

# Working title:

# IP Office Server Edition restore process

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## 1 Introduction

This document serves as a "guide" for restoring a virtualized IP Office Server Edition installed on an ESXI System (VMWARE).

Recovery is only possible to a system with the same software version (components IP-Office, oneX-Portal, VMPro, WebRTC, Media Manager must have the same software version as the source system) and you must have the UUID of the Source-VM (stored in dem vmx-file of the VM).

The file names and IP addresses shown in this document are only intended as examples and must be adjusted in the respective system.

Source VM and Destination VM should never see each other or other IP Office systems with the same IP address on the connected networks.

Be sure to avoid IP address conflicts as this results in IP Office interfaces being switched off and the fingerprint changing. Therefore, it is strongly recommended to use a separate VLAN to set up the target VM when the source VM is still running.

## 2 Pre-requisite IP-Office source VM

In order to be able to restore an IP Office system, the following points must be fulfilled beforehand.

- 1. There must be a full backup of the system. This full backup can be created / stored on the same server as the IP Office system (note the hard disk size), or it can be stored on an external server.
- 2. The UUID of the IP-Office Server Edition to be restored, which is installed in a VM-Ware environment, must be read out in advance. This UUID shall be noted.
- 3. The so-called "fingerprint" must be known. It is generated by the IP-Office Server Edition itself and is required for recovery.
- 4. It is necessary to pay attention to the licensing system. If PLDS licensing is set up, a new license file maybe must be created. If a subscription license procedure is active, this licensing model must be activated before restoring the backup.

#### 2.1 Data IP-Office source VM

The following data must be known from the IP-Office source system (source VM):

- a. LAN1 IP address and SUBNET mask (from server eth0 192.168.42.15)
- b. LAN2 IP address and SUBNET mask (from server eth1 192.168.43.1)
- c. Default Gateway (if set up)

System Logs	Updates Settings	AppCenter
		General System
Network	Network Interface:	eth0  Create Subinterface Delete Subinterface Save
	Host Name:	
	Use DHCP	
	IP Address:	192.168.42.15
	Subnet Mask:	255.255.255.0
	Default Gateway:	
	System DNS:	192.168.42.200,8.8.8.8
	Automatically obtain DNS from provid	der

d. Gateway address (see e.g. IPO configuration / IP routes, here e.g. default route 0.0.0.0)

IP Routes							+ Add IP Route 👻
Show All	Search on 'IP Address	s', 'IP Subnet Mask', 'Gat	eway', 'Destination', 'N	Q			Delete
SYSTEMS	IP Address	IP Subnet Mask	Gateway	System Name	Destination	Metric	
R1113SrvPri	0.0.0.0	0.0.0.0	192.168.42.200	R1113SrvPri	LAN1	0	/ 1

 e. Web Manager Backup (this backup data can be stored on the same server. Please check if the hard disk has a volume of about 200GB and the HTTP server settings must be configured (see WebControl Port 7071 Settings / System)).

A full backup can also be created on another medium/server.

HTTP Server	Enable HTTP file store for backup/restore	Save

After creating the Web Manager Backup on the IP Office server itself, the files must be downloaded to a PC (download with WinSCP) from folder "/var/www/html/avaya/backup".

 f. IPO-Hostname (WebControl 7071 / Settings / System → Network/Host Name (example: r111fp2eap.belabor4215.net)

Network	Network Interface:	eth0 🗸	Create Subinterface	Delete Subinterface	Sa	ve
	Host Name:	r111fp2eap.belabor4215.net				
	Use DHCP					
	IP Address:	192.168.42.15				
	Subnet Mask:	255.255.255.0				- 1
	Default Gateway:					- 1
	System DNS:	192.168.42.200,8.8.8.8				- 1
	Automatically obtain DNS from provider					

- g. Make a note of the APN key (IP Office security settings)
- h. The IP Office System Name (WebManager 7070 / System Settings / System → System / Name (R1113SrvPri)

/stem Configura	ation   R1113SrvPri		
System	Name	Location	Contact Information
Voicemail	R1113SrvPri	None 🗸	Server Edition Lösung
System Events	Locale 🚺	Device ID	TFTP Server IP Address
SMTP	Germany (German) 🗸 🗸		0.0.0.0
DNS	HTTP Server IP Address	HTTP Server URI	Phone File Server Type
SMDR	0.0.0.0	https://storage.googleapis.com/av	Disk 🗸
LAN1	HTTP Redirection	Manager PC IP Address	Avaya HTTP Clients Only
LAN2	Off 🗸 🗸	255 255 255 255	NO
VoIP	Enable Softphone HTTP	Use Preferred Phone Ports	
Directory Services	Provisioning NO	YES	

i. Timezone of the Server Edition (WebControl 7071) (example: Europe/Berlin)

Date and Time	Timezone:	Europe/Berlin	Enable Network Time Protocol Client	
	NTP Servers:	131.188.3.220 217.144.138.234		

j. Check / obtain the license file (for PLDS licensing), write down the Subscription System ID, Customer ID and License Server Address for IP-Office (WebManagement 7070 / System Settings / Subscription System → ID + Customer ID + License Server Address).

License Server Address
admin.avaya-eap.com
Customer Name
aschulze1
Telephony Plus User
10
Receptionist
10
Third Party CTI
true
Avaya Call Reporter
false

k. Readout of the IP Office self generated fingerprint (e.g. read it with putty and save it as a txt file)

The following commands must be entered by root access:

- (a) ipoffice get\_fingerparms 2>&1 | grep "^FP\_"
- (b) ipoffice get\_fingerprint

After entering the command, the following output is obtained:

root@r111fp2eap:~ login as: Administrator 🚰 Administrator@192.168.42.15's password: \*\*\*\*\*\*\*\* Avaya IP Office WARNING: Authorised Access Only Welcome Administrator it is Mon Sep 25 13:30:02 CEST 2023 > admin Please enter Service User:root Please enter root password: Incorrect credentials Logging in as Linux User Login Successful. Admin> root Please enter password: Login Successful. Last login: Mon Sep 25 13:18:06 CEST 2023 on tty1 [root@r111fp2eap ~]# ipoffice get\_fingerparms 2>&1 | grep "^FP\_"
FP\_Platform = Virtual (OVA)
FP\_Time Zone = Europe/Berlin FP\_LAN1 = 192.168.42.15 FP\_LAN2 = 192.168.43.1  $FP_Hostname = r111fp2eap.belabor4215.net$   $FP_UUID = 564D5722-E2EB-A6AC-99A1-46D9697E9712$   $FP_Length = 100$ [root@r111fp2eap ~]# ipoffice get\_fingerprint init\_linux\_longclock: 6 OpenTime=1101025 Running in information mode. Initializing Hardware Features. <IPOffice Manager Version 0.2> Mon 25/9/2023 13:30:55, Hello>Logfile: IPOffice on Linux PC platform Logfile: IPOffice on Linux PC platform failed to disable path mtu discovery: Protocol not available Permanent MAC : 00:0c:29:7e:97:12 FINGERPRINT=f0b6908fd6e7a0b47a75a27654ac74b43baba8a0 [root@r111fp2eap ~]# 📘

I. The data of the set up remote server must be read out and recorded.

Remote Ser	ver					Add Rer	note Sei	rver
Server Name	Protocol	Remote Server Address	Port	Remote Path	User Name			
Laptop	ftp	192.168.10.10	21	1	IPOBackup		/	±.

m. Files of a full backup. (Screenshot shows: Files of a full backup which was created via ftp on an external PC)

🖌 🚹 > This PC > Avaya eSOE (C:) > Backup > FileZilla				ت ا
Name ^	Date modified	Туре	Size	
00_000C297E9712C0A82A0F+ ^#system ^#backup ^#call_log.dat	25.09.2023 13:37	DAT File	2 KB	
00_000C297E9712C0A82A0F+ ^#system ^#backup ^#components.regdat	25.09.2023 13:37	REGDAT File	1 KB	
00_000C297E9712C0A82A0F+ ^#system ^#backup ^#config.cfg	25.09.2023 13:37	CFG File	39 KB	
00_000C297E9712C0A82A0F+ ^#system ^#backup ^#security.cfg	25.09.2023 13:37	CFG File	19 KB	
00_000C297E9712C0A82A0F+ ^#system ^#backup_appl ^#linux ^#br ^#Linux_Backup.tar.gz	25.09.2023 13:37	GZ File	39 KB	
00_000C297E9712C0A82A0F+ ^#system ^#backup_appl ^#onex ^#br ^#oneXportal-2023-09-25-13.36.41.zip	25.09.2023 13:37	Compressed (zipp	622 KB	
00_000C297E9712C0A82A0F+ ^#system ^#backup_appl ^#vmpro ^#br ^#VMProBackup_Immediate63_2023.9.25_1	25.09.2023 13:37	GZ File	452 KB	
00_000C297E9712C0A82A0F+ ^#system ^#backup_appl ^#WebLM ^#br ^#WebLM_backup_2023-09-25-13-36.tar.gz	25.09.2023 13:36	GZ File	18.918 KB	
00_000C297E9712C0A82A0F+ ^#system ^#backup_appl ^#webrtcgw ^#br ^#webRTCGw_backup_2023-09-25-13-36	25.09.2023 13:36	GZ File	2 KB	
00_000C297E9712C0A82A0F+ipo_bckp.xml	25.09.2023 13:37	XML Document	16 KB	
00_000C297E9712C0A82A0F+linux_bckp.xml	25.09.2023 13:37	XML Document	1 KB	
00_000C297E9712C0A82A0F+ onex_bckp.xml	25.09.2023 13:37	XML Document	1 KB	
00_000C297E9712C0A82A0F+vmpro_bckp.xml	25.09.2023 13:37	XML Document	1 KB	
0_000C297E9712C0A82A0F+WebLM_bckp.xml	25.09.2023 13:36	XML Document	1 KB	
00_000C297E9712C0A82A0F+webrtcgw_bckp.xml	25.09.2023 13:36	XML Document	1 KB	
mac_ip_table_file.dat	25.09.2023 13:36	DAT File	1 KB	

### 2.2 Collect data of Source VM (e.g. ESXi)

Write down the following data of the VMWare environment.

a. CPU (value of cores)



#### c. Disk partitions (partition size and partitioning type)

∽ 🛄 Festplatte 1	100 GB ~	×
Maximale Größe	559.95 GB	
Тур	Mit Thin Provisioning bereitgestellt	
Festplattendatei	[datastore1] 99_1_R1113_Test_VMausfall_1/99_1_R1113_Test_VMausfall_1.vmdk	
Anteile	Normal ~ 1000 ~	
Grenzwert - IOPs	Unbegrenzt ~	
Controller-Ort	SCSI-Controller 0 V SCSI (0:0) V	
Festplattenmodus	Abhängig ~	
Freigabe	Keine ~	
	Sestplattenfreigabe ist nur mit stark nullgesetzten, per Thin Provisioning bereitgestellten Festplatten mögl	lich.

#### d. The VLAN from LAN1 and LAN2 interface

> 🎫 Netzwerkadapter 1	VLAN42	Verbinden	×
> 🛤 Netzwerkadapter 2	IPO_leer	Verbinden	×

e. existing snapshots of the source VM must be deleted (if any) before the source VM have to be deleted.

#### f. Name of the virtual machine in VMWARE-Host

∨ Allgemeine Optionen		
VM-Name:	10_1_IPO-R11.1.3_Pri_192.168.42.15_EAP	

### g. VMWARE Data Repository

Virtuelle Hardware	VM-Optionen	
∽ Allgemeine Optionen		
VM-Name:	10_1_	IPO-R11.1.3_Pri_192.168.42.15_EAP
VM-Konfigurationsdatei	[ <mark>datas</mark>	tore1]10_1_IPO-R11.1.3_Pri_192.168.42.20/
Arbeitsverzeichnis der v Maschine	irtuellen [datas	tore1] 10_1_IPO-R11.1.3_Pri_192.168.42.20

## 3 Pre-requisite: Target VM

To restore a defective system, a new system must be deployed. The new system must have the exact same software release as the defective one (this effects all components of IP-Office Serveredition that has to be restored (e.g. oneX-Portal, VMPro, WebRTC, MediaManager).

#### 3.1 Data IP-Office Target VM

Deploy a target VM by OVA-File. The process must be carried out according to the specifications of the virtualization system.

For more information, see the document IP Office Virtual Servers (avaya.com)

(https://documentation.avaya.com/bundle/IPOfficeVirtualServer/page/Introduction.html).

#### <u>III DO NOT POWER ON the VM after the deployment III</u>

#### 3.2 Adaptation of IP-Office target VM

- a. CPU resources
- b. Random access memory (RAM)
- c. Set disk 1 to 200GB if local http-server should be used for restore process.
- d. Check Network Adapters 1 and 2 (VLAN)
- e. Note the path to the vmx file of this VM from vSphere:

Virtuelle Hardware	VM-Optionen		
Allgemeine Optionen			
VM-Name:	99_1_	R1113_Test_VMausfall_1	
VM-Konfigurationsdatei	[datas	tore1] 99_1_R1113_Test_VMausfall_1/99_1_	
Arbeitsverzeichnis der v Maschine	rirtuellen [datas	tore1] 99_1_R1113_Test_VMausfall_1	
Gastbetriebssystem	Linux		×
Version des Gastbetrieb	Red H	at Enterprise Linux 7 (64 Bit)	~

f. Copy the VM configuration file (.vmx file) to the local PC and edit this file by Notepad. Overwrite the uuid.bios value with the values of the source system.

Example: Source System

```
[root@r111fp2eap ~]# ipoffice get_fingerparms 2>&1 | grep "^FP_"
FP_Platform = Virtual (OVA)
FP_Time Zone = Europe/Berlin
FP_LAN1 = 192.168.42.15
FP_LAN2 = 192.168.43.1
FP_Hostname = r111fp2eap.belabor4215.net
FP_UUID = 564D5722-E2EB-A6AC-99A1-46D9697E9712
FP_Length = 100
```

```
Target System
Before change:
uuid.bios = "56 4d 90 84 04 67 ec 59-9b 40 1b 38 f4 07 c3 54"
uuid.location = "56 4d 90 84 04 67 ec 59-9b 40 1b 38 f4 07 c3 54"
vc.uuid = "52 6f eb 3e 56 be 27 db-23 bf db 92 a8 60 25 8c"
```

Adjusted:

```
uuid.bios = "56 4D 57 22 E2 EB A6 AC-99 A1 46 D9 69 7E 97 12"
uuid.location = "56 4d 90 84 04 67 ec 59-9b 40 1b 38 f4 07 c3 54"
vc.uuid = "52 6f eb 3e 56 be 27 db-23 bf db 92 a8 60 25 8c"
```

- g. After adapting the vmx file, upload it to the target VM (e.g. ESXi) (confirm overwriting of the existing vmx file).
- h. VM can now be booted for the first time.

After the VM has been started the boot process can be observed in the web console. This lasts up to 5 minutes.

Use the vSphere-webconsole to login as follows:

Enter the "login"-command and type for: User: root Password: Administrator (default password)

Enter the following commands:

- 1. systemctl start NetworkManager (Case-sensitive, US-Keyboard is used).
- nmtui

After entering, the following graphical interface appears:

Please select an option
Edit a connection
Activate a connection Set sustem hostname
Ou i t
quit
<uk></uk>

Use the arrow keys to switch to "Activate a connection" and confirm with Enter-key, the following interface is displayed:



Point System eth0 is selected and switch to Activate with the enter key (before System the asterisk (see System eth1) must be gone).

Press the TAB key to go to the Back item and confirm with enter.

The previous graphical display is displayed again. Now go to "Ouit" with the arrow key and confirm with Enter.

Next step is to restart the network driver service by entering the following command:

systemctl restart network

LAN1 interface is now active and has got the IP address 192.168.42.1 (default IP address).

### 3.3 IPO Ignition Process

Attention: In this step, make sure that the correct values from the source VM are entered here, otherwise the server edition will have a different fingerprint than the source VM and the restore will be not possible later on!! (note: LAN1, LAN2, hostname, time zone)

To start ignition process connect to the IPO via browser: https://192.168.42.1:7071/login

Login via IPO standard password: (root/Administrator) and go through the ignition process:

- a. Accept Eula
- b. Set the needed Server version (Primary, Secondary, Expansion or Application-Server)
- c. New Hardware: Accept HardDrive settings unchanged
- d. Configure Network: Transfer network data from the source VM, e.g.
  - IP address (LAN1 and LAN2) i.
  - Subnet-Mask ii.
  - iii. Gateway
  - Hostname iv.
- e. Time & Companding
  - i. Time zone
  - ii. Companding
- f. Change Password: assign three new different passwords (these passwords are only temporarily until the restore by webmanager), e.g.
  - i. Root und security e.g. AvAyA123\$
  - ii. Administrator e.g. Avaya-Service iii.
    - System e.g. System service
- g. Security
  - i. CA Certificate Generate new (only temporarily)
  - ii. EASG Settings: Enable
  - iii. Accept pop-up alerts
- h. Summary Settings (if applicable). Maybe take a screenshot.

The server edition reboots - waiting time at least 10 minutes (recommendation: then log in again via web control (7071) and wait until all IPO services are green for at least 5 minutes)

#### 3.4 **ICU Process**

Login via Webmanager (7070) with Administrator / Admin Service

#### Accept Eula

Confirm warning with "Yes"



1. "System" menu: Control / configure LAN 1 / 2 configuration and gateway.

!!! Make sure that the correct values from the source VM are entered here, otherwise the server edition will have a different fingerprint and therefore no restore will be possible later!! (LAN1, LAN2)

Note: The system name is not the hostname, but what the IP Office is called (e.g. IPOxxxxx, in the screenshot R111SrvPri).

System Configur	ation	-000C297E971	12 me*	Hosted Deployment
Server Edition		R1113SrvF	Pri	NO
Services Device ID		Locale Germany (German)	~	
Default Extension Passwo	rd	Confirm Default Extensi	on Password	
	0	······	on associa	
LAN1 CONFIGURATION IP Address 192 168 42 15	IP Sul	onet Mask 5 255 255 0	DHCP Mode Disabled	$\checkmark$
LAN2 CONFIGURATION	IP Sul	net Mask		
192 168 43 1	255	5 . 255 . 255 . 0	Disabled	$\sim$
Gateway 0 0 0 0	]			
<ol> <li>VoIP menu:</li> <li>Voicemail menu</li> <li>Menu License: apply via the "U</li> <li>Menu Users:</li> <li>Menu Groups:</li> <li>Menu Lines:</li> </ol>	A i: A if pdate" C	apply without chang apply without chang necessary. change button Click on the menu of Click on the menu of	es es "Remote Serve nce and click th nce and click th	er" to License Source "Local" and e "back" button to return to the me e "back" button to return to the me

- 8. Menu Incoming Call Routes: Click on the menu once and click the "back" button to return to the menu
- 9. Finally, select "Save to IP Office" at the top of the web manager. Select restore time "Immediately" and send.

The system services will now restart. Waiting time approx. 10 min.

### 3.5 Comparison fingerprint Target-VM / Source-VM

Login via putty (SSH shell) to the IP address of the server edition (target VM) as <administrator/password> and switch to root (see point 3.3 for passwords):

The following commands must be entered by root access:

- (a) ipoffice get\_fingerparms 2>&1 | grep "^FP\_"
- (b) ipoffice get\_fingerprint

Outcome: [root@ffm ~]# ipoffice get fingerparms 2>&1 | grep "^FP " FP\_Platform = Virtual (OVA) FP\_Time Zone = Europe/Berlin FP LAN1 = 192.168.42.15 FP LAN2 = 192.168.43.15 FP Hostname = <HOSTNAME> (CCFM) FP Length = 98[root@ffm ~]# ipoffice get\_fingerprint init linux longclock: 6 OpenTime=1719796 Running in information mode. Initializing Hardware Features. Logfile: IPOffice on Linux PC platform failed to disable path mtu discovery: Protocol not available <IPOffice Manager Version 0.2> Thu 14/9/2023 16:44:49. Hello>Permanent MAC : 00:50:56:99:87:5f [root@ffm ~] #

#### **IMPORTANT:**

!!! The fingerprint displayed here must match to the source VM (point 2.1 k). If this is not the case, a step was previously done wrong, i.e. the created VM is useless and the designated backup cannot be restore. In this case delete the created VM and start from scratch.

#### 3.6 Customize the target VM

Depending on how the full backup was created on the old (defective) VM, the new VM must now be adjusted. If the old full backup has been created on the same VM, the hard disk of the new VM must be expanded to 200GB and the http server must be set up.

- 1. Above Webcontrol 7071 to enlarge the partition (including an automatic reboot), this step lasts at least 15-20 min.).
- 2. Afterwards login to Webcontrol 7071 again and enable HTTP server for backup/restore.

System	Logs	Updates	Settings	AppCenter							
				General	S	ystem					
		IP Aduress.									^
		Subnet Mask:		255.255.255.24	0						
		Default Gateway:		840,000,014,00	<b>.</b>						
		System DNS:									
		Automatically c	btain DNS from pr	ovider							
Avaya IP Office	e LAN	Avaya IP Office L/	N1	Ava	/a IP Office LAN	2					
occango		Enable traffic	control		Enable traffic co	ntrol					
		Network Interface:	eth0 🗸	Save Net	vork Interface:	eth1 🗸	Save				
Date and Time		Timezone: Eur	pe/Berlin	V 🗹 E	nable Network Ti	me Protocol Cl	lient				Save
		0.pc NTP Servers:	ol.ntp.org				11.			-	
Authentication		Enable referre	d authentication								Save
HTTP Server		Enable HTTP	ile store for backu	p/restore							Save
Increase root F	Partition	Available space for Increase Partition	root partition incre Size	ase: 104.86GB							
Change root P	assword	Old Password:			Password comp • Minimum pass • Minimum pum	lexity requirem word length: 8	ents:	no: 1			Save

- 3. Login to WebManager port 7070
- a) Add a remote server via "Solution Settings" and "Remote Server" "Add Remote Server":

AVAYA	Solution	Call Management	System Settings	Security	Applications	_	<b>£</b> ?
Solution			Last successfu	l login was o	on 9/25/2023, 7:02:32 PM.		Solution Settings -
SOLUTION OBJECTS	~						View Scheduled Jobs Remote Server
View All (1)		Action	ns 🔻 Configure	• Ent	er search criteria	٩	Proxy User Synchronization
SERVER STATUS Online (1)		🗌 😑 R1113S	rvPri	192.	168.42.15 Primary		Application Server

Example for local server:

a)	Server Name:	e.g. "SE local"
b)	Protocol:	http
c)	Remote Server Address:	< IP address LAN1>
d)	Port:	8000
e)	Remote Path:	/avaya/backup (lower case)

Press <SAVE>

b) HTTP - Create backup

Create a backup of all services via "Solution" and "Actions" (this step is useful, but only necessary if you are unsure which new MAC address the target VM has (see point 4 below))

## 4 Restore the Backup

### 4.1 Optional Switch to Subscription mode

If an IP-Office subscription system has to be restored, the IP-Office must be converted to subscription mode before the data backup can be imported. This can be done with the IP-Office Manager as well as with the WebManager.

Conversion with the WebManager:

4	avaya	Solution	Call Manage	ement Syste	m Settings	Security	Applications	i		•	?
5	Solution								Solution	Settin	gs <del>-</del>
	SOLUTION OBJECTS	$\sim$									
	View All (1)			Actions -	Configure	• Ente	er search criter	ia	٩		
	SERVER STATUS Online (1)	R1113SrvPri		R1113SrvPri	Add System Remove S	Add System to Solution Primary Remove System from Solution Set all Nodes to Select				=	~
	Offline (0)				Set All Not	des to Subso	cription Mode				
	SERVER TYPE Servers (1)				Resiliency Set All Not	Administrati des License	ion Source				
	Expansions (0) Application Servers	(0)			сик Ехраг	ISIUIIS					

Depending on how a full backup was created on the source system, set up the remote server now. The setup should be identical to the old system (see point 2.1).

#### 4.2 Rename Backup-Files and Upload to Target VM

Since the MAC address of LAN1 in the target VM has changed, the file names of the web manager backup of the source VM need to be changed. The easiest way is to create a backup of the target VM via the web manager, in which the naming including the new MAC address is output.

Example:

Marked in yellow  $\rightarrow$ Marked in red  $\rightarrow$ 

A → Backup 00 of the target VM with
 Backing up the source VM with
 these files need to be renamed

MAC 00505699EAB0 MAC 005056992994

In the backup files, replace the MAC address of the source VM (02\_xxxx) with the MAC address of the target VM (00\_xxxx) (these are the digits 04-15 of the file name of each backup file):

	nume	Grobe	acanacie -	Reence	DOBICZOI
			16.03.2023 18:03:37	rwxrwxr-x	root
	OD_00505699EAB0D4CAD6E4+linux_bckp.xml	1 KB	28.08.2023 20:56:03	rwxrwsrwx	apache
	00_00505699EAB0D4CA <mark>D</mark> 6E4+^#system^#backup_appl^#linux^#br^#Linux_Backup.tar.gz	66 KB	28.08.2023 20:56:03	rwxrwsrwx	apache
	00505699EAB0D4CA <mark>D</mark> 6E4+^#system^#backup^#config.cfg	24 KB	28.08.2023 20:56:01	rwxrwsrwx	apache
	eran en la constant en la	16 KB	28.08.2023 20:56:00	rwxrwsrwx	apache
	00_00505699EAB0D4C <mark>AD</mark> 6E4+^#system^#backup^#security.cfg	19 KB	28.08.2023 20:56:00	rwxrwsrwx	apache
	00_00505699EAB0D4C <mark>AD</mark> 6E4+^#system^#backup^#components.regdat	1 KB	28.08.2023 20:56:00	rwxrwsrwx	apache
	_ <mark>00</mark> _00505699EAB0D4C <mark>A</mark> D6E4+^#system^#backup^#call_log.dat	1 KB	28.08.2023 20:56:00	rwxrwsrwx	apache
	00_00505699EAB0D4C <mark>A</mark> D6E4+onex_bckp.xml	1 KB	28.08.2023 20:55:51	rwxrwsrwx	apache
	1 00_00505699EAB0D4C <mark>A</mark> D6E4+^#system^#backup_appl^#onex^#br^#oneXportal-2023-08-28-20	309 KB	28.08.2023 20:55:51	rwxrwsrwx	apache
	een land land land land land land land lan	1 KB	28.08.2023 20:55:49	rwxrwsrwx	apache
	<pre>[00_00505699EAB0D4CAD6E4+^#system^#backup_appl^#WebLM^#br^#WebLM_backup_2023-0</pre>	18.908 KB	28.08.2023 20:55:49	rwxrwsrwx	apache
	00_00505699EAB0D4C <mark>AD</mark> 6E4+^#system^#backup_appl^#vmpro^#br^#VMProBackup_Immediate	447 KB	28.08.2023 20:55:47	rwxrwsrwx	apache
	et in the second s	1 KB	28.08.2023 20:55:46	rwxrwsrwx	apache
	mac ip table_file.dat	1 KB	28.08.2023 18:46:25	rwxrwsrwx	apache
	2_005056992994D4CAD6E4+haux_bckp.xml	1 KB	28.08.2023 14:42:03	rwxrwsrwx	apache
	02_005056992994D4CAD6E4+^#system^#backup_appl^#linux^#br^#Linux_Backup.tar.gz	57 KB	28.08.2023 14:42:03	rwxrwsrwx	apache
	02_005056992994D4CAD6E4+^#system^#backup^#components.regdat	1 KB	28.08.2023 14:42:02	rwxrwsrwx	apache
	C 02_005056992994D4CAD6E4+^#system^#backup^#call_log.dat	3 KB	28.08.2023 14:42:02	rwxrwsrwx	apache
	2_02_005056992994D4CAD6E4+ipo_bckp.xml	19 KB	28.08.2023 14:42:01	rwxrwsrwx	apache
1	02_005056992994D4CAD6E4+^#syst <mark>e</mark> m^#backup^#security.cfg	24 KB	28.08.2023 14:42:01	rwxrwsrwx	apache
/	U_02_005056992994D4CAD6E4+^#syst <mark>e</mark> m^#backup^#config.cfg	24 KB	28.08.2023 14:42:01	rwxrwsrwx	apache
	2_005056992994D4CAD6E4+onex_b <mark>:</mark> kp.xml	1 KB	28.08.2023 14:41:30	rwxrwsrwx	apache
	02_005056992994D4CAD6E4+^#system^#backup_appl^#onex^#br^#oneXportal-2023-08-28-14	389 KB	28.08.2023 14:41:30	rwxrwsrwx	apache
	2_005056992994D4CAD6E4+webrtogw_bckp.xml	1 KB	28.08.2023 14:41:24	rwxrwsrwx	apache
	U2_005056992994D4CAD6E4+^#system^#backup_appl^#webrtcgw^#br^#webRTCGw_backup_2	2 KB	28.08.2023 14:41:24	rwxrwsrwx	apache
	2_005056992994D4CAD6E4+vmpyo_bckp.xml	1 KB	28.08.2023 14:41:23	rwxrwsrwx	apache
V	🗋 02_005056992994D4CAD6E4+^ <b>#</b> system^#backup_appl^#vmpro^#br^#VMProBackup_Immediate6	451 KB	28.08.2023 14:41:23	rwxrwsrwx	apache
	Li upload.php	2 KB	26.01.2023 20:51:26	rwxrwsrwx	root
	Nistxmlfiles.php	1 KB	26.01.2023 20:51:26	rwxrwsrwx	root
	delete.php	1 KB	26.01.2023 20:51:26	rwxrwsrwx	root

Follow this procedure:

- 1. Rename the files on the PC to the new MAC address of the target VM (see above)
- Login by root via Putty to target VM and the create a folder "backup" in the /tmp folder by 2. command: mkdir /tmp/backup
- 3. Use WinSCP to transfer the renamed backup files of the source VM to the target VM in created folder /tmp/backup
- Modify all backup files via Putty in the /tmp/backup folder: 4.
  - chown -R apache:apache 02\* .\* a)
  - chmod -R 777 02 \* .\* b)

- **Change File Owner**
- Changing file permissions
- c) cp 02\*.\* /var/www/html/avaya/backup Copy files to the Webmanager backup folder of the server edition (directory path is case sensitive!)

#### 4.3 Restore

Login to Webmanager (7070) to perform restore:

- Select your Remote Server
- "Click on "Get Restore Points" •
- Select the all lines of the restore point (e.g. "02\_xxxxxx") •
- Click on the "Restore" button •

A warning message for server reboot appears (needs to be confirmed).

#### Restore is in progress:

Actions -	Configure 👻	Enter search criteria	٩		
R1113SrvPri		192.168.42.15 Primary	🜔 Restore ( 90%)	≡	$\sim$

The system will now reboot. After the reboot all services should be in green state (check by webcontrol 7071). If not maybe a manual reboot of the server edition may be necessary. Attention: After the reboot, the former passwords (and settings) of the source VM apply again, including certificates.

## 5 Licensing

After the system has been created, import a new license file (if the MAC address is changed).

For PLDS licensing: Dial-in via IP Office Manager and import XML file, or For WebLM licensing: Dial-in to WebLM and import license file (for WebLM licensing): Then check the license status via system status: check the license alarms (the synchronization of the IP Office service with the WebLM service only takes place every 9 minutes) If the PLDS host ID has changed, it may be necessary to register the PLDS host ID. a license SWAP can be requested.

Subscription systems:

After recovery, the system ID must be read out (via the IP Office Manager application (system / subscription)) or via web manager (system settings / subscription)) and compared with the stored system ID on the COM server and, if necessary, changed.