This whole process will take about 15 to 30 min

Before performing a back up make sure that all of the Shoretel services are not running. A script to stop all the services is located at:

C:\Users\Administrator>"C:\Program Files (x86)\Shoreline Communications\ShoreWare Server\Scripts\hq\_shoretel-stop-svcs.bat"

**To configure the headquarters server and distributed voice servers to perform a backup do**

**the following:**

**Step 1** On the desktop of the ShoreTel server that you want to use to perform a backup, click **Start > Program Files > Shoreline Communications >** **ShoreWare Server > Scripts > Sample\_Backup\_Restore**.

**Step 2** Right-click **sw\_backup\_restore.ini** and select **Open With & Chose NotePad.exe**. The Window.Install.Drive page appears.

**Step 3** On the line “Window.Install.Drive=”, type the letter of the drive where the Windows operating system is installed. The default drive is C:.

**Step 4** In the Backup Options section, do the following to specify where you want to create the backup files:

* 1. On the line “Backup.Drive=”, type the path for the volume to which you want to back the ShoreTel system files up.
  2. On the line “ShoreWare.Drive=”, type the letter of the drive on which the ShoreTel system files you want to backup are stored. The default value is C.
  3. On the line “Backup.Root.Directory =” type the path that you want to use for backing the files up. The default path is: \Shoreware Backup\Backup
  4. On the line “Backup.Shoreware.Directory =” type the name of the file to which you want to back the files up. The default name is: \Shoreline Data

**Step 5** In the Shoreware File Location section, do the following to specify the location of the ShoreTel files on the current server:

* 1. On the line “ShoreWare.Scripts.Root.Directory=”, type the path to where the ShoreTel headquarters server backup scripts are located. The default value is: C:\Program files\Shoreline Communications\ShoreWare Server\Scripts
  2. On the line “ShoreWare.Scripts.DVM.Root.Directory=”, type the path to where the ShoreTel DVM server backup scripts are located. The default value is: C:\Program files\Shoreline Communications\ShoreWare Remote Server\Scripts

**Step 6** On the line “VMB.ip.list =”, type the IP addresses of the voicemail switches that you want this server to backup. Use a comma to separate the addresses. ***Chapter 20: System Recovery System Administration Guide ShoreTel 12.1 57***

**Step 7** On the line “UCB.ip.list =”, type the IP addresses of the Service Appliance 100s that you want this server to backup. Use a comma to separate the addresses.

**Step 8** On the line “PLINK.CMD =”, type the path where the PLINK command can be found. The default is: C:\Program files\Shoreline Communications\ShoreWare Server\Scripts\Sample\_Backup\_Restore\plink

**Step 9** On the line “PSCP.CMD =”, type the path where the PSCP command can be found. The default is: C:\Program files\Shoreline Communications\ShoreWare Server\Scripts\Sample\_Backup\_Restore\pscp

**Step 10** Click **File > Save** to save your changes.

**Performing a Complete Backup**

To perform a complete backup of your headquarters server, do the following:

**Step 1** Access the command prompt on the headquarters server.

**Step 2** Navigate to the directory where the ShoreTel backup and restore scripts arefound. The default path is:

**c:\program files (x86)\shoreline communications\shoreware**

**server\scripts\sample\_backup\_restore**

**Step 3** At the prompt, type:

**cscript.exe shoreware\_backup.wsf hq al**l

Press Enter.

After the process completes a folder named “**Shoreware Backup**” will be made and it will tell you the process is complete

**Performing a Complete Restore**

To do a restore be sure to have “**Shoreware Backup**” located in your scripts default saved location.

**Step 1** Access the command prompt on the headquarters server.

**Step 2** Navigate to the directory where the ShoreTel backup and restore scripts arefound. The default path is:

**c:\program files (x86)\shoreline communications\shoreware**

**server\scripts\sample\_backup\_restore**

**Step 3** At the prompt, type:

**cscript.exe shoreware\_restore.wsf hq al**l

Press Enter.

it will tell you the process is complete