

Backup Failed Info

Backup the Configuration Explained:

An automatic system backup occurs between 12 midnight and 1AM every night. This copies the contents of the /system/primary folder on the System SD card over the /system/backup folder. Any files with matching file names will be replaced.

You can use the procedures below to perform a Manual Backup. You might want to do this if you have just completed a large number of programming changes. This process can take approximately 3 to 6 minutes.

1408/1416/9504/9508 Phone

1. At either of the first two extensions on the system, with the phone idle, press **Admin**.
2. If needed, use the up or down arrow buttons to scroll the display to **System Administration**. When **System Administration** is shown, press **Select** or **OK** button.
3. Dial **#124** (POUND 124). The display will show System Manual Backup:
Press **Proceed** to start the backup.
Backup in Progress should appear in the LCD.
4. **If Proceed is not displayed or there is a problem, additional text messages may be displayed.**

Shutdown and Insert Card Message:

No card was detected in the phone system's System SD card slot.

For correct operation of the phone system the Avaya SD card should always be present at all times.

System Busy Message:

Another backup, restore, upgrade or copy was already in progress at the time the manual process was requested.

Backup Failed Message:

This message indicates that there was some problem. For example the card in the phone system's System SD card slot was removed during the backup or the card has become corrupted.

5. If the backup was successful, **Backup Successful** is displayed.

Exit programming by pressing PHONE/EXIT.

Alternatively use the Back button to move to another menu.

Possible Solutions:

Backup Failed can be caused by:

Bad connection of the SD Card to the KSU.

Corrupted data on the SD Card.

Try this first.

Push the SD Card in and out of its slot several times.

Use an eraser and **LIGHTLY** brush over the SD Card gold colored connection points.

This may improve the connection.

Reinsert the SD Card and then perform the **Manual Backup** steps on **Page 1**.

The backup may take from 3 to 6 minutes but is usually done in 2 minutes.

If the error does return, you will need to follow the Reformat and Recreate the SD Card Help Sheet.