

Restore Appliance

Contents

- 1 Overview
- 2 Prerequisites
- 3 Symptoms
- 4 Restore Procedure
 - ◆ 4.1 Copy backup files to the Swivel server
 - ◆ 4.2 Perform the Restore
 - ◆ 4.3 Reboot
 - ◆ 4.4 Verify data and synchronisation
- 5 Known Issues
- 6 Troubleshooting

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.