

# Recover BCS- Restoring Primary to Service

Last Modified on 09/30/2015 11:28 am EDT

This process is used after a Business Continuity Service (BCS) failover where the Secondary Wave IP is now the active operational Wave IP. This process assumes that whatever problem existed with the Primary Wave IP has been resolved and this methodology has been chosen (see [Choosing BCS Recovery method](#)).

Since roles are changing repeatedly in these instructions, the original Primary Wave IP (that is being restored to service) will be called **Wave 1**. The active Secondary Wave IP, currently in service, will be called **Wave 2**.

1. Prepare **Wave 1** to return to service.

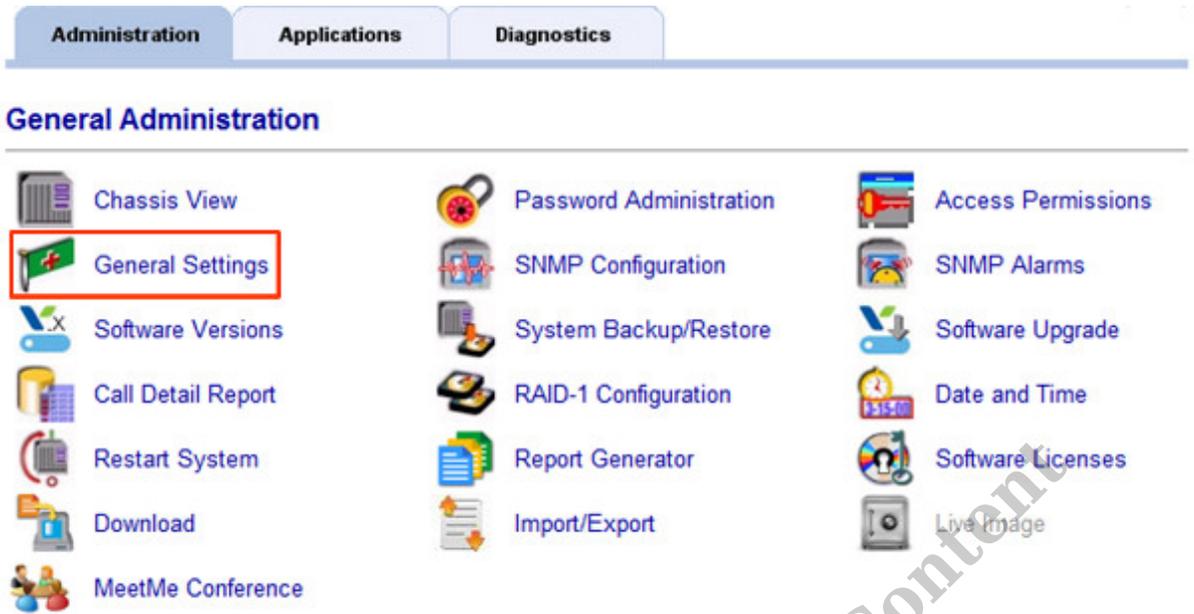
**NOTE:** *All of these initial steps should take place with the Wave not connected to the production network the **Wave 2** is active on.*

- a. Reset **Wave 1** to a default configuration by running an system recovery (IRDD) drive on the system.
- b. Log in to Global Administrator (see [Login to Wave IP Global Administrator](#)). Remember the Wave IP will be on the default 192.168.205.1 IP address.
- c. Change the IP addresses to be on a network with internet access (see [Set IP Network Settings](#)).
- d. Run Vertical Updates to make sure the box is on the latest software to match the new Primary (see [Use Vertical Updates](#)).
- e. Create any Global Administrator accounts.
- f. If an ODBC connection is set up for Call Classifier use on **Wave 1**.
- g. Change the IP addresses of **Wave 1** to IP addresses on the production network (see [Set IP Network Settings](#)). Do not plug it into the production network yet!

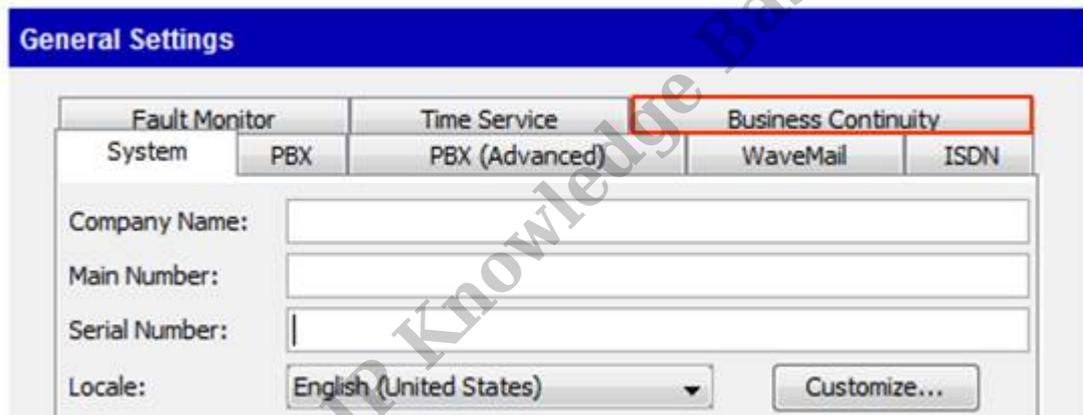
**NOTE:** *The IP address should not be the same as **Wave 2**. It's not recommended to use the original IP addresses of **Wave 1** either. This could cause an accident if devices attempt to connect to them.*

2. Clear the BCS settings from **Wave 2**.

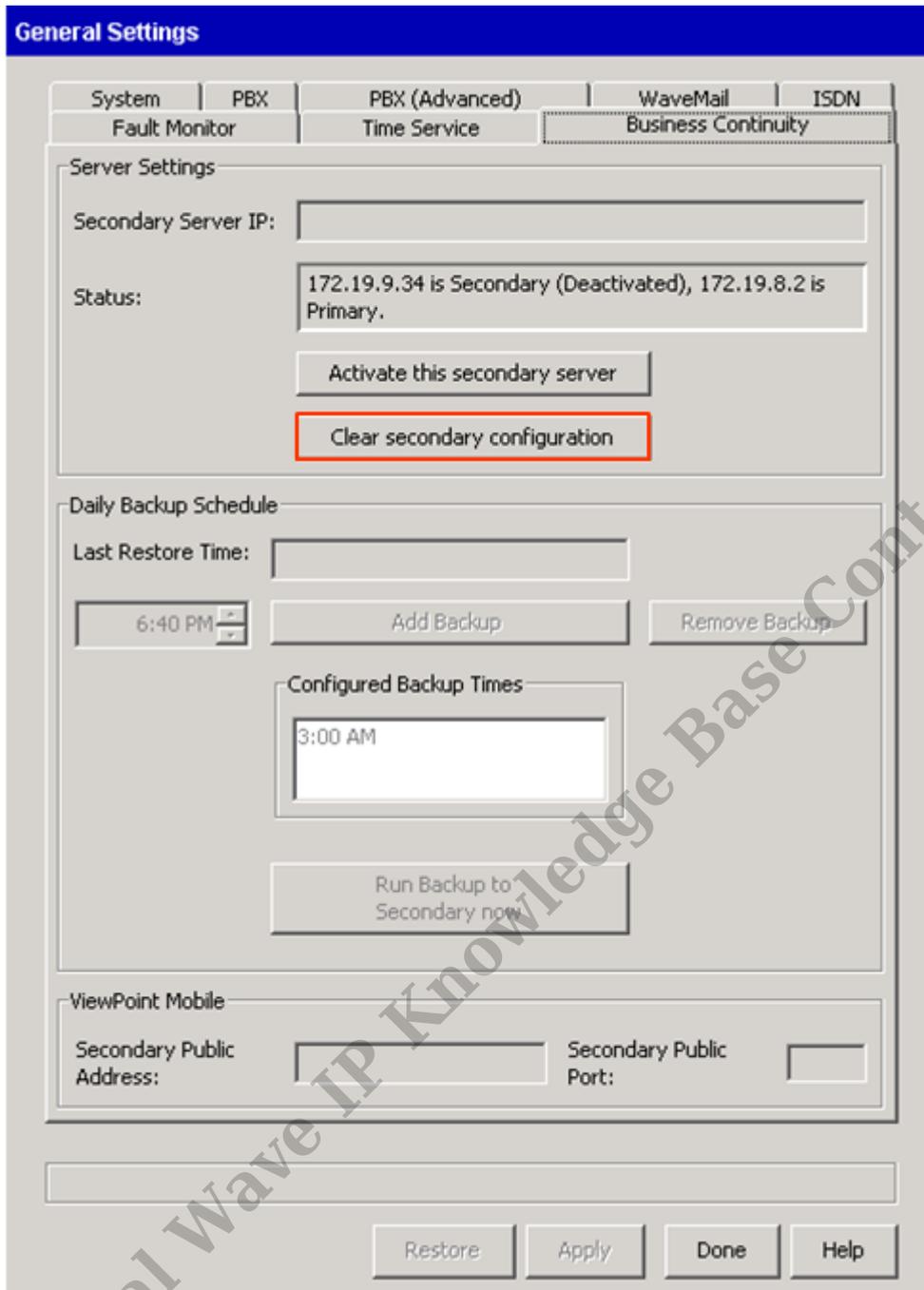
- a. Log in to Global Administrator on the active **Wave 2** (see [Login to Wave IP Global Administrator](#)).
- b. Click on General Settings.



c. Click on the Business Continuity tab.

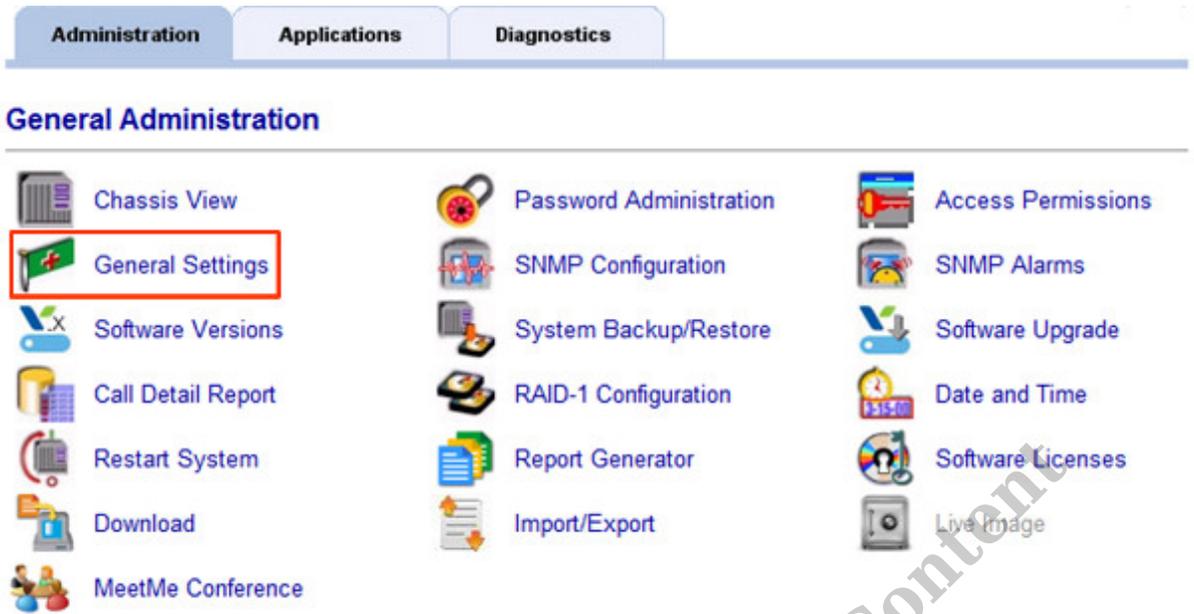


d. Click the Clear Secondary Configuration button. This returns the Wave IP to normal operation and it no longer assumes a BCS relationship with another Wave.

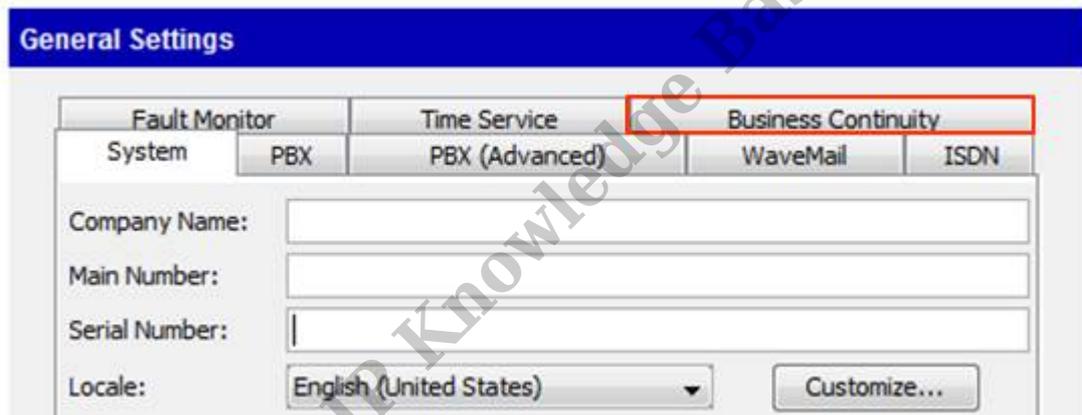


e. Click Done to leave the control panel.

3. Power up the **Wave 1** and connect it to the production network.
4. Join **Wave 1** to domain if domain membership is required. This would include adding Domain security groups for GA access.
5. Set **Wave 2** to be the temporary Primary. The goal here is to swap over the dataset with minimal down-time.
  - a. Login to Global Administrator on **Wave 2** (see [Login to Wave IP Global Administrator](#)).
  - b. In Global Administrator, click on General Settings.



c. Chose the Business Continuity Tab at the top.



d. Enter the IP address for the **Wave 1** in the Secondary Server IP. Click Establish Business Continuity Connection button to connect the two Waves.

**General Settings**

System	PBX	PBX (Advanced)	WaveMail	ISDN
Fault Monitor		Time Service	Business Continuity	

**Server Settings**

Secondary Server IP:

Status: Disabled: not configured as primary or secondary.

**Daily Backup Schedule**

11:50 AM

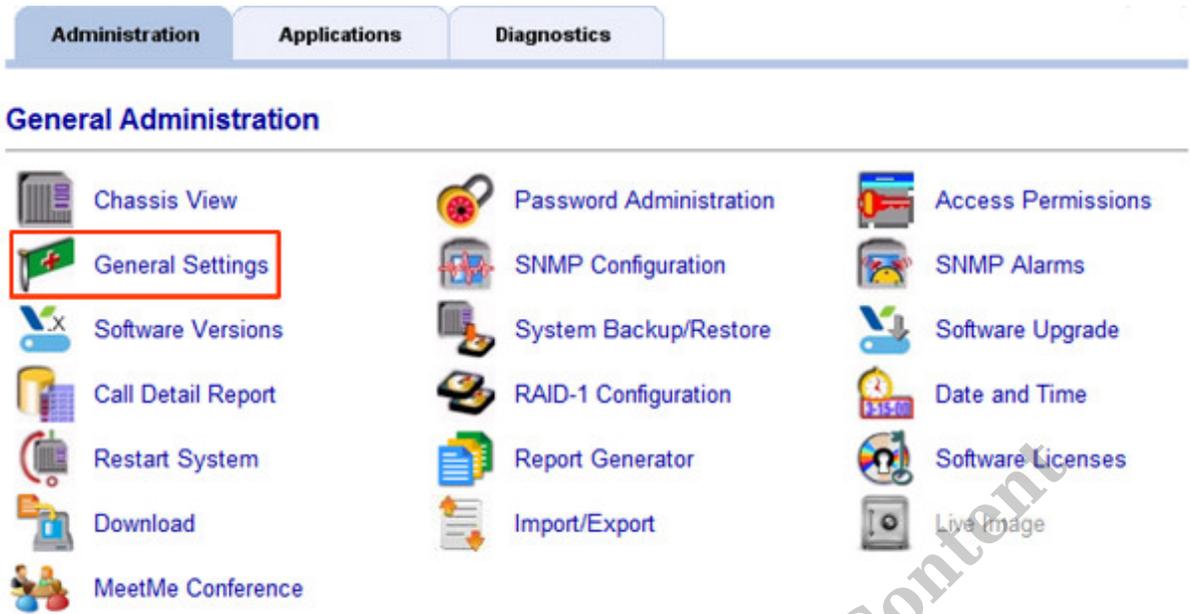
**Configured Backup Times**

3:00 AM

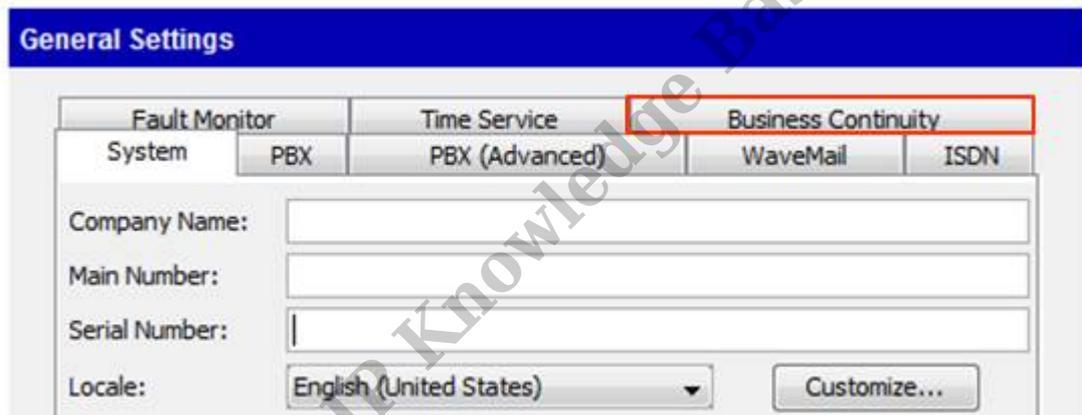
**ViewPoint Mobile**

Secondary Public Address:  Secondary Public Port:

- e. When using ViewPoint Mobile (VPM), set the secondary Public IP address and port for ViewPoint Mobile to use.  
Press the Apply button to Apply settings.
  - f. Click Run Backup to Secondary Now to make sure **Wave 2** to transfer the database.
6. Login to **Wave 1** to cut it over to be the Primary.
    - a. Login to Global Administrator on **Wave 1** (see [Login to Wave IP Global Administrator](#)).
    - b. In Global Administrator, click on General Settings.



c. Click on the Business Continuity tab.



d. Click on the Click the Activate this Secondary Server button. This will disable **Wave 2** and cut service over to **Wave 1**.

**General Settings**

System	PBX	PBX (Advanced)	WaveMail	ISDN
Fault Monitor		Time Service	Business Continuity	

**Server Settings**

Secondary Server IP:

Status: 172.19.9.34 is Secondary (Deactivated), 172.19.8.2 is Primary.

**Activate this secondary server**

Clear secondary configuration

**Daily Backup Schedule**

Last Restore Time:

6:40 PM

**Configured Backup Times**

3:00 AM

**ViewPoint Mobile**

Secondary Public Address:  Secondary Public Port:

e. **Wave 1** is now the Primary Wave and should be kept in production at all times. Make sure to test all endpoints and services to make sure they are fully operating on **Wave 1**.

7. Disconnect **Wave 2** from the network.

8. Clear the configuration of **Wave 2**.

**NOTE:** All of these initial steps should take place with the Wave not connected to the production network that **Wave 1** is active on.

- Reset **Wave 2** to a default configuration by running an system recovery (IRDD) drive on the system.
- Log in to Global Administrator (see [Login to Wave IP Global Administrator](#)). Remember the Wave IP will be on the default 192.168.205.1 IP address.

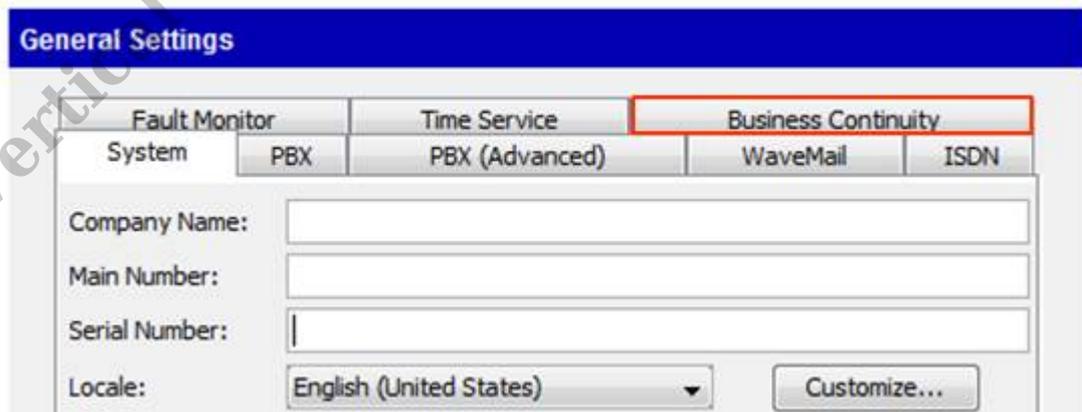
- c. Change the IP addresses to be on a network with internet access (see [Set IP Network Settings](#)).
- d. Run Vertical Updates to make sure the box is on the latest software to match the new Primary (see [Use Vertical Updates](#)).
- e. Create any Global Administrator accounts.
- f. If an ODBC connection is set up for Call Classifier use on **Wave 2**.
- g. Change the IP addresses of **Wave 2** to IP addresses on the production network (see [Set IP Network Settings](#)). Do not plug it into the production network yet!

9. Clear BCS configuration on **Wave 1**.

- a. Log in to Global Administrator on the active **Wave 1** (see [Login to Wave IP Global Administrator](#)).
- b. Click on General Settings.



- c. Click on the Business Continuity tab.



- d. Click the Clear Secondary Configuration button. This returns the Wave IP to normal operation and it no longer assumes a BCS relationship with another Wave.

**General Settings**

System	PBX	PBX (Advanced)	WaveMail	ISDN
Fault Monitor		Time Service	Business Continuity	

**Server Settings**

Secondary Server IP:

Status: 172.19.9.34 is Secondary (Deactivated), 172.19.8.2 is Primary.

Activate this secondary server

**Clear secondary configuration**

**Daily Backup Schedule**

Last Restore Time:

6:40 PM

**Configured Backup Times**

3:00 AM

Run Backup to Secondary now

**ViewPoint Mobile**

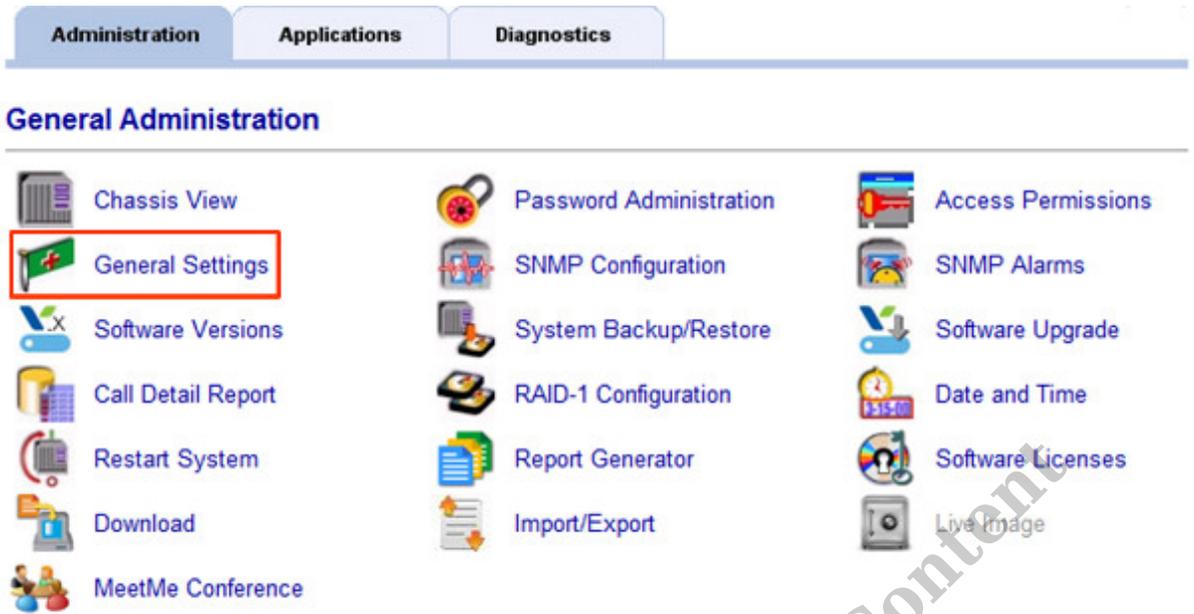
Secondary Public Address:  Secondary Public Port:

e. Click Done to leave the control panel.

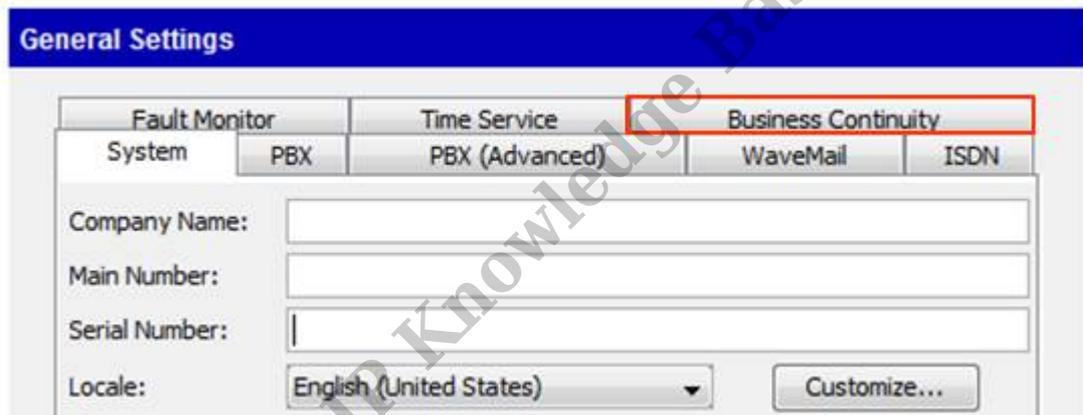
10. Plug **Wave 2** into the production network.

11. Restore BCS setup.

- a. Login to Global Administrator on **Wave 1** (see [Login to Wave IP Global Administrator](#)).
- b. In Global Administrator, click on General Settings.



c. Chose the Business Continuity Tab at the top.



d. Enter the IP address for the **Wave 2** in the Secondary Server IP. Click Establish Business Continuity Connection button to connect the two Waves.

**General Settings**

System	PBX	PBX (Advanced)	WaveMail	ISDN
Fault Monitor		Time Service	Business Continuity	

**Server Settings**

Secondary Server IP:

Status: Disabled: not configured as primary or secondary.

**Daily Backup Schedule**

11:50 AM

**Configured Backup Times**

3:00 AM

**ViewPoint Mobile**

Secondary Public Address:  Secondary Public Port:

- e. When using ViewPoint Mobile (VPM), set the secondary Public IP address and port for ViewPoint Mobile to use.
- f. Set the automated backup schedule for BCS. Adjust the time for each additional backup and then press the Add Backup button to add it to the list. See [Planning the Business Continuity Service \(BCS\) backup schedule](#).

**General Settings**

System	PBX	PBX (Advanced)	WaveMail	ISDN
Fault Monitor		Time Service	Business Continuity	

**Server Settings**

Secondary Server IP:

Status: 172.18.8.2 is Primary, 172.18.8.32 is Secondary.

**Daily Backup Schedule**

11:38 AM

**Configured Backup Times**

10:30 PM

**ViewPoint Mobile**

Secondary Public IP:  Secondary Public Port:

12. Click Run Backup to Secondary Now to make sure the Secondary Wave IP is immediately configured for Failover.

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