This document describes performing an Allworx server backup using the OfficeSafe application.

Objective

Allworx administrators can successfully:

- setup the PC running OfficeSafe.
- setup the Allworx server.
- setup the PC at a customer site.
- initiate an Allworx server backup.
- manage the backup files.

Equipment Requirements

The table below is a complete list of equipment and requirements necessary to perform all operations identified in this Operations Guide. Each chapter has a specific list of equipment and requirements necessary to perform the operations identified with that chapter.

Equipment	Requirements
PC	• Running OS (with latest service pack)
	• Windows 7 32-bit SP1 • Windows 8 64-bit • Windows 10 32-bit
	• Windows 7 64-bit SP1 • Windows 8.1 32-bit • Windows 10 64-bit
	• Windows 8 32-bit • Windows 8.1 64-bit •
	• RAM minimum: 2 GB.
	• Monitor resolution: 1024 x 768 (XGA).
	• OfficeSafe PC application.
	• Internet connection.
	• Windows Administrator Privileges.
	• Windows Firewall configuration must enable the OfficeSafe application to perform backups.
	• Obtain the IP address automatically.
Allworx server	• System Software 7.0 (minimum)*
	• Administration permissions and passwords for each Allworx server.
	• IP Address or DNS name of each Allworx server.
	* NOTE: System Software 8.0 requires OfficeSafe version 8.0 (minimum).
Allworx Server Installation Guide	The guide specific to the Allworx server model that describes the mounting, electrical connections, and input/output accessories of the Allworx Server. This guide is available at: https://allworxportal.com/
Allworx System Administrator's Guide	The guide is specific to the Allworx System Software setup and configuration of the Allworx Server. This guide is available at: https://allworxportal.com/

Toll Free 1-800-ALLWORX * 585-421-3580   Page 1
www.allworx.com
Revised: 8/11/15

Backup Checklist

Follow the order of the steps for a successful backup. Click the link in the Installation Guide Link column for more detailed information.

Step	Description	Installation Guide Link
1	Setup the OfficeSafe PC.	For more detailed information, see "To setup the OfficeSafe PC:" on page 2.
2	Setup the Allworx server.	For more detailed information, see "To setup the Allworx Server:" on page 2.
3	(Optional) Setup a PC at the customer site.	For more detailed information, see "To setup an OfficeSafe PC at the customer site:" on page 3.
4	Perform the backup.	For more detailed information, see "Initiate a Backup" on page 3.
5	Manage the backup files.	For more detailed information, see "Manage the Backup Files" on page 3.

Setting up the Allworx server and OfficeSafe PC

To setup the OfficeSafe PC:

1. Connect the OfficeSafe PC to the customer network or ensure there is a connection to the server over the Internet to the site.

   If a VPN is necessary to connect to the customer network, log into the VPN.

2. Navigate to **Tools** > **Options** > **Network** tab.

3. Verify the IP address of the OfficeSafe PC connection to the customer network is present in the Active Network Interfaces list. Click **OK** to close the window.

To setup the Allworx Server:

1. Log into the Allworx administration web page.

2. Navigate to **Maintenance** > **Backup** > **Modify**.

3. Set the IP Address and TCP/IP Port to the public IP address and port number of the PC running the OfficeSafe application. If the PC is behind a router, verify the port is forwarded to the backup PC. You can find the IP address and port number at **OfficeSafe Tools** > **Network Options** tab.

4. Click **Update**.

To setup an OfficeSafe PC at the customer site:

A PC can be set up at the customer site to capture backups on a regular basis. Configure a PC described in "To setup the OfficeSafe PC:" on page 2.

1.   Verify the PC has sufficient disk space to store a number of backups.

2.   Log in to the Server Admin page and navigate to **Maintenance** > **Backup** > **Modify**.

3.   Select the IP Address of the PC, the port number to use, the backup frequency and the time of day to start the backups.

4.   Click **Update**, and then click **Backup Now** to test the connection to the PC and verify the backup is successful.

Initiate a Backup

1.   Log in to the Allworx administration web page. Navigate to **Maintenance** > **Backup.**

2.   Click **Backup Now**. A confirmation box displays. Click **OK**.

       Within a few seconds, a progress bar displays for the backup in the OfficeSafe Administration Tool Current Activity window.

3.   Wait for the backup to complete, and then click **Close** to exit the Current Activity window. The entries for the Allworx server and this backup display in the left pane of the Administration Tool main window.

       If doing additional backups on this server, indicate the backup schedule date, time, and frequency on the Allworx administration web Backup page.

Manage the Backup Files

After doing the backups, a tree view of the servers and the backups display in the OfficeSafe application main window. The backups display from newest to oldest. Each backup is a complete backup set that includes the original full backup and all subsequent incremental backups performed prior to the next full backup.

Selecting either the Server Name or one of the individual backups causes pertinent information display in the Details pane. Drag-and-drop the individual backups to Windows Explorer in order to copy the files to different folders. This is useful when transferring a backup to a service PC performing a server

restore.

A right-click opens a menu with backup management options.

Option	Description
Rename	Enables changing the server name displayed in the tree and on the Options tabs or renaming the folder that stores the current and subsequent backups. The Rename option is only available after selecting a server name.
Delete	Removes the server from the tree, all of the backup files, and the server entry from the OfficeSafe database. Selecting Delete for an individual backup removes only that backup while leaving the server entry and the other backups in the OfficeSafe database.
Options	Opens the Options dialog. See "Configuration" on page 8 for more information.