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GUIDE

# MiContact Center Enterprise

## Open Applications Server – Data Backup and Restore User Guide

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## INTRODUCTION

The following sections identify the essential data that needs to be saved periodically in order to restore the OAS system in the case of unrecoverable failures like hardware failure. It is up to the user to select the procedure to backup the data that has been identified in this document. Though some procedures have been described for backing up the identified data the user can choose other procedures as desired. Irrespective of the selected backup procedure, the following is a list of the essential data that needs to be backed up:

1. Configuration data
2. System and user prompts
3. Performance data
4. Other data:
5. Speech Recognition Grammars
6. Speech Recognition Call Logs
7. Software Trace Files

## CONFIGURATION DATA

The OAS Configuration data is stored in files in the OCS Repository and the OCS Repository backup directories. These directories are OAS\OcsRepository and OAS\OcsRepositoryBkup, based on the location that has been selected during installation of OAS. All the files in these directories need to be backed up.

### BACKUP

All of the files in the OcsRepository and OcsRepositoryBkup directories should be copied to a safe location. OAS can be running when the files are copied to the safe location.

### FREQUENCY

Whenever OAS configuration data is modified.

### RESTORE

OAS must be stopped before the backed up files can be copied from the safe location to the OcsRepository directory. This can be accomplished by running the OASShutdown program located in the OAS\bin directory.

## SYSTEM AND USER PROMPTS

System prompts are prompt files installed by the OAS system; these prompts represent touch-tone sounds and common words like days of the week, months, numbers, etc for each of the languages. User prompts are application specific prompts that are recorded by the user. The directory containing the prompts is OAS\root\_container.

### BACKUP

All the files and subdirectories in the root\_container directory should be backed up at least once to a safe location. OAS can be running when they are copied.

### FREQUENCY

When User prompts are modified, or new prompt files are recorded.

### RESTORE

The entire directory structure should be copied from the safe location back to the original location. OAS can be running during this operation.

## OAS PERFORMANCE DATA

OAS Performance service uses this database to store the collected performance events into the Microsoft SQL database on the machine that is specified when installing OAS. The database machine name can be viewed using the OAS configuration tool. Three databases that are created on the Microsoft SQL server (MSDE) are

1. oaspc
2. oasppm
3. oasdefdb.

## BACKUP

A recommended method to backup databases is using the MS SQL server databases backup procedure, which can be scheduled to run periodically. The performance service is not affected while the backup procedure is going on as long as the database is available (which is the case with the SQL backup procedure).

Steps for SQL backup procedure:

1. From the SQL Server Enterprise Manager highlight the database that needs to be backed up.
2. Bring up the SQL server backup dialog box from the context sensitive menu (right click to access this menu) by pointing to All tasks and then clicking Backup database
3. Select the database backup destination by clicking Add in the destination section.
4. Enter the destination device or the backup location in the Select backup destination dialog. Click OK to exit the dialog
5. Select other options like schedule (for periodic backups).
6. Click OK to close the SQL server backup dialog box and backup the database.

## FREQUENCY

Databases oasdefdb and oasppm need to be backed up once after OAS is installed. Database oaspc needs backed up periodically based on the number of active performance measurements and the required availability of the measurement reports.

## RESTORE

All the three databases, oaspc, oasppm and oasdefdb, need to be restored in order for the performance service to function. Performance service is not fully functional until the databases have been properly located, It is recommended to restart the performance service after the databases have been restored.

Steps for SQL restore procedure:

1. From the SQL Server Enterprise Manager highlight the Databases item in the tree.
2. Bring up the SQL server restore dialog box from the context sensitive menu (right click to access this menu) by pointing to All tasks and then clicking Restore database.
3. Type in the database name that needs to be restored (like oaspc, or oasppm, or oasdefdb).
4. Bring up the Choose restore devices dialog by clicking Select devices.
5. Add the location (device) where the database has been backed up clicking
6. Add Exit the Choose restore devices dialog by clicking OK.
7. Click OK on the SQL server restore dialog box to restore the database.

## ASR AND TTS DATA

### SPEECH RECOGNITION GRAMMARS

These files are located in all servers on which Nuance ASR service is running or on a web server or network share.

#### BACKUP

Copy the \*.grxml files to a safe location

#### FREQUENCY

Whenever ASR Grammars are modified.

#### RESTORE

Copy from safe location to the appropriate directory.

### SPEECH RECOGNITION CALL LOGS

These files are stored under the Nuance\Speech Server\Server\session\waveforms-mrcp2 folder on the Nuance server. They contain information that can be used to tune Speech Recognition accuracy if necessary

#### BACKUP

Copy files to a safe location

#### FREQUENCY

If needed, these files should be backed up on a weekly basis and especially before uninstalling OAS, since the uninstall will delete the Logs folder and all its content.

#### RESTORE

Copy from safe location to the appropriate directory.

## SOFTWARE TRACE FILES

The OAS Software trace files are stored in the OAS\Trace folder and subfolders. These files do not need to be backed up however in case of intermittent performance problems these files may be needed by OAS technical support for the purpose of tracing these problems.

### BACKUP

Copy the OAS\Trace folder to a safe location.

### FREQUENCY

Before restarting OAS or rebooting the server

### Restore

The trace files do not need to be restored. They should be compressed and sent to OAS technical support when reporting performance problems.