

Recovering a Business System or Call Center System from a Backup

This guide explains how to restore your system from a backup. Follow each step carefully to ensure a successful recovery.

Prerequisites

- CLI access (SSH or console)
 - A valid backup file with full path
 - The **exact software version** used when the backup was created
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Recovery Procedure

Step 1: Install Base System Software

Install the system software using **the same version** that was running at the time of the backup. You can search our archive for your version to download.

Important: Using a different version may result in failed or unstable restoration.

Step 2: Access the System

Log in via CLI and navigate to the /opt directory:

```
cd /opt
```

Step 3: Stop Services

Stop all relevant services before restoring the backup:

```
/opt/pbxware/sh/stop /opt/httpd/sh/stop
```

Step 4: Restore the Backup

Extract the backup file:

```
tar --numeric-owner -xvf /PATH/T0/BACKUP
```

Replace /PATH/T0/BACKUP with the full path to your backup file.

Note: The extraction process may take several minutes depending on the size of the backup.

Step 5: Start Services

Once the restoration is complete, restart services:

```
/opt/pbxware/sh/start /opt/httpd/sh/start
```

Post-Recovery Verification

- Confirm all services are running
 - Verify extensions and call routing
 - Test inbound and outbound calls
 - Check logs for errors or warnings
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