

Back Up and Restore Data

- About Back up and Restore Data, on page 1
- Restrictions for Back Up and Restore Data, on page 1
- Back Up Files, on page 2
- Restore Files, on page 4
- Related Topics, on page 6

About Back up and Restore Data

Cisco Contact Center SIP Proxy (CCCSP) backup and restore functions use an SFTP server to store and retrieve data. The backup function copies the files from the CCCSP application to the SFTP server and the restore function copies the files from the SFTP server to the CCCSP application. The SFTP server can reside anywhere in the network as long as the backup and restore functions can access it with an IP address or hostname.

We recommend that you back up your configuration files whenever you make changes to the system or application files. Do backups regularly to preserve configuration data.

The system supports the following types of backup:

- All—Backs up all files and data.
- Configuration—Backs up only system and application settings.
- Data—Backs up only routes and application data.

Note You must be in offline mode when you back up or restore the system, so we recommend performing these tasks when call traffic is least impacted. Offline mode terminates all calls.

Restrictions for Back Up and Restore Data

- Cisco Contact Center SIP Proxy (CCCSP) does not support the following backup and restore capabilities:
  - Scheduled backup and restore operations. The backup and restore procedures begin when the appropriate command is entered.

- Centralized message storage arrangement. CCCSP backup files cannot be used or integrated with other message stores.
- Selective backup and restore. Only full backup and restore functions are available. Individual messages or other specific data can be neither stored nor retrieved.

Back Up Files

About Back Up Files

Cisco Contact Center SIP Proxy (CCCSP) automatically assigns a backup ID to each backup. Although there are the three different types of backups, the system does not take into account the type of backup when generating the backup ID. Therefore, you will never have two backups with the same backup ID, even if one is a configuration file and the other a data file.

To determine the backup ID of the file you want to restore, use the **show backup server** or **show backup history** commands in either EXEC or offline mode. Those commands list all available backup copies on the remote backup server and their respective backup IDs.

Before you begin

Make sure that the backup server is configured before backup. Follow the steps mentioned in Set Backup Parameters.

SUMMARY STEPS

1. **offline**
2. **backup category** { **all** | **configuration** | **data**}
3. **continue**
4. **show backup history**
5. **show backup server**

DETAILED STEPS

Procedure

	Command or Action	Purpose

Step 1	**offline**
	Example:
	`Hostname# offline`
	`!!!WARNING!!!: Putting the system offline will terminate all active calls.`
	`Do you wish to continue[n]? : y`
		Enters offline mode. All calls are terminated.
		Note Cisco Contact Center SIP Proxy (CCCSP) still routes calls in offline mode.

Step 2	**backup category** { **all**	**configuration**	**data**} **Example:**	Specifies the type of data to be backed up and stored.

	Command or Action	Purpose

	`Hostname(offline)# backup category all`
	`Hostname(offline)# backup category configuration`
	`Hostname(offline)# backup category data`	

Step 3	**continue** **Example:** `Hostname(offline)# continue`	Exits offline mode and returns the system to the previous online mode. The system begins processing new calls and voice messages.
Step 4	**show backup history** **Example:** `Hostname# show backup history`	Displays each backup file, its backup ID, the type of data stored in the file, and the success or failure of the backup procedure.
Step 5	**show backup server** **Example:** `Hostname# show backup server`	Displays a list of the backup files available on the backup server. The files are grouped by category, with the date of each backup and the backup file ID.

Example

The following examples display the output from the **show backup history** and **show backup server** commands:

```
Hostname# show backup history
#Start Operation
Category: Configuration
Backup Server: sftp://192.168.1.35/pub/cusp_backup
Operation: Backup
Backupid: 1
Date: Tue Sep 24 06:14:30 EDT 2019
Result: Success
Reason:
#End Operation

#Start Operation
Category: Configuration
Backup Server: sftp://192.168.1.35/pub/cusp_backup
Operation: Restore
Backupid: 1
Restoreid: 1
Date: Tue Sep 24 06:17:21 EDT 2019
Result: Success
Reason:
#End Operation

Hostname# show backup server

Category: Data
Details of last 5 backups
Backupid: 1
Date: Tue Aug 21 10:55:52 PDT 2019
Description:
```

```
Backupid: 2
Date: Tue Aug 21 18:06:33 PDT 2019
Description:
Backupid: 3
Date: Tue Aug 21 19:10:32 PDT 2019
Description:
Category: Configuration
Details of last 5 backups
Backupid: 1
Date: Tue Aug 22 10:55:48 PDT 2019
Description:
Backupid: 2
Date: Tue Aug 29 18:06:27 PDT 2019

Description:
Backupid: 3
Date: Tue Aug 29 19:10:29 PDT 2019
Description:

Hostname#
```

Restore Files

About Restore Files

After you create the backup files, you can restore them when needed. Restore is done in offline mode, which terminates all calls. You should therefore consider restoring files when call traffic is least impacted.

To determine the backup ID of the file you want to restore, use the **show backup server** or **show backup history** commands in either EXEC or offline mode.

SUMMARY STEPS

1. **show backup server**
2. **offline**
3. **restore id** *backup_id* **category** { **all | configuration | data**}
4. **show restore history**
5. Configure Smart license
6. **reload**
7. Reset the password for all the restored users (administrators, pfs-privusers, and pfs-readonly).

DETAILED STEPS

Procedure

	Command or Action	Purpose
Step 1	**show backup server** **Example:** `Hostname# show backup server`	Lists the data and configuration backup files. Look in the backup ID field for the revision number of the file that you want to restore.

	Command or Action	Purpose

Step 2	**offline**
	Example:
	`Hostname# offline`
	`!!!WARNING!!!: Putting the system offline will terminate all active calls.`
	`Do you wish to continue[n]? : y`
		Enters offline mode. All calls are terminated.
		Note
		CCCSP still routes calls in offline mode.

Step 3	**restore id** *backup_id* **category** { **all** | **configuration** | **data**} **Example:** `Hostname(offline)# restore id 22 category all`	Specifies the backup ID value and the file type to be restored.
Step 4	**show restore history** **Example:** `Hostname# show restore history`	Prints backup restore details.
Step 5	Configure Smart license	Configure Smart software license which is a standardized licensing platform that facilitates you to deploy and manage Cisco software licenses easily and quickly. For more information, refer to *GUI Configuration Guide for Cisco Contact Center SIP Proxy (CCCSP)* and *CLI Configuration Guide for Cisco Contact Center SIP Proxy (CCCSP)*.
Step 6	**reload** **Example:** `Hostname(offline)# reload`	Activates the uploaded file information and restarts the CCCSP system.
Step 7	Reset the password for all the restored users (administrators, pfs-privusers, and pfs-readonly).	Refer to *Change your password* section in the *Configure Users* chapter in *GUI Admin Guide for Cisco Contact Center SIP Proxy (CCCSP)*.

Example

The following examples display the output for the **show restore history** and **show backup server** commands:

```
Hostname# show restore history
#Start Operation
Category:      Configuration
Backup Server: sftp://10.10.10.39/home/test/oct13
Operation:     Restore
Backupid:      1
Restoreid:     1
Date:          Sun Oct 12 21:10:41 PDT 2025
Result:        Success
Reason:
```

```
Version:       15.0.1.10000-6
#End Operation

#Start Operation
Category:      Data
Backup Server: sftp://10.10.10.39/home/test/oct13
Operation:     Restore
Backupid:      1
Restoreid:     1
Date:          Sun Oct 12 21:10:42 PDT 2025
Result:        Success
Reason:
Version:       15.0.1.10000-6
#End Operation


Hostname# show backup server
Category:        Data
Details of last 5 backups
Backupid:      1
Date:          Sun Oct 12 21:08:06 PDT 2025
Software Ver:  15.0.1.10000-6

Backupid:      2
Date:          Mon Oct 13 09:12:39 PDT 2025
Software Ver:  15.0.1.10000-6

Category:        Configuration
Details of last 5 backups
Backupid:      1
Date:          Sun Oct 12 21:08:05 PDT 2025
Software Ver:  15.0.1.10000-6

Backupid:      2
Date:          Mon Oct 13 09:12:39 PDT 2025
Software Ver:  15.0.1.10000-6
```

Related Topics

For information on the CLI commands used for backup and restore configuration, see *CLI Command Reference for Cisco Contact Center SIP Proxy (CCCSP)*.