

# Active appliance

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## Overview

Swivel appliances automatically make a backup at 04.00. To manually make a backup of Swivel Active/Active appliances follow the below instructions. See also [Backup PINsafe How to Guide](#), the [Automated FTP Backups](#) and [Automated SCP Backups](#).

See also [Appliance Backup Time Configuration](#) and [Retrieving PINsafe backup files using Webmin](#).

## Prerequisites

PINsafe Active/Active appliance with CMI

## Symptoms

Backup required

## Solution

On the Active Master

Login as admin either on the console or SSH and select:

```
"Backup & Restore"  
"Backup PINsafe, and PINsafe configuration files"
```

The system will prompt for a backup reason. Enter a reason, or press enter to ignore

Expected results:

Master

```
#####  
Backup Started : Sun Nov  1 15:20:06 GMT 2009  
#####  
  
Backing up Webapps & MySQL DB...  
Copying MySQL: "pinsafe" DB  
Copying Tomcat webapps and log files  
  
#####  
Backup Finished : Sun Nov  1 15:20:14 GMT 2009  
#####  
  
Press Return to continue
```

## Trouble Shooting

Ensure that the "Copying MySQL: "pinsafe" DB" line correctly reflects the name of the MySQL DB in use. This may be checked by looking on the DB page within PINsafe