

# Restore Appliance

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## Overview

This document covers how to restore data and configuration to an appliance. A restore will set the appliance back to the time the backup was made. [Restore Point](#) allows a restore to factory defaults or when the restore point was created. For information on backup see [Backup Appliance](#).

To perform a bare metal recovery of an appliance see [Recovery Disk for Appliances How to Guide](#)

## Prerequisites

Swivel appliance with [CMI](#)

Swivel data backup

Note The data restore must match the data restore appliance type, e.g. primary master to primary master, VM to VM, hardware to hardware.

## Symptoms

Restore required

## Restore Procedure

On the server to be restored

If a bare metal recovery is required, then basic networking information will need to be added to the appliance such as IP address, Netmask and Gateway.

### Copy backup files to the Swivel server

If restoring from a backup on the Swivel server then this step can be skipped. If required copy the backup files filename.tar.gz and filename.info to the Swivel server folder /backups

See [Copying appliance files How to Guide](#), it may be necessary to perform some network configuration if files are to be restored from a network backup server.

### Perform the Restore

**WARNING: This process will overwrite existing data on the Swivel server**

Login as admin to the [CMI](#) either on the console or through SSH and select:

Backup & Restore

select Restore

Select a backup required, then follow the steps as required.

The file names are given in date format; day, month, year

Select a Backup archive to restore from

```
1.  : (200514.23647).tar.gz
2.  : (190514.18638).tar.gz
3.  : (180514.15169).tar.gz
4.  : (170514.10149).tar.gz
```

Select:

By continuing, this process will overwrite the current Swivel DB, and possibly the configuration and appliance settings (including network and password information). Ensure there is a current backup of the appliance and Swivel before continuing.

Reason: backup

1. Swivel DB only, NO configuration files
2. Full restore of appliance, and Swivel
0. Backup Menu

Are you sure? (Yes/No):

```
1. Restoring /etc
  2. External DB in use; manual restore required
  3. Restoring Tomcat
Stopping Tomcat:                                [ OK ]
waiting for processes to exit
waiting for processes to exit
waiting for processes to exit
killing processes which didn't stop after 15 seconds
                                                    [ OK ]
cp: cannot stat `/backups/200514.2708/tomcat/logs/*': No such file or directory
  4. Restoring Webmin
  5. Restoring MON
  6. Restoring Heartbeat
  7. Restoring scripts
```

The restore process has now completed.

Please reboot the appliance for all changes to take effect.  
The appliance will respond on 192.168.1.54 after a reboot.

Press Return to Continue.

## Reboot

When performing a full restore reboot the Swivel server.

## Verify data and synchronisation

Verify that the Swivel server has the correct configuration and that the MySQL Db is in synchronisation.

## Known Issues

Restore does not remove database tables if recovering from Swivel version 3.9.6 to a backup with an earlier Swivel version. The Table PINSAFEQ would need to be manually deted.

## Troubleshooting

### The backup archive has failed to expand.

Press return to exit

The root partition may have become filled, see [Appliance Disk full](#) to resolve any disk space issues. The backup files themselves may be of 0 size and therefore invalid to restore.