

Restoring a Configuration data backup file

INFORMATION

Customers that are moving to new servers or are migrating to Virtual Servers can import their CCM configuration from their old server using the Restore wizard in the Contact Center Client.

To restore a backup, please follow these steps:

1. Launch Contact Center Client (Start > Programs > Mitel > Contact Center Client).
2. Under Management, click on Configuration, then Back up/Restore Configuration data.
3. Follow the steps of the wizard and select the backup file of your choice.

The restore wizard restores ALL settings just the way they are. This can cause some problems in the configuration if the computer name and IP address of the server are different.

NOTE: If the backup file is being stored on a network resource (such as a roaming profile) instead of a local hard drive, it can cause errors. If you have stored the backup file in a network location and are encountering errors, please try copying that backup file to a local hard drive and attempt to restore from there.

After restoring a backup using the Contact Center Client you should always check the IP addresses configured in the YSE and the computer names associated to all media servers to ensure your local media servers are set to the local server name, and your remote collectors are set correctly also.

To verify the computer name of the server, please follow these steps;

1. Launch a command prompt window (Start > Run > type cmd)
2. In the command prompt window, type in hostname, then press enter. The computer name of the server will appear.
3. In YourSite Explorer, under Media Servers, ensure that the Computer Name for each media server is set to the current Enterprise Server's name.

In order to change the server IP address configured, you can perform the task within the Contact Center Client. Please follow this link to get to the Updating the Server IP address article in our knowledge base.

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