

6 Maintaining Your System

Overview

Once you have set up your system, you will need to maintain it. For example, changes in your business may require additional lines or extensions. And to prepare for emergencies such as power failures, you will want to back up all your customized feature settings so you can restore the system quickly.

Backup and Restore

You should back up the system programming periodically onto a Backup/Restore PC Card, especially if you are changing the processor module or upgrading the system, or before and after any major programming changes. You can back up the programming automatically or manually. Occasionally you may have to restore programming from the backed-up file.

- NOTES** ►
- *The PARTNER ACS Release 3.0 and later includes a PCMCIA Remote Access PC Card, which is used as follows:*
 - *When you initially insert the PC Card into the PARTNER ACS and the system is powered up, the PC Card upgrades the existing software to the latest version.*
 - *After you program the system, the card acts as a storage/backup device for saving your system settings, which can be used to restore the system in case these settings are lost for any reason.*
 - *The card provides remote access to the PARTNER ACS via a local or remote personal computer. This requires a modem and additional software that must reside on your computer.*
 - *In Release 4.0 and later systems, using a PC card does not upgrade the configuration of the 1600 DSL module. This configuration is retained in the flash memory of the 1600 DSL module, not on the PC card. When the system resets, the configuration in the flash memory of the 1600 DSL module becomes the active configuration for that module.*

Backup Programming—Automatic (#123)

Use this feature to set up the automatic backup of all programming (except the system date, day, and time). When Backup Programming— Automatic is set to Active, the information is backed up at 2:00 a.m. on the first day of each month to a Backup/Restore PC Card.

If Backup Programming— Automatic is Active and an automatic backup fails, a Backup-Failure Alarm message appears (instead of the system date and time) on the top line of the telephone display at idle Extensions 10 and 11.

See Chapter 7, [“If Something Doesn’t Work.”](#) for an explanation of these messages and suggested corrective actions, and for the procedure for clearing the Backup-Failure Alarm message.

To change the setting for Backup Programming— Automatic:

- 1 Check that only one Backup/Restore PC Card is in the processor module.
- 2 Press [Feature](#) [0](#) [0](#) [System Program](#) [System Program](#) <#> [1](#) [2](#) [3](#) at extension 10 or 11.
- 3 To change the setting, press [Next Data](#) or [Prev Data](#) until the setting you want appears, or press [Remove](#) to return the setting to the factory setting. The possible settings are:
 - 1 = Active
 - 2 = Not Active (the factory setting) ✓
 - 3 = Backup Alarm Cleared
- 4 Exit programming mode.

For information about using Option 3, Backup Alarm Cleared, see [“Clearing a Backup-Failure Alarm” on page 70.](#)

Backup Programming—Manual (#124)

Use this feature to manually back up all the programming (except the system date, day, and time) to a Backup/Restore PC Card.

To begin a manual backup of system settings:

- 1 Verify that only one Backup/Restore Card is in the processor module.
- 2 Press **Feature** **00** **System Program** **System Program** **#** **1** **2** **4** at extension 10 or 11.

If there is a problem, a message appears (see Chapter 7, [Chapter](#), [“If Something Doesn’t Work”](#) for explanations and corrective actions).

If there is no problem, the display instructs you to press **Enter** to begin the backup.

- 3 Press **Enter**.

A status message is displayed indicating that a backup is in progress, and within 30 seconds, a message appears indicating the result.

If the backup failed, an error message appears (see Chapter 7, [“If Something Doesn’t Work,”](#) for explanations and corrective actions).

- Backup Failed:Check Card
- Backup Failed:SystemBusy

- 4 Exit programming mode.

Restore Programming (#125)

Use this feature to reinstate your system and telephone programming (except the System Day, System Date, and System Time) to the settings saved on a PC Card at the last system backup (manual or automatic). You should restore the system settings if your system settings become corrupted, if you make changes and decide you would rather use the former settings, or if you replace your processor module and want to retain the system settings you had on the previous processor module. A successful restore takes about five seconds.

NOTE ► *When a restore completes successfully, the Restore Complete message appears for two seconds at idle extensions 10 and 11. Then a System Reset—Programming Saved (#728) occurs, disconnecting any calls in progress. You should warn users before beginning a restore, or do the restore during nonbusiness hours.*

To initiate a restore:

- 1 If you have a Backup/Restore PC Card installed, skip to Step 2. If you do not have a PC Card installed, see the *PARTNER PC Card Installation Instructions*.
- 2 Press **Feature** **00** **System Program** **System Program** **#** **1** **2** **5** at extension 10 or 11.
- 3 Choose the backup file you want to use for the restore:
 - 1 MAN.mmdyy, where “mmdyy” represents the date of the manual backup on this card
 - 2 AUTO.mmdyy, where “mmdyy” represents the date of the automatic backup on this card

- NOTES** ►
- *If the date of the file (AUTO. mmddyy or MAN. mmddyy) indicates that this is not the file you intended to use, see the instructions packaged with the PC Upgrade card for how to install the Backup/Restore PC Card.*
 - *If the Backup/Restore PC Card is fresh from the factory, and no backups have been recorded on it yet, the filenames are MAN.***** and AUTO.***** , respectively. You cannot use these files for a restore; they generate the error message Empty File after you press **Enter** in Step 4.*

4 Press **Enter** to start the restore.

If the system detects an error before beginning the restore, the bottom line of the display shows one of the following messages:

- Insert Card OR Insert Valid Card
- Bad File OR Bad File-Try Again
- Incompat Version OR Incompatible Versions
- Empty File

If the system does not detect an error, the restore begins. One of the following occurs:

- When the restore has completed successfully, the bottom line of the display shows Restore Complete for two seconds. Then the system resets itself.
- If the restore is not successful, the display shows Restore Failed or Restore Failed-Try Again for two seconds. All calls in progress are disconnected and all of the system and telephone programming settings revert to the factory settings. You are no longer in System Programming mode. Try the restore again.