

Procedure for Backing Up and/or Restoring the Embedded SVM on the OfficeServ™ 7100

Recently we launched system software V4.30i for the Samsung OfficeServ 7000 Series product lines. In the release bulletin we published the upgrade procedures for the OfficeServ 7000 Series systems. In the OS7100 procedure we instructed you to perform an SVM database backup, and to reference the Programming Manual for instructions how to do that.

It has since been brought to our attention that the Programming Manual contains no such instructions. During the development of the OS7100 Online Course the instructions were written, but they were never retroactively added to the product documentation. We are happy to know that the OS7100 Online Course has been so successful in teaching technicians how to do voicemail backups that this oversight was never noticed before!

Instructions for performing a backup or restore will be added to the Programming Manual for the OS7100 at the next available opportunity, but for those of you attempting to do this as a part of your V4.30i upgrade we wanted to provide them to you now. Those familiar with the OS7100 Programming Manual may be aware that the Voicemail and Automated Attendant are discussed and documented separately even though they are the same embedded application. For simplicity the instructions provided here will reference SVM only and can be used to back up both AA and Voicemail programming.

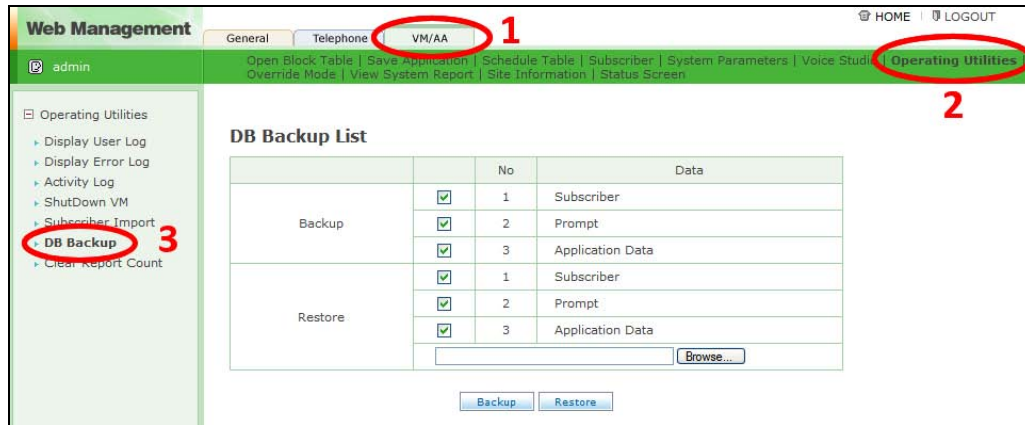
If you have any trouble with the backup and restore process or if you have any other technical questions contact Samsung Technical Support at 1-800-737-7008.

BACKING UP YOUR SVM

The OfficeServ 7100 SVM can be backed up to assist you with disaster recovery planning and system archiving. This backup can only be performed through the web interface, and can only be performed by the Site Administrator. Backing up the SVM requires that all SVM ports be idle. To ensure the ports are idle you will be required to lock the ports for the duration of the backup, which takes approximately 20 seconds. In order to lock the ports you will be required to enter the System Administrator password, which can be located on the System Parameters screen.

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To backup the SVM log in to the web interface with the Site Administrator account. Click the VM/AA tab. This will load the SVM status screen. Select the Operating Utilities menu from the top of the screen, and then select the DB Backup menu item from the listings on the left.



The SVM's DB Backup screen is used both to back up the system and to restore system backups.

The Backup section contains 3 checkboxes allowing you to select the types of information you want to backup:

1. Subscriber

Subscriber information contains setting related to Extension and Mailbox blocks used by the SVM. Checking the Subscriber checkbox will cause all Extension and Mailbox blocks to be saved, as well as any greetings recorded for those blocks and any customized settings such as single digit options or message alerting options.

NOTE: Voicemail messages are not stored as a part of the SVM backup. All subscriber information and settings are stored, but voicemail messages cannot be backed up. This is mainly due to the widespread use of the Email Gateway feature, which presents a vastly superior method for archiving important voicemail messages. Rather than clutter any future restores with unimportant old messages the backup routine simply excludes voicemail messages from the process.

2. Prompt

Checking the Prompt checkbox will cause any custom recorded prompt you have made to be saved. In order to save space the pre-recorded prompts that come with the system are not backed up. Only prompts that you have changed or imported will be stored in the backup.

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3. Application Data

Application Data is the majority of your SVM programming data. This includes:

- Block information for all blocks (excluding Extension and Mailbox blocks, which are stored as a part of the Subscriber data)
- Site Information entered into the Site Information screens
- System Wide Parameters, including admin and subscriber default passwords, the Email Gateway license, and Language settings
- Schedule Table and Override Mode information
- Activity statistics (such as calls to date and block activity reports)

It is recommended that you always include Application Data in a backup, as it will save the vast majority of the programming you have done, and represents the biggest amount of potential lost time should you ever need to rebuild the system.

To perform a backup select the types of data you wish to back up (by default all data is saved) and click the Backup button at the bottom of the screen:

The screenshot shows the 'Web Management' interface with the 'VM/AA' tab selected. The 'DB Backup List' section contains a table with columns 'No' and 'Data'. The table lists items for both 'Backup' and 'Restore' operations, with checkboxes for 'Subscriber', 'Prompt', and 'Application Data'. The 'Backup' button is circled in red.

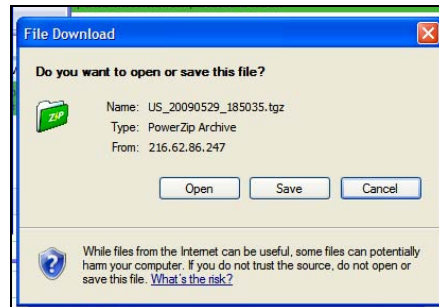
	No	Data
Backup	1	Subscriber
	2	Prompt
	3	Application Data
Restore	1	Subscriber
	2	Prompt
	3	Application Data

A window will pop up asking you to Input Password. This is requesting the System Administrator password from the System Parameters screen (the default is 0000), and is requesting permission to shut down the voicemail ports while the backup is performed:

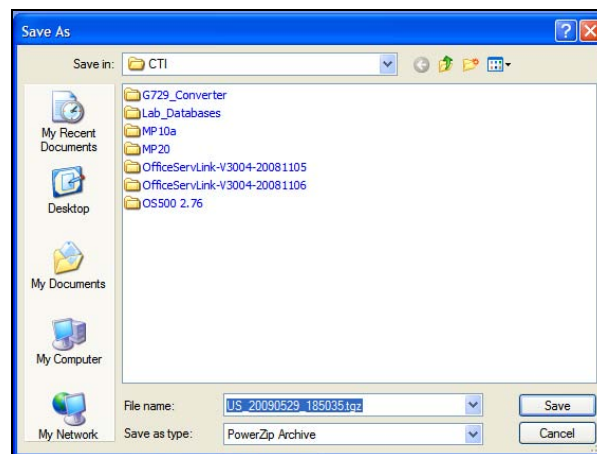
The screenshot shows a 'Web Management - Windows Internet E...' browser window with a 'Certificate Error' message. A dialog box titled 'Input Password' is displayed, with a text input field and 'Confirm' and 'Cancel' buttons.

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Enter the System Admin password and click Confirm. The system will shut down the voicemail ports, generate the backup, and then prompt you whether to open or save the backup file. Click Save to save the file to your PC.



After clicking Save you will be prompted to select a file name to save the file as. The default file name is US_[backupdate]_[backuptime], but you may change it if necessary (such as to note the customer site or version). You should not change the default file extension of .tgz as you may render the file unreadable. The TGZ file format is a Linux variation of the ZIP archive. Although it can be read by most ZIP file readers, it is recommended that you do not edit this file as you may render your backup useless.



Once the backup has been downloaded the system will unlock the voicemail ports and restore normal service. This process will take approximately 20 seconds from the time you enter the System Admin password, so SVM down time is minimized as much as possible.

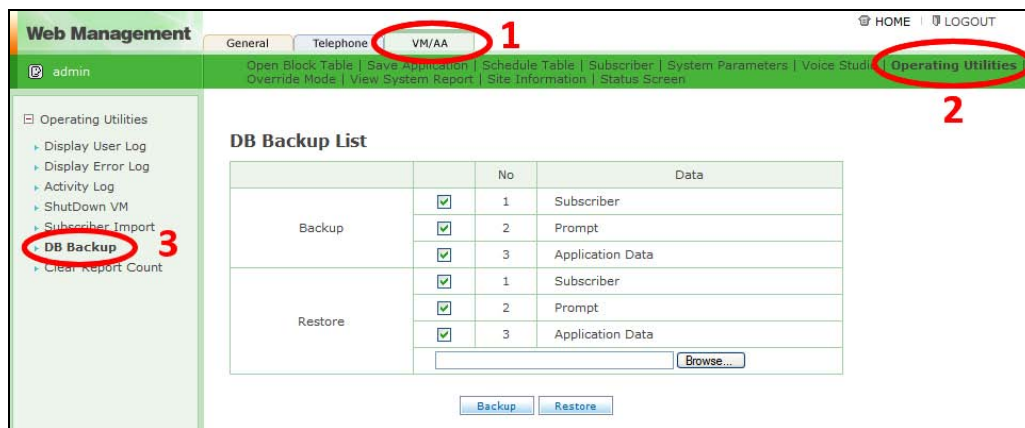
NOTE: Always be sure to save your backup files to an easily referenced location to ensure that you can retrieve them when necessary.

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RESTORING AN SVM BACKUP

In addition to creating backup archives, the OfficeServ 7100 SVM also allows you to restore these backups should disaster ever strike. This restore can only be performed through the web interface, and can only be performed by the Site Administrator. Restoring the SVM requires that all SVM ports be idle. To ensure the ports are idle you will be required to lock the ports for the duration of the restoration, which takes approximately 30 seconds. In order to lock the ports you will be required to enter the System Administrator password, which can be located on the System Parameters screen.

To restore an SVM backup log in to the web interface with the Site Administrator account. Click the VM/AA tab. This will load the SVM status screen. Select the Operating Utilities menu from the top of the screen, and then select the DB Backup menu item from the listings on the left.



The SVM's DB Backup screen is used both to back up the system and to restore system backups.

The Restore section contains 3 checkboxes allowing you to select the types of information you want to restore:

4. Subscriber

Subscriber information contains setting related to Extension and Mailbox blocks used by the SVM. Checking the Subscriber checkbox will cause all Extension and Mailbox blocks contained in the backup file to be restored, as well as any greetings recorded for those blocks and any customized settings such as single digit options or message alerting options.

NOTE: Voicemail messages are not stored as a part of the SVM backup, and as such cannot be restored if lost. All subscriber information and settings are restored, but voicemail messages cannot be restored. This is mainly due to the widespread use of the Email Gateway feature, which presents a vastly superior method for archiving important voicemail messages. Rather than clutter the SVM with unimportant messages the restore routine simply excludes voicemail messages from the process.

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5. Prompt

Checking the Prompt checkbox will cause any custom recorded prompt you backed up to be restored. This includes main attendant greetings as well as transfer announcements and other system prompts.

6. Application Data

Application Data is the majority of your SVM programming data. This includes:

- Block information for all blocks (excluding Extension and Mailbox blocks, which are stored as a part of the Subscriber data)
- Site Information entered into the Site Information screens
- System Wide Parameters, including admin and subscriber default passwords, the Email Gateway license, and Language settings
- Schedule Table and Override Mode information
- Activity statistics (such as calls to date and block activity reports)

It is recommended that you always include Application Data in a restore, as this contains the vast majority of your programming from the old system.

To restore a backup select the types of data you wish to restore (by default all data is saved) and click the Browse button to select the backup you wish to restore.

The screenshot shows the 'Web Management' interface. The top navigation bar includes 'General', 'Telephone', and 'VM/AA'. The 'VM/AA' tab is active. Below the navigation bar, there is a breadcrumb trail: 'Open Block Table | Save Application | Schedule Table | Subscriber | System Parameters | Voice Studio | Operating Utilities | Override Mode | View System Report | Site Information | Status Screen'. The main content area is titled 'DB Backup List' and contains a table with columns 'No' and 'Data'. The table is divided into two sections: 'Backup' and 'Restore'. Each section has three rows, one for each data type: 'Subscriber', 'Prompt', and 'Application Data'. All checkboxes in the 'Data' column are checked. Below the table, there is a 'Browse...' button circled in red. At the bottom of the interface, there are 'Backup' and 'Restore' buttons.

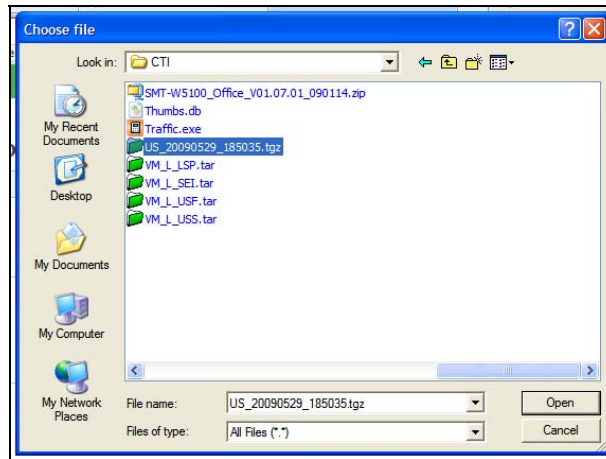
	No	Data
Backup	☒	1 Subscriber
	☒	2 Prompt
	☒	3 Application Data
Restore	☒	1 Subscriber
	☒	2 Prompt
	☒	3 Application Data

Browse...

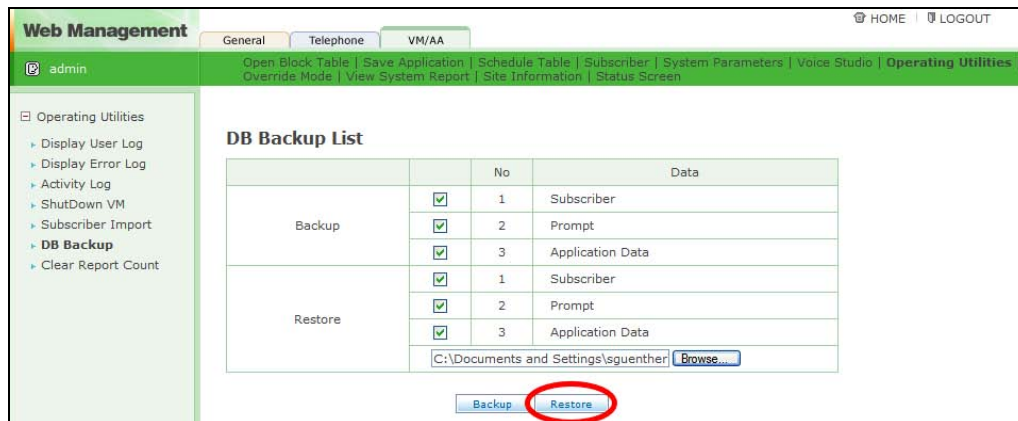
Backup Restore

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A window will pop up asking you select the backup archive. Navigate to the file you saved from the backup process and click Open:

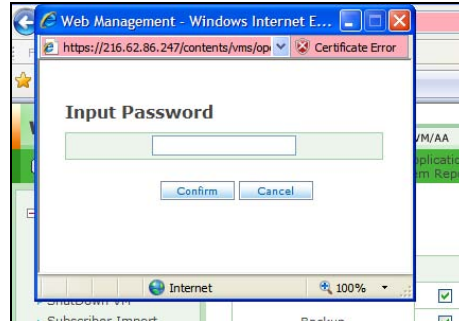


The DB Backup screen will update to reflect the path to the file you've selected. Click the Restore button to begin the restore process:



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A window will pop up asking you to Input Password. This is requesting the System Administrator password from the System Parameters screen (the default is 0000), and is requesting permission to shut down the voicemail ports while the restore is performed:



Enter the System Admin password and click Confirm. The system will shut down the voicemail ports, the screen will blank while the restoration is performed, and then a message will be displayed alerting you the restore has completed. The restore process may take up to 30 seconds.



After clicking OK the files have been restored from the backup, but you need to reboot your system for the changes to take effect. You can do this by powering the system off and then back on or by pressing the Reset button on the main processor card. When the system comes back up your SVM restoration will be complete.