SCOPTEL IP PBX Software - Backup and Restore

Contents

PURPOSE

Basic disaster recovery SCOPTEL backup of server, network, telephony configuration including:

Server

- Startup Services
- License
- Backup Configuration

Network

- Network Configuration

Telephony

- Startup Services
- Telephony Modules
- Feature Codes
- Automatic Provisioning System
- Telephony Configuration
- Voicemail Prompts
- Voicemail Greetings

Best Practices

- The compressed backup file size cannot exceed 4 GB in size due to .zip file format limitations.
- Local compressed backups are not advised since they can easily use all free space on the SCOPTEL hard drive. Once the hard drive is full call processing will not be possible and access to the GUI will not be possible until un-needed files are deleted from the file system as the root user.
- SYNC backups are recommended if the compressed file size would exceed 4GB.
- SYNC backups use less storage space than compressed backups because they are incremental.
- Login to the server as the administrator.
- Navigate to Sever>Backup.
- Click on Add a new Backup.

General Configuration License Multi Server MySQL Server SSH Server Date and Time SNMP Server Storage Manager Packages Manager Backup Monitoring High Availability

Certificate Manager

Backup Manager   🖫 **Backup Now** | 🍴 **Restore**

| Configuration | Backup History |

Configuration: 📝**Add a new Backup**

⚠ **No information have been specified.**

🖫 **Action:** - select an action - ▾

Give the backup a name.

General Configuration License Multi Server MySQL Server SSH Server Date and Time SNMP Server Storage Manager Packages Manager Backup Monitoring High Availability

Certificate Manager

Backup Manager

| Configuration | Backup History |

Add a new Backup

| General | Modules | Destination | Scheduler |

           ★ Name : `fullconfig`

        Description :

Add   **Cancel**

On the Modules tab, choose both Server/Base and Telephony checkboxes and ensure the additional checkboxes are selected for: * Server/Base:

- Configuration

• **Telephony:**

- Configuration
- Voicemail
- Custom Sounds
- Music on Hold
- Provisioning Files.

Backup Manager

Configuration | **Backup History**

Add a new Backup

General | **Modules** | **Destination** | **Scheduler**

* Modules ⟳ : ☑ Server/Base
☑ Telephony (PRO)
Select all, Select none, Invert selection

Server/Base:

Options : ☑ Configuration
Select all, Select none, Invert selection

Telephony (PRO):

Options : ☑ Configuration
☐ Reports
☑ Voicemail
☑ Custom Sounds
☐ Record/Monitor
☑ Music-On-Hold (MOH)
☐ Asterisk Logs
☐ Asterisk Extras (AstDB/G.729 License)
☑ Provisioning Files
Select all, Select none, Invert selection

Add | Cancel

- On the Destination tab.
- Choose Destination drop down selection Remote FTP Server (Sync).
- Enter the required custom information into the Remote FTP Server settings text fields.
- In case a restore must be performed, document the FTP settings so they can be re-entered manually on a new system.

Backup Manager

Configuration | **Backup History**

Add a new Backup

General | **Modules** | **Destination** | **Scheduler**

* Destination ⟳ : Remote FTP Server (Sync) ▼

Remote FTP Server

* Host : ftpservergoeshere

* Username : admin

* Password : ●●●●●

Remote Folder : /   Browse

The path is relative so you must add a / for absolute path.

Add | Cancel

- On the Scheduler tab.
- Select the desired day of week and time to begin the FTP backup.
- Click on Add when done to complete the backup configuration.

- In the event a server is being replaced a restore is only possible if a previous backup exists.

- A local backup on the old server is useless if the file system or hard drives are corrupt therefore an external FTP/SSH backup is required for disaster recovery.

- In order to do an FTP/SSH restore a Backup configuration must exist with the correct configuration entered to access the FTP/SSH server and files location of the existing backup.

- **From a newly installed server:**

    - Login to the management GUI

    - Follow the Backup documentation to re-create the Backup configuration

    - Once the Backup configuration is rebuilt proceed to the Restore process.

From the Backup menu click on the Restore option.

- A pop up menu will appear.

- Select the Backup configuration to use.

- Fill in the FTP Server credentials and path to the FTP backup files.

- Click on Restore Now.

Backup: Restore

Warning! All existing data will be deleted. If the server contains data that you want to keep, back up the data. ScopServ is not responsible for lost data.

* Source : Remote FTP Folder (Sync)
* Destination : Local Database (scopserv)

Backup : ftpsync

* FTP Server : ftpservergoeshere
* Username : admin
* Password : ••••••••••
* Folder : /
  Browse

Enable Debug output ? ☐

Restore Now

- If a new server is being installed boot up the new server.

- The IP addresses of the server will be visible on the LCD panel on the front of the new server.

- The default management port of the GUI on all new servers is TCP 5555 therefore the syntax for the web browser is http://<ip address>:5555.

- Login to the new server's GUI and make sure the license and serial number are correct after the restore since a new server will have a new System Code the Serial number will no longer be valid on the new server.

- Once a valid Serial number is entered install any required software updates.

- **Login to each section of the GUI and edit the services to startup section and select each required service to startup. After saving each of edited service to startup click on the commit button to rewrite all MySQL configurations and to force a reload of all configurations. It is mandatory to edit and save each section:**

  - Server

  - Network

  - Telephony

- Reboot the server when the restore is complete.