



Genesys Quality Management 8.1

Backup Guide

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Chapter

1

Introduction

This chapter provides an overview of this document, identifies the primary audience, introduces document conventions, and lists related reference information.

This chapter contains the following sections:

[Document Purpose](#)

[Audience](#)

[Document Version](#)

[Typographical Conventions](#)

[Expected Knowledge](#)

Document Purpose

This document is targeted at Call Recording system administrators and offers recommendations on how to integrate a Call Recording server into your institution's overall disaster recovery plan.

Please note that deployment of these scripts requires at least basic knowledge of Linux systems.

For further assistance or information contact
<http://genesyslab.com/support/contact>

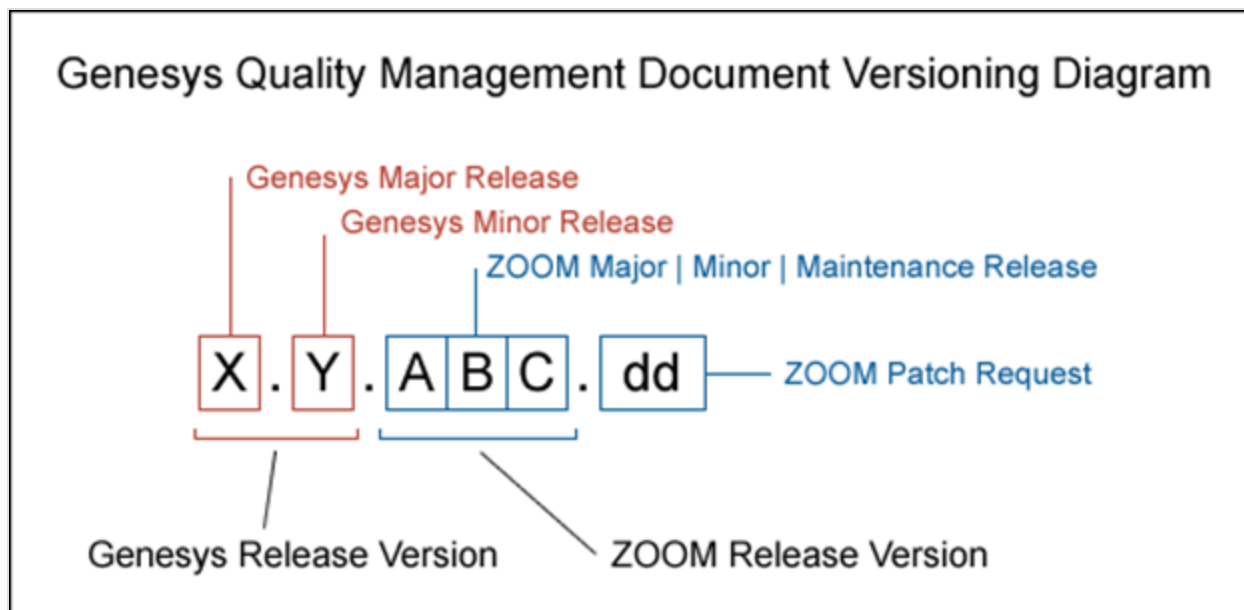
Audience

This document is intended for the technicians responsible for system administration and maintenance.

Document Version

The Genesys Quality Management products are provided by a partnership between Genesys and ZOOM International. The Genesys Quality Management products use a versioning format that represents a combination/joining of the versions used by these two separate entities. Although the Genesys Quality Management products and documentation use this combined versioning format, in much of the software and logs you will see the ZOOM versioning alone. You need to be aware of this, for example, when communicating with Technical Support.

The version for this document is based on the structure shown in the following diagram:



Typographical Conventions

Names of functions and buttons are in bold. For example: **Upload**.

File names, file paths, command parameters and scripts launched from the command line are in non-proportional font.

Referred documents are in italics. For example: see the document *This is a Document* for more information.

Code is placed on a gray background and bordered

Hyperlinks are shown in blue and underlined:

<http://genesyslab.com/support/contact>.

Expected Knowledge

Readers of this document are expected to have the following skills or knowledge:

- Basic functionality of Genesys Call Recording system
- Knowledge of Red Hat Enterprise Linux or CentOS installation and configuration
- Unix-system administration skills.

Chapter

2

Backup Recommendations

This chapter provides recommendations for backup procedures suitable for QM Suite:

[Compatible Backup Agents](#)

[Target components](#)

[Genesys Backup Scripts](#)

Compatible Backup Agents

Genesys Quality Management solutions are built on Red Hat Linux operating systems. When choosing a third party backup agent, make sure it is compatible with the currently installed version of RedHat on your Call Recording server.

This can be verified in the system by issuing the command

```
cat /etc/redhat_release
```

We do not provide system backup solutions.

Target components

- Calls
- Database
- Configuration

Back up calls

Recommended period: Daily

Days to keep: Depending on data retention policy and storage capability

Recommended tool: Call Recording Archive

Using the Call Recording Archive Tool for backing up calls is highly recommended. Archived calls can be easily restored with all of the information about the calls. (please refer to the Call Recording admin guide)

Back up the database

Recommended period: Daily

Days to keep: 14 days history

Recommended tool: Genesys database backup script.

Back up Call Recording configuration

Recommended period: Weekly

Days to keep: 21 days history

Recommended tool: Genesys configuration backup script

Genesys Backup Scripts

Download

Both Configuration and Database backup scripts can be found in the archive under following link:

http://download.zoomint.com/CallREC/Backup/ZOOM_CFG_DB_Backup_Scripts.zip

This archive will always contain the latest version of the backup scripts.

Configuration

There are a few important variables to configure in the scripts.

`TARGETDIR` – target directory where the backups will be saved. If this directory doesn't exist, the script will attempt to create it.

`ROTATES` – number of previous backups to be kept. i.e. if `ROTATES` is set to 5, it will keep 5 previous backups + the current one.

`NOTIFY` – enables or disables e-mail notification. 0 = OFF / 1 = ON

`EMAIL` – if you enable e-mail notifications, configure the recipients here. You can use a space or a semicolon between recipients as a separator to configure more than 1 recipient.

For the database backup script, there is also the `DATABASENAME` variable, which specifies the name of your Call Recording database.

Other variables do not need to be changed.

Please note that the `LOGFILE` and `LOCKFILE` directories need to exist. These directories are created by default during Call Recording installation, so they should not have to be created manually. Check that the directories exist prior to running the script for the first time.

Implementation

The use of cron task scheduler is recommended. To implement these scripts on the server:

1. Copy the scripts to the server. We recommend placing the scripts into the directory `/opt/callrec/bin/` in order to maintain a reasonable logical structure of data placement.
2. Make sure that the scripts are executable by issuing the following commands.

```
chmod +x backup_database.sh
chmod +x backup_configuration.sh
```

3. Create a new job for cron. Open up `/etc/cron.d/callrec` in a text editor, for example vim.

```
vim /etc/cron.d/callrec
```

4. Add the following entries (assuming you are deploying both scripts):

```
0 0 * * 0 root /opt/callrec/bin/backup_configuration.sh
30 0 * * * root /opt/callrec/bin/backup_database.sh
```

These entries will make cron run the configuration backup run every Sunday at 00:00, and run the database backup every day at 00:30.

For more information about cron job scheduling, please refer to cron man pages, or search the Internet for a guide. For example, <http://www.cyberciti.biz/faq/how-do-i-add-jobs-to-cron-under-linux-or-unix-oses/>.

5. When you have finished editing the file, save it and restart cron daemon to apply the changes.

```
/etc/init.d/crond restart
```

6. You have now successfully deployed the backup scripts.

Chapter

3

Request Technical Support

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