

Recover CCE Data with Manual Synchronization Methods

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Introduction

This document describes how to recover data from Cisco Contact Center Enterprise (CCE) Historical Data Server (HDS) or Logger.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unified Contact Center Enterprise (UCCE)
- Package Contact Center Enterprise (PCCE)

Components Used

The information in this document is based on these software versions:

- Unified Contact Center Enterprise (UCCE/PCCE) 12.5

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Problem Statement - Logger/HDS Database

If services are stopped on a Logger/HDS, such as due to a network or service outage, data could

be differed or missed in the reports. The logger that has the data gap needs to be re-synced to its peer and then the HDS is reconfigured to pull back the data from the logger.

Option 1: ICMDBA Manual Synchronization (Logger A to Logger B as an example)

You must perform these procedures to synchronize the Logger configuration data between Logger A and Logger B :

1. Export the configuration data on Logger A and Logger B.
2. Synchronize the configuration data in the database between Logger A and Logger B.

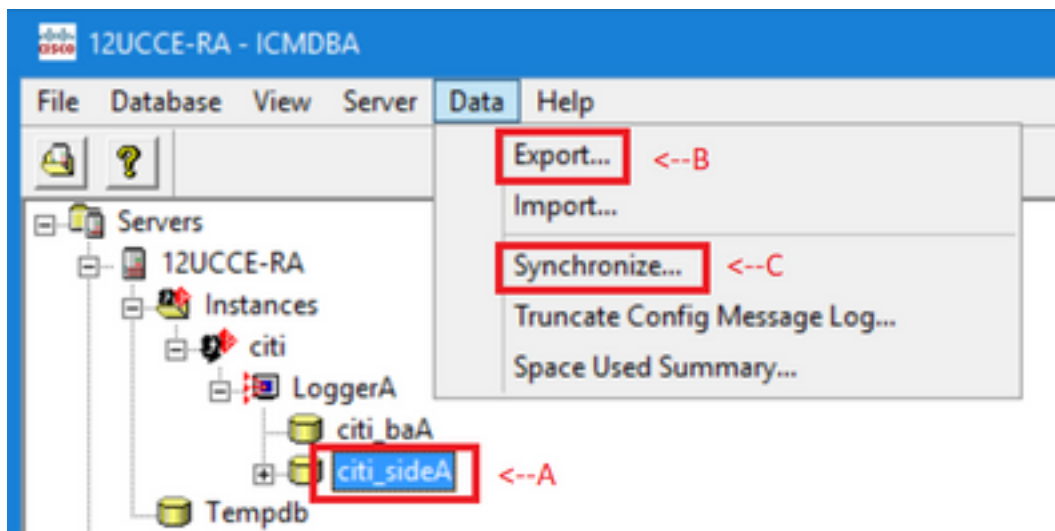
Export the Configuration Data

Complete these steps to export the configuration data on both Logger A and Logger B:

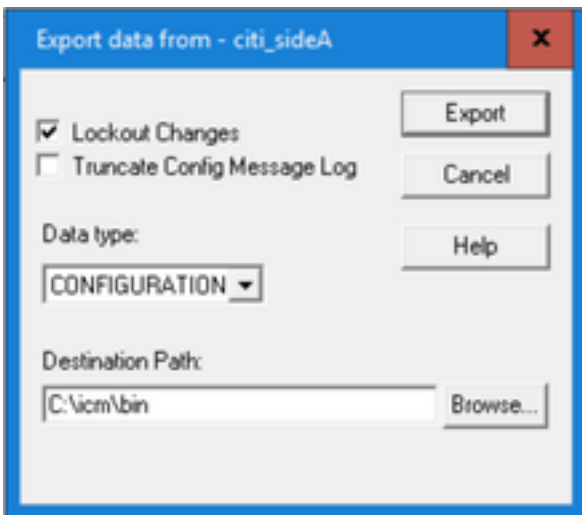
Step 1. Stop the Logger service.

Step 2. Select **Start > Run**, type ICMDBA, and click **OK** to start ICMDBA.

Step 3. Select the database as shown by arrow A in the image to specify the server, instance, and node.



Step 4. Select **Data > Export** from the menu bar, as shown by arrow B in the image.

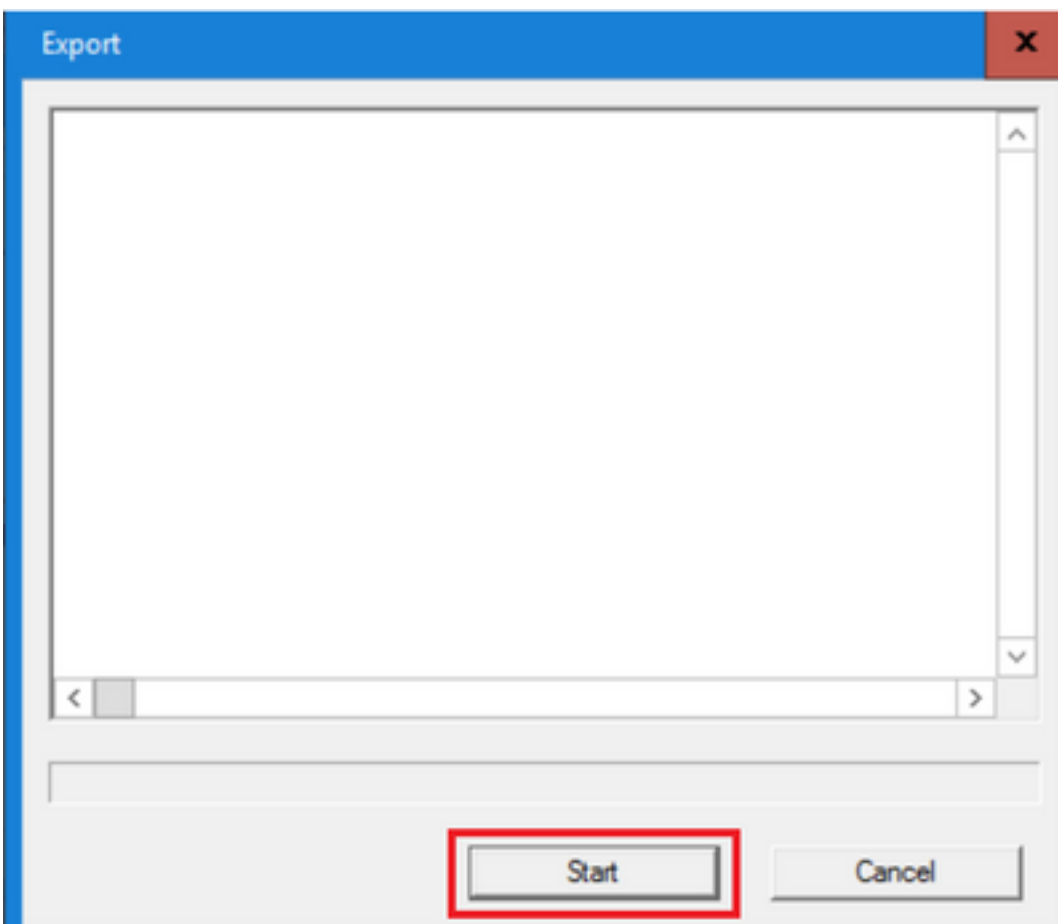


Step 5. Select **CONFIGURATION** from the Data type dropdown list.

Step 6. Use the Browse button to indicate the data destination path.

Step 7. Check Lockout Changes to ensure that changes are not made to the database during the export operation.

Step 8. Click **Export**.



Step 9. Click **Start** to export the configuration data. When the process is complete, a message is displayed

which indicates the action was successful. Click **OK** and then click **Close** to exit.

Step 10. Start the Logger service.

Synchronization the Configuration Data

This procedure copies valid configuration data from the Logger to the paired Logger. Complete the steps in one of these sections to synchronize the Logger database.

Copy the Configuration Data from Logger A to Logger B.

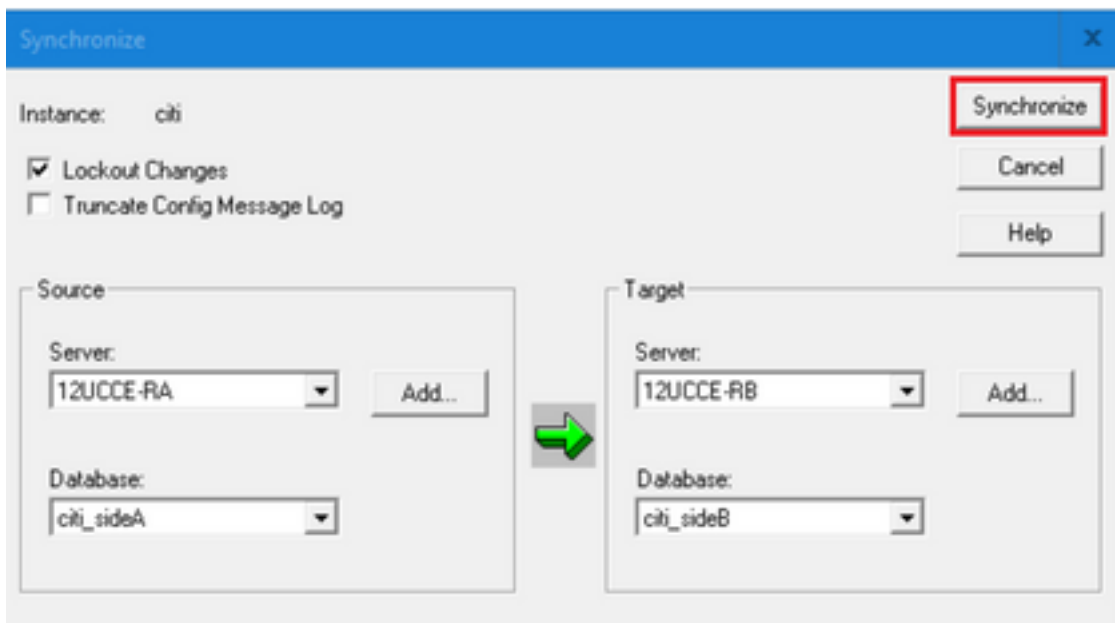
Copy the Configuration Data from Logger B to Logger A.

Complete these steps if the configuration data in Logger A is valid and you want to copy the data to Logger B:

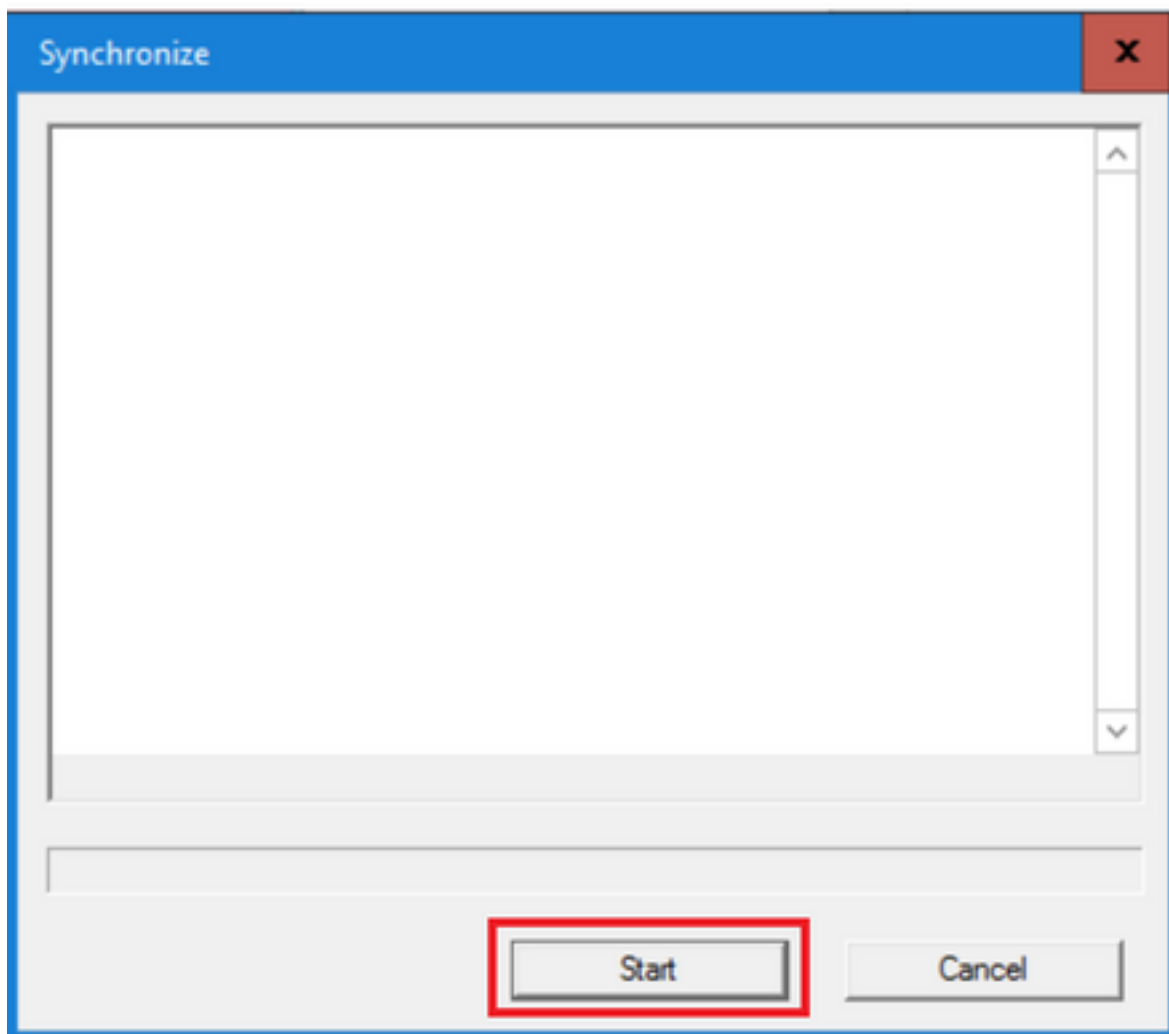
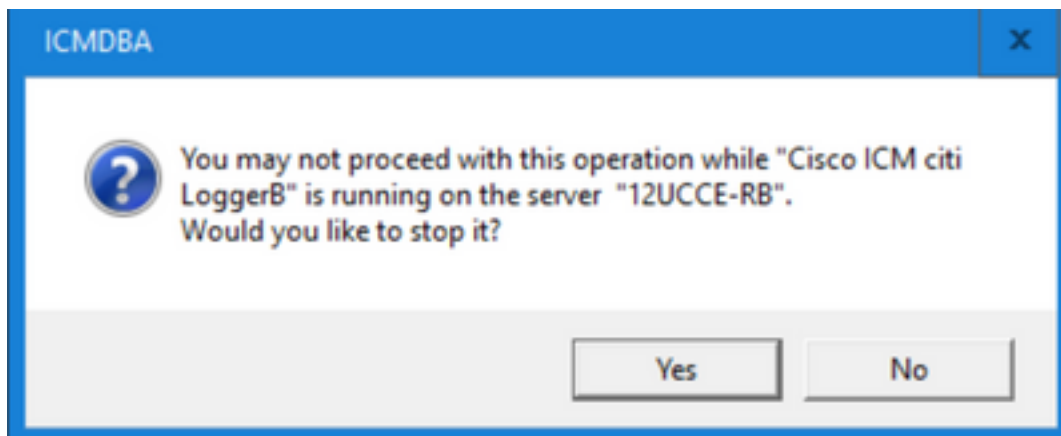
Step 1. Stop the Logger service on Logger B.

Step 2. Start ICMDBA on Logger A and complete these steps to copy the configuration data from Logger A to Logger B, where Logger A is the source and Logger B is the target:

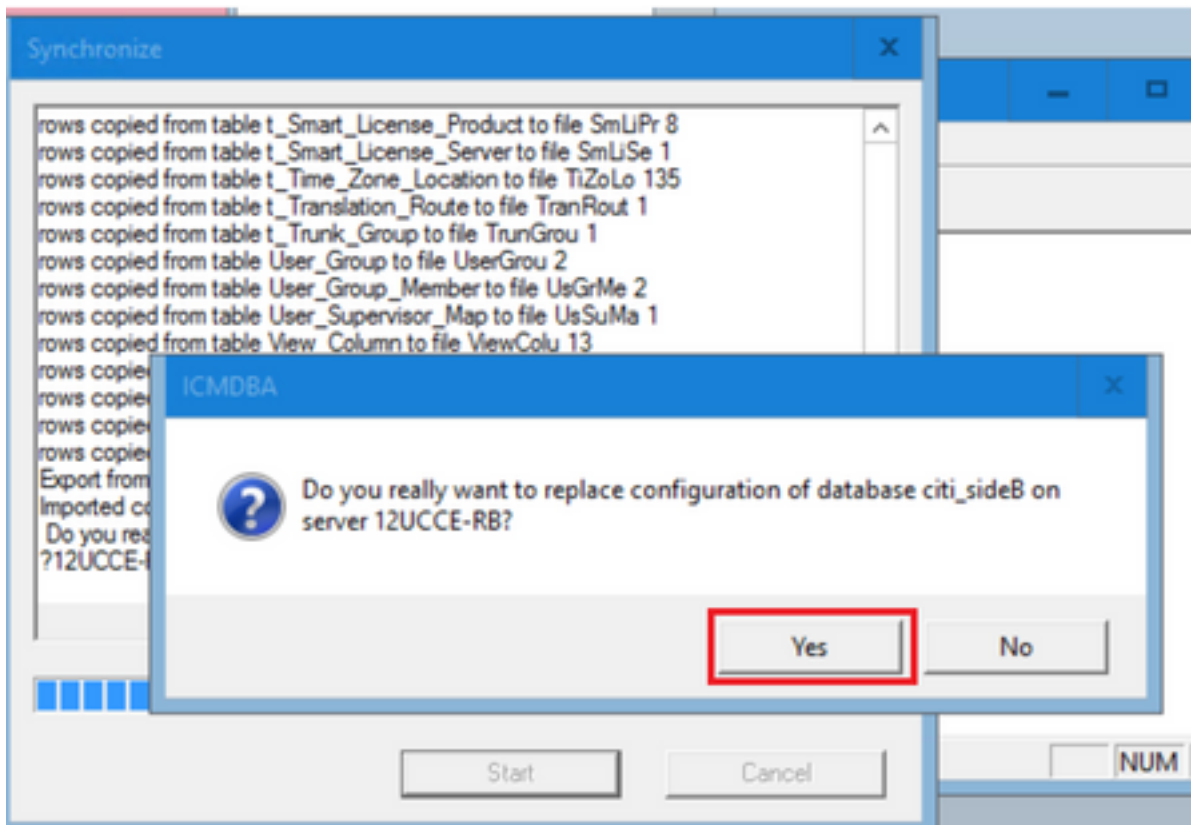
- a. Select the database as shown by arrow A in the image to specify the server, instance, and node.
- b. Select Data > Synchronize from the menu, as shown by arrow C in the image. The Synchronize window is displayed:



- c. Check Lockout Changes to ensure that changes are not made to the database during the synchronization operation.
- d. Select the server name and database for both source and target from the dropdown lists. Click **Add** and enter the server name in the Add Server box to select a server that is not in the dropdown list.
- e. Click **Synchronize**.
The Synchronize box is displayed.
- f. If the services are started, you get the pop up as shown in the image. To stop the service, click **Yes** and proceed further. This stops the service on the targeted side.



g. Click **Start** to synchronize the data.
A confirmation window is displayed:



h. Verify the database name whose configuration data is to be replaced and the server name on which the database resides. If both are correct, click **Yes** to continue. When the process is complete, a message is displayed which indicates that the action was successful. Click **OK** and then click **Close** to exit.

Step 3. Start the logger service on Logger B.

Option 2: Manual Synchronization - SQL Management Studio (HDS 1 to HDS 2 as an example)

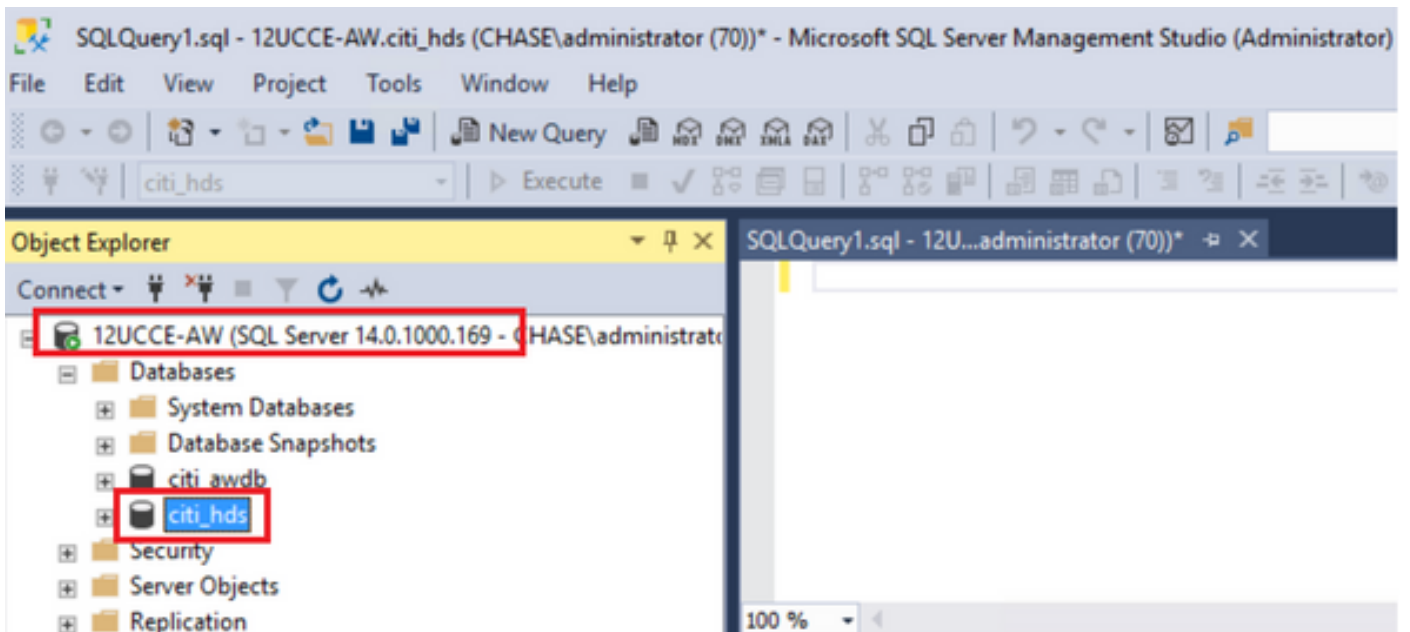
You must perform these procedures to synchronize the HDS database data between HDS A and HDS B :

1. Export the HDS data backup on HDS 1 and HDS 1.
2. Restore the HDS backup to the corrupted database. (HDS 2 is corrupted here, so restore the HDS 1 backup to the HDS 2.)

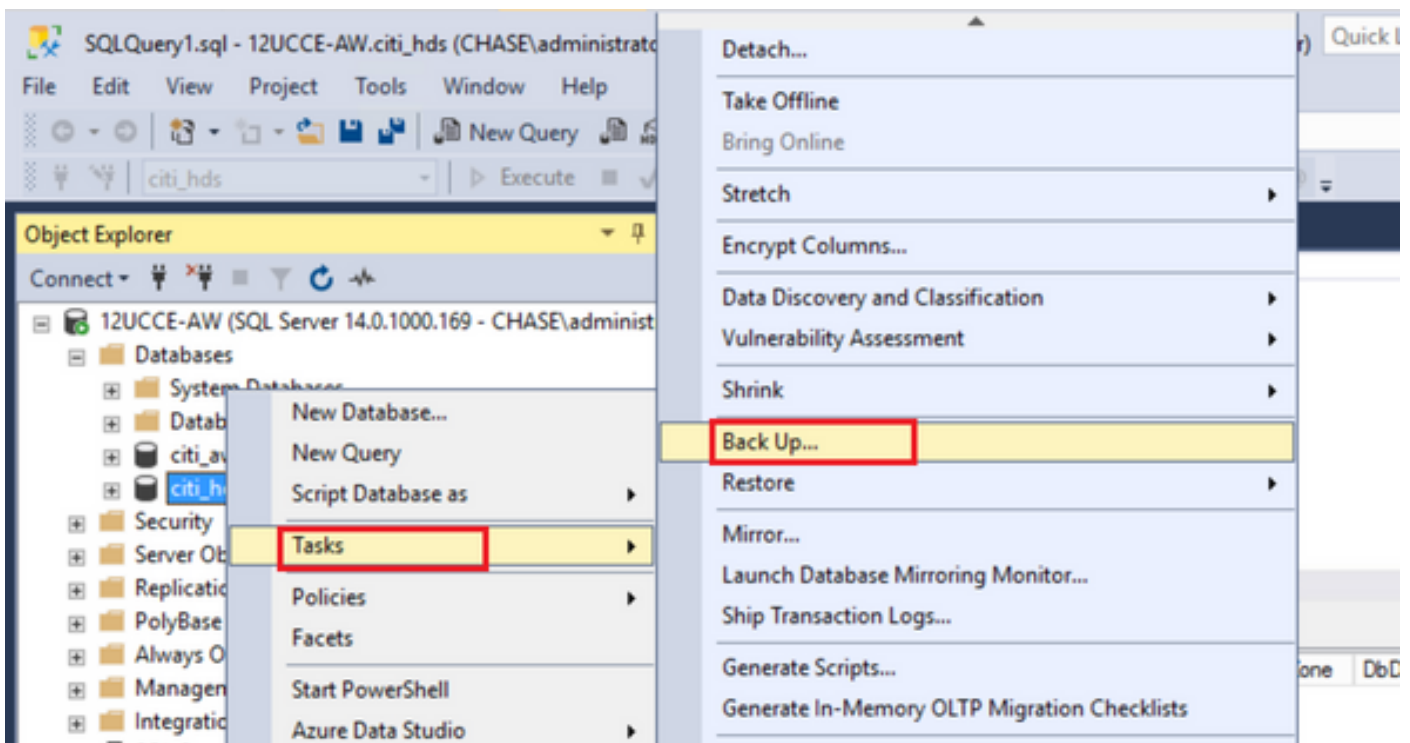
Export the HDS Database

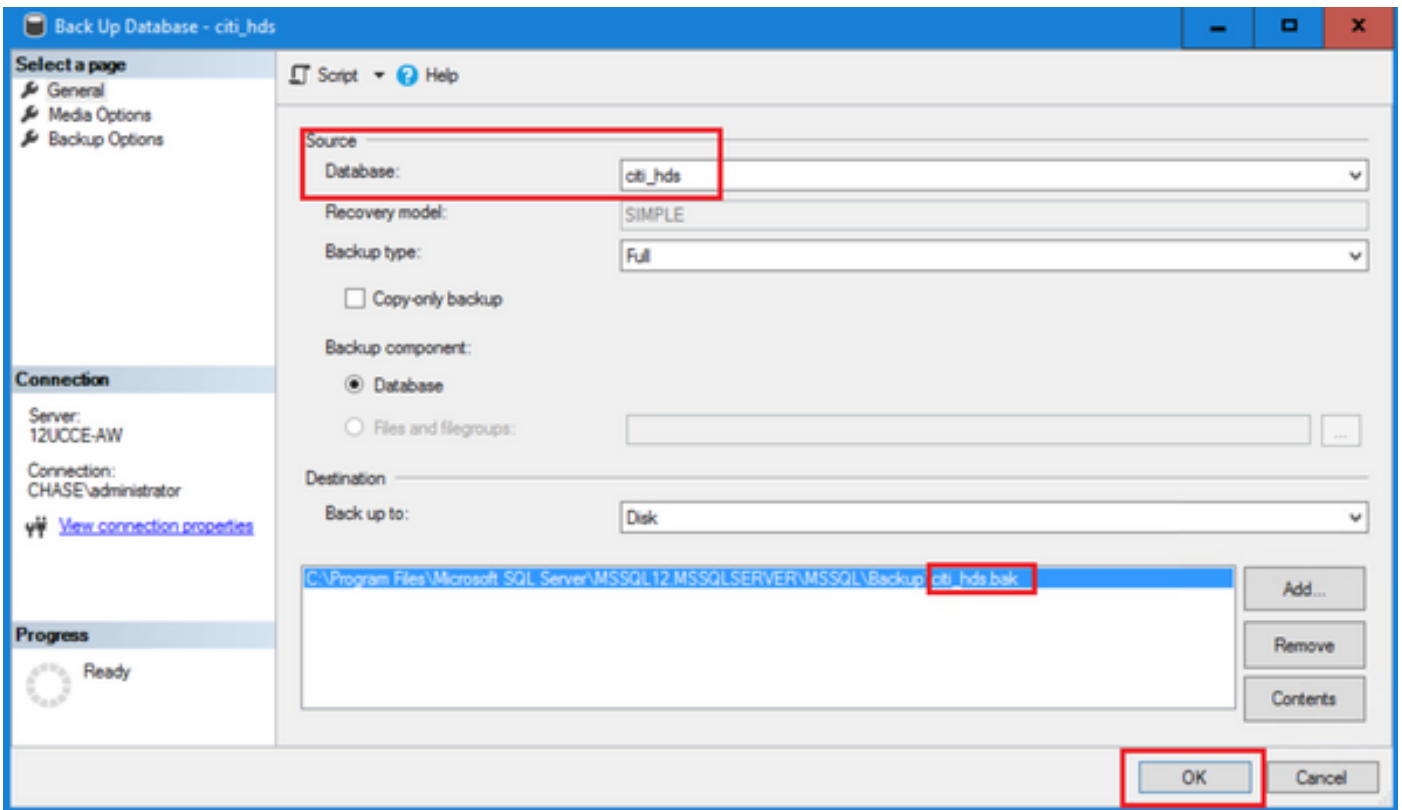
Complete these steps to export the data on both HDS 1 and HDS 2:

- Step 1. Stop the Distributor service.
- Step 2. Open SQL Management Studio on the HDS server.
- Step 3. Select the database as shown in the image to specify the server, instance, and node.



Step 4. Right click on the database -> **Task** -> **Backup** and save it as ".bak" file





Restore the HDS Database Backup

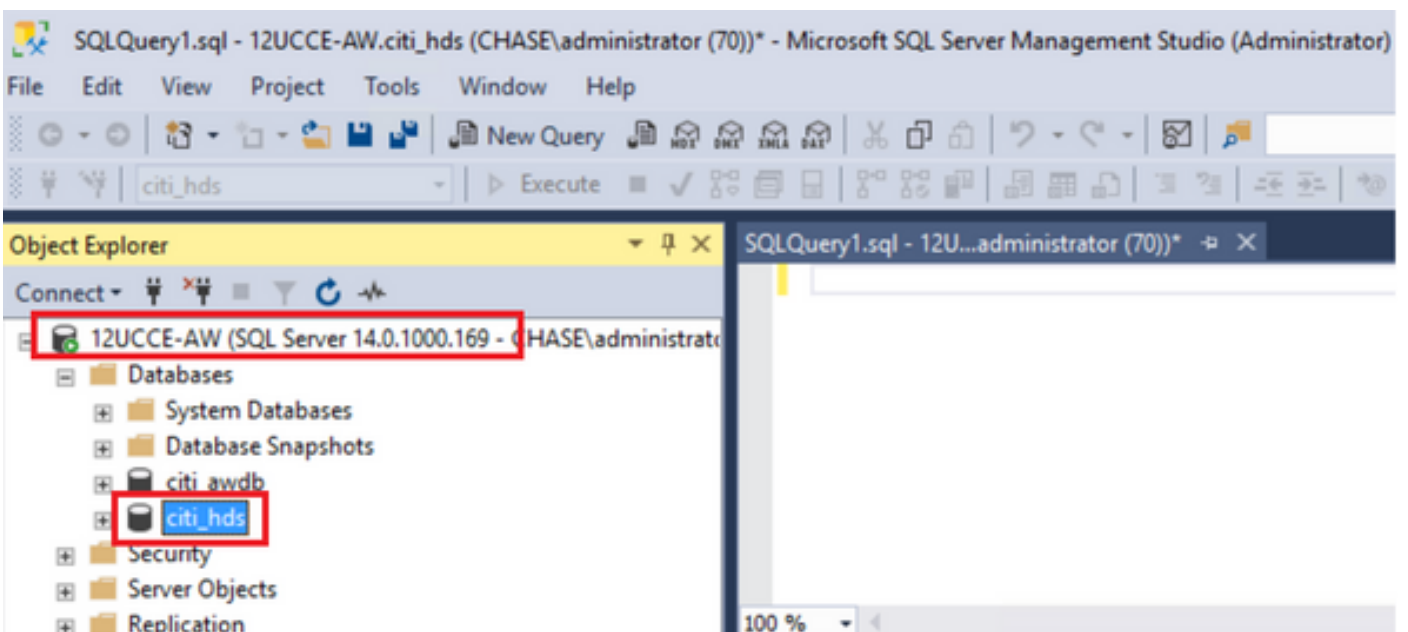
Complete these steps to export the data on to HDS 2 and restore it.

Step 1. Stop the Distributor service.

Step 2. Take the backup file for HDS 1 and transfer/FTP it to HDS 2 server.

Step 3. Open SQL Management Studio on the HDS 2 server.

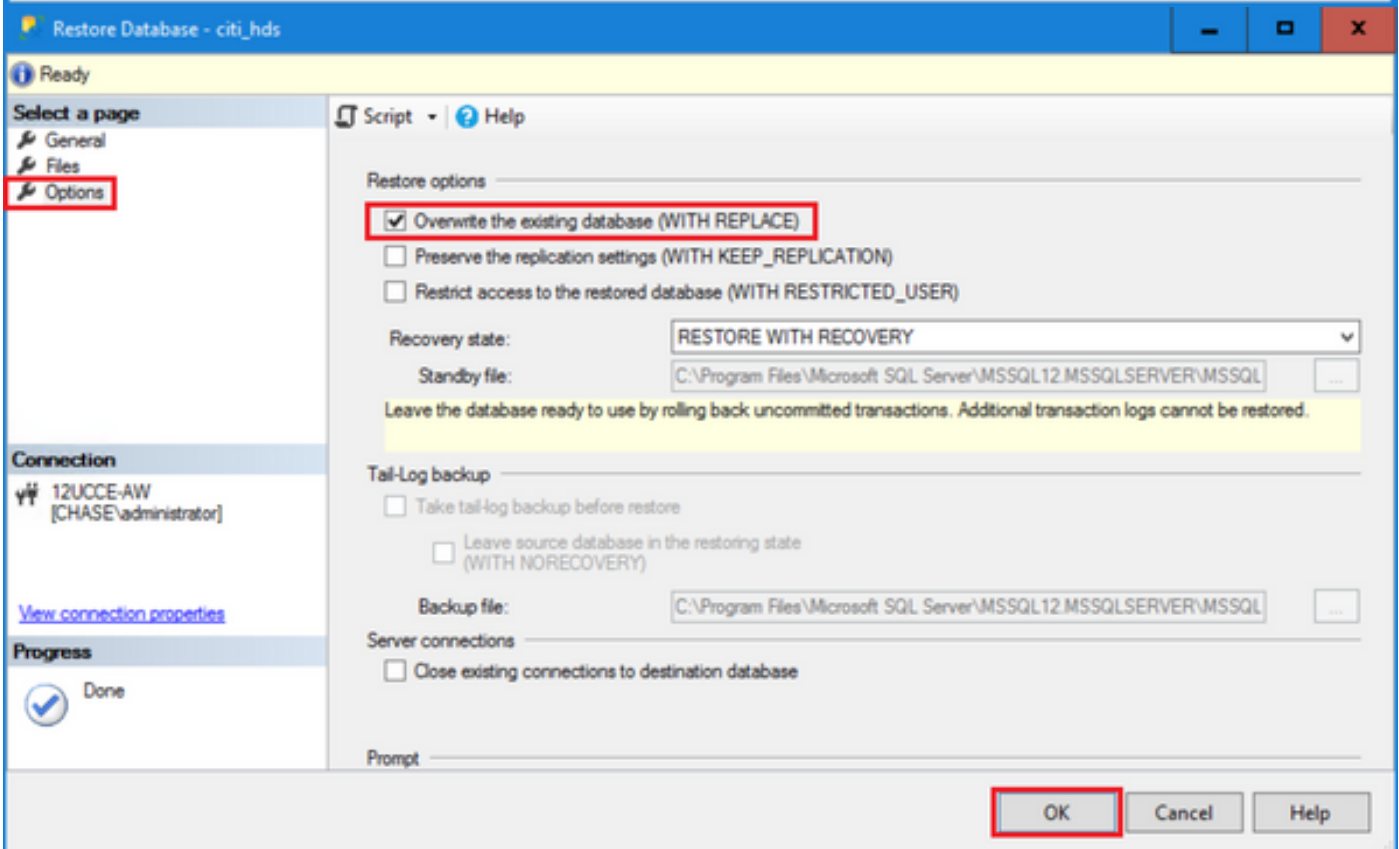
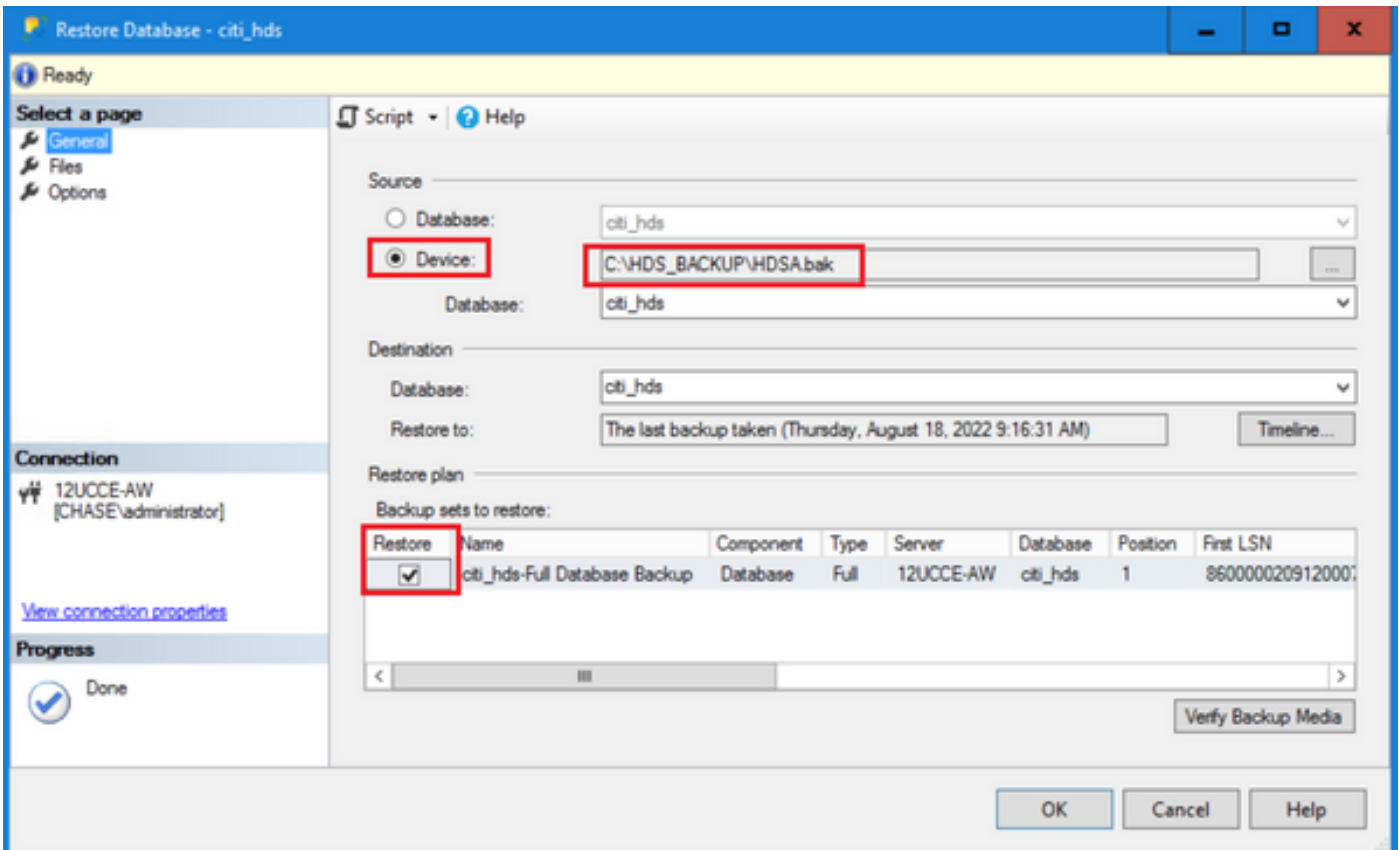
Step 4. Select the database as shown in the image to specify the server, instance, and node.



Step 5. Restore the database. Use the SSMS and select the back up file transferred from HDS 1 through FTP/transfer.

Right click on the database > **Task > Restore > Database**

Choose **From device** button and select the **<database>.bak**
 Click **Restore** and check box.
 Go to **Options** tab, click **Overwrite** the current database.
 Click **OK**.



This restore shows no progress for the backup check for corruption, but it starts to import once the verification is done. Checks for corruption can take a while. It depends on the speed of the server and size of the database.

Step 6. After successful import, run the queries as follows against HDS 2 database.

Truncate table Recovery

Truncate table Logger_Admin (only if you take backup and restore Logger Databases, not applicable for HDS)

This truncates table "Recovery" (that is delete all rows of table ' Recovery') in the database. After it's truncated and services started, the recovery process tries to get the historical data (rows) from the other HDS since the backup was taken.

Step 7. Start Distributor services. Allow enough time for data to get replicated (Logger -> HDS).

Step 8. At the end of this exercise, verify BOTH min DateTime and max DateTime match between Logger A and Logger B and between HDS1 and HDS2.

```
select max(RecoveryKey) from Termination_Call_Detail
```

```
select max(DateTime) from Termination_Call_Detail
```

```
select max(DateTime) from Termination_Call_Detail
```

Step 9. Also, you can use ICMDBA to check the Space used summary for both Logger and HDS database with min DateTime and max DateTime.