

TANDBERG Content Server

Backing Up and Restoring the Content Server

This section describes the backup and restore procedures for the TANDBERG Content Server. Please note that scheduled backup functionality is only available in version 2.3 or higher. This document covers version 3.x of the TANDBERG Content Server Administrator Guide.

About Backing up

The backup procedure described here will back up your application, database, media and all settings.

This full backup differs from the partial backup tool used in S2.0 which only backed up the database.

This procedure allows you to make one-off as well as scheduled backups. We recommend regular backups, and making a special one-off backup before upgrading your Content Server.

It is very important to follow the restore procedure as described here, otherwise future upgrades may not work.

Before You Start

Before attempting backup, check in **Add/Remove** programs that you have Windows Server 2003 Service Pack installed. Please ensure that Service Pack 2 is installed on the Content Server before proceeding with backup.

Visit http://www.tandberg.com/support/tandberg_device_security.jsp for instructions on how to install Microsoft Windows Server 2003 Service Pack 2 on the TANDBERG Content Server.

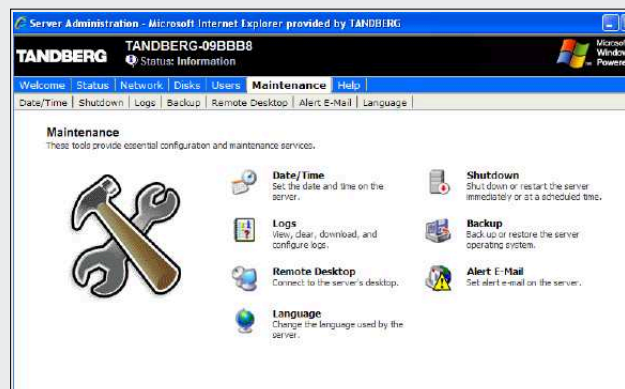
You will need a USB Hard drive with enough space for all files to be backed up. Check the total size of the files to be backed up on your Content Server (in My Computer). You can also back up to a network location.



The Backup Procedure

- 1 If you are not backing up to a network location, connect a USB hard drive to a USB port on the Content Server. If the USB device does not appear in **My Computer**, go to **Computer Management** and assign a drive letter which does not conflict with the existing drives (eg. F).
- 2 Login to the web interface using Internet Explorer and select **Windows Server** from the **Administrator Settings** menu.

If you are not using Internet Explorer, you can also open the Backup wizard from a Remote Desktop session. Go to **Start > All Programs > Accessories > System Tools > Backup**.
- 3 Click the **Maintenance** tab, then select the **Backup** link.
- 4 Authenticate to open a **Remote Desktop** connection. If your Internet Explorer 7 settings prevent you from running Active X scripts, you may need to add the Content Server to your **Trusted Sites** list in IE.
- 5 Start the **Backup and Restore Wizard**.



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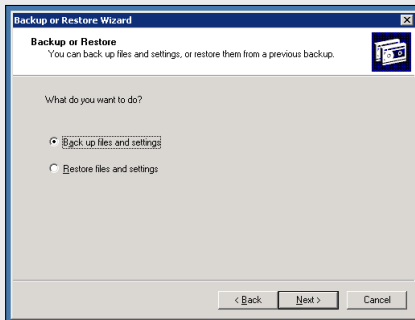
Conference Setup

View Conferences

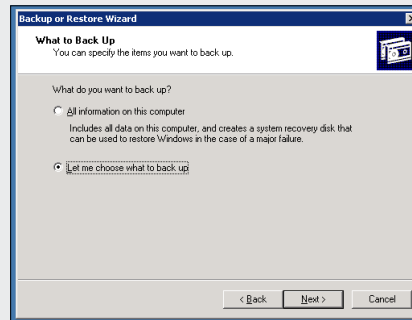
Appendices

The Backup Procedure *cont.*

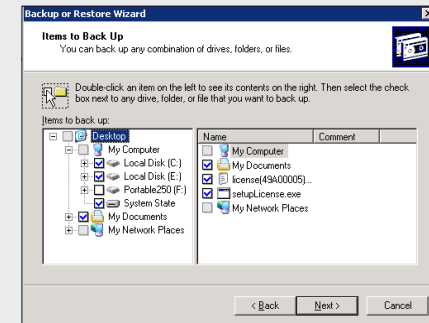
6 Select **Back up files and settings**.



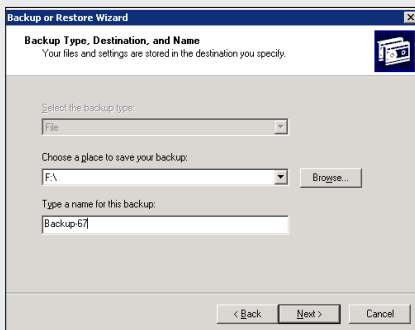
7 From the **What to Back up** step, select **Let me choose what to back up**.



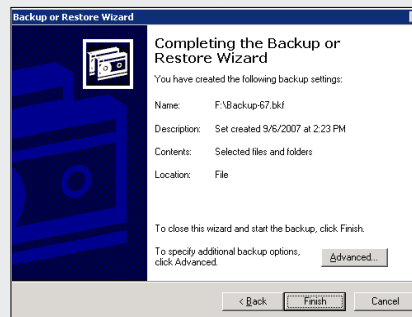
8 From the **Items to back up** step, select the check boxes next to:
Local Disk [C:], Local Disk [E:] and System State



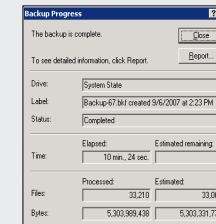
9 From the **Backup Type, Destination and Name** step:
Browse to the network location or USB Hard Drive you want to use for your backup.
Type a name for your backup.



10 The **Completing the Backup or Restore Wizard** step will summarize your backup information. Click **Finish** to start your backup.



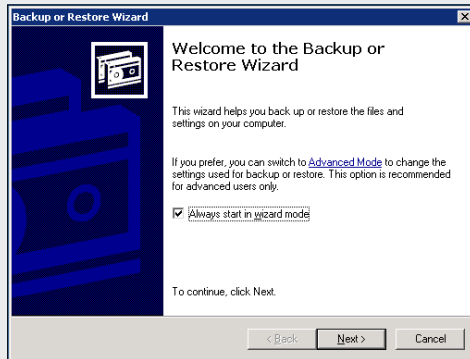
11 The backup process takes approximately 10 minutes per 5GB of data.
Backup progress is reported on screen and a detailed report is provided at the end of the process.



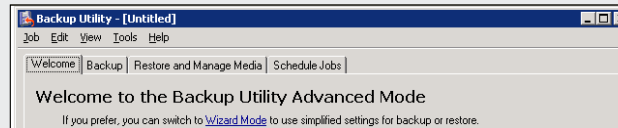
Your backup is now complete!

The Scheduling Backup Procedure

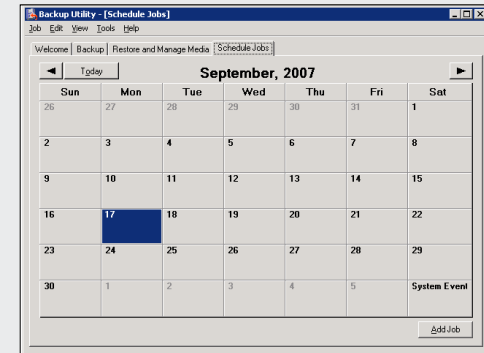
- 1 Open the **Backup and Restore Wizard** as described on the previous pages. Select **Advanced Mode**.



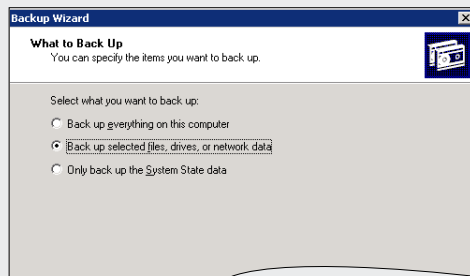
- 2 Click the **Schedule Jobs** tab.



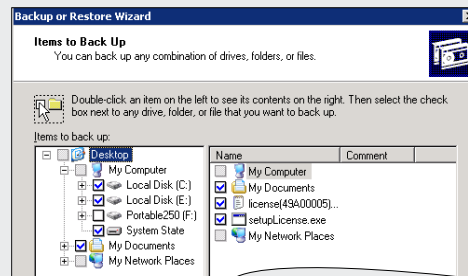
- 3 Click the **Add Job** button.



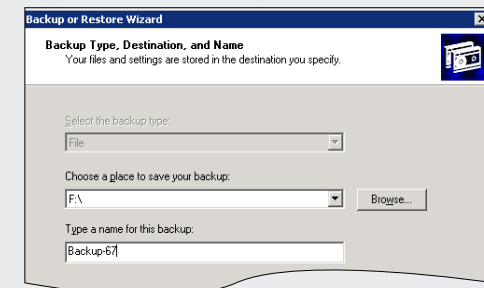
- 4 This will open the **Backup Wizard**. From the **What to Back up** step, select **Back up selected files, drive, or network data**. Click **Next**.



- 5 From the **Items to back up** step, select the check boxes next to: **Local Disk [C:]**, **Local Disk [E:]** and **System State**.



- 6 From the **Backup Type, Destination and Name** step: Browse to the network location or USB Hard Drive you want to use for your backup. Type a name for your backup.



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The Scheduling Backup Procedure cont.

- 7** From the **Type of Backup** step, select the type of backup from the following options:

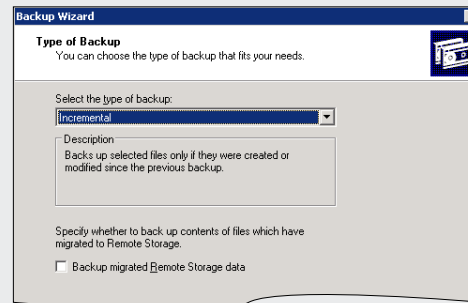
Normal. Backs up selected files and marks each file as backed up

Copy. Backs up selected files but does not mark any as backed up

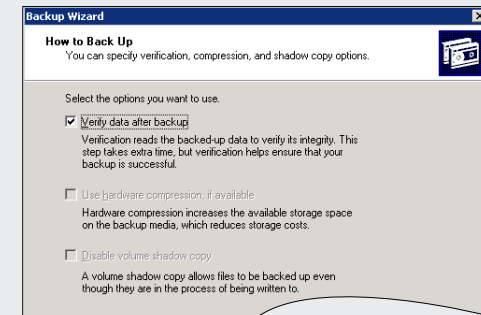
Incremental. Backs up selected files only if they were created or modified since the previous backup

Differential. Backs up selected files only if they were created or modified since the previous backup but does not mark them as backed up

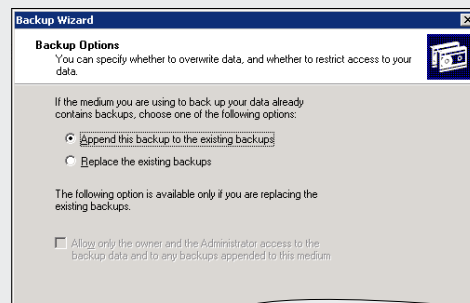
Daily. Backs up only files that were created or modified today.



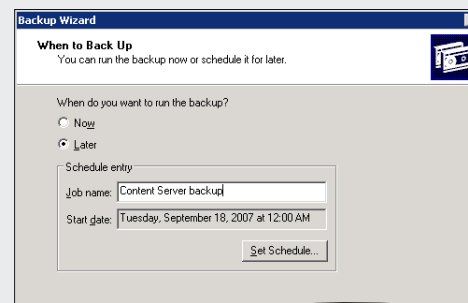
- 8** From the **How to Backup** step, select **Verify data after backup.**



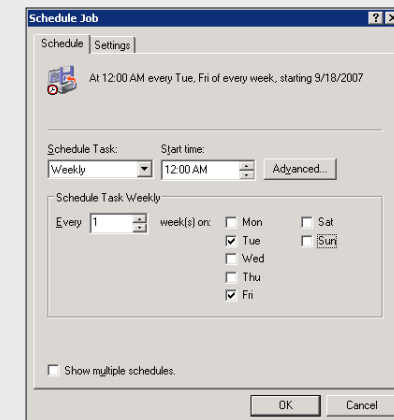
- 9** From the **Backup Options** step, select **Append this backup to the existing backups.**



- 10** From the **When to Backup** step, select **Later** and click the **Set Schedule** button to make your scheduling selections.



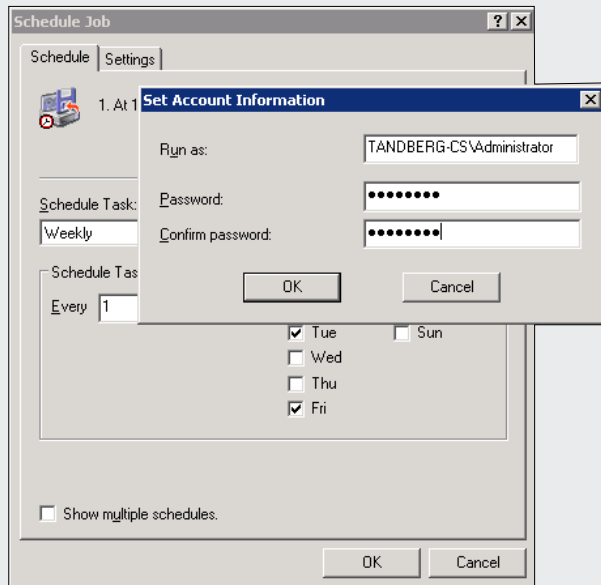
Example settings are shown in this screenshot.



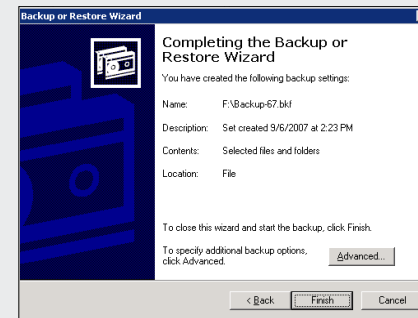
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The Scheduling Backup Procedure cont.

- 11 After clicking **OK**, you will be prompted twice to supply the password for the account that the backup will run under.



- 12 Completing the Backup or Restore Wizard will summarize your backup information. Click **Finish** to schedule the backup



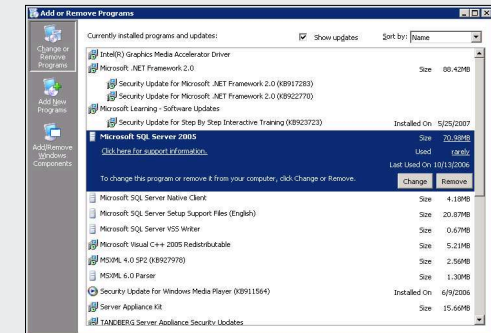
The Restoring Procedure

- 1 End any calls in progress and log on to your Content Server using Remote Desktop Connection.

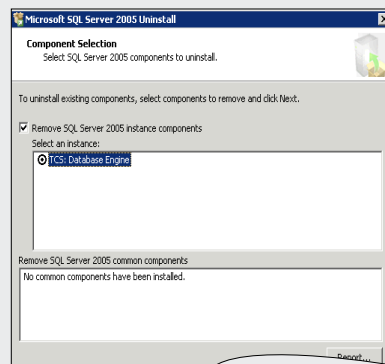
- 2 Uninstall the TANDBERG Content Server. From **Start > Control Panel**, open **Add or Remove Programs**. Select **TANDBERG Content Server** and click **Change**. At the following screen, select the **Remove** option.



- 3 Uninstall the Microsoft SQL Server 2005. Select **Microsoft SQL Server 2005** and click **Remove**.



- 4 In the following **Component Selection** screen, select **TCS database Engine** and click **Next**.



- 5 From the **Add/Remove Programs**, uninstall **Microsoft SQL Server VSSWriter** and **Microsoft SQL Server Setup Support Files**.

Browse to **C:\Windows\Security**

Look for files called **edb*.log**, there should be **edb.log** and at least one or two others maybe more (often called **edbtmp.log** or **edb0000*.log**).

DO NOT delete edb.log, but delete the other one or two files.

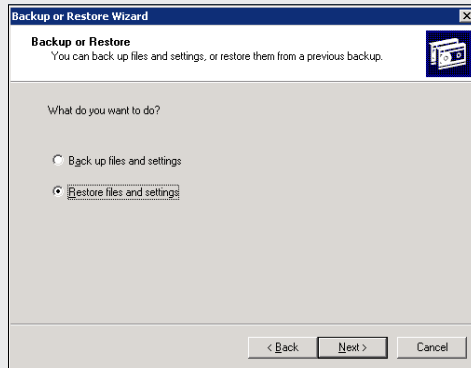
Not removing these files could result in future upgrades failing following the restore.

- 6 Go to **Start > All Programs > Accessories > System Tools > Backup**.

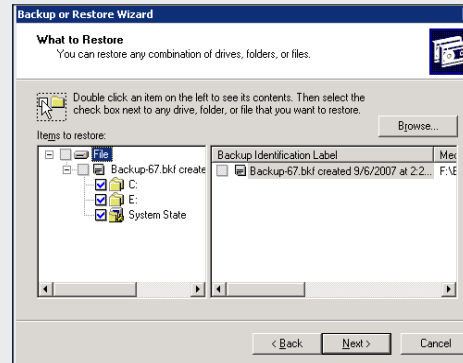
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The Restoring Procedure cont...

- 7 Start the **Backup Wizard**. Select **Restore files and settings**.



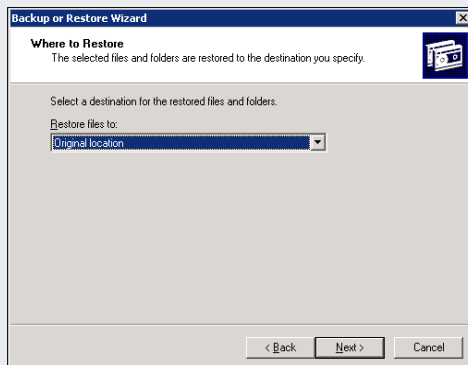
- 8 From the **What to restore** step, select the check boxes next to: **Local Disk [C:]**, **Local Disk [E:]**, and **System State**



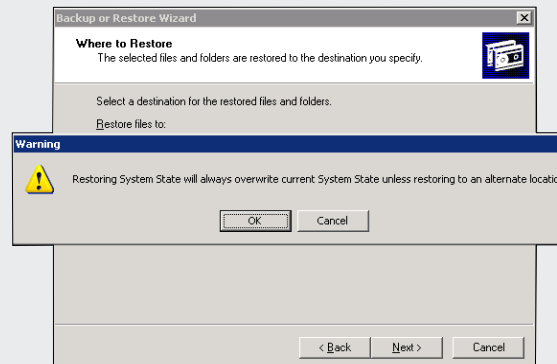
- 9 Click **Advanced...** from the **Completing the Backup or Restore Wizard** step.



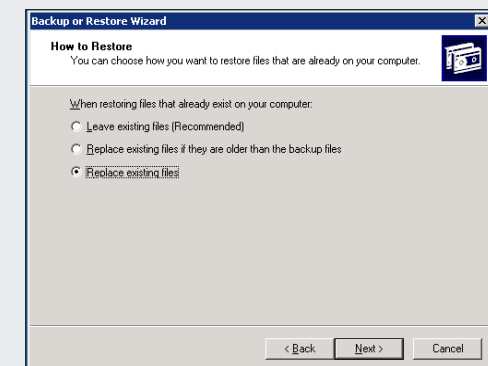
- 10 From **Where to restore** step, leave the default setting—**Original location**.



- 11 Acknowledge the following warning about **System State** restore.



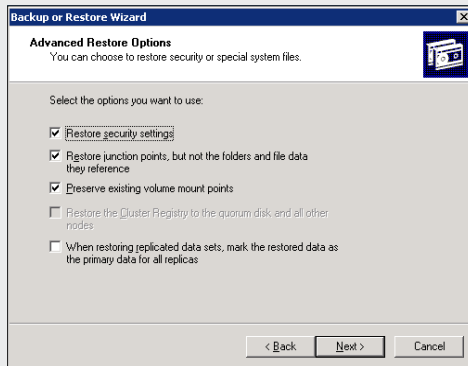
- 12 From the **How to restore** step, select **Replace existing files**.



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The Restoring Procedure cont...

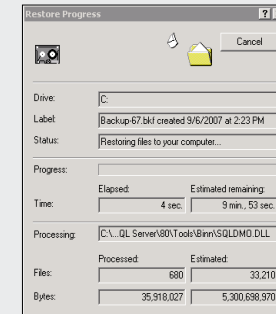
- 13** Leave the default options selected on the **Advanced Restore Options** step.



- 14** Click Finish from **Completing the Backup or Restore Wizard** to start the restore process.



- 15** The progress of the restore is shown on screen.



- 16** Once the restore has completed, more detailed information can be obtained by clicking on the **Report** button.

- 17** YOU MUST RESTART THE COMPUTER AFTER THE RESTORE PROCESS.