PureConnect®

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See Change Log for summary of changes.

GENESYS

Data Backup

Technical Reference

Abstract

This document discusses data backup recommendations for Customer Interaction Center.

For the latest version of this document, see the PureConnect Documentation Library at: http://help.genesys.com/pureconnect.

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Overview

This document discusses three basic backup recommendations for Customer Interaction Center (CIC).

1. Creating a dedicated backup subsystem on the CIC server.
2. Adding the CIC server to an existing network backup scheme.
3. Manually creating a copy of all vital implementation-specific data.

All of the options discussed in this document offer a unique level of data security. The best recommendation is to use a combination of all three options to assure the data will be available when it is needed.

Dedicated Backup Subsystem

A dedicated backup subsystem is one in which you configure the CIC server to back up CIC. You must have Windows installed locally on the CIC server. Windows has a built-in backup program called Windows Server Backup that allows you to back up and restore systems, files, folders, and application data. Windows Server Backup supports storing backup data to disk drives and SAN disks locally attached to the CIC server, and folders on the CIC server's local volumes or remote shares. Windows Server Backup does not support tape devices. For more information on Windows Server Backup, see the vendor's product documentation.

A dedicated backup subsystem offers the highest level of security to guard against system disaster. You can use it with either or both of the other options discussed in this document.

Existing Backup Scheme

You can easily add a CIC server to an existing backup scheme. Use the same backup configuration for the CIC server as your other Windows servers. Schedule the backup job to run during a time when the CIC server is least active.

Again, you can use this option with either or both of the other options discussed in this document.

Exclude the `\I3\IC\Logs` directory from the backup list. This directory stores subsystem logging data that may at times be large and may increase the time it takes for the backup to complete.

Manual Backup

Use the manual backup method to copy vital data from the CIC server to a remote location (for example, another server or a secure workstation).

Genesys recommends the following manual backup plan:

- Back up all data in the `\I3\IC directory` except for the data in the `\I3\IC\Logs` directory.
- Back up the "Interactive Intelligence" registry key.

This backup plan provides the maximum redundancy for restoring the CIC server.

Back up all data in the \I3\IC directory

Back up all data in the `\I3\IC directory` except for the data in the `\I3\IC\Logs` directory.

The following table shows important subdirectories included in an `\I3\IC` directory backup.

| Subdirectory	Description
`\I3\IC\Certificates\*`	Contains certificates the CIC system uses.
`\I3\IC\ClientSettings`	Contains user-saved settings for CIC clients.
`\I3\IC\FBMC`	If a customer is using Interaction Message Store, there may be useful files stored here.
`\I3\IC\Handlers\*`	Contains handlers.
`\I3\IC\HostTools`	If a customer is using Host integrations, there may be useful files stored here.
`\I3\IC\Mail\*`	If email messages were not sent before the CIC server was lost, the data is stored here.
`\I3\IC\Persistence`	If a customer is using Interaction Process Automation, the current work items should be backed up.
`\I3\IC\PMQ`	Contains any files representing database inserts that were not successful.
`\I3\IC\Recordings`	
`\I3\IC\Resources`	Contains all system and user prompts and customized fax cover pages (ResourcesCoverPages).
`\I3\IC\TFTPRoot`	If a customer is using a TFTP server, there may be useful files stored here.

Also include in the backup any ODBC Data Source used for custom handlers that access tables.

Back up the "Interactive Intelligence" registry key

Back up the "Interactive Intelligence" registry key, which contains all Interaction Administrator information.
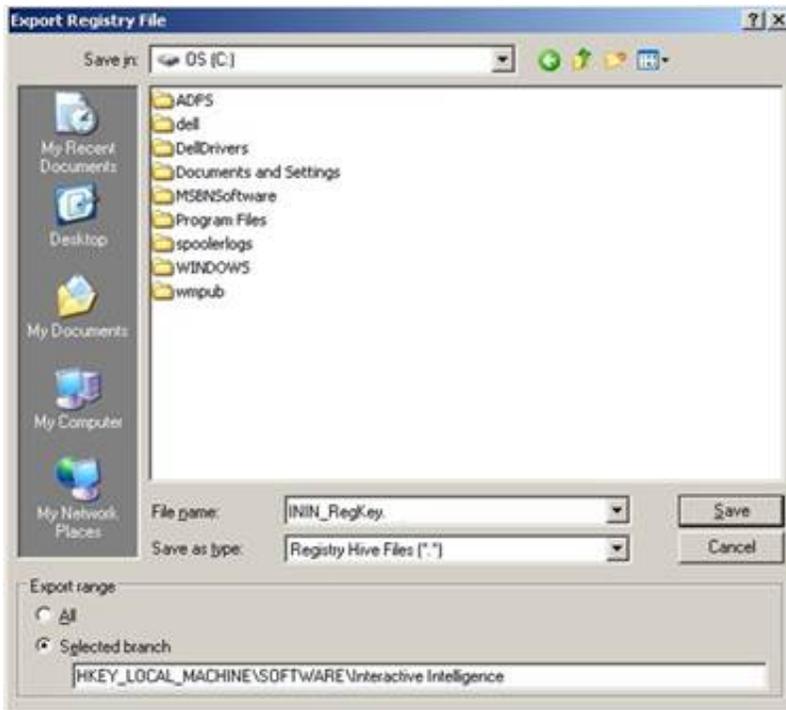
To back up the registry key:

1. Run `REGEDIT.EXE`.
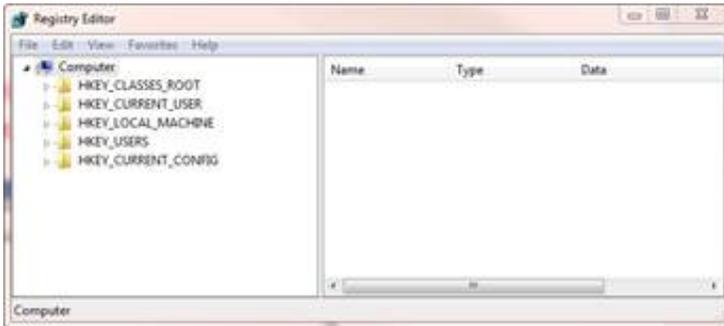
2. Navigate to **\HKEY_LOCAL_MACHINE\SOFTWARE\Interactive Intelligence**.
3. Right-click on **Interactive Intelligence** and click **Export**.
   The **Export Registry File** dialog box is displayed.

4. Type **ININ_RegKey** in the **File Name** box.
5. Click **Registry Hive Files (*.*)** in the **Save as type list** and click **Save**.

> **Note:** Re-publish all default and custom handlers after you restore the registry if you are restoring to a clean CIC install.

Change Log

The following table lists the changes to this document since Customer Interaction Center version 4.0 product availability.

Date	Change
01-August-2014	Updated documentation to reflect changes required in the transition from version 4.0 SU# to CIC 2015 R1, such as updates to product version numbers, system requirements, installation procedures, references to Product Information site URLs, and copyright and trademark information.
01-January-2015	Edited document wording for clarity.
01-July-2015	Updated cover page with new logo.
16-March-2018	Rebranded to Genesys.
10-May-2019	Reorganized the content only, which included combining some topics. See CICDOC-188.