

# Maintenance and Backup Procedure for CMG and VR Databases

October, 2022

# INTRODUCTION

Mitel CMG Suite is a collaboration and presence management suite that helps business users with managing their day-to-day communications.

The CMG Suite includes the CMG Web component, which enables users to manage their activities; users can work with “smart-search” directory services, use click-to-dial, set activity timelines, and manage call-routing preferences based on the calendar and activities.

The integration of CMG with the BluStar Server enables users to view, in real-time, their colleagues’ comprehensive presence information, including BluStar user presence status, calendar activity, and line state from all available sources provided by the BluStar Server.

This document describes the maintenance and backup procedure for CMG and VR databases.

# Background information

In Microsoft SQL Server 2016, the sqlmaint.exe binary is removed and no longer supported.

As a result, the built-in backup jobs and routines in CMG that were using this binary must be modified for using the SQL Server 2016. This document describes how to do these modifications.

These instructions given here are valid for MS SQL Server 2016 Standard Edition.

The instruction contains instruction for four key tasks:

Disable the built-in backup job Nice backup.

Note! This task cannot be executed on SQL Server 2016.
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Create a maintenance plan.

Verify and change the built-in job Nice SaveLog.

Shrink the SQL log devices for the CMG databases.

Environment

This instruction applies to the following packages:

Mitel CMG 8.4

Mitel CMG 8.4 SP1

Mitel CMG 8.4 SP2

Mitel Virtual Reception 8.4

Mitel Virtual Reception 8.4 SP1

Mitel Virtual Reception 8.4 SP2

- [Disable the built-in backup job “Nice backup”](#)
- [Create a Maintenance plan](#)
- [Verify and change the built-in backup job Nice SaveLog](#)
- [Shrink the SQL log devices for the CMG database\(s\)](#)

## Disable the built-in backup job “Nice backup”

Log on to the SQL Studio Management with admin rights (for example, as “sa” user).

Go to the SQL Server Agent > Jobs and expand the list of jobs.

Right-click the job Nice Backup and choose Properties.

Select Enabled and click OK.

**Job Properties - Nice Backup**

**Select a page**

- General
- Steps
- Schedules
- Alerts
- Notifications
- Targets

**Script** ? Help

Name:

Owner:

Category:

Description:

☐ Enabled

Source:

Created:

Last modified:

Last executed:

[View Job History](#)

**Connection**

Server: GTSCMGMAX02

Connection: nice

[View connection properties](#)

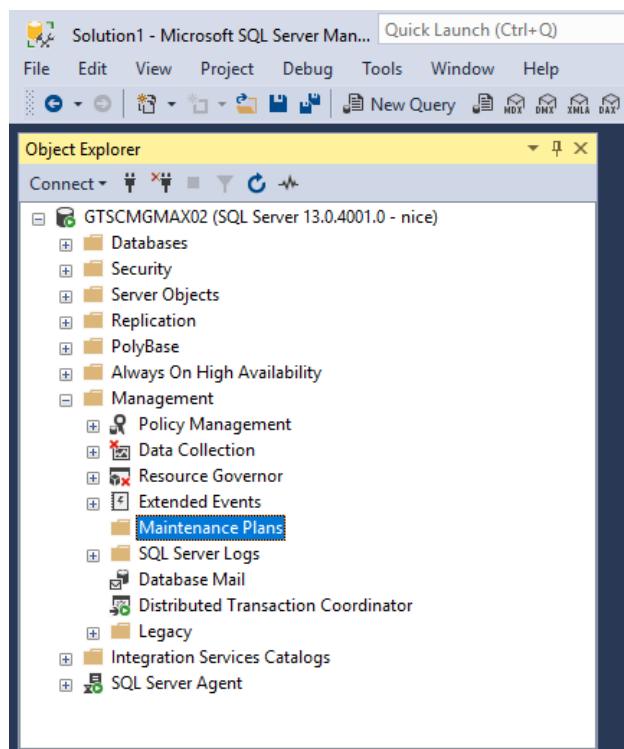
**Progress**

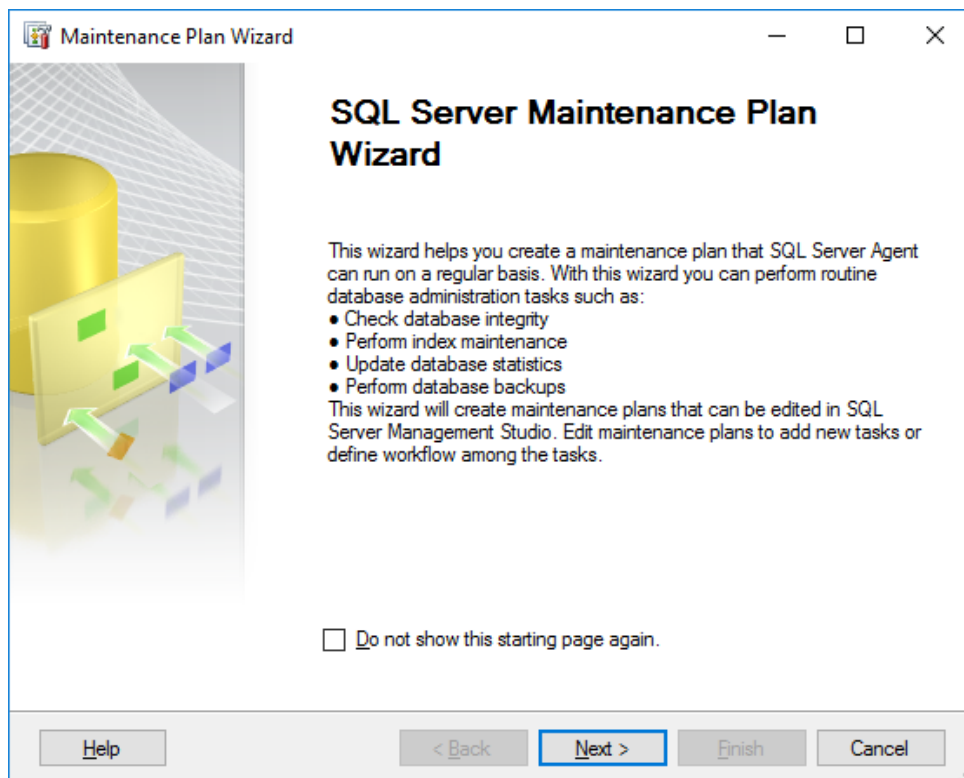
Ready

**OK** **Cancel**

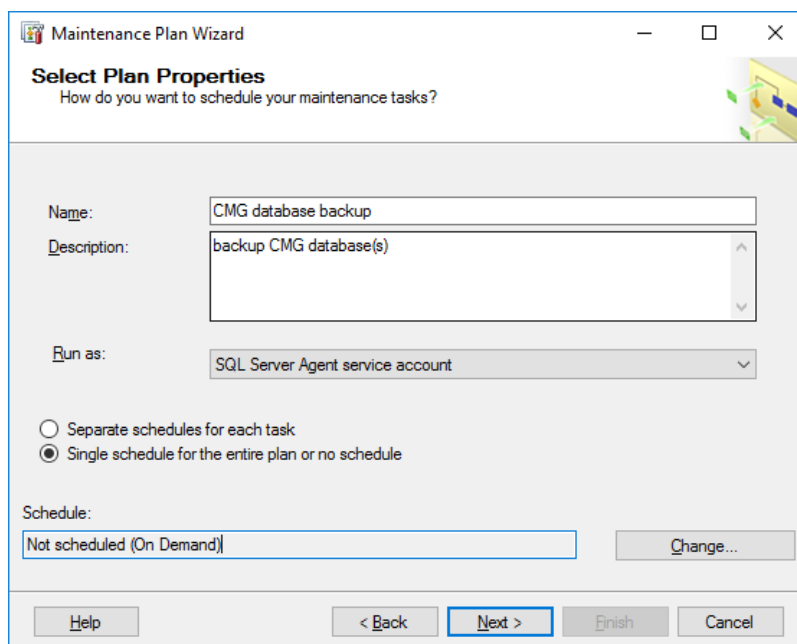
## Create a Maintenance plan

Right-click Maintenance Plans, select the SQL Server Maintenance Plan wizard, and click Next.

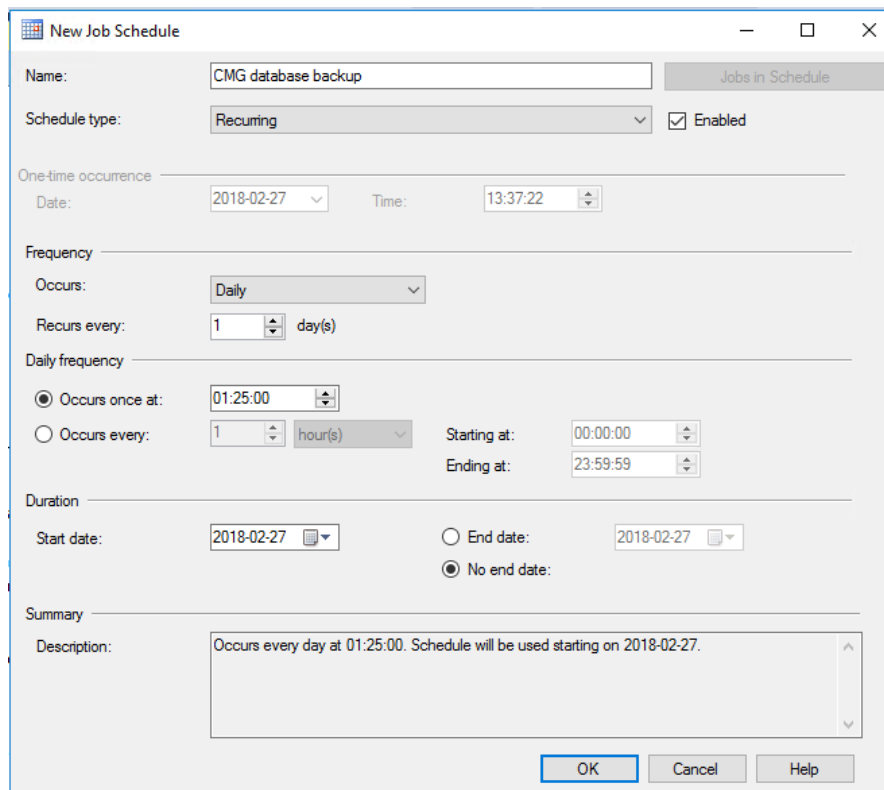




Write down a correct name, for example, CMG database backup and click Change.



From the Schedule type drop-down menu, select Recurring and Enabled.



**New Job Schedule**

Name:  Jobs in Schedule

Schedule type: Recurring ☒ Enabled

---

One-time occurrence

Date: 2018-02-27 Time: 13:37:22

---

Frequency

Occurs: Daily

Recurs every: 1 day(s)

---

Daily frequency

☒ Occurs once at: 01:25:00

☐ Occurs every: 1 hour(s) Starting at: 00:00:00 Ending at: 23:59:59

---

Duration

Start date: 2018-02-27 ☐ End date: 2018-02-27 ☒ No end date:

---

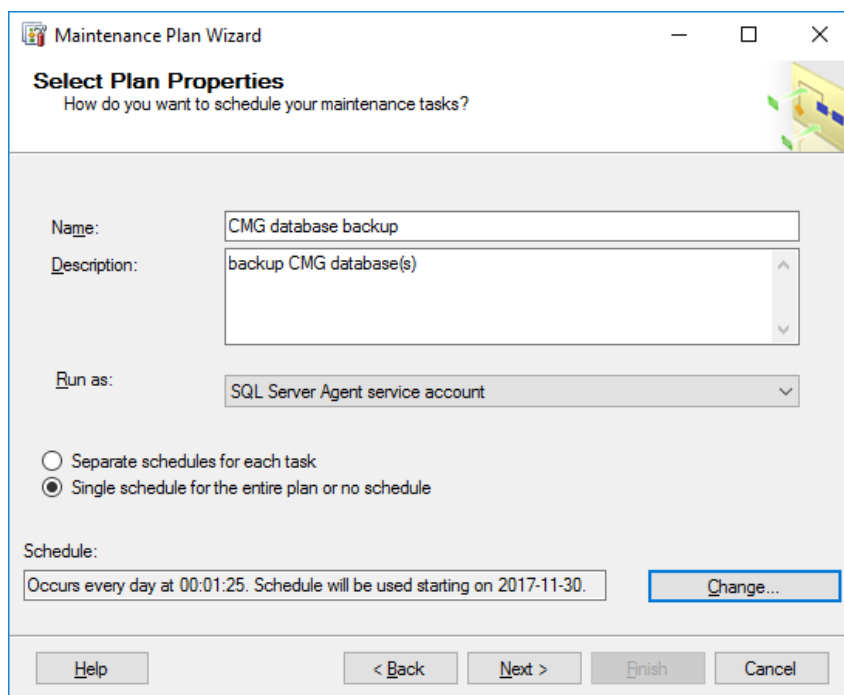
Summary

Description: Occurs every day at 01:25:00. Schedule will be used starting on 2018-02-27.

OK Cancel Help

Set the Frequency, time for a daily occurrence, start time, end time, start date, end date and other parameters depending on your schedule time and frequency.

Then click Next.



**Maintenance Plan Wizard**

**Select Plan Properties**  
How do you want to schedule your maintenance tasks?

Name:

Description:

Run as: SQL Server Agent service account

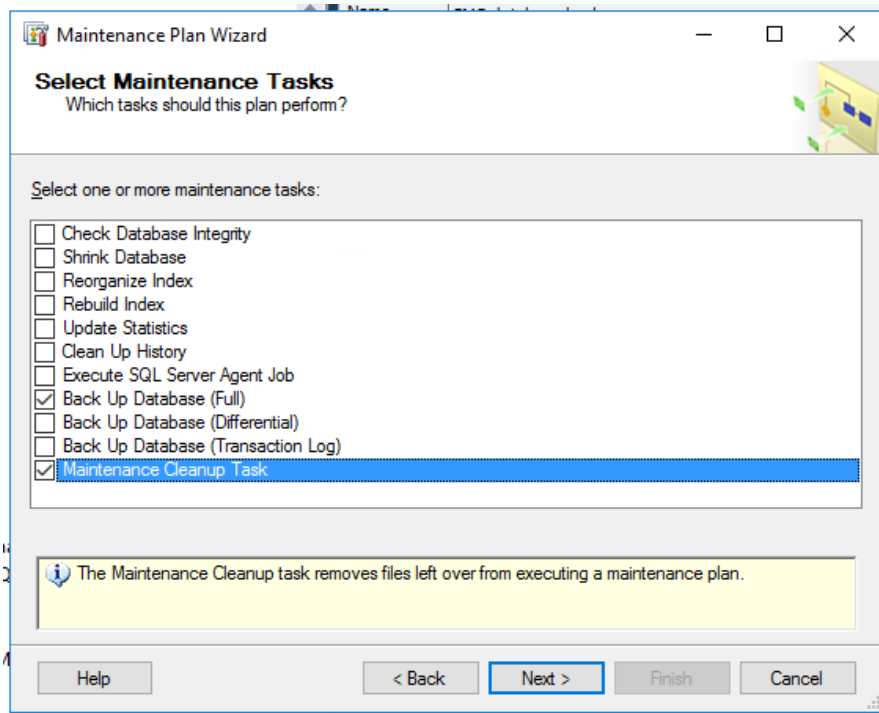
☐ Separate schedules for each task

☒ Single schedule for the entire plan or no schedule

Schedule: Occurs every day at 00:01:25. Schedule will be used starting on 2017-11-30. Change...

Help < Back Next > Finish Cancel

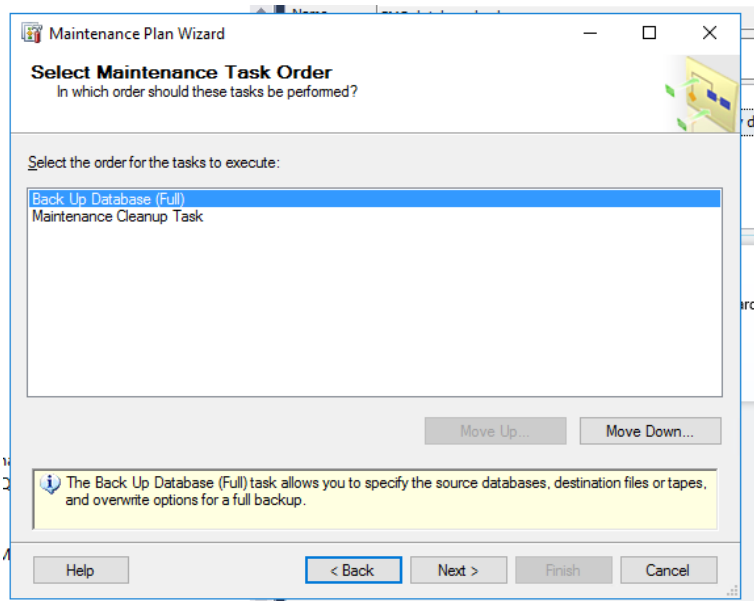
In the next screen, select Back Up Database (Full) and Maintenance CleanUp Task, and click Next.



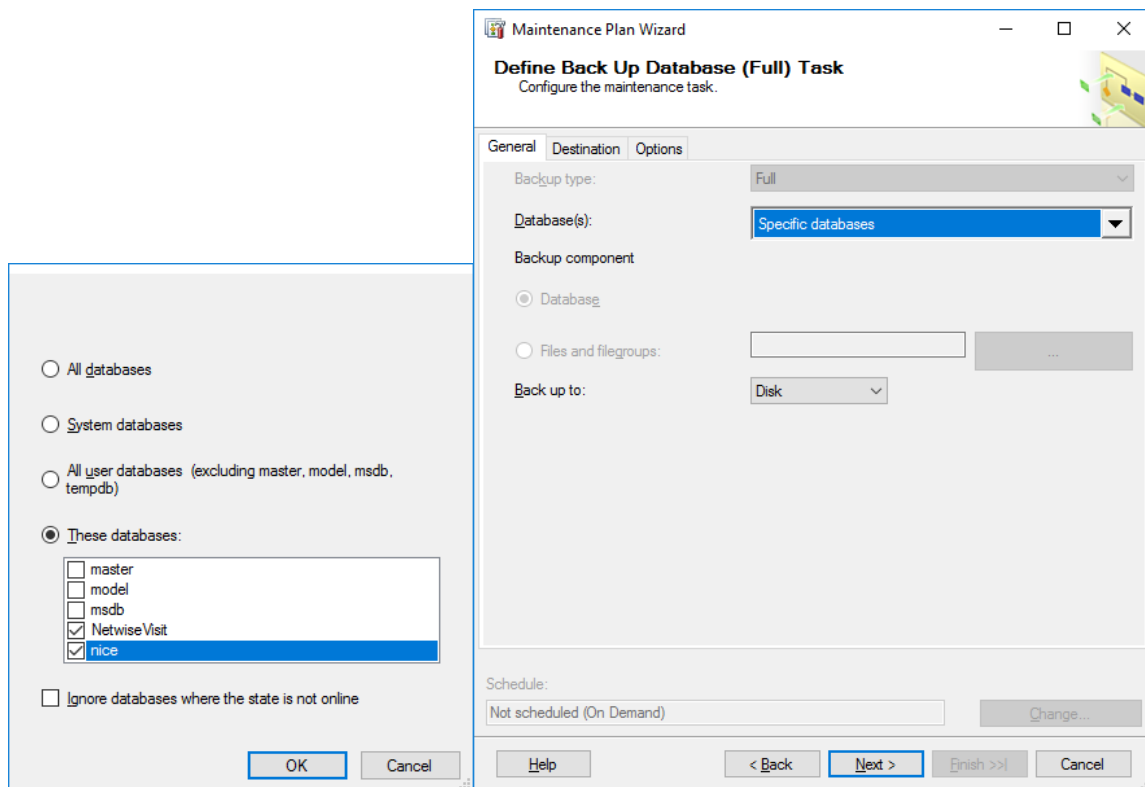
Select the order for the tasks to execute as follows and then click Next:

Back Up Database (Full)

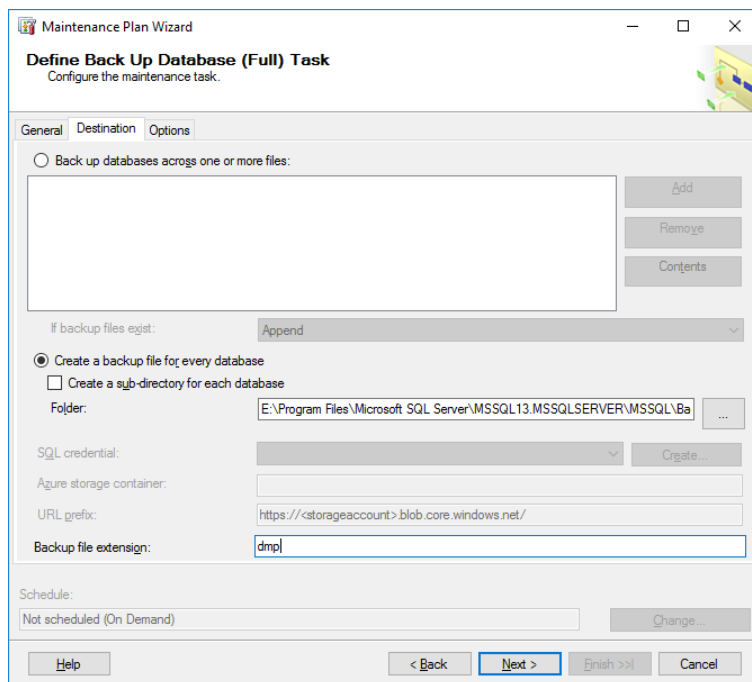
Maintenance CleanUp Task



1. Click the General tab, the databases (for example, NetwiseVisit and nice) from the These databases list and click OK.



1. Click the Destination tab and change Backup file extension to dmp as shown in the following screen capture.



Click the Options tab. Select the number of days after which you want the backup to expire from the Backup set will expire option and Select to delete files that are older than a specific period by setting the Delete files older than the following option and then click Next.

The screenshot shows the 'Define Maintenance Cleanup Task' step of the 'Maintenance Plan Wizard'. The window title is 'Maintenance Plan Wizard' and the subtitle is 'Define Maintenance Cleanup Task'. The instruction says 'Configure the maintenance task.'.

**Delete files of the following type:**

- ☒ Backup files
- ☐ Maintenance Plan text reports

**File location:**

- ☐ Delete specific file
- ☒ Search folder and delete files based on an extension

**File name:** [Text box] [Browse button]

**Folder:** [Text box: E:\Program Files\Microsoft SQL Server\MSSQL13.MSSQLSERVER] [Browse button]

**File extension:** [Text box: dmp]

☐ Include first-level subfolders

**File age:**

- ☒ Delete files based on the age of the file at task run time

**Delete files older than the following:**

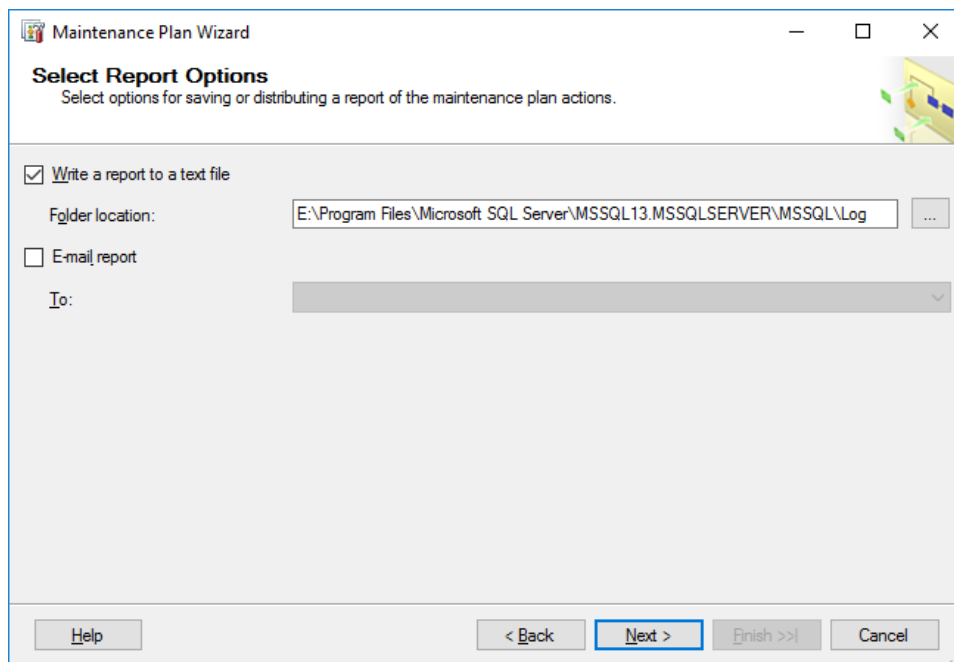
[Spin box: 9] [Day(s)]

**Schedule:**

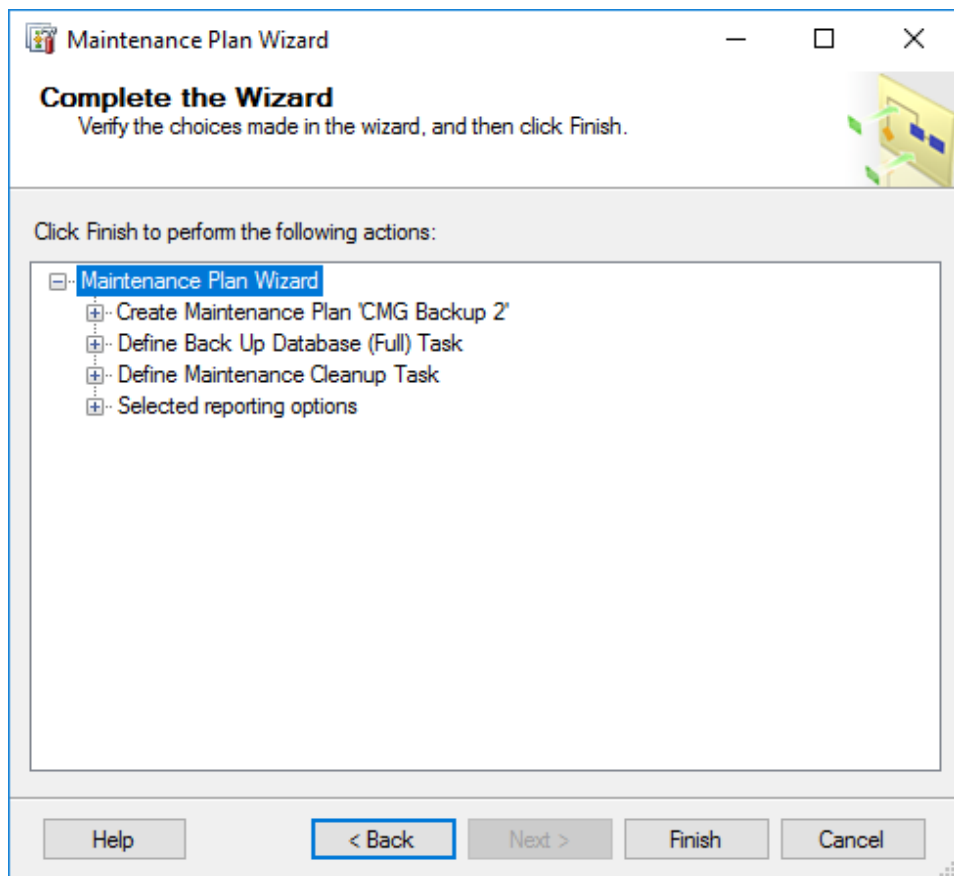
[Text box: Not scheduled (On Demand)] [Change... button]

**Buttons:** [Help], [< Back], [Next >], [Finish >>], [Cancel]

Select Write a report to a text file, select the folder location, and click Next.

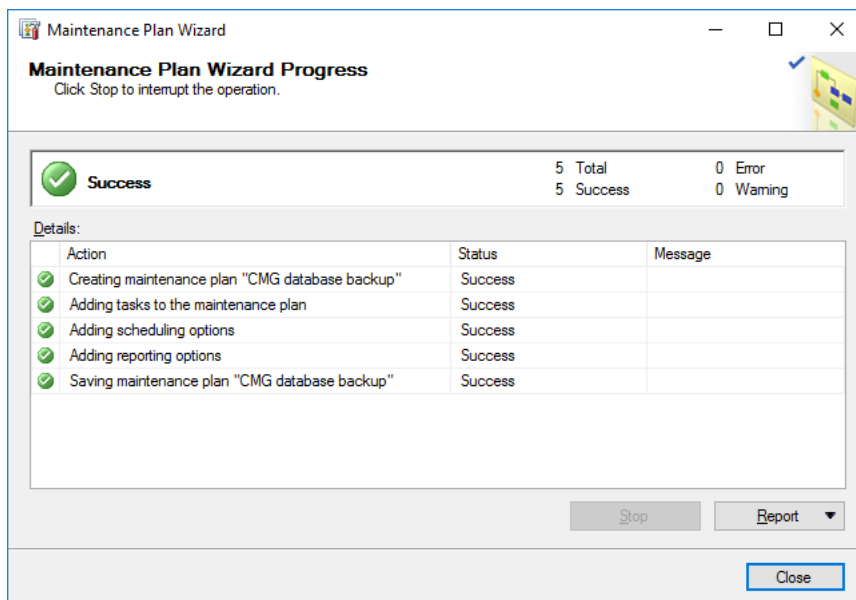


Verify the settings and click Finish.



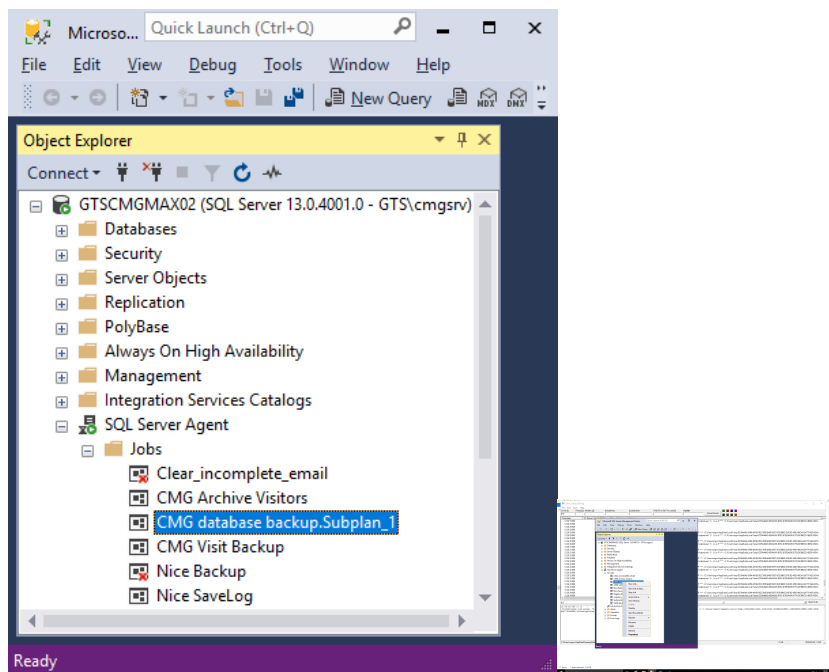
1. The Maintenance Plan is created as shown in the following screen capture.

2.



Verify the owner "sa" for the new job that created.

Right-click CMG database backup.Subplan\_1 from the Jobs tab and choose Properties. The Job Properties - CMG database backup.Subplan\_1 page opens.



1. From the Job Properties - CMG database backup.Subplan\_1 page, select General, set the Owner of the SQL user as "sa" and click OK. The Object Explorer pane opens.

**Job Properties - CMG database backup.Subplan\_1**

Select a page

- General
- Steps
- Schedules
- Alerts
- Notifications
- Targets

Script ? Help

Name: CMG database backup.Subplan\_1

Owner: sa

Category: Database Maintenance

Description: No description available.

Connection

Server: GTSCMGMAX02

Connection: GTS\cmgsrv

[View connection properties](#)

Progress

Ready

☒ Enabled

Source:

Created: 2017-11-30 17:22:06

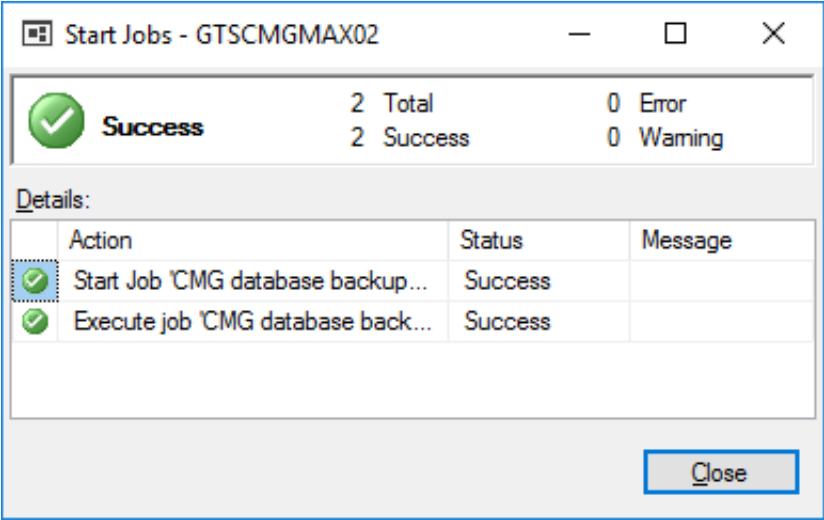
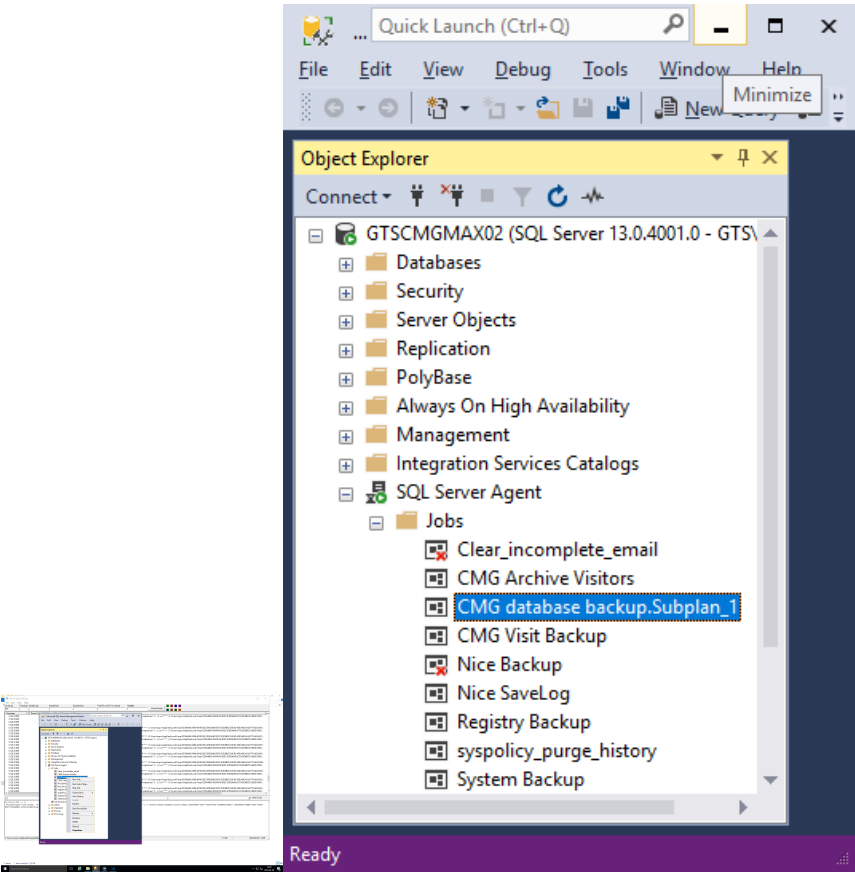
Last modified: 2017-11-30 17:22:06

Last executed: 2018-02-28 00:01:25

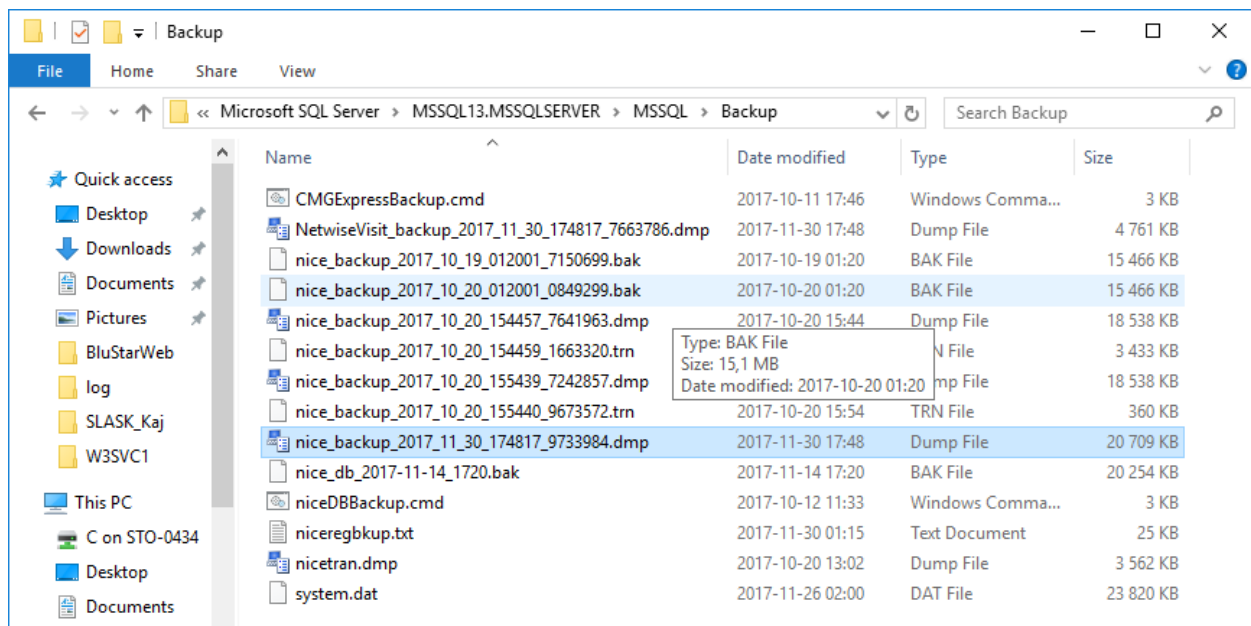
[View Job History](#)

OK Cancel

Under the Jobs tab, right-click CMG database backup.Subplan\_1 and choose the Start job at Step.  
When it is completed then check for the backup file in the backup folder  
For example : E:\Program Files\Microsoft SQL Server\MSSQL13.MSSQLSERVER\MSSQL\Backup

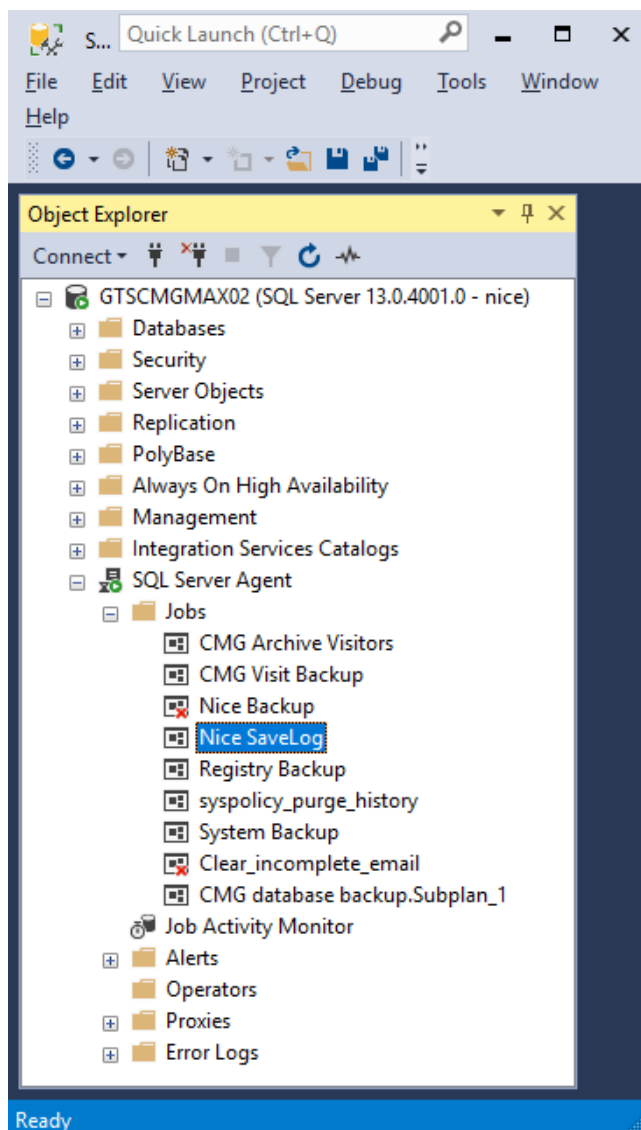


Verify that the database backup file (or files) are created as shown in the following figure:



## Verify and change the built-in backup job Nice SaveLog

Right-click on the job Nice SaveLog and choose Properties.



Choose Steps from the select a page tab. Select the current step from the list and click Edit.

**Job Properties - Nice SaveLog**

Select a page

- General
- Steps
- Schedules
- Alerts
- Notifications
- Targets

Script ? Help

Job step list:

St...	Name	Type	On Success	On Failure
1	Backup Transaction Log	Transact...	Quit the j...	Quit the job...

Connection

Server: GTSCMGMAX02

Connection: nice

[View connection properties](#)

Progress

Ready

Move step: Start step:

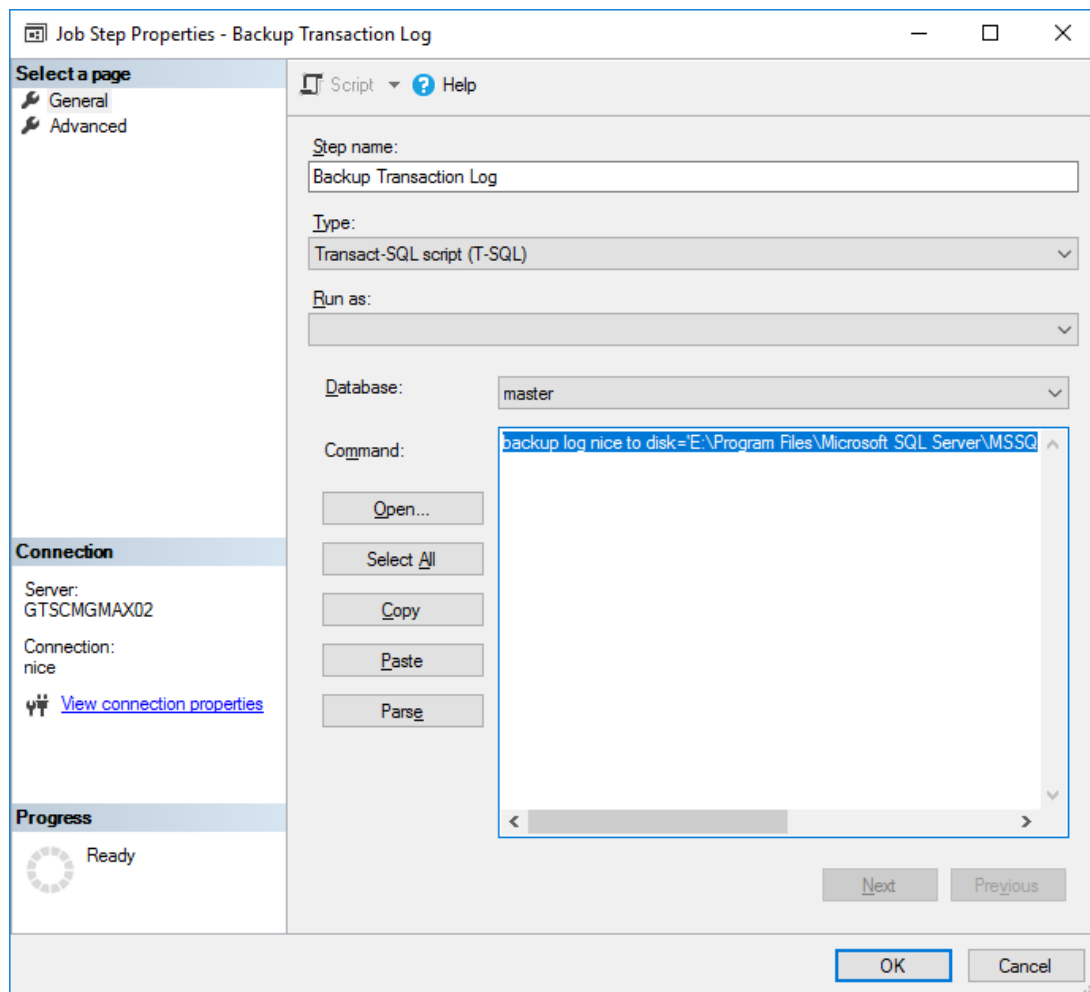
1:Backup Transaction Log

New... Insert... Edit Delete

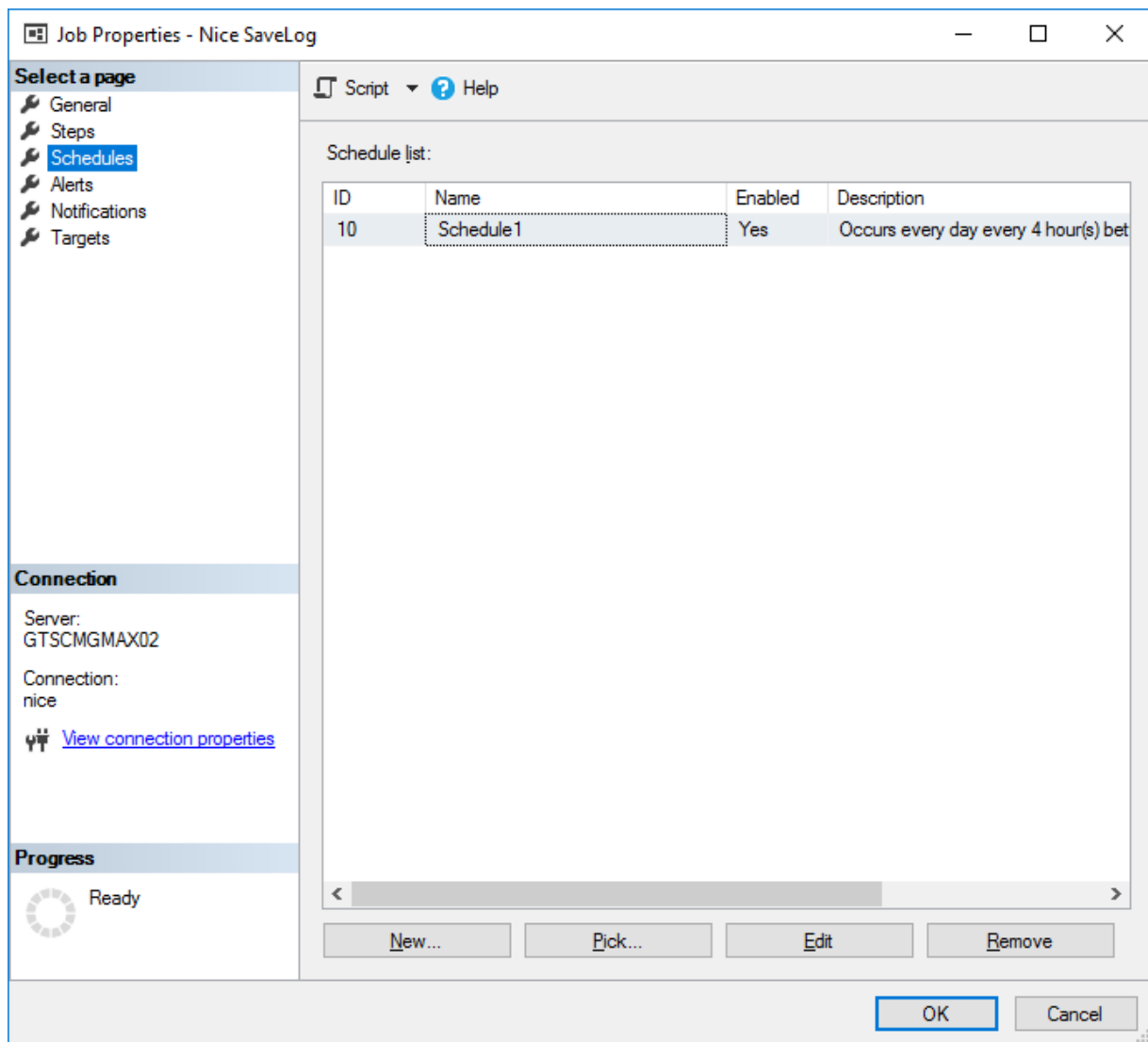
OK Cancel

Replace the entry in the Command field with the following and click OK:

backup log nice to disk='E:\Program Files\Microsoft SQL Server\MSSQL13.MSSQLSERVER\MSSQL\Backup\nicetran.dmp' with init



1. Change the schedule for the job Nice SaveLog by clicking on Edit.



1. Select the time and set Starting at and Ending at. Click OK once done. Make sure that the job window is closed.

**Job Schedule Properties - Schedule1**

Name:  Jobs in Schedule

Schedule type: Recurring ☒ Enabled

One-time occurrence

Date:  Time:

Frequency

Occurs: Daily

Recur every:  day(s)

Daily frequency

☐ Occurs once at:

☒ Occurs every:  hour(s) Starting at:  Ending at:

Duration

Start date:  ☐ End date:  ☒ No end date:

Summary

Description: 

Occurs every day every 4 hour(s) between 01:30:00 and 23:59:59. Schedule will be used starting on 2017-10-07.

OK Cancel Help

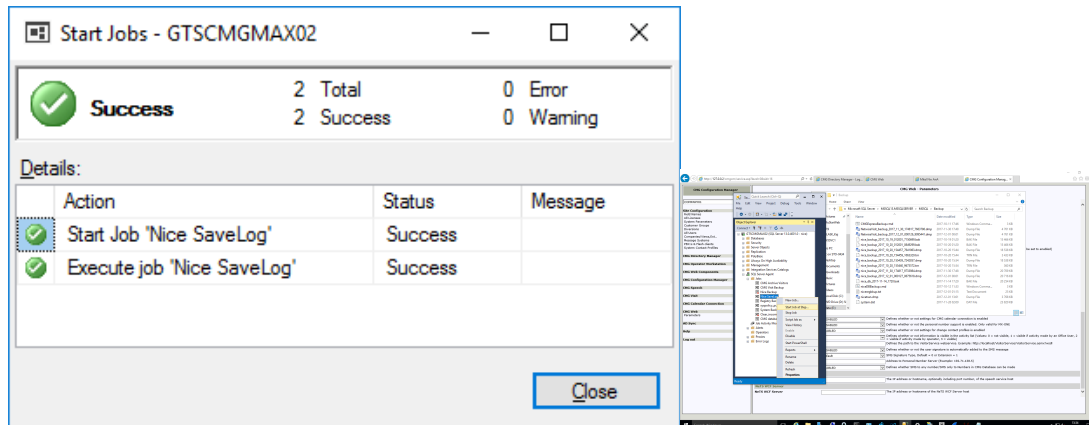
1. Run and verify the result of the job Nice SaveLog with the below steps:
2. Open Windows Explorer and go to the below (default) path:

Disc:\Program Files\Microsoft SQL Server\MSSQL13.MSSQLSERVER\MSSQL\Backup

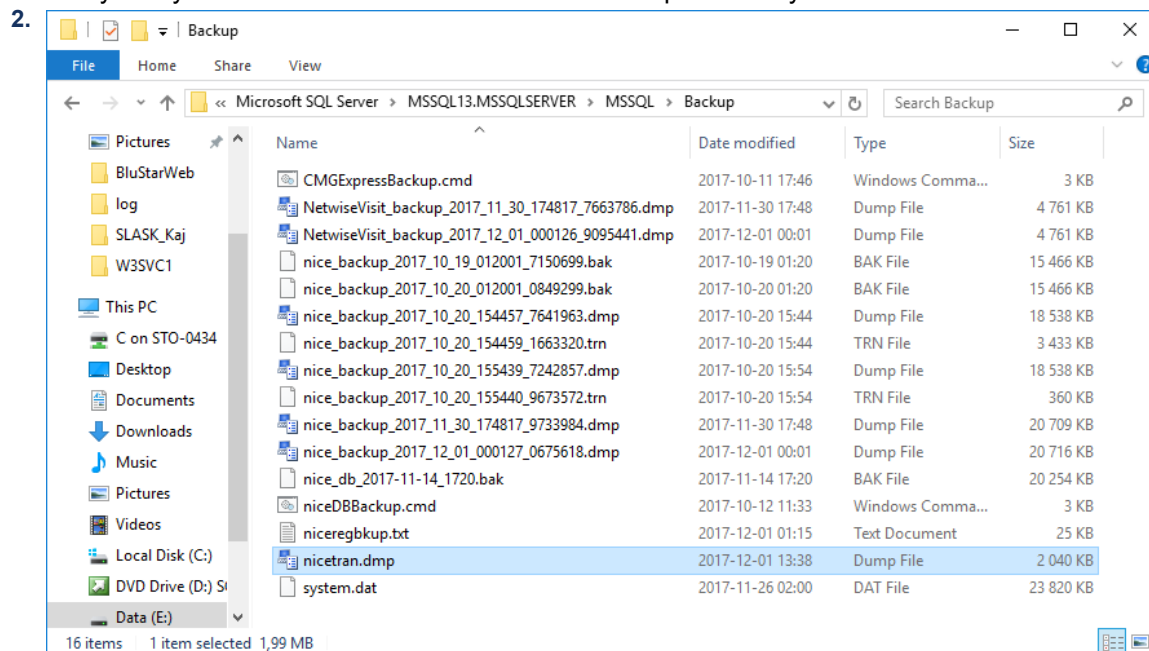
Name	Date modified	Type	Size
CMGExpressBackup.cmd	2017-10-11 17:46	Windows Comma...	3 KB
NetwiseVisit_backup_2017_11_30_174817_7663786.dmp	2017-11-30 17:48	Dump File	4 761 KB
NetwiseVisit_backup_2017_12_01_000126_9095441.dmp	2017-12-01 00:01	Dump File	4 761 KB
nice_backup_2017_10_19_012001_7150699.bak	2017-10-19 01:20	BAK File	15 466 KB
nice_backup_2017_10_20_012001_0849299.bak	2017-10-20 01:20	BAK File	15 466 KB
nice_backup_2017_10_20_154457_7641963.dmp	2017-10-20 15:44	Dump File	18 538 KB
nice_backup_2017_10_20_154459_1663320.trn	2017-10-20 15:44	TRN File	3 433 KB
nice_backup_2017_10_20_155439_7242857.dmp	2017-10-20 15:54	Dump File	18 538 KB
nice_backup_2017_10_20_155440_9673572.trn	2017-10-20 15:54	TRN File	360 KB
nice_backup_2017_11_30_174817_9733984.dmp	2017-11-30 17:48	Dump File	20 709 KB
nice_backup_2017_12_01_000127_0675618.dmp	2017-12-01 00:01	Dump File	20 716 KB
nice_db_2017-11-14_1720.bak	2017-11-14 17:20	BAK File	20 254 KB
niceDBBackup.cmd	2017-10-12 11:33	Windows Comma...	3 KB
niceregbackup.txt	2017-12-01 01:15	Text Document	25 KB
nicetran.dmp	2017-12-01 13:01	Dump File	3 768 KB
system.dat	2017-11-26 02:00	DAT File	23 820 KB

1. Ensure that the size for the file nicetran.dmp.

- Right-click on the job Nice SaveLog under SQL Server Agent > Jobs . Execute the job and choose Start Job at Step.



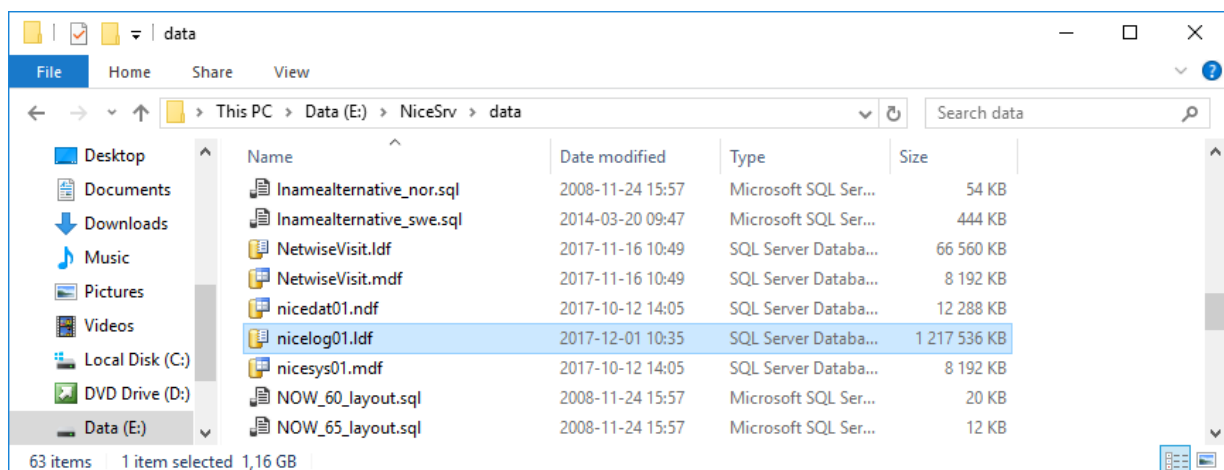
- Verify that you have a file with the name nicetran.dmp and verify the size of the file is smaller now.



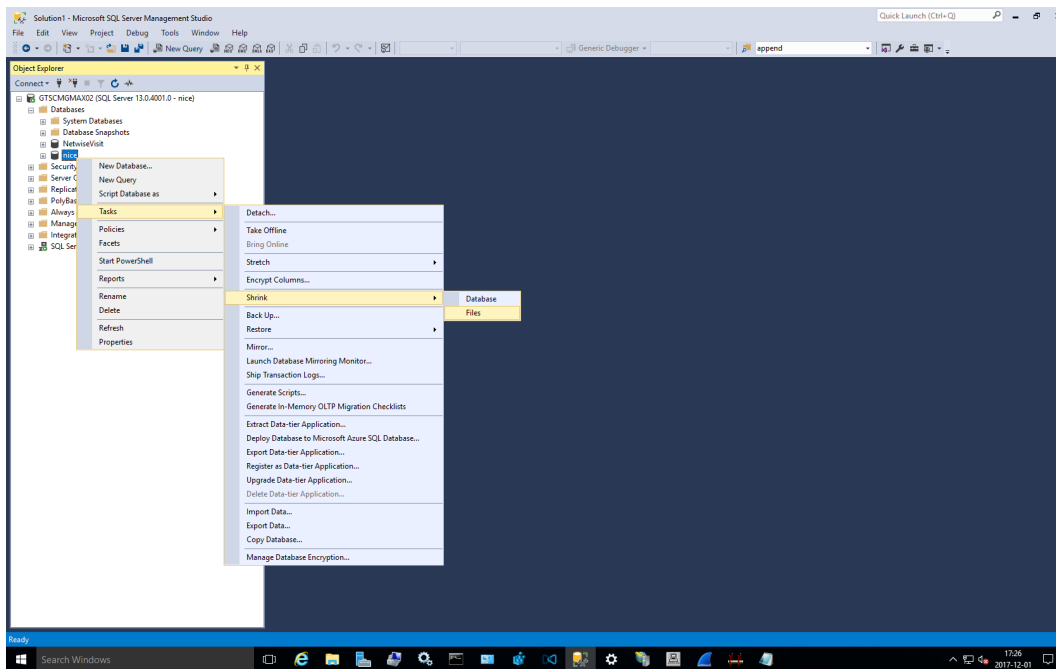
## Shrink the SQL log devices for the CMG database(s)

Locate the file nicelog01.ldf on the server Disc:\NiceSrv\data.

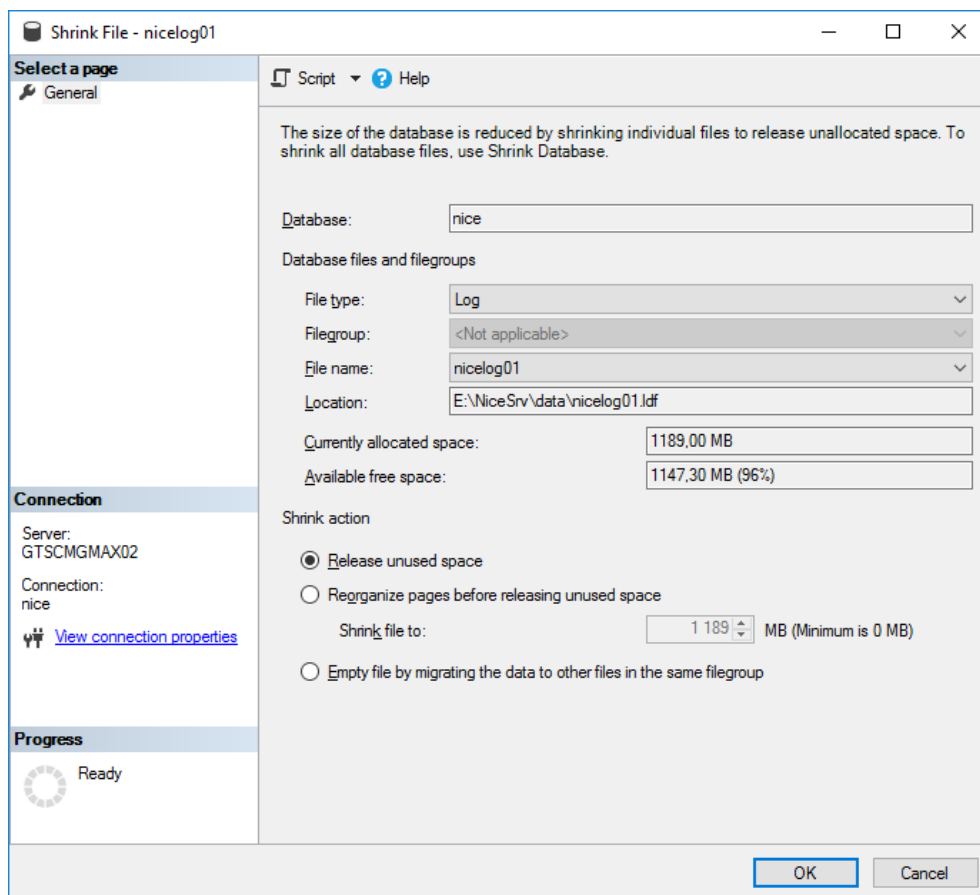
Verify the size of the file.



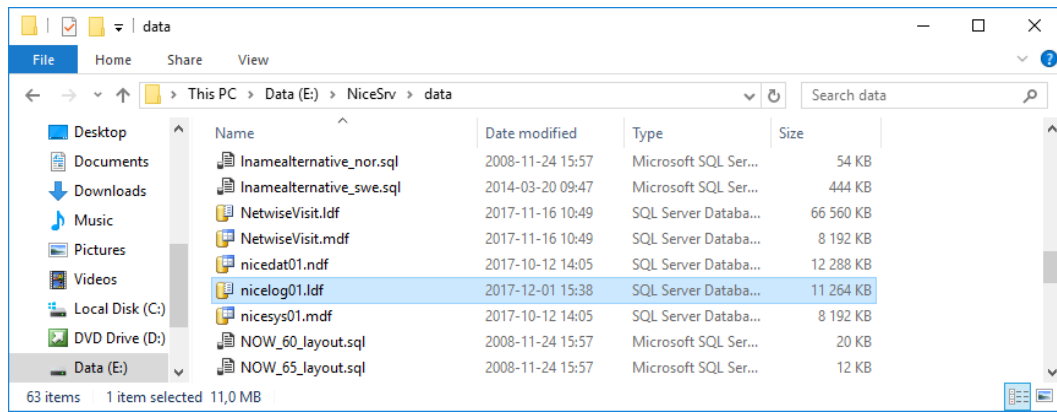
Select SQL Studio Management > Databases > nice and choose Tasks > Shrink >Files.



For File type, select Log. Make sure that the Release unused space is selected and Click on OK.



In Refresh the Windows Explorer window and make sure that the file size is reduced.



Repeat the above steps for all .ldf files (such as NetwiseVisit and CMGVoice.) in the CMG database in the system.

