

Allworx[®] OfficeSafe Operations Guide

Version 8.0

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Chapter 1 Introduction

Allworx OfficeSafe™ is a PC application that performs Allworx server backups and restores. The OfficeSafe application includes an administration tool to configure the Windows server and server restores, as well as manage the server backups. The OfficeSafe application is capable of doing backups of individual customer systems interactively and provide an ongoing server backups to multiple customers.

1.1 Who Should Read this Guide

This guide is for Allworx administrators that:

- install and maintain Allworx servers.
- understand computer networking and basic telephony.
- completed the Allworx Partner technical training.

1.2 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	<ul style="list-style-type: none"> • Running OS (with latest service pack) <ul style="list-style-type: none"> • Windows 7 32-bit SP1 • Windows 7 64-bit SP1 • Windows 8 32-bit • Windows 8 64-bit • Windows 8.1 32-bit • Windows 8.1 64-bit • Windows 10 32-bit • Windows 10 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	<ul style="list-style-type: none"> • System Software 7.0 (minimum)* • Administration permissions and passwords for each Allworx server. • IP Address or DNS name of each Allworx server. <p>* NOTE: System Software 8.0 requires OfficeSafe version 8.0 (minimum).</p>
Allworx System 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 Server 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/

1.3 Backup/Restore Overview

Each Allworx server backup is a system image. The Allworx server initiates the backup and transmits the information over the network to the PC running the OfficeSafe application. Allworx administrators should plan backups for:

- Newly-installed systems, as soon as the configuration is complete. This enables users to re-establish the site configuration easily.
- Regularly scheduled backups.
- After making changes to the Allworx server configuration.
- Prior to installing Allworx software upgrades.

Do restores on-site using the OfficeSafe application loaded on a service PC, as necessary. If the preferred backup is not in the service PC OfficeSafe database (i.e. the service PC did not do the backup), copy the backup onto the service PC, anywhere on the file system.

1.4 Full and Incremental Backups

Allworx administrators can determine the type of backup to perform. The backup configurations on the Allworx server include a Mode setting for full or incremental backups.

Mode Setting	Description
Full Backup	<p>Includes a copy of all server data, such as:</p> <ul style="list-style-type: none"> • operating system • software load • system configurations • user voicemails <p>NOTE: The number and length of voicemails on the system affects the size of the backup files and can take a long time to transmit to the OfficeSafe PC.</p>
Incremental Backup	<ul style="list-style-type: none"> • Performs a full backup the first time, and then performs smaller, faster backups. • Includes only changed data since the last backup, such as new voicemails and call details records. • Normally much smaller than full backups and take less time to transmit. • Recommended server Mode setting. (If doing regularly scheduled, incremental backups, it is best practice to do a full backup periodically.

The collection of full and subsequent incremental backups requires extra disk space and can become cumbersome to manage. The OfficeSafe application has the ability to override the server Mode setting and force doing a full backup under certain conditions such as the passage of time or after saving of a certain number of incremental backups. See the [“Configuration” on page 8](#) for information on configuring these settings.

1.5 Mapped Network Drives

Allworx administrators may select disk drives on other network servers mapped on the PC within the Windows account as the destinations for backups. When selecting a network drive, the Allworx administrator must provide the necessary credentials for the drive to enable storing backups on the network drive even when there are no privileged users logged into the PC.

1.6 Compatibility

The compatibility requirements of the OfficeSafe application include:

- Multiple versions of OfficeSafe 6 and later cannot reside on a PC at the same time. Uninstall the previous OfficeSafe version before installing the latest version of OfficeSafe.
- OfficeSafe 6 or later can reside on a PC at the same time as OfficeSafe 5 or lower.
- OfficeSafe 5 or lower cannot do backups until stopping the OfficeSafe 6 or later Windows service.
- OfficeSafe 6 and later are not compatible with backups made using OfficeSafe 5 or lower. Users cannot import or restore OfficeSafe 5 backups into OfficeSafe 6 or later.

Allworx recommends installing the OfficeSafe application on all PCs and using it for all backups. For PCs with OfficeSafe 7 or lower applications doing backups:

1. Keep the OfficeSafe 7 application on the PC.
2. Backup the Allworx Servers with the newer OfficeSafe application.
3. Remove the older OfficeSafe application version and older backups from the PC. Do not remove the OfficeSafe 7 or lower application until all OfficeSafe backups are complete.

Chapter 2 Installation and Configuration

Install the OfficeSafe application using one of the following options:

- Every PC used for Allworx server installation and support.
- A Windows-based server at a central location to do backups of Allworx servers on multiple sites. The central server must have a network communications path to all servers identified for backup such as over the Internet or VPN.

Allworx servers include the ability to configure and schedule automatic backups at various frequencies. If the upgrade is from an earlier version of the OfficeSafe 6 or later, uninstall the current OfficeSafe application from within the Control Panel. It is not necessary to uninstall the OfficeSafe 5 or lower application.

Note:	If upgrading from an earlier version of the OfficeSafe 6 or later (requiring a removal of the earlier version), the application retains configuration information and it is unchanged. In addition, no backup information is lost.
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2.1 Installation Checklist

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

Step	Description	Installation Guide Link
.NET Framework		
1	Install the .NET Framework on the Windows PC.	For more detailed information, see “Install the .NET Framework” on page 6.
2	Install the .NET Framework on the Windows server.	
Install the OfficeSafe Application		
3	Download the OfficeSafe application.	For more detailed information, see “Install the OfficeSafe Application” on page 7.
4	Launch the setup.exe file and follow the screen prompts.	
5	Select a folder to store the backups.	For more detailed information, see “Enable the OfficeSafe Application through the Windows Firewall” on page 8.
6	Click Close to finish the installation process.	
7	Configure the Windows firewall, if necessary.	

2.2 Installation

The Windows Server 2008 R2 operating system requires .NET Framework 3.5.1 prior to installing the OfficeSafe application.

2.2.1 Install the .NET Framework

To install the .NET Framework version 3.5 SP1 installer on the Windows 7 or Windows 8 operating system:

1. Navigate to the computer **Start Menu > Control Panel**. Verify the view is the Classic view, and click the Programs and Features icon.
2. Click **Turn Windows Features on** or off (located in the left column). Windows 7, and Windows 8 operating systems have User Account Control. Accept to proceed.
3. Select the .NET Framework 3.5 (includes .NET 2.0 and 3.0) installer and click **OK** the install begins. Click **Download** files from Windows Update. The install completes.

To install the .NET Framework 3.5.1 on Windows Server 2008 (32-bit and 64-bit versions) and Windows 2008 R2:

1. Navigate to the computer **Server Manager > Add Features > .NET Framework 3.5.1**.
2. Select the .NET Framework 3.5 (includes .NET 2.0 and 3.0) installer and click **OK** the install begins. Click **Download** files from Windows Update. The install completes.

To install the .NET Framework 3.5.1 on Windows Server 2012 (32-bit and 64-bit versions) and Windows 2012 R2:

1. Navigate to the computer **Server Manager > Manage > Add Roles and Features**. The dialog box opens.
2. Click **Next** and verify the **Role-based or feature-based installation** selection. Click **Next**.
3. Navigate to **Select a server from the server pool > Next > .NET Framework 3.5 Features**. Click **Next** and follow the on-screen prompts.

2.2.2 Install the OfficeSafe Application

Note:

A user with Windows Administrator rights must install the OfficeSafe application.

1. Download the OfficeSafe application zip file from the Allworx Partner Portal and unzip the file to a folder on a PC.
2. Double-click the setup.exe file and follow the screen prompts.
3. Select a folder to store the backups. Accept the default (C:\backup) or select another folder on a drive that has enough space for the backups.
4. Click **Close** to finish the installation process.

The setup program installs a Windows service that does the backups. Important notes:

- The service starts automatically after installation.
- The OfficeSafe Administration Tool application installs and places an icon to open it on the desktop.
- Use the Allworx web administration tool to:
 - configure the backup / restore settings.
 - manage the stored Allworx server backups on the PC (described later in this document).

If running firewall software on the PC, configure the PC to enable backups. Procedures for enabling backups through the Windows Firewall are provided below.

- If using a third-party firewall program, use the appropriate procedures for the product.
- If connecting the PC through a hardware firewall, route the OfficeSafe port (the default is 5001) through the firewall to the OfficeSafe PC.

2.2.3 Enable the OfficeSafe Application through the Windows Firewall

To enable the OfficeSafe application through the Windows Firewall - Windows 7 and Windows Server 2008:

This procedure requires Administrator privileges.

1. Open the Windows Control Panel.
2. Click **Windows Firewall**. If the Windows Firewall does not display in the Control Panel window, navigate to **System and Security > Windows Firewall**.
3. Click **Allow a program or feature through Windows Firewall**. A list of programs displays. Click **Allow another program**. The Add a Program window displays.

Windows 7: If there is a prior version of the OfficeSafe application installed on this PC, the OfficeSafe application may display in the Programs list. Ignore this. If OfficeSafeService.exe does not display in the list, click the **Change settings** button.

4. Click **Browse** in the Add a Program window.
5. Navigate to **My Computer > C: > Program Files > Allworx > OfficeSafe Service** (Not OfficeSafe but OfficeSafe Service).

Windows 7: If the Windows operating system is the 64-bit version, navigate to **Program Files (x86)** rather than Program Files.

6. Click **OfficeSafeService.exe**, and then click **Open**. The Browser window closes.
7. Locate **OfficeSafeService.exe** in the Programs list, and then click **Add**. The Add window closes. OfficeSafeService.exe displays in the Allowed programs window and its box is checked. Click all unchecked buttons on the same row as OfficeSafeService.exe, and then click **OK**.

2.3 Configuration

Prior to using the Allworx web administration tool to manage backups, ensure the Allworx administrators have Read and Write access to the Backup Folder containing the stored Allworx server backups. Any Allworx administrator changing the OfficeSafe configuration must have Windows Administrator permissions.

To access the configuration options:

1. Launch Allworx web administration tool and log in with the Allworx username and password. After the application synchronizes with the OfficeSafe application, the main window displays any stored backups in the OfficeSafe backup repository.

2. Click **Tools > Options**. The Backup Options tab displays. There are two sub-tabs.

- Default backup setting
- Server-specific settings.

2.3.1 Default Backup Settings Tab

The settings on the Defaults sub-tab applies to the first backup of new servers and to any selected existing servers.

Option	Description
Backup Repository	<p>This is the main storage directory for all OfficeSafe backups. The OfficeSafe application creates a backup sub-folder for each server.</p> <ul style="list-style-type: none"> • If changing the Backup Repository folder, the application saves all subsequent backups of new and existing servers using the default settings in the new folder. • If configuring the Backup Repository on a network drive, the Windows Administrator must enter the required Credentials (Domain, User Name, and Password) for accessing the drive. See "To configure the credentials:" on page 12 for more information. <p>NOTE: If there is a check in the Move backups using defaults to a new repository box, changing the repository location to or from a network drive could take several minutes, depending on the amount of data and the speed of the network.</p> <p>NOTE: If a using network folder to store backups, the network folder may display in a format that includes the server address where the folder resides. This is not necessarily a problem. It can be the result of two possible issues: (1) The Windows account does not have a drive mapping for the network folder or (2) the Windows Administrator does not have sufficient access rights to the folder. In either case, users cannot manage the backups stored on the network drive. The application continues to store backups into the folder successfully, if the network drive credentials are still valid.</p>
Move backups using defaults to a new repository	<ul style="list-style-type: none"> • Check the box to move previously stored backups to the new location. • If changing the Backup Repository folder and this box is left unchecked, the application stores the new backups in the new location, but any previously-stored backups remain in the previous directory. <p>NOTE: Changing the repository location to or from a network drive could take several minutes depending on the amount of data and the speed of the network.</p> <p>NOTE: If the user does not have write permissions for both source and destination folders, it is not be possible to move the existing backups. The 'Move backups' checkbox is not available.</p>
Overrides for Full Backup	<p>The recommended setup for the server backup Mode is Incremental:</p> <ul style="list-style-type: none"> • the first backup made for the server is a full backup. • all subsequent backups are incremental backups. • The OfficeSafe application overrides the Incremental backup setting by forcing a full backup, based on the selected condition.
Previous Backup Sets Retained	<p>Whenever doing a full backup, the application creates a new Backup Set. The Backup Set contains the full backup along with all subsequent incremental backups for that server. Select the number of prior backup sets to retain in the OfficeSafe backup database.</p>
Notify Settings: Recipient Group	<p>Users may configure the OfficeSafe application to send an email indicating the status of backup operations as completed. A Recipient Group is a collection of email addresses to send notifications. Define the Recipient Groups on the Notification options tab. To send a notification, select a group from the list of defined groups.</p>

2.3.2 Server-specific Backup Settings

Option	Description
Named Server	Servers with complete backups display in the Named Server list. Click a server to view and modify the settings for subsequent backups of that server
Rename	<p>Change the servers with completed backups displayed name.</p> <ul style="list-style-type: none"> • It may be convenient to change the server name to the customer site name. • Users have the option to rename the folder for the server backups to match the new server name. • The server folder is in the main backup folder and stores the backups for the selected server.
Folder	<p>Storage folder for the selected server backups.</p> <ul style="list-style-type: none"> • If changing the folder, previously stored backups move to the new folder and the application saves all subsequent backups. • If configuring the Backup Repository on a network drive, the Windows Administrator must enter the required Credentials (Domain, User Name, and Password) for accessing the drive. See "To configure the credentials:" on page 12 for more information. <p>NOTE: Changing the repository location to or from a network drive could take several minutes depending on the amount of data and the speed of the network.</p> <p>NOTE: If a using network folder to store backups, the network folder may display in a format that includes the server address where the folder resides. This is not necessarily a problem. It can be the result of two possible issues:</p> <ol style="list-style-type: none"> 1. The Windows account does not have a drive mapping for the network folder. 2. The Windows Administrator does not have sufficient access rights to the folder. <p>In either case, users cannot manage the backups stored on the network drive. The application continues to store backups into the folder successfully, if the network drive credentials are still valid.</p>
Overrides for Full Backup	Recommended setup for the server backup Mode is Incremental, which is the first server backup is a full backup but all subsequent backups are incremental backups. The OfficeSafe application overrides the Incremental backup setting by forcing a full backup, based on the selected condition.
Previous Backup Sets Retained	Creates a new backup set whenever a doing full backup. The Backup Set contains the full backup along with all subsequent server incremental backups. Select the number of prior backup sets to retain in the OfficeSafe backup database.
Notify Settings: Recipient Group	Configure the OfficeSafe application to send an email indicating the status of backup operations as completed. A Recipient Group is a collection of email addresses to send notifications. Define the Recipient Groups on the Notification options tab. To send a notification, select a group from the list of defined groups.
Set Defaults	Open a window to configure this or all existing servers to use default Backup and/or Notification settings. Once configured this way, the server or servers use the default settings until Set Defaults options are changed.

2.3.3 Restore Options

Use an on-site service PC loaded with the OfficeSafe application to do a restore, as needed. If using a dedicated backup PC for backups, copy the preferred backup file to the on-site service PC.

The Restore options enable users to select which backup to use for restore of an Allworx server. From

the main window, click **View > Options**. Click the **Restore** tab. The Restore Options tab displays.

Option	Description
Most Recent Backup	Use the most recent backup in the OfficeSafe database for the server being restored. If the application does not find any backups for this server, the restore fails.
Named Server	Use a backup from a different server that in the OfficeSafe database. This is useful when switching servers. The Allworx Server Administrator can load the original server configuration onto the replacement server. NOTE: When backing up from a different server, the application does not restore the original server feature keys or activate the features on the new server. The Allworx Server Administrator must obtain feature keys specifically created for the new Allworx server.
Select Backup File	Use this option if the backup file is not in the OfficeSafe database on the service PC. This is often the case when doing backups on a dedicated, backup PC but the administrator is using a different PC (e.g. a service laptop) to do the restore. Therefore, copy the file from the dedicated backup PC to the service laptop. Choosing Select Backup file enables users to browse the file system of the laptop to select the copied backup file.

2.3.4 Network Options

The Administrator can receive backups on any network interface configured on the PC, including VPNs. Use the **Network Options** tab for setting the port number and adjusting the maximum number of simultaneous connections for backups.

To view or modify the Network options, click **Tools > Options > Network**.

Option	Description
Maximum Allowed Connections	Controls the number of backups happening at one time. The value can be set to a maximum of 10. If simultaneous backups are using too much network bandwidth, decrease the value.
Connection Port	Default port (5001) for both the OfficeSafe application and Allworx servers. Users may select a different port, if required. Verify the OfficeSafe application and all of the Allworx servers identified for backup are set to the same port number. If changing the Connection Port, restart the OfficeSafe service. From the Main Window, click Tools > Backup Service > Restart . It may take up to two minutes for the restart to complete.
Active Network Interfaces	IP Address and description of each active network interface on the PC displays. If connecting to the customer's site using a VPN, connect to the VPN, and then verify that the VPN IP Address is in the Active Network Interfaces list. If not, check the VPN interface. NOTE: Only users with Administrator permissions on the PC can restart the service.

Windows 7 Note: Even when installing with Administrator permissions, the options to Start, Stop and Restart the Backup Service may remain disabled.

To configure Administrator permissions:

1. Navigate to **My Computer > C: > Program Files > Allworx > OfficeSafe Service**. If the Windows 7 operating system is the 64-bit version, navigate to **Program Files (x86)** rather than Program Files.

2. Right-click the **OfficeSafeAdmin.exe** file, and click the **Create shortcut** option. The Windows 7 operating system indicates that a direct shortcut creation is not possible and asks to place it on the desktop instead. Click **Yes**.
3. Right-click the newly-created shortcut on the desktop and select **Properties**.
4. Locate the Shortcut tab and click **Advanced...** The Advanced Properties dialog box displays. Check the **Run as Administrator** checkbox, and then click **OK**.
5. Click the **General** tab and modify the shortcut title to indicate that this shortcut has Administrator privileges. Click **OK**.
6. Click **OK** to accept the configuration selection.
7. Double-click on this new shortcut and navigate to **Tools > Backup Service** from within the application. Depending on the state of the OfficeSafe service, one or two of the options should be available.

To configure the credentials:

When selecting a network drive for storing backups, the user:

1. Enters credentials (Domain, User Name, and Password) to access the drive.
2. Navigate to **Tools > Options > Credentials** to view and manage the credentials.

Option	Description
Delete	Only available if the selected Credential is not in use within any backup configuration. If the Credentials are in use, an asterisk (*) displays in the In Use column.
Modify	Change the existing Credentials. This is necessary if the password for the user to access the network drive has changed.

To configure the notifications:

Users can configure the OfficeSafe application to provide automatic notification emails for backup successes, failures, or both. Users can setup the notifications for specific servers or for all servers.

Navigate to **Tools > Options > Notification > New...** The Notification Configuration window displays.

Setting	Description
Recipient Group	Enter a descriptive name.
Used By	Identify which server backup configurations use the notification setup.
Notify On	Select when to notify: backup passes, fails, or both.
SMTP Server	Enter the DNS name or IP address of the mail server using this notification. The email account provider should supply this information.

Setting	Description
Port	Enter the Port number for the SMTP Server. The email account provider should supply this information.
Use Authentication	Check this box and enter the User Name and Password, if the SMTP Server requires authentication. The email account provider should supply this information.
Secure Connection	Select the SMTP server security protocol, if any. The email account provider should supply this information.
Sender's Email (from)	Enter the account email address on the SMTP Server.
To, CC, Bcc	Enter email addresses for the intended recipients of the notification
Test Email	After entering the required information, click Test Email to verify that the notification is set up properly. The application sends a test email to the configured recipients. Verify all recipients received the email prior to using this Notification setup for backup notifications.

2.3.5 Troubleshooting Notifications

If the recipients are not receiving notifications, there may be a problem with the network, the email server, or both. Check if the PC is queuing notification emails. Navigate to **View > Notify Queue**. The Notification Queue table displays.

This window displays any notifications that the OfficeSafe application was unable to send the notification. Users can also set the Retry Interval and the Maximum Life. After a notification exceeds the Maximum Life setting, the application no longer retries to send the notification and deletes it. Entering a zero for Maximum Life causes the application to delete unsuccessful emails immediately.

If notification emails are stuck in the queue, check the email server setup in the Notification Options or contact your Allworx Server Administrator.

Chapter 3 Backing up Allworx Servers

This chapter describes the steps necessary to perform an Allworx server backup using the OfficeSafe application.

3.1 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 15.
2	Setup the Allworx server.	For more detailed information, see "To setup the Allworx Server:" on page 15.
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 16.
4	Perform the backup.	For more detailed information, see "Initiate a Backup" on page 16.
5	Manage the backup files.	For more detailed information, see "Manage the Backup Files" on page 16.

3.2 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 15](#).

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.

3.3 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.

3.4 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.

Chapter 4 Restoring Allworx Servers

This chapter describes the steps necessary to restore an Allworx server using an OfficeSafe backup file.

Note:	Do not use the OfficeSafe 6 or later application to restore backups made using OfficeSafe version 5.x and lower. The OfficeSafe 6 or later backups are not compatible with OfficeSafe version 5.x and lower.
Note:	If restoring the backup to a new Allworx server, the restore does not install any server feature keys from the original server. Obtain the feature keys for the new server from the Allworx distributor.

4.1 Restore Checklist

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

Step	Description	Installation Guide Link
1	Setup the Allworx server.	For more detailed information, see "To setup the Allworx server:" on page 19.
2	Setup the OfficeSafe PC.	For more detailed information, see "To setup the OfficeSafe PC:" on page 20.
3	Initiate the restore.	For more detailed information, see "Initiate the Restore" on page 21.
4	Confirm the Allworx server network settings.	For more detailed information, see "Confirm the Allworx Server Network Settings" on page 21.

4.2 Setting up the Allworx server and the PC

To setup the Allworx server:

1. Disconnect the Allworx server LAN and WAN ports (or the T1 port, if using for the WAN) from the customer network.
2. Reboot the Allworx server into SafeMode and connect the PC running the OfficeSafe application to the server LAN port.
3. Set up the PC network interface to obtain an IP address via DHCP.
4. Verify that the PC has an IP address on the 192.168.2.x network. Release and renew the IP address, if necessary.
 - a. Click **Start** and type **cmd** in the Search field. A command window opens.

- b. Clear the PC current IP settings by typing:

```
ipconfig /release
```

- c. Press enter to clear the PC current IP settings.
- d. Obtain a new IP Address by typing:

```
ipconfig /renew
```

5. Enter the URL to open the Allworx server web administration page.

Server	URL
Allworx 6x, 6x12, 24x, 48x server	http://192.168.2.254:8080
Allworx Connect servers*	https://192.168.2.254:8443
* Entering a URL of http://192.168.2.254:8080 redirects to https://192.168.2.254:8443.	

The SafeMode page displays.

6. Enter the IP address and port number of the OfficeSafe PC in the upper left corner. Find this information in the OfficeSafe Administration Tool on the **Tools > Options > Network** tab. It starts with 192.168.2. **Do not click Restore yet!**

To setup the OfficeSafe PC:

1. Navigate to the OfficeSafe **Tools > Options > Network** tab.
2. Verify the IP address 192.168.2.x is present in the Active Network Interfaces list.
3. Navigate to **Tools > Options > Restore** tab.
4. Select the option that describes which backup to use.

Most Recent Backup	If the restored server displays in the OfficeSafe Administration Tool server pane, and when using the most recent backup for the server.
Named Server	If restoring a backup from a different Allworx server stored in the OfficeSafe application on this PC. Verify the Allworx server model of the selected server is the same as the restored server. Backups from different models of Allworx servers are not compatible.
Select Backup File	If the preferred backup is NOT in the server pane of the OfficeSafe Administration Tool main window. This option enables selecting an OfficeSafe backup file that is not in the PC OfficeSafe server database.

5. Click **OK** to return to the OfficeSafe main window.

4.3 Initiate the Restore

Note:	Do not use the OfficeSafe 8 application to restore backups from OfficeSafe 5.x or lower.
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Before starting a restore, disconnect the Allworx server from the customer network and restart it in SafeMode. Directly connect a PC to the LAN of the Allworx server. Verify the PC:

- obtains the IP Address automatically.
 - preferred backup file is available, either within the OfficeSafe application or elsewhere in the file system.
 - If the server displays in the server pane of the OfficeSafe Administration Tool main window, then the files are available.
 - If the server was backed up using a different PC, copy the backup file onto the PC using a USB flash drive or similar device.
1. Log in to the Allworx web administration page. and navigate to **Maintenance > Restart**.
 2. Check the **Restart Allworx Server** checkbox, and then select **Enter Safe Mode after restart**.
 3. Click **Restart Now**. Click **Continue** to confirm the restart.
 4. Enter the IP Address of the OfficeSafe PC in the field provided.
 5. Click the **Restore from OfficeSafe** button. When the Allworx server restore is complete, the SafeMode page displays Restore Successful in the upper left corner.
 6. Select **Reboot in Normal Mode**, and then click the **Reboot** button.
 7. Return to the OfficeSafe window. and navigate to **View > Current Activity** to see the restore activity log status. Click the **Close** button to close the OfficeSafe Current Activity window.

4.4 Confirm the Allworx Server Network Settings

To ensure the restored server network settings are correct, reconnect the Allworx server to the customer network, as before.

- If the OfficeSafe PC connections changed to do the restore, return the PC connections and IP Address to the original configuration.
- If the restored server is a different server from the backup that was made and if there are feature keys for the new server, connect the service PC to the network, open the Server Admin page, and install the new feature keys.



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