Configure and Troubleshoot Cisco Unified Communication Manager (CUCM) Backups

Contents

Introduction **Prerequisites** Requirements **Components Used Background Information Configure** Add Backup Device via GUI Procedure Add Backup Device via CLI Procedure Log Analysis of Add a Backup Device Start a Manual Backup via GUI Procedure Start a Manual Backup via CLI Procedure Enable Scheduled Backup via GUI Procedure Enable Scheduled Backup via CLI Procedure **CUCM Delete an Old Backup Example** Log Analysis of Successful New Backup Created and Old Backup Deleted Verify Troubleshoot

Introduction

This document describes the procedure to add a backup device to Cisco Unified Communication Manager (CUCM).

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unified Communication Manager (CUCM)
- Secure File Transfer Protocol (SFTP) server administration

Components Used

- Cisco Unified Communications Manager 11.5
- Linux SFTP server

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Background Information

The goal of backups available in your environment with any software is to be able to recover in case of disaster. Backups are important in order to prevent loss of data when software is corrupted, hardware fails, or natural disasters occur.

CUCM and SFTP topology as shown in the image:



Configure

Add Backup Device via GUI Procedure

Step 1. Navigate to **CUCM > Disaster Recovery System > Backup > Backup Device** and click on **Add New** as shown in the images:





Backup - Restore - Help -
Backup Device List
Add New
Chatura
Status Status: No records found
Backup Device List
No backup device configured.
Add New
The Backup Device which is associated with 1 or more schedule(s) cannot be deleted.

Step 2. Add a Backup Device name, IP address, Path name, User name and Password as shown in the images:

- The IP Address must be the destination SFTP server where backups are stored.
- The Path name is the directory within the SFTP server where backups are stored.
- User name and Password must exist within the SFTP server for authentication purposes.
- The Number of backups to store in the Network Directory must be set to the number of backups that need to be kept within the SFTP directory.

When finished, click Save.

Backup 🔻 Restore 🔻 Help 💌	
Backup Device	
Save Back	
Status	
Status:Ready	
Backup device name*	TAC-Backup
Select Destination*	
Network Directory	
Host name/IP address	192 250
Path name	/UCM/Backups/
User name	cisco
Password	
Number of backups to store on Network Directory	1 ~
Save Back	

Confirm **Update successful** as shown in the image:

Backup Device			
📄 Save 🖕 Back			
Chattan			
Update successful			
Backup device name			
Backup device name*		TAC-Backup	
Select Destination*			
Network Directory			
,	Host name/IP address	192. 250	
	Path name	/UCM/Backups/	
	User name	cisco	
	Password	••••	
Number of backups to store	on Network Directory		
Save Back			

Add Backup Device via CLI Procedure

Step 1. Secure Shell (SSH) into the IP address of the CUCM Publisher and authenticate with the Operating System (OS) username and password as shown in the images:

🕵 PuTTY Configuration		?	×
Category:			
Category: Session Logging Terminal Keyboard Bell Features Window Appearance Behaviour Translation Selection Colours Colours Colours Connection Proxy Telnet Rlogin Serial	Basic options for your PuTTY se Specify the destination you want to connect Host Name (or IP address) 192. 06 Connection type: Raw O Telnet O Rlogin SS Load, save or delete a stored session Saved Sessions	ession ect to Port 22 H O Se	erial
	Close window on exit:	Load Save Delet	d e te
About Help	 Always Never Only on c Open 	clean exit Canc	el

Putty 192. 106 - Putty



Step 2. Add the backup device with the syntax: **utils disaster_recovery device add network**

<br/

```
I92. 106-PuTTY
admin:utils disaster_recovery device add network TAC-Backup /UCM/Backups/ 192. .250 cisco 1
Please enter password to connect to network server 192. .250:*****
```

At the time of this Add Backup Device procedure, these steps take place in CUCM:

1. Contact the SFTP server and authenticate

drfCliMsg: Backup Device has been saved successfully.

2. Transfer a test file to the directory

admin:

- 3. Disconnect from the SFTP server
- 4. Contact the SFTP server and authenticate
- 5. Delete the test file in the directory
- Disconnect from the SFTP server

Note: If any of these steps fail, CUCM is unable to add the backup device.

Log Analysis of Add a Backup Device

2018-12-24 11:39:23,168 DEBUG [NetMessageDispatch] - drfUtils:establishSftpConnection: Trying to connect to the SFTP server.

2018-12-24 11:39:23,171 DEBUG [NetMessageDispatch] - drfUtils:establishSftpConnection: Connecting SFTP server...

2018-12-24 11:39:23,373 DEBUG [NetMessageDispatch] - drfUtils:establishSftpConnection: Authentication Completed Successfully, connected to remote server. Now opening a SFTP channel.

2018-12-24 11:39:23,580 DEBUG [NetMessageDispatch] - drfUtils:sftpPutFile: SSH Authentication success for user cisco on 192.X.X.250

2018-12-24 11:39:23,581 DEBUG [NetMessageDispatch] - drfUtils:sftpPutFile: Transferring files from: /common/drf/d3-sb-11pub_dUmmI_Drf to the server: 192.X.X.250 /UCM/Backups/d3-sb-11pub_dUmmI_Drf

2018-12-24 11:39:23,581 DEBUG [NetMessageDispatch] - drfSftpProgressMonitor:: STARTING: 0 /common/drf/d3-sb-11pub_dUmmI_Drf -> /UCM/Backups/d3-sb-11pub_dUmmI_Drf total: 0

2018-12-24 11:39:23,585 DEBUG [NetMessageDispatch] - drfSftpProgressMonitor:: ...File Transfer Completed

2018-12-24 11:39:23,586 DEBUG [NetMessageDispatch] - drfUtils:closeSFTPConnections: Closing ChannelSftp... 2018-12-24 11:39:23,586 DEBUG [NetMessageDispatch] - drfUtils:closeSFTPConnections: Disconnecting Channel... 2018-12-24 11:39:23,586 DEBUG [NetMessageDispatch] - drfUtils:closeSFTPConnections: Closing Session...

2018-12-24 11:39:23,586 DEBUG [NetMessageDispatch] - drfUtils:establishSftpConnection: Trying to connect to the SFTP server.

2018-12-24 11:39:23,587 DEBUG [NetMessageDispatch] - drfUtils:establishSftpConnection: Connecting SFTP server...

2018-12-24 11:39:23,733 DEBUG [NetMessageDispatch] - drfUtils:establishSftpConnection: Authentication Completed Successfully, connected to remote server. Now opening a SFTP channel.

2018-12-24 11:39:24,277 DEBUG [NetMessageDispatch] - drfUtils:sftpDeleteFile: Deleting files /UCM/Backups/d3-sb-11pub_dUmmI_Drf from the server: 192.X.X.250

Successfully deleted

2018-12-24 11:39:24,277 INFO [NetMessageDispatch] - drfutils.sftpDeleteFiles: Successfully deleted /UCM/Backups/d3-sb-11pub_dUmmI_Drf on the Server 192.X.X.250

2018-12-24 11:39:24,278 DEBUG [NetMessageDispatch] - drfUtils:closeSFTPConnections: Closing ChannelSftp... 2018-12-24 11:39:24,278 DEBUG [NetMessageDispatch] - drfUtils:closeSFTPConnections: Disconnecting Channel... 2018-12-24 11:39:24,278 DEBUG [NetMessageDispatch] - drfUtils:closeSFTPConnections: Closing Session... 2018-12-24 11:39:24,278 DEBUG [NetMessageDispatch] - drfUtils:isSftpLocationAccessible: Closing SFTP Client...

Start a Manual Backup via GUI Procedure

Step 1. Navigate to **CUCM > Disaster Recovery System > Backup > Manual Backup** as shown in the images:



cisco	Disaster Recovery System For Cisco Unified Communications Solutions	
Backup 🔻	Restore - Help -	
Backup Device Schedu Manual Backup History Current	r Recovery System	-0

Step 2. Select the Backup Device, the features to be backed up and click Start. For this example, only the UCM feature is backed up as shown in the image:

Backup - Restore - Help -		
Manual Backup		
Start Backup 🔘 Estimate Size 🔛 Select All 🔛 Clear All		
Status		
U Status:Ready		
⊂ Select Backup Device		
Device Name* TAC-Backup ~		
-Select Features *		
D PLM		
The following components are registered with Dispeter Personan	Gustam.	
The following components are registered with Disaster Recovery	System.	
Feature	Server	
UCM	D3-SB-11PUB	CDPAGT
UCM	D3-SB-11PUB	SYSLOGAGT
UCM	D3-SB-11PUB	PLATFORM
UCM	D3-SB-11PUB	CLM
UCM	D3-SB-11PUB	CCMDB
UCM	D3-SB-11PUB	TCT
UCM	D3-SB-11PUB	CCMPREFS
UCM	D3-SB-11PUB	TFTP
UCM	D3-SB-11PUB	MOH
UCM	D3-SB-11PUB	ANN
UCM	D3-SB-11PUB	BAT
UCM	D3-SB-11PUB	CEF
UCM	D3-SB-11PUB	REPORTER
UCM	D3-SB-11PUB	DNALIASLOOKUP
UCM	D3-SB-11PUB	DNALIASSYNC
CDR_CAR	D3-SB-11PUB	CAR
PLM	D3-SB-11PUB	ELM-AGENT
PLM	D3-SB-11PUB	ELM-SERVER

• When the backup is in progress, you see a status indication as shown in the image:

Backup × Restore × Help ×									
Backup Status									
🐼 Refresh 🥚	Refresh 🛑 Cancel								
(1) (1)									
G Realing and		D2 C8 110/18] alassa wait							
Backup opera	ation in progress for server [05-50-11-00j, please wait							
Backup details									
Tar Filename:	2018-1	2-24-13-04-38.tar							
Backup Device:	NETWO	RK							
Operation:	BACKU	P							
Percentage Com	plete: 26%								
Feature	Server	Component	Status	Result **	Start Time	Log File *			
UCM	D3-SB-11PUB	CDPAGT	100	SUCCESS	Mon Dec 24 13:04:38 PST 2018	2018-12-24-13-04-38 b d3-sb-11pub ucm cdpaqt.log			
UCM	D3-SB-11PUB	SYSLOGAGT	100	SUCCESS	Mon Dec 24 13:04:40 PST 2018	2018-12-24-13-04-38 b d3-sb-11pub ucm syslogagt.log			
UCM	D3-SB-11PUB	PLATFORM	100	SUCCESS	Mon Dec 24 13:04:41 PST 2018	2018-12-24-13-04-38 b d3-sb-11pub ucm platform.log			
UCM	D3-SB-11PUB	CLM	100	SUCCESS	Mon Dec 24 13:04:44 PST 2018	2018-12-24-13-04-38 b d3-sb-11pub ucm clm.log			
UCM	D3-SB-11PUB	CCMDB	0	Active	Mon Dec 24 13:04:44 PST 2018				
UCM	D3-SB-11PUB	TCT	0						
UCM	D3-SB-11PUB	CCMPREFS	0						
UCM	D3-SB-11PUB	TFTP	0						
UCM	D3-SB-11PUB	MOH	0						
UCM	D3-SB-11PUB	ANN	0						
UCM	D3-SB-11PUB	BAT	0						
UCM	D3-SB-11PUB	CEF	0						
UCM	D3-SB-11PUB	REPORTER	0						
UCM	D3-SB-11PUB	DNALIASLOOKUP	0						
UCM	D3-SB-11PUB	DNALIASSYNC	0						
Refresh				Cancel B	ackup				

• When the backup is complete, you see a **SUCCESS** message that indicates the **Backup Completed** in CUCM as shown in the image:

Backup • Restor	Jackup ▼ Restore ▼ Hep ▼					
Backup Status						
Refresh	Cancel					
-						
- Status						
G SUCCESS:	Backup Completed					
• • • • • • • • •	buckup completeant					
Backup detail	5					
Tar Filename:		2018-12-24-13-04-38.tar				
Backup Device		NETWORK				
Operation:		BACKUP				
Percentage Co	mplete:	100%				
Feature	Server	Component	Status	Result **	Start Time	Log File *
UCM	D3-SB-11PUB	CDPAGT	100	SUCCESS	Mon Dec 24 13:04:38 PST 2018	2018-12-24-13-04-38 b d3-sb-11pub ucm cdpagt.log
UCM	D3-SB-11PUB	SYSLOGAGT	100	SUCCESS	Mon Dec 24 13:04:40 PST 2018	2018-12-24-13-04-38 b d3-sb-11pub ucm syslogagt.log
UCM	D3-SB-11PUB	PLATFORM	100	SUCCESS	Mon Dec 24 13:04:41 PST 2018	2018-12-24-13-04-38 b d3-sb-11pub ucm platform.log
UCM	D3-SB-11PUB	CLM	100	SUCCESS	Mon Dec 24 13:04:44 PST 2018	2018-12-24-13-04-38 b d3-sb-11pub ucm clm.log
UCM	D3-SB-11PUB	CCMDB	100	SUCCESS	Mon Dec 24 13:04:44 PST 2018	2018-12-24-13-04-38 b d3-sb-11pub ucm ccmdb.log
UCM	D3-SB-11PUB	TCT	100	SUCCESS	Mon Dec 24 13:04:59 PST 2018	2018-12-24-13-04-38 b d3-sb-11pub ucm tct.log
UCM	D3-SB-11PUB	CCMPREFS	100	SUCCESS	Mon Dec 24 13:05:00 PST 2018	2018-12-24-13-04-38 b d3-sb-11pub ucm ccmprefs.log
UCM	D3-SB-11PUB	TFTP	100	SUCCESS	Mon Dec 24 13:05:03 PST 2018	2018-12-24-13-04-38 b d3-sb-11pub ucm tftp.log
UCM	D3-SB-11PUB	MOH	100	SUCCESS	Mon Dec 24 13:08:57 PST 2018	2018-12-24-13-04-38 b d3-sb-11pub ucm moh.log
UCM	D3-SB-11PUB	ANN	100	SUCCESS	Mon Dec 24 13:09:00 PST 2018	2018-12-24-13-04-38 b d3-sb-11pub ucm ann.log
UCM	D3-SB-11PUB	BAT	100	SUCCESS	Mon Dec 24 13:09:00 PST 2018	2018-12-24-13-04-38 b d3-sb-11pub ucm bat.log
UCM	D3-SB-11PUB	CEF	100	SUCCESS	Mon Dec 24 13:09:02 PST 2018	2018-12-24-13-04-38 b d3-sb-11pub ucm cef.log
UCM	D3-SB-11PUB	REPORTER	100	SUCCESS	Mon Dec 24 13:09:03 PST 2018	2018-12-24-13-04-38 b d3-sb-11pub ucm reporter.log
UCM	D3-SB-11PUB	DNALIASLOOKUP	100	SUCCESS	Mon Dec 24 13:09:04 PST 2018	2018-12-24-13-04-38 b d3-sb-11pub ucm dnaliaslookup.log
UCM	D3-SB-11PUB	DNALIASSYNC	100	SUCCESS	Mon Dec 24 13:09:05 PST 2018	2018-12-24-13-04-38 b d3-sb-11pub ucm dnaliassync.log
Refresh Cancel Backup						

• When the backup is complete, you see the .TAR files in the SFTP directory as shown in the image. These files are used later one, if a restore is required:

root@CM-SFTP:/home/cisco/UCM/Backups# 11								
total 2232	628							
drwxr-xr-x	2	cisco	cisco	20480	Dec	24	13:31	./
drwxr-xr-x	71	cisco	cisco	12288	Dec	21	13:33	/
-rw-rw-r	1	cisco	cisco	23792	Dec	24	13:31	2018-12-24-13-04-38_D3-SB-11PUB_drfComponent.xml
-rw-rw-r	1	cisco	cisco	10272	Dec	24	13:31	2018-12-24-13-04-38_D3-SB-11PUB_UCM_ANN.tar
-rw-rw-r	1	cisco	cisco	3123405	Dec	24	13:31	2018-12-24-13-04-38_D3-SB-11PUB_UCM_BAT.tar
-rw-rw-r	1	cisco	cisco	37990432	Dec	24	13:27	2018-12-24-13-04-38_D3-SB-11PUB_UCM_CCMDB.tar
-rw-rw-r	1	cisco	cisco	13015072	Dec	24	13:27	2018-12-24-13-04-38_D3-SB-11PUB_UCM_CCMPREFS.tar
-rw-rw-r	1	cisco	cisco	20538	Dec	24	13:27	2018-12-24-13-04-38_D3-SB-11PUB_UCM_CDPAGT.tar
-rw-rw-r	1	cisco	cisco	10360	Dec	24	13:31	2018-12-24-13-04-38_D3-SB-11PUB_UCM_CEF.tar
-rw-rw-r	1	cisco	cisco	10335	Dec	24	13:27	2018-12-24-13-04-38_D3-SB-11PUB_UCM_CLM.tar
-rw-rw-r	1	cisco	cisco	20512	Dec	24	13:31	2018-12-24-13-04-38_D3-SB-11PUB_UCM_DNALIASLOOKUP.tar
-rw-rw-r	1	cisco	cisco	10272	Dec	24	13:31	2018-12-24-13-04-38_D3-SB-11PUB_UCM_DNALIASSYNC.tar
-rw-rw-r	1	cisco	cisco	27904032	Dec	24	13:31	2018-12-24-13-04-38_D3-SB-11PUB_UCM_MOH.tar
-rw-rw-r	1	cisco	cisco	1597472	Dec	24	13:27	2018-12-24-13-04-38_D3-SB-11PUB_UCM_PLATFORM.tar
-rw-rw-r	1	cisco	cisco	20577	Dec	24	13:31	2018-12-24-13-04-38_D3-SB-11PUB_UCM_REPORTER.tar
-rw-rw-r	1	cisco	cisco	10298	Dec	24	13:27	2018-12-24-13-04-38_D3-SB-11PUB_UCM_SYSLOGAGT.tar
-rw-rw-r	1	cisco	cisco	10360	Dec	24	13:27	2018-12-24-13-04-38_D3-SB-11PUB_UCM_TCT.tar
-rw-rw-r	1	cisco	cisco	2202353616	Dec	24	13:31	2018-12-24-13-04-38_D3-SB-11PUB_UCM_TFTP.tar
root@CM-SFTP:/home/cisco/UCM/Backups#								

Start a Manual Backup via CLI Procedure

Step 1. Secure Shell (SSH) into the IP address of the CUCM Publisher and authenticate with the OS username and password as shown in the image:

🕵 PuTTY Configuration		? ×
Category:	Basic options for your PuTTY ses	sion
Terminal Keyboard Bell Features	Host Name (or IP address) 192. 06 Connection type: Raw	Port 22
Appearance Behaviour Translation Selection	Load, save or delete a stored session Saved Sessions	Jena
Colours Connection Data Proxy	Default Settings	Load Save
Telnet ⊷ Rlogin ⊕ SSH		Delete
···· Senal	Close window on exit: Always Never Only on cle	an exit
About Help	Open	Cancel

Step 2. Start a Manual backup with the command syntax: utils disaster_recovery backup

network <featurelist> <backup device name> as shown in the image:



• When the backup is in progress, you see a status indication with the command syntax: **utils disaster_recovery status backup** as shown in the image:

₽ 192. 106 - PuTTY
admin:utils disaster_recovery status backup
Status: Backup operation in progress for server [D3-SB-11PUB], please wait
Tar Filename: 2018-12-24-13-21-17.tar
Storage Location: NETWORK
Operation: backup
Percentage Complete: 46
UCM D3-SB-11PUB CDPAGT SUCCESS Mon Dec 24 13:21:17 PST 2018 activelog/platform/drf/log/2018-12-24-13-21-17_b_d3-sb-11pub_ucm_cdpagt.log
UCM D3-SB-11PUB SYSLOGAGT SUCCESS Mon Dec 24 13:21:18 PST 2018 activelog/platform/drf/log/2018-12-24-13-21-17 b_d3-sb-11pub_ucm_syslogagt.log
UCM D3-SB-11FUB PLATFORM SUCCESS Mon Dec 24 13:21:19 PST 2018 activelog/platform/drf/log/2018-12-24-13-21-17_b_d3-sb-11pub_ucm platform.log
UCM D3-SB-11PUB CLM SUCCESS Mon Dec 24 13:21:22 PST 2018 activelog/platform/drf/log/2018-12-24-13-21-17_b_d3-sb-11pub_ucm_clm.log
UCM D3-SB-11PUB CCMDB SUCCESS Mon Dec 24 13:21:23 PST 2018 activelog/platform/drf/log/2018-12-24-13-21-17_b_d3-sb-11pub_ucm_ccmdb.log
UCM D3-SB-11PUB TCT SUCCESS Mon Dec 24 13:21:36 PST 2018 activelog/platform/drf/log/2018-12-24-13-21-17_b_d3-sb-11pub_ucm_tct.log
UCM D3-SB-11PUB CCMPREFS SUCCESS Mon Dec 24 13:21:36 PST 2018 activelog/platform/drf/log/2018-12-24-13-21-17_b_d3-sb-11pub_ucm_ccmprefs.log
UCM D3-SB-11FUB TFTP Active Mon Dec 24 13:21:39 PST 2018
UCM D3-SB-11FUB MOH
UCM D3-SB-11FUB ANN
UCM D3-SB-11PUB BAT
UCM D3-SB-11FUB CEF
UCM D3-SB-11PUB REPORTER
UCM D3-SB-11FUB DNALIASLOOKUP
UCM D3-SB-11FUB DNALIASSYNC

• When the backup is complete, you see a success message with the command syntax: **utils disaster_recovery status backup** as shown in the image:

ا، 192	106 - PuTTY	
admin:	utils disaster	r_recovery status backup
Status	: SUCCESS :Bac	ckup Completed
Tar Fi	lename: 2018-1	12-24-13-21-17.tar
Storag	e Location: NE	TWORK
Operat:	ion: backup	
Percent	tage Complete:	: 100
UCM	D3-SB-11PUB	CDPAGT SUCCESS Mon Dec 24 13:21:17 PST 2018 activelog/platform/drf/log/2018-12-24-13-21-17_b_d3-sb-llpub_ucm_cdpagt.log
UCM	D3-SB-11PUB	SYSLOGAGT SUCCESS Mon Dec 24 13:21:18 PST 2018 activelog/platform/drf/log/2018-12-24-13-21-17_b_d3-sb-llpub_ucm_syslogagt.log
UCM	D3-SB-11PUB	PLATFORM SUCCESS Mon Dec 24 13:21:19 PST 2018 activelog/platform/drf/log/2018-12-24-13-21-17_b_d3-sb-llpub_ucm_platform.log
UCM	D3-SB-11PUB	CLM SUCCESS Mon Dec 24 13:21:22 PST 2018 activelog/platform/drf/log/2018-12-24-13-21-17_b_d3-sb-llpub_ucm_clm.log
UCM	D3-SB-11PUB	CCMDB SUCCESS Mon Dec 24 13:21:23 PST 2018 activelog/platform/drf/log/2018-12-24-13-21-17_b_d3-sb-llpub_ucm_ccmdb.log
UCM	D3-SB-11PUB	TCT SUCCESS Mon Dec 24 13:21:36 PST 2018 activelog/platform/drf/log/2018-12-24-13-21-17_b_d3-sb-llpub_ucm_tct.log
UCM	D3-SB-11PUB	CCMPREFS SUCCESS Mon Dec 24 13:21:36 PST 2018 activelog/platform/drf/log/2018-12-24-13-21-17_b_d3-sb-llpub_ucm_ccmprefs.log
UCM	D3-SB-11PUB	TFTP SUCCESS Mon Dec 24 13:21:39 PST 2018 activelog/platform/drf/log/2018-12-24-13-21-17_b d3-sb-llpub_ucm_tftp.log
UCM	D3-SB-11PUB	MOH SUCCESS Mon Dec 24 13:25:25 PST 2018 activelog/platform/drf/log/2018-12-24-13-21-17_b_d3-sb-11pub_ucm_moh.log
UCM	D3-SB-11PUB	ANN SUCCESS Mon Dec 24 13:25:27 PST 2018 activelog/platform/drf/log/2018-12-24-13-21-17_b_d3-sb-llpub_ucm_ann.log
UCM	D3-SB-11PUB	BAT SUCCESS Mon Dec 24 13:25:28 PST 2018 activelog/platform/drf/log/2018-12-24-13-21-17_b_d3-sb-llpub_ucm_bat.log
UCM	D3-SB-11PUB	CEF SUCCESS Mon Dec 24 13:25:29 PST 2018 activelog/platform/drf/log/2018-12-24-13-21-17 b d3-sb-llpub ucm cef.log
UCM	D3-SB-11PUB	REPORTER SUCCESS Mon Dec 24 13:25:30 PST 2018 activelog/platform/drf/log/2018-12-24-13-21-17 b d3-sb-llpub ucm reporter.log
UCM	D3-SB-11PUB	DNALIASLOOKUP SUCCESS Mon Dec 24 13:25:31 PST 2018 activelog/platform/drf/log/2018-12-24-13-21-17 b d3-sb-llpub ucm dnaliaslookup.log
UCM	D3-SB-11PUB	DNALIASSYNC SUCCESS Mon Dec 24 13:25:32 FST 2018 activelog/platform/drf/log/2018-12-24-13-21-17 b d3-sb-llpub ucm dnaliassync.log
admin:		

Enable Scheduled Backup via GUI Procedure

Step 1. Navigate to **CUCM > Disaster Recovery System > Backup >Scheduler >> Add New** as shown in the images:

Ba	ckup 🔻 🖡	estore - Help -	
	Backup Device		
	Schedule		
	Manual Backup		
	History	r Recovery S	/stem
	Current S	atus on: 11.5.1.15900-18	
	VMware	Installation: 1 vCPU@ Intel(R) Xeon(R) CPU E5-2690 v4 @ 2.60GH

abab	Disaster Recovery System	
cisco	For Cisco Unified Communications Solut	i

Backup - Restore - Help -				
Schedule List				
Add New				
r Status				
Status Status: No records found				
- Schedule List				
No Schedules configured.				
Add New				

Step 2. Add a name for the automatic backup task as shown in the image:

Scheduler					
Save 🧬 Set Default 💿 Disable Schedule 🖒 Enable Schedule 🥠 Back					
- Status					
Status:Ready					
Schedule Name					
Schedule Name* Weekly-Backup					
- Select Backup Device					

Step 3. Select a backup device

Scheduler					
Save 🤌 Set Default 💿 Disable Schedule	Enable Schedule 🔶 Back				
⊂ Status					
Status:Ready					
Schedule Name					
Schedule Name* Weekly-Backup					
- Select Backup Device					
Device Name*	TAC-Backup 🗸				

Step 4. Select the features to be backed up

Salast Baskup Davisa						
Select buckup bevice						
Device Name*	TAC-Backup V					
			_			
-Select Features *						
M ∩CW	LI CDR_CAR					
The following components are registered with Disaster Recovery System:						

Step 5. Choose a start date and choose the frequency:

	-						
⊂Start Backup at*-							
Date	2018 v Dec v 30 v		Time	00 V Hour	00 🗸 Minute		
Frequency* Once Daily Weekly							
	Monday	Tuesday		Wednesday		Thursday	
	☐ Friday	Saturday		Sunday			
O Monthly							

L	Ом	onthly
	Save	Set Defa

Step 7. Enable the scheduled backup:

Backup - Restore	e ▼ Help ▼						
Schedule List							
Add New	Select All 🔛 Clear All 💥 Delete Selected 🕨 En	able Selected Schedules Disable Selected Schedu	ules				
- Status							
Status: 1 rec	ecords found						
- Cabadula List							
-schedule List-							
	Schedule Name	Device Name	Device Path	Schedule Status			
	Weekly-Backup	TAC-Backup	192.1 250 : /UCM/Backups/	Disabled			
Backup - Restore	Backup × Restore × Help ×						
Schedule List							
Add New	Char Add New 🔠 Select Al 🔛 Clear Al 🎇 Delete Selected 🖒 Enable Selected Schedules 🛑 Disable Selected Schedules						
- Status	Charles -						
Status: Enabled successfully							
☐ Schedule List							
Schadula Nama Davice Dath Schadula Statu							
	Weekly-Backup	TAC-Backup	192. 250 : /UCM/Backups/	Enabled			

Enable Scheduled Backup via CLI Procedure

Step 1. Secure Shell (SSH) into the IP address of the CUCM Publisher and authenticate with the OS username and password as shown in the image:

🕵 PuTTY Configuration	? ×				
PuTTY Configuration Category: Session Logging Terminal Keyboard Bell Features Window Mppearance	Basic options for your PuTTY session Specify the destination you want to connect to Host Name (or IP address) 192 06 22 Connection type: Raw Telnet Rogin SSH Serial				
Behaviour Translation Selection Colours Onnection Proxy Telnet Rlogin	Load, save or delete a stored session Saved Sessions Default Settings Load Save Delete				
About Help	Close window on exit: Always Never Only on clean exit Open Cancel				

Step 2. Add the scheduled backup with the command syntax: **utils disaster_recovery schedule add** <schedulename> <devicename> <featurelist> <datetime> <frequency> as shown in the image:

```
    192. 106-PuTY
login as: admin
admin@192. .106's password:
Command Line Interface is starting up, please wait ...
Welcome to the Platform Command Line Interface
VMware Installation:
    1 vCPU: Intel(R) Xeon(R) CPU E5-2690 v4 @ 2.60GHz
    Disk 1: 80GB, Partitions aligned
    6144 Mbytes RAM
admin:utils disaster_recovery schedule add Weekly-Backup TAC-Backup UCM 2018/12/30-00:00 weekly
```

Step 3. Enable the scheduled backup with the command syntax: utils disaster_recovery schedule enable <schedulename> as shown in the image:



CUCM Delete an Old Backup Example

Backup device configuration with Number of Backups set to 1 as shown in the image:

Backup Device				
🔚 Save 🖕 Back				
⊂ Status				
Status:Ready				
- Backup device name-				
Backup device name*		TAC-Backup		
Select Destination*				
Network Directory				
	Host name/IP address	192. 250		
	Path name	/UCM/Backups/		
	User name	cisco		
Number of backups to store	on Network Directory	1 ~		

Backup directory with only 1 backup available (16 files) as shown in the image:

root@CM-SF1	[P:/	/home/o	cisco/U	JCM/Backups	11			
total 22326	528							
drwxr-xr-x	2	cisco	cisco	20480	Dec	24	13:31	./
drwxr-xr-x	71	cisco	cisco	12288	Dec	21	13:33	/
-rw-rw-r	1	cisco	cisco	23792	Dec	24	13:31	2018-12-24-13-04-38_D3-SB-11PUB_drfComponent.xml
-rw-rw-r	1	cisco	cisco	10272	Dec	24	13:31	2018-12-24-13-04-38_D3-SB-11PUB_UCM_ANN.tar
-rw-rw-r	1	cisco	cisco	3123405	Dec	24	13:31	2018-12-24-13-04-38 D3-SB-11PUB_UCM_BAT.tar
-rw-rw-r	1	cisco	cisco	37990432	Dec	24	13:27	2018-12-24-13-04-38 D3-SB-11PUB_UCM_CCMDB.tar
-rw-rw-r	1	cisco	cisco	13015072	Dec	24	13:27	2018-12-24-13-04-38_D3-SB-11PUB_UCM_CCMPREFS.tar
-rw-rw-r	1	cisco	cisco	20538	Dec	24	13:27	2018-12-24-13-04-38 D3-SB-11PUB_UCM_CDPAGT.tar
-rw-rw-r	1	cisco	cisco	10360	Dec	24	13:31	2018-12-24-13-04-38_D3-SB-11PUB_UCM_CEF.tar
-rw-rw-r	1	cisco	cisco	10335	Dec	24	13:27	2018-12-24-13-04-38_D3-SB-11PUB_UCM_CLM.tar
-rw-rw-r	1	cisco	cisco	20512	Dec	24	13:31	2018-12-24-13-04-38 D3-SB-11PUB_UCM_DNALIASLOOKUP.tar
-rw-rw-r	1	cisco	cisco	10272	Dec	24	13:31	2018-12-24-13-04-38_D3-SB-11PUB_UCM_DNALIASSYNC.tar
-rw-rw-r	1	cisco	cisco	27904032	Dec	24	13:31	2018-12-24-13-04-38 D3-SB-11PUB_UCM_MOH.tar
-rw-rw-r	1	cisco	cisco	1597472	Dec	24	13:27	2018-12-24-13-04-38_D3-SB-11PUB_UCM_PLATFORM.tar
-rw-rw-r	1	cisco	cisco	20577	Dec	24	13:31	2018-12-24-13-04-38 D3-SB-11PUB_UCM_REPORTER.tar
-rw-rw-r	1	cisco	cisco	10298	Dec	24	13:27	2018-12-24-13-04-38_D3-SB-11PUB_UCM_SYSLOGAGT.tar
-rw-rw-r	1	cisco	cisco	10360	Dec	24	13:27	2018-12-24-13-04-38 D3-SB-11PUB_UCM_TCT.tar
-rw-rw-r	1	cisco	cisco	2202353616	Dec	24	13:31	2018-12-24-13-04-38 D3-SB-11PUB_UCM_TFTP.tar
root@CM-SF1	[P:,	/home/d	cisco/U	JCM/Backups				

CUCM first starts to transfer backup files before it deletes the old backup (Reaches 32 files):

Backup · Restore										
Backup Status						me/cisco/UCM/B	ackups		-	
Refresh 🔴	Cancel				root@CM-SFTP:/hom total 2430840 drwxr-xr-x 2 cis	e/cisco/UCM/	Backups# 11	11:35 ./		^
Status Backup operations Backup details Tar Filename: Backup Device: Operation: Percentage Corr	ation in progress for	server [D3-SB-11PUB], please wait. 2018-12-25-11-12-03.tar NETWORK BACKUP 46%			drwxr-xr-x 71 cis -rw-rw-r-1 cis	co cisco co cisco	12288 Dec 21 23796 Dec 24 10272 Dec 24 3123405 Dec 24 10015072 Dec 24 20538 Dec 24 10350 Dec 24 10350 Dec 24 10350 Dec 24 20512 Dec 24 10272 Dec 24 10272 Dec 24	13:133/ 13:149 2018-12-24-13-21-17 D3-58-11PTB d1 13:149 2018-12-24-13-21-17 D3-58-11PTB D1 13:149 2018-12-24-13-21-17 D3-58-11PTB D0 13:144 2018-12-24-13-21-17 D3-58-11PTB D0 13:144 2018-12-24-13-21-17 D3-58-11PTB D0 13:149 2018-12-24-13-21-17 D3-58-117B 13:149 2018-12-24-13-21-17 D3-58-117B 14:140-140-140-140-14	fComponent M_ANN.tar M_BAT.tar M_CCMDB.ta M_CCMPREFS M_CDPAGT.t M_CEF.tar M_CLM.tar M_CNALIASI M_DNALIASI M_DNALIASI M_MOR.tar	.xml ar 5.tar tar LOOKUP.tdr SYNC.tar
Feature	Server	Component	Status	Result **	-rw-rw-r 1 cist	co cisco	20577 Dec 24	13:44 2018-12-24-13-21-17 D3-SB-11PUB UC 13:48 2018-12-24-13-21-17 D3-SB-11PUB UC	M_PLATFORP	1.tar R.tar
UCM	D3-SB-11PUB	CDPAGT	100	SUCCESS	e Dec 2 - IW-IW-I 1 Cis	co cisco	10298 Dec 24	13:44 2018-12-24-13-21-17_D3-SB-11PUB_U0	M_SYSLOGAG	ST.tar
UCM	D3-SB-11PUB	SYSLOGAGT	100	SUCCESS	e Dec 2 -IW-IW-I 1 Cla	00 01800	10360 Dec 24	13:44 2018-12-24-13-21-17 D3-SB-11PUB UC	M_TCT.tar	
UCM	D3-SB-11PUB	PLATFORM	100	SUCCESS	e Dec 2		2424352 Dec 25	11:35 2018-12-25-11-12-03 D3-SB-11PUB_00	M COMDB +	
UCM	D3-SB-11PUB	CLM	100	SUCCESS	e Dec 2 rw-rw-r 1 cia	co cisco 1	13015072 Dec 25	11:35 2018-12-25-11-12-03 D3-SB-11PUB UC	M COMPREF	S.tar
UCM	D3-SB-11PUB	CCMDB	100	SUCCESS	e Dec 2 -rw-rw-r 1 cis	co cisco	20538 Dec 25	11:34 2018-12-25-11-12-03 D3-SB-11PUB UC	M CDPAGT.	car
UCM	D3-SB-11PUB	TCT	100	SUCCESS	e Dec 2 - HW-HW-H 1 cis	co cisco	10335 Dec 25	11:34 2018-12-25-11-12-03 D3-SB-11PUB UC	M_CLM.tar	
UCM	D3-SB-11PUB	CCMPREFS	100	SUCCESS	e Dec 2 -IW-IW-I 1 Cis	co cisco	1597472 Dec 25	11:34 2018-12-25-11-12-03_D3-SB-11PUB_U0	M_PLATFORM	4.tar
UCM	D3-SB-11PUB	TFTP	0	Active	e Dec 2 - I cis	co cisco	10298 Dec 25	11:34 2018-12-25-11-12-03_D3-SB-11PUB_UC	M_SYSLOGA	ST.tar
UCM	D3-SB-11PUB	MOH	0		-rw-rw-r 1 cis	co cisco	10360 Dec 25	11:35 2018-12-25-11-12-03 D3-SB-11PUB UG	M_TCT.tar	
UCM	D3-SB-11PUB	ANN	0		root8CM-SETP:/bom	co cisco Iq	Backups	11:35 2018-12-25-11-12-03_D3-5B-11P0B_00	M_IFIP.tal	
UCM	D3-SB-11PUB	BAT	0		root@CM-SFTP:/hom	e/cisco/UCM/	Backups#			
UCM	D3-SR-11PUR	CEE	0		root@CM-SFTP:/hom	e/cisco/UCM/	Backups#			
UCM	D3-SR-110UR	REPORTER	0		root@CM-SFTP:/hom	e/cisco/UCM/	Backups#			
LICM	D3-SR-11018	DNALTASLOOKUP	0		root@CM-SFTP:/hom	e/cisco/UCM/	/Backups#			
UCM	D3-SR-110UR	DNALIASSYNC	0							
	00 00 1100	0.0.000	•							
Refresh	ame to view the log	file		Cancel E	P					

Once the backup is complete, DRS deletes the old backup to be in compliance with the number of backups to store in Network Directory (16 files):

Backup · Restore	e ▼ Help ▼						_			
Backup Status						Proot@CM-SFTP: /home/cisco/UCM/Backups -				
Refresh	Cancel				_	root@CM-STF:/home/cisco/UCM/Backups# 11 total 2236956 drwar=x=x 2 cisco cisco 20480 Dec 25 11:39 ./	Î			
Status SUCCESS: I Backup details	Backup Completed				_	arwar-war-x // cisco cisco 12280 [bec 21 13:33/ -tw-rw-r-1 cisco cisco 2379] [bec 25 11:39 2018-12-25-11-12-03_D3-SB-11FUB_drfComponent.xml -tw-rw-r-1 cisco cisco 10272 [bec 25 11:39 2018-12-25-11-12-03_D3-SB-11FUB_UCM_ANN.car -tw-rw-r-1 cisco cisco 3123405 [bec 25 11:39 2018-12-25-11-12-03_D3-SB-11FUB_UCM_ANN.car -tw-rw-r-1 cisco cisco 130305 [bec 25 11:39 2018-12-25-11-12-03_D3-SB-11FUB_UCM_ANN.car -tw-rw-r-1 cisco cisco 130305 [bec 25 11:39 2018-12-25-11-12-03_D3-SB-11FUB_UCM_CMNBR.tar -tw-rw-r-1 cisco cisco 1303052 [bec 25 11:35 2018-12-25-11-12-03_D3-SB-11FUB_UCM_CMNBR.tar -tw-rw-r-1 cisco cisco 1303052 [bec 25 11:35 2018-12-25-11-12-03_D3-SB-11FUB_UCM_CMNBR.tar -tw-rw-r-1 cisco cisco 130512 [bec 25 11:34 2018-12-25-11-12-03_D3-SB-11FUB_UCM_CMNBR.Ts.tar -tw-rw-r-1 cisco cisco 130518 [bec 25 11:34 2018-12-25-11-12-03_D3-SB-11FUB_UCM_CMNBR.Ts.tar -tw-rw-r-1 cisco cisco cisco 130518 [bec 2				
Tar Filename: Backup Device Operation: Percentage Co	: mplete:	2018-12-25-11-12-03.tar NETWORK BACKUP 100%				-rw-rw-r 1 cisco cisco 10335 Dec 25 11:34 2018-12-25-11-12-03_D3-SB-11FUB_UCH_CLM.tar -rw-rw-r 1 cisco cisco 20512 Dec 25 11:34 2018-12-25-11-12-03_D3-SB-11FUB_UCH_DMLTASLOOKUP. -rw-rw-r 1 cisco cisco 10272 Dec 25 11:39 2018-12-25-11-12-03_D3-SB-11FUB_UCH_DMLTASLOSKUP. -rw-rw-r 1 cisco cisco 27904032 Dec 25 11:39 2018-12-25-11-12-03_D3-SB-11FUB_UCH_DMLTASLOKUP. -rw-rw-r 1 cisco cisco 1597472 Dec 25 11:39 2018-12-25-11-12-03_D3-SB-11FUB_UCH_PMLTASLOKUP.	ar :			
Feature	Server	Component	Status	Result **		-rw-rw-r 1 cisco cisco 20577 Dec 25 11:39 2018-12-25-11-12-03_D3-SB-11PUB_UCM_REPORTER.tar				
UCM	D3-SB-11PUB	CDPAGT	100	SUCCESS	Tue Dec 25 1	51-rw-rw-r 1 cisco cisco 10299 Dec 25 11:34 2018-12-25-11-12-03 D3-SB-11PUB UCM SYSLOGAGT.tar				
UCM	D3-SB-11PUB	SYSLOGAGT	100	SUCCESS	Tue Dec 25 1	51-W-TW-TW-T-1 C15CC C15CC 10360 Dec 25 11:35 2018-12-25-11-12-03 D3-SB-11FUB UCM TCT.tar				
UCM	D3-SB-11PUB	PLATFORM	100	SUCCESS	Tue Dec 25 1	1 rot 20.5TF: / box/ (0// Actual)				
UCM	D3-SB-11PUB	CLM	100	SUCCESS	Tue Dec 25 1					
UCM	D3-SB-11PUB	CCMDB	100	SUCCESS	Tue Dec 25 1	5 1				
UCM	D3-SB-11PUB	TCT	100	SUCCESS	Tue Dec 25 1	5 1				
UCM	D3-SB-11PUB	CCMPREFS	100	SUCCESS	Tue Dec 25 1	5 1				
UCM	D3-SB-11PUB	TFTP	100	SUCCESS	Tue Dec 25 1	51				
UCM	D3-SB-11PUB	MOH	100	SUCCESS	Tue Dec 25 1	5 1				
UCM	D3-SB-11PUB	ANN	100	SUCCESS	Tue Dec 25 1	5 1				
UCM	D3-SB-11PUB	BAT	100	SUCCESS	Tue Dec 25 1	5 1				
UCM	D3-SB-11PUB	CEF	100	SUCCESS	Tue Dec 25 1	51				
UCM	D3-SB-11PUB	REPORTER	100	SUCCESS	Tue Dec 25 1	51				
UCM	D3-SB-11PUB	DNALIASLOOKUP	100	SUCCESS	Tue Dec 25 1	51				
UCM	D3-SB-11PUB	DNALIASSYNC	100	SUCCESS	Tue Dec 25 1	5 1				
Refresh				Can	cel Backup					
* Click on the file	name to view the log	file			_		~			

Log Analysis of Successful New Backup Created and Old Backup Deleted

+++++++++++ The message you see when a manual backup is started: BEGIN MANUAL ++++++++++++

```
2018-12-25 11:11:59,486 DEBUG [NetMessageDispatch] - drfMessageValidator.validateMessage():
Starting introspection for Message ID = 1700 Message Body =
    ======= BEGIN msgSubBackup_REQ ========
    m_bLeaveTempBackupDirectoryInPlace : false
    destinationId : TAC-Backup
    backupType : MANUAL
    featuresTobeBackedup : [UCM]
    ======== END msgSubBackup_REQ ========
```

This is the device that was added as a backup device: TAC-Backup

2018-12-25 11:11:59,486 DEBUG [NetMessageDispatch] - drfMessageHandler:HandleBackup: The backup is being processed for the device: TAC-Backup

2018-12-25 11:11:59,487 DEBUG [NetMessageDispatch] - drfMessageHandler:HandleBackup: Executing sftpLsFiles to make sure SFTP is accessible. 2018-12-25 11:11:59,487 INFO [NetMessageDispatch] - drfUtils:sftpLsFiles-: Executing JSCH SFTP ls command for: User: ciscoHostName: 192.X.X.250 from source :/UCM/Backups/ with pattern -1 2018-12-25 11:11:59,487 DEBUG [NetMessageDispatch] - drfUtils:establishSftpConnection: Trying to connect to the SFTP server.

2018-12-25 11:11:59,617 DEBUG [NetMessageDispatch] - drfUtils:establishSftpConnection: Authentication Completed Successfully, connected to remote server. Now opening a SFTP channel.

2018-12-25 11:11:59,834 DEBUG [NetMessageDispatch] - drfMessageHandler:setComponentBackupType: Found 1 features selected for Restore

2018-12-25 11:11:59,834 DEBUG [NetMessageDispatch] - drfMessageHandler:setComponentBackupType: Feature Name: UCM. Server Name: D3-SB-11PUB. Component Name: CDPAGTDirectBackup set to : yes 2018-12-25 11:11:59,834 DEBUG [NetMessageDispatch] - drfMessageHandler:setComponentBackupType: Feature Name: UCM. Server Name: D3-SB-11PUB. Component Name: SYSLOGAGTDirectBackup set to : yes 2018-12-25 11:11:59,834 DEBUG [NetMessageDispatch] - drfMessageHandler:setComponentBackupType: Feature Name: UCM. Server Name: D3-SB-11PUB. Component Name: PLATFORMDirectBackup set to : yes 2018-12-25 11:11:59,834 DEBUG [NetMessageDispatch] - drfMessageHandler:setComponentBackupType: Feature Name: UCM. Server Name: D3-SB-11PUB. Component Name: CLMDirectBackup set to : yes 2018-12-25 11:11:59,834 DEBUG [NetMessageDispatch] - drfMessageHandler:setComponentBackupType: Feature Name: UCM. Server Name: D3-SB-11PUB. Component Name: CCMDBDirectBackup set to : yes 2018-12-25 11:11:59,834 DEBUG [NetMessageDispatch] - drfMessageHandler:setComponentBackupType: Feature Name: UCM. Server Name: D3-SB-11PUB. Component Name: TCTDirectBackup set to : yes 2018-12-25 11:11:59,835 DEBUG [NetMessageDispatch] - drfMessageHandler:setComponentBackupType: Feature Name: UCM. Server Name: D3-SB-11PUB. Component Name: CCMPREFSDirectBackup set to : yes 2018-12-25 11:11:59,835 DEBUG [NetMessageDispatch] - drfMessageHandler:setComponentBackupType: Feature Name: UCM. Server Name: D3-SB-11PUB. Component Name: TFTPDirectBackup set to : yes 2018-12-25 11:11:59,835 DEBUG [NetMessageDispatch] - drfMessageHandler:setComponentBackupType: Feature Name: UCM. Server Name: D3-SB-11PUB. Component Name: MOHDirectBackup set to : yes 2018-12-25 11:11:59,835 DEBUG [NetMessageDispatch] - drfMessageHandler:setComponentBackupType: Feature Name: UCM. Server Name: D3-SB-11PUB. Component Name: ANNDirectBackup set to : yes 2018-12-25 11:11:59,835 DEBUG [NetMessageDispatch] - drfMessageHandler:setComponentBackupType: Feature Name: UCM. Server Name: D3-SB-11PUB. Component Name: BATDirectBackup set to : yes 2018-12-25 11:11:59,835 DEBUG [NetMessageDispatch] - drfMessageHandler:setComponentBackupType: Feature Name: UCM. Server Name: D3-SB-11PUB. Component Name: CEFDirectBackup set to : yes 2018-12-25 11:11:59,835 DEBUG [NetMessageDispatch] - drfMessageHandler:setComponentBackupType: Feature Name: UCM. Server Name: D3-SB-11PUB. Component Name: REPORTERDirectBackup set to : yes 2018-12-25 11:11:59,835 DEBUG [NetMessageDispatch] - drfMessageHandler:setComponentBackupType: Feature Name: UCM. Server Name: D3-SB-11PUB. Component Name: DNALIASLOOKUPDirectBackup set to : 2018-12-25 11:11:59,835 DEBUG [NetMessageDispatch] - drfMessageHandler:setComponentBackupType: Feature Name: UCM. Server Name: D3-SB-11PUB. Component Name: DNALIASSYNCDirectBackup set to : yes

2018-12-25 11:16:23,886 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 33 files found at the given path 2018-12-25 11:16:23,886 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-24-13-21-17_D3-SB-11PUB_UCM_PLATFORM.tar 2018-12-25 11:16:23,886 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-24-13-21-17_D3-SB-11PUB_drfComponent.xml 2018-12-25 11:16:23,886 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-25-11-12-03_D3-SB-11PUB_UCM_REPORTER.tar 2018-12-25 11:16:23,886 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-25-11-12-03_D3-SB-11PUB UCM CLM.tar 2018-12-25 11:16:23,886 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-24-13-21-17_D3-SB-11PUB_UCM_DNALIASSYNC.tar 2018-12-25 11:16:23,886 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-24-13-21-17_D3-SB-11PUB_UCM_REPORTER.tar 2018-12-25 11:16:23,886 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-25-11-12-03_D3-SB-11PUB_UCM_MOH.tar 2018-12-25 11:16:23,886 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-25-11-12-03_D3-SB-11PUB_UCM_BAT.tar 2018-12-25 11:16:23,886 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-24-13-21-17_D3-SB-11PUB_UCM_CCMDB.tar 2018-12-25 11:16:23,886 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-24-13-21-17_D3-SB-11PUB_UCM_SYSLOGAGT.tar 2018-12-25 11:16:23,886 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-25-11-12-03_D3-SB-11PUB UCM CEF.tar 2018-12-25 11:16:23,886 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-25-11-12-03_D3-SB-11PUB_UCM_CCMPREFS.tar 2018-12-25 11:16:23,886 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-24-13-21-17_D3-SB-11PUB_UCM_CCMPREFS.tar 2018-12-25 11:16:23,886 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-25-11-12-03_D3-SB-11PUB UCM TCT.tar 2018-12-25 11:16:23,886 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-24-13-21-17_D3-SB-11PUB_UCM_CEF.tar 2018-12-25 11:16:23,886 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-25-11-12-03_D3-SB-11PUB_UCM_PLATFORM.tar 2018-12-25 11:16:23,886 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-25-11-12-03_D3-SB-11PUB_UCM_CDPAGT.tar 2018-12-25 11:16:23,886 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-25-11-12-03_D3-SB-11PUB_UCM_ANN.tar 2018-12-25 11:16:23,886 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-25-11-12-03_D3-SB-11PUB_UCM_SYSLOGAGT.tar 2018-12-25 11:16:23,886 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-24-13-21-17_D3-SB-11PUB_UCM_TFTP.tar 2018-12-25 11:16:23,886 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-25-11-12-03_D3-SB-11PUB_UCM_TFTP.tar 2018-12-25 11:16:23,886 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-25-11-12-03_D3-

SB-11PUB_UCM_CCMDB.tar 2018-12-25 11:16:23,886 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-24-13-21-17_D3-SB-11PUB_UCM_ANN.tar 2018-12-25 11:16:23,886 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-25-11-12-03_D3-SB-11PUB_UCM_DNALIASSYNC.tar 2018-12-25 11:16:23,886 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-25-11-12-03_D3-SB-11PUB_UCM_DNALIASLOOKUP.tar 2018-12-25 11:16:23,886 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-24-13-21-17_D3-

yes

SB-11PUB_UCM_CDPAGT.tar 2018-12-25 11:16:23,886 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-24-13-21-17_D3-SB-11PUB_UCM_MOH.tar 2018-12-25 11:16:23,886 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-24-13-21-17_D3-SB-11PUB_UCM_CLM.tar 2018-12-25 11:16:23,886 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-24-13-21-17_D3-SB-11PUB_UCM_DNALIASLOOKUP.tar 2018-12-25 11:16:23,886 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-24-13-21-17_D3-SB-11PUB_UCM_BAT.tar 2018-12-25 11:16:23,886 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-24-13-21-17_D3-SB-11PUB_UCM_BAT.tar

2018-12-25 11:16:23,887 INFO [TarWorkerThread] - drfSftpManager:drfGetListOfBackups: Adding the backup id after the _pubhostname filtering:2018-12-24-13-21-17 2018-12-25 11:16:23,887 INFO [TarWorkerThread] - drfSftpManager:drfGetListOfBackups: Adding the backup id after the _pubhostname filtering:2018-12-25-11-12-03

2018-12-25 11:16:24,852 INFO [TarWorkerThread] - drfSftpManager.RemoveOldBackupSet: list size : 1

2018-12-25 11:16:24,852 INFO [TarWorkerThread] - drfSftpManager.RemoveOldBackupSet: Removing: /UCM/Backups/2018-12-24-13-21-17_D3-SB-11PUB*

at the
2-03_D3-

B-11PUB_UCM_PLATFORM.tar	
018-12-25 11:16:26,405 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-25-11-12-03	3_D3-
B-11PUB_UCM_CDPAGT.tar	
018-12-25 11:16:26,405 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-25-11-12-03	3_D3-
B-11PUB_UCM_ANN.tar	
018-12-25 11:16:26,405 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-25-11-12-03	3_D3-
B-11PUB_UCM_SYSLOGAGT.tar	
018-12-25 11:16:26,405 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-25-11-12-03	3_D3-
B-11PUB_UCM_TFTP.tar	
018-12-25 11:16:26,405 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-25-11-12-03	3_D3-
B-11PUB_UCM_CCMDB.tar	
018-12-25 11:16:26,405 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-25-11-12-03	3_D3-
B-11PUB_UCM_DNALIASSYNC.tar	
018-12-25 11:16:26,405 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-25-11-12-03	3_D3-
B-11PUB_UCM_DNALIASLOOKUP.tar	
018-12-25 11:16:26,405 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-25-11-12-03	3_D3-
B-11PUB_drfComponent.xml	
018-12-25 11:16:26,405 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: Found 16 matching t	he
earch criteria.	

2018-12-25 11:16:26,405 DEBUG [TarWorkerThread] - drfUtils:closeSFTPConnections: Closing ChannelSftp... 2018-12-25 11:16:26,405 DEBUG [TarWorkerThread] - drfUtils:closeSFTPConnections: Disconnecting Channel... 2018-12-25 11:16:26,405 DEBUG [TarWorkerThread] - drfUtils:closeSFTPConnections: Closing Session...

2018-12-25 11:16:26,572 INFO [TarWorkerThread] - {STATE_IDLE} drfBackup:CompleteBackup(Device=-): === BACKUP operation COMPLETED ===

Verify

In order to verify that the backup was successful, you need to see the status message **SUCCESS: Backup completed** as shown in the image:

Backup - Restore	e 🕶 Help 🕶						
Backun Status						🖉 🔗 root@CM-SFTP: /home/cisco/UCM/Backups — 🗆	\times
Refresh Cancel Status SUCCESS: Backup Completed Backup details Tar Filename: 2018-12-25-11-12-03.tar Backup Device: NETWORK Operation: BACKUP					condRCM-SFTP://home/cisco/UCM/Backups# 11 total 2236956 20480 drwxx-rxr 2 cisco cisco 20480 drwxx-rxr 3 cisco cisco 12288 drwxx-rxr 4 cisco cisco 12288 drwx-rxr-x 71 cisco cisco -rw-rwr-r 1cisco cisco -rw-rwr-r-1 cisco cisco 10272 Dec 25 11:39 2018-12-25-11-12-03 D3-5B-11FUB UCM ANN.tar -rw-rwr-r-1 cisco cisco -rw-rwr-r-1 cisco cisco -rw-rwr-r-1 cisco cisco 10372 Dec 25 11:39 2018-12-25-11-12-03 D3-5B-11FUB UCM ANN.tar -rw-rwr-r-1 cisco cisco -rw-rwr-r-1 cisco cisco cisco cisco 323405 drox 1052 De 25 11:35 2018-12-25-11-12-03 D3-5B-11FUB UCM COMB.tar -rw-rwr-r-1 cisco cisco -rw-rwr-r-1 cisco cisco 20538 Dec 25 11:35 2018-12-25-11-12-03 D3-5B-11FUB UCM COMB.tar -rw-rwr-r-1 cisco cisco 20538 Dec 25 11:39 2018-12-25-11-12-03 D3-5B-11FUB UCM COMACT.tar -rw-rwr-r-1 cisco cisco 10355 Dec 25 11:39 20	P.tar ar	
Percentage Co	mplete:	100%				-rw-rw-r 1 cisco cisco 27904032 Dec 25 11:39 2018-12-25-11-12-03 D3-SB-11PUB UCK MOR.tar -rw-rw-r 1 cisco cisco 1597472 Dec 25 11:34 2018-12-25-11-12-03 D3-SB-11PUB UCK PLATFORM.tar	
Feature	Server	Component	Status	Result **	T D 05	-rw-rw-r 1 cisco cisco 20577 Dec 25 11:39 2018-12-25-11-12-03 D3-SB-11PUB UCM REPORTER.tar	
UCM	D3-58-11PUB	COPAGI	100	SUCCESS	Tue Dec 25 1	W-rw-r- 1 cisco cisco 10360 Dec 25 11:35 2018-12-25-11-12-03 D3-SB-11PUB UCM TCT.tar	
UCM	D3-58-11PUB	SYSLOGAGI	100	SUCCESS	Tue Dec 25 1	-rw-rw-r 1 cisco cisco 2202353616 Dec 25 11:39 2018-12-25-11-12-03 D3-SB-11PUB UCM TFTP.tar	
UCM	D3-SB-11PUB	PLATFORM	100	SUCCESS	Tue Dec 25 1	251 root@CM-SFTP:/home/cisco/UCM/Backups#	
UCM	D3-SB-11PUB	CLM	100	SUCCESS	Tue Dec 25 1	251	
UCM	D3-SB-11PUB	CCMDB	100	SUCCESS	Tue Dec 25 1	25 1	
UCM	D3-SB-11PUB	TCT	100	SUCCESS	Tue Dec 25 1	25 1	
UCM	D3-SB-11PUB	CCMPREFS	100	SUCCESS	Tue Dec 25 1	25 1	
UCM	D3-SB-11PUB	TFTP	100	SUCCESS	Tue Dec 25 1	25 1	
UCM	D3-SB-11PUB	MOH	100	SUCCESS	Tue Dec 25 1	25 1	
UCM	D3-SB-11PUB	ANN	100	SUCCESS	Tue Dec 25 1	25 1	
UCM	D3-SB-11PUB	BAT	100	SUCCESS	Tue Dec 25 1	25 1	
UCM	D3-SB-11PUB	CEF	100	SUCCESS	Tue Dec 25 1	25 1	
UCM	D3-SB-11PUB	REPORTER	100	SUCCESS	Tue Dec 25 1	25 1	
UCM	D3-SB-11PUB	DNALIASLOOKUP	100	SUCCESS	Tue Dec 25 1	25 1	
UCM	D3-SB-11PUB	DNALIASSYNC	100	SUCCESS	Tue Dec 25 1	25 1	
Refresh				Can	cel Backup		

Troubleshoot

In order to troubleshoot Backups in CUCM, you need:

- DRF Local logs
- DRF Master logs

In RTMT, navigate to **Trace and Log Central > Collect Files > Cisco DRF Local & Cisco DRF Master** for all servers as shown in the image:

System	Trace & Log Central				
System stem Summary System Summary rver CPU and Memory Process Disk Usage Critical Services of Performance Performance Alert Central SysLog Viewer SysLog Viewer VLT AuditLog Viewer	Trace & Log Central Trace & Log Central Remote Browse Collect Files Ucal Browse Collect Collect Crash Dumi Collect Install Logs Audit Logs	Collec Comp Downl Downl Downl Downl Downl Downl Downl Downl Downl Downl Comp	ct Files in progress for node d3-sb-11pub Collect Files Select System Services/Applications Select System Services/Applications Select System Services/Applications Select System Services/Applications Select Select System Services Cisco CCMAdmin Web Service Cisco CCMRealm Web Service Cisco CCMService Web Service Cisco CCMService Web Service Cisco CDP Agent Cisco CDP Agent Cisco CallManager Cisco IP Phone Services Cisco CallManager Cisco IP Phone Services Cisco Called Party Tracing Cisco Certificate Change Notification Cisco Certificate Change Notification Cisco Corfile Recovery Tool Cisco Corfile Recovery Tool Cisco Database Cin Output Cisco Database Library Trace Cisco Database Library Trace Cisco Database Notification Service Cisco Database Notification Service Cisco Database Notification Service Cisco Database Replicator Trace Cisco Database Replicator Trace Cisco Discovery Responder Service Cisco Enternal Call Control Service Cisco Enternal Call Control Service Cisco Cart Communication Web Service	all Services on all Servers All Servers All Servers	zaininal/21/24 Dockunal/2/Traced
			Cisco Informix Database Service		

You can find details in <u>How to Collect Traces for CUCM 9.x or Later</u>

Access to the remote SFTP is recommended.