

HOW TO RESTORE A BACKUP

At some stage you may need to restore a backup: for example, you may be asked to run a report on historic data that is no longer kept live within LUMBERJACK.

You can check how much data is kept live on your system by going to **PBX > Statistics**.

call monitor | reports | pbx | management | processes | email support | webhelp | logout

pbxs

owners

import structure

statistics

Statistics

Statistics show the total number of extensions, agents, operators and trunks for each PBX on the system. It will also show you the first day of logged data and the last day of logged data.

If you click on the bold PBX Name, you will be given the standard settings for that PBX including local currency, etc. Do not change any of these settings unless you are confident that you know what you are doing!

Under '# Extension', if you click on the bold number, you will be given the list of all extensions for that PBX. You can do the same for Agents, etc.

Finally, if you click on either of the dates (First Day or Last Day), you will be presented with a list of all days that have been logged for that PBX on the system and the number of calls for each day broken down by type. From here you can recost data to update call costs retrospectively.

PBX Name	# Extension	# Agents	# Operators	# Trunks	First day	Last day
Training-pbx	500	0	0	20	03/09/2014	21/11/2016

This shows 03/09/2014 as the **First Day** stored in LUMBERJACK.

To see the full list of dates stored in LUMBERJACK click on either the **First Day** date or the **Last Day** date, then scroll to the bottom of the list of dates shown, this will give you the oldest date currently kept live in your LUMBERJACK system.

20/09/2014 Sat	Recost Delete	67	93	110	0	270
19/09/2014 Fri	Recost Delete	74	92	99	0	265
18/09/2014 Thu	Recost Delete	63	90	112	0	265
17/09/2014 Wed	Recost Delete	79	103	95	0	277
16/09/2014 Tue	Recost Delete	65	100	107	0	272
15/09/2014 Mon	Recost Delete	68	101	97	0	266
14/09/2014 Sun	Recost Delete	61	96	105	0	262
13/09/2014 Sat	Recost Delete	69	82	119	0	270
03/09/2014 Wed	Recost Delete	90	86	85	0	261

The 03/09/2014 is the oldest date, but it is protected (as this closed padlock shows) so will not be deleted by the **Delete Days Stored** scheduled event (shown below). This event is set to remove any dates older than 800 days.

Add/Update Scheduled Event

Scheduled Event Delete days : Delete Days Stored

Next Time to Run: 00:30:00 Mon 28/11/2016 Select Date Disable

Frequency to run: Every week

Exclude if day is: Mon Tue Wed Thu Fri Sat Sun

Days to keep: 800 days

Delete expired data from: All PBXs

Command after completion:

Save job as: Delete Days Stored

The next oldest date is 13/09/14, which is 800 days back from today (Monday 21/11/2016).

Having established that you do need to restore a backup, you next need to identify the backup to be restored. Please refer to the **Backup** document to find the relevant path where your backups are stored. Then go to that location to get the full name of the backup you want to restore.

Go to **Management > View Scheduled Events.**

The screenshot shows the 'View Scheduled Events' page. At the top, a navigation bar contains 'call monitor | reports | pbx | management | processes | email support | webhelp | logout', with 'management' circled in red and labeled '1'. On the left sidebar, 'View Scheduled Events' is circled in red and labeled '2'. In the main content area, a 'Filter list' button is circled in red and labeled '3'. Below the filter list, a list of scheduled events is shown, with the first item 'Scheduled Events not currently used' circled in red and labeled '3'.

You can then expand the **Scheduled Events Not Currently Used (3)** to check whether or not you have a **Restore** event.

Scheduled Events not currently used				
Schedule Name	Next Runtime	Info	User	Updated
Delete Unused Extensions from R	Never		focom staff	15:07:40 Fri 20/05/2016
Entire System Backup	Never		focom staff	11:19:27 Tue 12/10/2010
Export Extensions - PBX	Never		focom staff	10:38:54 Fri 04/11/2011
Import Extensions - PBX	Never		focom staff	13:23:12 Fri 04/11/2011
Import Tariff	Never		focom staff	14:29:35 Wed 03/02/2016
M: Department Report	Never	Monthly Departmental Report PBX: All PBXs	focom staff	17:21:11 Fri 30/01/2015
Recache - as required	Never		focom staff	11:27:05 Mon 19/09/2016
Recost All Marked Days	Never		Nikki Stacey	15:01:37 Fri 30/05/2014
Recost Date Range	Never		Nikki Stacey	15:02:00 Fri 30/05/2014
Unused Extensions	Never	Unused item 6 calendar months PBX: All PBXs	focom staff	11:18:57 Mon 19/09/2016

Or, more simply, you can select **Actions (4)** (below) to see if there is a Restore event.

The screenshot shows the 'View Scheduled Events' page with the 'Actions' filter selected in the 'Group schedule by' dropdown menu, circled in red and labeled '4'. The main content area now displays a list of schedule types, including 'Schedule Types Backup system', 'Schedule Types Delete days', 'Schedule Types Delete extensions from unused item report', 'Schedule Types Delete reports', 'Schedule Types Export extensions', 'Schedule Types Import extensions', 'Schedule Types Import tariff', 'Schedule Types Recache system', 'Schedule Types Recost all days marked', and 'Schedule Types Run report'.

If you don't have a Restore event (as in the example above) you will need to create one. Select **Create New Scheduled Event**, then select **Restore** and click **[Create]**.

Create New Scheduled Event

What do you want to create?

- Report to run This allow for a report to be run in the background and either saved or emailed upon completion. Scheduled reports are executed in sequence and generated at the minimum priority.
- Recache the system This allows the system to re-read the tariff costings and extension assignments. There is usually a reoccurring recache executed every night.
- Backup This allows the system to create backups of the database for archiving. The backups are automatically compressed and encrypted and can used to restore the system or processed data.
- Restore** This allows the system to restore processed days from a backup.
- Recost Days This allows the system to recalculate the costs across the marked days allowing tariff changes to be made retrospectively.
- Import Tariffs Use the selection to select they type of data you want to schedule for importing.
- Export Tariffs Use the selection to select they type of data you want to schedule for exporting.
- Delete old data This allows the removal of processed days information, allowing the system to maintain its size almost automatically.
- Delete old reports This allows the removal of generated reports, allowing the system to maintain its size almost automatically.
- Status Report This allows the creation of a status report to email or file.
- Remove Unused This allows the removal of items from a report file. The report file must be in .LJR format and stored on the server.

Add/Update Scheduled Event

Scheduled Event

Next Time to Run

Frequency to run

Exclude if day is Mon Tue Wed Thu Fri Sat Sun

PBXs to restore

Filename(s)

Command after completion

Save job as

Enter the time and date you want the event to start.

Set the Frequency to None.

Enter the full path of the backup to be restored.

Enter a description for the event.

Click **[Add]**.

Add/Update Scheduled Event

Scheduled Event

Next Time to Run

Frequency to run

Exclude if day is Mon Tue Wed Thu Fri Sat Sun

PBXs to restore

Filename(s)

Command after completion

Save job as

Remember you will need to either run any necessary report on the restored data before the next **Delete Days** event runs, or protect the dates in **PBX>Statistics**.