



Creating a Backup of Your System and Deleting Existing Snapshots

- [Creating Backups, on page 1](#)
- [Deleting Existing Snapshots, on page 1](#)

Creating Backups

We recommend that you regularly create backups of your configuration, as follows.



Caution Do not take VMware snapshots of Cisco Expressway systems. The process interferes with database timing and negatively impacts performance.

Step 1 Go to **Maintenance > Maintenance Mode** and switch **Maintenance Mode On**.

Step 2 Go to **Maintenance > Backup and Restore**.

Step 3 You can optionally add a password for your backup file.

Step 4 Click **Create system backup file**.

Step 5 Save the backup file.

Note When you restore your system from a backup, it does not include Active Directory credentials. You will need to add them in order to access the Active Directory domain.

Deleting Existing Snapshots

Step 1 Make a backup of your configuration.

Step 2 Shutdown the Expressway:

- a) Go to **Maintenance > Restart Options** and click **Shutdown**.

b) Click **OK** to shut down the system.

- Step 3** Power off the VM.
- Step 4** Right-click on the VM and select **Manage Snapshots**.
- Step 5** In the **Snapshot Manager**, select **Delete All Snapshots**.
- Step 6** Click **Yes** in the confirmation dialog box.
- Step 7** Click **Close** to exit the Snapshot Manager.
-