



CHAPTER 45

Reimaging or Replacing the Cisco Unified Communications Manager Business Edition 3000 Server

This chapter contains the following server-specific procedures that you can perform to reimage the Cisco Unified Communications Manager Business Edition 3000 server, perform a server recovery, or replace the Cisco Unified Communications Manager Business Edition 3000 server. Only perform these procedures if your technical support team advises that you do so.

- [Reimaging or Replacing an MCS 7816-I5, page 45-1](#)
- [Reimaging or Replacing an MCS 7890-C1, page 45-9](#)

Reimaging or Replacing an MCS 7816-I5

This section contains the following procedures that you can perform to reimage or recover the MCS 7816-15 or perform a server recovery. Only perform these procedures if your technical support team advises that you do so.

- [Reimaging the Server, page 45-1](#)
- [Using a Network Cable to Set Up Server Access to the Network, page 45-4](#)
- [Using the Cisco Network Configuration USB Key, page 45-5](#)
- [Performing a Server Recovery, page 45-7](#)
- [Replacing the Cisco Unified Communications Manager Business Edition 3000 Server, page 45-8](#)

Reimaging the Server

The Cisco Unified Communications Manager Business Edition 3000 server comes preinstalled with Cisco Unified Communications Manager Business Edition 3000. Cisco Unified Communications Manager Business Edition 3000 supports a reimage through the built-in DVD drive only.

The following steps describe how to reimage a Cisco Unified Communications Manager Business Edition 3000 server. The following procedure does not describe how to restore data if you need to perform a server recovery. For information on a server recovery, see the [“Performing a Server Recovery” section on page 45-7](#).

**Tip**

Only reimage the server when your technical support team advises that you do so. For information on USB support, see the “USB Support” section on page 1-4.

Procedure

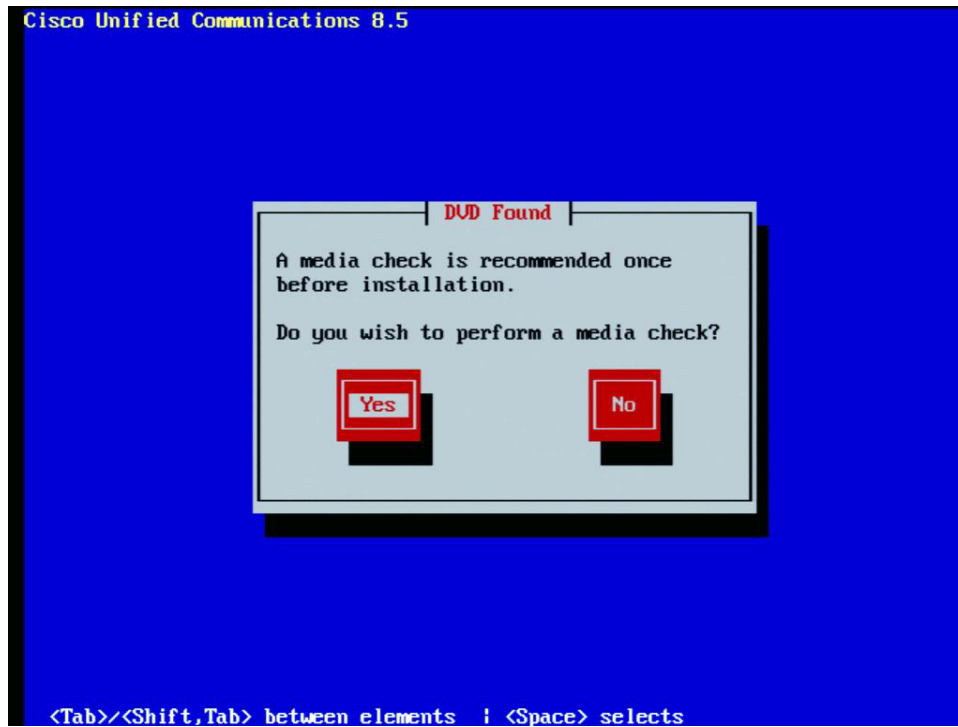
- Step 1** Insert the Cisco-provided DVD for Cisco Unified Communications Manager Business Edition 3000.
- Step 2** Get the default **Answer File** (platformConfig.xml) for Cisco Unified Communications Manager Business Edition 3000 from www.cisco.com and copy it onto the USB drive.
- Step 3** Insert the DVD in the built-in DVD drive to install the image.

```
TCP: Hash tables configured (established 262144 bind 131072)
Initializing IPsec netlink socket
NET: Registered protocol family 1
NET: Registered protocol family 17
ACPI wakeup devices:
PEG1 USB4 USB5 USB7 ESB2 EXP1 EXP2 EXP3 EXP4 EXP5 EXP6 USB1 USB2 USB3 USB6 ESB1
PCIB PWRB
ACPI: (supports S0 S4 S5)
md: Autodetecting RAID arrays.
md: autorun ...
md: ... autorun DONE.
RAMDISK: Compressed image found at block 0
EXT2-fs warning: mounting unchecked fs, running e2fsck is recommended
UFS: Mounted root (ext2 filesystem).
hardware vendor is IBM
Greetings.
anaconda installer init version 10.1.1.103 starting
mounting /proc filesystem... done
mounting /dev/pts (unix98 pty) filesystem... done
mounting /sys filesystem... done
trying to remount root filesystem read write... done
mounting /tmp as ramfs... done
running install...
running /sbin/loader
```

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- Step 4** Plug in the USB Drive and restart the server.

- Step 5** On reboot, the DVD boots up and a Redhat Linux media check wizard appears on the console. Click **Yes** to proceed.



- Step 6** Media check takes approximately 30 minutes to complete the media integrity check on the DVD. Click **OK** to continue with Cisco Unified Communications Manager Business Edition 3000 installation. The system takes approximately two hours to install Cisco Unified Communications Manager Business Edition 3000.



- Step 7** The reimage resets the server to the default IP address of 192.168.1.250. To ensure that the server is recognized on the network, perform one of the following procedures:
- [Using a Network Cable to Set Up Server Access to the Network, page 45-4](#)
 - [Using the Cisco Network Configuration USB Key, page 45-5](#)
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Using a Network Cable to Set Up Server Access to the Network

Your server comes preinstalled with a default IP address of 192.168.1.250. To ensure that the Cisco Unified Communications Manager Business Edition 3000 server is recognized by the network, you must either use the Cisco Network Configuration USB key, as described in “[Using the Cisco Network Configuration USB Key](#)” or you must connect an Ethernet cable from the server to a laptop, as described in the following procedure.

Procedure

- Step 1** On the laptop, set the IP address to 192.168.1.10 or another IP address in the same subnet.



Caution

Do not set the IP address of the laptop to the default IP address of the server.

- Step 2** On the laptop, set your netmask to 255.255.255.0 and set the default gateway to 192.168.1.1.

- Step 3** Connect the Ethernet cable from the server to the laptop. You may use a crossover cable or a straight Ethernet cable.

- Step 4** If you have a Cisco-provided country pack, licenses, and the Cisco-provided .xls data configuration file on a USB key, insert the USB key into the server.

- Step 5** Log in to the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard by using the default IP address of the server (192.168.1.250). Specify the user name and password as follows:

- User name: **admin**
- Password: **BE-3000**

After you log in, you may update the network parameters, including the IP address of the server:

- On the Network page in the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard (during the initial deployment)
- By uploading the Cisco-provided .xls data configuration file in the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard (during the initial deployment)

- Step 6** After you complete the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard and the server restarts, you may disconnect the Ethernet cable from the laptop and server. Connect the laptop to the switch. If you have not already done so, connect the server to the switch so that the setup continues.
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Using the Cisco Network Configuration USB Key

The Cisco Network Configuration USB Key consists of `configure.xml` file, also known as the Network Configuration signature file. The Cisco Network Configuration USB Key helps to create a temporary network interface, based on the values specified in the Network Configuration signature file, in a brand new Cisco Unified Communications Manager Business Edition 3000 and access the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard.

The following procedure describes how to use the Cisco Network Configuration USB Key to create a temporary network interface to:

- Connect to Cisco Unified Communications Manager Business Edition 3000 and access the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard.
- Access Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard after reimaging the Cisco Unified Communications Manager Business Edition 3000. Reimage the server only if your technical support team recommends that you do so.

To use the Cisco Network Configuration USB Key, you must download the Network Configuration signature file called `configure.xml` from www.cisco.com and update it with appropriate network configuration information. Save the updated Network Configuration signature file in the root directory of the Cisco Network Configuration USB key and insert it in the Cisco Unified Communications Manager Business Edition 3000 to create a temporary network interface without modifying the existing network configuration of the Cisco Unified Communications Manager Business Edition 3000. Using the temporary network interface, you can access the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard and permanently change the network setting of the Cisco Unified Communications Manager Business Edition 3000.

**Note**

The Cisco Unified Communications Manager Business Edition 3000 server must be switched on before inserting a USB key and must be in operational state.

The following steps explain the network configuration process using the Cisco Network Configuration USB Key:

Procedure

Step 1 Download the Configure Network Signature file called `configure.xml` from www.cisco.com and save it on your laptop.

Step 2 Open the Network Configuration signature file in your laptop and modify its content.

[Table 45-2](#) describes the parameters in the network configuration signature file.

Table 45-1 **Content of Network Configuration Signature File**

Parameter	Description
Configure Network	By default, the value is hard coded to no. Change this to yes if you want to create a temporary network interface. This temporary network interface exists along with the current configuration in the Cisco Unified Communications Manager Business Edition 3000. This temporary interface is destroyed automatically when the Cisco Unified Communications Manager Business Edition 3000 is rebooted.
IPAddress	Enter the appropriate IP Address based on the customers LAN. This is a mandatory requirement to change the network configuration.
Subnet Mask	Enter the appropriate subnet mask of the customers LAN. This is a mandatory requirement to change the network configuration.
Gateway	Enter the gateway details of the customers LAN. This is an optional requirement.

- Step 3** Save the Network Configuration signature file to the Cisco Network Configuration USB Key.
- Step 4** Remove the Cisco Network Configuration USB Key from the laptop and put it in a location that you will remember.
- Step 5** If you have not already done so, install the Cisco Unified Communications Manager Business Edition 3000 server in the customer LAN and power it up.
- Step 6** Insert the Cisco Network Configuration USB Key in Cisco Unified Communications Manager Business Edition 3000. Inserting the USB key creates a temporary network interface which contains network management information that enables users to connect to the Cisco Unified Communications Manager Business Edition 3000 server.
- Step 7** To connect the laptop to Cisco Unified Communications Manager Business Edition 3000, open a browser window to access the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard using the IP Address that is configured in the Network Configuration signature file.
- Step 8** After you log in, you may update the network parameters, including the IP address of the server:
- On the Network page in the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard (during the initial deployment)
 - By uploading the Cisco-provided .xls data configuration file in the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard (during the initial deployment)

**Tip**

After you access the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface, you can also generate the `configure.xml` file from the Network page and save it to a USB key. (Select **System Settings** > **Network**.)

Performing a Server Recovery

If your system is not working properly because of an issue with the Cisco Unified Communications Manager Business Edition 3000 server, you may need to perform a server recovery, which allows you to reinstall Cisco Unified Communications Manager Business Edition 3000 on the same server and then restore your data from a backup tar file. Only perform a server recovery when your technical support team advises you to do so.

The following procedure describes how to perform a server recovery.

Procedure

- Step 1** Verify that you have a good backup tar file that is the exact same version as the version of software that you plan to install on your server. The versions must match *exactly* for the server recovery to be successful.
- Step 2** Reimage the server, as described in the [“Reimaging or Replacing an MCS 7816-I5” section on page 45-1](#). Make sure that you install the exact same version of Cisco Unified Communications Manager Business Edition 3000 software as the backup tar file; otherwise, the restore of data fails.
- Step 3** The reimage resets the server to the default IP address of 192.168.1.250. To ensure that the server is recognized on the network, perform one of the following procedures:
 - [Using a Network Cable to Set Up Server Access to the Network, page 45-4](#)
 - [Using the Cisco Network Configuration USB Key, page 45-5](#)
- Step 4** Log in to the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard, and run the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard.

**Caution**

If you used a country pack in your original setup, make sure that you reinstall the same country pack on the Country/Locale page.

In the Network page, make sure that you enter the same IP address and hostname of the server.

You do not need to perform other configuration tasks in the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard because the backup tar file that you will restore contains your configured data.

- Step 5** If your backup is the same version as the software that you installed, restore the data now. In the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface, select **Maintenance** > **Restore**.

**Caution**

Your backup tar file must be the *exact* same version as the Cisco Unified Communications Manager Business Edition 3000 software version that is running on the server; otherwise, the restore fails.

- Step 6** In the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface, verify that your data is restored by viewing the entries on the various search pages where data was configured before the server recovery.
- Step 7** In the Upgrade page, reinstall the following files if they were a part of your original setup; for example, reinstall
- Device packs
 - Locale updates
 - Firmware updates
 - Hotfixes, and so on
- Step 8** Make internal and external calls to test your call capabilities.

Replacing the Cisco Unified Communications Manager Business Edition 3000 Server

The license files that you install correlate to the MAC address on the Cisco Unified Communications Manager Business Edition 3000 server; so, if you replace your server, you must perform the steps that are described in the following procedure.

Procedure

- Step 1** Obtain a new server. The new server comes installed with the Cisco Unified Communications Manager Business Edition 3000 software on it. Deploy the new server, as described in the [“Setting Up the Customer Network and Central Site”](#) section on page 6-2.
- Step 2** You cannot access the graphical user interfaces until the network recognizes the server. For the network to recognize the server, you must perform one of the following procedures:
- [Using a Network Cable to Set Up Server Access to the Network](#), page 45-4.
 - [Using the Cisco Network Configuration USB Key](#), page 45-5
- Step 3** Log in to the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard, and run the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard.

**Caution**

If you need to install a country pack, install the country pack on the Country/Language page.

In the Network page, make sure that you enter the hostname for the *old* server. In the Network page, enter the IP address of the new server. The restore fails if you do not enter the hostname for the *old* server.

You do not need to perform other configuration tasks in the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard because the backup tar file that you will restore contains your configured data.

- Step 4** If your backup tar file is the *exact* same version as the Cisco Unified Communications Manager Business Edition 3000 software version that is running on the server, restore the data to the new server after you log in to the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface. (Select **Maintenance > Restore**.)

**Caution**

Your backup tar file must be the *exact* same version as the Cisco Unified Communications Manager Business Edition 3000 software version that is running on the server; otherwise, the restore fails.

- Step 5** In the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface, verify that your data is restored by viewing the entries on the various search pages where data was configured before you replaced the server.
- Step 6** In the Upgrade page, reinstall the following files if they were a part of your original setup; for example, reinstall
- Device packs
 - Locale updates
 - Firmware updates
 - Hotfixes, and so on
- Step 7** Make internal and external calls to test your call capabilities.
- Step 8** Although the backup tar file contains the license files, you cannot use them after the data is restored to the new server because the license files in the backup tar file are tied to the MAC address of the previous server.
- Cisco gives you 30 days to obtain and install new license files. During that 30 day window, you cannot upgrade the Cisco Unified Communications Manager Business Edition 3000 software to a later release than was originally on the previous server. During that window, the phones and users continue to function as expected, although you cannot add any new phones to the system or enable voicemail until you obtain and install new license files.
- Step 9** Obtain and install new license files before the 30 day window expires.

Reimaging or Replacing an MCS 7890-C1

This section contains the following procedures that you can perform to reimage or recover the MCS 7890-C1 or perform a server recovery. Only perform these procedures if your technical support team advises that you do so.

- [Reimaging an MCS 7890-C1, page 45-10](#)
- [Using a Network Cable to Set Up Server Access to the Network, page 45-12](#)
- [Using the Cisco Network Configuration USB Key, page 45-13](#)
- [Performing a Server Recovery for MCS 7890-C1, page 45-15](#)
- [Replacing the Cisco Unified Communications Manager Business Edition 3000 Server, page 45-16](#)

Reimaging an MCS 7890-C1

The MCS 7890-C1 comes preinstalled with Cisco Unified Communications Manager Business Edition 3000. Cisco Unified Communications Manager Business Edition 3000 supports a reimage through a USB DVD drive only.



Tip

Reimage the server only when your technical support team advises that you do so.



Note

USB hard disk drives and USB keys should not be plugged in during MCS 7890-C1 reimaging or installation.

The following steps describe how to reimage a MCS 7890-C1. The following procedure does not describe how to restore data if you need to perform a server recovery. For information on a server recovery, see the [“Performing a Server Recovery” section on page 45-7](#).

Procedure

Step 1 Connect the monitor to the VGA port and the USB keyboard to one of the USB ports.

Step 2 Connect a USB DVD drive to the MCS 7890-C1 according to the [“Connecting a USB DVD Drive” section on page 2-21](#).



Note

The install DVD contains a default configuration. Users will be asked to provide a customized configuration during first time setup. Use of a USB key for configuration data during install is not supported.

Step 3 Insert the Cisco-provided DVD for Cisco Unified Communications Manager Business Edition 3000.

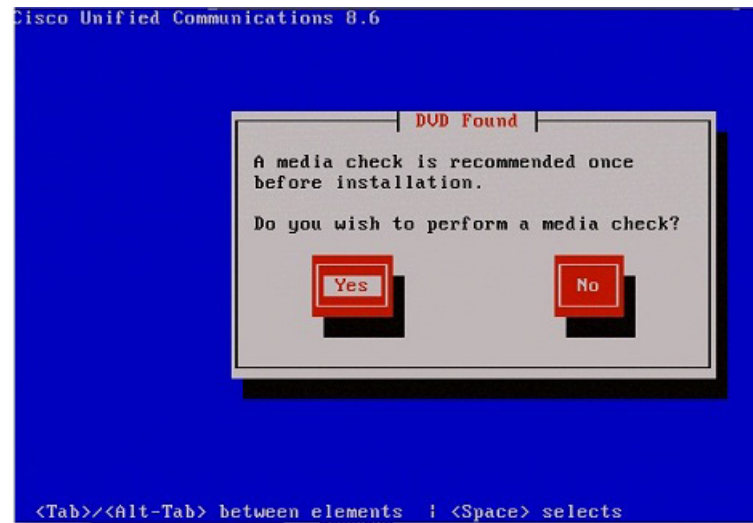


Warning

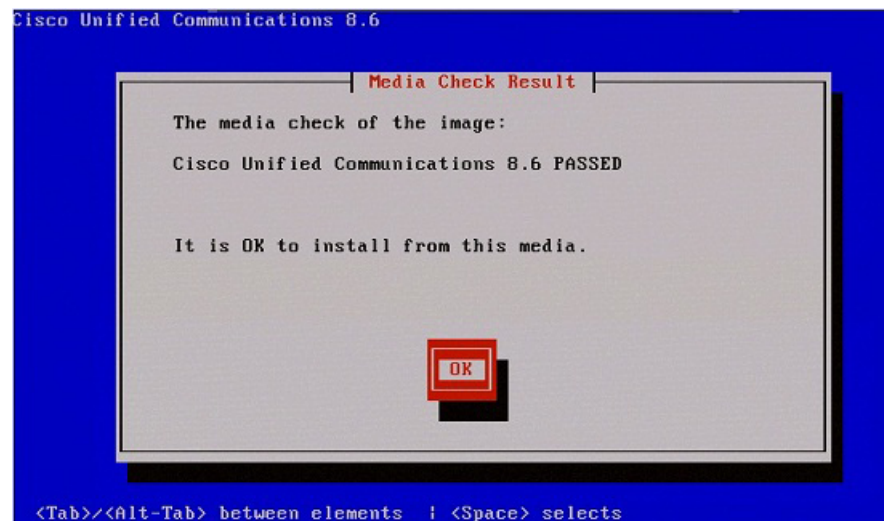
To prevent firmware corruption, which can result in a catastrophic failure of the MCS 7890-C1, use of a UPS is highly recommended. The time to complete a firmware install is approximately 30 minutes.

Step 4 Reboot the MCS 7890-C1.

Step 5 On reboot, the DVD boots up and a media check wizard appears, as shown in [Figure 45-1 on page 45-11](#). Click **Yes** to proceed.

Figure 45-1 Media Check Wizard

- Step 6** Media check takes approximately 30 minutes to complete the media integrity check on the DVD (see [Figure 45-2](#)). Click **OK** to continue with Cisco Unified Communications Manager Business Edition 3000 installation. The system takes approximately three hours to install Cisco Unified Communications Manager Business Edition 3000.

Figure 45-2 Media Check Passed**Note**

During the install or reimaging relating to a new Cisco Unified Communications Manager release, a server may require firmware updates applied if the MCS 7890-C1 server contained old firmware from a previous release.

This will cause the server to reboot during install, to pick up new firmware updates. The following message appears when this happens:

“Hardware setup for server requires a reboot for new update or settings to take effect. Install will continue after server has rebooted.”

The user must acknowledge this message, resulting in a server reboot back to the DVD. When prompted with the media check option in this subsequent reboot, the user can skip the media check option and continue with the installation.

Step 7 A prompt appears asking: “Do you want to overwrite the hard drive?”. Select **Yes**.



Note

Some USB DVD drives will automatically retract the DVD tray after the initial install phase, and the system may boot off it again. If this happens, the check media prompt will be displayed again. This is normal. To correct, simply reboot the server, eject the DVD, and the second phase of the install will continue from the internal drive.

Step 8 The install will proceed at this point. Look for the following to be displayed on the console: “Cisco Unified Communications Manager Business Edition 3000 administrative interface can be accessed using a supported web browser at <https://192.168.1.250>. For more information, refer to the Administration Guide for Cisco Unified CM Business Edition 3000.”

Step 9 Disconnect the USB DVD drive from the MCS 7890-C1 according to the [“Disconnecting a USB DVD Drive” section on page 2-22](#).

Step 10 The reimage resets the server to the default IP address of 192.168.1.250. To ensure that the server is recognized on the network, perform one of the following procedures:

- [Using a Network Cable to Set Up Server Access to the Network, page 45-12](#)
- [Using the Cisco Network Configuration USB Key, page 45-13](#)

Using a Network Cable to Set Up Server Access to the Network

Your server comes preinstalled with a default IP address of 192.168.1.250. To ensure that the Cisco Unified Communications Manager Business Edition 3000 server is recognized by the network, you must either use the Cisco Network Configuration USB key, as described in [“Using the Cisco Network Configuration USB Key, page 45-13”](#) or you must connect an Ethernet cable from the server to a laptop, as described in the following procedure.

Procedure

Step 1 On the laptop, set the IP address to 192.168.1.10 or another IP address in the same subnet.



Caution

Do not set the IP address of the laptop to the default IP address of the server.

Step 2 On the laptop, set your netmask to 255.255.255.0 and set the default gateway to 192.168.1.1.

Step 3 Connect the Ethernet cable from the server to the laptop. You may use a crossover cable or a straight Ethernet cable.

Step 4 If you have a Cisco-provided country pack, licenses, and the Cisco-provided .xls data configuration file on a USB key, insert the USB key into the server.

Step 5 Log in to the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard by using the default IP address of the server (192.168.1.250). Specify the user name and password as follows:

- User name: **admin**
- Password: **BE-3000**

After you log in, you may update the network parameters, including the IP address of the server:

- On the Network page in the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard (during the initial deployment)
- By uploading the Cisco-provided .xls data configuration file in the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard (during the initial deployment)

Step 6 After you complete the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard and the server restarts, you may disconnect the Ethernet cable from the laptop and server. Connect the laptop to the switch. If you have not already done so, connect the server to the switch so that the setup continues.

Using the Cisco Network Configuration USB Key

The Cisco Network Configuration USB Key consists of configure.xml file, also known as the Network Configuration signature file. The Cisco Network Configuration USB Key helps to create a temporary network interface, based on the values specified in the Network Configuration signature file, in a brand new Cisco Unified Communications Manager Business Edition 3000 and access the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard.

The following procedure describes how to use the Cisco Network Configuration USB Key to create a temporary network interface to:

- Connect to Cisco Unified Communications Manager Business Edition 3000 and access the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard.
- Access Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard after reimaging the Cisco Unified Communications Manager Business Edition 3000. Reimage the server only if your technical support team recommends that you do so.

To use the Cisco Network Configuration USB Key, you must download the Network Configuration signature file called configure.xml from www.cisco.com and update it with appropriate network configuration information. Save the updated Network Configuration signature file in the root directory of the Cisco Network Configuration USB key and insert it in the Cisco Unified Communications Manager Business Edition 3000 to create a temporary network interface without modifying the existing network configuration of the Cisco Unified Communications Manager Business Edition 3000. Using the temporary network interface, you can access the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard and permanently change the network setting of the Cisco Unified Communications Manager Business Edition 3000.



Note

The Cisco Unified Communications Manager Business Edition 3000 server must be switched on before inserting a USB key and must be in operational state.

The following steps explain the network configuration process using the Cisco Network Configuration USB Key:

Procedure

- Step 1** Download the Configure Network Signature file called configure.xml from www.cisco.com and save it on your laptop.
- Step 2** Open the Network Configuration signature file in your laptop and modify its content.
[Table 45-2](#) describes the parameters in the network configuration signature file.

Table 45-2 Content of Network Configuration Signature File

Parameter	Description
Configure Network	By default, the value is hard coded to no. Change this to yes if you want to create a temporary network interface. This temporary network interface exists along with the current configuration in the Cisco Unified Communications Manager Business Edition 3000. This temporary interface is destroyed automatically when the Cisco Unified Communications Manager Business Edition 3000 is rebooted.
IPAddress	Enter the appropriate IP Address based on the customers LAN. This is a mandatory requirement to change the network configuration.
Subnet Mask	Enter the appropriate subnet mask of the customers LAN. This is a mandatory requirement to change the network configuration.
Gateway	Enter the gateway details of the customers LAN. This is an optional requirement.

- Step 3** Save the Network Configuration signature file to the Cisco Network Configuration USB Key.
- Step 4** Remove the Cisco Network Configuration USB Key from the laptop and put it in a location that you will remember.
- Step 5** If you have not already done so, install the Cisco Unified Communications Manager Business Edition 3000 server in the customer LAN and power it up.
- Step 6** Insert the Cisco Network Configuration USB Key in Cisco Unified Communications Manager Business Edition 3000. Inserting the USB key creates a temporary network interface which contains network management information that enables users to connect to the Cisco Unified Communications Manager Business Edition 3000 server.
- Step 7** To connect the laptop to Cisco Unified Communications Manager Business Edition 3000, open a browser window to access the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard using the IP Address that is configured in the Network Configuration signature file.

- Step 8** After you log in, you may update the network parameters, including the IP address of the server:
- On the Network page in the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard (during the initial deployment)
 - By uploading the Cisco-provided .xls data configuration file in the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard (during the initial deployment)

**Tip**

After you access the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface, you can also generate the configure.xml file from the Network page and save it to a USB key. (Select **System Settings > Network**.)

Performing a Server Recovery for MCS 7890-C1

If your system is not working properly because of an issue with the MCS 7890-C1, you may need to perform a server recovery, which allows you to reinstall Cisco Unified Communications Manager Business Edition 3000 on the same server and then restore your data from a backup tar file. Only perform a server recovery when your technical support team advises you to do so.

The following procedure describes how to perform a server recovery.

Procedure

- Step 1** Verify that you have a good backup tar file that is the exact same version as the version of software that you plan to install on your server. The versions must match *exactly* for the server recovery to be successful.
- Step 2** Reimage the server, as described in the [“Reimaging an MCS 7890-C1” section on page 45-10](#). Make sure that you install exactly the same version of Cisco Unified Communications Manager Business Edition 3000 software as was used in the backup tar file; otherwise, the restore of data fails.
- Step 3** Run the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard.

**Caution**

If you used a country pack in your original setup, make sure that you reinstall the same country pack on the Change Country/Locale page.

In the Network page, make sure that you enter the same IP address and hostname of the server.

- Step 4** If your backup is the same version as the software that you installed, restore the data now. In the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface, select **Maintenance > Restore**.

**Caution**

Your backup tar file must be exactly the same version as the Cisco Unified Communications Manager Business Edition 3000 software version that is running on the server; otherwise, the restore fails.

- Step 5** In the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface, verify that your data is restored by viewing the entries on the various search pages where data was configured before the server recovery.

- Step 6** In the Upgrade page, reinstall the following files if they were a part of your original setup; for example, reinstall:
- Device packs
 - Locale updates
 - Firmware updates
 - Hotfixes, and so on
- Step 7** Make internal and external calls to test your call capabilities.
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Replacing the Cisco Unified Communications Manager Business Edition 3000 Server

To replace your MCS 7890-C1 server, refer to [Replacing the Cisco Unified Communications Manager Business Edition 3000 Server, page 45-8](#).