis. You can view the backup schedule and change it as required. The restore operation can be performed on a demand only basis.

You can back up data to different locations, including:

- The BCM hard drive.
- Remote resources.
- A USB storage device.

Note: Whichever destination you choose, a copy of the most recent backup always remains on the BCM. You can use this to restore your BCM without transferring a backup from an external device or server.

About Backups

Backups collect the configuration settings and the data generated during the normal operation of the BCM system.

Examples of configuration settings include:

- IP configuration details.
- Telephony programming.
- SNMP settings.
- Call Detail Recording settings.
- BCM schedules (for example, the backup schedule, and the log retrieval schedule).
- Greetings.
- Prompts.

Examples of data generated during normal operations include:

- Voicemail messages.
- Call Detail Records.
- Faxes.
- Envelope information.

Optional Component Description

When performing a backup, there are various options that can be selected or de-selected. If the backup file and backup operation time are a consideration, these options can be omitted during the backup to save time and space.

Attribute	Description
Call Detail Recording	Includes CDR logs containing call information.
CallPilot Configuration	Includes Voicemail and Contact Centre information.
CallPilot Messages	Includes Voicemail and Contact Centre configuration, and Voicemail and Contact Centre messages.
IP Music	Includes files used for Music on Hold played via the on-board Music Manager.

- Backups can take some time if there are lots of VoiceMail messages to be included within the backup process.
- The backups can be stored at various locations.

Note: It is recommended that you back up BCM data, on a regular basis. In particular, you should perform a backup of the BCM before you undertake major configuration changes and before you apply a software update or upgrade.

You can restore data to the same system or to a different system, at the same software release level.

The BCM checks the software release level of the destination system and will provide a warning if an incompatible software release is detected.

Backup and restore operations are performed by only one operator at a time to avoid conflicts with other operations. All passwords and database records included with your backup file are encrypted.

You can schedule backup operations to occur at specified times, and save a record of the backup schedule that you set.

Backup File Size

Backups can vary in time and size. A basic set up could produce a backup file of 4MB or more. For example, a system with 50 hours of voicemail may take 30 minutes to save to the BCM and produce a file of at least 1 GB.

Backup Locations

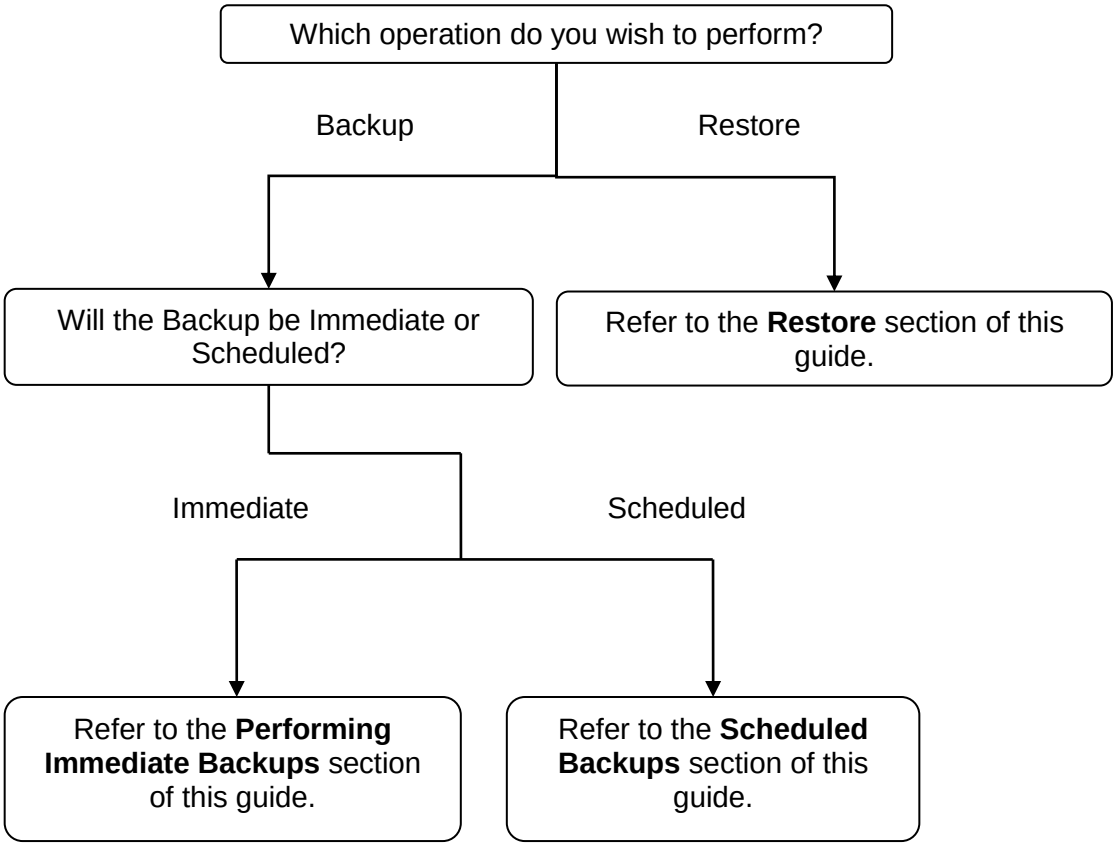
The BCM can be backed up to the locations outlined in the following table.
The table lists the destinations to which you can back up configuration and application data. Each backup operation, regardless of destination, replaces the BCM's own copy of the backup.

Destination	Description
BCM	For an immediate backup, saves data to the hard drive of the BCM, You cannot specify a path. Each backup rewrites any pre-existing backup of the same type.
My Computer	For an immediate backup, saves data to any accessible location on the client PC on which the BCM Element Manager is installed. You can specify a name for the backup, so that the pre-existing backup is not automatically overwritten.
Network Folder	Saves data to a shared network folder. The remote server must provide a Microsoft Windows-like shared file resource and a user account with rights to create and write files in the destination location. You cannot browse the network directories to select the best destination folder, but you can specify a directory by identifying the path.
USB Storage Device	Saves backup files to a USB storage device. The files will be written to the top directory level. You cannot specify a path to a different directory on the storage device. Each backup overwrites any pre-existing backup of the same type. A USB storage device must be formatted as FAT32.
FTP Server	Saves backup data to a File Transfer Protocol server. Credentials and backup data are sent without encryption. The remote server must provide an FTP server application and a user account with rights to allow the BCM to create and write files in the destination location. You cannot browse the FTP server to select the best destination folder, but you can specify a directory by identifying the path.
SFTP Server	Saves backup data to an SFTP server. This method sends encrypted login credentials and backup data. You must set up the remote SFTP server to allow the BCM to communicate with the SFTP server. The BCM system can generate a public SSH key, which you must install on the remote SFTP server. For information about SSH keys, see the chapter BCM Security.

Note: Before you back up BCM data, make sure that the BCM has appropriate access to the shared resource on which you will store the data. You must set full access permissions on the shared resource.

Flow Chart

Use the flow chart below to determine which sections of the guide to use.



Performing Immediate Backups

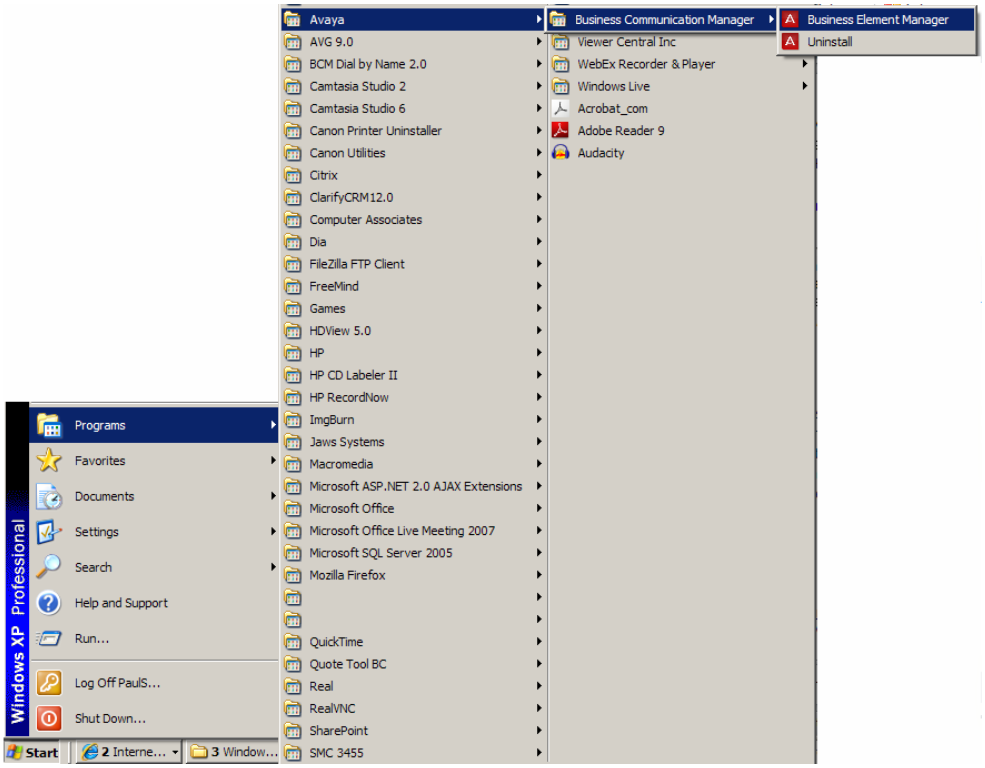
Immediate backups can be sent to the following storage locations:

- The BCM itself.
- The Client PC running Element Manager.
- Network folder.
- A USB storage device inserted into the USB port of the BCM.
- An FTP server.
- A SFTP sever.

Note: A backup operation will interrupt CallPilot services if CallPilot Components are included in the backup. You can exclude these components from the backup if you want to perform a backup that does not affect the system, or include them and perform a backup at a time when the system is typically not in use.

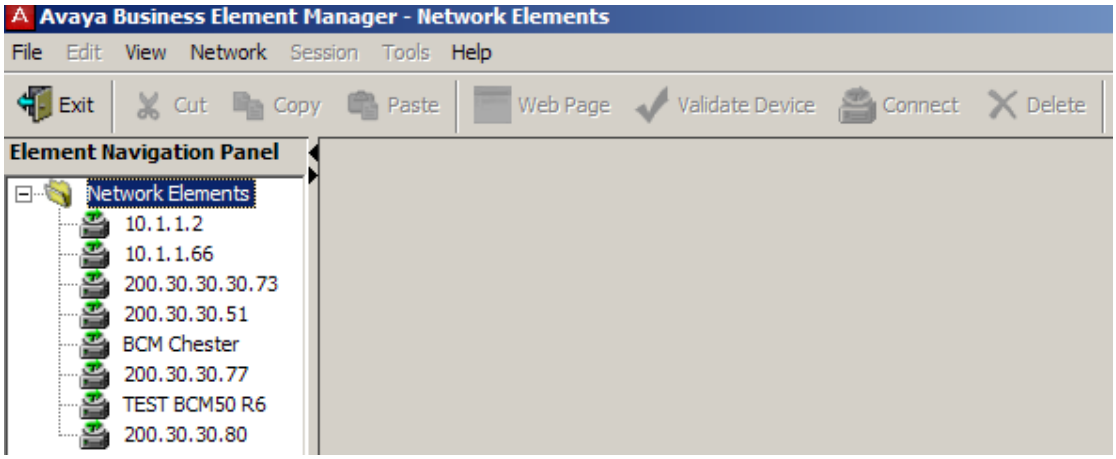
Accessing Backup & Restore in Element Manager

1. To access the Business Element Manager application from the Start Menu, navigate to **Start**, **Programs**, **Avaya**, **Business Communications Manager**, **Business Element Manager**.

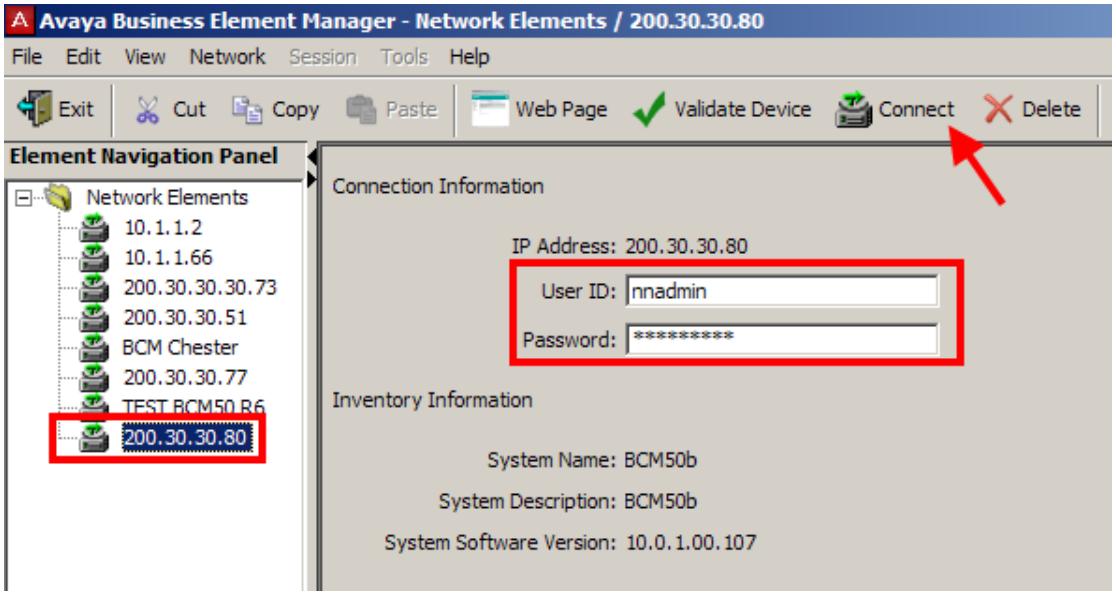


2. Alternatively, double-click on the **Business Element Manager** desktop icon.

3. You will be presented with the **Element Manager** interface.

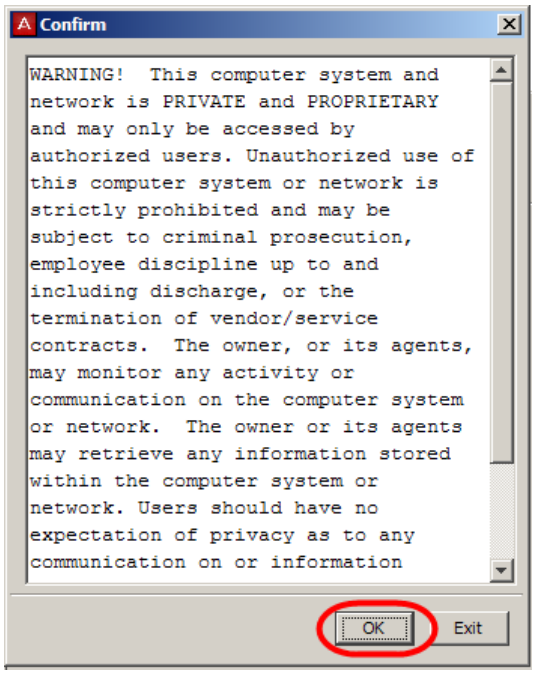


4. Open the **Network Elements** folder and select the IP Address of the BCM.

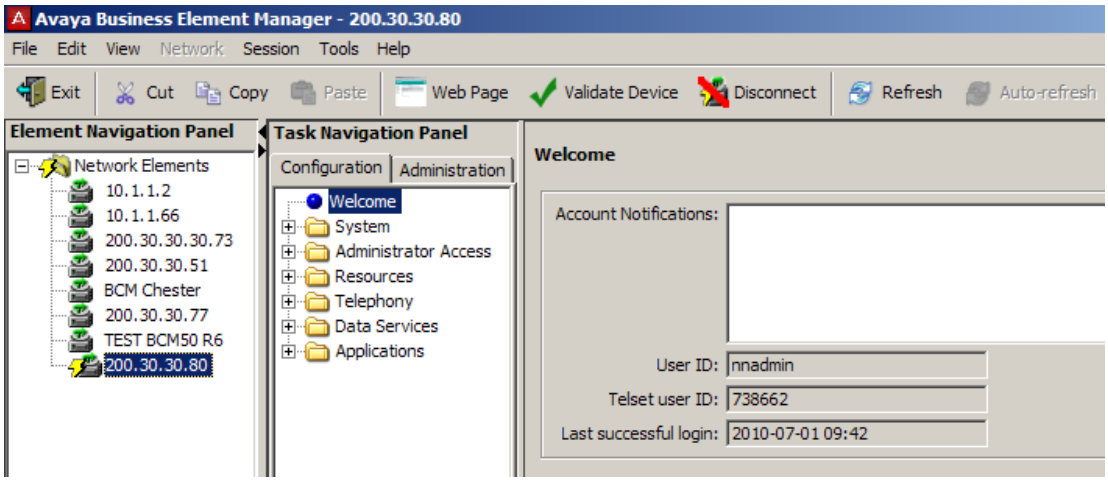


5. Enter the User Name of the BCM in the User Name field, by default this is **nnadmin**. Then enter the Password in the Password field, by default the password is **PlsChgMe!**. Click the **Connect** button.

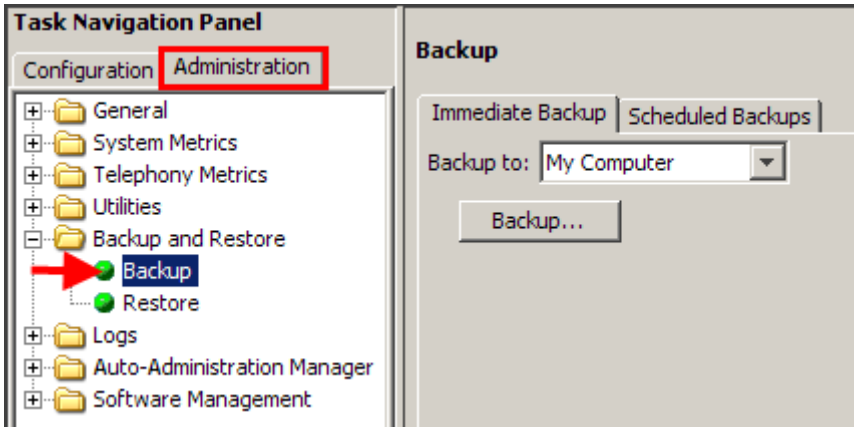
6. A warning screen will appear, read the warning and click **OK**.



7. You will be presented with the Element Manager interface.



8. Select the **Administration** tab, open the **Backup and Restore** folder, and then click **Backup**.

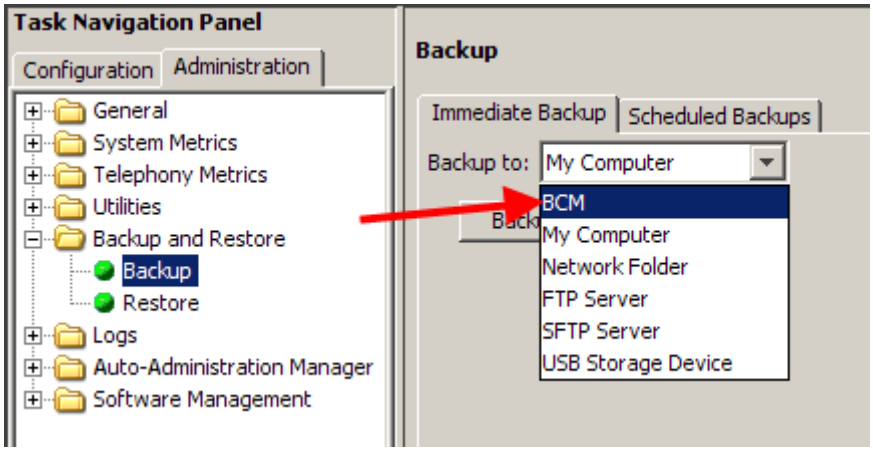


9. The Backup panel opens and displays the **Immediate Backup** tab.

Backup to the BCM

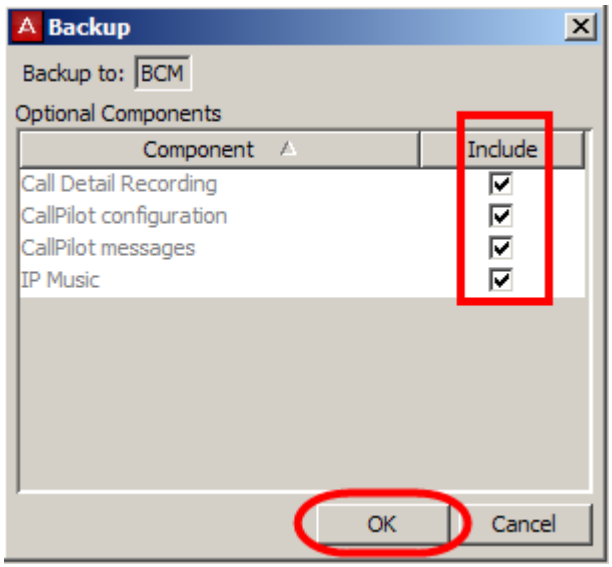
Note: This is the least safe location to store a backup, should the BCM hard drive become corrupt; your backup will be lost.

1. In the **Backup To** selection field, choose BCM.



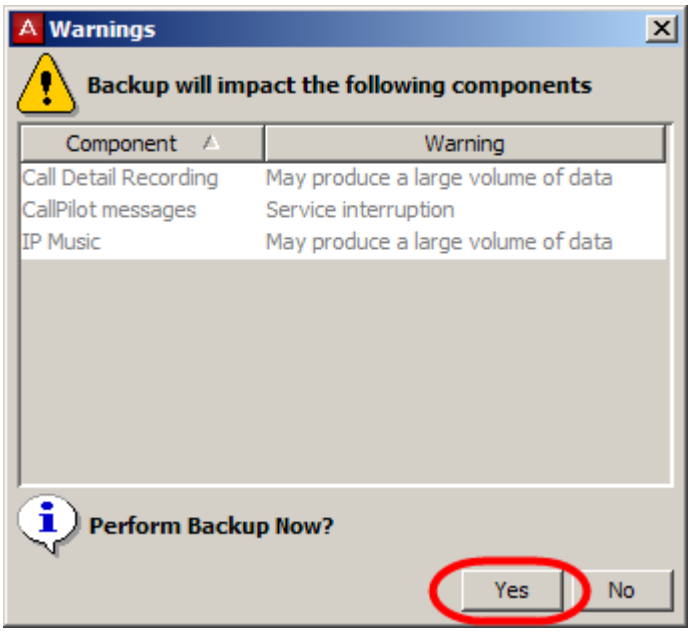
2. Click the **Backup** button. The **Backup window** appears.

3. In the **Optional Components** table, select or clear the check box for **Call Detail Recording**, **CallPilot configuration**, **CallPilot Messages**, or **IP Music** to include or exclude these components from the backup operation. Click the **OK** button to proceed.

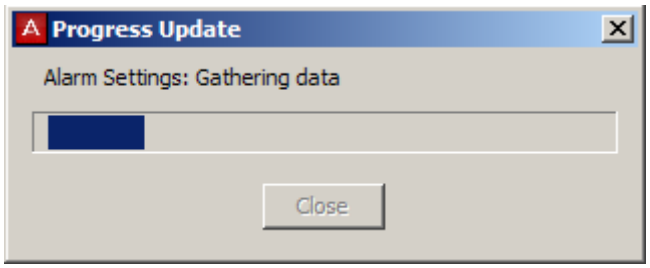


Note: Including some of these options in the backup may cause service interruptions.

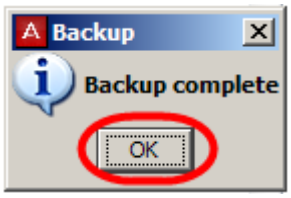
4. Then click **Yes** to perform the backup.



5. A progress window opens.

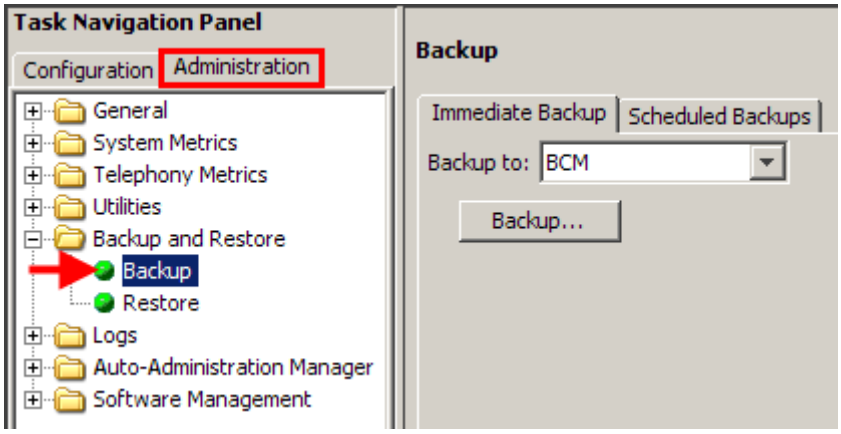


6. When the backup is complete, the Backup Complete message appears Click the **OK** button.



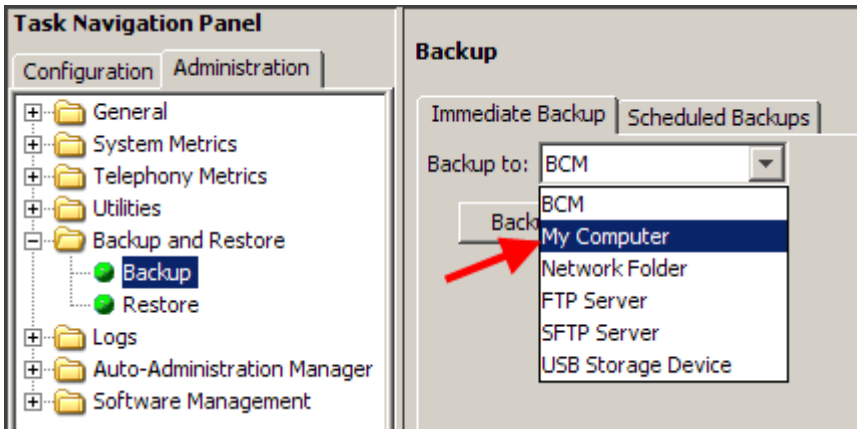
Backup to Personal Computer

1. Select the **Administration** tab, open the **Backup and Restore** folder, and then click **Backup**.



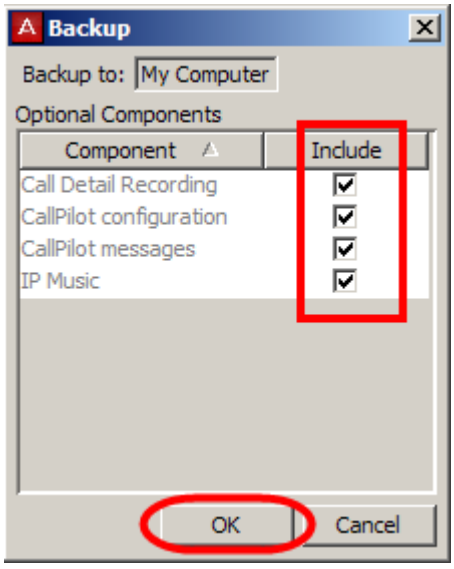
2. The Backup panel opens and displays the **Immediate Backup** tab.

3. In the **Backup To** selection field, select **My Computer**.



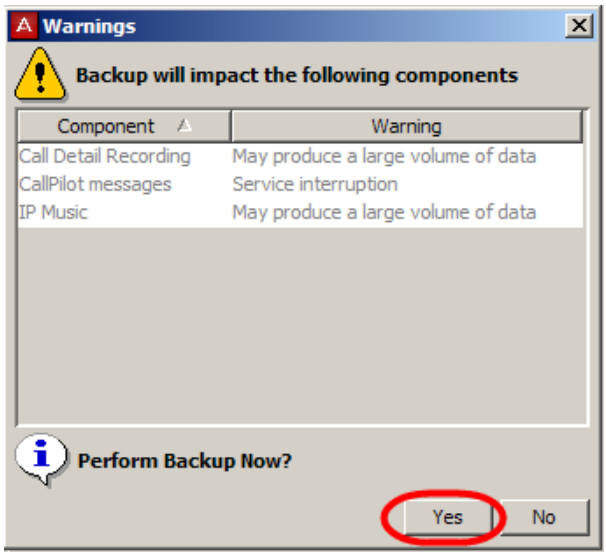
4. Click the **Backup** button. The **Backup** window opens.

5. In the **Optional Components** table, select or clear the check box for **Call Detail Recording**, **CallPilot configuration**, **CallPilot Messages**, or **IP Music** to include or exclude these components from the backup operation. Click the **OK** button to proceed.

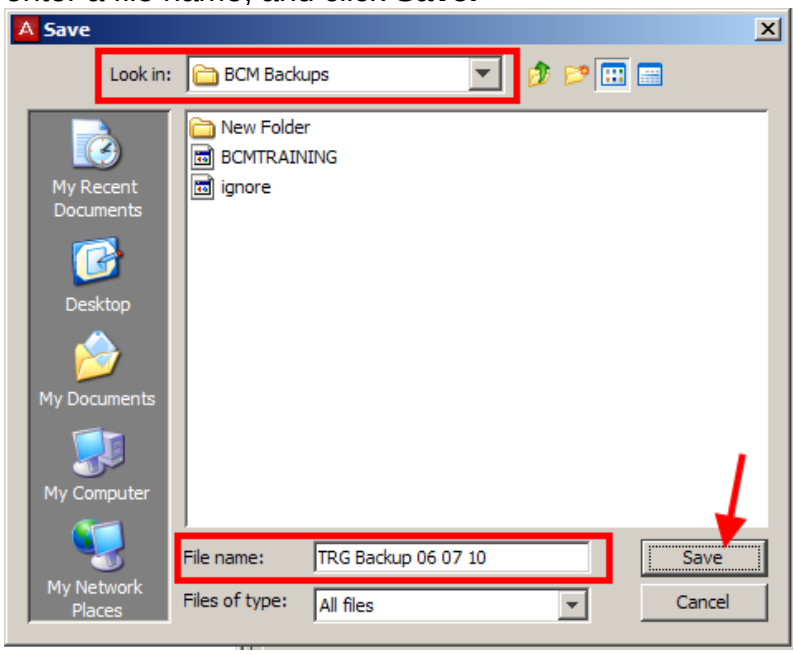


Note: including some of these options in the backup may cause service interruptions.

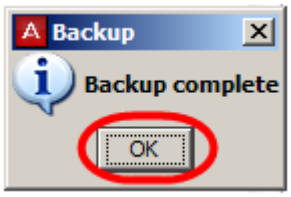
7. Then click **Yes** to proceed.



6. When the Backup files are ready to be transferred, a Browse window appears prompting for a location on your computer. Select a location, enter a file name, and click **Save.**



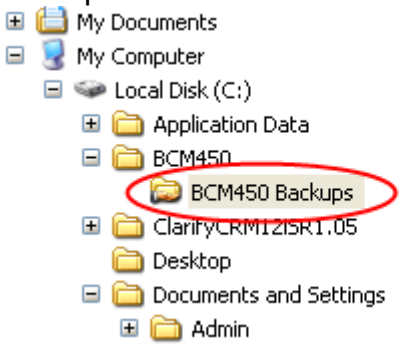
7. A progress window opens. When the backup is complete, the Backup Complete message appears. Click the **OK** button.



Backup to Network Folder

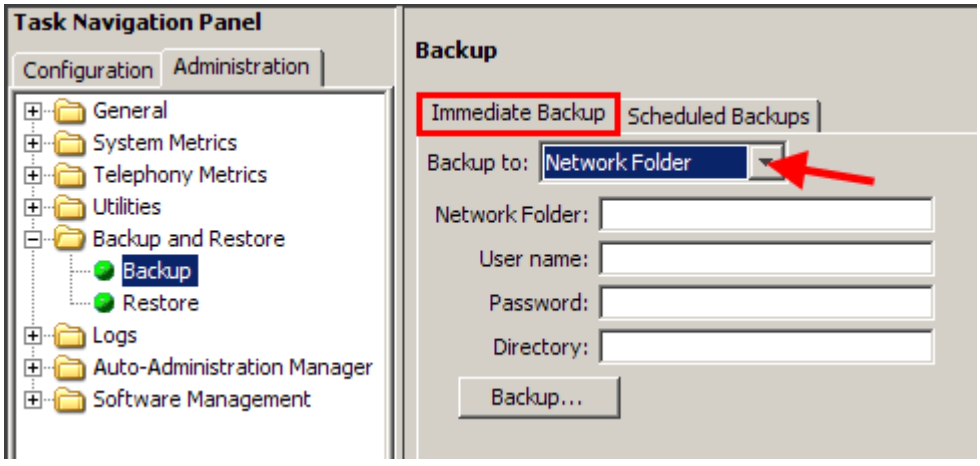
Note: Ensure that the target location is a shared file on a networked PC The Shared file should have full read/write permissions.

For example:



1. Select the **Administration** tab, open the **Backup and Restore** folder, and then click **Backup**.

2. The **Backup** panel opens and displays the **Immediate Backup** tab.



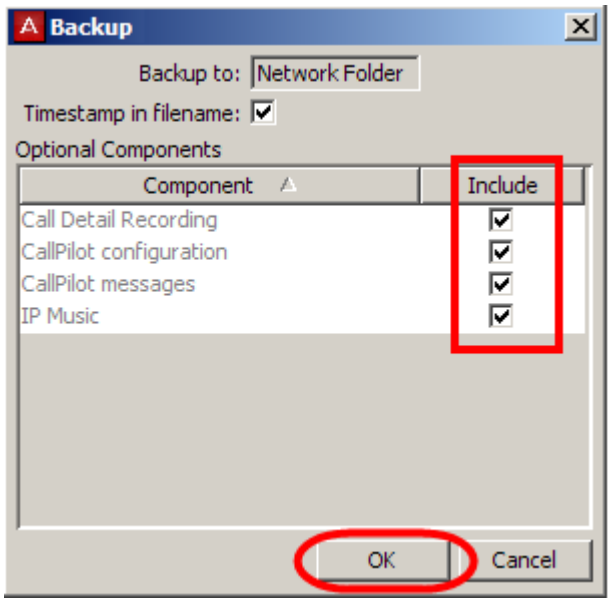
3. Select **Network Folder** from the **Backup to** dropdown box.

4. Configure the **Network Folder** attributes.

Attribute	Action
Network Folder	Enter the hostname or IP address of the network folder and the resource name. For example, enter \\<server>\<resource>.
User Name	Enter the user name associated with the network folder.
Password	Enter the password associated with the network folder.
Directory	Enter the path to the subdirectory (optional).

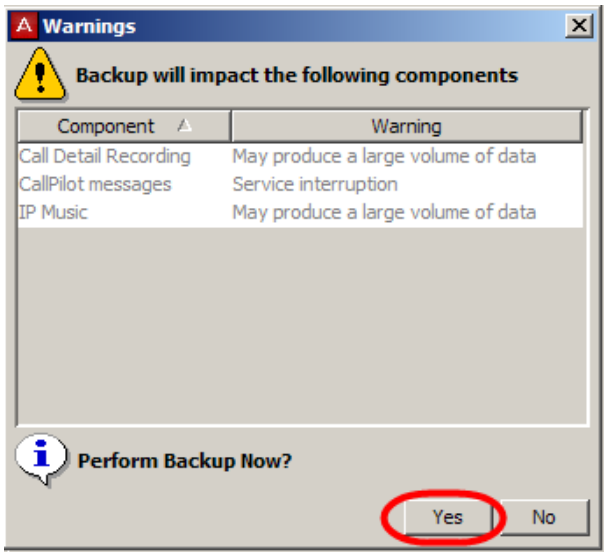
5. Click the **Backup** button. The **Backup** window opens.

6. In the **Optional Components** table, select or clear the check box for **Call Detail Recording**, **CallPilot configuration**, **CallPilot Messages**, or **IP Music** to include or exclude these components from the backup operation. Click the **OK** button to proceed.

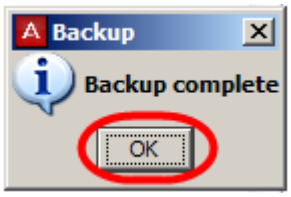


Note: including some of these options in the backup may cause service interruptions.

7. Then click **Yes** to perform the backup.



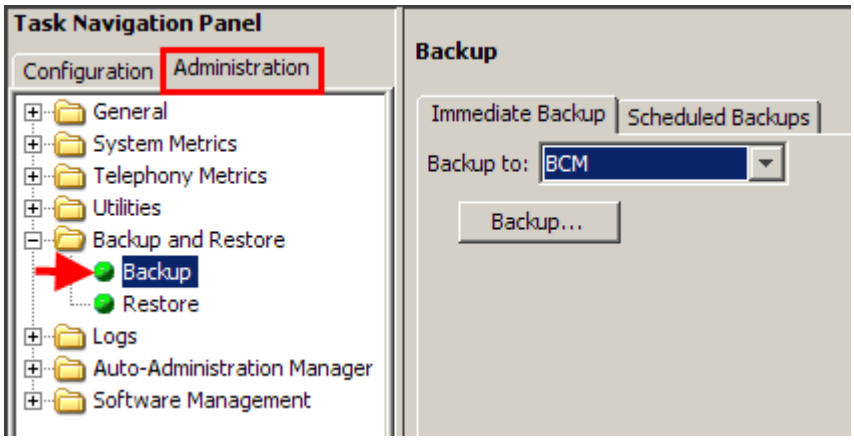
8. A progress window opens. When the backup is complete, the Backup Complete message appears Click the **OK** button.



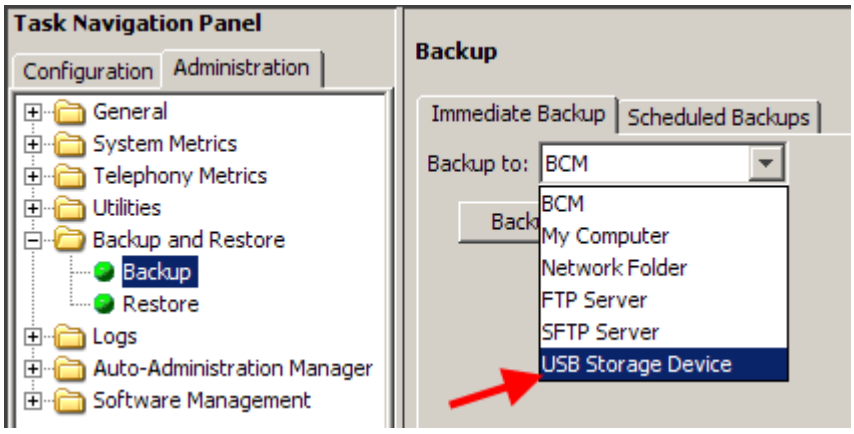
Backup to a USB Storage Device

1. Insert a USB storage device into the USB slot on the front of the BCM.

2. Select the **Administration** tab, open the **Backup and Restore** folder, and then click **Backup**. The **Backup** panel opens and displays the **Immediate Backup** tab.

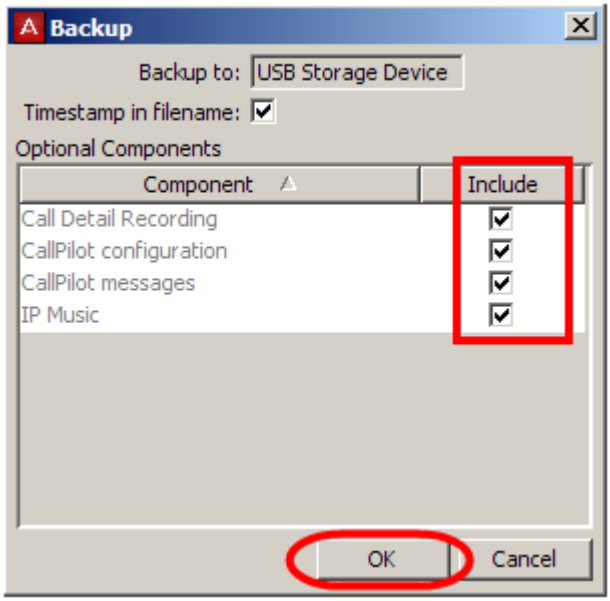


3. Select **USB Storage Device** from the **Backup to** dropdown box.



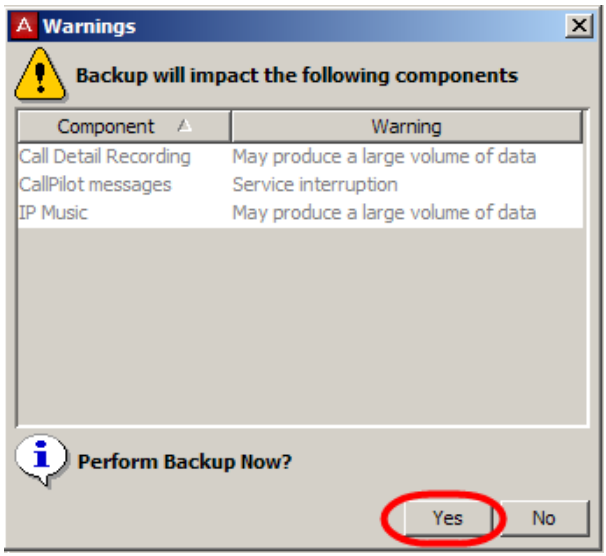
4. Click the **Backup** button. The **Backup** window opens.

5. In the **Optional Components** table, select or clear the check box for **Call Detail Recording**, **CallPilot configuration**, **CallPilot Messages**, or **IP Music** to include or exclude these components from the backup operation. Click the **OK** button to proceed.

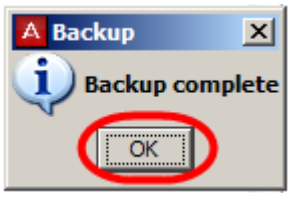


Note: including some of these options in the backup may cause service interruptions.

6. Then click **Yes** to perform the backup.

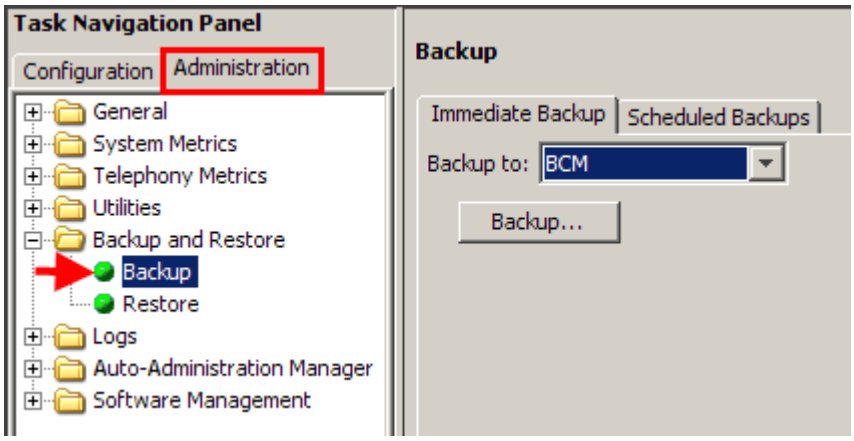


7. A progress window opens. When the backup is complete, the Backup Complete message appears. Click the **OK** button.

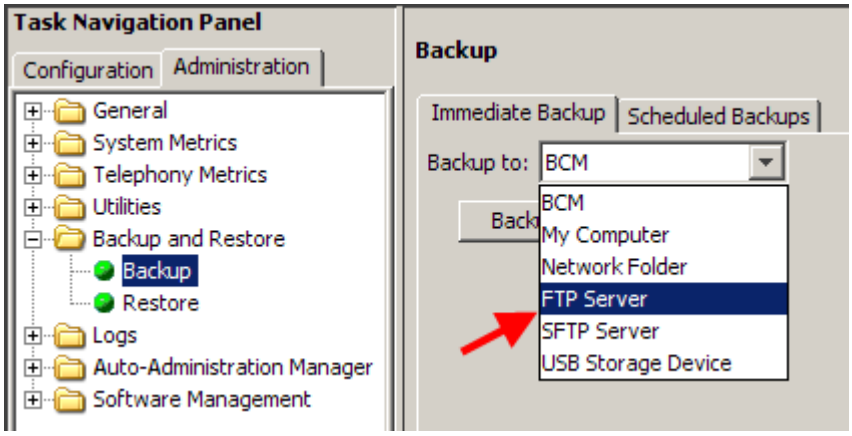


Backup to FTP Server

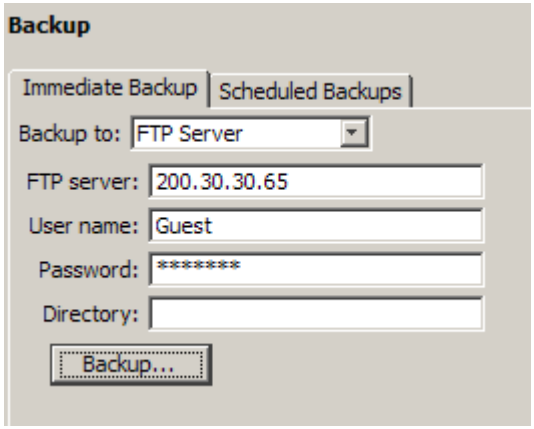
1. Select the **Administration** tab, open the **Backup and Restore** folder, and then click **Backup**. The **Backup** panel opens and displays the **Immediate Backup** tab.



2. Select **FTP Server** from the **Backup to** dropdown box.



3. Configure the FTP Server attributes.

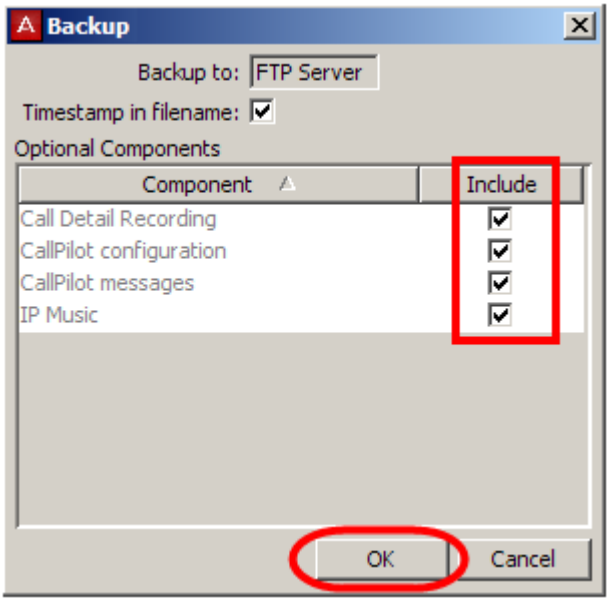


Attribute	Action
FTP Server	Enter the hostname or IP address of the FTP server.
User Name	Enter the user name associated with the FTP server.
Password	Enter the password associated with the FTP server.
Directory	Enter the path to the subdirectory (optional).

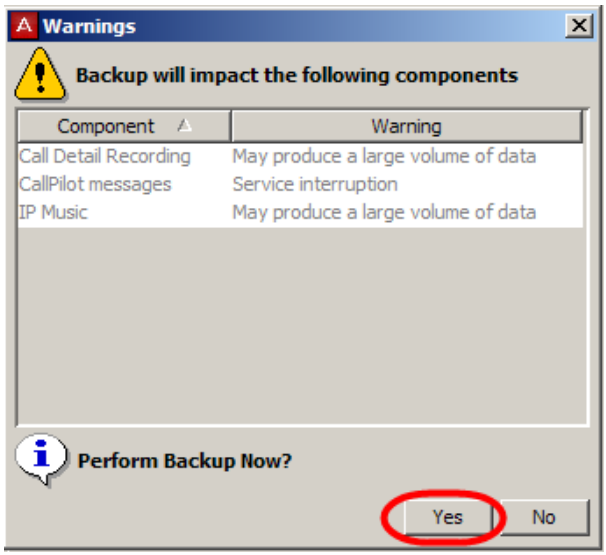
4. Click the **Backup** button. The **Backup** window opens.

5. In the **Optional Components** table, select or clear the check box for **Call Detail Recording**, **CallPilot configuration**, **CallPilot Messages**, or **IP Music** to include or exclude these components from the backup operation. Click the **OK** button to proceed.

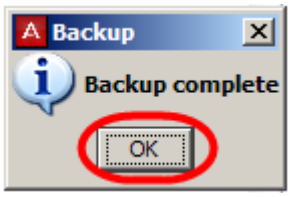
Note: including some of these options in the backup may cause service interruptions.



6. Then click **Yes** to perform the backup.

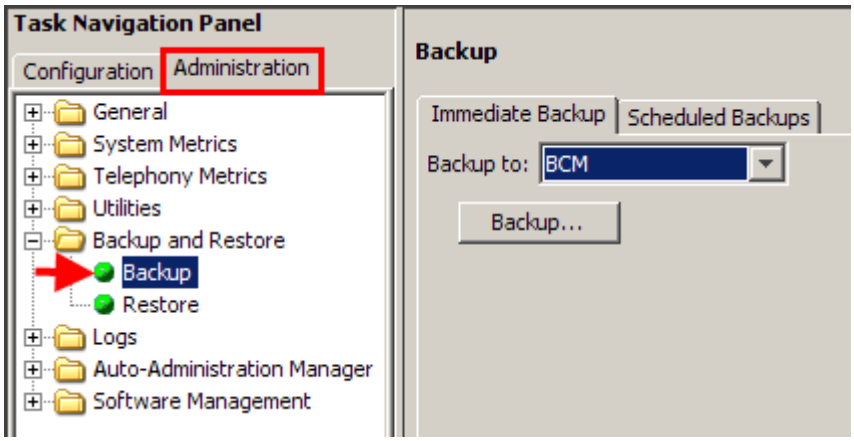


7. A progress window opens. When the backup is complete, the Backup Complete message appears. Click the **OK** button.

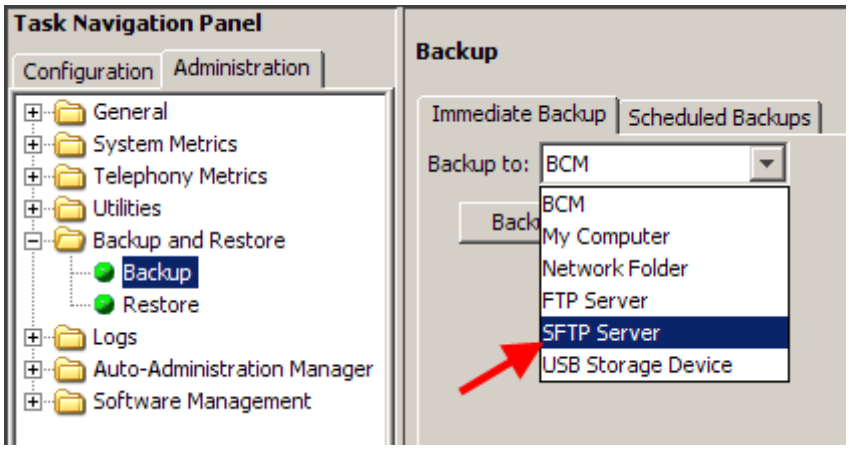


Backup to SFTP Server

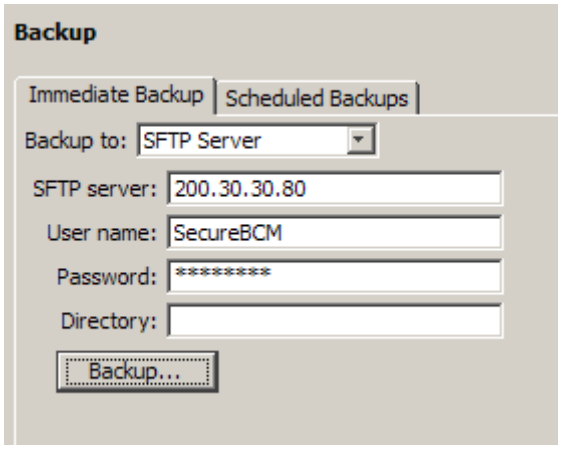
1. Select the **Administration** tab, open the **Backup and Restore** folder, and then click **Backup**. The **Backup** panel opens and displays the **Immediate Backup** tab.



2. Select **SFTP Server** from the **Backup to** dropdown box.



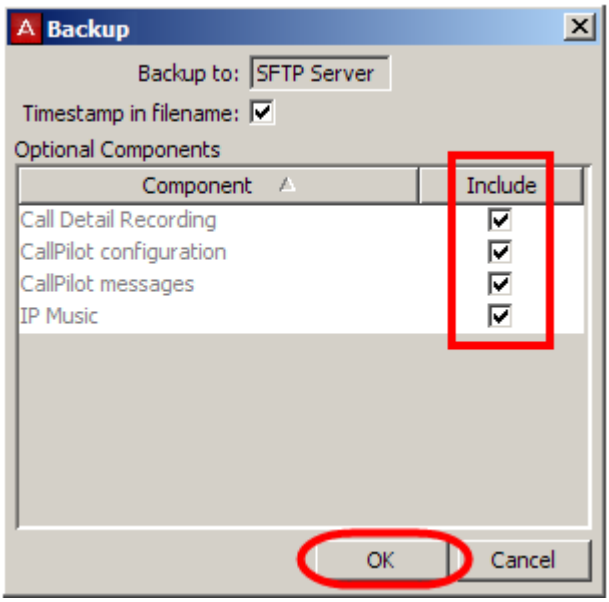
3. Configure the SFTP Server attributes.



Attribute	Action
SFTP Server	Enter the hostname or IP address of the SFTP server.
User Name	Enter the user name associated with the SFTP server.
Password	Enter the Password associated with the SFTP server.
Directory	Enter the path to the subdirectory (optional).

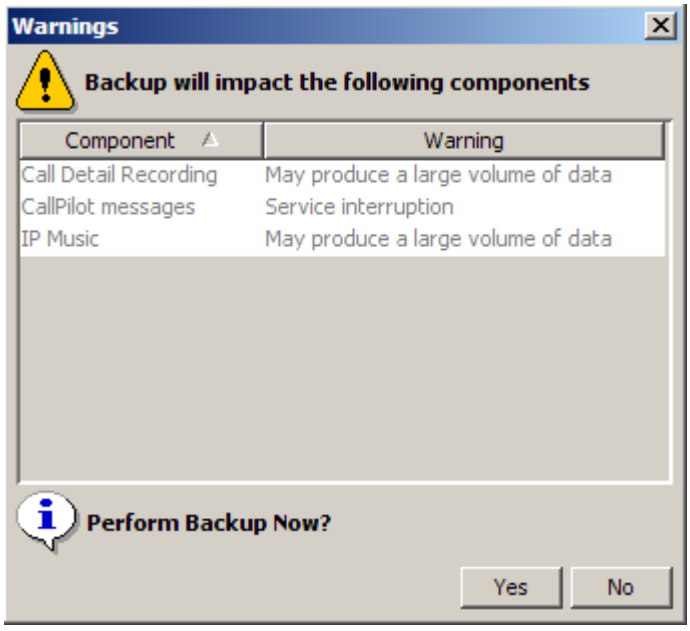
4. Click the **Backup** button. The **Backup** window opens.

5. In the **Optional Components** table, select or clear the check box for **Call Detail Recording**, **CallPilot configuration**, **CallPilot Messages**, or **IP Music** to include or exclude these components from the backup operation. Click the **OK** button to proceed.

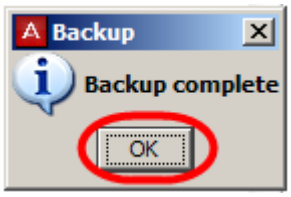


Note: including some of these options in the backup may cause service interruptions.

6. Then click **Yes** to perform the backup.



8. A progress window opens. When the backup is complete, the Backup Complete message appears. Click the **OK** button.



Scheduled Backups

You can create scheduled backups in order to perform backups at a date and time that you choose.

For example, you can choose a date and time during which the business is closed. This will avoid disrupting the normal work-day routine and may allow your backup file to transfer more quickly.

You can create a schedule for a single backup operation or for operations that recur on a regular basis. You can view existing scheduled backups, as well as modify and delete them.

Scheduled Backups can be performed to the following locations:

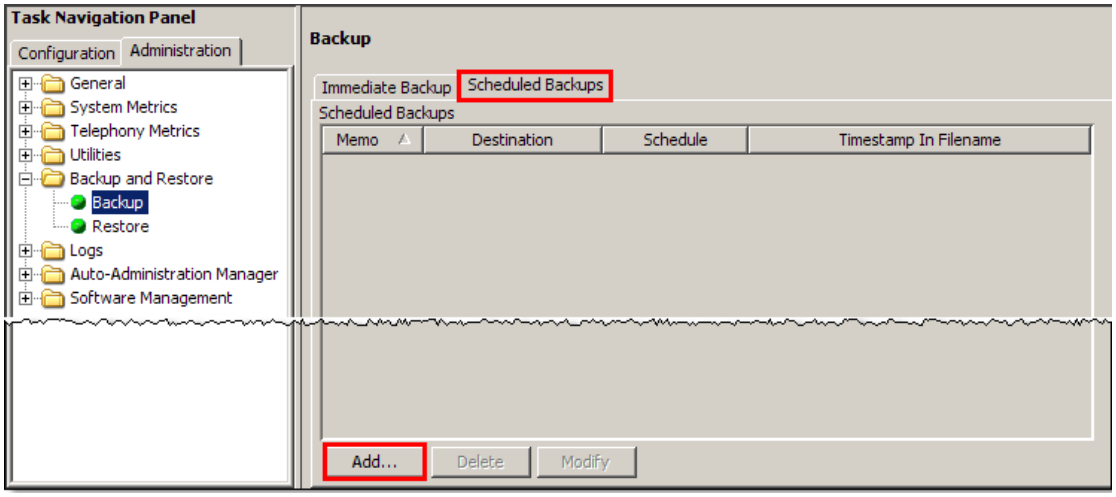
- The BCM itself.
- Network folder.
- A USB storage device inserted into the USB port of the BCM.
- An FTP server.
- A SFTP sever.

For the specific details of each backup type, please refer to the relevant sub-section of the **Performing an Immediate Backup** section of this guide.

Performing a Scheduled Backup

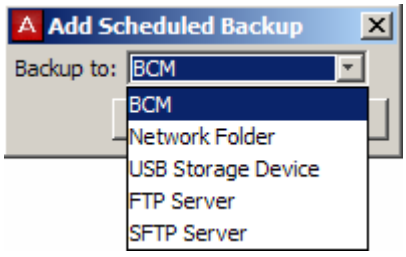
1. Select the **Administration** tab, open the **Backup** folder, and then click **Backup**. The Backup panel opens and displays the **Immediate Backup** tab.

2. Click the **Scheduled Backups** tab.

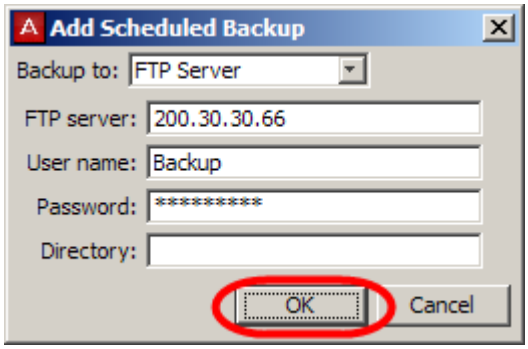


3. The Scheduled Backups panel opens. Click the **Add** button.

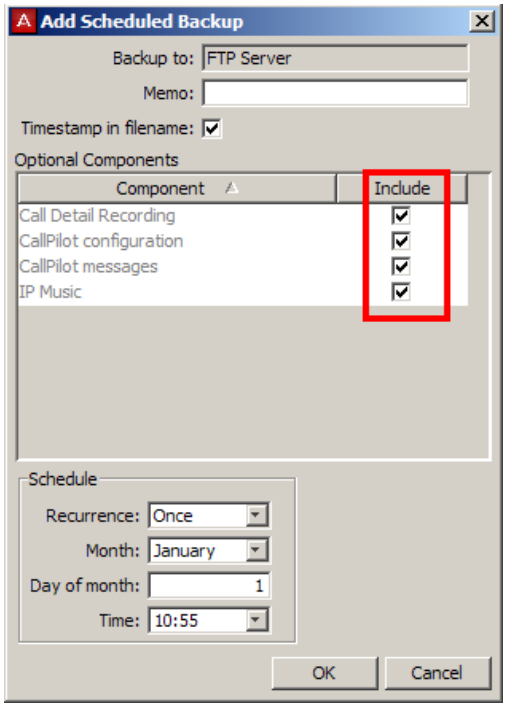
4. The Add Scheduled Backup window opens. Select the required backup type and click the **OK** button.



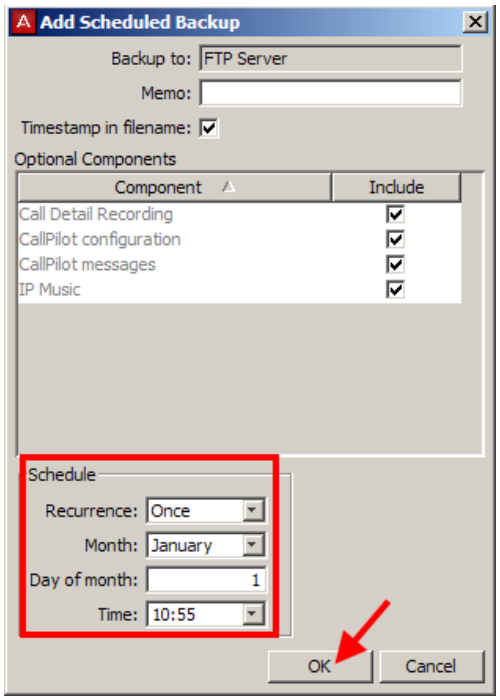
5. The **Add Scheduled Backup** window opens. Enter any specific location details. (This example shows a Scheduled Backup to an FTP server.)



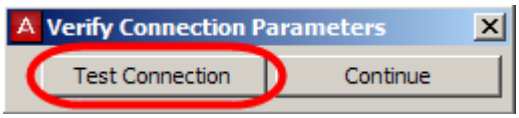
6. In the **Optional Components** table, select or clear the check box for **Call Detail Recording**, **CallPilot configuration**, **CallPilot Messages**, or **IP Music** to include or exclude these components from the backup operation.



7. Next, configure the Schedule **Recurrence** and additional details, which determine when the backup operations will be performed. Click **OK** when finished.

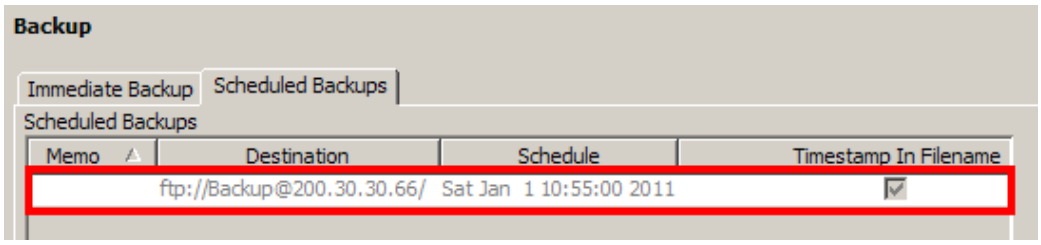


8. You now have the option of verifying the connection details, dependant on the backup location. Click **Test Connection** to verify the backup location, or **Continue** to bypass this operation.



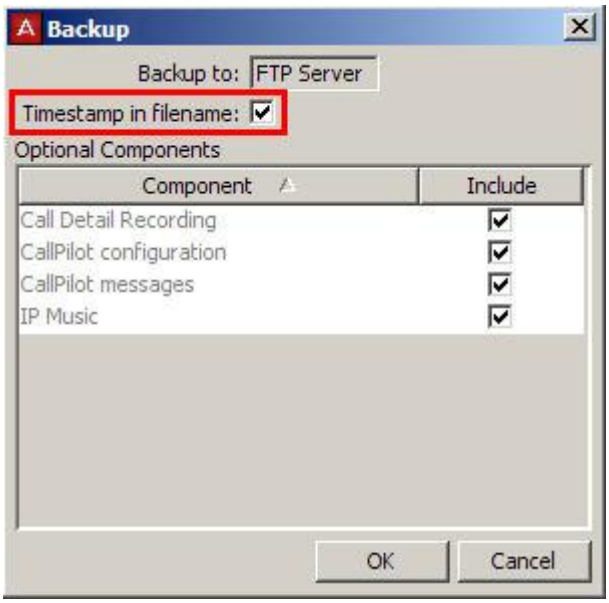
9. The results of the connection test will be displayed. If the test has failed, re-enter the location details entered earlier.

10. The Scheduled Backup is displayed in the Scheduled Backups table, which also shows whether the Timestamp option was selected (refer to the **Timestamp Backup Files** section of this guide for more information).



Timestamp Backup Files

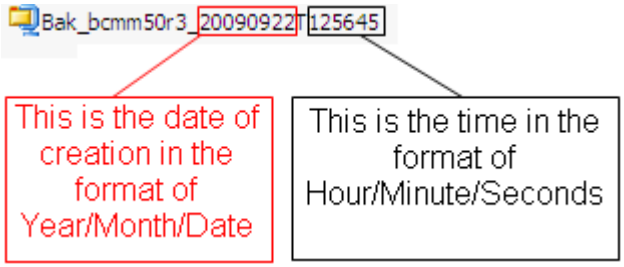
When creating a backup, some options allow you to include a timestamp in the Backup filename. This adds the creation date and time to any new backup file, and is a tick box option when selecting which elements to backup.



Note: This option is available on USB, FTP, SFTP and Network Folder options only.

Files without the timestamp will appear as follows:

Files with a timestamp appear as follows:



Note: This option is also available on the BCM Logs.

Restore

You can restore the BCM data using Element Manager. The restore software determines compatibility with the backup file. Incompatible backups cannot be restored at all.

Note: Compatible backups may have incompatible sub-components which must be excluded from a Restore operation. This situation can occur if your BCM software is upgraded and a component changes the data that it includes in the backup. New backups should be made after any change to your BCM software to avoid this situation.

However, it may be possible to recover data for components that have not changed from backups made prior to your software upgrade.

Restore operations are available to one user at a time, and on demand only; they cannot be scheduled.

You can retrieve the most recent backup file that you want to use for the restore operation from the BCM or from an external storage location.

Restore Options

You can select the components for which you want to restore configuration or application data.

Optional components

You can restore configuration or application data for the following optional components:

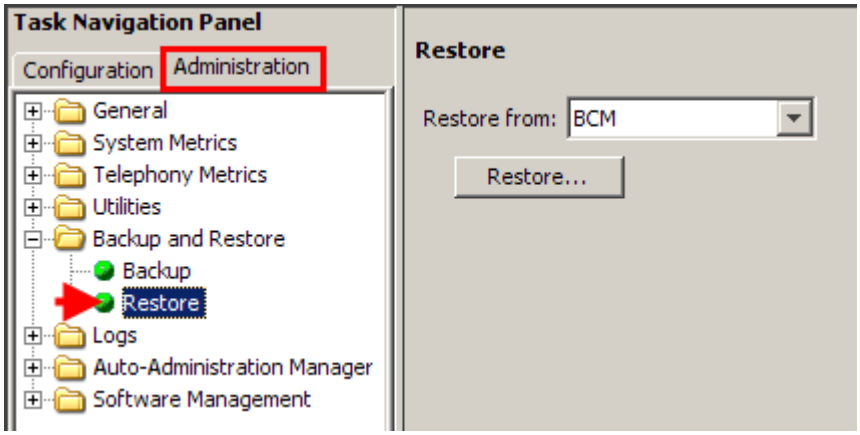
- Activity Reporter.
- Alarm Settings.
- Auto Administration Manager.
- Call Data Recording.
- CallPilot Configuration.
- CallPilot Messages.
- Core Telephony.
- Data Services + Network interfaces.
- Date and Time.
- Doorphone.
- IP Music.
- IP Telephony.
- LAN CTE.
- Media Services Manager.
- QOS Monitor.
- Scheduling.
- Security.
- Survivable Remote Gateway.

Note: A restore operation is a service affecting operation. A number of services running on the BCM system are stopped and then restarted using the restored configuration or application data. A reboot is required if you choose to restore the Keycodes component. It takes several minutes before Voicemail is working again.

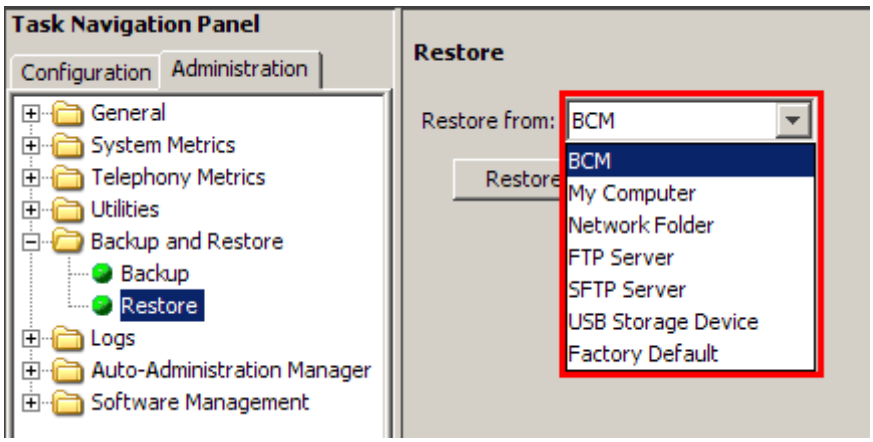
Performing a Restore

Use the following procedure to restore a previous configuration the BCM.

1. Select the **Administration** tab, open the **Backup & Restore** folder, and then click on **Restore**.

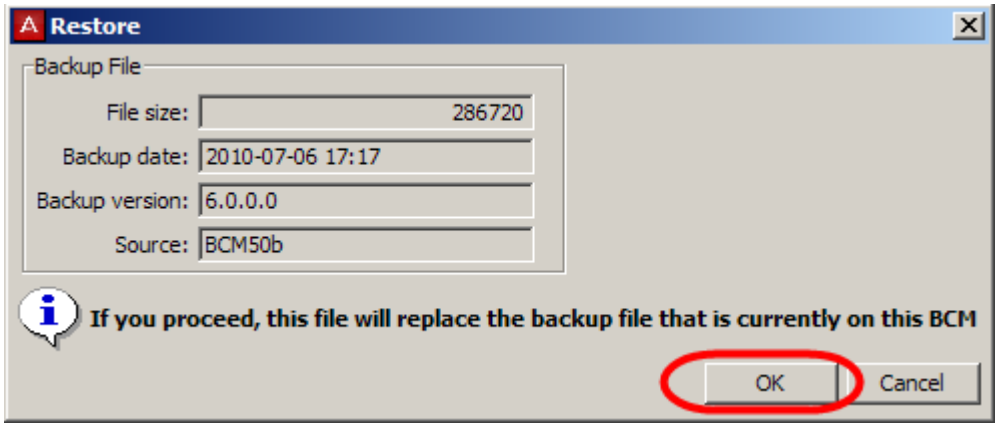


2. The **Restore** panel opens. In the **Restore from** drop down list, select one of the following to restore from:
   - BCM.
   - My Computer.
   - Network Folder.
   - FTP Server.
   - SFTP Server.
   - USB Storage Device.
   - Factory Default (refer to the **Restore to Factory Configuration** section of this guide).

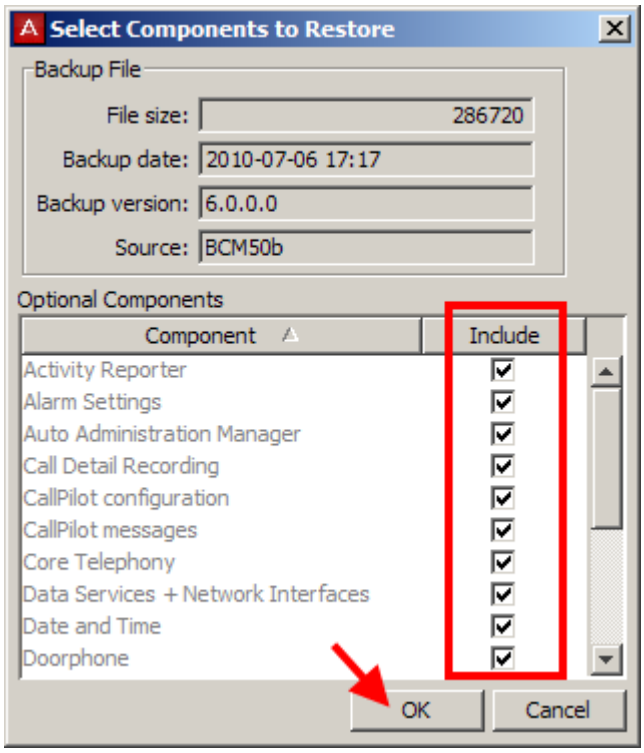


3. Select the location for the Backup file. You may need to enter further locations and security details so that the BCM can access the backup file.

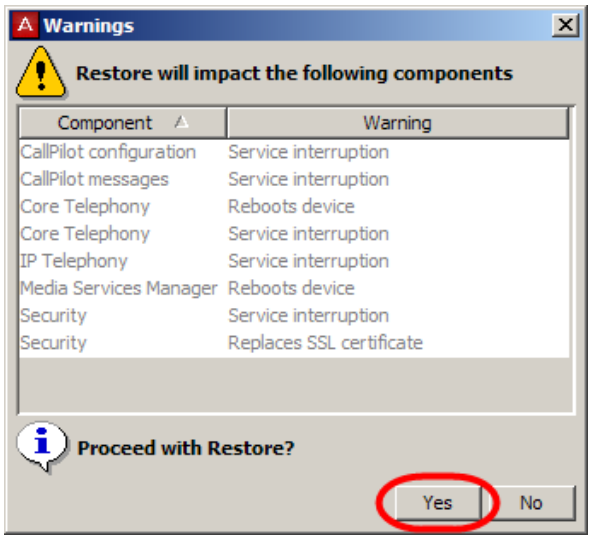
4. The backup file detail box appears. If all details are correct, click **OK**.



5. The **Select Components to Restore** window opens. From the open window select the optional components that you want to include from the backup file. Click the **OK** button when ready.



6. A warning window opens and displays information about components that will be affected by the restore operation. If OK, click **Yes** to continue.



7. A progress window opens. When the operation is complete, the Restore complete window opens. Click the **OK** button.

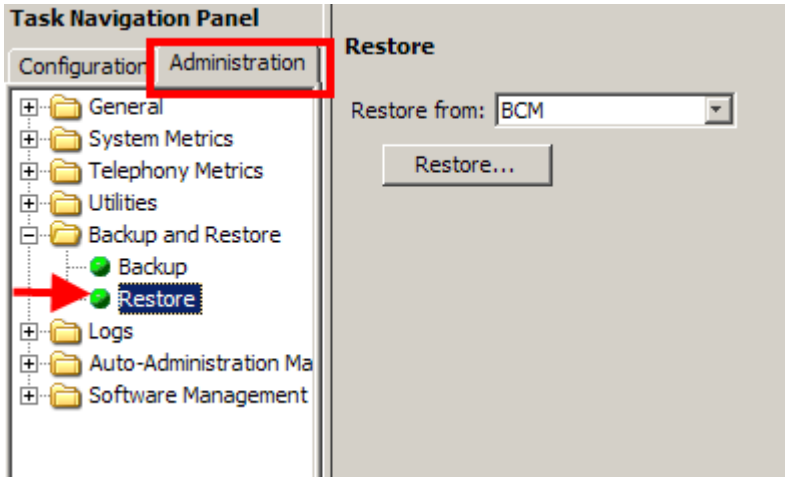
8. The BCM will then reboot.

To Restore the Factory Configuration

Your BCM is delivered with a backup file that was created at the factory. This file can be a helpful starting point if you decide to completely re-configure your BCM and would like to erase the settings programmed on your device. Although you can select individual components to restore, it is recommended that you restore all components when using this option.

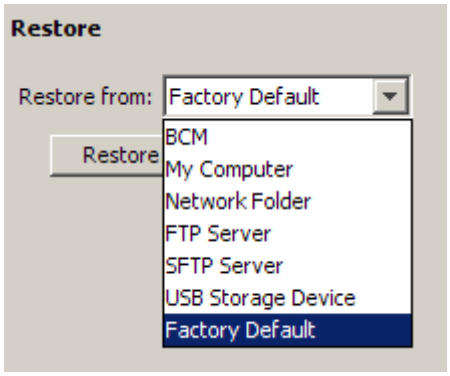
Note: For alternative methods of resetting the BCM to default states, refer to the **BCM Command Line Interface** section of the of the respective model ***Hardware and Installation*** guide.

1. **Click** the **Administration** tab. Open the **Backup and Restore** folder, and then click **Restore.**



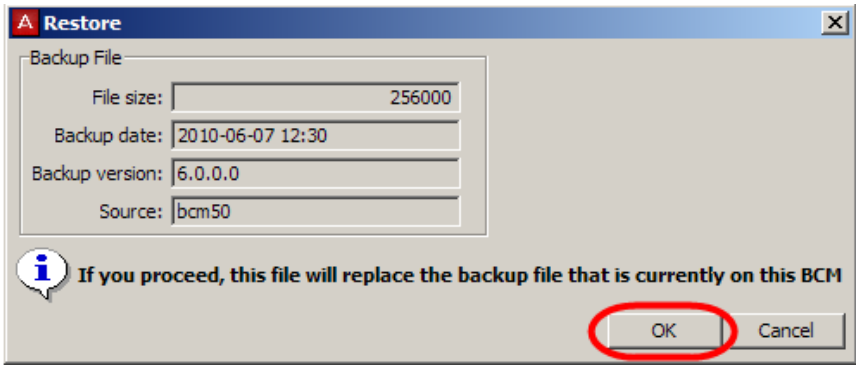
2. The Restore panel opens.

3. In the **Restore from** selection field, select **Factory Default**.

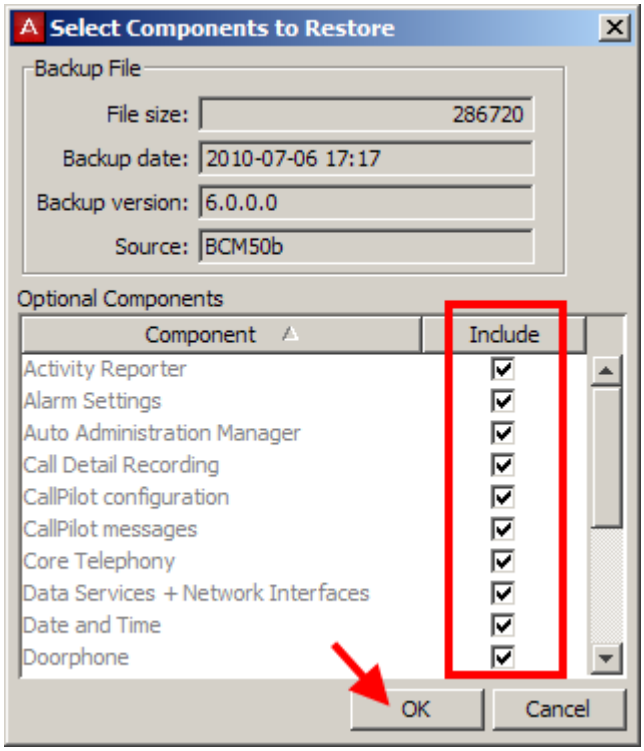


4. Click the **Restore** button.

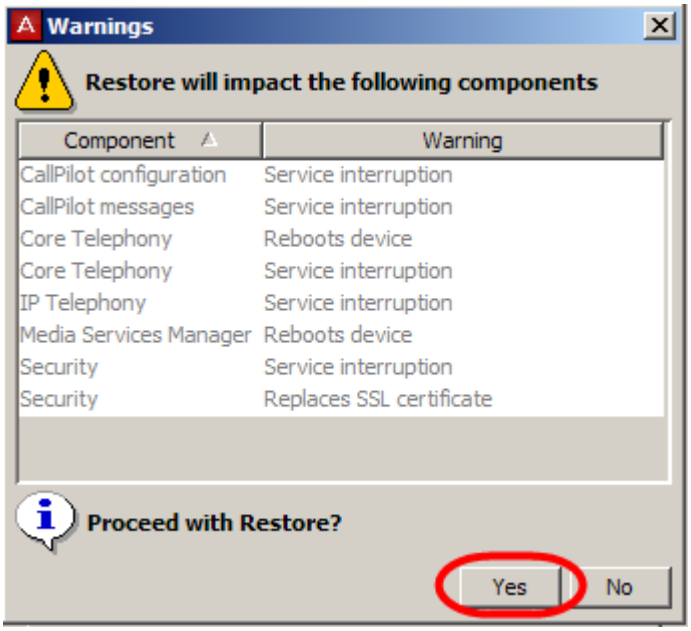
5. The Backup File detail box appears. Click **OK** to continue.



6. The **Select Components to Restore** window opens. It is recommended that for this operation you leave all components selected. Alternatively, select the optional components that you want to include from the backup archive. Click the **OK** button when ready.



7. A warning window opens and displays information about components that will be affected by the restore operation. Click the **Yes** button to proceed.



8. A progress window opens. When the operation is complete, the Restore complete window opens. Click the **OK** button.

9. The BCM will then reboot.

Avaya Documentation Links

- Administration and Security guide