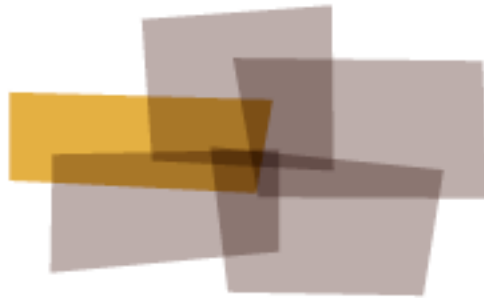


# **AVAYA COMMUNICATION MANAGER RESTORE PROCEDURE**

**InfoPlus**



**Backup**



# Avaya Communication Manager Restore Procedure

Updated on November 30, 2011.

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## 1. Restore Procedure Overview

InfoPlus offers *Backup Service* for the Avaya Communication Manager platform to assist you in restoring your Communication Manager system in the event of a disaster.

In making these files available online, a technician can download the archive file from <http://data1.infoplusonline.com> and restore the CM using either the Command Line or Web interfaces detailed below.

## 2. Logging into InfoPlus and Accessing Your Files

There are three methods of access to the InfoPlus Database. 1) If you have an account with InfoPlus you can login using your User Name and Password. 2) If you received an Email with a link to your backup you can click on the link and be routed directly to your account. 3) If you were given a Web Code you can access your account directly via the Web Code Form from the InfoPlus Web Site.

### Access via InfoPlus Online Services

In order to obtain the backup files, navigate to <http://data1.infoplusonline.com> with your browser and enter your User Name and Password. Then click the “Login” button as shown in figure 2.1:

Login Help ?

To access InfoPlus Online Services, you are required to log in with your User Name and Password. If you do not know this information, please contact Bristol Capital, Inc. at (201) 476-0600 to register, or [take a tour of the database](#).

User Name:

Password:

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sales@infoplusonline.com

Figure 2.1

Upon logging in, you have the option to search for the account you need. To do so, click the “Retrieve Backups” link from the “InfoPlus Services Access” section as shown in figure 2.2:

InfoPlus Services Access

Access Accounts & Reports

Enter a New account

Retrieve Backups

Figure 2.2

This will bring up the Backups search page. Enter the name of the account into the “Name” field and click the “Search” button, as shown in figure 2.3:

Figure 2.3

A listing of all your accounts matching the search criteria will be listed. Navigate to an account by clicking the name in the listing that you wish to retrieve a backup for. The *Download from Archive* page for your account will appear. (Figure 2.4)

### Binary Backups

The following files are archives whose contents can be used to restore the configuration data of an Avaya PBX. Please refer to our [Avaya Communications Manager Restoration Guide](#) for restoration instructions.

Files available for download:

- [BackupSet\\_375257](#) (Jul 28, 2011 2:21 PM EST)
- [BackupSet\\_368122](#) (Apr 27, 2011 4:37 PM EST)

Figure 2.4

## Access via Email Link

You may have received an email with a link containing direct access to your account. Click on this link and you will be directed to the Available InfoPlus Reports and Data page. (Figure 2.6) Click on the red link **Backup** to navigate to the *Download from Archive* page. (Figure 2.4)

## Available InfoPlus Reports and Data

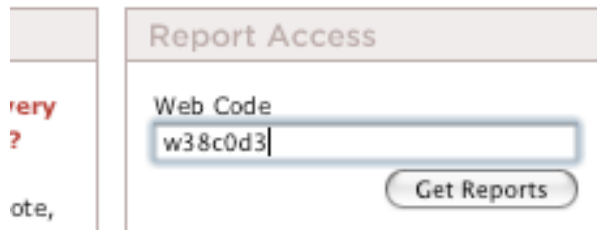
The following InfoPlus Reports and services are available online. Click on any of the links in the Name column to view the report or service:

Type	Name	Date
Inventory	<a href="#">Site Survey</a>	<a href="#">Order</a>
Configuration	<a href="#">SourceBook</a>	<a href="#">Order</a>
Performance	<a href="#">Traffic Study</a>	<a href="#">Order</a>
Security	<a href="#">Security Audit</a>	<a href="#">Analyze   Order</a>
Backup	<a href="#">Backup</a>	10/26/11

[Download the raw data files](#) for this account.

## Access via a Web Code

In order to obtain the backup set files via web code, you must log on to <http://www.infoplusonline.com>. To log in with a web code, click on the red link *Click for End User* at the bottom left hand side of the home page. Enter your account web code in the **Report Access** form and click the “Get Reports” button as shown in figure 2.5:



The image shows a web form titled "Report Access". It contains a text input field labeled "Web Code" with the text "w38c0d3" entered. Below the input field is a button labeled "Get Reports". To the left of the form, there is a vertical sidebar with some partially visible text: "ery", "?", "ote,", and "s".

**Figure 2.5**

Upon logging in via web code, you are taken directly to your account’s information. (Figure 2.6) To access the backup files, click the red link **Backup** to navigate to the *Download from Archive* page. (Figure 2.4)

## **3. Downloading the Backup Files from InfoPlus Online Archives**

Once you have navigated to the *Download from Archive* page for your account, you will see a list of files that can be downloaded. Under the Binary Backups section you will see your online archived backup sets.

Your archived backup sets are sorted from newest to oldest. For easy reference we have listed the dates of the backup sets to the right of the link. Click on the red link of the *Backup Set* you are requesting. This will download the BackupSet ZIP file to your computer. Extract the files from the archive and review the contained files.

Normally, there will be three files:

Avaya Call Processing (ACP) Translations display as:

**/xln\_servername\_time\_date.tar.gz**

Server and System Files display as:

**/os\_servername\_time\_date.tar.gz**

Security Files display as:

**/security\_servername\_time\_date.tar.gz**

There may be additional files if the CM you are retrieving files for has survivable servers that we performed a backup for. These other files will have the IP address of the survivable server prefixing the file and are not required for the Primary Communication Manager restore. Below is a description of the 3 file types that you will need to restore your Primary Communication Manager.

**Avaya Call Processing (ACP) Translations** contains Communication Manager administration: stations, trunks, network regions, etc.

**Server and System Files:** installation-specific configuration files (for example, media server names, IP addresses, and routing information)

**Security Files:** Avaya Authentication file, logon IDs, passwords or Access Security Gateway (ASG) keys, firewall information, and file monitoring databases

## 4. Restoring the Communication Manager

### Getting Backup Data onto the Communication Manager

In order to restore your Communication Manager, the files you retrieved earlier from the InfoPlus website must be made available to the system. There are a number of ways to accomplish this depending on your specific hardware and circumstances. The most common approaches are listed below.

#### **USB Thumb Drives**

If you have a USB Memory Stick, sometimes known as a 'Thumb Drive' available, and both your PC and CM have an available USB port, this might be the easiest method.

First, insert the USB Drive into your PC. When the drive appears on the computer, copy the unarchived files to it and then remove the drive safely. For more details on using a USB Thumb Drive, see the documentation that came with your device.

Once the files are on the drive, attach it to a free USB port on your Communication Manager and proceed to the "Restoring From the Backup Files" section.

#### **Burning a CD**

If your Communication Manager has a CD or DVD drive, and your PC has a CD writer, you may opt to burn a CD. Place the files that you unarchived earlier onto the CD and proceed to the "Restoring From the Backup Files" section. Refer to your CD Burning software's documentation for assistance.

#### **Transfer over a network**

If your PC or Laptop is on the same network as your Communication Manager, you can transfer the restoration files to the Communication Manager using a secure transfer program such as WinSCP. Establish a connection to your Communication Manager using either the SFTP or SCP methods, using the same username and password you would use to log into the Communication Manager itself. Consult your network administrator if you do not know the address of the switch.

Once connected to the system, transfer the files you wish to restore to the /tmp directory, or any other directory that you'll remember later. Then proceed to the "Restoring From the Backup Files" section.

### Restoring From the Backup Files

#### **Restoring from the Web Interface**

1. Launch your web browser and log into the Communication Manager's web interface as normal.
2. After logging into the Integrated Management: Standard Management Solutions (Web interface), in the Maintenance section select **Launch Maintenance Web Interface**.
3. From the left side select **Data Backup/Restore > View/Restore Data**. See figure 4.1.

Figure 4.1

To view the current contents of a backup, select the source:

- **Network Device:** this option requires the following information:
  - o **Method:** select **SCP** (Secure Copy) for the greatest security.
  - o **User Name:** the user's account name.
  - o **Password:** the user's password.
  - o **Host Name:** the DNS name or IP address of the server
  - o **Directory:** If you want to use the default directory on the FTP server (/var/home/ftp) type a forward slash ("/"); otherwise, type the designated directory path in this field.
- **Local Directory:** type the directory path, for example **/var/home/ftp/pub**.
- **Local CompactFlash Card:** displays the contents of the server's Compact Flash card.

The **View/Restore Data Results** page displays three types of backup files:

- Avaya Call Processing (ACP) Translations display as: */xln\_servername\_time\_date.tar.gz*
- Server and System Files display as: */os\_servername\_time\_date.tar.gz*
- Security Files display as: */security\_servername\_time\_date.tar.gz*

4. Select the file you want to either preview or restore by clicking the radio button to the left of the file.
5. Click on the **View** button.

Contact your network administrator or consult Avaya documentation for further assistance.



## Restoring From the Command Line

Log into the Communication Manager as you normally would through a terminal. If you end up in the SAT interface, use the 'go shell' command to get into the Linux prompt.

From the Linux prompt use the following command:

```
sudo backup -r -d <LOCATION> --verbose -p /
```

The command is case-sensitive, and its meaning is as follows:

- `sudo`: Stands for 'super user do', this indicates that the backup command requires an elevated level of privilege to execute. If your account is not an Administrator on the Communications Manager this will fail.
- `backup`: This is the command we're running. The 'backup' command also handles restoration.
- `-r`: This signals to the backup command that we're going to be doing a restore.
- `-d`: Indicates that the following item is the location of the backup files.
- `<LOCATION>`: You don't type this literally, instead you substitute the location of your backup files. If you are using a USB flash drive, this should be `usb-flash://dir_name`. Otherwise it should look like `/dirname` where 'dirname' is replaced by the directory you copied the files to earlier. If the directory contains a space be sure to surround this entire argument with quotes.
- `--verbose`: This argument is optional, if included it simply tells the backup command that it should emit detailed status of its operations. Note that you have to use two dashes, not just one.
- `-p`: Indicates that the next argument will be where the files should be restored.
- `/`: This tells the command to restore the files to the system root. Any other location will not have the desired effect.

Note that in order to do a restore, the patch level of the running system must be the same as that of the backup. If you are unsure what patch level the backup has, you may use the `-i` argument to the backup program to determine it. Please see Avaya documentation for more details.