

All MiCC Office data and settings are backed up during an image level backup, including the MiCC Office database as well as Intelligent Router's settings files and registry settings. A manual back up of any MiCC Office components is not necessary when performing an image level backup.



Note: When performing an image level backup of Virtual MiCC Office, the MiCC Office database and Media Blending operations typically come back online quicker than using the MiCC Office Backup Tool. This is because the VSS snapshot usually only take a few seconds to complete which is done before the actual backup. MiCC Office is free to resume normal operations after the snapshot. Using the MiCC Office Backup Tool requires MiCC Office to wait for the entire backup to complete.

BACKING UP AND RESTORING APPLICATIONS

It is recommended that users complete regular data backups to a secondary device, such as a local network drive. This section provides the list of files that should be included in application backups and the backup/restore procedures.

BACKUP FILES

Table 7 provides the settings files that should be included in a routine backup. When completing your backups, include both user-specific *and* default settings in your backup. File locations are as follows:

- User-specific settings are located in the following directories:
 - **Windows 7 onwards:** `C:\Users\\AppData\Roaming\Mitel\Customer Service Manager\\Settings.`

Table 7: Per-User Settings Files

APPLICATION	FILE NAME
CallViewer	actions.ccd
	buttons.ccd
	features.ccd
	hotkeys.ccd
	rules.ccd
	cvruser.ini
RealViewer	realvwr.cvd
	realviewer.ftt
	rvruser.ini

Table 7: Per-User Settings Files (continued)

APPLICATION	FILE NAME
Reporter	default.cvd
	reports.cvd
	wizlink.cvd
	intlrpt.cvd
	callcost.cvd
	netlink.evt
	reporter.flt
	rptuser.ini
Reporter Real-Time	reporterrt.cvd
	rtlink.cvd
	rtlink.evt
	rtalarm.evt
	reporterrt.flt
	rtuser.ini
Auto Reporter	autorptruser.ini
	wizlink.cvd
	rtlink.cvd

If any of the .ini files were modified after the clients were installed, include them with your back up. This ensures that the modifications contained in the .ini files are retained when you restore the data.

Table 8 provides the list of default MiCC Office .ini files. From CSM 5.1, .ini files are split as per-computer and per-user files, and are located in the following directories:

- Per-computer config files:
 - *Windows 7 onwards:* C:\ProgramData\Mitel\Customer Service Manager\\Settings

Table 8: Config Files

APPLICATION	FILE NAME
CallViewer	callviewer.ini (per-computer)
	cvruser.ini (per-user)
	cvolkbtn.ini (per-computer)
	cvolkbtnuser.ini (per-user)
	cvlink.ini