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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 <u>http://www.ipswitch.com/Products/WS_FTP/</u>).

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.

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></enter>
7	From C:\Sockets type sconfig and press <enter></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:</enter>
	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 11111111111111111111111111100000000.
	The number of consecutive ones equal 24 in this example
12	Enter the IP Address of the Default Gateway and press <enter></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

(continued on next page)

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></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.



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🛄 SmartCentre File 12/14/2004 8:5 🔟		COMMAND.COM	45 KB	MS	6/17/2003 12:0	-			
30 object(s) 781,480 KB		17 object(s)	61 KB						

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.
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

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



(Continued on next page)

Figure 5 - UX Note: The second <u>File Edit View Tools Help</u> (D) 6 100 miles 2 0 . 3 Connect... Disconnect Connection Wizard New Local View Options... Views PGP Mode Address ftp://105.52.15.41/ Password ** Go _ $\triangleleft \triangleright \mathbf{X}$ $\triangleleft \triangleright \mathbf{X}$ My Computer Lab - 🐼 📀 🔤 - 💂 C:\SVMi Back Up 1 - 🚱 🚱 💿 1 💭 🕅 Q 🗹 🖶 🍣 🖬 🛱 💂 #1 11 FB 173 F.B. 1 ę File Exists X Size Type Size Type Modified Name 5/15/2004 12:0... DTA File . File ACTIVITY.LOG already exists, select an option: Folder MBX File Folder 7/19/2004 12:0.... File . 7/19/2004 12:0... MSG Folder Replace file dated: 3/9/2004 12:00:00 AM, Size: 265,548 Bytes PMT File Folder 7/19/2004 12:0... SOCKETS File Folder 7/19/2004 12:0... With file dated: 12/20/2004 5:31:34 PM, Size: 265,548 Bytes Folder 7/19/2004 12:0 Folder 7/19/2004 12:0... Folder 7/19/2004 12:0... Skip Overwrite Folder 7/19/2004 12:0... Folder 5/12/2004 12:0... Overwrite All Skip All Cancel 2 KB MS-... 3/8/2004 12:00 2 KB Binar... 3/18/2004 12:0... COMMAND.COM 45 KB MS-... 6/17/2003 12:0... 6/5/2003 12:00 12KB Heln ۲ 5 object(s) selected 0 Bytes 17 object(s) 61 KB

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: <u>BCS.Support@Samsung.com</u>