

MiVoice Call Recording

Database Restoration Guide

Release 9.2 SP2

July 18, 2019



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Overview

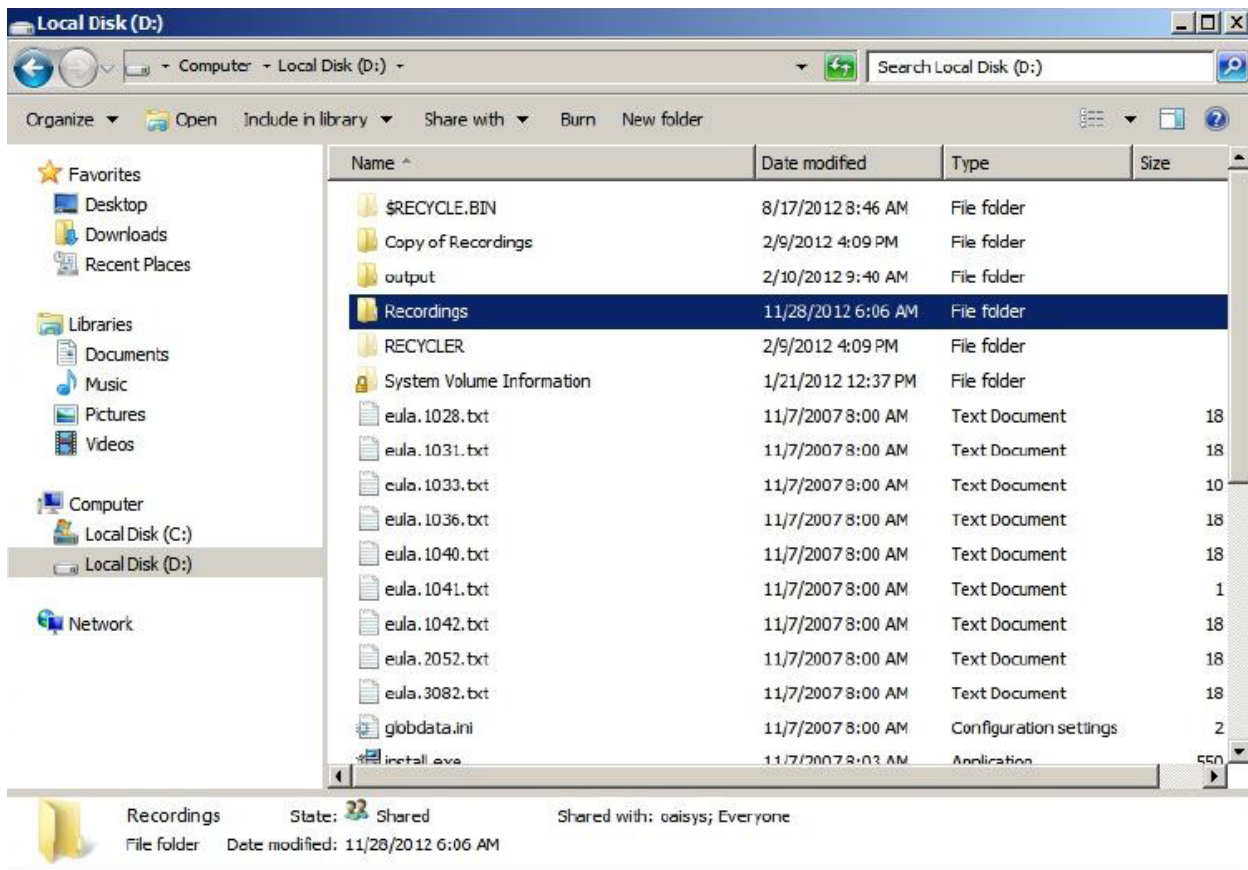
This document guides server administrators through the Database Restoration procedure, including Registry Restoration and Orphan Recovery of Historical Calls.

Prerequisites

- Verify that you have the appropriate local admin rights.
- Ensure that you have your SQL SA password.

From the original server:

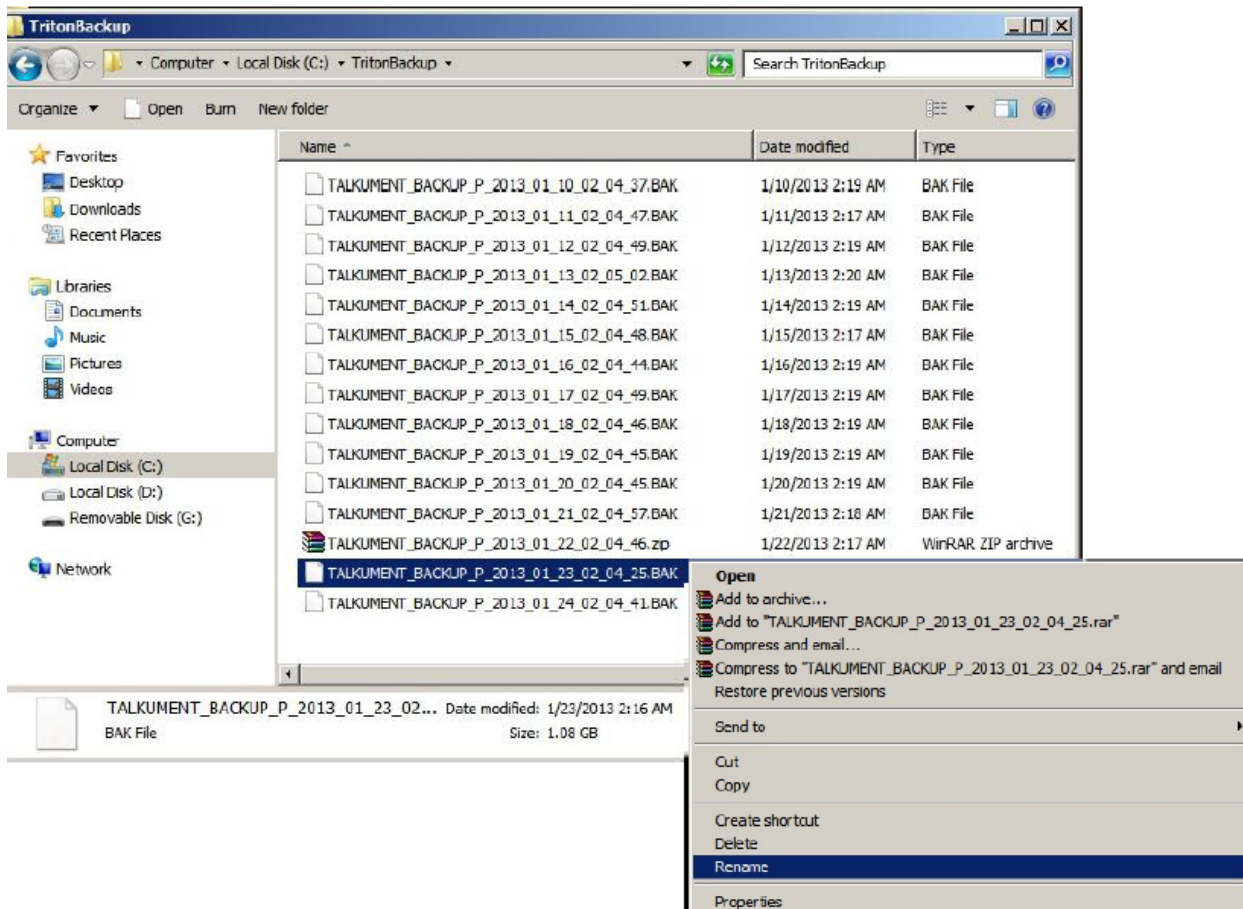
1. Locate the Triton Backup folder (by default, in the C drive).
 - Copy Triton Backup over to the replacement server, preferably to the same path.
2. Locate the Recordings folder (by default, in the D drive).
 - Copy Recordings over to the replacement server, preferably to the same path.



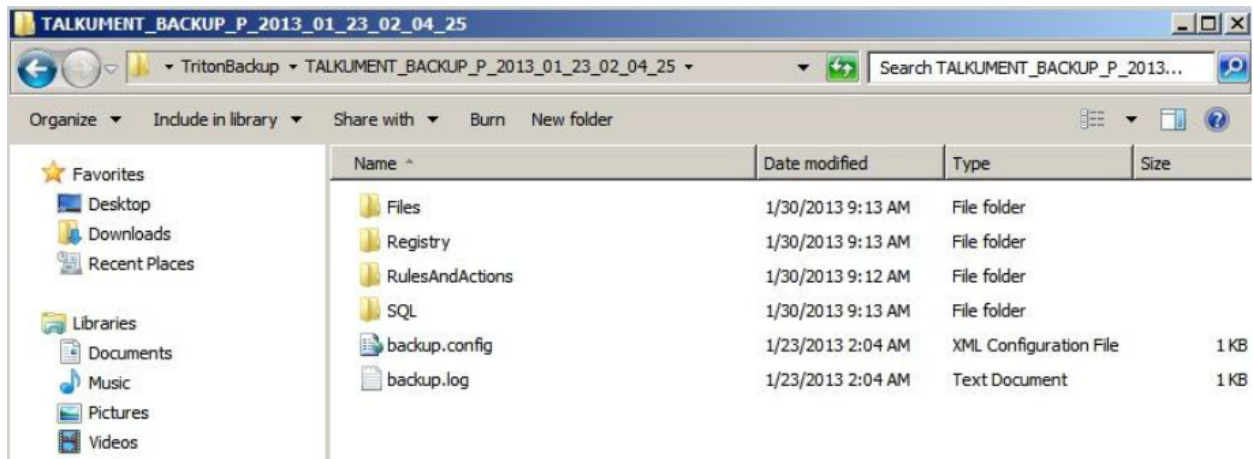
From the Replacement Server:

1. Open the Triton Backup folder on the new drive, and rename the 'Talkument Backup' you wish to use from .BAK to .ZIP.

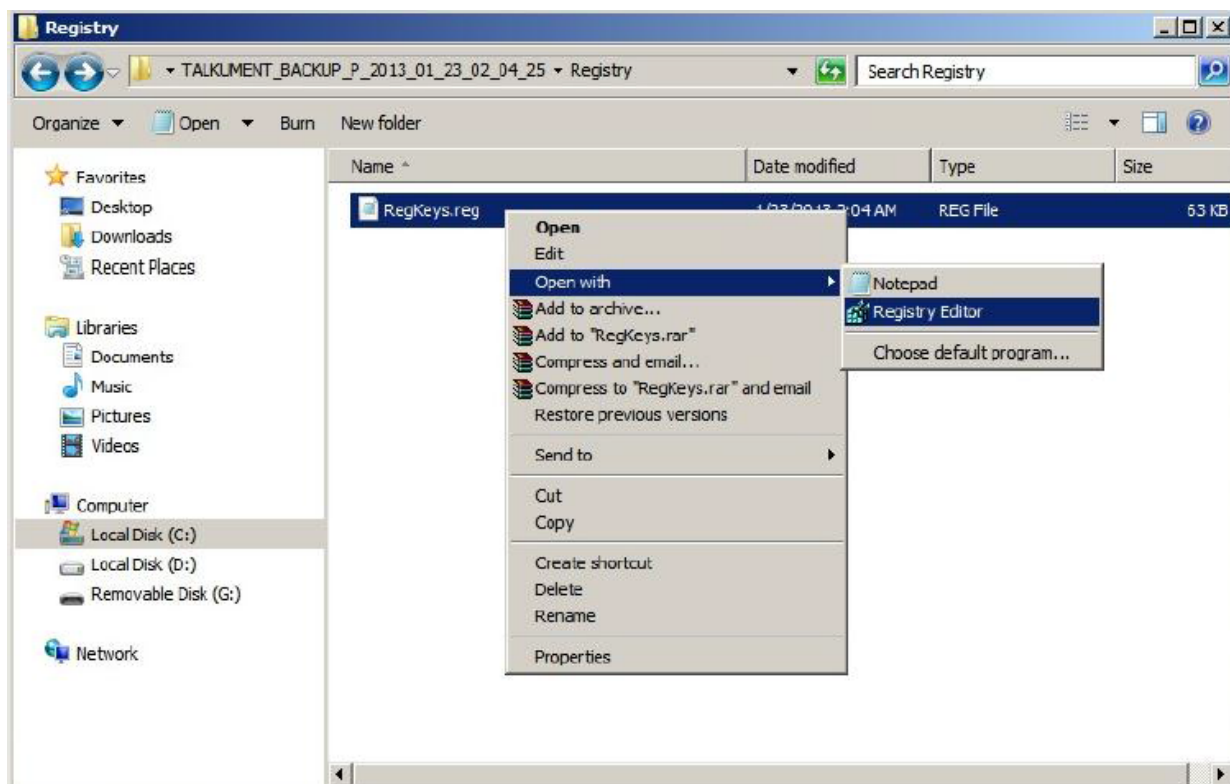
NOTE: This displays a warning about renaming to a different file name extension; click **Yes**.



2. Open the new .ZIP file.



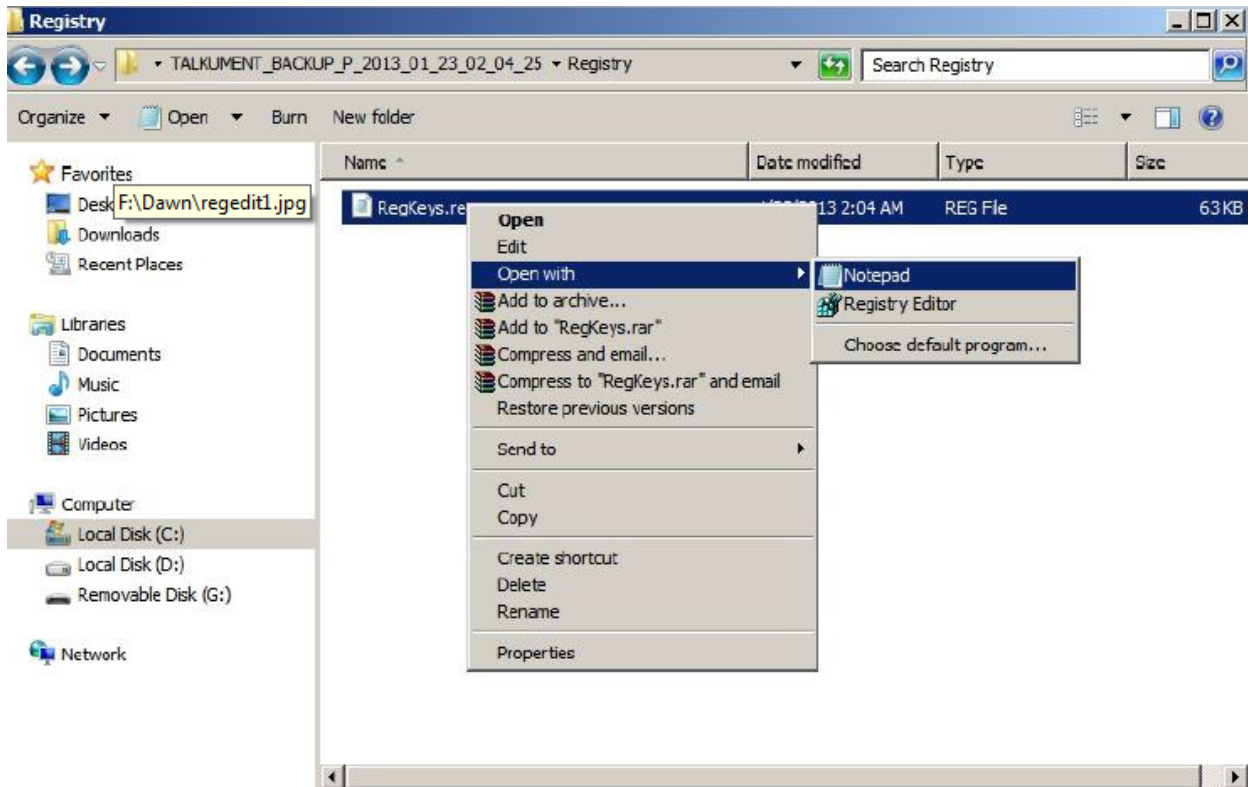
- a. Open the Registry folder, and merge the proper Registry Keys for your server, either 64 or 32 bit. To do this, right click the Regkeys.reg file and **Open with** registry editor.



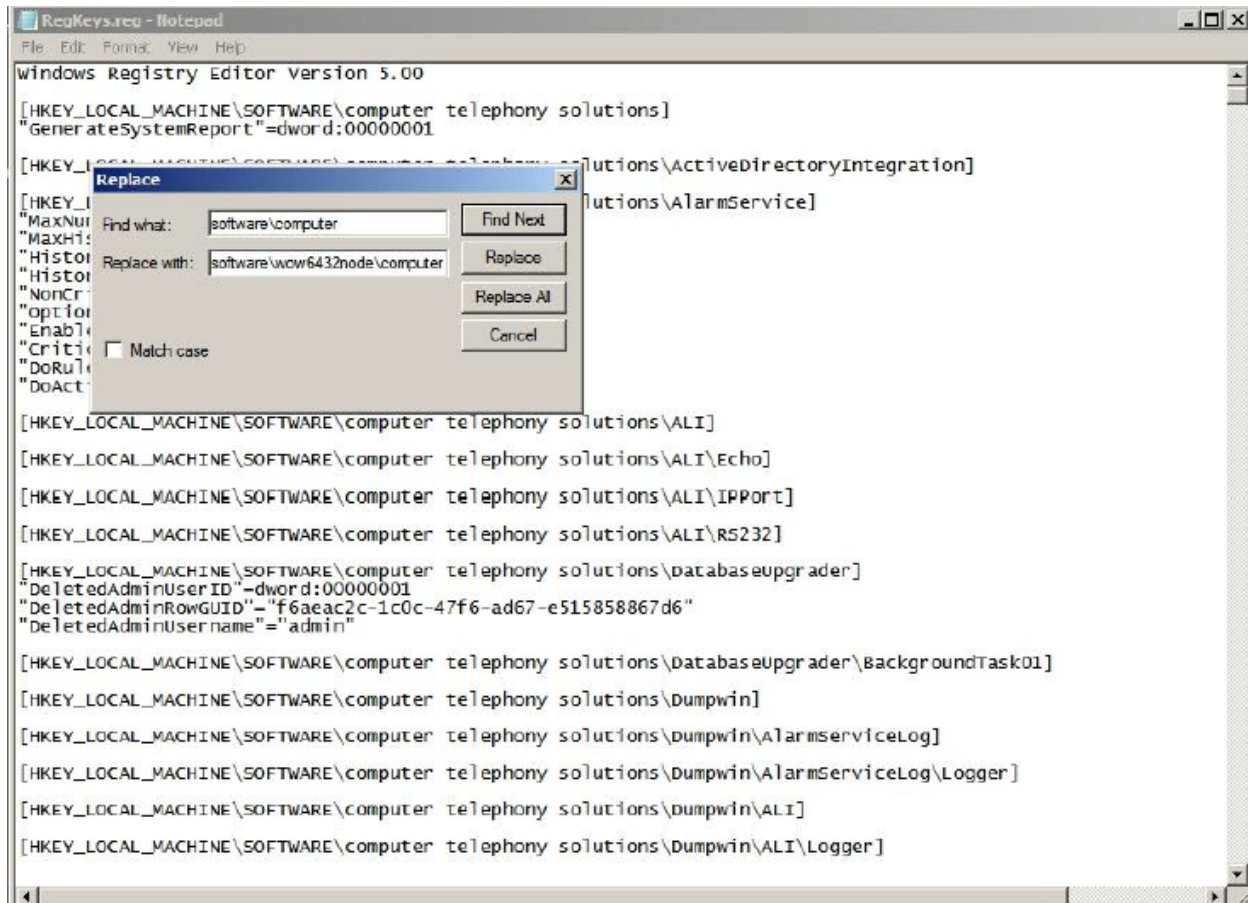
NOTE: If you have changed from a 32 to a 64-bit Operating System, follow the step below. If the version has remained the same, disregard this step.

- b. To convert 32-bit Registry Keys to 64 bit, open the 32bit **RegKeys** file, with notepad.

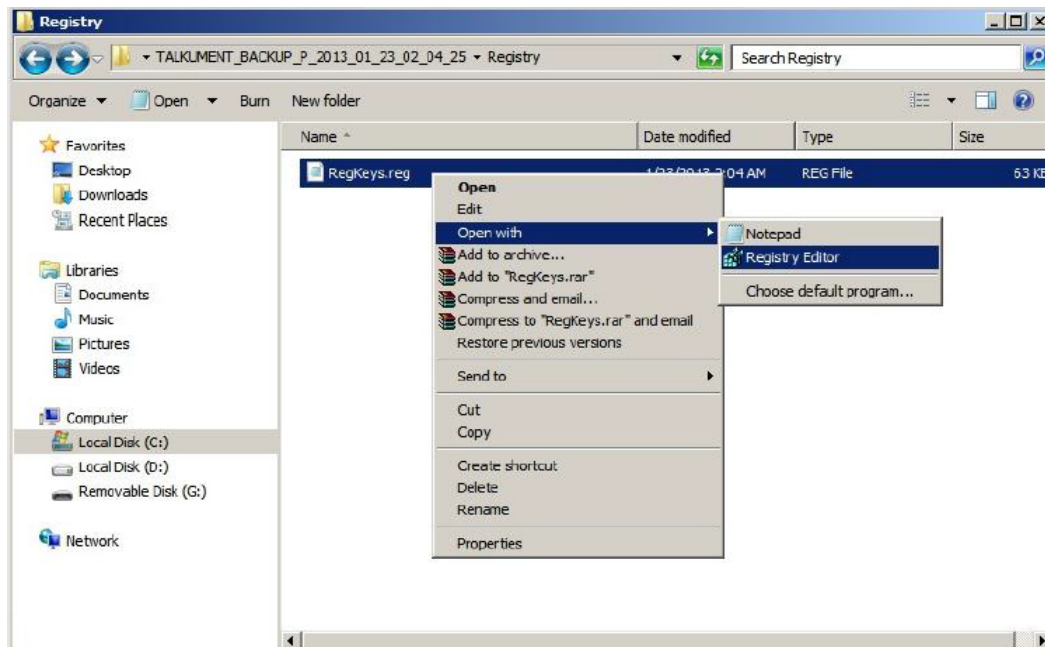
NOTE: To be able to **Open with** this .reg file, you will need to copy/paste the .reg file outside of the main .zip folder. This is due to windows not allowing files in a .zip folder to be manipulated fully.



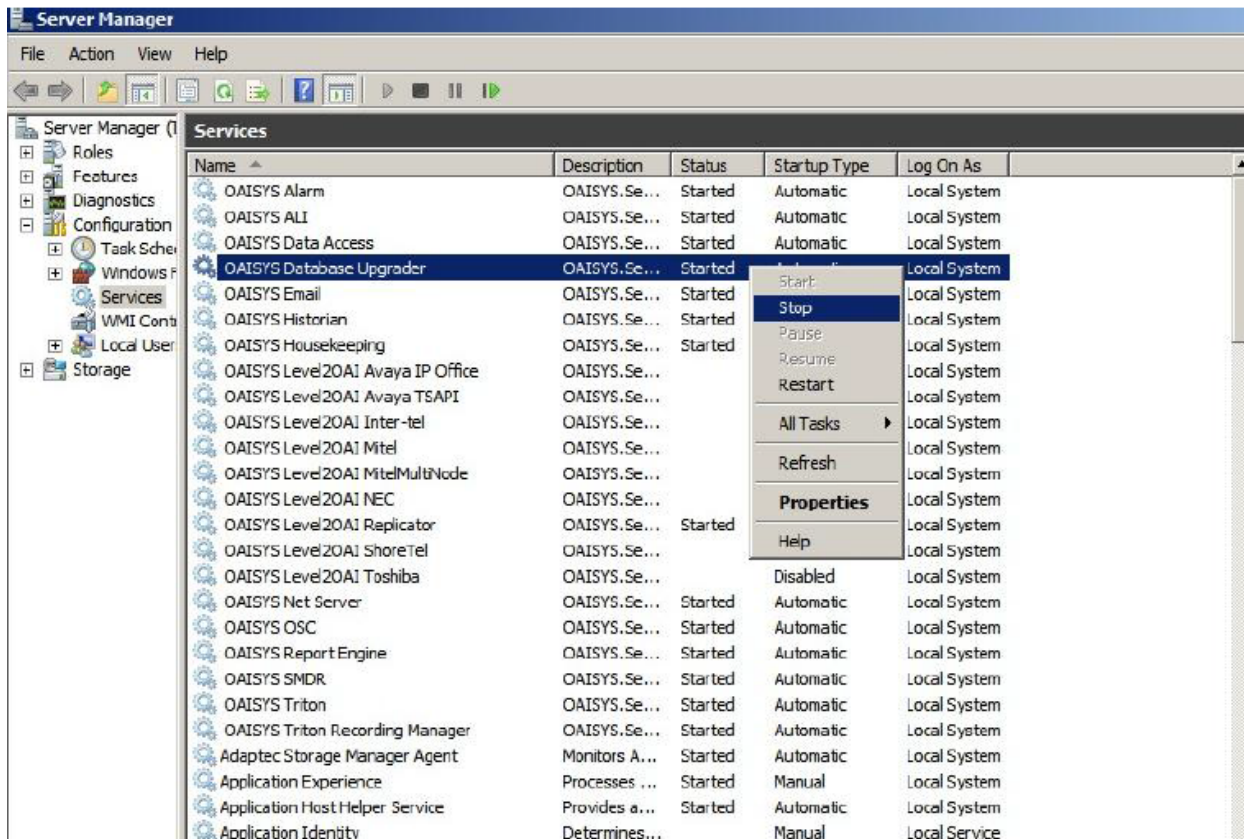
- c. Edit the Registry file and **Replace All** instances of software\computer with software-wow6432node\computer



- Next, open the file with Registry Editor, and merge your newly edited **RegKeys**.

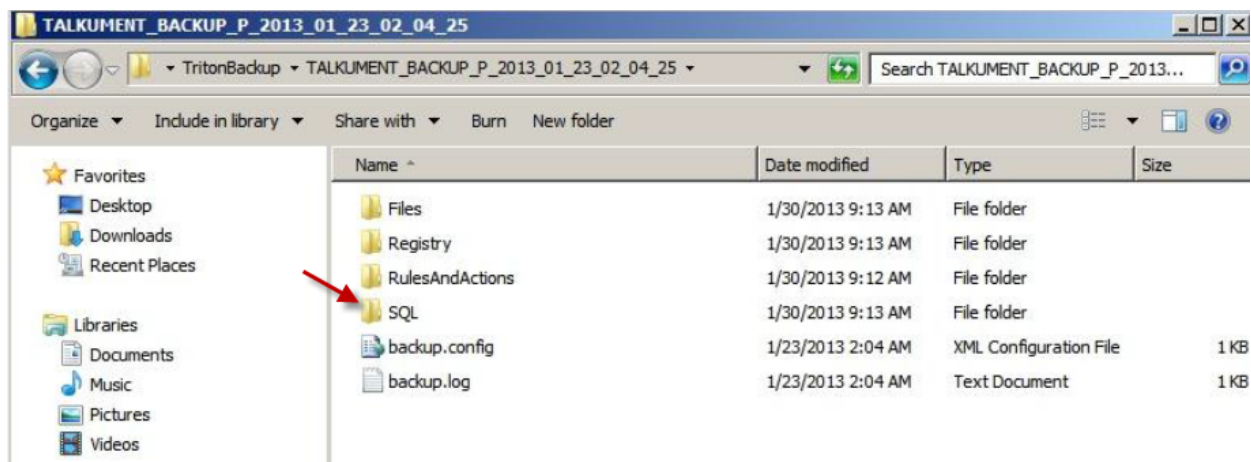


- Stop the OASYS Database Upgrader Service.



5. In the SQL folder, rename CTSDevices.dat to CTSDevices.bak. This file will be used later for restoring data.

NOTE: To be able to **Rename** this file, copy/paste the file outside of the main .zip folder. Microsoft Windows does not allow files in a .zip folder to be manipulated fully.



6. Open the SQL Management Studio; be sure to log in with the SA account.

For OVA deployments use the following login credentials:

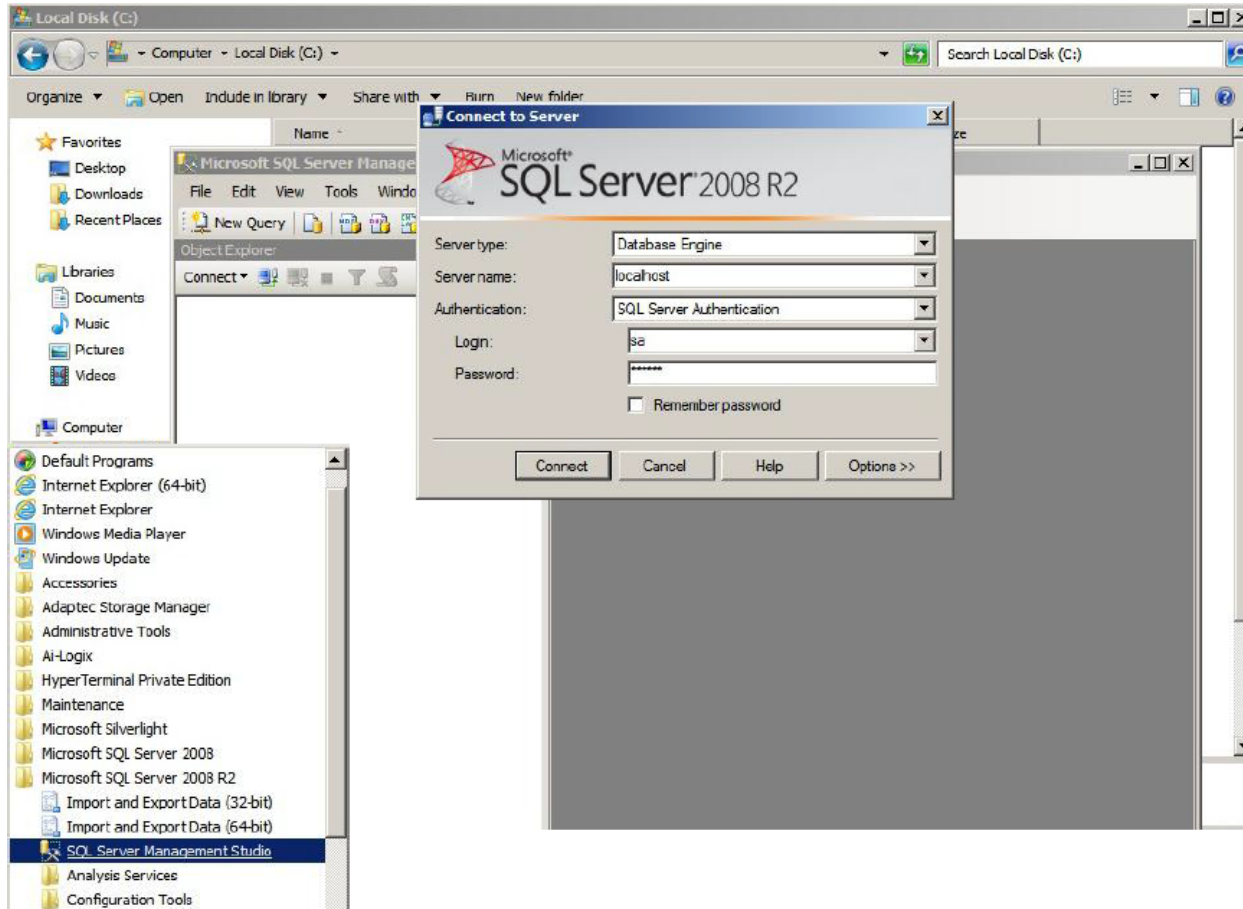
Default Login: "sa"

Default Password: "M!vcr123"

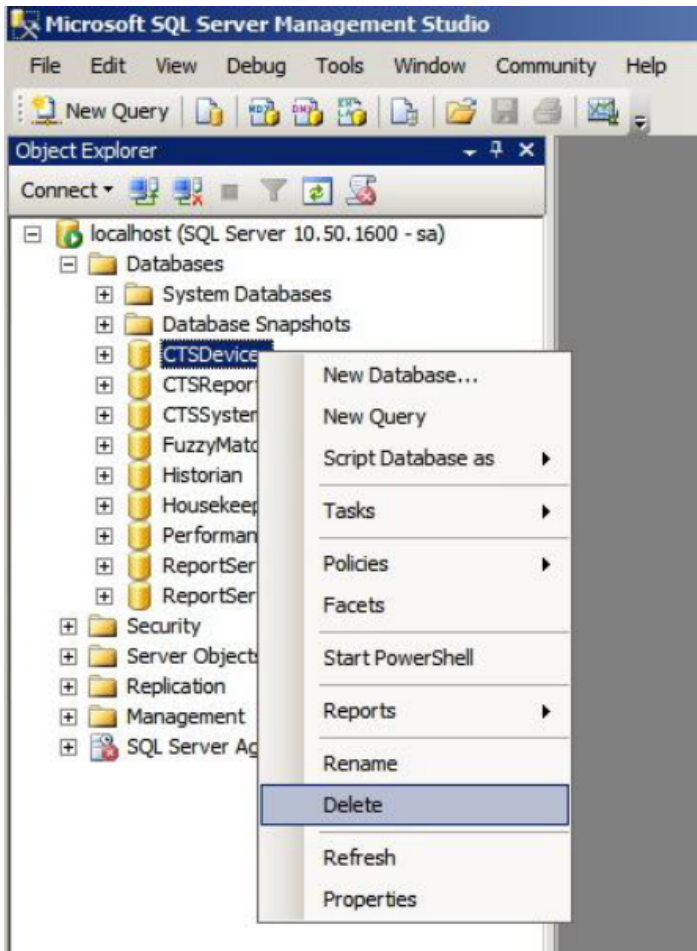
For Physical boxes (appliance or 4U) use the following login credentials:

Default Login: "sa"

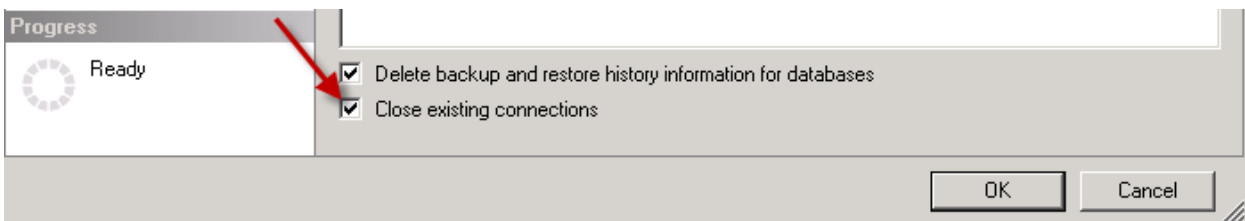
Default Password: "O@isysCR"



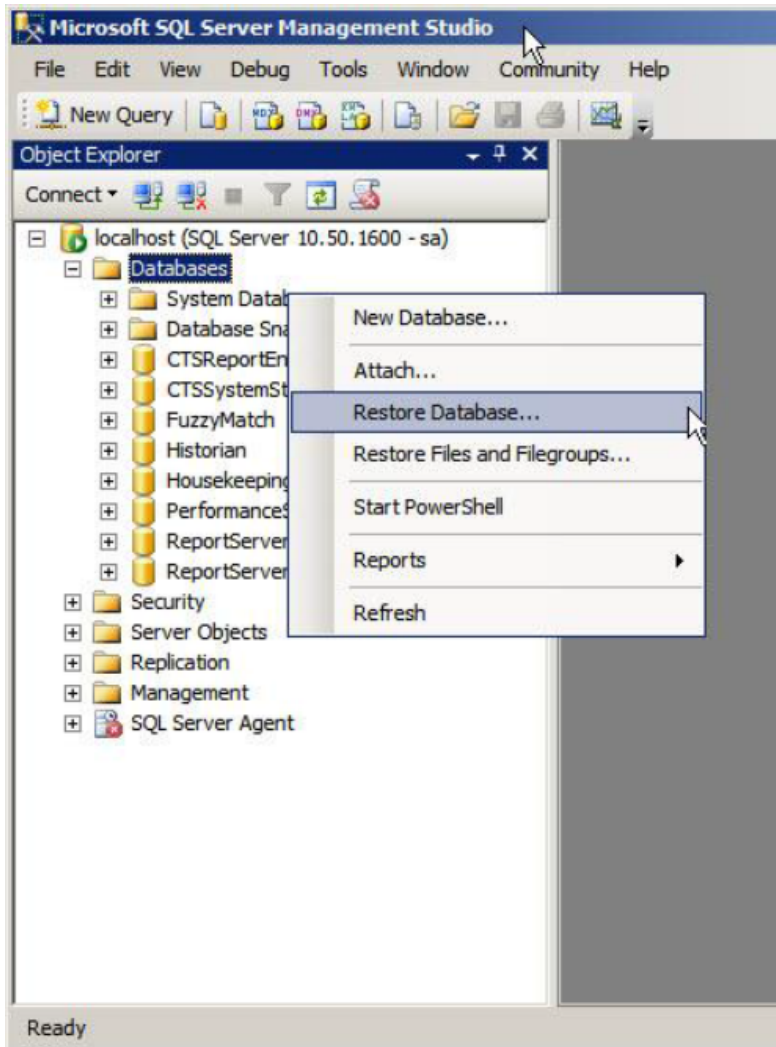
7. In the SQL management studio, expand **Databases**, and right click **CTSDevices** and choose **Delete**.



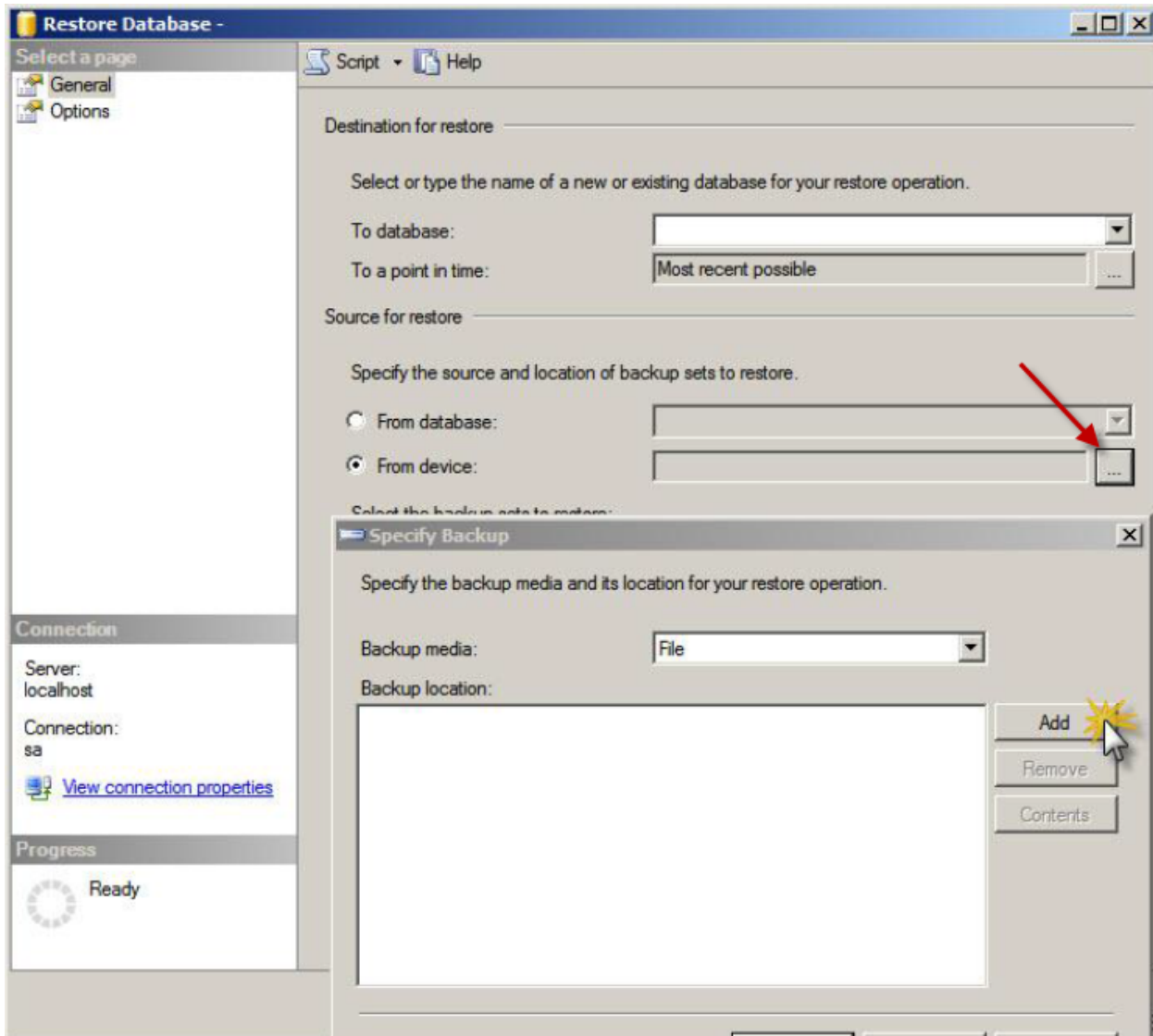
8. Be sure to check **Close existing connections** in the following window that appears.



9. Return to the main image of the SQL Management Studio and right click the root **Databases** directory, and choose **Restore Database**.



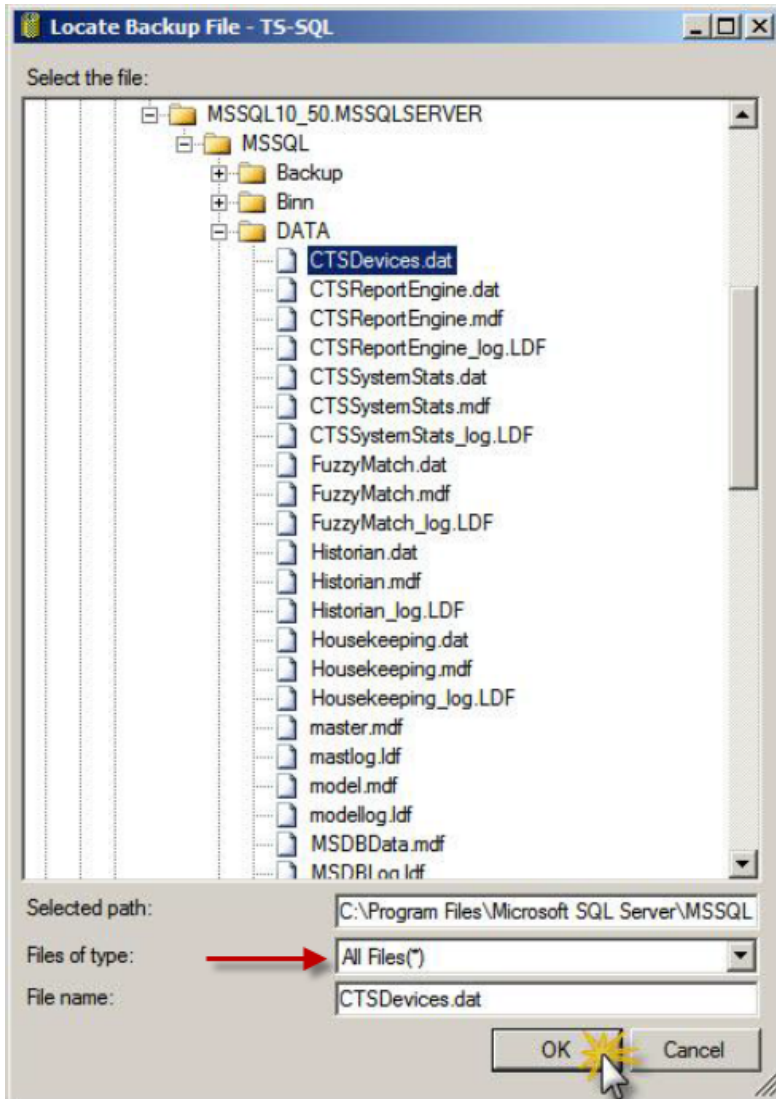
10. Choose the Source for restore, and click the ellipsis to bring up a new window.



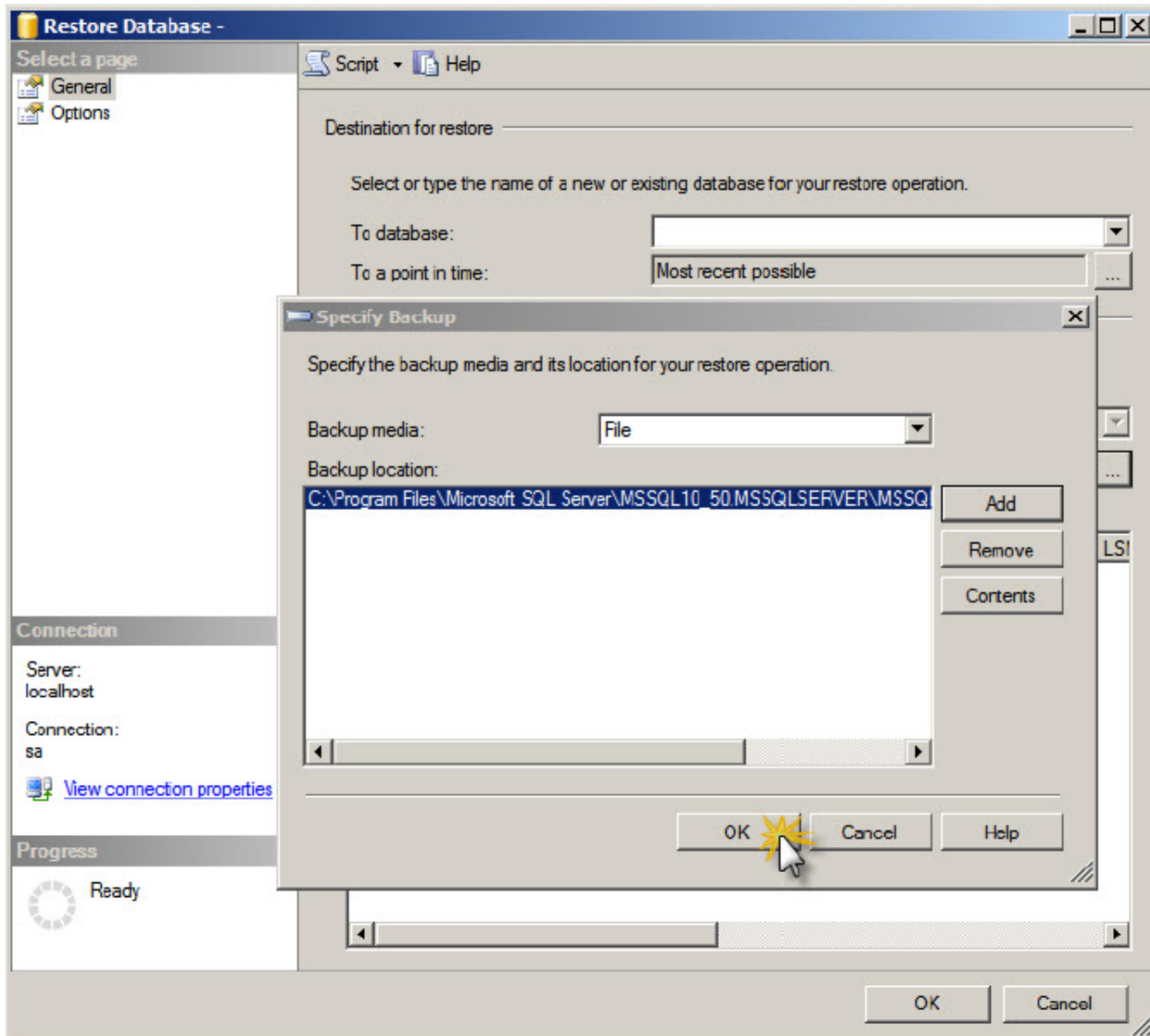
11. Next click **Add** to bring up a file browsing window, where the CTSDevices file that had been moved earlier will be used.

12. Locate the path where CTSDevices.BAK file was copied and click **OK**.

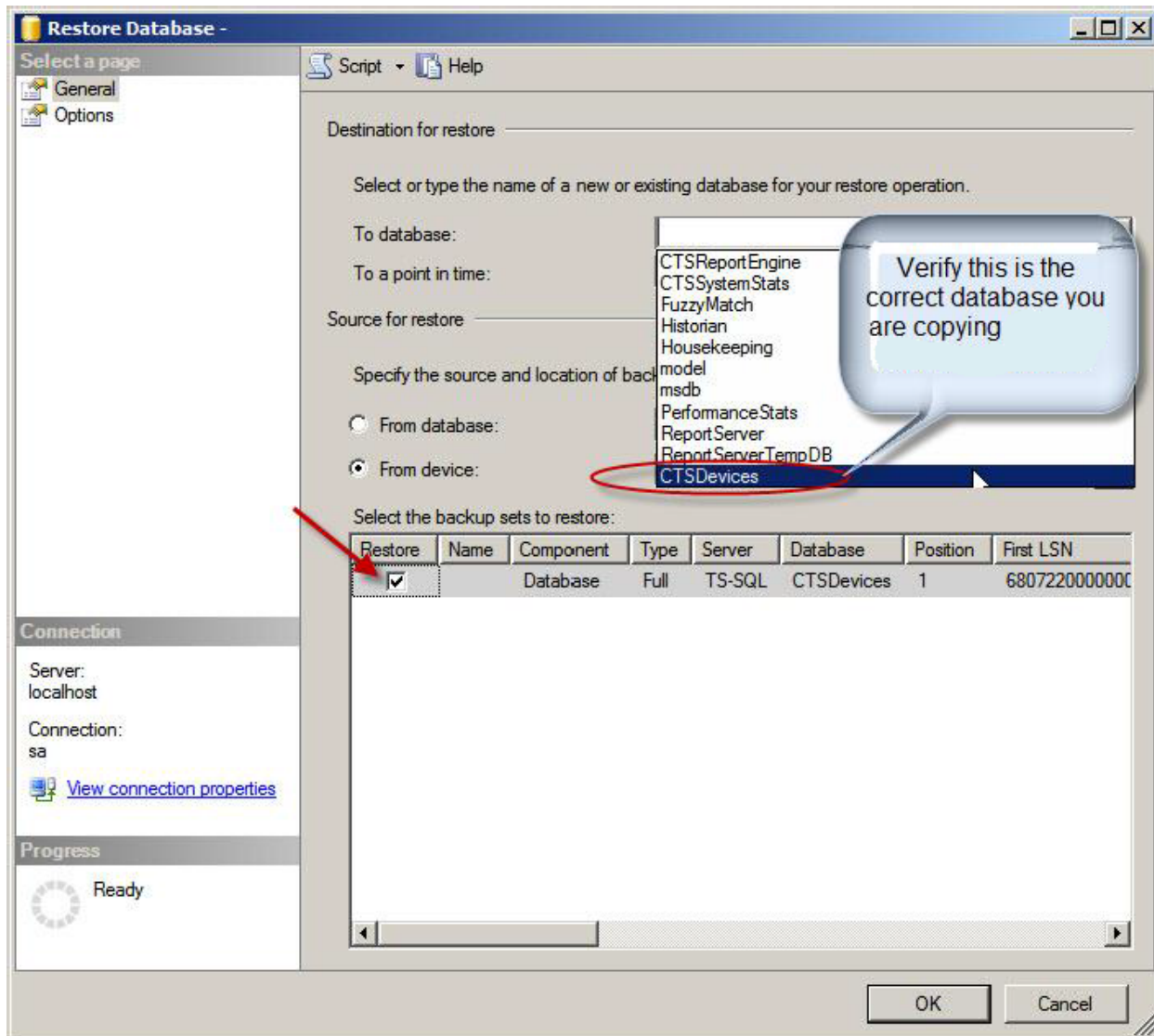
NOTE: If you didn't rename the file to .BAK, you will have to look for **All Files**.



13. Now that the backup is specified, click **OK**.



14. Select the **Restore** check box and choose **CTSDevices** in the **To database** dialog box.

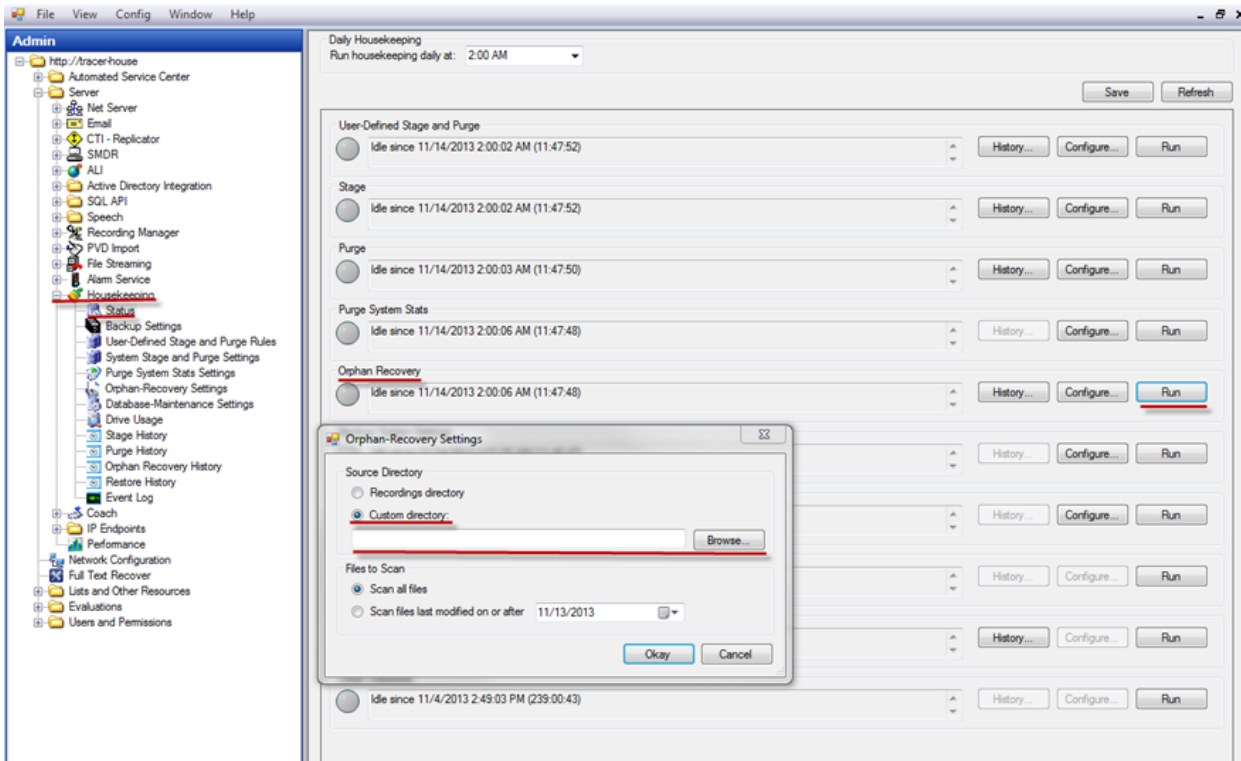


15. Restart the Database Upgrader Service that had been stopped previously.
16. Launch **Call Recording Admin**, and verify the database has restored correctly. You should see the port programming return, as well as user accounts.

NOTE: You may see a Version Mismatch message when launching the **Call Recording Admin**. To be able to run the **Call Recording Admin**, the client must be on the same version as the server (defined by the registry). If the registry that was restored earlier was made on a previous version, you will need to run the Main Server Setup File to update that registry entry, or edit the Product Version value, manually, through regedit.

17. Run **Orphan Recovery** on your **Recordings** directory that was copied. This imports any recordings back into the SQL and make Recordings available to be viewed in Historical Calls again.

NOTE: Orphan Recovery may take several hours to complete, depending on how many recordings are being recovered.



The Database is now restored newly with recovered calls.

