# System Maintenance

**Time Estimate: 60 – 90 minutes**

Task 1: Backup

> *NOTE*   Backup in production systems should be practiced regularly, including after any significant configuration change. For our demo system, it provides a means to maintain a copy of the demo configuration in its initial state. This will ensure that if a fresh installation of the demo system is required that the process will be fast and accurate.

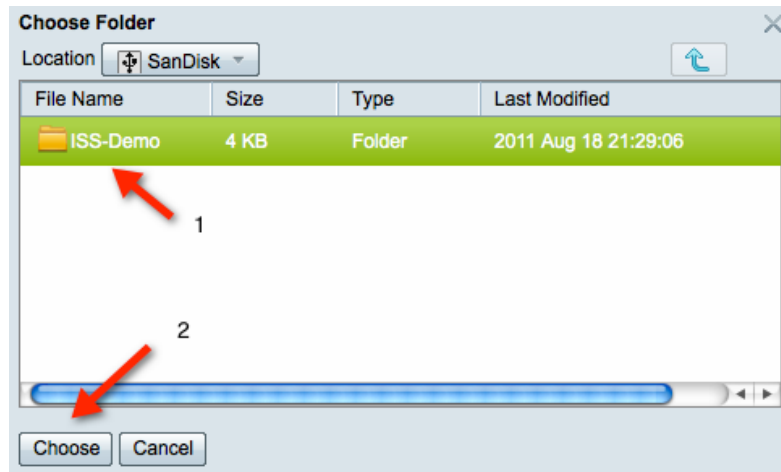**Step 1**   Log in to the BE 3000 and access the Maintenance -> Backup menu.
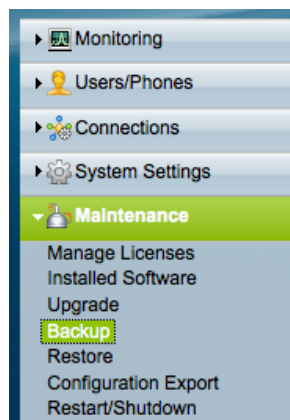
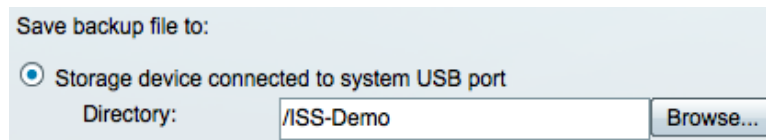**Step 2**   Insert an empty USB drive into an available USB port on the back of the BE 3000 system.

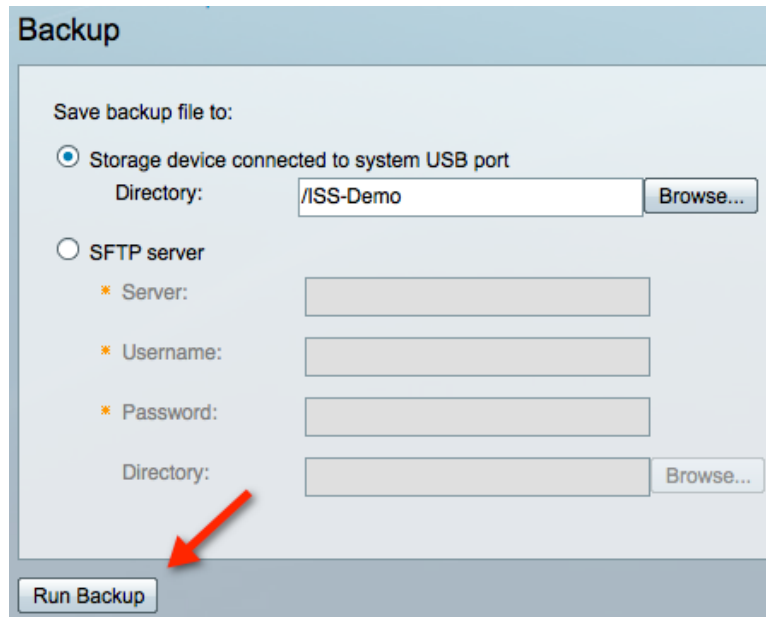**Step 3**   Click the Browse button.
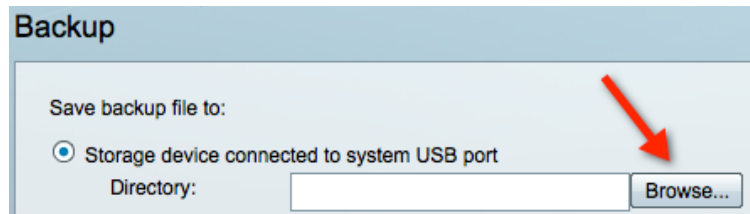
Step 4 Wait a moment as the system reads the USB drive and then either select a folder of your choosing or select the root of the drive as the destination for the backup file. Click the Choose button. As an example, we will click the ISS-Demo folder first and then click Choose.
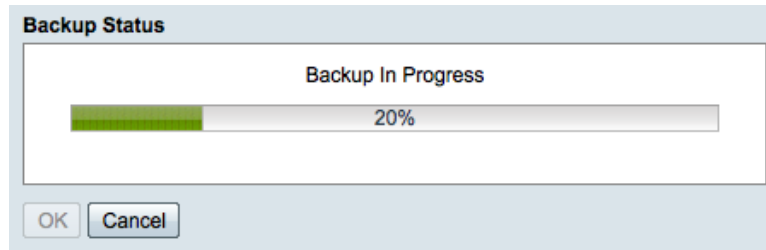
File Name	Size	Type	Last Modified
ISS-Demo	4 KB	Folder	2011 Aug 18 21:29:06

Choose Folder
Location: SanDisk

1

2

Choose   Cancel

Step 5 You can choose any location that you wish, our entry looks as follows:

Save backup file to:

◉ Storage device connected to system USB port
Directory: /ISS-Demo   Browse...

Step 6 Click the Run Backup button at the bottom of the screen.

Backup

Save backup file to:

◉ Storage device connected to system USB port
  Directory: /ISS-Demo   Browse...

○ SFTP server
  * Server:
  * Username:
  * Password:
  Directory: Browse...

Run Backup

Step 7 A backup status window will display to show progress.

Backup Status

Backup In Progress

20%

OK   Cancel

Step 8 When the backup is complete click OK and remove the USB drive from the back of the BE 3000.

Backup Status

Backup Completed Successfully!!

100%

OK   Cancel
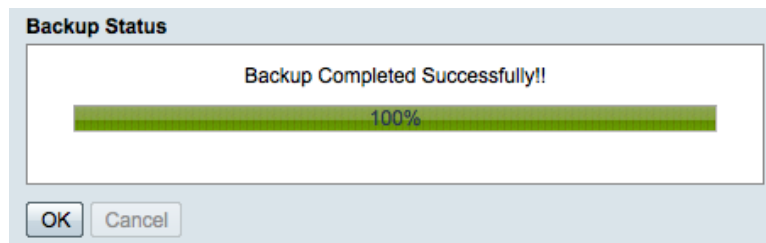
Step 9 You can insert the backup USB drive into a computer and view the collection of .tar files:
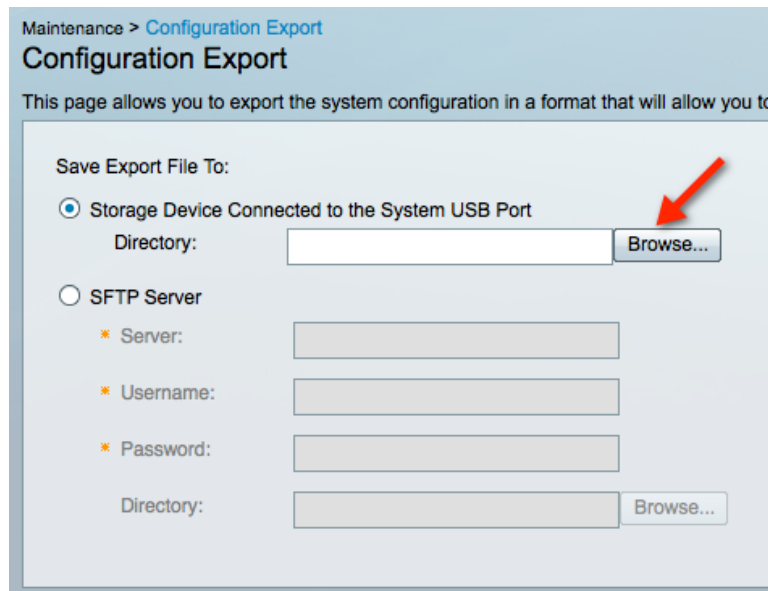
ISS–Demo
2011–08–28–20–18–59_drfComponent.xml
2011–08–28–20–18–59_ISS–DEMO_CCM_ANN.tar
2011–08–28–20–18–59_ISS–DEMO_CCM_BAT.tar
2011–08–28–20–18–59_ISS–DEMO_CCM_MOH.tar
2011–08–28–20–18–59_ISS–DEMO_CCM_TFTP.tar
2011–08–28–20–18–59_ISS–...ION_DATABASE_DATABASE.tar
2011–08–28–20–18–59_ISS–...GS_VOICENAMES_GREETVN.tar
2011–08–28–20–18–59_ISS–DEMO_CUBA_CCMDB.tar
2011–08–28–20–18–59_ISS–DEMO_CUBA_CCMPREFS.tar
2011–08–28–20–18–59_ISS–DEMO_CUBA_CEF.tar
2011–08–28–20–18–59_ISS–DEMO_CUBA_PLATFORM.tar

Task 2: Configuration Export

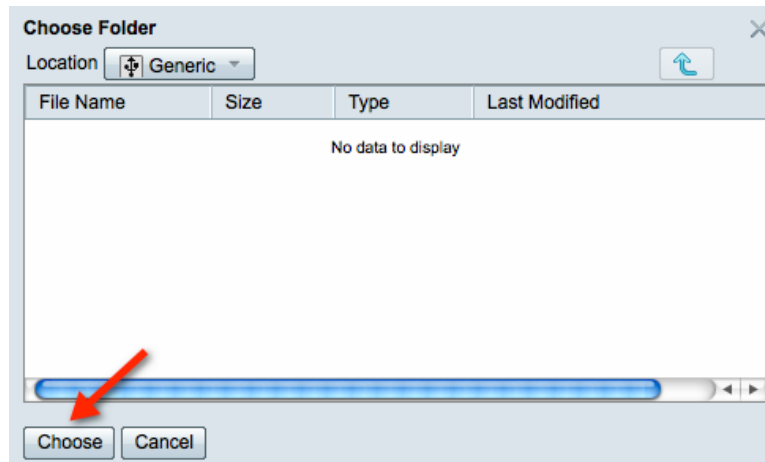**Step 1**   Select the Maintenance -> Configuration Export menu item.

Step 2   Insert an empty USB drive into an available USB port on the back of the BE 3000 system.
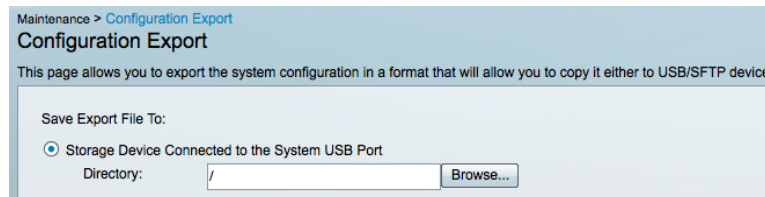
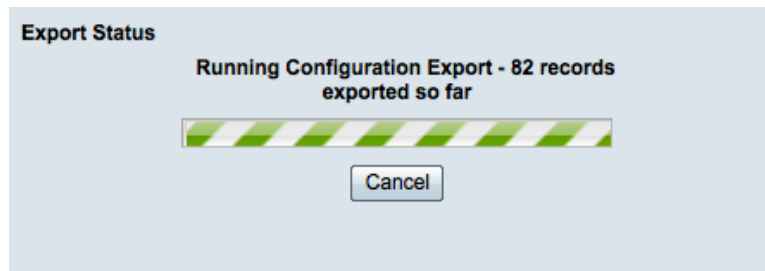**Step 3**   Click the Browse button.

Step 4   Wait a moment as the system reads the USB drive, and then either select a folder of your choosing or select the root of the drive as the destination for the backup file. Click the Choose button.

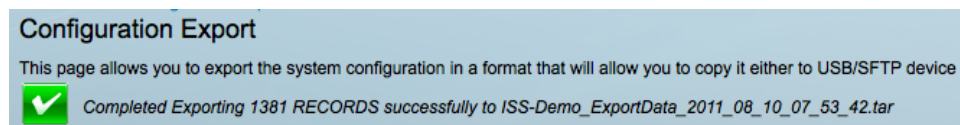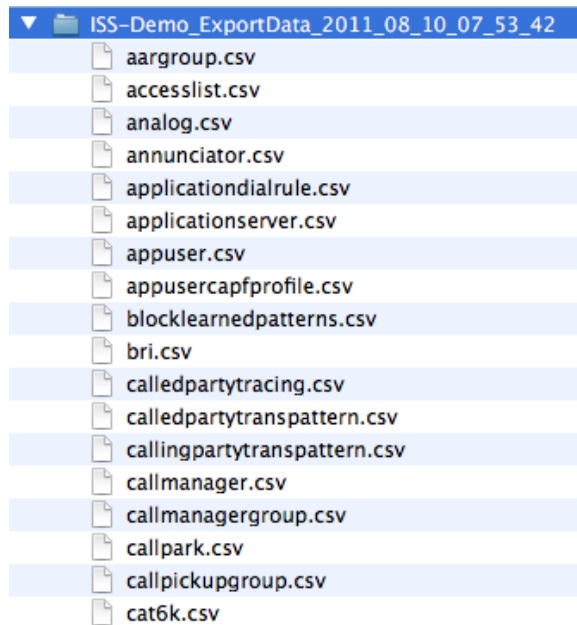**Step 5**   If you choose the root folder your entry should look as follows:

Step 6   When export starts, a status message is displayed:

Step 7   When the export has successfully completed, you will see a message similar to the following:

Step 8   If you remove the USB drive from the BE 3000 and open the .tar file on your PC, you will see a folder with over 100 .csv files, similar to those below:

```
▼ 📁 ISS–Demo_ExportData_2011_08_10_07_53_42
        📄 aargroup.csv
        📄 accesslist.csv
        📄 analog.csv
        📄 annunciator.csv
        📄 applicationdialrule.csv
        📄 applicationserver.csv
        📄 appuser.csv
        📄 appusercapfprofile.csv
        📄 blocklearnedpatterns.csv
        📄 bri.csv
        📄 calledpartytracing.csv
        📄 calledpartytranspattern.csv
        📄 callingpartytranspattern.csv
        📄 callmanager.csv
        📄 callmanagergroup.csv
        📄 callpark.csv
        📄 callpickupgroup.csv
        📄 cat6k.csv
```

Step 9   The .csv files can be examined if you are curious and as a potential tool to help you document an installation. A partial view of the phone.csv file generated for the demo system is as follows:

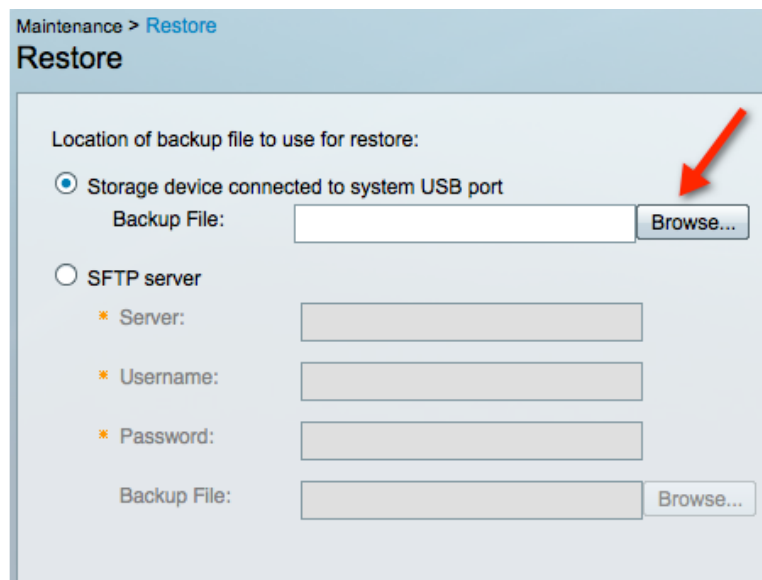| C	D	E	F
Device Name	Description	Device Pool	Phone Button Templat
SEP503DE5000001	Cust Relatior	DP-ISS-HQ	ISS-Standard-586-11
SEP503DE5000002	Engineering	DP-ISS-HQ	ISS-Standard-592-11
SEP503DE5000003	Research	DP-ISS-HQ	ISS-Standard-548-11
SEP503DE5000004	Proj Mgmt	DP-ISS-HQ	ISS-Manager-496-11

Task 3: Restore

Step 1   Access the Maintenance -> Restore menu
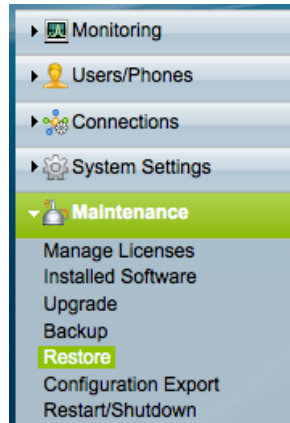
Step 2   Insert a USB drive with a backup .tar file into an available USB port on the back of the BE 3000 system.

Step 3   Click the Browse button.

Step 4 Wait a moment as the system reads the USB drive, then select the appropriate .tar file and click Choose.
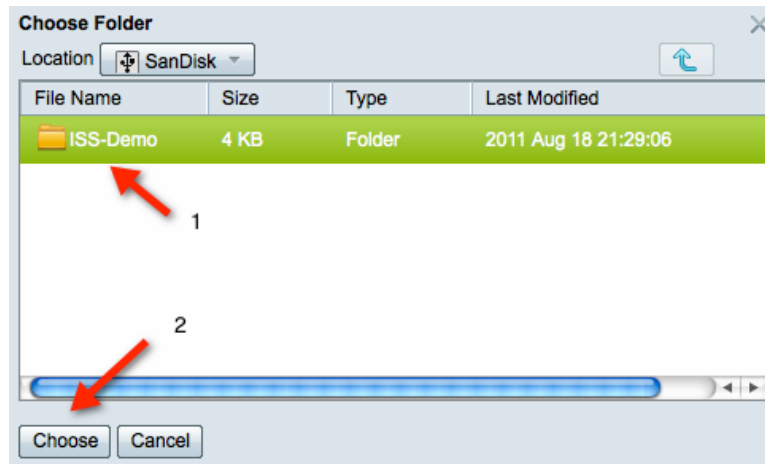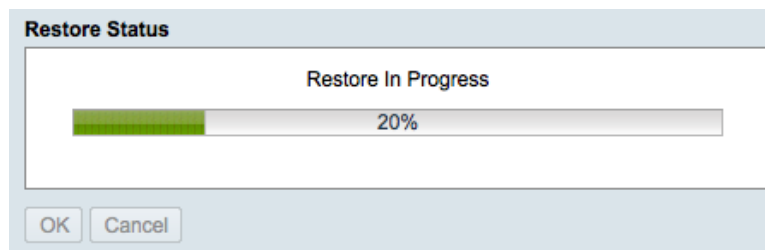

Step 5 Click the Run Restore button at the bottom of the screen.

Step 6 The system will warn of a required restart after the restore is complete:
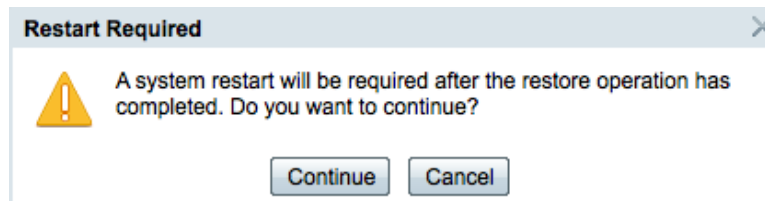
Step 7 A restore status window will display to show progress:


Step 8 When the restore is complete the system will reboot.
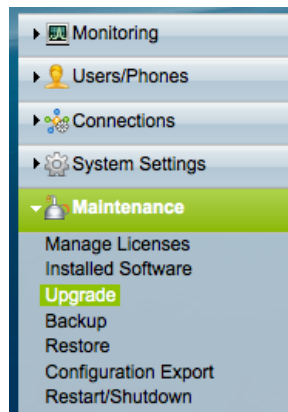
Task 4: Upgrade (optional)

NOTE	Upgrades provide access to new features, enhancements of existing features, and numerous other benefits. Upgrades on production systems should only be performed after testing on a bench system to ensure that compatibility and functionality is as expected. This lab is optional based on the availability of a newer version of the software than currently installed.

Step 1 Determine the current version of the BE 3000 operating system by clicking on the Maintenance -> Installed Software link. This system has 8.6.1.97031-8 installed:

System Software

Active Version: 8.6.1.97031-8
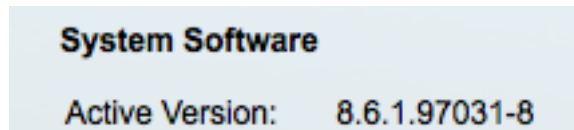
Step 2 We have a DVD with version 8.6.2.1 available, so we can upgrade.

Step 3 Access the Maintenance -> Upgrade menu.

- ▸ Monitoring
- ▸ Users/Phones
- ▸ Connections
- ▸ System Settings
- ▾ **Maintenance**
  - Manage Licenses
  - Installed Software
  - Upgrade
  - Backup
  - Restore
  - Configuration Export
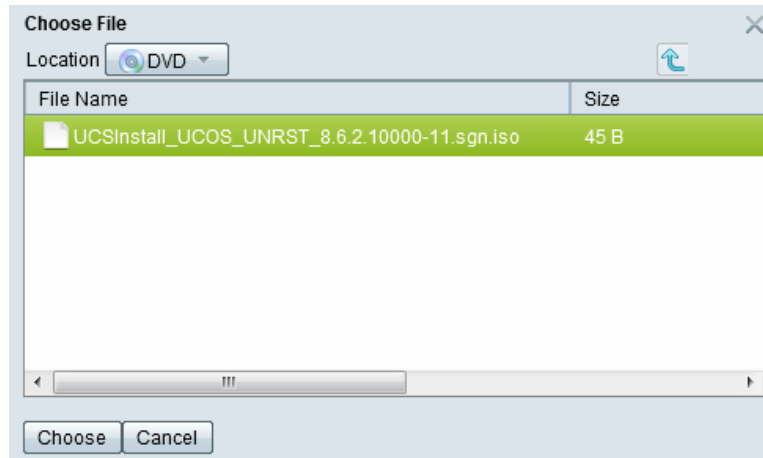 - Restart/Shutdown

Step 4 Insert the USB cable for your external DVD player into an available USB port on the back of the BE 3000 system.

Step 5 Load the DVD player with the new release of the BE 3000 system software.

Step 6 Click the Browse button.

Upgrade Image Location

◉ DVD Drive on System
File Path: [_____] [Browse...]
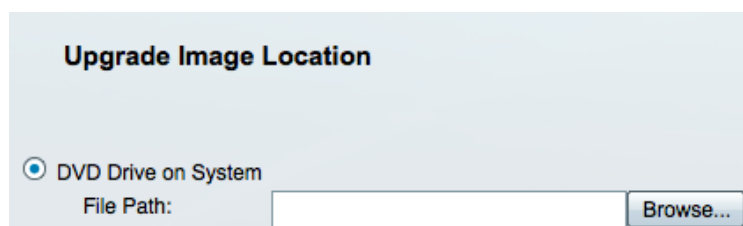
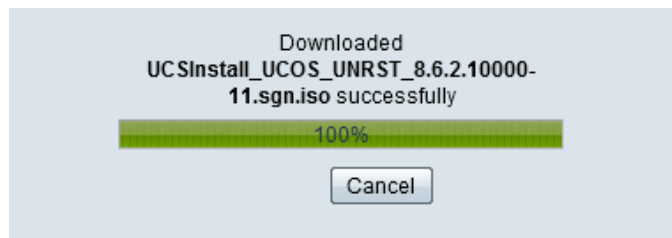**Step 7**   Select the appropriate upgrade .iso file and click Choose.

Step 8   In the Upgrade Options section, choose Yes to automatically switch versions after the upgrade is complete:
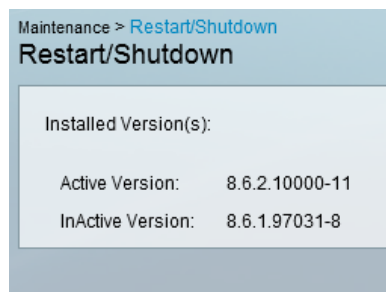

Step 9   Click the Start Upgrade button.

Step 10   A progress indicator will display as files are copied from the DVD, and the complete upgrade can take up to 4 hours:

Step 11   When the upgrade is complete the system will reboot.

Step 12   Log back into the system and navigate to the Maintenance -> Restart/Shutdown menu to confirm your upgrade. Notice that our active version is now 8.6.2.1:

Step 13   This completes the lab.