Back Up and Restore Procedures on the SVMi-8E/SVMi-16E

The purpose of this Technical Bulletin is to outline the correct procedures for performing the Back Up and Restore utility on the SVMi-8E/SVMi-16E Voice Processing Server. The Back Up utility makes it possible to perform a partial or total back up of the SVMi-E database. The Restore utility makes it possible to restore a database.

The Backup and Restoration on the SVMi-8E/SVMi-16E is performed through the LAN connector on the SVMi-E card. You can perform the backup to a PC connected directly to the LAN port using a Crossover cable, to a PC on the customer's Local Area Network using a straight through cable, or through the Internet, if allowed.

The Back Up and Restore utility shuts down the SVMi-8E/SVMi-16E and automatically engages the Built in FTP Server software. The SVM Software must be shut down in order to run the FTP Server software which means it is not processing any calls while the backup or restore process is being performed.

There must be a separate FTP program loaded and running on the PC directly attached to the SVMi-E or on the Local Area Network. Samsung Technical Support uses the WS_FTP Client to perform all Back Up and Restore processes (This application can be downloaded, and purchased at the following web site http://www.ipswitch.com/Products/WS_FTP/).

The Back Up may include customer configuration (Application Data), the system prompts (Prompts), all the voice mail messages and audiotext announcements (Messages), and/or all customized subscriber names and greetings (Subscriber Data).

Important: Before proceeding with a back up please perform a "Save Application" to write current data to the disk.

Please refer to the following pages for detailed steps on performing the Back Up and Restore procedures.

Back Up and Restore Procedures on the SVMi-8E/SVMi-16E

Section 1: Setting the IP Address on SVMi-E LAN Port:

Step	Action
1	**Connect the PC** to the SVMi-E using HyperTerminal, or Procomm Plus
2	**Log into SVMi-E**
3	Go to the **Main Menu**
4	Go to **Operating Utilities**
5	**Shut Down SVMi-E**, enter password
6	From C:\ **type CD Sockets** and press **<Enter>**
7	From C:\Sockets **type sconfig** and press **<Enter>**
8	**Press [1]** to Continue Configuration
9	**Press [1]** to select Network Card (Packet Driver)
10	**Press [1]** to Select Static Addressing (manual)
11	Enter the IP Address that is to be used, and press <Enter>. Example: 192.168.1.2/24. The slash 24 is the subnet mask reference. 24 represents the number of consecutive ones in the subnet mask. The Class C subnet mask 255.255.255.0 in binary is 11111111.11111111.11111111.00000000. The number of consecutive ones equal 24 in this example
12	Enter the IP Address of the Default Gateway and press <enter> Example: 192.168.1.1
13	Enter the Primary DNS address, or press [0] to skip (this will work fine)
14	Enter the Secondary DNS address or press [0] to skip (this will work fine)
15	Enter [60] for the interrupt vector
16	Enter [10] for the Network Card IRQ
17	Reboot the SVMi-8E/SVMi-16E

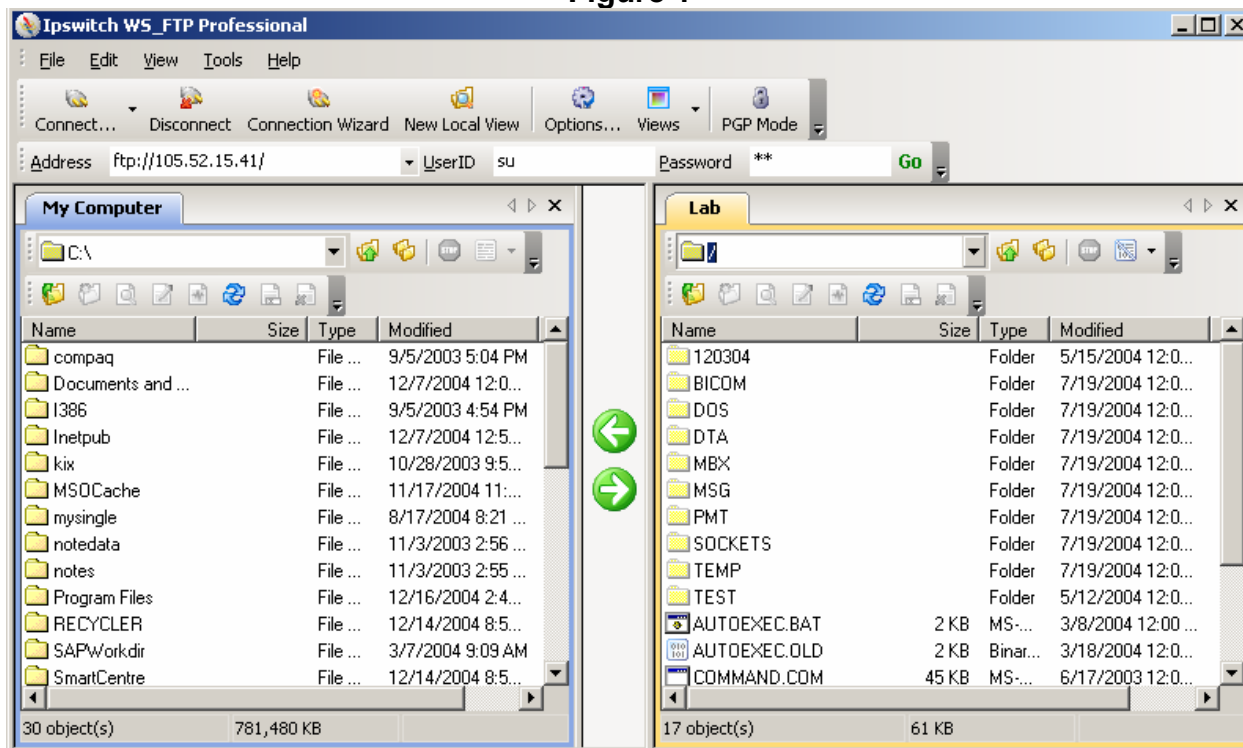## Back Up and Restore Procedures on the SVMi-8E/SVMi-16E

Section 2: Connecting to the SVMi-8E/SVMi-16E with a FTP Client:

No matter which FTP client software is used to perform the back up and restore the following information is the same on all new SVMi-8E/SVMi-16E units.

Important: Samsung does not offer support on third party products, including FTP client software.

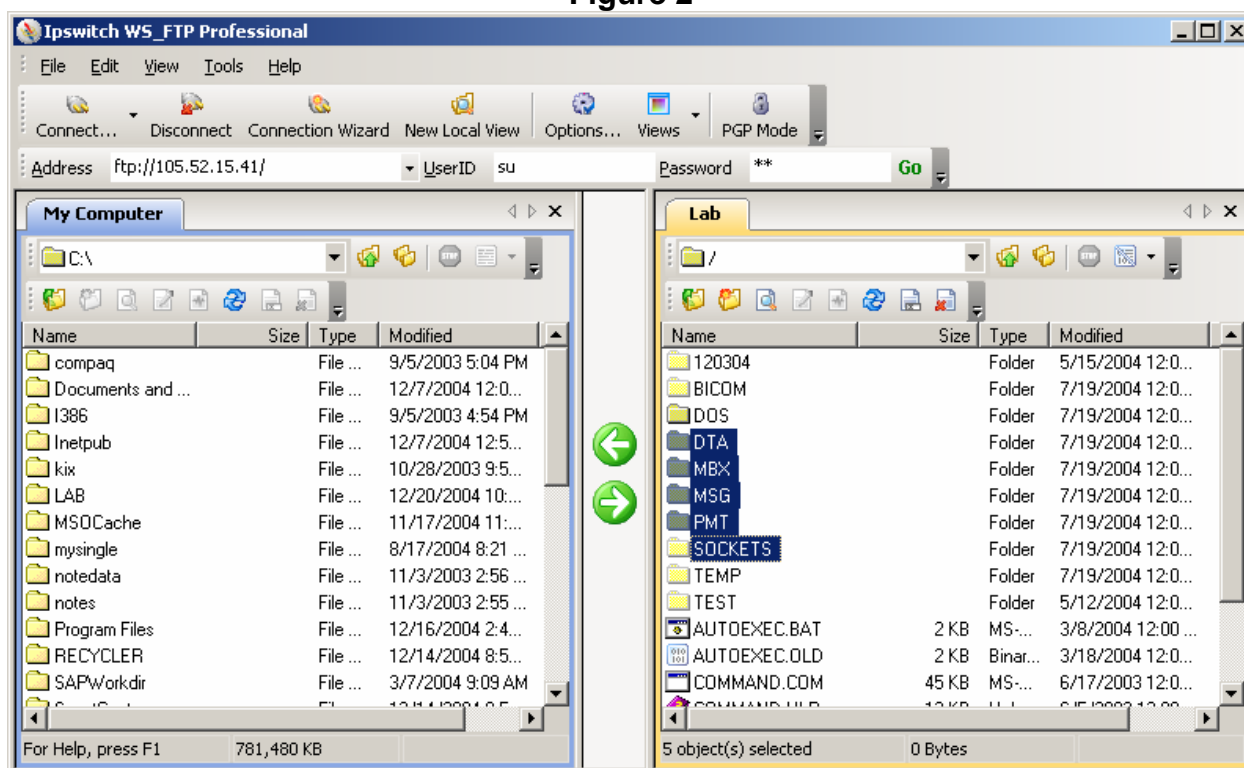| Step	Action
1	**Connect the PC** to the SVMi-E using HyperTerminal, or Procomm Plus
2	**Log into SVMi-E** and go to the **Main Menu**
3	Go to **Operating Utilities** and then to **Back Up & Restore**
4	To **Confirm the Back Up and Restore** type in the Access Password and press <enter>
5	If the **connection to the SVMi-8E/16E** is via IP the user will now be disconnected. If the connection is via serial cable the user will now see C:\ and the unit will now accept FTP connections
6	**Use a FTP Client** to create a FTP connection to the SVMi-E. Use the IP Address that was defined in **section 1, step 11,** or use the default IP Address of 10.10.108.6/24,
7	Once the connection is established there will be a split window; One side represents the PC's folders & files, and the other side represents the SVMi-8E/16E storage media **See Figure 1** below.

Figure 1

Back Up and Restore Procedures on the SVMi-8E/SVMi-16E

Section 3: Performing a Back Up:

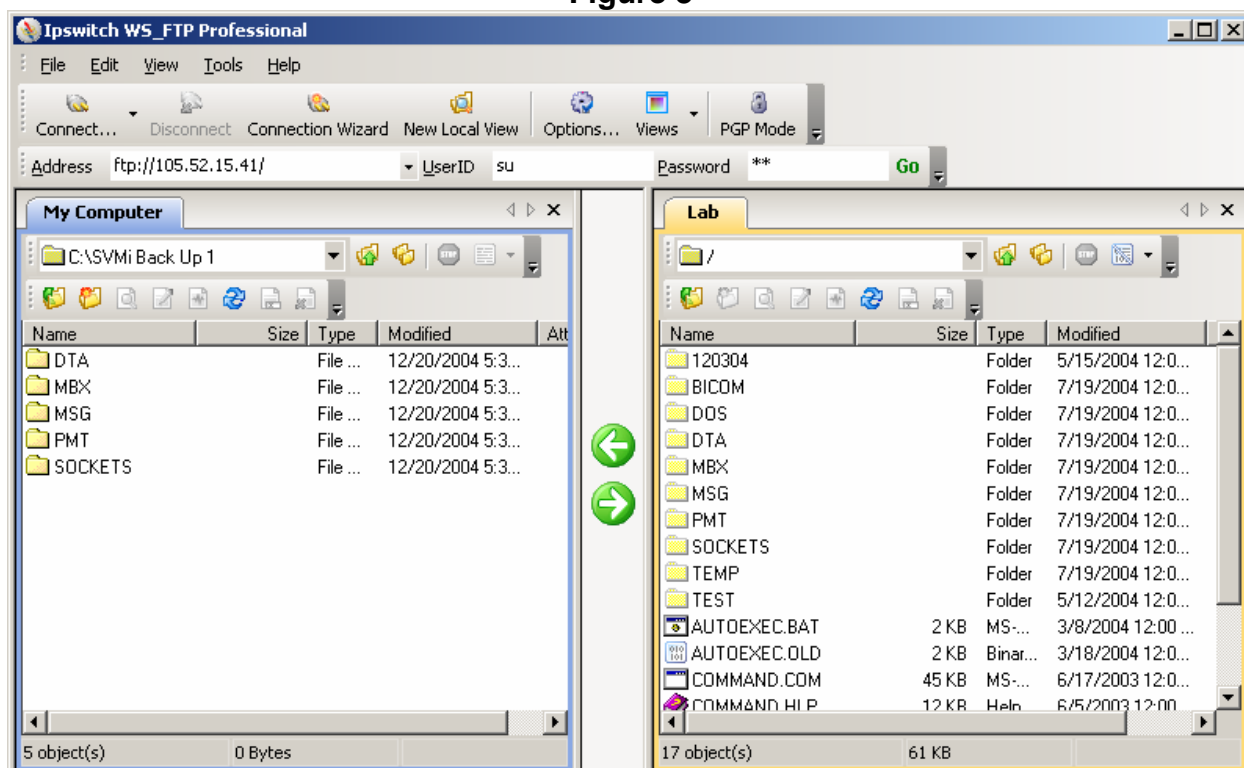| Step	Action
1	**Use the instructions in Step 2** to connect to the SVMi-8E/16E via FTP
2	**Choose, or create a destination** on the PC (left hand side) where you want the back up to go
3	**Highlight the folders**, or files on the SVMi-8E/16E (right hand side) that need to be backed up. **For a full back up** of the SVMi-8E/16E highlight the DTA, MBX, MSG, PMT, and Sockets folders **See Figure 2** below. The only files that should be copied from the DTA folder are .tbl files.
4	**Click on the Green arrow pointing to the left**
5	**The Progress of the file transfer** (back up) will be displayed on the bottom of the FTP Client window
6	**Progress window will display Finished** when Back Up complete

Figure 2

Back Up and Restore Procedures on the SVMi-8E/SVMi-16E

Section 4: Performing a Restoration From Back Up:

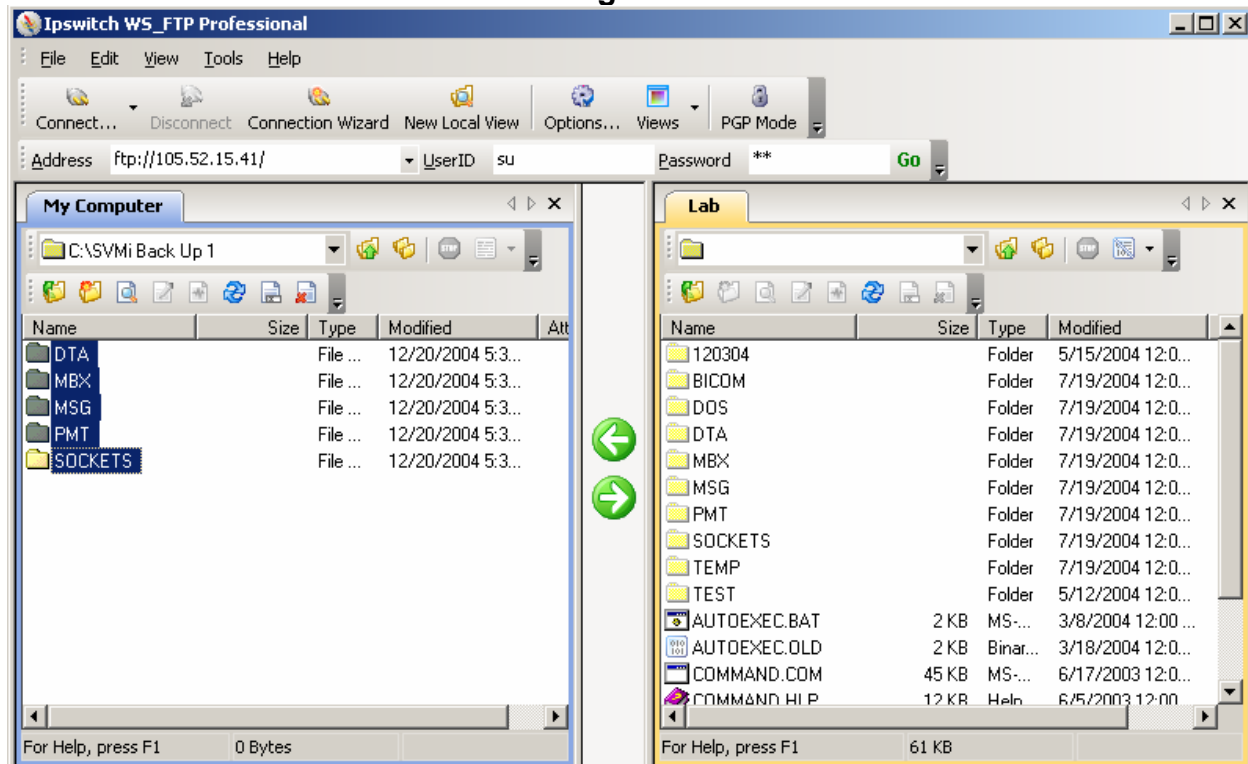| Step	Action
1	**Use the instructions in Step 2** to connect to the SVMi-8E/16E via FTP
2	**Navigate to the back up** on the PC (left hand side) **See Figure 3** below.
3	**Highlight folders of Back up listed on PC** (left hand side) **See Figure 4** on the following page.
4	**Click on the Green arrow pointing to the right**
5	**Prompt for Overwriting Files** will be displayed. Select Yes to All. **See Figure 5** on the following pages.
6	**The Progress of the file transfer** (back up) will be displayed on the bottom of the FTP Client window
7	**Progress window will display Finished** when Restoration is complete

When the Backup is completed you will want to put the SVM back on-line, simply press the red reset button or use MMC-740 or MMC-806 to reset the SVM card. Any of these methods will terminate the FTP Server and restart the SVMi-8E/SVMi-16E.

Figure 3

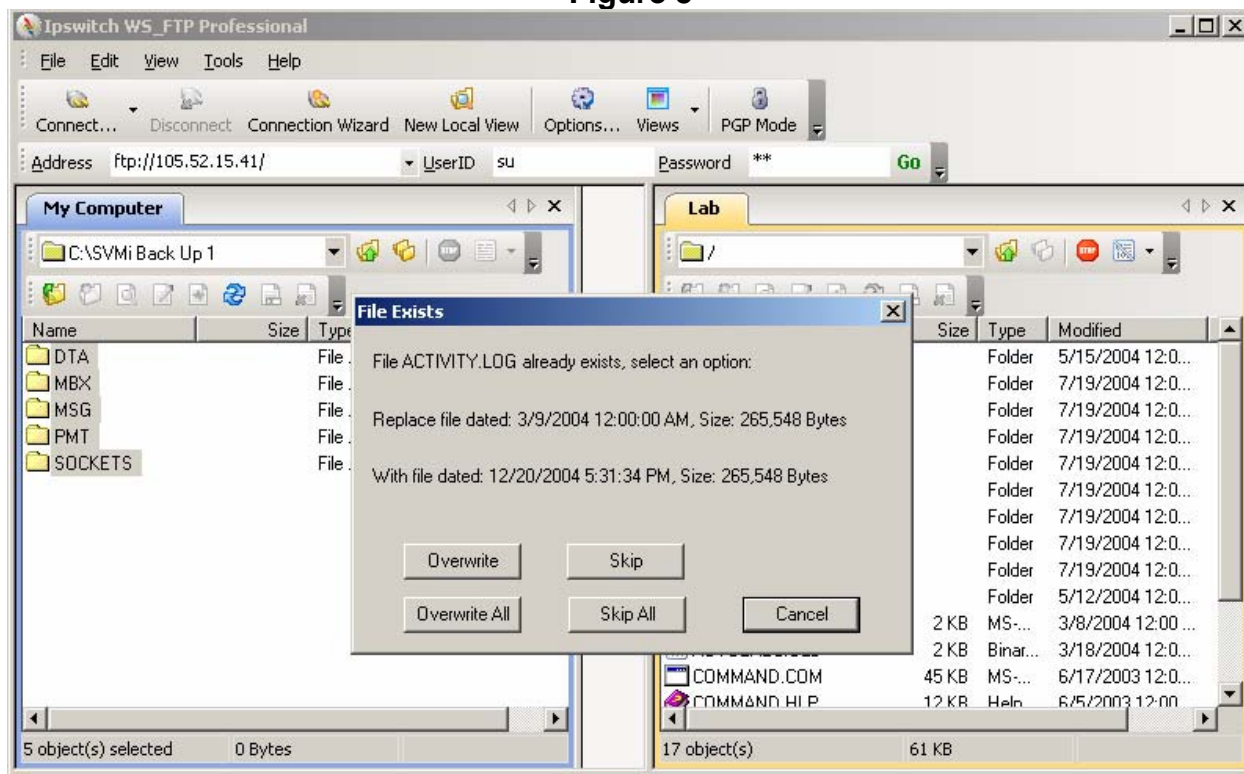## Back Up and Restore Procedures on the SVMi-8E/SVMi-16E

Figure 4

(Continued on next page)

Back Up and Restore Procedures on the SVMi-8E/SVMi-16E

Figure 5

If you have any questions about this or any other Technical Support bulletins please contact Samsung Technical Support by phone at 1-800-737-7008 or by email at: BCS.Support@Samsung.com

---