

# MiCollab Advanced Messaging System Backup and Restore Administration Guide

For version 9.0 and above

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# Preface

This guide is written for Mitel certified MiCollab Advanced Messaging (MiCollab AM) administrators who are experienced with MiCollab AM and are familiar with its procedures and terminology. This book assumes you are familiar with MiCollab AM and the Microsoft Windows® operating system.

This system reference manual applies to MiCollab AM version 9.0. This guide consists of the following parts:

- An introduction to the Daily Maintenance routine and its features
- Information on what is backed up during the Daily Maintenance routine
- Instructions on how to configure an Online Backup Location
- Instructions on Recovering or Re-Initializing a Database
- Instructions on Re-synchronizing a Call Server with the System Server

## References

A catalog of technical documentation is included on the MiCollab AM Installation Media. If you are installing any advanced applications, such as Networking and Fax Server applications, you should refer to the appropriate technical documentation for application and installation information.

## Documentation

The technical documentation is produced in the PDF format and requires the PDF reader to view it. The documentation set for this MiCollab AM includes the following documents and resources:

- **Developer Resources.** Contains programming guides and API references for developers for integrating the server clients and web applications with MiCollab AM.
- **Integration Technical Notes (ITN).** Contains a set of guides that describe the integration methods and instructions for a variety of phone systems to work with MiCollab AM. The ITNs are generally used by resellers or administrators who are experienced with MiCollab AM and familiar with the integration procedures and terminology.
- **Quick Reference Card (QRC).** Contains shortcuts and quick instructions telling subscribers how to access and use the messaging system.
- **Server Documentation.** Available as a PDF only. Contains administrative guides for administrators about installing, configuring, and administering the messaging system, and user guides for subscribers about accessing the messaging system and checking and sending messages.
- **Spare Parts Documentation.** Contains a set of guides that describe the instructions for installing and configuring hardware parts to work with MiCollab AM. These documents are written for Mitel certified MiCollab AM technicians who are experienced with MiCollab AM and familiar with the procedures and terminology.

- **Software Release Notice (SRN).** This notice introduces the new features, capabilities, and hardware/software requirements for the corresponding MiCollab AM version.

For more related documents, refer to the following list of references:

Table 1. References

Document Type	Document Title
Software Release Notice	Software Release Notice
Server Documentation	System Installation and Configuration Guide
Server Documentation	System Administration Guide
Server Documentation	Mailbox Archive Administration Guide
Server Documentation	Neverfail Integration & Administration Guide

## Documentation Updates

Documentation updates may be available from the following sources:

- Mitel certified technicians can view or download documents and program files from our partner web site: [connect.mitel.com/connect](https://connect.mitel.com/connect)

## Help

The primary source of information about MiCollab AM is the online help available within any of its administrative utilities. You can access **Help** as follows:

- Click the **Help** button in the dialog box or window in which you are working
- Press the **F1** key at any time.

## Document Conventions

The following conventions are used in this document:

- **Key Names.** Names of keys on the keyboard are shown in a box.

Example: **Enter**

When two keys must be pressed simultaneously, they are joined by a + sign.

Example: **Alt** + **Tab**

- **Reference to Document.** *Italics* fonts can also signify the titles of other documents.

Example: See the *System Installation and Configuration Guide*.

- **UI Element Names.** Names of UI elements such as dialog windows, screens, menu items, tabs, buttons, icons, etc. are shown in bold.

**Example:** On the **Startup** screen, click the **Start** icon.

- **User Input.** Information required to be typed or spoken is shown in italics.

**Example:** Type the password *voicemail*.

- **Warning, Caution, Important, and Notes.** Text for the contents that require attention are shown as follows:

**WARNING** A warning paragraph advises you of circumstances that can result in the loss of data, harm to the system server platform, or personal harm.

**CAUTION** Failure to follow these recommendations can result in unauthorized access to the system and consequent loss of data.

**IMPORTANT** An important paragraph gives decision-making information or informs you of the order in which tasks need to be completed.

**NOTE** A note gives additional information, provides an explanation, or indicates an exception to the information in the preceding text.

## Frequently Used Terms

Table 2. Frequently Used Terms

Terms	Description
System Server	<p>Term refers to an organization's computer platform(s) that have MiCollab AM software installed and handles the core system functions such as storing messages, database.</p> <p>It can also refer generically to the System Server platform, the Call Server platform, or both. The term is most often used to describe a software or hardware installation or configuration practice where the role of the server platform is not specifically expressed.</p>
Call Server	<p>Term refers to an organization's computer platforms that have MiCollab AM software installed and serve as the interface to the system (PBX). The Call Server(s) interface with the System Server for the purpose of accessing messages, and database.</p>

# Overview

MiCollab AM makes a complete system backup of the System Server and each Call Server to the online backup location every day during the Daily Maintenance routine. A complete online backup of MiCollab AM is comprised of the following pieces:

- Daily Maintenance backup of the System Server
- Daily Maintenance backup of each Call Server

Backing up MiCollab AM consists of the following activities:

- Configuring the MiCollab AM File Manager Service on the System Server and the Call Servers with administrator-level logon rights
- Configuring an Online Backup Location
- Running a scheduled or a complete Daily Maintenance on the System Server and the Call Servers to create an online backup of the system database
- The scheduled Daily Maintenance routine automatically backs up the following every time it runs:
  - System Data
  - Mailbox configuration data
  - Name recordings, greetings, announcements
  - Local store messages
  - Message tracking data
  - Registry data
  - Report data
- Maintaining a current and complete System Backup at the online backup location to support a high rate of survivability and availability

**NOTE** The backup and restore process does not require a mailbox archive in MiCollab AM version 5.0 or later. The Online Backup has replaced this previous requirement.

# Backing Up the System Database

**WARNING** Do not use any external backup utilities to backup a MiCollab AM server. Using such utilities can damage the MiCollab AM database.

A complete system backup of the System Server and Call Servers is created automatically every day following the scheduled Daily Maintenance routine.

The backup is automatically copied to the online backup location. The online backup location is configured from the **Daily Maintenance** dialog box of the **Main** tab in the **MiCollab AM Configuration** utility.

You can configure each server in the system to copy the backup files to the online backup location after the Daily Maintenance routine completes. The location can be a local drive, a network drive, or a USB device.

Daily Maintenance completely backs up the database including, but not limited to, the information shown in the following table.

Table 3. Backing Up the System Database

Information	Source Directory for Backups
System configuration data	...\CX\Backup\<file>.zip*
Local store voice and fax message tracking data	...\CX\Backup\<file>.zip*
MiCollab AM related registry entries	...\CX\Backup\<file>.zip*
Mailbox configuration data	...\CX\Backup\<file>.zip*
Recorded announcements	...\CX\tenant-data\<tenantID>\recordings\announcements
Recorded names	...\CX\tenant-data\<tenantID>\recordings\names
Recorded personal greetings	...\CX\tenant-data\<tenantID>\recordings\greetings
Local store voice and fax messages	...\CX\tenant-data\<tenantID>\recordings\messages
Reports	...\CX\tenant-data\<tenantID>\reports

**NOTE** \*The following are examples of <file>.zip names for the System Server and each Call Server:

- A System Server Backup Zip file on 3/22/2016 at 02:00:02 has a filename of



**S\_<machine name>\_20160322\_020002.ZIP**

- A Call Server Backup Zip file on 3/22/2016 at 02:00:02 has a filename of

**C\_<machine name>\_20160322\_020002.ZIP**

Use the Online Backup feature of the System Server and all of the Call Servers to store backups in a location outside the MiCollab AM system. Then, if a problem arises such as a computer failure or human error, you can restore your system using the most recent backup.

Otherwise, you would have to reconstruct the parameters of your system from memory or printouts.

**IMPORTANT** Depending on the setup of the system you are administering, some of these data types may not be available for backup.

For example, because the e-mail server retains voice and fax messages for subscribers whose **Message Retrieval Mode** is set to **External**, those messages are not available to any System Server backup procedure.

Likewise, some Subscriber mailboxes may not be available for backup from the System Server if the Directory Agent for Microsoft Exchange is in use. In such a system, be sure to perform regular, coordinated backups of the MiCollab AM System and the e-mail servers.

# Running Daily Maintenance

The scheduled Daily Maintenance routine runs automatically every day. The scheduled time to run Daily Maintenance for each server in the system is configured in the **Daily Maintenance** dialog box on the **Main** tab of the **MiCollab AM Configuration** utility. The default time Daily Maintenance runs on each server is 2:00 AM.

You can adjust the scheduled time of Daily Maintenance on the local server using the Schedule: Time of Day setting on the Daily Maintenance dialog box of the Main tab in the MiCollab AM Configuration utility. This setting is the same setting found on the Environment tab, but for the local server only.

The Daily Maintenance routine performs the following major tasks:

- Purges message, recording, and grammar files that are no longer referenced by the system
- Purges log files and reports data considered out of date
- Manages the online storage of the recovery data including Daily Maintenance zip files (see below), messages, recordings, and report data
- Runs the **DailyMaintUser.bat** file

Daily Maintenance backs up the system data, mailbox configuration data, registry data, message tracking data, and report data every time it runs. It creates a .zip file in the **\CX\Backup** directory of the server on which it runs. It also will copy the backup file to the location provided on the **Online Backup Location** directory (if set). Refer to [Configuring an Online Backup Location](#) for more information.

For example:

A System Server Backup Zip file on 3/22/2016 at 02:06:05 has a filename of:

**S\_<machine name>\_20160322\_020605.ZIP**

A Call Server Backup Zip file on 3/22/2016 at 02:03:04 has a filename of:

**C\_<machine name>\_20160322\_020304.ZIP**

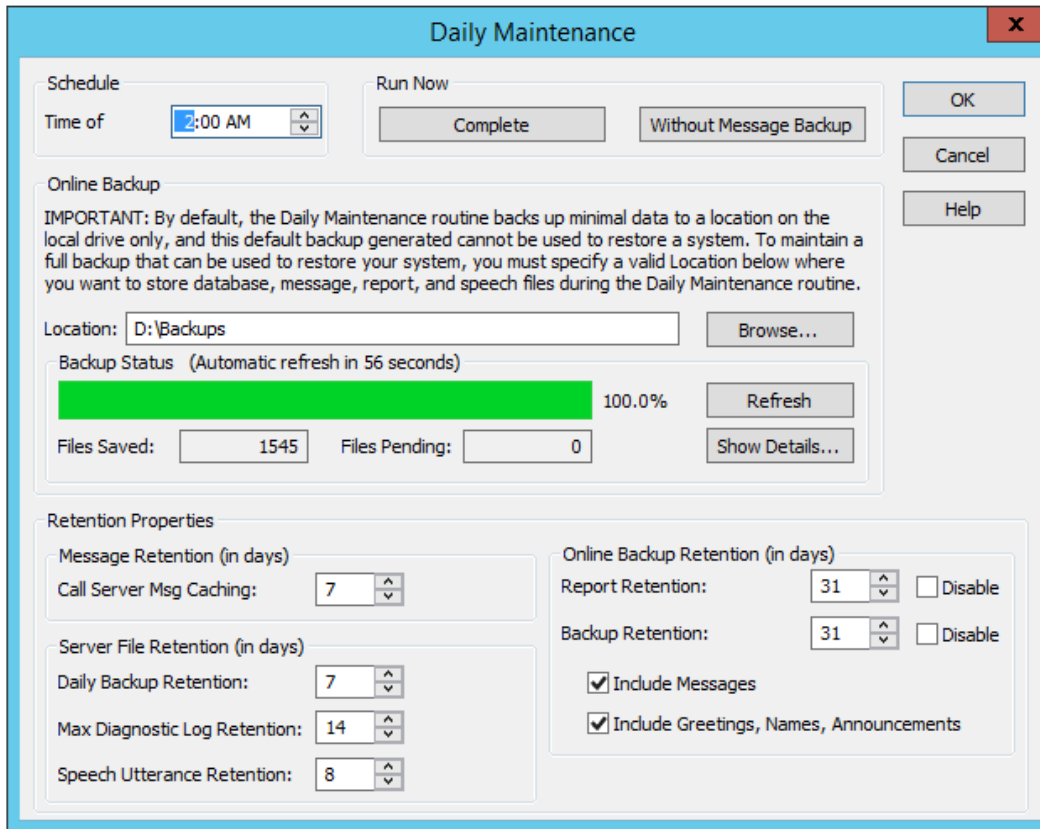
Where **<machine name>** is the name of the server.

## Running Daily Maintenance Manually

Daily Maintenance can be run anytime from the **Daily Maintenance** dialog box of the **Main** tab in the MiCollab AM Configuration utility.

To run Daily Maintenance manually:

- 1 Select **Start > All Programs > MiCollab AM Desktop**, and then click **MiCollab AM Configuration**. The **MiCollab AM Configuration** utility displays the **Main** tab.
- 2 On the **Main** tab, click **Daily Maintenance**. The **Daily Maintenance** dialog box appears.



3 From the **Run Now** area of the **Daily Maintenance** dialog box, perform one of the following:

- **If you want a complete backup:**

Click **Complete** to run the daily maintenance routine before the scheduled time.

This selection performs the identical actions of a scheduled daily maintenance including message cleanup and backup.

This selection is highly recommended before any system hardware enhancements, system upgrades, or platform replacements since a complete data snapshot is created locally and is copied to the **Online Backup Location**.

- **If you want a backup without message backup:**

Click **Without Message Backup** to run an abbreviated version of the daily maintenance routine.

This selection performs fewer actions than the scheduled daily maintenance or the Complete daily maintenance selection by excluding message cleanup and backup.

This selection is recommended before a software update since it creates a comprehensive data snapshot locally and is copied to the **Online Backup Location**. It may require much less time than the **Complete** selection, particularly when using extensive local message storage.

**NOTE** You can run Daily Maintenance from the command line in the ...\**CX\Bin** directory although this is not recommended. Refer to [Forcing Daily Maintenance from the Command Line](#) for instructions on how to run Daily Maintenance from the command line.

# Configuring an Online Backup Location

MiCollab AM copies the system backup file it created during the Daily Maintenance routine automatically to an online location, as well as local store messages, name recordings, greeting recordings, announcements, and report data.

You can configure MiCollab AM to copy the daily backup files to a local drive, a network location, or an external USB drive. MiCollab AM manages the retention time of the **Online Backup Location** files based on its server time.

**IMPORTANT** You must configure the MiCollab AM File Manager Service with an administrator-level log on and password to allow MiCollab AM the right to copy the backup to the Online Backup Location.

Refer to [Configuring Services for the Online Backup Location and a Multi-Server Environment](#) for more information on how to configure the required Services.

## To configure an Online Backup Location for backup storage:

- 1 Start MiCollab AM Configuration.
- 2 On the **Main** tab, click **Daily Maintenance**. The **Daily Maintenance** dialog box appears.

- 3 In the **Location** field, type a drive letter and path name, or click **Browse** to select a location from the list.

**NOTE** Drive letters are valid for local drives only. The MiCollab AM online backup does not support mapped network drives. To encrypt a folder, see the section *Enabling Encryption of Stored Messages* in the *System Installation and Configuration Guide*.

**IMPORTANT** To maximize recovery options in the event of a system failure, Mitel recommends selecting a different server on the network as the online backup location.

- 4 Click **OK**. Three directories are created in the **Online Backup Location** directory. In addition, subdirectories are created within these directories. Each subdirectory is used to store a particular backup set of files as follows:
  - <online\_location>\backup
  - <online\_location>\tenant-data\<tenantID>\reports
  - <online\_location>\tenant-data\<tenantID>\recordings

# Configuring Services for the Online Backup Location and a Multi-Server Environment

You must configure the MiCollab AM File Manager Service of the System Server and all of the Call Servers with administrator-level logon rights to allow MiCollab AM to copy the backup files to the Online Backup Location.

In addition, Call Servers must access the System Server in order to share files. To do so, the MiCollab AM File Manager Service on the Call Servers and the System Server must have the same administrator-level logon rights.

If you intend to use a unified messaging feature, you must also configure the MiCollab AM Service with an administrator log on and password.

The **Database Initialization – Service Configuration** dialog box enables you to configure your MiCollab AM File Manager and MiCollab AM Services for Unified Messaging.

You can access the Windows® Services Manager from the MiCollab AM **Database Initialization Service Configuration** dialog box by clicking **Launch Windows Services Manager** or by navigating to **Services** from Windows Computer Management.

The following procedures and examples assume you are accessing Services from the **MiCollab AM Database Initialization Service Configuration** dialog box. You must configure the following Services:

- The **MiCollab AM File Manager Service** on the System Server and each Call Server to use the online backup feature to a network location
- The **MiCollab AM File Manager Service** on the System Server and each Call Server to allow each server to communicate and share files with each other
- The **MiCollab AM Service** on the System Server and each Call Server if you are using the Unified Messaging feature

**NOTE** If you have not already created the same administrator-level user on both the System Server and all of the Call Servers you must do so before continuing with the installation.

**NOTE** If you have already installed software and are configuring Services later for a multi-server environment, you can access the Windows Services Manager from the Windows Computer Management applet.

## To set the logon account for the Services:

- 1 Start MiCollab AM Configuration, and then click the **Main** tab.

- 2 If MiCollab AM server is running, click **Shutdown** to stop the server.

**NOTE** If you don't stop the server, you won't be able to access the Recover/Initialization options to complete this procedure.

- 3 Click **Database**.
- 4 On the **Database** dialog box, click **Re-Initialize**.

**WARNING** Re-Initializing will erase your current database. It is recommended that you proceed with this step only if you are configuring a new installation.

- 5 When the confirmation messages appear asking whether you want to proceed, click **OK**.
- 6 On the **Database Initialization - Service Configuration** dialog box, click **Launch Windows Service Manager**. The **Services** window appears.
- 7 From the **Services** list, double-click **MiCollab AM File Manager Service**. The **MiCollab AM File Manager Properties** dialog box appears.
- 8 Click the **Log On** tab.
- 9 On the **Log On** tab, click the **This account** radio button.
- 10 Enter the administrator log-on credentials (or click **Browse** to search for the administrator's account name).

**IMPORTANT** You must clear the **Password** and **Confirm Password** fields first and then enter the correct password.

- 11 Click **OK**.
- 12 A message dialog box appears notifying that the new logon name will not take effect until you stop and restart the service. Click **OK** to continue.
- 13 From the **Services** list, right-click on **MiCollab AM File Manager Service**, and then select **Restart**. The Service stops and then restarts.
- 14 If you are using the Unified Messaging feature, double-click the **MiCollab AM Service**. The **MiCollab AM Service Properties** window displays.
- 15 On the **Log On** tab, click the **This account** radio button.
- 16 Enter the administrator log-on credentials (or click **Browse** to search for the administrator's account name).

**IMPORTANT** You must clear the **Password** and **Confirm Password** fields first and then enter the correct password.

- 17 Click **OK**.
- 18 Close the **Services** window.

# Re-Initializing the System Server or Call Server Database

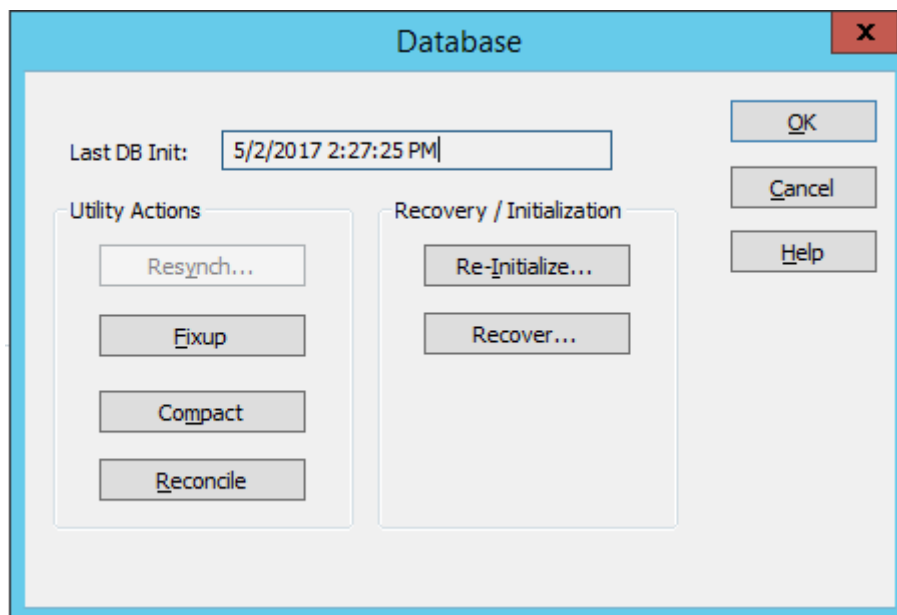
The database is re-initialized from the **Database** dialog box of the **Main** tab in the MiCollab AM Configuration utility. The System Server must be shutdown to re-initialize the database. You can re-initialize the database to a default state or use a backup <file>.zip to restore the system database using the Recovery process.

**NOTE** Unless otherwise stated, the images and steps below are for a System Server but in most cases apply to both the System Server and the Call Server. When the differences are important, additional images and steps specific to a Call Server are also shown.

**WARNING** The following procedure deletes the entire application and restores the System Server in a like-new condition with no database. All settings in the System Server dialog boxes and tabs are deleted and are unrecoverable. Further, all names, greetings, announcements, and locally stored messages are deleted and are unrecoverable.

## To reinitialize the database:

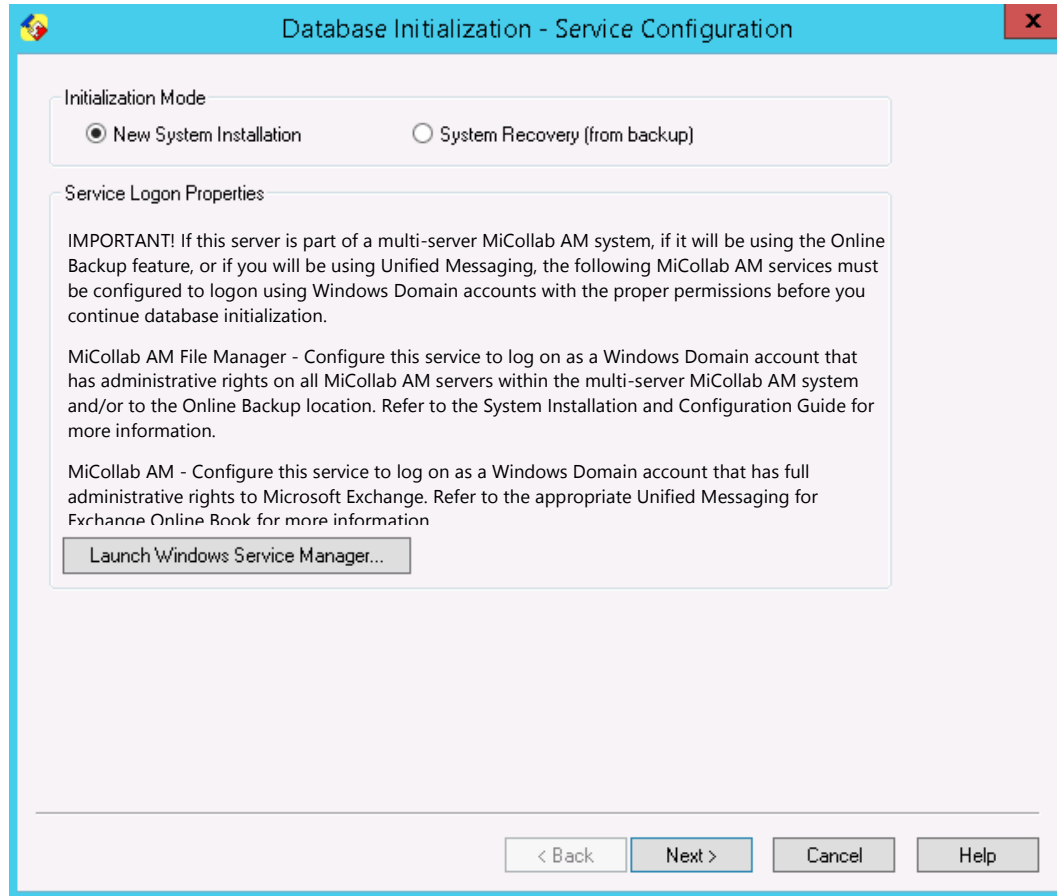
- 1 Start and log in to **MiCollab AM Configuration**.
- 2 On the **Main** tab, if the system is running, click **Shutdown**.
- 3 Click **Database**. The **Database** dialog box appears.



- 4 In the **Database** dialog box, click **Re-Initialize**.



- 5 When the confirmation dialog box appears, click **OK** to continue. The **Database Initialization-Service Configuration** dialog box appears.



- 6 On the **Database Initialization- Service Configuration** dialog box, click **Launch Windows Service Manager** to configure **MiCollab AM File Manager Service**.

#### IMPORTANT

- ❑ You must configure the MiCollab AM File Manager Service with an administrator-level log on to allow MiCollab AM to copy the backup to the Online Backup Location. Refer to [Configuring Services for the Online Backup Location and a Multi-Server Environment](#) for more information on how to configure the required Services.
- ❑ You must configure the MiCollab AM File Manager Services with the same administrator-level log on and password on the System Server and the Call Servers if you are configuring MiCollab AM in a multi-server environment.

- 7 From the **Initialization Mode** options, select **Initializing a new database**. And then click **Next**. The **Database Initialization – Local Server Settings** dialog box appears.

**Database Initialization - Local Server Settings**

**Local Server Configuration**

Server Role: ☒ System Server ☐ Call Server  
☒ Include Call Services

System Name:

Server Display Name:

Network Address: ☐ IP ☒ DNS

**Online Backup**

**IMPORTANT:** By default, the Daily Maintenance routine backs up minimal data to a location on the local drive only, and this default backup generated cannot be used to restore a system. To maintain a full backup that can be used to restore your system, you must specify a valid Location below where you want to store database, message, report, and speech files during the Daily Maintenance routine.

Location:

8 In the **Server Role** section, select one of the following options.

- Select **System Server** if you want to configure this server as a System Server.

Select the **Include Call Services** checkbox if you want to enable Call Services on the System Server.

**NOTE** Retaining Call Services without boards or lines for **MWI Only** integrations applies to integrations that do not require lines for callouts.

- Select **Call Server** if you want to configure this server as a Call Server.

9 Enter **System Name**, **Server Display Name**, and **Network Address**.

**NOTE** If you selected **Call Server**, the **System Name** field will become inactive.

10 In the **Online Backup** section, if you want to specify where to save the backups (other than the default location), type the path in the **Location** field or click **Browse** to locate the folder.

**NOTE** The Universal Naming Convention (UNC) paths or a local drives are supported in this dialog box only; attempting to use a mapped drive will result in failure.

11 Click **Next**.

- If you selected **System Server**, continue on to next step.
- If you selected **Call Server**, skip to **Step 13**.

12 If you selected **System Server**:

a The **Database Initialization Parameters** dialog box appears.

The screenshot shows the 'Database Initialization Parameters' dialog box. It has a title bar with a blue background and a red close button. The main area is light gray. At the top, there's a 'Mailbox Length' field with a value of 4 and a 'First Extension' field. Below these is a 'Switch' section with three dropdown menus: 'Manufacturer', 'Model', and 'Integration Type', all showing '- Please Select -'. At the bottom left, there's a 'Language' section with a checkbox for 'American English only'. At the bottom right, there's a 'Configure Now' section with a checkbox for 'VIM'. At the very bottom, there are four buttons: '< Back', 'Next >', 'Cancel', and 'Help'.

b In the **Switch** section, choose appropriate **Manufacturer**, **Model**, and **Integration Type** for the switch your system should be configured with.

c If necessary, select the **Language** and **Configure Now** checkboxes.

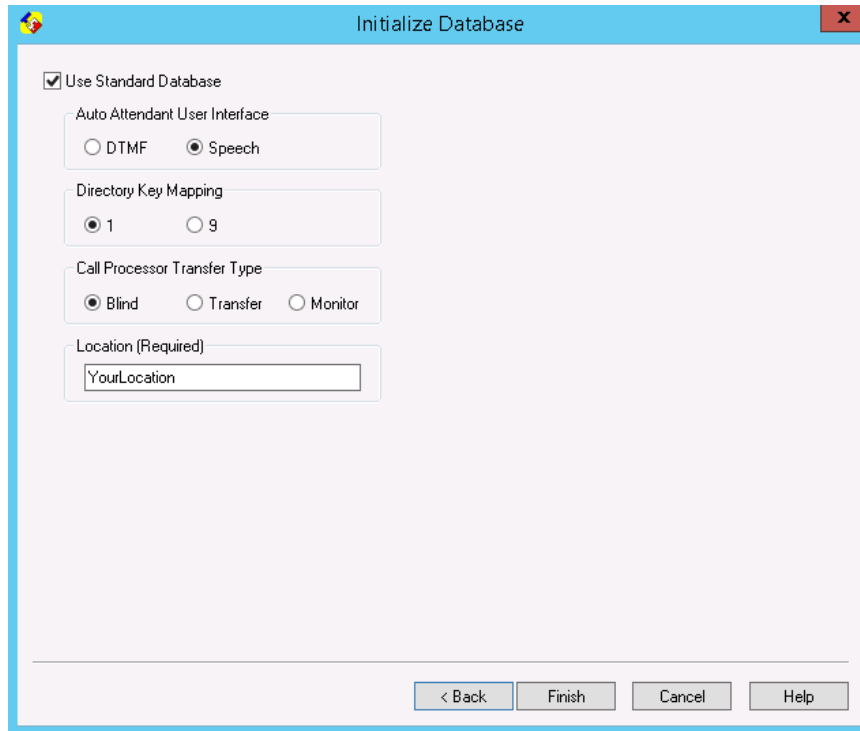
d Click **Next**. The **Language** dialog box appears.

The screenshot shows the 'Language' dialog box. It has a title bar with a blue background and a red close button. The main area is light gray. At the top, there's an 'Add' button and a 'Delete' button. Below these is a table with columns: 'Default', 'Name', 'Prompt Set', 'TTS Language', and 'ASR Language'. The first row is selected, showing 'Default Language Pack' with 'English US - F...' for Prompt Set, 'American Engl...' for TTS Language, and 'English - Unite...' for ASR Language. Below the table is an 'Install Prompt Sets' button. At the very bottom, there are four buttons: '< Back', 'Next >', 'Cancel', and 'Help'.

Default	Name	Prompt Set	TTS Language	ASR Language
<input checked="" type="checkbox"/>	Default Language Pack	English US - F...	American Engl...	English - Unite...

- e If you have more language prompt sets to install in addition to the default language pack, click **Install Prompt Sets**, and then follow the screen instructions. Otherwise, click **Next**.

The **Initialize Database** dialog box appears.

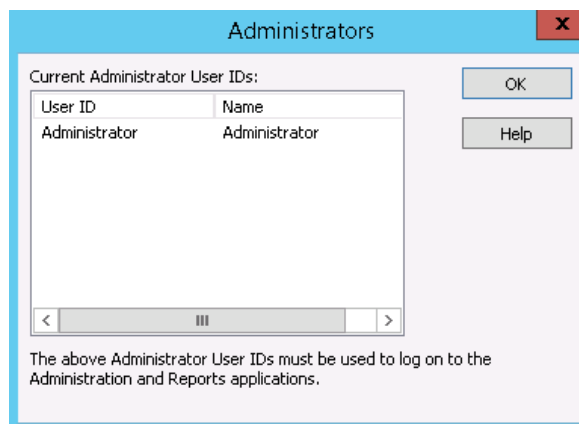


The **Initialize Database** dialog box is shown. It has a title bar with a question mark icon and a close button. The main area contains several sections:   
- **Use Standard Database**: A checked checkbox.   
- **Auto Attendant User Interface**: Two radio buttons, **DTMF** and **Speech**, with **Speech** selected.   
- **Directory Key Mapping**: Two radio buttons, **1** and **9**, with **1** selected.   
- **Call Processor Transfer Type**: Three radio buttons, **Blind**, **Transfer**, and **Monitor**, with **Blind** selected.   
- **Location (Required)**: A text box containing the placeholder text "YourLocation".   
At the bottom, there are four buttons: **< Back**, **Finish**, **Cancel**, and **Help**.

- f In the **Initialize Database** dialog box, select appropriate options for **Use Standard Database**, **Auto Attendant User Interface**, **Directory Key Mapping**, **Call Processor Transfer Type**, and **Location**.

**NOTE** The **Location** field must be filled in order to complete the database initialization. The **Finish** button will not become active until the **Location** field has been filled.

- g Click **Finish**. The initialization completes and the **Administrator** dialog box appears and lists the current available administrators. Click **OK**.

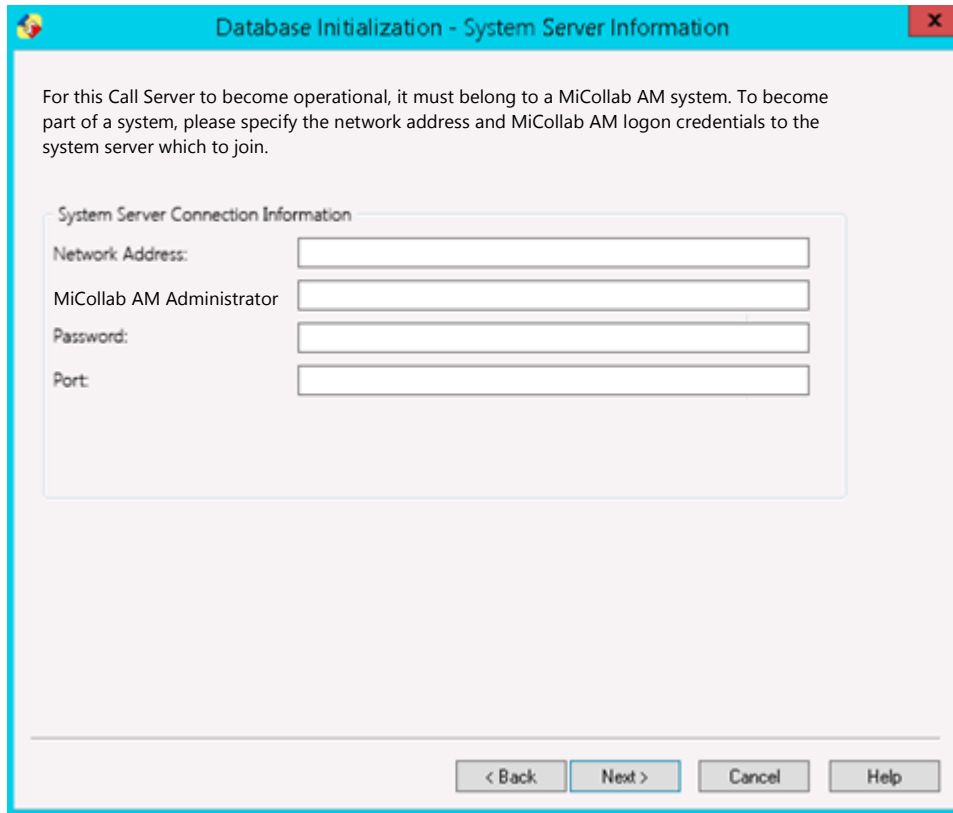


The **Administrators** dialog box is shown. It has a title bar with a close button. The main area contains:   
- A section titled **Current Administrator User IDs:** with a table below it.   
- The table has two columns: **User ID** and **Name**. It contains one row with the values **Administrator** and **Administrator**.   
- To the right of the table are two buttons: **OK** and **Help**.   
- Below the table is a scrollbar.   
- At the bottom, there is a message: "The above Administrator User IDs must be used to log on to the Administration and Reports applications."

- h The confirmation message displays. Click **OK**. The MiCollab AM Server restarts.

13 If you selected **Call Server**:

a The **Database Initialization – System Server Information** dialog box appears.



Database Initialization - System Server Information

For this Call Server to become operational, it must belong to a MiCollab AM system. To become part of a system, please specify the network address and MiCollab AM logon credentials to the system server which to join.

System Server Connection Information

Network Address:

MiCollab AM Administrator

Password:

Port:

< Back Next > Cancel Help

b Fill in the **System Server Connection Information** fields.

- In the **Network Address** field, enter the network address. If you select IP, enter a TCP/IP address. If you select DNS, enter a DNS name.
- In the **MiCollab AM Administrator** field enter the MiCollab AM administrator's ID.
- In the **Password** field, enter the MiCollab AM Administrator's password.
- In the **Port** field, enter the TCP port number. (The default port number is 18276.)

c Click **Next**.

d Once the Call Server is added to the System Server, the confirmation message displays. Click **OK**. The MiCollab AM Server restarts.

# Recovering a Database

The Recover Database function allows you to restore your system database back to proper operation from a previous online backup created during the Daily Maintenance routine. You perform a database recovery from the Database dialog box of the Main tab in the MiCollab AM Configuration utility. MiCollab AM must be shutdown to recover the database.

In the event of a complete system failure, it may be necessary to re-install the MiCollab AM software prior to recovery. Follow the normal installation steps to re-install the software. See the *System Installation and Configuration Guide*, the *System Administration Guide*, and the MiCollab AM online help system for more information on installing MiCollab AM software. Once the software is installed completely, you can initialize the database with a previous online backup <file>.zip.

**IMPORTANT** The Online Backup Location must be configured in order for the WAV files and report data to be available during the restore process. Otherwise, the WAV files and report data must be copied manually to the new server from the source server.

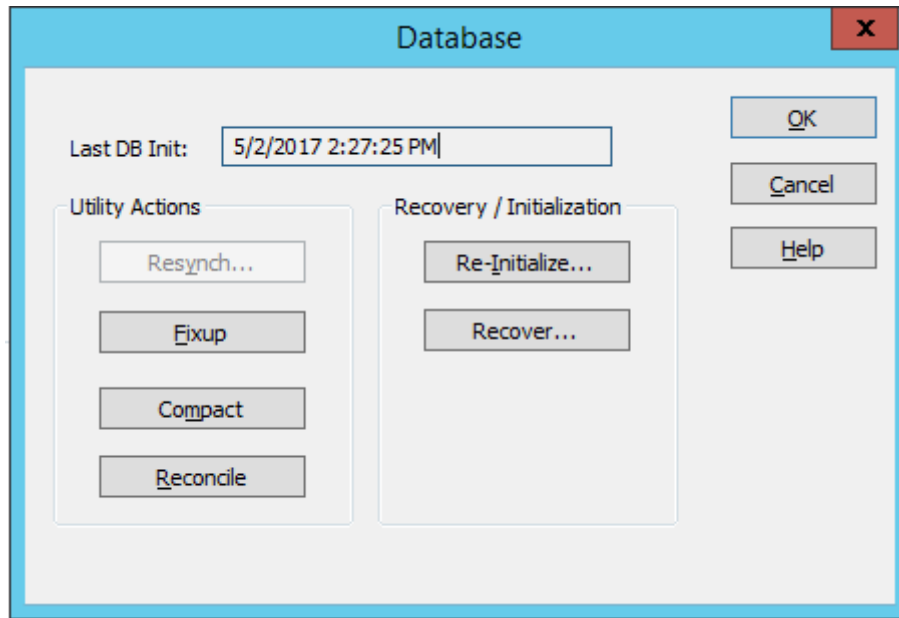
**NOTE** Unless otherwise stated, the images and steps below are for a System Server but in most cases apply to both the System Server and the Call Server. When the differences are important, additional images and steps specific to a Call Server are also given.

**WARNING** The following procedure attempts to recover the database and restore the System Server in a like-new condition with a previously stored database. The recovery process uses an existing backup <file>.zip file to perform the recovery. Any changes to the database that occurred between the time of the backup and the recovery are lost in the process. Exercise caution when performing this procedure.

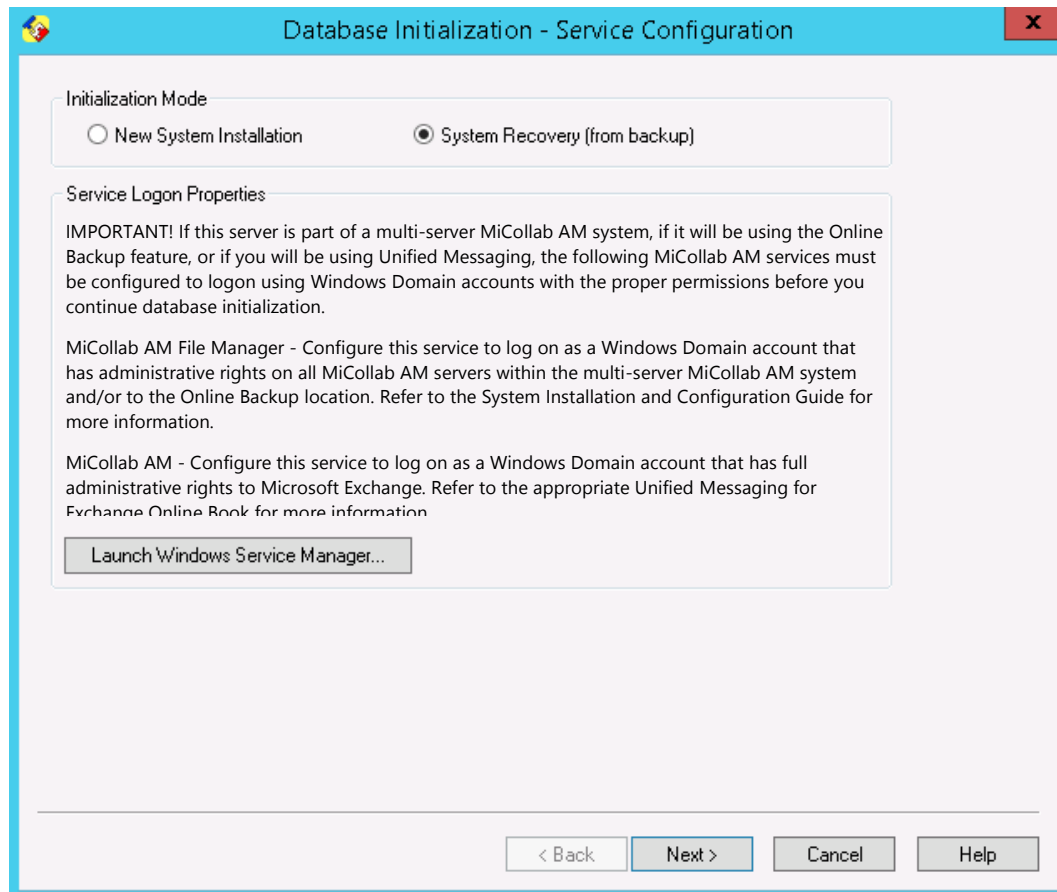
**NOTE** The software must be installed completely before you begin this procedure.

## To Recover a Database:

- 1 Start and log in to **MiCollab AM Configuration**.
- 2 On the **Main** tab, click **Shutdown** if the system is running.
- 3 Click **Database**. The **Database** dialog box appears.



- 4 Click **Recover**.
- 5 When the confirmation dialog box appears, click **OK** to continue. The **Database Initialization-Service Configuration** dialog box appears.



- 6 On the **Database Initialization- Service Configuration** dialog box, click **Launch Windows Service Manager** to configure **MiCollab AM File Manager Service** as follows.

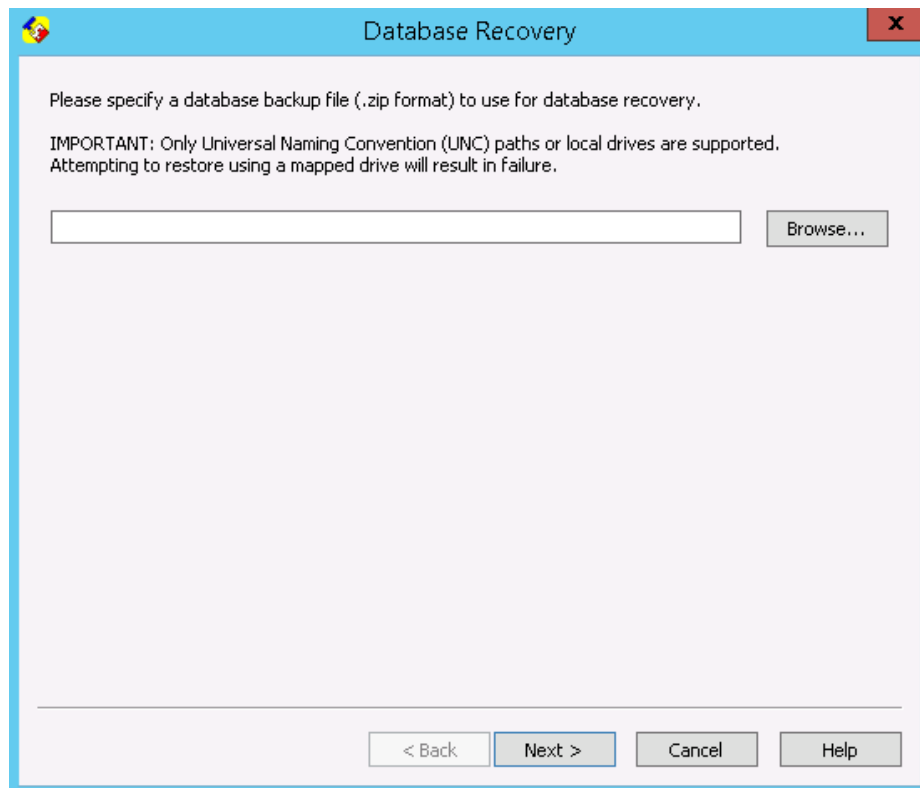
**IMPORTANT**

- You must configure the MiCollab AM File Manager Service with an administrator-level log on and password to allow MiCollab AM to copy the backup to the Online Backup Location.
- You must configure the MiCollab AM File Manager Services with the same administrator-level log on and password on the System Server and the Call Servers if you are configuring MiCollab AM in a multi-server environment.

- **Configuring a Multi-server installation.** Configure the MiCollab AM File Manager Service with a domain administrative-level log on and password. The System Server and the Call Servers must use the same administrator-level log on and password on both Services.
- **Configuring a System Server only.** Configure the MiCollab AM File Manager Service with a domain administrative-level log on and password.
- **Configuring MiCollab AM to use the Unified Messaging feature.** Configure the MiCollab AM Service with a domain administrative-level log on and password. The System Server and the Call Servers must use the same administrator-level log on and password on both Services.

For more information on Configuring Services, refer to [Configuring Services for the Online Backup Location and a Multi-Server Environment](#).

- 7 From the **Initialization Mode** options, select **System Recovery (from backup)** and then click **Next**. The **Database Recovery** dialog box appears.



Database Recovery

Please specify a database backup file (.zip format) to use for database recovery.

IMPORTANT: Only Universal Naming Convention (UNC) paths or local drives are supported. Attempting to restore using a mapped drive will result in failure.

Browse...

< Back Next > Cancel Help



- 8 Enter the UNC path, the local drive, or click **Browse** to select the backup from the Online Backup Location.

**NOTE** The Universal Naming Convention (UNC) paths or a local drives are supported in this dialog box only; attempting to use a mapped drive will result in failure.

- 9 If you clicked **Browse**, select the zip file you want to use for the recovery process from the **Select Backup Zip File** dialog box, and then click **Open**. The selected path is filled in the **Database Recovery** dialog box.
- 10 Click **Next**.

Depending on which server type you are recovering, one of the following **Database Recovery Server Information** dialog boxes display.

- If you are recovering a **System Server**:

Database Recovery Server Information

Local Server Configuration

☐ Use local server configuration settings in the recovery data.

☒ Use local server configuration as specified:

Server Display Name:

Server Role:

Network Address: ☐ IP ☒ DNS

System Options

☐ Remove Call Servers

< Back Next > Cancel Help

Option	Description
<b>Local Server Configuration</b>	
Use local server configuration settings in the recovery data	The existing configuration in the backup data to configure the local server settings is used. (Typically used if the backup was created on the same server to which it is being restored)
Use local server configuration as specified	Enter the server display name and the network address. If you select IP, enter a TCP/IP address. If you select DNS, enter a DNS name.

---

## System Options

---

### Remove Call Servers

Select to remove any Call Servers configured in the recovery data. Selecting this option breaks communication between any existing Call Servers and the newly restored System Server.

---

- If you are recovering a **Call Server**:

The screenshot shows a Windows-style dialog box titled "Database Recovery Server Information". It contains two main sections: "Local Server Configuration" and "System Server Configuration". In the "Local Server Configuration" section, the radio button "Use local server configuration as specified:" is selected. Below it are text boxes for "Server Display Name" (containing "CallServer"), "Server Role" (containing "Call Server"), and "Network Address" (with "IP" unselected and "DNS" selected, followed by a text box containing "callserver.address"). The "System Options" section has a checkbox "Remove Call Servers" which is unchecked. The "System Server Configuration" section has the radio button "Connect to the same system server as specified in the recovered data." selected, with a "System Server Address" text box containing "systemserver.address". At the bottom are four buttons: "< Back", "Next >", "Cancel", and "Help".

Option	Description
<b>Local Server Configuration</b>	
Use local server configuration settings in the recovery data	The existing configuration in the backup data to configure the local server settings is used. (Typically used if the backup was created on the same server to which it is being restored)
Use local server configuration as specified	Enter the server display name and the network address. If you select IP, enter a TCP/IP address. If you select DNS, enter a DNS name.
<b>System Server Configuration</b>	
Connect to the same System Server as specified in the recovery data	Use the existing configuration in the backup data to configure the local server settings.

Connect to the System Server specified

Enter the network address of the server.

**NOTE** This option is selected in cases where the restored System Server will have a different network address than the local server settings configuration in the backup data. If this option is selected, Call Servers must be re-added to the System Server once the recovery process is complete in order to redirect their communication with the new network address. Call Servers cannot be re-synched if the system server's network address has changed

**11** Click **Next** to continue. If this is a **System Server**, skip to the **Step 13**.

The **Database Initialization – System Server Information** dialog box appears.

Database Initialization - System Server Information

For this Call Server to become operational, it must belong to a MiCollab AM system. To become part of a system, please specify the network address and MiCollab AM logon credentials to the system server which to join.

System Server Connection Information

Network Address:

MiCollab AM Administrator Password:

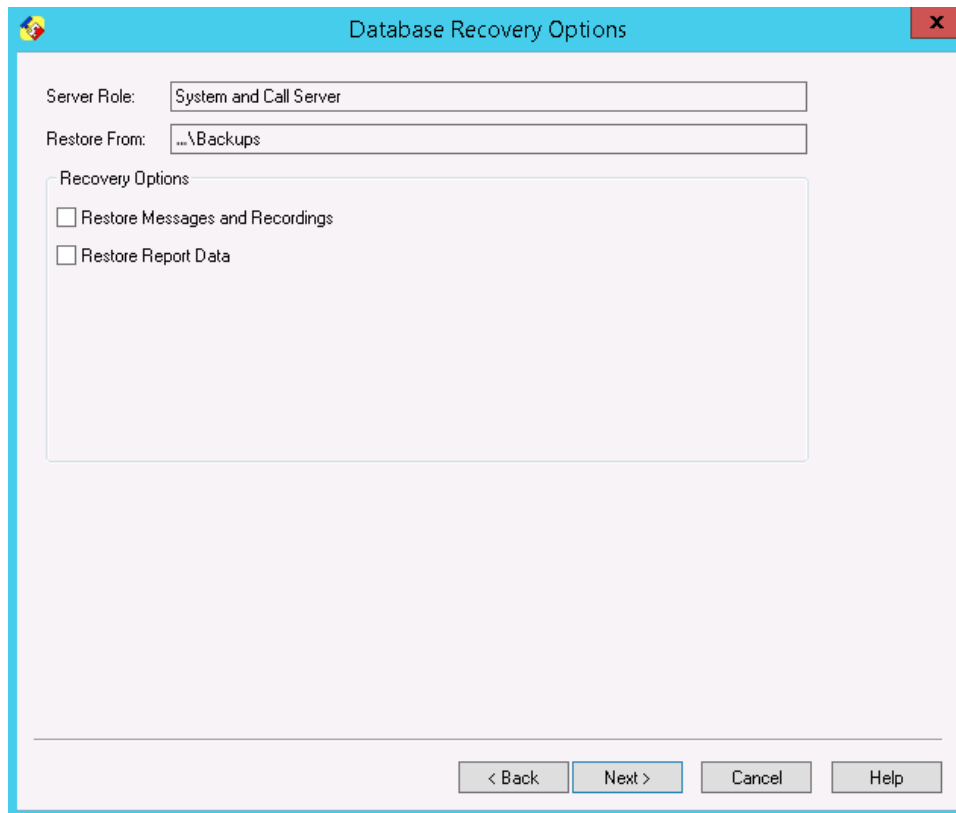
Port:

< Back Next > Cancel Help

**12** Fill in the **System Server Connection Information** fields.

- In the **Network Address** field, enter the network address. If you select IP, enter a TCP/IP address. If you select DNS, enter a DNS name.
- In the **MiCollab AM Administrator** field enter the MiCollab AM administrator's ID.
- In the **Password** field, enter the MiCollab AM Administrator's password.

13 Click **Next**. The **Database Recovery Options** dialog box appears.



#### IMPORTANT

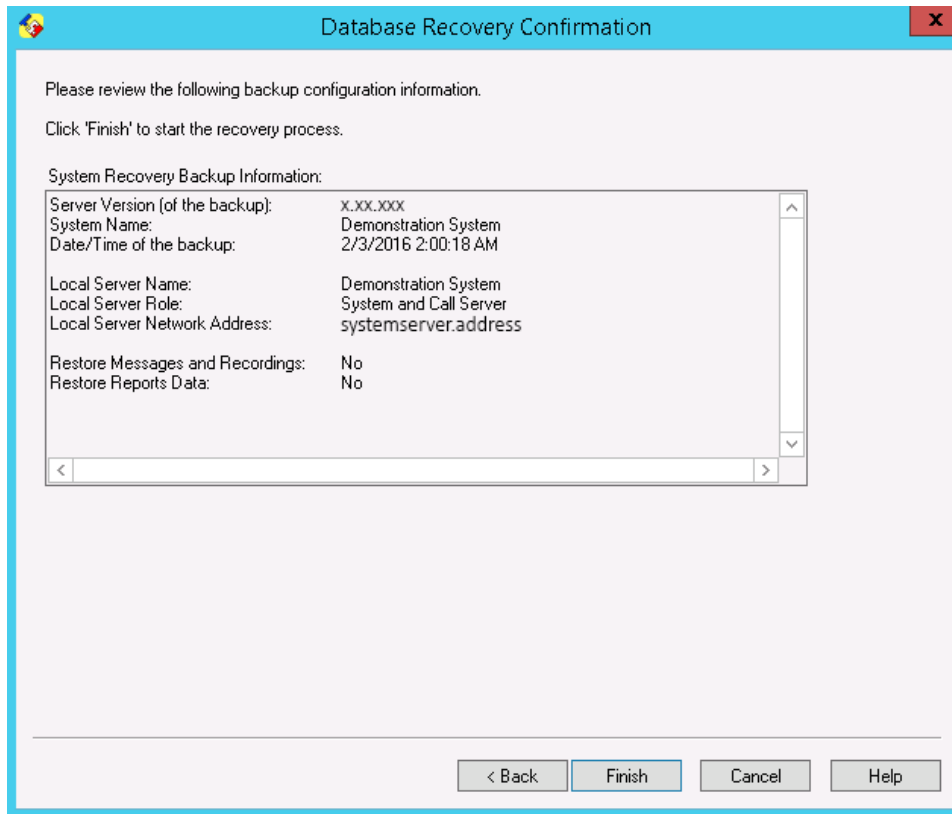
- ❑ If you are restoring from a directory other than the Online Backup Location, the recovery options are grayed out.
- ❑ If you are restoring a System Server from an Online Backup Location, it is highly recommended that you select both options, particularly if it is a new install of MiCollab AM software.

14 From the **Database Recovery Options** dialog box,

- Select **Restore Messages and Recordings** if you want to include them in the recovery process.
- Select **Restore Report Data** if you want to include the report data in the recovery process.

15 Click **Next**. The **Database Recovery Confirmation** dialog box appears.

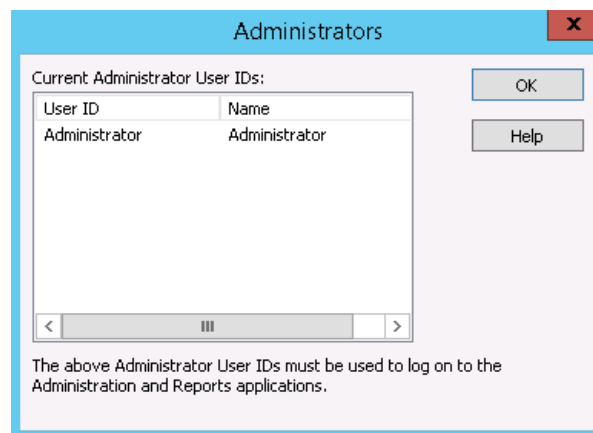
**IMPORTANT** If you want to restore messages, recordings, and report data, you must use the **Online Backup Location** as the source for the recovery data. Otherwise, the WAV files and report data must be copied manually to the server. The restore options are unavailable if the **Online Backup Location** is not used.



16 Click **Finish** to complete the **Database Recovery** process.

17 Once the Recovery process completes:

- On a **System Server**, the **Administrators** dialog box appears and lists the current available administrators. Click **OK**.

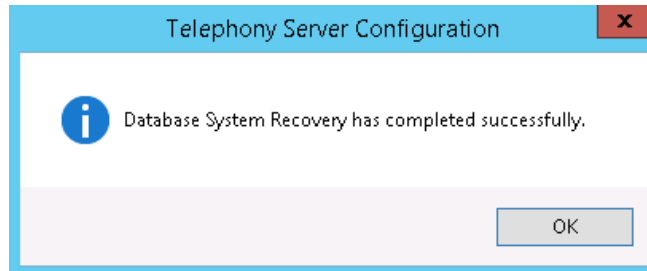


- On a **Call Server**, the **Telephony Server Configuration** message box appears stating that all Call Servers need to be resynched. Click **OK**.

**IMPORTANT** It is essential to re-synchronize each Call Server in the system to this recovered System Server before proper system operation can resume. See the help topic, "Re-Synchronizing a Call Server" for instructions on how to re-synchronize a Call Server.

If the recovered System Server has a different network address than it had prior to the recovery (at the time of its backup), the Re-synch Call Servers function does not work. Instead, you must add each Call Server to the System Server.

- 18** The **Telephony Server Configuration** dialog box appears to confirm completion of a successful Database System Recovery.



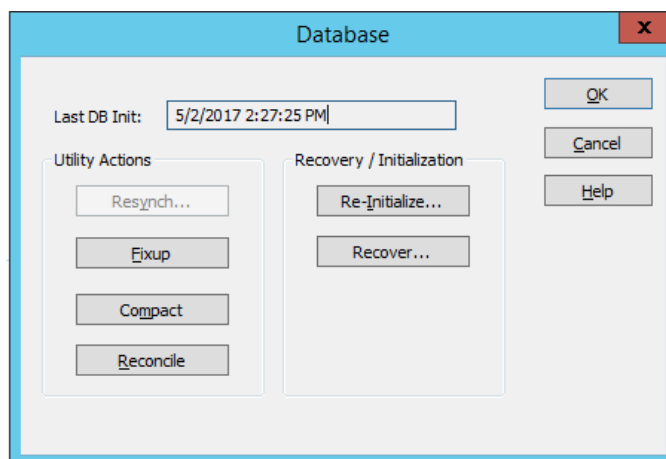
- 19** Click **OK**. The MiCollab AM Server restarts.

# Re-synchronizing a Call Server

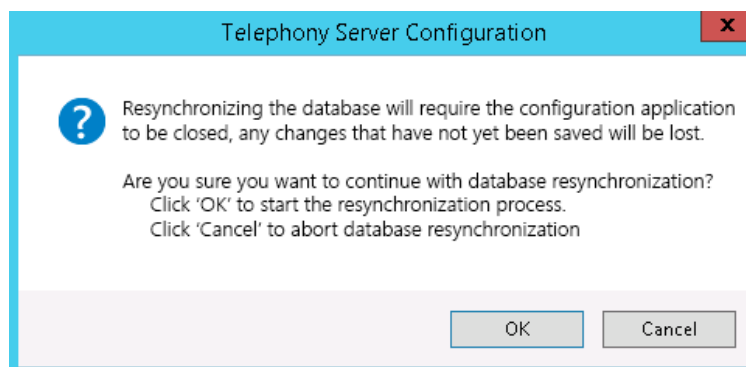
The re-synchronize function allows you to re-synchronize a Call Server database with the System Server in the event of a network failure, other communication failure, or after a System Server recovery. You perform a re-synchronization from the Database dialog box of the Main tab in the MiCollab AM Configuration utility. The Call Server must be shutdown to re-synchronize the database.

## To re-synchronize the Call Server database:

- 1 Start and log in to **MiCollab AM Configuration**.
- 2 On the **Main** tab, click **Shutdown** if the system is running.
- 3 Click **Database**. The **Database** dialog box appears.



- 4 Click **Resynch**. The **Telephony Server Configuration** text box appears.



- 5 Click **OK**. The database resynchronization process starts.
- 6 When the resynch process completes, click **OK** to finish.
- 7 On the **Main** tab, click **Startup** to start the Call Server.

# Forcing Daily Maintenance from the Command Line

To force daily maintenance from a command line prompt:

- 1 Select **Start**, and then click **Run**.
- 2 In the **Run** window, type *command*, and then click **OK**.
- 3 In the command.com window, type *AT\_DailyMaintenance*, and then press **Enter**.

For a list of valid command switches for the **AT\_DailyMaintenance** command, type *AT\_DailyMaintenance -h*, and then press **Enter**. A list of command switches displays.

```
Usage:
  AT_DailyMaintenance [switches]

Switches:
-Help           This screen.
-Verbose        Displays info about whats going on.
-Backuponly     Skip the database clean pass.
-Purgeonly      Skip the backup pass.
-CopySubonly    Copy SUB.DB to CSV files for reports
-LogCopyOnly    Update PEG.CSV, MSGLOG.CSV, and SPU.CSV
-Specific:<CSVFileName1>,<CSVFileName2>,...  Update specific CSVs,
                                         where CSVFile NameX is the name of the CSV file to be updated.
-InitTime       Sets the "baseline init time" to the current time.
-RefreshSubscriberContactsOnly  Invokes the MTA refresh contact refresh.
C:\CX\Bin>
```

Table 4. Command Switches

Switches	Description
-H (Help)	This help screen
-V (Verbose)	Displays information about what Daily Maintenance is doing as it takes place
-B (Backup Only)	Creates a backup only and skips the database clean-up
-P (Purge Only)	Performs the database clean-up only and skips the backup
-C (Copy Sub.db Only)	Updates all mailbox data in the system (not just Subscriber mailboxes as the name implies)



<b>-L</b> (Log Copy Only)	Updates the PEG, MSGLOG, and SPU .CSV files
<b>-S</b> (Specific: XXXXXX)	Updates specific .CSV files (where XXXXXX is the first six letters of the .CSV filename)
<b>-I</b> (Init Time)	Sets the baseline <b>Init</b> time to the current time
<b>-R</b> (Refresh Subscriber Contacts Only)	Invokes the MTA refresh contacts procedure and refreshes the subscriber contacts for all Subscriber mailboxes