

Configure Backup Server for Cisco Unified Communications Manager

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Contents

Introduction

Prerequisites

- Requirements
- Components Used
- Conventions

Configure a Backup Server for Cisco Unified Communications Manager

- Set up an SFTP Server
- Configure Cisco Unified Communications Manager for Backup

Verify

Troubleshoot

- Issue 1
- Issue 2

Related Information

Introduction

This document describes how to configure a backup server for Cisco Unified Communications Manager in your network.

Prerequisites

Requirements

Cisco recommends that you have knowledge of Cisco Unified Communications Manager.

Components Used

The information in this document is based on Cisco Unified Communications Manager 5.x/6.x.

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, make sure that you understand the potential impact of any command.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Configure a Backup Server for Cisco Unified Communications Manager

In order to configure a backup server for Cisco Unified Communications Manager, you must complete two tasks:

1. Set up an SFTP server.
2. Configure Cisco Unified Communications Manager for backup.

Set up an SFTP Server

In order to back up data to a remote device on the network, you must have an SFTP server configured.

Cisco allows you to use any SFTP server product with applications that require SFTP access but recommends SFTP products that are certified with Cisco through the Cisco Technology Developer Partner program (CTDP). CTDP partners, such as GlobalSCAPE, certify their products with a specified version of Cisco Unified Communications Manager.

Refer to <http://www.cisco.com/web/partners/index.html> for information on which vendors certify their products with your version of Cisco Unified Communications Manager.

These SFTP servers are supported and recommended. You can use any one of these SFTP servers:

- Open SSH for Unix systems
- Cygwin <http://sshtwindows.sourceforge.net/>
- Titan <http://www.titanftp.com/>
- GlobalSCAPE EFT Server formerly known as GlobalSCAPE's Secure FTP Server

Complete these steps in order to setup an SFTP server on your machine:

Note: GlobalSCAPE's Secure FTP Server is used in this example.

1. Download and install **GlobalSCAPE's Secure FTP Server** software on the machine on which you want to setup an SFTP server.
2. Configure the necessary settings, such as site root folder and connection protocols settings, and start the service.

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Configure Cisco Unified Communications Manager for Backup

Complete these steps in order to configure your Cisco Unified Communications Manager for backup.

1. Log into the **Disaster Recovery System** of Cisco Unified Communications Manager.
2. Choose the **Backup Device** option from the Backup menu.

The **Backup Device List** window appears.

3. Click the **Add New** button in order to add a new backup device.

The **Backup Device** window appears.

4. Enter this **Network Directory** information in the **Select Destination** section of the Backup Device window, and assign a name for the backup device.

- ◆ **Server name** IP address of the SFTP server
- ◆ **Path name** Path name for the directory where you want to store the backup file

Note: In the Cisco Unified Communications Manager settings, you only need to specify the

Path Name as ./ (not C:).

- ◆ **User name** user created in the SFTP server
- ◆ **Password** password for this user

5. Choose the **Manual Backup** option from the Backup menu.

The **Manual Backup** window appears.

6. Select any one of the backup devices from the **Device Name** list, and select the features you want to backup.

7. Click the **Start Backup** button in order to start the backup process.

Verify

There is currently no verification procedure available for this configuration.

Troubleshoot

This section provides information you can use to troubleshoot your configuration.

Issue 1

When a user tries to configure Cisco Unified Communications Manager with Secure File Transfer Protocol (SFTP) for backup, the Update failed : Unable to access SFTP server . Please make sure the login credentials and path are correct. error message appears.

Complete these actions in order to resolve this issue.

- Ensure there is no connectivity issue between the SFTP server and Cisco Unified Communications Manager.
- Ensure the user name and password entered in the **Network Directory** section of Cisco Unified Communications Manager is the same as the SFTP server username and password.

Issue 2

Cisco Unified Communications Manager DRS backup fails with the linux OpenSSH based SFTP servers.

This problem occurs with CallManager version 7.0.1 and UC version 6.1 if a linux-based sftp server is used as a backup device. The 'add device' operation fails. The fix has been added to 7.x and later.

A better workaround is to download and install in any one of these SFTPs:

- coreFTP
- TitanSFTP
- Cygwin
- OpenSSH for Windows

Or

Edit /etc/ssh/sshd_config (on OpenSSH based sftp server) to contain this line:
PasswordAuthentication yes. This will enable tunneled clear text passwords.

Related Information

- **Disaster Recovery System Administration Guide for Release 6.0(1)**
 - **Voice Technology Support**
 - **Recommended Reading: Troubleshooting Cisco IP Telephony**
 - **Technical Support & Documentation – Cisco Systems**
 - **Technical Support – Cisco Systems**
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