



CALL RECORDING

Data Backup

Admin
Quick Reference

 **MOMENTUM**

Powered by:  **miarec**

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1. Data Backup Maintenance Guide

This guide describes the process of how to use utilities, Amazon Web Services and Call Recording (powered by MiaRec) native application features to backup the database and audio files. It also covers the process of restoring a database in various scenarios in case of a catastrophic failure.

Call Recording stores data in two forms:

- **database** entries containing call metadata and configuration data; and
- **audio files** with raw audio recordings of calls.

It is possible to use existing utilities and native Call Recording features to dump all information from the Call Recording database and ensure redundancy of audio files. These actions can be completed on-demand or can be scheduled as reoccurring actions.

MiaRec recommends using an offsite storage facility, such as an **Amazon Web Services (AWS) S3 bucket** because it provides exceptional 99.999999999% durability and 99.99% availability and supports WORM (write-once-read-many) model to prevent corruption or tampering of backup files. Other offsite storage mechanisms exist, like SFTP, NFS, but they are not covered in these instructions.

1.1 Database

Call Recording uses a PostgreSQL Database to store call metadata and configuration data. It is possible to use the utilities `pg_dump` and `pg_restore`, which are included in the `postgresql` package, to backup and restore the MiaRec database.

1.1.1 What is in the database?

The database holds the following data:

- Tenant, Group and User configuration
- Call Recording Details/State
- System Configuration
- Branding information
- Job Configuration (export, replication, relocation)
- Other data

1.1.2 What is NOT in the database?

The database does not include the following:

- **Audio Files** Audio files are stored on the file system rather than in a database. The database only stored a path to the files. Therefore audio files should be backed up and restored using other means. As long as the file path entries in the database are still valid, after a database restoration, the audio files will be accessible.

1.2 Audio Files

Audio files can be stored:

- locally on the same server that recorded the calls
- externally on remote storage like FTP, SFTP, S3. In such a case, a background process automatically relocates audio files from local file storage to remote storage. A file relocation job is normally run by a schedule (every 5 minutes or so).

1.2.1 External storage

When external storage is used for audio files, such storage normally provides built-in redundancy, whether it is a NAS server with multiple disks in a RAID array or an Amazon S3 bucket with 99.999999999% durability. In most situations, the provided redundancy of the external storage is sufficient and we must focus on Call Recording database backup/restore only. During a database restoration, the configuration for this external storage target would be retained and audio files would be accessible at the same path.

Info

Make sure to check for IP filtering rules on your external storage device, in the event of a disaster recovery the IP address of the Call Recording server may change.

Call Recording provides built-in support of external storage support. This is achieved by using a file relocation job that runs periodically and moves audio files from the local recording server to external storage like FTP, SFTP, FTPS or Amazon S3.

Note, that there is a short moment when files are kept locally on the recording server(s) before they are relocated to the external storage. If a disk failure occurs, such non-relocated audio files may be lost. We recommend using a RAID 1 disk array for physical servers, which would provide local redundancy to those local files in case of disk failures.

External storage is almost always a preferred solution except for the cases where the reliability of the network connection to the external storage is in question.

1.2.2 Local storage

Using local storage on recording server instances is not considered fully redundant (although some form of redundancy can be achieved by using RAID 1 disk arrays). If there is a failure in one or all of the recorder instance(s), audio files would be lost and unrecoverable.

Redundancy can be achieved with local storage using the following methods:

- Built-in replication mechanism that synchronizes audio files between two MiaRec clusters. In such a case, audio files exist in two copies on two servers, which can be geographically distributed.
- Third-party file synchronization utilities like `rsync`, periodically create copies of the local audio files on external storage.

In both of the mentioned methods, each audio file is duplicated, i.e. one copy is stored in the local storage and another copy is stored in remote storage or 2nd cluster.

Local storage is accessible reliably and with low latency, so it is ideal in scenarios with unreliable networks.

2. Requirements

- Console/ssh root access to the server that is running the PostgreSQL database service.
- Admin access to the Call Recording web portal.
- Amazon AWS IAM Account with privileges to create IAM users, IAM policies and S3 buckets.

3. Backup Database

3.1 Backup database

This section provide instructions how to create a dump of the MiaRec database and copy it to S3 bucket for long-term storage using both manual and automated ways.

3.2 Prerequisites

To support the offload of MiaRec backups, an S3 bucket must be provisioned.

Database backups should be stored using the WORM (*write-once-read-many*) model to prevent corruption or tampering. To support WORM storage, **S3 Object Lock** has to be enabled, this is defined at the bucket level, requiring separate buckets.

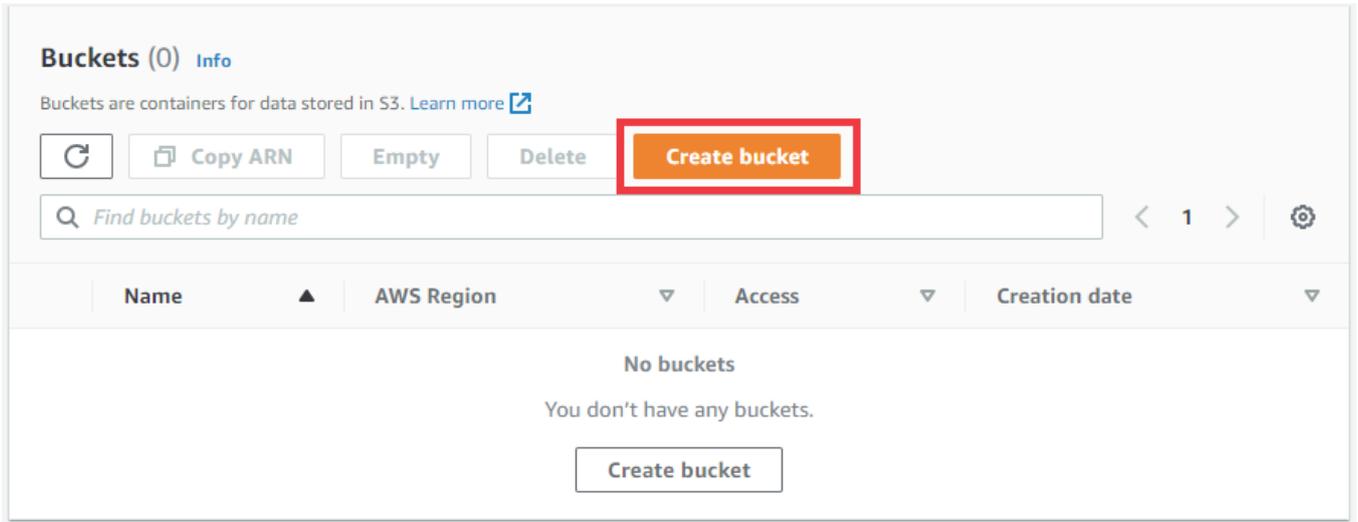
More information about S3 Object Lock can be found at the following link. <https://docs.aws.amazon.com/AmazonS3/latest/userguide/object-lock.html>

3.2.1 Create a bucket

An S3 bucket with the Object lock must be created as a destination target for database backups.

From Amazon S3 console at <https://console.aws.amazon.com/s3/>.

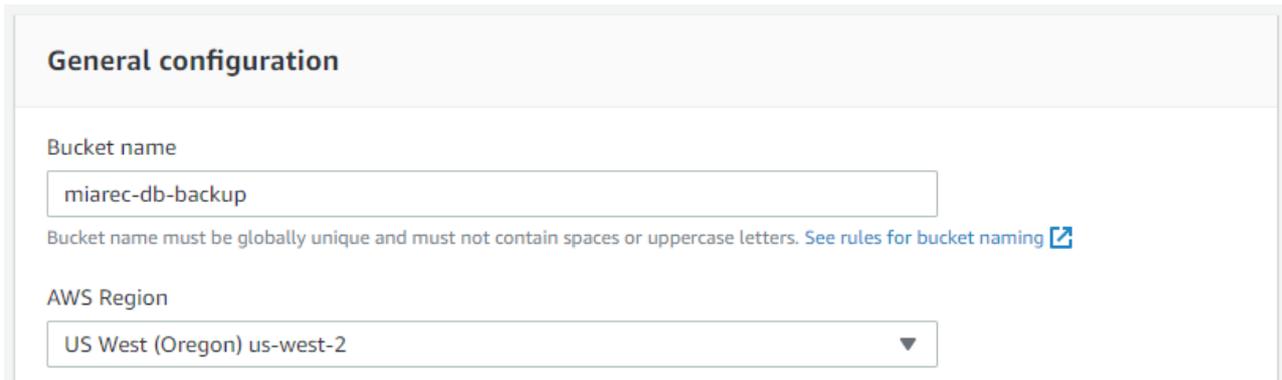
1. Choose **Create bucket** from the console top menu to create a new Amazon S3 bucket.



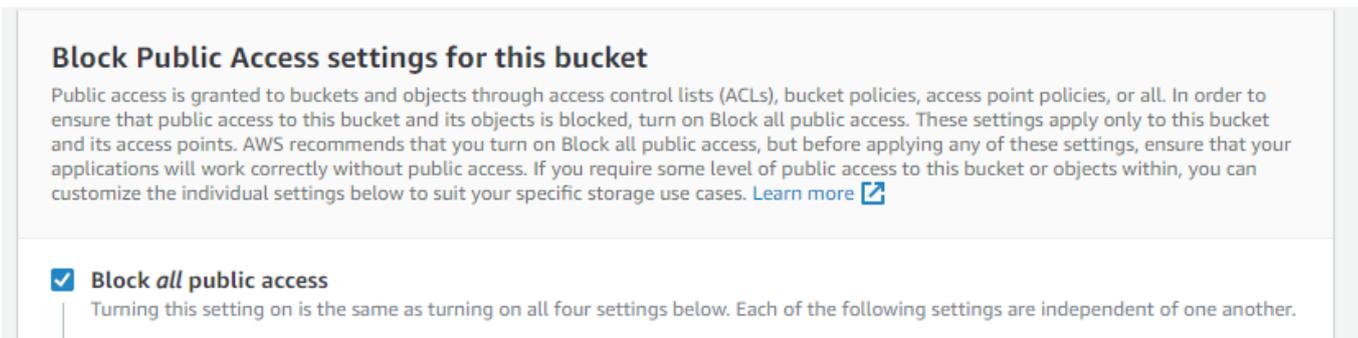
2. On the *Create bucket setup* page, perform the following actions:

- a. For *General configuration*:

- i. Provide a unique name for the new bucket in the **Bucket name** box.
- ii. From the **AWS Region** dropdown list, select the AWS cloud region where the new S3 bucket will be created.



3. For *Block Public Access settings for this bucket*, select **Block all public access** to ensure that all public access to this bucket and its objects is blocked.



4. (Optional) *Tags*, use the **Add tag** button to create and apply user-defined tags to the S3 bucket. You can track storage costs and other criteria by tagging your bucket.

Tags (1) - optional

Track storage cost or other criteria by tagging your bucket. [Learn more](#)

Key	Value - optional	
<input type="text" value="purpose"/>	<input type="text" value="miarec database backup"/>	<input type="button" value="Remove"/>

5. (Recommended) For *Default encryption*, select **Enable** under *Server-side encryption*, and choose *Amazon S3-managed keys (SSE-S3)*.

Default encryption

Automatically encrypt new objects stored in this bucket. [Learn more](#)

Server-side encryption

Disable

Enable

Encryption key type

To upload an object with a customer-provided encryption key (SSE-C), use the AWS CLI, AWS SDK, or Amazon S3 REST API.

Amazon S3-managed keys (SSE-S3)
An encryption key that Amazon S3 creates, manages, and uses for you. [Learn more](#)

AWS Key Management Service key (SSE-KMS)
An encryption key protected by AWS Key Management Service (AWS KMS). [Learn more](#)

6. For *Advanced settings*, choose **Enable** under *Object Lock* to enable the Object Lock feature. Choose *I acknowledge that enabling Object Lock will permanently allow objects in this bucket to be locked* for confirmation.

▼ Advanced settings

Object Lock
 Store objects using a write-once-read-many (WORM) model to help you prevent objects from being deleted or overwritten for a fixed amount of time or indefinitely. [Learn more](#)

Disable

Enable
 Permanently allows objects in this bucket to be locked. Additional Object Lock configuration is required in bucket details after bucket creation to protect objects in this bucket from being deleted or overwritten.

i Object Lock works only in versioned buckets. Enabling Object Lock automatically enables Bucket Versioning.

⚠ **Enabling Object Lock will permanently allow objects in this bucket to be locked**
 Enable Object Lock only if you need to prevent objects from being deleted to have data integrity and regulatory compliance. After you enable this feature, anyone with the appropriate permissions can put immutable objects in the bucket. You might be blocked from deleting the objects and the bucket. Additional Object Lock configuration is required in bucket details after bucket creation to protect objects in this bucket from being deleted or overwritten. [Learn more](#)

I acknowledge that enabling Object Lock will permanently allow objects in this bucket to be locked.

7. Choose **Create bucket** to create your new Amazon S3 bucket.

Result

S3 bucket will be created and displayed in the console.

Buckets (1) [Info](#)

Buckets are containers for data stored in S3. [Learn more](#)

< 1 >

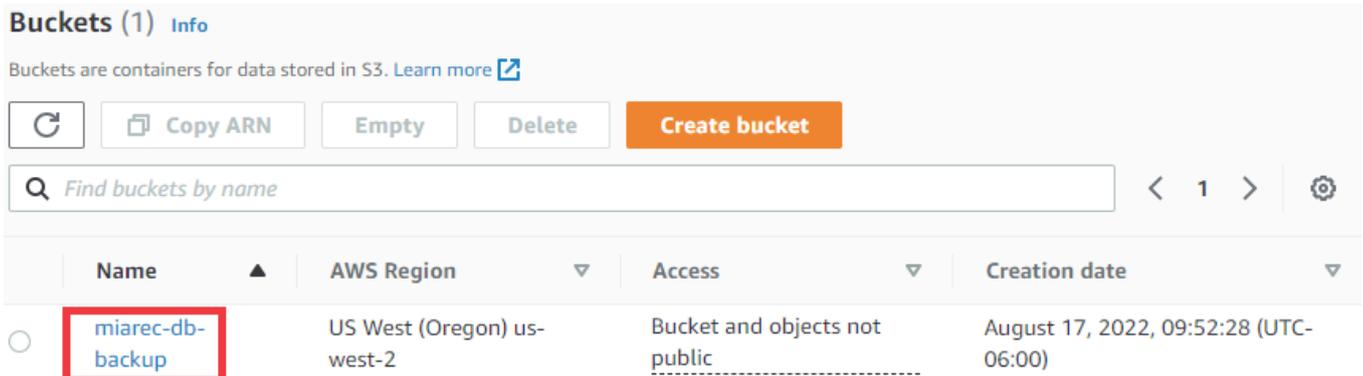
	Name ▲	AWS Region ▼	Access ▼	Creation date ▼
<input type="radio"/>	miarec-db-backup	US West (Oregon) us-west-2	Bucket and objects not public	August 17, 2022, 09:52:28 (UTC-06:00)

3.2.2 Set Object Lock Retention policy

Object Lock Retention policy needs to be configured to ensure items can be eventually removed and guarantees data integrity for a defined period.

From Amazon S3 console at <https://console.aws.amazon.com/s3/>.

1. Click on the name of the newly created Amazon S3 bucket.



Buckets (1) [Info](#)

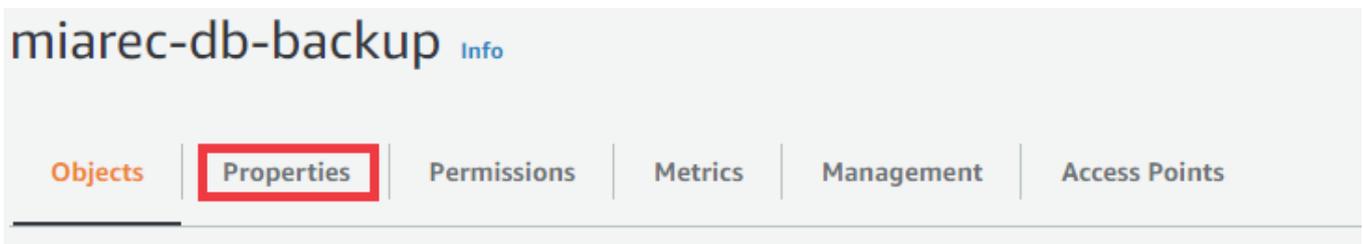
Buckets are containers for data stored in S3. [Learn more](#)

[Refresh](#) [Copy ARN](#) [Empty](#) [Delete](#) [Create bucket](#)

< 1 > [Settings](#)

Name	AWS Region	Access	Creation date
miarec-db-backup	US West (Oregon) us-west-2	Bucket and objects not public	August 17, 2022, 09:52:28 (UTC-06:00)

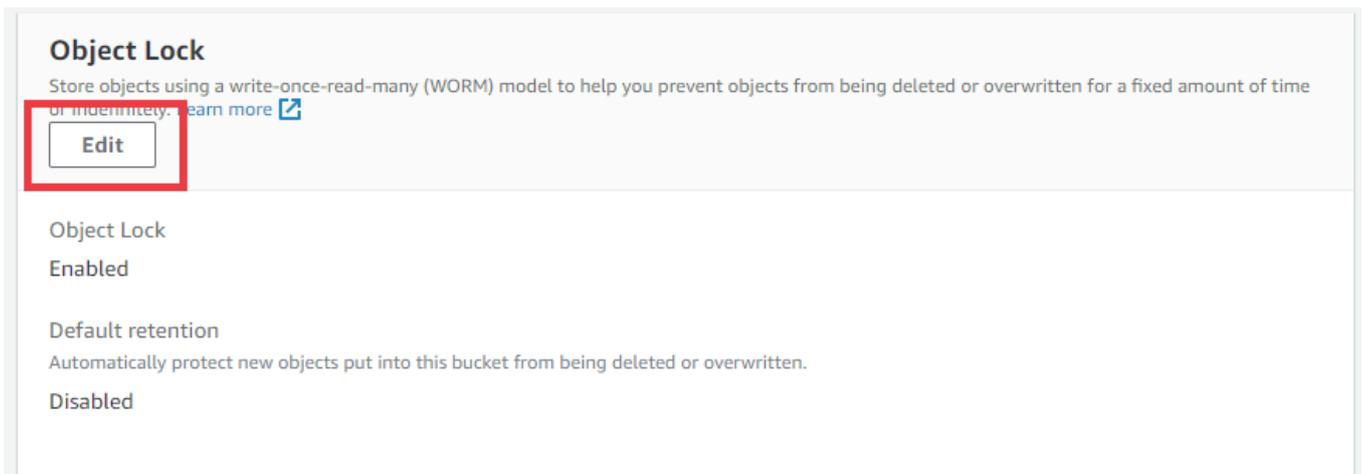
2. Select the **Properties** tab from the console menu to access the bucket properties.



miarec-db-backup [Info](#)

[Objects](#) **[Properties](#)** [Permissions](#) [Metrics](#) [Management](#) [Access Points](#)

3. In the *Object Lock* section, choose **Edit** to configure the feature settings available for the S3 objects that are uploaded without Object Lock configuration.



Object Lock

Store objects using a write-once-read-many (WORM) model to help you prevent objects from being deleted or overwritten for a fixed amount of time or indefinitely. [Learn more](#)

Edit

Object Lock

Enabled

Default retention

Automatically protect new objects put into this bucket from being deleted or overwritten.

Disabled

4. Within the *Object Lock* configuration section.
 - a. Choose **Enable** under *Default retention*.
 - b. Select **Compliance** so that a protected object version cannot be overwritten or deleted by any user, including the root account user. Once an S3 object is locked in Compliance mode, its retention mode cannot be reconfigured and its retention period cannot be shortened. This retention mode ensures that an object version can't be overwritten or deleted for the duration of the retention period
 - c. Define the **Default retention period**.
 - d. Click **Save changes** to apply the configuration changes.

Object Lock

Store objects using a write-once-read-many (WORM) model to help you prevent objects from being deleted or overwritten for a fixed amount of time or indefinitely. [Learn more](#)

Info Once Amazon S3 Object Lock is enabled, you can't disable Object Lock or suspend Bucket Versioning for the bucket.

Object Lock
Enabled

Default retention
Automatically protect new objects put into this bucket from being deleted or overwritten.

Disable
 Enable

Default retention mode

Governance
Users with specific IAM permissions can overwrite or delete protected object versions during the retention period.

Compliance
No users can overwrite or delete protected object versions during the retention period.

Warning In compliance mode, an object is immutable until its retention date has passed
To delete objects that have this configuration, you must close the AWS account that they are associated with. [Learn more](#)

Default retention period

14 Days

Must be a positive whole number.

Result

Object Lock Configuration will be modified.

Object Lock

Store objects using a write-once-read-many (WORM) model to help you prevent objects from being deleted or overwritten for a fixed amount of time or indefinitely. [Learn more](#) 

Edit

Object Lock
Enabled

Default retention
Automatically protect new objects put into this bucket from being deleted or overwritten.
Enabled

Default retention mode
Compliance

Default retention period
14 days

Note, that the Object Log Retention configuration doesn't delete files after the specified retention period. It just prevents the deletion of the files during the specified retention period. To delete the old backup files, you must use [Amazon S3 lifecycle policies](#).

How to delete files in S3 bucket when Object lock is present?

It is possible to "delete" an object that is currently in Object lock in the same manner you normally delete a file.

Select the object, and click **Delete**, then confirm the action.

Objects (1)

Objects are the fundamental entities stored in Amazon S3. You can use [Amazon S3 inventory](#) to get a list of all objects in your bucket. For others to access your objects, you'll need to explicitly grant them permissions. [Learn more](#)

Copy S3 URI Copy URL Download Open **Delete** Actions Create folder Upload

Find objects by prefix Show versions

Name	Type	Last modified	Size	Storage class
miarecdb-new.backup	backup	August 17, 2022, 15:26:24 (UTC-06:00)	453.0 KB	Standard

Summary

Source s3://miarec-db-backup	Successfully deleted 1 object, 453.0 KB	Failed to delete 0 objects
---------------------------------	--	-------------------------------

This will display a *successful delete*, however, this is misleading, by toggling the **Show Version**, you can see what happened is that a *Delete marker* was applied, and the previous version is still available for download.

Objects (9)

Objects are the fundamental entities stored in Amazon S3. You can use [Amazon S3 inventory](#) to get a list of all objects in your bucket. For others to access your objects, you'll need to explicitly grant them permissions. [Learn more](#)

Copy S3 URI Copy URL Download Open Delete Actions Create folder Upload

miarecdb-new 2 matches Show versions

Name	Type	Version ID	Last modified	Size	Storage class
miarecdb-new.backup	Delete marker	f2N_L2n.QB.qklgaxfo.LcoXxukVT1d	August 17, 2022, 15:29:29 (UTC-06:00)	0 B	-
miarecdb-new.backup	backup	PuhHF2UIU3oFC3cBex1DhHVcB_cSFhbh	August 17, 2022, 15:26:24 (UTC-06:00)	453.0 KB	Standard

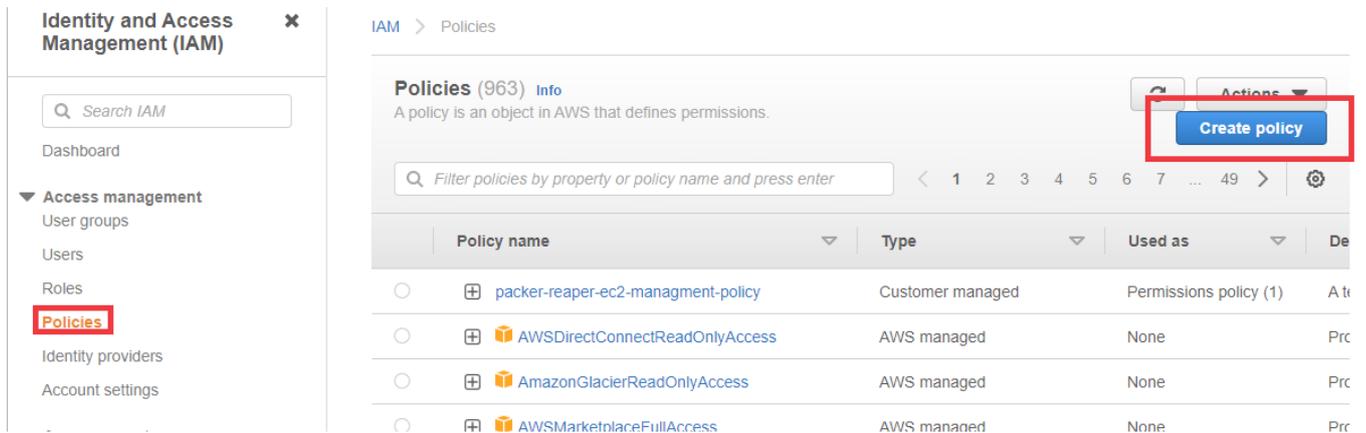
However, this is temporary, after the object lock retention period expires the object will be deleted.

3.2.3 Create IAM policy for access to the database backup bucket

An IAM Policy has to be created and assigned to an IAM user so that objects can be added to the S3 bucket by that IAM user.

From Amazon IAM console at <https://console.aws.amazon.com/iam/>

1. From the **Policies** menu. Choose *Create Policy* to create a new IAM Policy.



The screenshot shows the Amazon IAM console interface. On the left, the 'Identity and Access Management (IAM)' sidebar is visible, with the 'Policies' menu item highlighted in a red box. The main content area displays the 'Policies (963)' page, which includes a search bar and a table of existing policies. The 'Create policy' button in the top right corner of the main content area is also highlighted in a red box.

Policy name	Type	Used as	De
packer-reaper-ec2-managment-policy	Customer managed	Permissions policy (1)	A t
AWSDirectConnectReadOnlyAccess	AWS managed	None	Prc
AmazonGlacierReadOnlyAccess	AWS managed	None	Prc
AWSMarketplaceFullAccess	AWS managed	None	Prc

2. Select *JSON* tab, copy the following access policy and paste it into the **JSON** field. **Do not forget to replace miarec-db-backup with your bucket name!!!**

```
{
  "Version": "2012-10-17",
  "Statement": [
    {
      "Effect": "Allow",
      "Action": [
        "s3:ListBucket"
      ],
      "Resource": [
        "arn:aws:s3:::miarec-db-backup\"
      ]
    },
    {
      "Effect": "Allow",
      "Action": [
        "s3:PutObject",
        "s3:GetObject"
      ],
      "Resource": [
        "arn:aws:s3:::miarec-db-backup/*"
      ]
    }
  ]
}
```

Visual editor **JSON** [Import managed policy](#)

```

1 {
2   "Version": "2012-10-17",
3   "Statement": [
4     {
5       "Sid": "VisualEditor0",
6       "Effect": "Allow",
7       "Action": "s3:ListBucket",
8       "Resource": "arn:aws:s3::miarec-db-backup"
9     },
10    {
11     "Sid": "VisualEditor1",
12     "Effect": "Allow",
13     "Action": [
14       "s3:PutObject",
15       "s3:GetObject"
16     ],
17     "Resource": "arn:aws:s3::miarec-db-backup/*"
18    },
19    {
20     "Sid": "VisualEditor2",
21     "Effect": "Allow",
22     "Action": [
23       "s3:GetAccessPoint",
24       "s3:GetAccountPublicAccessBlock"
25     ],
26     "Resource": "*"
27    }
28  ]

```

(Optional) *Tags*, use the Add tag button to create and apply user-defined tags to the resource.

Review policy, choose a descriptive name and description for the policy and click **Create policy** button.

Review policy

Name*
Use alphanumeric and '+,=, @, _' characters. Maximum 128 characters.

Description
Maximum 1000 characters. Use alphanumeric and '+,=, @, _' characters.

Result

The policy will be created and ready to be assigned.

Policies (964) [Info](#) Refresh Actions Create policy

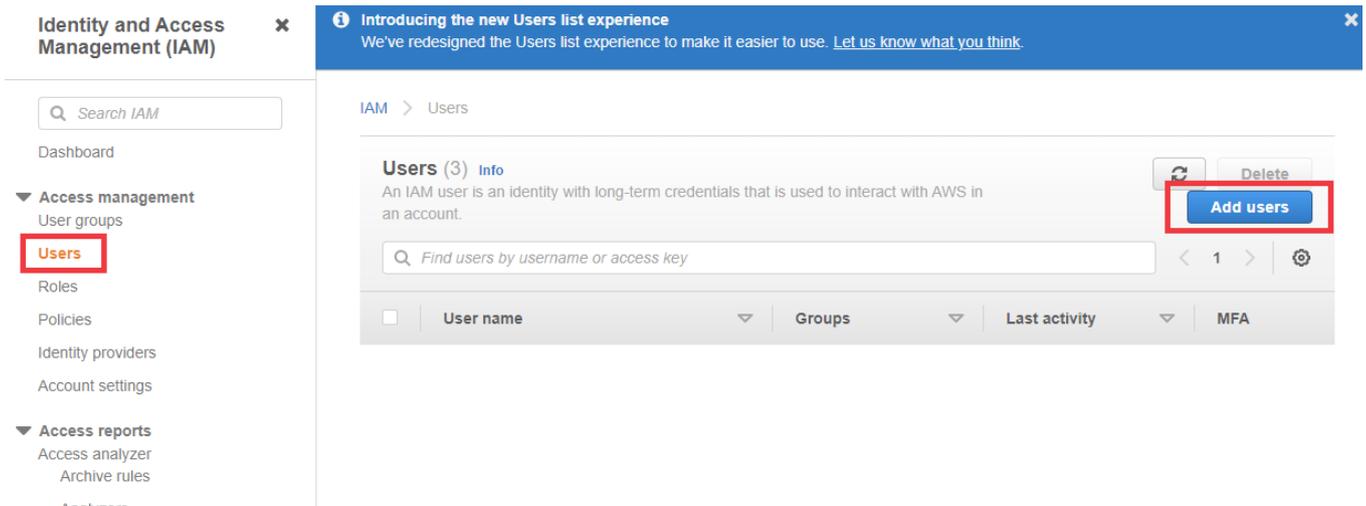
Policy name	Type	Used as	Description
<input type="radio"/> <input checked="" type="checkbox"/> miarec-db-backup-access	Customer managed	None	Policy the grants PUT access to S3 bucket miarec-db-backup

3.2.4 Create IAM User for database backup bucket

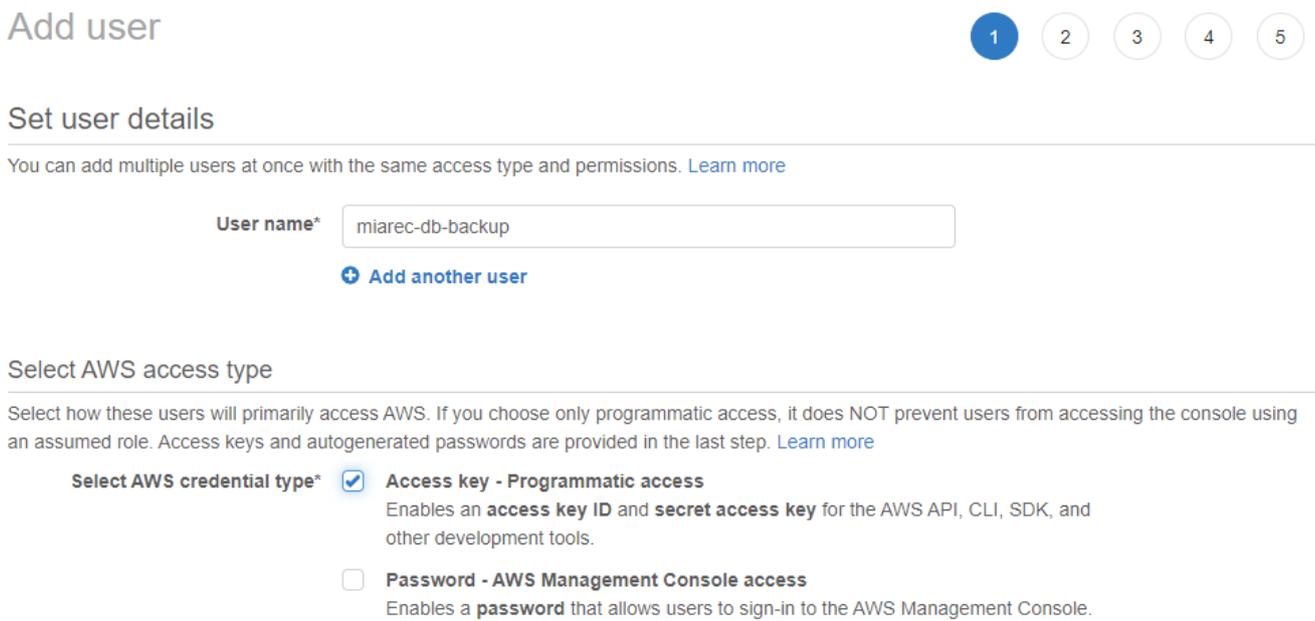
IAM user has to be created that can be used later to push database backups to the S3 bucket.

From Amazon IAM console at <https://console.aws.amazon.com/iam/>

1. From the *Users* menu, choose **Add User** to create a new IAM User.



2. *Details*, choose **User name** and enable **Programmatic access**.



3. *Permissions*, select **Attach existing policies directly** and then select the previously created policy from the list. Use the search box to find the policy by name.

Add user

- 1
- 2
- 3
- 4
- 5

Set permissions

Add user to group

Copy permissions from existing user

Attach existing policies directly

Filter policies Showing 1 result

	Policy name	Type	Used as
<input checked="" type="checkbox"/>	miarec-db-backup-access	Customer managed	None

4. (Optional) *Tags*, use the Add tag button to create and apply user-defined tags to the resource.
5. *Review*, confirm the settings and click **Create user**.
6. On the *Complete* screen, copy **Access Key ID** and **Secret access key** and store them in a secure place. This will be used later to push database backup to S3.

Add user

- 1
- 2
- 3
- 4
- 5

✔ **Success**

You successfully created the users shown below. You can view and download user security credentials. You can also email users instructions for signing in to the AWS Management Console. This is the last time these credentials will be available to download. However, you can create new credentials at any time.

Users with AWS Management Console access can sign-in at: <https://836000337270.signin.aws.amazon.com/console>

User	Access key ID	Secret access key
<input checked="" type="checkbox"/> miarec-db-backup	AKIA4FJMAZV3GXVDCHVU	***** Show

Result

The user will be added, access key and the secret access key will be available to use to access the S3 bucket.

Users (4) [Info](#)

An IAM user is an identity with long-term credentials that is used to interact with AWS in an account.

1 match < 1 >

<input type="checkbox"/>	User name	Groups	Last activity	MFA	Password a...
<input type="checkbox"/>	miarec-db-backup	None	Never	None	None

3.2.5 Install AWS CLI

`awscli` package is required to transfer database backups to an S3 bucket.

Install unzip

```
sudo yum install -y unzip
```

Install aws-cli

For the latest version of the AWS CLI, use the following command block:

```
curl "https://awscli.amazonaws.com/awscli-exe-linux-x86_64.zip" -o "awscliv2.zip"  
unzip awscliv2.zip  
sudo ./aws/install
```

Verification

```
[centos@miarecdb ~]$ aws --version  
aws-cli/2.7.25 Python/3.9.11 Linux/3.10.0-1160.el7.x86_64 exe/x86_64.centos.7 prompt/off
```

3.3 Manual backup of database

3.3.1 Backup database using pg_dump utility

A backup of the MiaRec database can be executed on demand using the `pg_dump` utility. This is a good idea to execute on initial deployment, to verify operation. The `pg_dump` utility is installed as part of the `postgresql` package, so it does not need to be installed.

Execute the `pg_dump` utility:

```
sudo -iu postgres pg_dump -F c -f /tmp/miarecdb-$(date "+%Y.%m.%d-%H.%M.%S").backup miarecdb
```

Let's break down those options:

- `sudo -iu postgres` instructs the shell to execute the trailing command on behalf of user `postgres`, this is required for authentication to the database.
- `pg_dump` calls the `pg_dump` utility.
- `-F c` Sets an output file format, in this case, a custom archive suitable for input into `pg_restore`. This is the most flexible format in that it allows reordering of loading data as well as object definitions. This format is also compressed by default.
- `-f /path/to/outputfile` Send output to the specified path, this directory will need to be accessed by the `postgres` user, a directory like `/tmp` would be a suitable destination.
- `$(date "+%Y.%m.%d-%H.%M.%S")` will be replaced with the current timestamp, like `2022.08.02-12.13.14`.
- `miarecdb` the target database for dump, this should always be `miarecdb`.

Verification

An archive will be produced at the specified path

```
[centos@miarecdb ~]$ ls -l /tmp
-rw-rw-r--. 1 postgres postgres 1102336 Aug  2 16:35 miarecdb-2022.08.02-12.13.14.backup
[centos@miarecdb ~]$
```

3.3.2 Copy database backup files to S3

Set AWS credentials

Use the previously created user credentials for the the database backup bucket. Using environmental variables, these values will be set for this session, but not be retained after the session is ended.

```
export AWS_ACCESS_KEY_ID=<AWS_ACCESS_KEY_ID>
export AWS_SECRET_ACCESS_KEY=<AWS_AC_KEY_ID>
```

Execute Copy to S3

```
aws s3 cp /path/to/source s3://{s3-bucket-name}
```

Let's break down those options:

- `aws s3 cp` calls the `aws cli utility` and instructs it to *copy* a file to `s3`.
- `/path/to/source` path and file name of source database dump file.
- `s3://{s3-bucket-name}` Sets a destination of `s3` transfer, this should be the bucket created in an earlier step.

Example. Copy a file from the `/tmp` directory to `S3` bucket `miarec-db-backup`:

```
aws s3 cp /tmp/miarecdb-2022.08.17-21.05.24.backup s3://miarec-db-backup
```

Result

The object will be moved to the defined bucket

```
[centos@miarecdb ~]$ aws s3 cp /tmp/miarecdb-2022.08.25-19.47.14.backup s3://miarec-db-backup
upload: ../../tmp/miarecdb-2022.08.25-19.47.14.backup to s3://miarec-db-backup/miarecdb-2022.08.25-19.47.14.backup
[centos@miarecdb ~]$
```

Objects (1)

Objects are the fundamental entities stored in Amazon S3. You can use [Amazon S3 inventory](#) to get a list of all objects in your bucket. For others to access your objects, you'll need to explicitly grant them permissions. [Learn more](#)

Show versions
 < 1 > ⚙

<input type="checkbox"/>	Name	Type	Last modified	Size	Storage class
<input type="checkbox"/>	 miarecdb-2022.08.17-21.05.24.backup	backup	August 17, 2022, 15:44:21 (UTC-06:00)	453.0 KB	Standard

3.4 Automated backup of database

In this section, we provide instructions how to run `pg_dump` utility and transfer the database dump file to S3 bucket automatically by schedule.

3.4.1 Create a user account backup with specific privileges

Since this is an automated script, the best practice is to create a user with just the permissions needed that can be used to execute the script.

Add user backup

```
sudo useradd backup
```

Give backup privileges to run `pg_dump` as user `postgres`

Modify the `sudoers` file

```
sudo visudo
```

Add the following at the bottom of the file:

```
backup ALL=(postgres) NOPASSWD:/usr/bin/bash,/usr/bin/pg_dump
```

Verification

You should be able to assume user `backup`, verify the `aws` version and execute `pg_dump` as user `postgres`. Any other commands will prompt for a password and fail to execute with `Permission denied`.

```
[centos@miarecdb ~]$ sudo -iu backup
...
[backup@miarecdb ~]$ /usr/local/bin/aws --version
aws-cli/2.7.25 Python/3.9.11 Linux/3.10.0-1160.el7.x86_64 exe/x86_64.centos.7 prompt/off
...
[backup@miarecdb ~]$ sudo -Hsu postgres pg_dump --version
pg_dump (PostgreSQL) 12.12
```

3.4.2 Create Bash Script

Create secret file

This file will only be accessible by the backup user and super users, it will contain credentials generated in the above step.

```
sudo -u backup vi /home/backup/.backup_secret
```

Insert the following, and be sure to change the information for your deployment.

```
FILEPREFIX=<backup_prefix>
BUCKETNAME=<S3_BUCKET_NAME>
AWS_ACCESS_KEY_ID=<AWS_ACCESS_KEY_ID>
AWS_SECRET_ACCESS_KEY=<AWS_SECRET_ACCESS_KEY>
```

Where:

- `FILEPREFIX`, file name prefix that will be used to name all backup files in AWS S3 storage, this should be unique to each instance, suggestion is to include `\$HOSTNAME var`
- `BUCKETNAME`, name of s3 bucket where database backup will be stored
- `AWS_ACCESS_KEY_ID`, AWS Secret Key ID generated earlier
- `AWS_SECRET_ACCESS_KEY`, AWS Secret Access Key generated earlier

Verify

```
[centos@miarecdb ~]$ sudo -u backup cat /home/backup/.backup_secret
FILEPREFIX=miarecdb-$HOSTNAME
BUCKETNAME=miarec-db-backup
AWS_ACCESS_KEY_ID=...
AWS_SECRET_ACCESS_KEY=....
[centos@miarecdb ~]$
```

Create a backup script

```
sudo vi /usr/local/bin/miarec_backup.sh
```

Insert the following:

```
#!/bin/bash

# Read Variables from secret file
set -o allexport
source ~/.backup_secret
set +o allexport

BACKUPDIR=/tmp
TMPFILE=miarecdb.backup
DATE=$(date +%Y.%m.%d-%H.%M.%S")

echoerr() { echo "$@" 1>&2; }

# Generate DB dump
backup_db () {
    echo "Dumping database to $BACKDIR/$TMPFILE"
    sudo -Hiu postgres pg_dump -F c -f $BACKDIR/$TMPFILE miarecdb
    if [ $? -eq 0 ]
    then
        echo "The database dump was successful!"
    else
        echoerr "There was a problem with the database dump, stopping"
        exit 1
    fi
}

relocate_s3 (){
    echo "Moving files to S3"
    /usr/local/bin/aws s3 cp $BACKUPDIR/$TMPFILE s3://$BUCKETNAME/$FILEPREFIX-$DATE.backup
    if [ $? -eq 0 ]
    then
        echo "Backup was successfully transferred to AWS S3 $BACKDIR/$TMPFILE"
    else
        echoerr "There was a problem with the transfer to S3, stopping"
        exit 1
    fi
}

backup_db
relocate_s3

echo "Completed in ${SECONDS}s"
```

Make the script executable

```
sudo chmod u+x /usr/local/bin/miarec_backup.sh
```

Change ownership to backup user

```
sudo chown backup:backup /usr/local/bin/miarec_backup.sh
```

Result

```
[centos@miarecdb ~]$ ls -l /usr/local/bin/
total 652
...
-rwxr--r-- 1 backup backup  902 Aug 24 17:32 miarec_backup.sh
```

Verify

Manually call script on behalf of user `backup`

```
[centos@miarecdb ~]$ sudo -iu backup /usr/local/bin/miarec_backup.sh
Dumping Database
The database dump was successful
Moving files to S3
upload: ../../tmp/miarecdb.backup to s3://miarec-db-backup/miarecdb-miarecdb.example.com-2022.08.24-17.36.40.backup
```

```
Backup was transferred to AWS S3
Completed in 2s
```

3.4.3 Create a crontab job to execute the backup script

```
sudo crontab -u backup -e
```

An editor will be started (vi by default. The file being edited will have one job per line. Empty lines are allowed, and comments start their line with a hash symbol (#).)

Insert the following

```
@ 1 * * * /usr/local/bin/miarec_backup.sh
```

Let's break down those options:

- `@ 1 * * *` cron expression determines when the job will run, which is 1:00am every day. Help with creating Cron expressions can be found here <https://crontab.guru/>
- `/usr/local/bin/miarec_backup.sh` location of script

Verification

Display cron jobs

```
[centos@miarecdb ~]$ sudo crontab -u backup -l
@ 1 * * * /usr/local/bin/miarec_backup.sh
```

An archive will be produced at the specified path every night at 1:00am.

```
[centos@miarecdb ~]$ ls -l /tmp
-rw-rw-r--. 1 postgres postgres 1102336 Aug 2 16:35 miarecdb.backup
[centos@miarecdb ~]$
```

Navigate to Amazon AWS Console and check the presence of new backup files in the S3 bucket.

Objects (3)

Objects are the fundamental entities stored in Amazon S3. You can use [Amazon S3 inventory](#) to get a list of all objects in your bucket. For others to access your objects, you'll need to explicitly grant them permissions. [Learn more](#)

Show versions

<input type="checkbox"/>	Name	Type	Last modified	Size	Storage class
<input type="checkbox"/>	miarecdb-ip-172-31-63-218.us-west-2.compute.internal-2022.08.24-17.59.12.backup	backup	August 24, 2022, 11:59:15 (UTC-06:00)	2.1 KB	Standard
<input type="checkbox"/>	miarecdb-ip-172-31-63-218.us-west-2.compute.internal-2022.08.24-18.01.54.backup	backup	August 24, 2022, 12:01:57 (UTC-06:00)	2.1 KB	Standard
<input type="checkbox"/>	miarecdb-ip-172-31-63-218.us-west-2.compute.internal-2022.08.24-18.29.34.backup	backup	August 24, 2022, 12:29:36 (UTC-06:00)	2.1 KB	Standard

4. Restore Database

4.1 Restore database

This section provide instructions how to restore MiaRec database from the previously create backup file.

MiaRec data can be restored in various disaster scenarios. Steps can vary based on the scope of the restoration:

- Complete Reinstall of MiaRec cluster (all-in-one configuration)
- Complete Reinstall MiaRec cluster (decoupled configuration).
- Partial Reinstall of Database component only (decoupled configuration).

4.2 Retrieve database backup from S3

In any restore scenario, you will need to retrieve the database backup file from S3 and load it to the database instance.

This can be accomplished either using AWS CLI directly on the database instance or manually downloading the file via the Amazon AWS Web portal and uploading it to the server via SCP protocol.

4.2.1 Option 1. Copy database backup from S3 to the Database instance using AWS CLI

i Info

This will require AWS CLI, if the database instance has been replaced, this will need to be reinstalled. Those steps are listed earlier in this document.

Set AWS credentials

Using environmental variables, these values will be set for this session, but not be retained after the session is ended.

```
export AWS_ACCESS_KEY_ID=<AWS_ACCESS_KEY_ID>
export AWS_SECRET_ACCESS_KEY=<AWS_AC_KEY_ID>
```

Execute a copy command

```
aws s3 cp s3://{s3-bucket-name}/{filename} /path/to/destination
```

Let's break down those options.

- `aws s3 cp` calls the aws cli utility and instructs it to copy a file from s3 bucket to local file path
- `s3://{s3-bucket-name}` sets a source of the database backup file on S3 bucket.
- `/path/to/source` - a destination path and file name of the restored database dump

Example

```
aws s3 cp
s3://miarec-db-backup/miarecdb-db.example.com-2022.08.17-21.05.24.backup/tmp/miarecdb.backup
```

Verification

The object will be moved to the defined path.

```
[centos@ip-172-31-63-218 ~]$ ls -l /tmp
total 28
...
-rw-rw-r-- 1 centos centos 2142 Aug 24 17:59 miarecdb.backup
```

4.2.2 Option 2. Download a backup file from the Amazon AWS portal

The backup can be downloaded from the AWS S3 console and then transferred to the database instance using a utility like `scp`.

From Amazon S3 console at <https://console.aws.amazon.com/s3/>.

1. Click the name of the Amazon S3 bucket where DB backups are stored.

Buckets (1) Info

Buckets are containers for data stored in S3. [Learn more](#)

Find buckets by name

Name	AWS Region	Access	Creation date
miarec-db-backup	US West (Oregon) us-west-2	Bucket and objects not public	August 17, 2022, 09:52:28 (UTC-06:00)

2. In the **Object** section, locate the corresponding backup file by looking at the timestamp.

Objects (3)

Objects are the fundamental entities stored in Amazon S3. You can use [Amazon S3 inventory](#) to get a list of all objects in your bucket. For others to access your objects, you'll need to explicitly grant them permissions. [Learn more](#)

Find objects by prefix Show versions

Name	Type	Last modified	Size	Storage class
miarecdb-ip-172-31-63-218.us-west-2.compute.internal-2022.08.24-17.59.12.backup	backup	August 24, 2022, 11:59:15 (UTC-06:00)	2.1 KB	Standard
miarecdb-ip-172-31-63-218.us-west-2.compute.internal-2022.08.24-18.01.54.backup	backup	August 24, 2022, 12:01:57 (UTC-06:00)	2.1 KB	Standard
miarecdb-ip-172-31-63-218.us-west-2.compute.internal-2022.08.24-18.29.34.backup	backup	August 24, 2022, 12:29:36 (UTC-06:00)	2.1 KB	Standard

3. Select **Download** from the item menu.

miarecdb-ip-172-31-63-218.us-west-2.compute.internal-2022.08.24-17.59.12.backup Info

[Properties](#) | [Permissions](#) | [Versions](#)

Object overview

Owner timothylytle.aws-subaccount AWS Region US East (N. Virginia) us-east-1 Last modified August 24, 2022, 11:59:15 (UTC-06:00) Size 2.1 KB Type backup Key miarecdb-ip-172-31-63-218.us-west-2.compute.internal-2022.08.24-17.59.12.backup	S3 URI s3://miarec-db-backup/miarecdb-ip-172-31-63-218.us-west-2.compute.internal-2022.08.24-17.59.12.backup Amazon Resource Name (ARN) arn:aws:s3:::miarec-db-backup/miarecdb-ip-172-31-63-218.us-west-2.compute.internal-2022.08.24-17.59.12.backup Entity tag (Etag) 7f958cf7a795fb49867ca368c0a1760a Object URL https://miarec-db-backup.s3.amazonaws.com/miarecdb-ip-172-31-63-218.us-west-2.compute.internal-2022.08.24-17.59.12.backup
---	--

4. The file will be downloaded to your current machine. Use an utility like `scp` to transfer the file to the server:

```
scp ~/miarecdb-db.example.com-2022.08.17-21.05.24.backup centos@x.x.x.x:/tmp/miarecdb.backup
```

4.3 Complete Reinstall of MiaRec Cluster (All-In-One and Decoupled)

In the event that an entire cluster, all-in-one or decoupled, is lost and needs to be reinstalled, the following steps can be executed to restore data:

- Install all the software on new servers
- Restore database (configuration, call metadata)
- Restore audio files
- Regenerate license keys

4.3.1 Prepare Ansible Controller Host

This process prepares the `ansible controller` to provision the MiaRec Cluster. The `ansible controller` can be a local machine, the all-in-one MiaRec instance, or one of the instances in a decoupled MiaRec cluster (usually a database instance).

The process is described [here](#)

4.3.2 Prepare Target Hosts

This process prepares host(s) to be provisioned. Execute this process on all host(s) in the MiaRec Cluster.

The process is described [here](#)

Configure Deployment

This process prepares the ansible inventory which defines what and how the cluster is provisioned. Execute this process on the `ansible controller`.

Info

MiaRec application versions are defined in this step. For successful restoration of the database in later steps, these versions must be the same or newer as the backed-up cluster.

The process is described [here](#)

4.3.3 Execute `prepare-hosts.yml` playbook to provision the server(s)

This playbook installs all the required software dependencies for MiaRec applications, including the creation of the `miarecdb` database that can be a target for data restoration in the next step.

Execute Playbook

Execute these commands from the `ansible controller`.

```
cd /opt/ansible-miarec
ansible-playbook -i hosts prepare-hosts.yml
```

Verification

Confirm satisfactory completion with zero items unreachable or failed.

```
PLAY RECAP *****
...
miarec           : ok=79  changed=42  unreachable=0  failed=0
```

Result

All host(s) will be provisioned with supporting software such as Redis, Python, and PostgreSQL. The database `miarecdb` will be created, however, there will be no data present in the database.

Restore Database with `pg_restore` utility

The following commands must be executed from the Database instance. In an all-in-one configuration, this will be a single server instance, in a decoupled architecture, this will be the instance listed in the `[db]` group in the ansible inventory.

Execute `pg_restore` from `db` instance

```
sudo -iu postgres pg_restore -d miarecdb /path/to/backup_file
```

Let's break down those options:

- `sudo -iu postgres` instructs the shell to execute the trailing command to run as user `postgres`, this is required for authentication.
- `pg_restore` calls `pg_restore` utility.
- `-d miarecdb` connects to database `miarecdb` and restores directly into the database, this should always be `miarecdb`.
- `/path/to/backup_file` - the file to restore from, keep in mind this needs to be accessible by the `postgres` user account. Change the file permissions or owner of the backup file if necessary using `chmod` and `chown` utilities.

Verification

The database will be restored, you can verify it by querying the database.

```
sudo -iu postgres psql -d miarecdb -c "SELECT COUNT(*) FROM calls;"
```

The count of all calls in the database should be returned.

```
[centos@miarecdb ~]$ sudo -iu postgres psql -d miarecdb -c "SELECT COUNT(*) FROM calls;"
count
-----
    34
(1 row)
```

Run `setup-miarec.yml` playbook to install the MiaRec software

This playbook installs the MiaRec applications. This should be executed after the database is successfully restored.

Note

MiaRec application versions specified in the ansible inventory must be the same or newer as the previously backed up cluster.

Execute Playbook

Execute these commands from the `ansible controller`.

```
cd /opt/ansible-miarec
ansible-playbook -i hosts setup-miarec.yml
```

Verification

Confirm satisfactory completion with zero items unreachable or failed.

```
PLAY RECAP *****
...
miarec                : ok=79  changed=42  unreachable=0  failed=0
```

Result

You should now be able to access the new instance of MiaRec using the previously configured admin account, all configuration and call recordings should be accessible. Audio files may still need to be restored separately depending on an initial storage configuration for audio files.

 **Note**

Depending on the type of recovery, License keys will need to be regenerated, contact Miarec support for that.

Restore License Keys

License keys are stored as database objects. However, with a complete reinstall, previous keys may become invalid on new hardware and new keys must be generated.

Contact MiaRec support for assistance.

4.3.4 Restore Audio Files

When `Relocate Audio Files` job is used to move files to external storage, there is no need to follow the restoration steps. Audio files should be accessible on the same external storage device.

If the files were stored locally on the recording server, then copy the audio files from your existing backup location to the same location as was used previously on the original server.

4.4 Partial Reinstall, Database Component Only (Decoupled configuration)

In the event that a database becomes unavailable or corrupt, the following steps can be executed to reinstall the database instance and accomplish the following:

- Reinstall the Database component
- Restore Database (configuration, call metadata)

4.4.1 Prepare Ansible Controller Host

This might not be needed if the `ansible controller` was not affected.

This process prepares the `ansible controller` to provision the MiaRec Cluster. The `ansible-controller` can be a local machine, the All-In-One MiaRec instance, or one of the instances in a Decoupled MiaRec Cluster.

The process is described [here](#)

4.4.2 Prepare Target Hosts

This process prepares the database host to be provisioned.

The process is described here [2. Prepare target hosts](#)

4.4.3 Configure Deployment

This process prepares the ansible inventory which defines how the cluster is provisioned. In this scenario, likely the only update will be to the `db` instance IP address, where a database service should be redeployed.

MiaRec Application versions are defined in this step. For successful restoration of the database in later steps, these versions must be the same or newer as the previously backed-up cluster.

Execute this process on the `ansible controller`.

The process is described here [3. Configure Deployment](#)

4.4.4 Execute `prepare-hosts.yml` playbook to provision the server

This playbook installs all the required software dependencies for MiaRec applications, including the creation of an empty `miarecdb` database.

Execute Playbook

Execute these commands from the ansible controller.

```
cd /opt/ansible-miarec
ansible-playbook -i hosts prepare-hosts.yml
```

Verification

Confirm satisfactory completion with zero items unreachable or failed

```
PLAY RECAP *****
...
miarec           : ok=79  changed=42  unreachable=0  failed=0
```

Result

The database instance will be provisioned with supporting software such as `redis`, `pgbouncer` and `postgresql`. The `postgres` user will be created and the database `miarecdb` will be created, however, there will be no data present.

4.4.5 Restore Database with pg_restore utility

The following commands need to be executed from the Database Instance. This will be the instance listed in the `[db]` group in the ansible inventory.

Execute pg_restore from db instance

```
sudo -iu postgres pg_restore -d miarecdb /path/to/backup_file
```

Let's break down those options:

- `sudo -iu postgres` instructs the shell to execute the trailing command to run as user `postgres`, this is required for authentication.
- `pg_restore` calls `pg_restore` utility.
- `-d miarecdb` connects to database `miarecdb` and restores directly into the database, this should always be `miarecdb`.
- `/path/to/backup_file` - the file to restore from, keep in mind this needs to be accessible by the `postgres` user account.

Verification

The database will be restored, you can verify by querying the database.

```
sudo -iu postgres psql -d miarecdb -c "SELECT COUNT(*) FROM calls;"
```

The count of all calls in the database should be returned.

```
[centos@miarecdb ~]$ sudo -u postgres psql -d miarecdb -c "SELECT COUNT(*) FROM calls;"
count
-----
    34
(1 row)
```

4.4.6 Run setup-miarec.yml playbook to modify the existing MiaRec Applications

This playbook installs and/or updates MiaRec applications. In this case, the only action that will be applied updates to the `miarecweb` and `miarec` configuration INI files, directing the applications to the new database IP address.

This should be executed only after the database is successfully restored.

Info

MiaRec Application versions specified in the ansible inventory must be the same or newer as the previously backed up cluster.

Execute Playbook

Execute this command from the `ansible controller`.

```
cd /opt/ansible-miarec
ansible-playbook -i hosts setup-miarec.yml
```

Verification

Confirm satisfactory completion with zero items unreachable or failed

```
PLAY RECAP *****
...
miarec                : ok=79  changed=42  unreachable=0  failed=0
```

Result

You should now be able to access the MiaRec cluster using the previously configured admin account, all configuration and call recordings should be accessible.

4.4.7 Restore License Keys

No Action is required. License keys are stored as database objects, and since the recorder was not changed, license keys are still valid.

4.4.8 Restore Audio Files

No Action is required, since the recorder was not modified, audio files should be intact.

5. Relocate Audio Files

5.1 Prerequisites

5.1.1 Create a bucket for audio files

An S3 bucket must be created as a storage target for the audio files.

Why can't audio files and database backups share the same bucket?

Database backups should be stored using the WORM (*write-once-read-many*) model to prevent corruption or tampering, whereas audio files will need to be periodically modified or removed depending on the retention policies. To support WORM storage, **S3 Object Lock** has to be enabled, this is defined at the bucket level, requiring separate buckets.

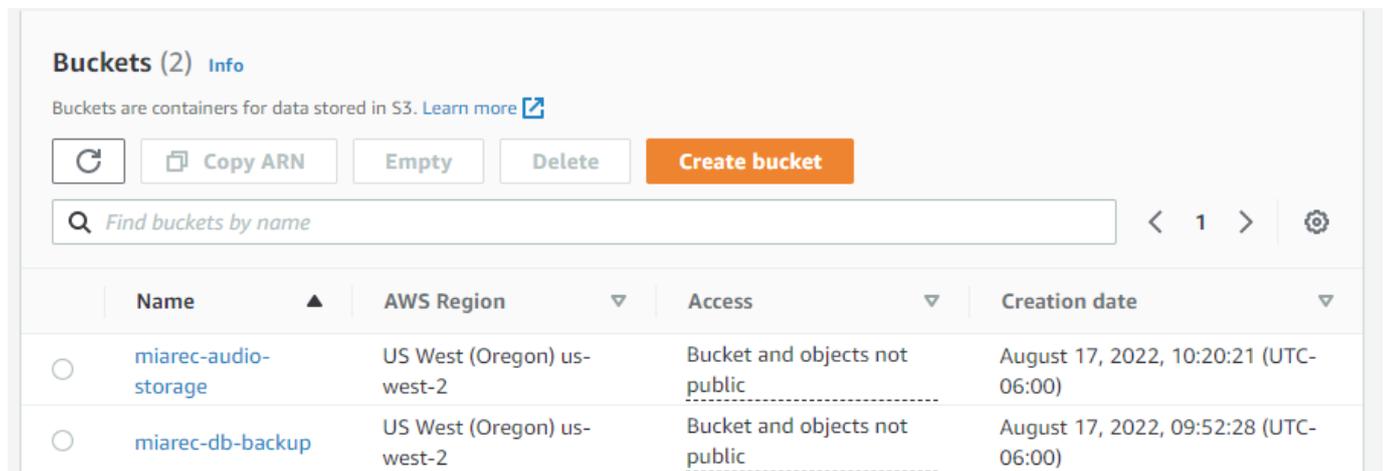
More information about S3 Object Lock can be found at the following link. <https://docs.aws.amazon.com/AmazonS3/latest/userguide/object-lock.html>

From Amazon S3 console at <https://console.aws.amazon.com/s3/>.

1. Choose **Create bucket** from the console top menu to create a new Amazon S3 bucket.
2. On the **Create bucket** setup page, perform the following actions:
 - a. For *General configuration*:
 - i. Provide a unique name for the new bucket in the **Bucket name** box.
 - ii. From the **AWS Region** dropdown list, select the AWS cloud region where the new S3 bucket will be created
 - b. For *Block Public Access settings for bucket*, select **Block all public access** to ensure that all public access to this bucket and its objects is blocked.
 - c. (Optional) *Tags*, use the Add tag button to create and apply user-defined tags to the S3 bucket. You can track storage costs and other criteria by tagging your bucket.
 - d. For *Default encryption*, select **Enable** under **Server-side encryption**, and choose one of the encryption key types available. If you don't know what to choose, then choose *Amazon S3-managed keys (SSE-S3)*.
3. Choose **Create bucket** to create your new Amazon S3 bucket.

Result

S3 bucket will be created and displayed in the console.



Buckets (2) [Info](#)

Buckets are containers for data stored in S3. [Learn more](#)

	Name ▲	AWS Region ▼	Access ▼	Creation date ▼
<input type="radio"/>	miarec-audio-storage	US West (Oregon) us-west-2	Bucket and objects not public	August 17, 2022, 10:20:21 (UTC-06:00)
<input type="radio"/>	miarec-db-backup	US West (Oregon) us-west-2	Bucket and objects not public	August 17, 2022, 09:52:28 (UTC-06:00)

5.1.2 Create IAM policy for access to the audio bucket

An IAM Policy has to be created and assigned to an IAM user so that objects can be added to the S3 bucket by that IAM user

From Amazon IAM console at <https://console.aws.amazon.com/iam/>.

1. From the *Policies* menu. Choose **Create Policy** to create a new IAM Policy.
2. Select *JSON* tab, copy the following access policy and paste it into the **JSON** field. **Do not forget to replace** miarec-audio-storage **with your bucket name!!!**.

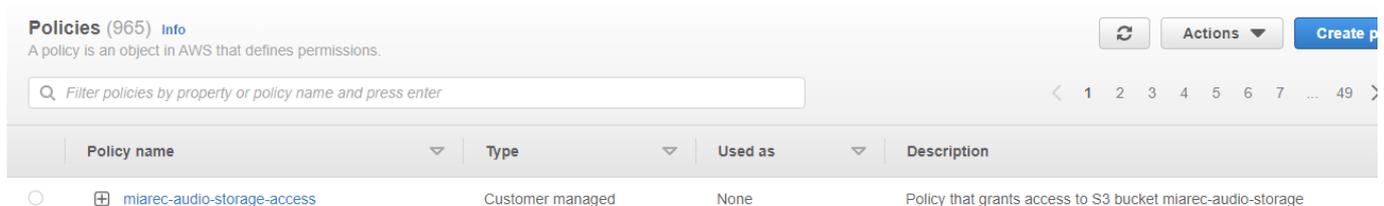
```
{
  "Version": "2012-10-17",
  "Statement": [
    {
      "Effect": "Allow",
      "Action": [
        "s3:ListBucket"
      ],
      "Resource": [
        "arn:aws:s3:::miarec-audio-storage"
      ]
    },
    {
      "Effect": "Allow",
      "Action": [
        "s3:PutObject",
        "s3:GetObject",
        "s3:DeleteObject"
      ],
      "Resource": [
        "arn:aws:s3:::miarec-audio-storage/*"
      ]
    }
  ]
}
```

(Optional) *Tags*, use the Add tag button to create and apply user-defined tags to the resource. You can track cost and other criteria by tagging your resource.

Review policy, choose a descriptive name and description for the policy and click the **Create policy** button.

Result

The policy will be created and ready to be assigned



Policies (965) [Info](#)
A policy is an object in AWS that defines permissions.

Filter policies by property or policy name and press enter

Policy name	Type	Used as	Description
miarec-audio-storage-access	Customer managed	None	Policy that grants access to S3 bucket miarec-audio-storage

5.1.3 Create IAM User for audio bucket

IAM user has to be created that can be used to relocate audio files from Miarec to S3 storage. We recommend using a separate user account rather than granting the same user access to both database backup and audio file buckets.

From Amazon IAM console at <https://console.aws.amazon.com/iam/>.

1. From the *Users* menu, choose **Add User** to create a new IAM User.
2. *Details*, choose **User name** and enable **Programmatic access**.
3. *Permissions*, select **Attach existing policies directly** and then select the previously created policy from the list. *Use the search box to find the policy by name.*
4. (Optional) *Tags*, use the Add tag button to create and apply user-defined tags to the resource.
5. *Review*, confirm the settings and click **Create user**.
6. On the *Complete* screen, copy **Access Key ID** and **Secret access key** and store them in a secure place. This will be used later to configure a Storage target in the MiaRec application.

Add user



✔ **Success**
 You successfully created the users shown below. You can view and download user security credentials. You can also email users instructions for signing in to the AWS Management Console. This is the last time these credentials will be available to download. However, you can create new credentials at any time.

Users with AWS Management Console access can sign-in at: <https://836000337270.signin.aws.amazon.com/console>

Download .csv

User	Access key ID	Secret access key
✔ miarec-db-backup	AKIA4FJMAZV3GXYDCHVU	***** Show

Result

User will be added, access key and the secret access key will be available to use to access the S3 bucket.

Users (5) [Info](#)
An IAM user is an identity with long-term credentials that is used to interact with AWS in an account.

[Delete](#) [Add users](#)

Q miarec X 2 matches

<input type="checkbox"/>	User name	Groups	Last activity	MFA	Password age	Active key age
<input type="checkbox"/>	miarec-audio-storage	None	Never	None	None	✔ Now

5.2 Automatically relocate audio files to S3 bucket

The MiaRec admin portal offers a feature to automatically relocate files to an external storage target, in this case, an AWS S3 bucket. This function moves an audio file from a local file system to an S3 bucket and updates a file path in the database for each call. Note, that function moves the file rather than creating a copy of it. A redundancy for audio files is achieved by the nature of the Amazon S3 service that provides 99.999999999% durability and 99.99% availability. Optionally, an automatic replication in the S3 bucket can be enabled, that copies asynchronous objects across S3 buckets. To enable such a replication, check the [Amazon S3 User Guide](#).

5.2.1 Create a Storage Target

1. Navigate to **Administration > Storage > Storage Target**.
2. Select **Add**.
3. Populate the fields that are appropriate for your deployment.

Add Storage Target

Name *

Type *

AMAZON S3 SETTINGS

S3 Bucket

AWS Access Key ID
This attribute is optional when using IAM Role for EC2 instance

AWS Secret Access Key
This attribute is optional when using IAM Role for EC2 instance

S3 Endpoint URL
S3 endpoint URL (default: https://s3.amazonaws.com). Leave empty to use a default value

Region
Amazon AWS region. Leave empty to use a default value

AWS Signature Version Default Version 2 Version 4

Use Server-Side Encryption

Use HTTP Proxy

HTTP Proxy Host

HTTP Proxy Port

HTTP Proxy User

HTTP Proxy Password

4. Name Unique Identifier for this storage target.

5. Type Amazon S3.

6. `S3 Bucket` Bucket name defined earlier.
7. `AWS Access Key ID` and `AWS Secret Access Key` Access keys created for IAM user earlier.
8. `Region` bucket region defined earlier.
9. Select **Save and Test**.
10. Verify all tests pass.

TEST RESULTS

Progress:

100%

Restart

STEP	STATUS
Initializing	OK
Listing files/directories under the root directory	OK
Creating a file under the root directory	OK
Verifying content of the written file	OK
Appending and verifying content of the file	OK
Deleting the file	OK
Creating a sub-directory	OK
Creating a file within the sub-directory	OK
Listing files under the sub-directory	OK
Deleting the file in the sub-directory	OK
Deleting the sub-directory	OK

5.2.2 Schedule Relocate Audio Files Job

1. Navigate to **Administration > Storage > Relocate Audio Files**.
2. Select **Add**.
3. Define the **Access Scope**, **Mode** and **Destination storage target** (defined in the previous step)

Name *

Access scope *

- Unrestricted - All tenants, including System
- Tenants only - All tenants, excluding System
- One tenant

Test only * This is a test-drive. Write to a log file, but do not modify data

Destination storage target *

Destination filename format *

Parallel upload * workers

Mode *

- Full
- Incremental

If destination file exists *

- Compare checksum of files
- Compare size of files

Remove empty directories * Remove empty directories at the source storage target

- **Access Scope** In most cases this will be **Unrestricted** separate relocation jobs can be scheduled for individual tenants if needed.
- **Mode **Incremental****, system will only target files it has not previously relocated.
- **Destination storage target** Defined in the previous step, is where files will be moved.

4. Apply any filter criteria (optional)

FILTERING CRITERIA

×

[+ Add criteria](#)

5. Select a Schedule to execute

SCHEDULE

- Run this job ***
- Manually
 - Continuously
 - Every Hour
 - Every Day
 - Every Week
 - Every Month
 - Custom (crontab)

Minute (0-59)

*/5

Hour (0-23)

*

Day (1-31)

*

Month (1-12)

*

Weekday (0-6)

*

6. Select **Save and Start**

5.2.3 Verification

Calls will be relocated to the external storage target and the file path will be updated in the database.

Verify Relocation Job

See job run results at **Administration > Storage > Relocate Audio Files**.

Name: **Relocate files to S3**

Latest Status: **Finished** [View details \(run #199851\)](#)

Latest Start Time: **Today, 3:10 PM**

Date Created: **Sep 15, 2020, 12:40 AM**

Last Scheduled Run: **Today, 3:05 PM**

Next Scheduled Run: **Today, 3:15 PM**

LATEST RESULTS

Stage: **Finished [Finished]**

Total recordings to relocate: **15**

Relocated successfully: **12 (5.53 MB)**

Transfer rate: **11.2 Mbps**

Remaining: **3**

Skipped (total): **4**

Skipped (still active): **4**

[View statistics per day](#)

Verify File Path

File Path can be displayed in **Full Call details**.

- Select a recording from the *recording tab* and select **More Detail**.
- At the bottom of the page, select **Full call details**.
- The *Files* section should display the path reflecting the external storage.

FILES

FILE ID	START TIME	STOP TIME	ENCRYPTION FINGERPRINT	WATERMARK	FILE SIZE	FILE PATH
00	3:05:03 PM	3:09:53 PM		Odd2c4e566bb76988ea0636b5b0ebaee02d6824a	578592	s3://[REDACTED]/audio/20220810/20220810190503-16307010655-17165806909-1671c645b2a311ed174d022e3eacee98.mp3

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