

SIP Phone Support

VoIP Media Gateways

Configuration Note

How to Backup and Restore SPS



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Reader's Notes

Notice

This document describes how to perform SPS backup and Restore for both SPS installed on OSN and/or external server (Microsoft Hyper-V or VMware).

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Related Documentation

Manuals Name
LTRT-26601 SPS for Microsoft Lync Server 2010 Administrator's Guide
LTRT-29200 SPS Upgrade from OCS 2007 R2 to Lync Technical Note_v2.40
LTRT-00831 Installing SPS on Microsoft Hyper-V Configuration Note Ver. 2.40

Reader's Notes

1 Introduction

This document describes the procedures required to perform backup and restore of the SPS system.

This procedure consists of the following steps:

1. **Step 1:** Backing up user settings (see Section 2 on page 9).
2. **Step 2:** Backing up the SPS and IP Phones configuration files (see Section 3 on page 10).
3. **Step 3:** Installing the SPS from the USB dongle (see Section 4 on page 11).
4. **Step 4:** Installing SPS on a Virtual Machine - Hyper-V (see Section 5 on page 13).
5. **Step 5:** Upgrading the SPS to the latest version (see Section 6 on page 14).
6. **Step 6:** Obtaining a new license for the SPS (see Section 7 on page 15).
7. **Step 7:** Restoring IP Phone templates (see Section 8 on page 158).
8. **Step 8:** Importing all Users (see Section 9 on page 16).

Reader's Notes

2 Step 1: Back Up Users Settings

To back up all system users with their settings, you can export all Active Directory user entries to an SPS import file format using the SPS Admin. See Section "To export user entries" in the document *LTRT-26601 SPS for Microsoft Lync Server 2010 Administrator's Guide*.



Tip: It is recommended to export users periodically or each time a user is added or removed from the system. The export users file should be archived to a secure location.

3 Step 2: Back Up the SPS and IP Phones Configuration Files

Back up the following configuration files:

File	Location
SPS files	<i>C:\Program Files\Audiocodes\SPS</i>
IP Phone template files configuration	<i>C:\VTEE_ROOT</i>
IP Phone configuration files	<i>C:\ftpsrv\files</i>

4 Step 3: Install the SPS from USB Dongle

To install the SPS from the USB dongle (relevant for the OSN installation), refer to the document *LTRT-29200 SPS Upgrade from OCS 2007 R2 to Lync Technical Note_v2.40*.

5 Step 4: Install the SPS on a Virtual Machine - Hyper-V

To install the SPS on Hyper-V, refer to the document *LTRT-00831 Installing SPS on Microsoft Hyper-V Configuration Note Ver. 2.40*.



Tip: When using SPS installed on a virtual machine, it is recommended to perform a periodical system snapshot of the entire operating system and its file system. This is the fastest way to restore the SPS system.

6 Step 5: Upgrade the SPS to the Latest Version

After you have installed the SPS image, you need to upgrade the SPS to the same version that it was before you performed the system backup.

You can download the latest SPS version from the AudioCodes FTP site at <ftp://ftp.audiocodes.com>, using the user name "sps-read" and password "note3d".



Tip: It is recommended to always save the latest upgrade files used by your system to a secure location. These SPS upgrade files should be used when restoring to a new system.

7 Step 6: Obtain a New License for the SPS

After installing the new SPS, you need to obtain a new valid SPS license for the new system.

➤ **To obtain a new license for the SPS:**

1. Using the SPS Web Admin, create the C2V (Client to Vendor) file. The C2V file is the installed system signature. For more information on how to generate the C2V file, refer to Section "Activating the SPS License" in the *SPS for Lync Quick Start Guide*.
2. Send the C2V file to AudioCodes support with the SPS purchase order (PO) number.
3. Receive the V2C (Vendor to Client) file from AudioCodes support. The V2C is the SPS permanent license.
4. Activate the SPS with the permanent license.

8 Step 7: Restore IP Phones Templates

You need to restore all the IP Phone template files from their last saved backup.
Copy all files from the last backup to the *C:\VTEE_ROOT\EEAdmin\ipphoneFiles* folder.

9 Step 8: Import all Users

You need to import all saved users with their settings back to the system.

Refer to Section “Importing Users” in the *LTRT-26601 SPS for Microsoft Lync Server 2010 Administrator’s Guide* document.

Reader's Notes



Configuration Note