

Avaya IPO Partner Edition

Backup Failed - How to Recreate the SD Card

Telquest Tech Support

The entire procedure takes about 45+ minutes and the KSU will be out of service.

Power down the IPO Partner KSU

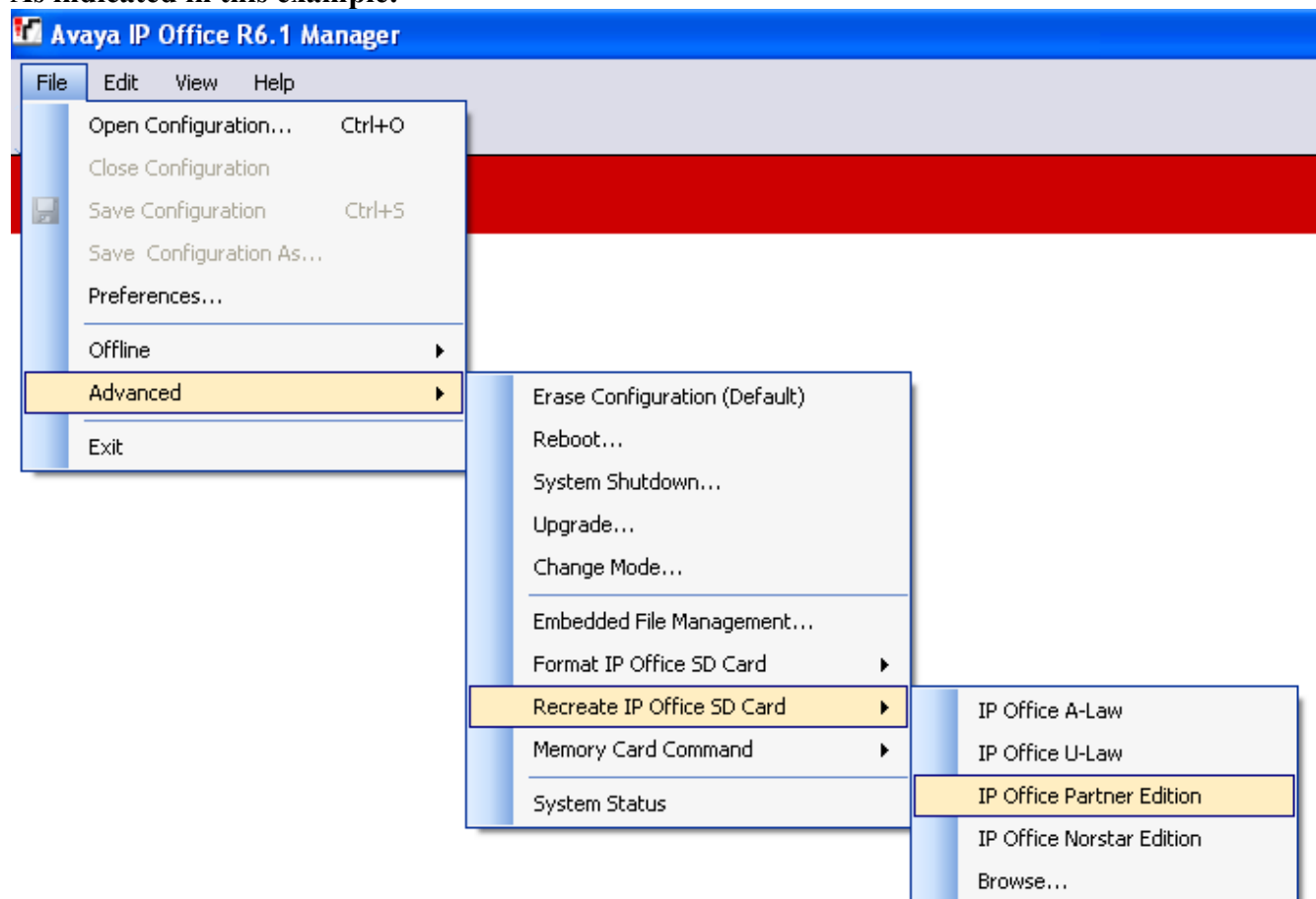
Remove the SD Card from the KSU

Plug the SD Card into a Card reader. *You will need to purchase one if you have one. (Best Buy)*

Run the Manager program but don't connect to any KSU

Using Manager, select File | Advanced | Recreate IP Office SD Card | IP Office Partner Edition

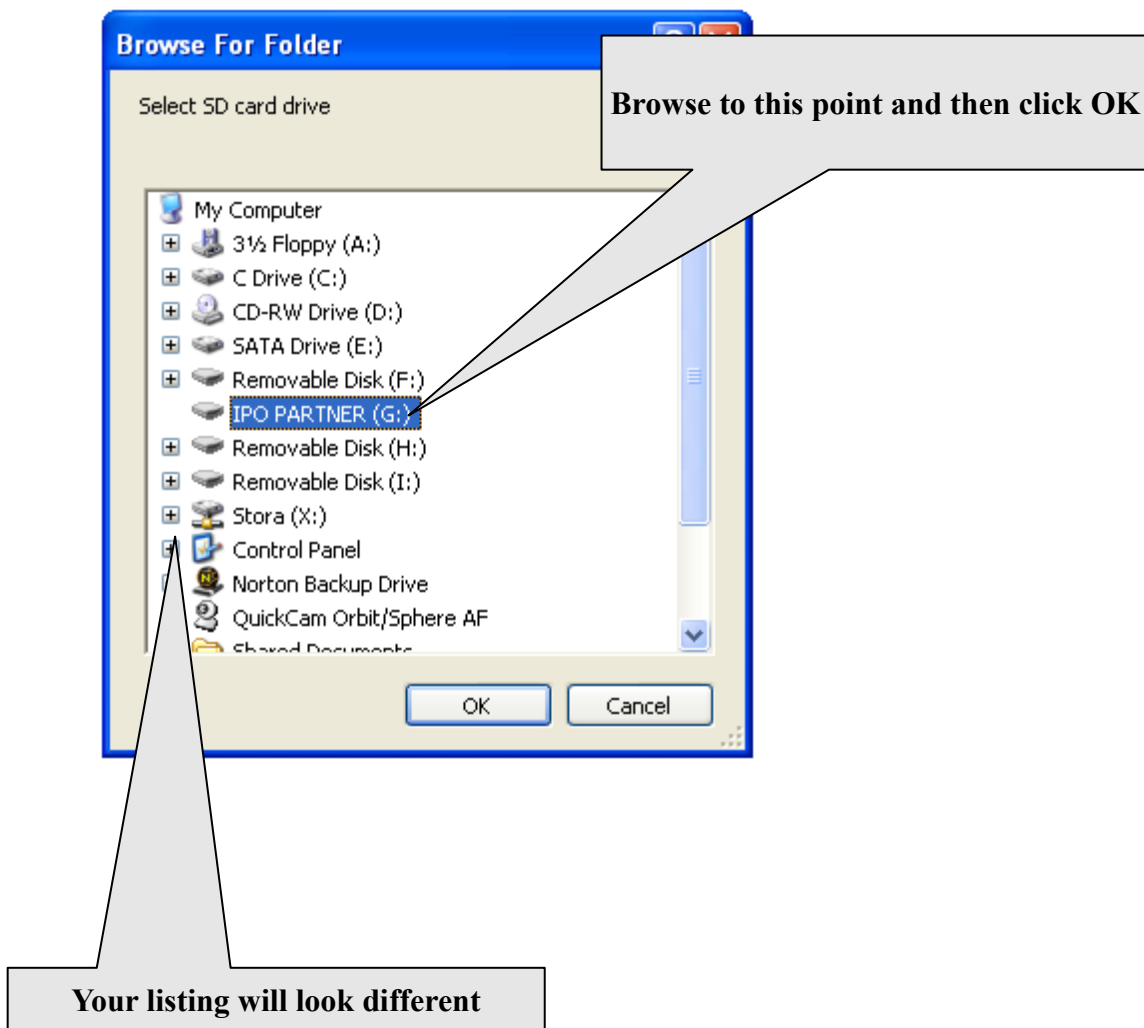
As indicated in this example:



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How to Recreate the SD Card

Browse to the SD card location and click OK



Your original programming should remain on the SD Card.

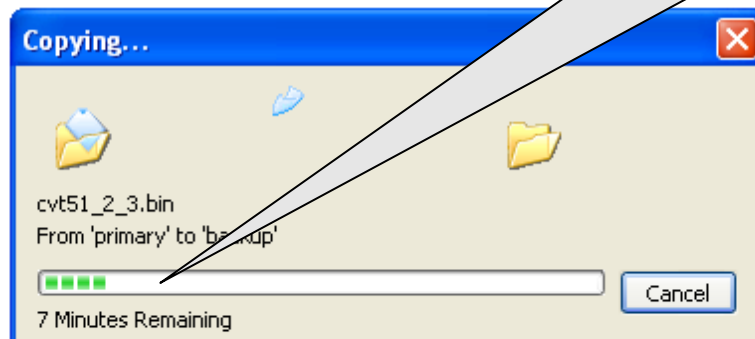
I would suggest making a backup to be safe.

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The Manager program will start creating folders on the SD card and copying them

It can take about 20 minutes or more



WELCOME to IP Office Administration

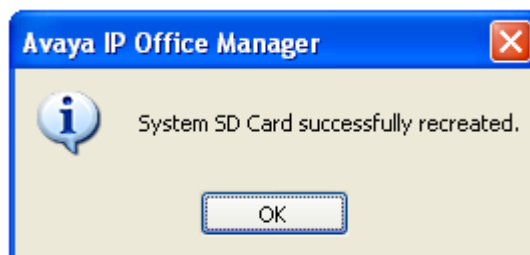
What would you like to do ?

[Create an Offline Configuration](#)

[Open Configuration from System](#)

[Read a Configuration from File](#)

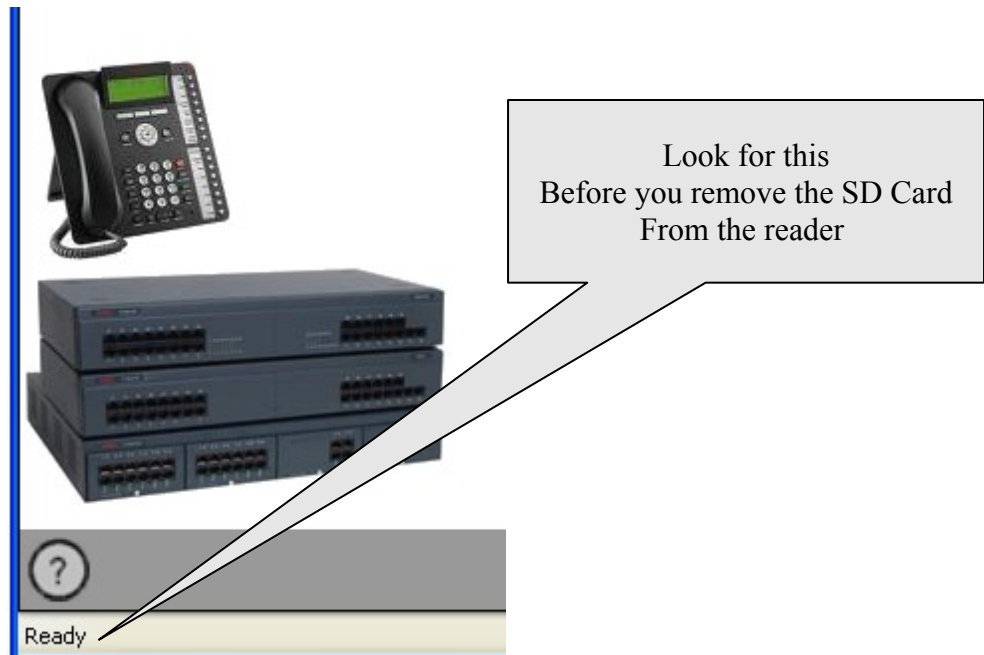
When it is done, you will see this message. Click OK, but don't remove the SD Card



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How to Recreate the SD Card

Do not remove the SD Card until the process is completed and Manager displays "*Ready*" in the status bar



You may now remove the SD Card and place it back into the IPO Partner KSU

If you receive a message that says it was unable to access a SMDR.txt file don't worry.

It just means that there were no Call Records in the SMDR Buffer.

Just click the OK button.

Remove the SD Card from the reader and place it back in the KSU

Power the KSU up and you are done

Note: How to recreate the SD Card is also used to solve the "Backup Failed" trouble. You can set the KSU Clock to 11:58PM and wait 2 minutes to see if the error returns.