在CUCM中從GUI配置備份和還原

目錄

<u>簡必需採背設備還疑相介條求用景定份原難關</u>解

簡介

本文檔介紹以下專案的設定要求: Backup 和 Restore CUCM中的功能,來自 Graphic User Interface (GUI).

必要條件

需求

思科建議瞭解以下主題:

- Cisco Unified Communications Manager
- Secure File Transfer Protocol (SFTP)

採用元件

本檔案中的資訊是根據以下軟體版本:

• Cisco Unified Communications Manager 版本10.5.2.15900-8

本文中的資訊是根據特定實驗室環境內的裝置所建立。文中使用到的所有裝置皆從已清除(預設))的組態來啟動。如果您的網路運作中,請確保您瞭解任何指令可能造成的影響。

背景資訊

其 Disaster Recovery System (DRS),可從CUCM管理中呼叫,為群集中的所有伺服器提供完整的資料備 份和還原功能。DRS支援定期自動或使用者呼叫的資料備份。

作為平台備份/恢復的一部分,DRS將恢復其自身的引數(備份裝置和時間表引數)。DRS備份和恢 復 drfDevice.xml 和 drfSchedule.xml 檔案。使用這些檔案恢復伺服器時,無需重新配置DRS備份裝置和 計畫。

其 Disaster Recovery System 包括以下功能:

- •用於執行備份和還原任務的使用者介面
- 具有備份和恢復功能的分散式系統體系結構
- 定時備份
- •將備份存檔到物理磁帶機或遠端SFTP伺服器

其 Disaster Recovery System 包含兩個關鍵函式, Master Agent (MA) 和 Local Agent (LA).

其 Master Agent 協調備份和恢復活動 Local Agents.系統會自動啟用 Master Agent 和 Local Agent 在群集中的所有節點上。

CUCM集群(這涉及CUCM節點和 Cisco Instant Messaging & Presence (IM&P) 伺服器)必須滿足以下要求:

- Port 22 開啟以便與SFTP伺服器建立通訊
- 已驗證 IPsec 和 Tomcat 證書未過期。為了驗證憑證的有效性,n導航到 Cisco Unified OS Administration > Security > Certificate Management

注意:要重新生成ipsec和Tomcat證書,請使用過程在CUCM中重新生成證書

•確保資料庫複製設定已完成,並且不會顯示來自CUCM發佈伺服器和IM&P發佈伺服器的任何錯 誤或不匹配。

SFTP伺服器設定必須滿足以下要求:

- •登入憑據可用
- 它必須可以從CUCM伺服器訪問
- 執行還原時, 檔案將包含在選定的路徑中

設定

備份

其 Disaster Recovery System 執行群集級別的備份,這意味著它將CUCM群集中的所有伺服器的備份收 集到一個中央位置,並將備份資料存檔到物理儲存裝置。

步驟1.要建立在其上儲存資料的備份裝置,請導航到 Disaster Recovery System > Backup > Backup Device.

步驟2.選擇 Add New;定義 Backup Device Name 並輸入SFTP值。 Save

cisco	CISCO Disaster Recovery System For Cisco Unified Communications Solutions								
Backup 🔻	Restore * Help *								
Backup Do	evice								
Save	Back								
Status-									
Statu	is:Ready								
Backup	levice name								
Backup d	levice name*	BackupDevice1							
Select D	estination*								
Network	Directory								
	Host name/IP address	10.1.89.107							
	Path name	/							
	User name	administrator							
	Password	•••••							
Number o	f backups to store on Network Directory	2 ~							
Save Ba	ack								

步驟3.建立和編輯備份計畫以備份資料。導航至 Backup > Scheduler.

步驟4.定義 Schedule Name.選擇 Devicee Name 並檢查 Features 根據您的場景。

alulu Disaster Recovery Sys	tem	Navigation Disaster Rec
CISCO For Cisco Unified Communications Se	olutions	admin Search Document
Backup * Restore * Help *		
Scheduler		
🔜 Save 🤣 Set Default 🔘 Disable Schedule	Enable Schedule 👍 Back	
Status		
Status:Ready		
Schedule Name		
Schedule Name*	DailyBackUp	
Select Backup Device		
Device Name*	BackupDevice1 ~	
Select Features *		
CDR_CAR	UCM	D PLM

步驟5.根據您的情況配置計畫備份。

-Start Backup at*					
Date	2019 V Jun V	18 ~	Time	00 V Hour	00 V Minute
Frequency*					
Once ● Daily O Weekly					
	Monday	Tuesday	U Wednesday		Thursday
	Friday	Saturday	Sunday		
O Monthly					

步驟6.選擇 Save 注意如圖所示的警告。選擇 OK 以便向前邁進。

The DRS Backap archive encryption depends on the current security password. During a restore, you could be prompted to enter this security password if this passw	word
has been changed.	

步驟7.曾經a Backup Schedule 建立,選擇 Enable Schedule .

Scheduler	
Save 🤣 Set Default 💿 Disable Schedule	Enable Schedule 🗧 Back
Status Disabled	
Schedule Name Schedule Name*	DailyBackUp

步驟8.等到狀態更改為 Enabled.

cisco	Disaster Recovery System For Cisco Unified Communications Solutions									
Backup 👻	Restore - Help	•								
Scheduler										
Save	🤣 Set Default		Disable Schedule	\triangleright	Enable Schedule	4	Back			
Status –	ed									
Schedule	Name Name*			D	ailyBackUp					

步驟9.如果需要手動備份,請導航到 Backup > Manual Backup.

步驟10.選擇 Device Name 並檢查 Features 根據您的場景。

Disaster Recovery System For Cisco Unified Communications Solutions	
Backup - Restore - Help -	
Manual Backup	
Start Backup Estimate Size Select All Clear All	
Status Status:Ready	
Select Backup Device	
Device Name* BackupDevice1 ~	
Select Features *	
 ✓ CDR_CAR ✓ UCM ✓ PLM 	

步驟11.選擇 Start Backup 和操作正在顯示。

Cite Disa	ster Recovery Syst	berns Actions			Respire atom	Contentation About La	
Datup + Restore 1	100 1						
forkep Status							
() teres 😑	lanot						
Bates Backup operation	or in progress for server (000	VIDER, please week 2					
Backup details Tar Filmane: Backup Device: Operation: Percentage Carry	2019-06-0 NETWORK MACHINE MILL PS	4-03-13-38.5ar					٥
Teature	Server	Computered	Shafash	Read **	But fine	Lag tile *	
15,8	CUCHINESUB	EUR AGENT		Addive	Toe Jun 18-00 53 30-027 2019		
10,00	CUCM/109UB	ELM SORVER					
8.8	CHORE	EUR AGENT					
10,00	CUCHER	EUM SORVER					
Refrech			Canoni Bachupi				

步驟12.完成手動備份後,將顯示完成消息。

0500	Disaster Reco	wery System				Restanter Case
ladup + Re	ton + min + min					
ackup Statu						
C Farture C	Cancel					
Status Ø success	i: Backup Completed.					
Backup det.	alla -					
Tar Filmani Backup Dev Carration	e. 400	2019-05-08-03-53-30 NETWORK	lar.			
Percentage	Compliate:	100%				
Feature	Barryar	Component	Mature	Arrest **	Mart Time	Log File *
PLM	CUCHV105UB	EUM AGENT	100	SUCCESS	Twe Jun 18 43:53:30-007 2019	2019-06-18-03-53-30. h. cacrection-h.pim.alm agent.log
PLM	CUONVISION	EUM-SERVER.	100	SUCCESS	Tue Jun 18 83:53:30-007 2019	2019-06-18-03-53-30 h cucre-titrub pin ein server/a
PUH	CUCHER	EUR AGENT	300	SUCCESS	Tue Jun 18-83-53-31 C01 2019	2019-06-18-03-53-30 h cucre18 pin ein apen.log
PLH	CUCHER	ELM-SCIEVER.	100	SUCCESS	Tue Jun 18-83:53:32 C07 2019	2019-06-18-63-53-30 & exemption plm, elim serverching
Refresh					Cancel Backup	

步驟13.要估計SFTP裝置使用的備份tar檔案的大小,請選擇 Estimate Size.

Backup ▼ Restore ▼ Help ▼
Manual Backup
Start Backup 🚺 Estimate Size 🔛 Select All 🔛 Clear All
– Status
Status:Ready
Select Backup Device
Device Name* BackupDevice1 V
Select Features *
□ CDR_CAR □ UCM ☑ PLM

步驟14.估算大小如下圖所示

Back	up ▼	Restore	٠	Help 👻
Manu	ial B	ackup		
۲	Start	Backup	۲	Estimate Size Select All Clear All
Sta	tus – Estin	nated ba	ckup	size successfully: Estimated size of backup for selected feature(s) is 0.195 MB.

註:Estimate Size函式是根據以前成功的備份計算得出的,如果自上次備份後配置發生更改 ,該函式可能會有所不同。

步驟15.要在備份運行時檢查備份的狀態,請導航到 Backup > Backup Status.

CISCO .	Disaster Reco	overy System	Revéption Dans Search Dans			
integ + Re	stars = Taip =					
ackup State	a					
Preter	Careal					
Status						
· woos	S: Beckup Completed.					
Backup det	alla					
Tar Filenam	e:	2019-06-18-03-53-30	lar.			
Backup Des	hoei	NETWORK				
Operation: Percentage	Complete:	100%				
Feature	Server	Component	Mattes	Read **	Start Time	Log File *
PLM	CUONVISIO8	EUM-AGENT	300	\$9000555	Twe Jun 18 00:53:30 CDT 2019	2019-06-18-03-53-30 h. cacred-budt pits, ein agent leg
PLM .	CUCHY105UB	EUM-SERVER	100	SUCCESS	Tue Jun 18 03:53:30 CDT 2019	2019-06-18-03-53-30 & cucrestibute pin aim servering
PUR .	CUCHER	EUH-AGENT	100	SUCCESS	Tue Jun 18 03:53:31 CDT 2019	2019-06-18-03-53-30. h. cucristit pire, elm agent, log
PUH .	CUONIS	DJ4-SERVER	100	SUCCESS	Tue Jun 18 03:53:32 CDT 2019	2010-06-38-63-53-20 & cacroliti pire alm server/leg
Referation				1	Sancel Backup	

步驟16.要查閱在系統中執行的備份過程,請導航至 Backup > History.

0100 Disaster	Recovery Syst	em Miner					Reception Descriptions	System - Sil
factor + Restor + 14th								
Rackup History								
C Roberty								0
Ta theans	Backup Doubce	Completed Its	Read In	Backap Type	Variable	Fostaros Backed Up	Fostares Interest Variang	Falled Features
2019-08-08-03-02-07.58	MITWORK.	Tee Jun 18 63:52:63 CDT 2019	BUCCESS	PANUAL	10.5.2.19900-8	8.8		
2019-06-08-03-53-30.tar	NETWORK	Tax Jun 18 83:53:34 (07 2019	\$400255	MANUAL.	10.5.2.12800-8	PLM		
TAIL No not created	MITWORK.	Tax Jan 18 12 00:09 CDT 2019	ERROR	SCHEDULED - DailyBackUp				
Unit file not created	METWORK.	Wed Jun 19 12-08-09-027 2019	exect	SCHEDULED - DailyBackUp				

還原

DRS恢復主要是 drfDevice.xml 和 drfSchedule.xml 檔案。但是,在執行系統資料恢復時,您可以選擇群 集中的哪些節點需要恢複資料。

注意:必須已配置備份裝置(SFTP伺服器),才能從中檢索tar檔案並使用這些檔案恢復系統 。

步驟1.導航至 Disaster Recovery System > Restore > Restore Wizard.

步驟2.選擇 Device Name 儲存用於還原的備份檔案。選擇 Next.

cisco	Disaster Recovery System For Cisco Unified Communications Solutions								
Backup 🔻	Restore - Help -								
Step1 Res	tore - Choose Backup device								
Next	Cancel								
Status-									
Statu	Status:Ready								
Select B	ackup Device								
Device Na	ame* Not Selected ▼ Not Selected								
Next Ca	ncel SFTP_1 BackupDevice1								

步驟3.選擇 Backup File 從顯示的可用檔案清單中刪除,如下圖所示。選定的備份檔案必須包含要還 原的資訊。

cisco	Disas For Cisco	ter l	Recovery System ed Communications Solutions					
Backup 🔻	Restore 🔻	Help	•					
Step2 Res	tore - Cho	ose ti	he Backup Tar File					
Back	Next	<u>()</u>	Cancel					
– Status –								
Statu	Status:Ready							
Select Ba	ckup Archi	ve**-						
Select Ba	ackup File*		Tar file list 🗸 🗸					
			— Tar file list —					
Back No.	vt Cancel		2019-06-18-03-51-57					
Back Ne.	cancel		2019-06-18-03-53-30					

步驟4.從可用功能清單中,選擇要還原的功能。

cisco For	saster Recovery Syst Cisco Unified Communications So	em lations		
lackup + Resto	re + Help +			
tep3 Restore	Select the type of Restore			
🗰 Back 🏢	Select All 🔛 Clear All 📫 Next	🙆 Cancel		
Status				
D Status Rea	dv.			
Select Feature	s*			
Dacked up com	ponents in TAR:			
	Feature		Server	
PLM		CUCMV105U8		ELM-AGENT
PLM		CUCMV105U8		ELM-SERVER.
PLH		CUCM10		ELM-AGENT
PLM		CUCM10		ELM-SERVER.

步驟5.選擇要應用還原的節點。

Color Transmission System	Resigned Deader Resivery System - 66
Take + Rotor + Top +	
Step4 Rentere - Final Warning for Rentere	
🐗 bak 🔮 Rober 🙆 Great	
States	
@ Status Ready	
Warning Fouture(c) RVR have been selected for restore. Solicit the servers as which these features read to be restored. Once the selection has been made, restore will the activated feature will be test.	merwite the data on the destination server and all the costing data for
One Neg Reduce Perform a one-step maker of entire cluster.	
File integrity clack	
Deutern für anlagetig deuk unng Dirkt Ressage Digest	
Select the Servers to be restared for each listers"	
Tank Restort Canod	

注意:如果發佈伺服器已經重建或全新安裝,一步還原允許恢復整個群集。僅當選擇用於還原 的備份檔案是群集的備份檔案,並且選擇用於還原的功能包括在發佈伺服器和訂閱伺服器節點 上註冊的功能時,此選項才可見。

步驟6.選擇 Restore 啟動進程並更新還原狀態。

CISCO For Cisco Unified Cor	overy System mmunications Solutions
Backup - Restore - Help -	
Restore Status	
Refresh	
Chabura	
Status	
Reading backup from media	(*)
Restore details	
Tar Filename:	2019-06-18-03-53-30.tar
Backup Device:	NETWORK
Operation:	RESTORE
Percentage Complete:	0%
ereentage completer	0.0

步驟7.要驗證還原狀態,請導航到 Restore > Current Status.

cisco Disaster Recovery System For Gaca Malled Communications Solutions						Revigetor <mark>Dearths</mark> admin Search Decen
lake + Re	ton + this +					
lestore Matu						
O fatest						
Status						
B Anatoring	HEVER (CUCHVIDES)	6), please wait N				
Restore det.	als					
Ter Pilename		2019-06-18-03-53-20.8				
Backup Devi	kiel.	NETWORK.				
Operation:		RESTORE				
Percentage (Complete	50%				
Feature	Interest	Component	Water	Record ***	Mart Time	Log File *
PLH	CUCM/105U8	ELH AGENT	100	SUCCESS	Thu Jun 20 63:09:51 C07 2019	2019-06-20-03-09-29 r. cocmol/book pins elm agent leg
PLM	OUCH/1905UB	ELM SERVER	0	Active	Thu Jun 20 63:09:51 C07 2019	
Refresh						

步驟8. Restore Status 更改到 SUCCESS 完成時。

cisco a	Visaster Reco	very System					Newgetten Chantle admin Search Doce
lake + Re	ton + this +						
Restore Statu	n						
A notest							
Status							
Success	: Restore Completed.						
Restart Reg	nired						
C Please re	start the server(s) (C) have restored syste	CM(10508) before perform on to be in FIPS mode, pl	ing the next i	restore for changes has been enables	to take effect. In case of a cluster, restart th 6, but has not taken effect yet. FIPS mod	e ortice cluster. Ie will be active only after next reboot.	
Restore det	alls						
Tar Filename Backup Dev	e: Koel	2019-06-18-03-53-30.n NETWORK					
Operation:		RESTORE					
Percentage	complete:	100%					
Feature	Server	Component	Mathes	Receil **	Start Year		Log Tile *
PUR	OUCM/105UB	ELM-AGENT	100	SUCCESS	Thu Jun 20 03:09:54 CDT 2019	2018-06-20-03-09-39 x cucred	that aim ein apenting
PUR .	CUCM/105U8	ELM-SERVER	100	SUCCESS	Thu Jun 20 03:09:51 CDT 2019	2018-06-20-03-09-39-r cucred	Doub plm elin server.log

步驟9.要使更改生效,必須重新啟動系統。



提示:使用支援的過程重新啟動系統<u>「Shut Down(關閉)」或「Restart the System(重新</u> <u>啟動系統)」</u> 步驟10.要查閱在系統中執行的還原過程,請導航至 Restore > History.



疑難排解

本節提供的資訊用於對組態進行疑難排解。

CUCM集群(涉及CUCM節點和思科即時消息和線上狀態(IM&P)伺服器)必須滿足以下要求:

- Port 22 開啟以便與SFTP伺服器建立通訊
- 已驗證 IPsec 和 Tomcat 證書未過期。為了驗證憑證的有效性,n導航到 Cisco Unified OS Administration > Security > Certificate Management

注意:要重新生成ipsec和Tomcat證書,請使用過程在CUCM中重新生成證書

- •確保資料庫複製設定已完成,並且不會顯示來自CUCM發佈伺服器和IM&P發佈伺服器的任何錯 誤或不匹配。
- •驗證伺服器和SFTP伺服器之間的可訪問性。
- 驗證群集中的所有伺服器是否都使用命令進行身份驗證 show network cluster.

當報告備份或還原失敗並且需要進一步協助時,必須收集此組日誌並與技術支援中心(TAC)共用:

- Cisco DRF主日誌
- Cisco DRF本機日誌
- 來自「DRF當前狀態」頁面的故障日誌
- •問題的時間戳

相關資訊

• <u>支援的SFTP伺服器</u>

關於此翻譯

思科已使用電腦和人工技術翻譯本文件,讓全世界的使用者能夠以自己的語言理解支援內容。請注 意,即使是最佳機器翻譯,也不如專業譯者翻譯的內容準確。Cisco Systems, Inc. 對這些翻譯的準 確度概不負責,並建議一律查看原始英文文件(提供連結)。