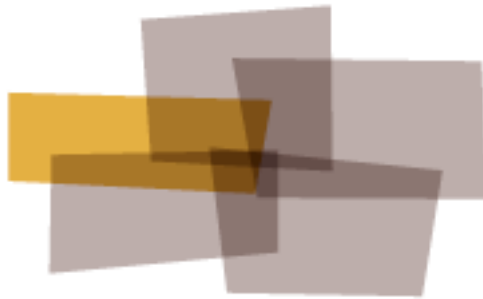


NORTEL LARGE SYSTEM RESTORE PROCEDURE

**For systems that do not support the XBK
Command**

InfoPlus Services



Backup

Nortel Large System Restore Procedure

Updated on July 8, 2011

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Restore Procedure Overview

The InfoPlus Backup service was designed to assist you in restoring a PBX database in the event of some disaster that has taken down a switch. If the PBX in question supports binary backups, then InfoPlus will download the appropriate files needed to create a backup disk – an exact duplicate of the removable backup device that is in the PBX. This disk commonly includes DATABASE.REC and CONFIG.REC, as well as other required files.

In making this file available online, a technician can download the backup file from the InfoPlus Online Services website, and initiate a restoration procedure.

Downloading the Backup Files

1. Upon logging in to the InfoPlus Online Services website, you have the option to search for the account you need. To do so, click “Retrieve Backups” on the Main Menu as shown in Figure 1.0:

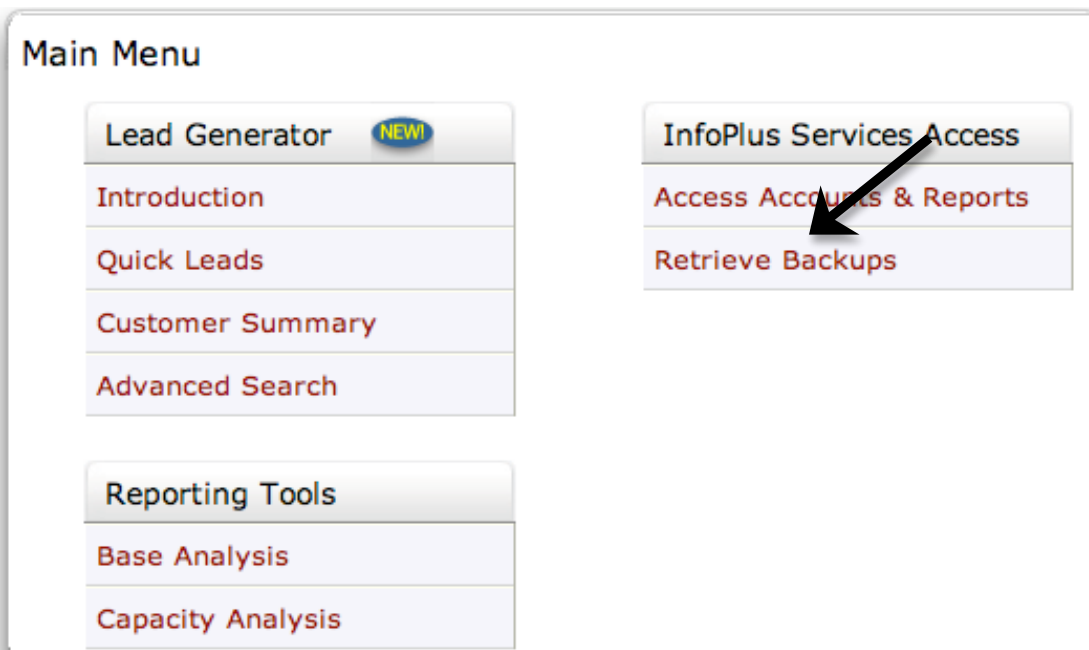


Figure 1.0

2. Enter the name of the account into the “Name” field and click the “Search” button, or utilize several other site variables to refine your search such as Serial Number, PBX Platform, or Modem Number for example as shown in Figure 1.1:

Search Accounts with Backups Help ?

You can use the form below to search for accounts that have InfoPlus backup data available for download and restoration. A Backup can be ordered as a stand alone service, or is included as part of the GuardianService offering.

Include in the search results those accounts whose...

Search Parameters:

Name contains []

and Customer Number contains []

and Modem Number is ([]) []

and Group belongs to []

and Branch is []

PBX Platform is [All Platforms]

and Serial Number contains []

Sorting Options:

Sort ascending [] **by Name** []

[Clear] [Search]

Figure 1.1

3. On the results page, click on the site name for the location you need to restore, as shown in Figure 1.2:

Backup Search Results Help ?

Accounts whose:

- Name contains aa
- have had a Backup performed

1 - 20 of 74 accounts sorted by Name

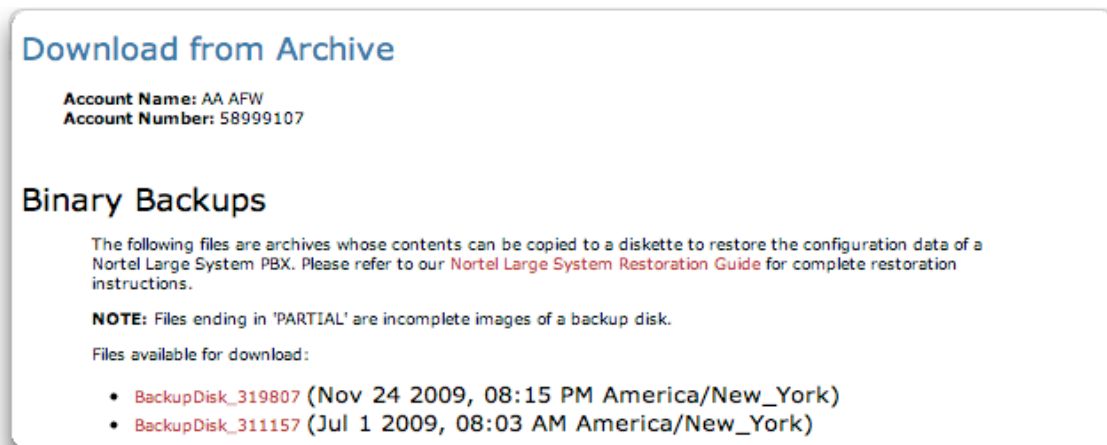
AA - AA [] [] []

Name	Customer Number	Serial Number	PBX Hardware	Software Release	Total Used Ports	Latest Backup
AA AFW	58999107	D19634	1000M SG	4.00	1637	11/24/09
AA APU Shop	58999158	10283699	1000B	4.00	154	09/28/09
AA ATL	58999117	318812565	1000E	5.00	467	10/04/09
AA BNA	58999104	318813329	1000E	5.00	508	09/29/09
AA BOS	58999016	D19232	1000M SG	5.00	700	10/04/09

Figure 1.2

4. You will receive a list of the latest two time-stamped archives available to be used in the restoration process, as shown in Figure 1.3.

Click on the link for the set of files you wish to use, and save the .ZIP file to your computer.



Download from Archive

Account Name: AA AFW
Account Number: 58999107

Binary Backups

The following files are archives whose contents can be copied to a diskette to restore the configuration data of a Nortel Large System PBX. Please refer to our [Nortel Large System Restoration Guide](#) for complete restoration instructions.

NOTE: Files ending in 'PARTIAL' are incomplete images of a backup disk.

Files available for download:

- [BackupDisk_319807](#) (Nov 24 2009, 08:15 PM America/New_York)
- [BackupDisk_311157](#) (Jul 1 2009, 08:03 AM America/New_York)

Figure 1.3

Creating a Backup File

Nortel “large systems” backup to a removable media device. This can be a floppy disk, compact flash card, or USB drive depending upon the platform. The binary backup provided is a compressed (zipped) image of this device.

Steps to create a backup disk:

1. Retrieve the archive file corresponding to the date you wish to restore from. The archive file will be named BackupDisk_XXXXXX.ZIP
2. Unarchive the file using a decompression utility program (e.g. WinZip). This will create a folder named BackupDisk_XXXXXX with the contents of the archive.
3. Copy the **contents** of the folder BackupDisk_XXXXXX (**NOT THE BackupDisk_XXXXXX FOLDER ITSELF**) to the media device you are going to restore from (USB drive, Compact Flash card, or Floppy disk).
4. Check the contents of the restoration media, and verify that all the files and directories transferred completely.

Restoring the PBX Using the System Install Menu



Please Note: This is the recommended procedure from Nortel.

To install a customer database from the system installation menu, please refer to Nortel document:

NTP 553-3021-258 (Large System Upgrade Procedures).

Restoring the PBX Using LD 43 RES



*Please Note: This is **not** the recommended procedure from Nortel. Please see above section entitled “Restoring the PBX Using the System Install Menu” for the recommended procedure!*

To restore the customer database quickly, follow these steps:

1. Insert the removable media device into the active core of the PBX.
2. Log in to the PBX.
3. Enter Overlay 43 (LD 43)
4. Execute the “RES” command, as shown in Figure 1.4
5. SysLoad the PBX

```
>LOGI  
PASS?  
  
>LD 43  
EDD  
. RES
```

Figure 1.4

Creating a Keycode Diskette

To create a Keycode Diskette, simply extract the “KEYCODE.KCD” file to a blank formatted floppy disk. You may be prompted for a Keycode Diskette during the installation menu procedure for installing a customer database.