

Backups take a long time on appliance



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Overview

Swivel appliances make a daily basis or manually, see [Backup Appliance](#). This document looks at possible causes of backups taking longer than usual.

Prerequisites

Swivel 3.x

Swivel hardware or Virtual appliance 2.x

Symptoms

The Swivel appliance backup is taking longer than usual.

Solution

There may be a larger than usual number of files being backed up. Check disk usage, see [Appliance Disk full](#), particularly check under `/var/log/tomcat`. The previous link provides solutions on reducing the number of log files.

Using an Active/Active appliance will reduce the impact of backups taking a long time since it does not require the database to be stopped, unlike the Standalone Virtual or Hardware appliance as this does require the Swivel local database to be stopped.

The backup is usually run at 04.00, if this is an inconvenient time it may be possible to change the backup start time.