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 <u>Choosing BCS Recovery method</u>).

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 <u>Login to Wave IP Global Administrator</u>). 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 <u>Set IP</u> <u>Network Settings</u>).
- d. Run Vertical Updates to make sure the box is on the latest software to match the new Primary (see <u>Use Vertical Updates</u>).
- 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 <u>Set IP Network Settings</u>). 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 <u>Login to Wave IP</u> <u>Global Administrator</u>).
 - b. Click on General Settings.

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c. Click on the Business Continuity tab.

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Fault Monit	tor	Time Service	Business Contin	uitv
System	PBX	PBX (Advanced)	WaveMail	ISDN
Company Name: Main Number: Serial Number:		1-now		
Locale:	English	(United States)	- Customi	ze

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. Vertical

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- 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 <u>Login to Wave IP Global</u> <u>Administrator</u>).
 - b. In Global Administrator, click on General Settings.

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c. Chose the Business Continuity Tab at the top.

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eral Settings	3			
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Fault Mor	nitor	Time Service	Business Contin	nuity
System	PBX	PBX (Advanced)	WaveMail	ISDN
Main Number: Serial Number:		1 - no		

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.

eral Settings	
System Pi Fault Monitor	BX PBX (Advanced) WaveMail ISDN Time Service Business Continuity
Server Settings	
Secondary Server	IP:
Status:	Disabled: not configured as primary or secondary.
	Establish Business Continuity Connection
Daily Backup Sched	lule
11:50 AM	Add Backup Remove Backup
	Configured Backup Times
	Run Backup to Secondary now
ViewPoint Mobile	
Secondary Public Address:	Secondary Public Port:
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- 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 <u>Login to Wave IP Global</u> <u>Administrator</u>).
 - b. In Global Administrator, click on General Settings.

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c. Click on the Business Continuity tab.

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Fault Moni	tor	Time Service	Business Contin	uity
System	PBX	PBX (Advanced)	WaveMail	ISDN
Company Name: Main Number: Serial Number:		1 - TO ONI]

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

eral Settings			
System PBX	PBX (Advanced)) WaveMail	I ISDN
Fault Monitor	Time Service	Business Contin	uity
Server Settings			
Secondary Server IP:			
Status:	172.19.9.34 is Secondary Primary.	(Deactivated), 172.19.	8.2 is
	Activate this secondary	server	
	Clear secondary config	uration	
Daily Backup Schedule -			
Last Restore Time:			
6:40 PM	Add Backup	Remove B	Backup
	Configured Backup Times— 3:00 AM	age Bas	
	Run Backup to Secondary now		
ViewPoint Mobile			
Secondary Public Address:		Secondary Public Port:	
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- 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.
  - a. Reset **Wave 2** to a default configuration by running an system recovery (IRDD) drive on the system.
  - b. Log in to Global Administrator (see <u>Login to Wave IP Global Administrator</u>). 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 <u>Set IP</u> <u>Network Settings</u>).
- d. Run Vertical Updates to make sure the box is on the latest software to match the new Primary (see <u>Use Vertical Updates</u>).
- 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 <u>Set IP Network Settings</u>). 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 <u>Login to Wave IP</u> <u>Global Administrator</u>).
  - b. Click on General Settings.



c. Click on the Business Continuity tab.

Fault Mo	nitor	Time Service	Business Contin	nuity
System	PBX	PBX (Advanced)	WaveMail	ISDN
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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.

System	PBX	PBX (Advanced)	1	WaveMail	I ISDN
Fault Monito	or	Time Service		Business Contir	nuity
Server Settings					
Secondary Serv	er IP:				
Status:		172.19.9.34 is Seconda Primary.	ry (Deac	tivated), 172.19	.8.2 is
		Activate this seconda	ry serve	r	
	6	Clear secondary conf	iguration		
Daily Backup Sch	nedule				
Last Restore Tir	ne:				
6:40 PM	·	Add Backup		Remove 8	Backup
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		Secondary now			
ViewPoint Mobile	,				
Secondary Publ Address:	ic [	3	Seco Port	ndary Public	
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- 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 <u>Login to Wave IP Global</u> <u>Administrator</u>).
- b. In Global Administrator, click on General Settings.

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Gene	ral Administra	ation				
	Chassis View	(	2	Password Administration	0==	Access Permissions
TF	General Setting	s 🖡	-	SNMP Configuration	<b>P</b>	SNMP Alarms
Xx	Software Versio	ns D		System Backup/Restore	2	Software Upgrade
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c. Chose the Business Continuity Tab at the top.

Vertical

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.

ral Settings	
System PB	X PBX (Advanced) WaveMail ISDN
Server Settings	
Secondary Server I	P:
Status:	Disabled: not configured as primary or secondary.
	Establish Business Continuity Connection
Daily Backup Schedu	le
11:50 AM 🔒	Add Backup Remove Backup
Γ	Configured Backup Times
	Run Backup to Secondary now
ViewPoint Mobile	
Secondary Public Address:	Secondary Public Port:
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- 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 <u>Planning</u> the Business Continuity Service (BCS) backup schedule.

System   PBX   PBX (Advanced)   WaveMail   ISDN     Fault Monitor   Time Service   Business Continuity     Server Settings   Secondary Server IP:	neral Settings			
Fault Monitor   Time Service   Business Continuity     Server Settings   Secondary Server IP:   Itel: I	System PBX	PBX (Advanced)	WaveMail	ISDN
Server Settings Secondary Server IP: Status: 172.18.8.2 is Primary, 172.18.8.32 is Secondary. Disable Business Continuity Connection Daily Backup Schedule 11:38 AM Add Backup Configured Backup Times Run Backup to Secondary now Run Backup to Secondary now ViewPoint Mobile Secondary Public IP: 172,18.8.32 Secondary Public Port: 50070 Restore Apply Done Help	Fault Monitor	Time Service	e Service Business Continuity	
Secondary Server IP: Status: 172.18.8.2 is Primary, 172.18.8.32 is Secondary. Disable Business Continuity Connection Daily Backup Schedule 11:38 AM A Add Backup Remove Backup of Configured Backup Times Run Backup to Secondary now UiewPoint Mobile Secondary Public IP: 172.18.8.32 Secondary Public Port: 50070 Restore Apply Done Help	Server Settings	]		
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Disable Business Continuity Connection Daily Backup Schedule 11:38 AM Add Backup Remove Backup O Configured Backup Times Run Backup to Secondary now ViewPoint Mobile Secondary Public IP: 172.18.8.32 Secondary Public Port: 50070 Restore Apply Done Help		[		
Daily Backup Schedule     11:38 AM     Add Backup     Configured Backup Times     I0:30 PM     Run Backup to     Secondary now     UewPoint Mobile     Secondary Public IP:     172.18.8.32     Secondary Public Port:     50070     Restore     Apply     Done		Disable Busines	s	
Daily Backup Schedule     11:38 AM     Add Backup     Configured Backup Times     I0:30 PM     Run Backup to     Secondary now     ViewPoint Mobile     Secondary Public IP:     172.18.8.32     Secondary Public IP:     Restore     Apply     Done     Help				
11:38 AM   Add Backup   Remove Backup     Configured Backup Times   Run Backup to Secondary now     10:30 PM   Run Backup to Secondary now     ViewPoint Mobile   Run Backup to Secondary Public Port: 50070     ViewPoint Mobile   Restore     Add Backup   Add Backup     Restore   Apply     Done   Help	-Daily Packup Schoduly			
11:38 AM   Add Backup   Remove Backup     Configured Backup Times   Run Backup to Secondary now     10:30 PM   Secondary now     ViewPoint Mobile   ViewPoint Mobile     Secondary Public IP:   172.18.8.32   Secondary Public Port:     50070   Restore   Apply   Done     Help	Daily Backup Schedule			
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10:30 PM Secondary now   ViewPoint Mobile ViewPoint Mobile   Secondary Public IP: 172.18.8.32   Secondary Public IP: 172.18.8.32   Restore Apply   Done Help	Configured Backup	Times		
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12. Click Run Backup to Secondary Now to make sure the Secondary Wave IP is immediately configured for Failover.

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