

# Avaya IPO Partner Edition How to Recreate the SD Card Telquest Tech Support

**Note: You should Re-Format the SD Card first, then Re-Create it.**

The entire procedure takes about 20 minutes and the KSU will be out of service.

**Power down the IPO Partner KSU**

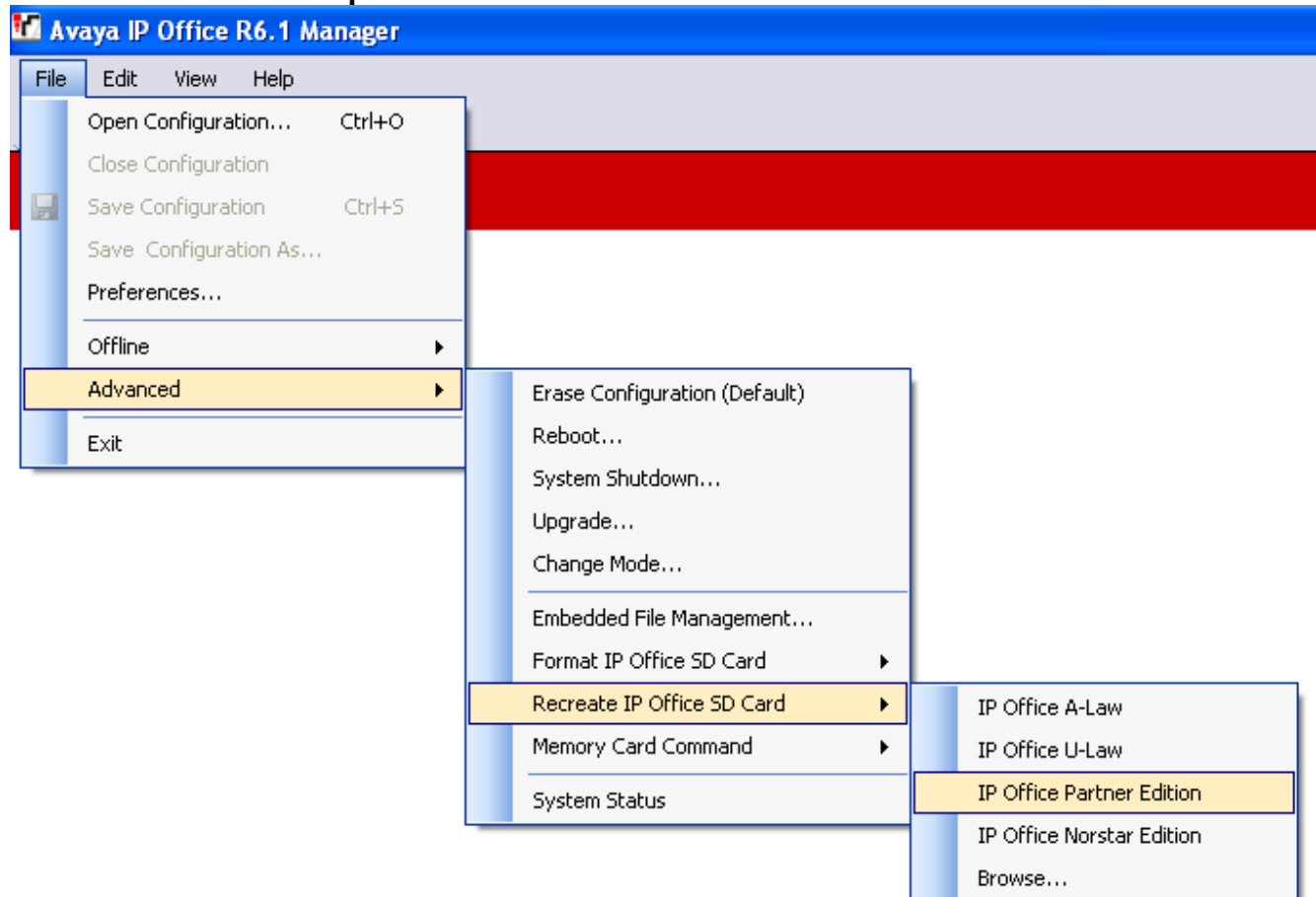
**Remove the SD Card from the KSU**

**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:**



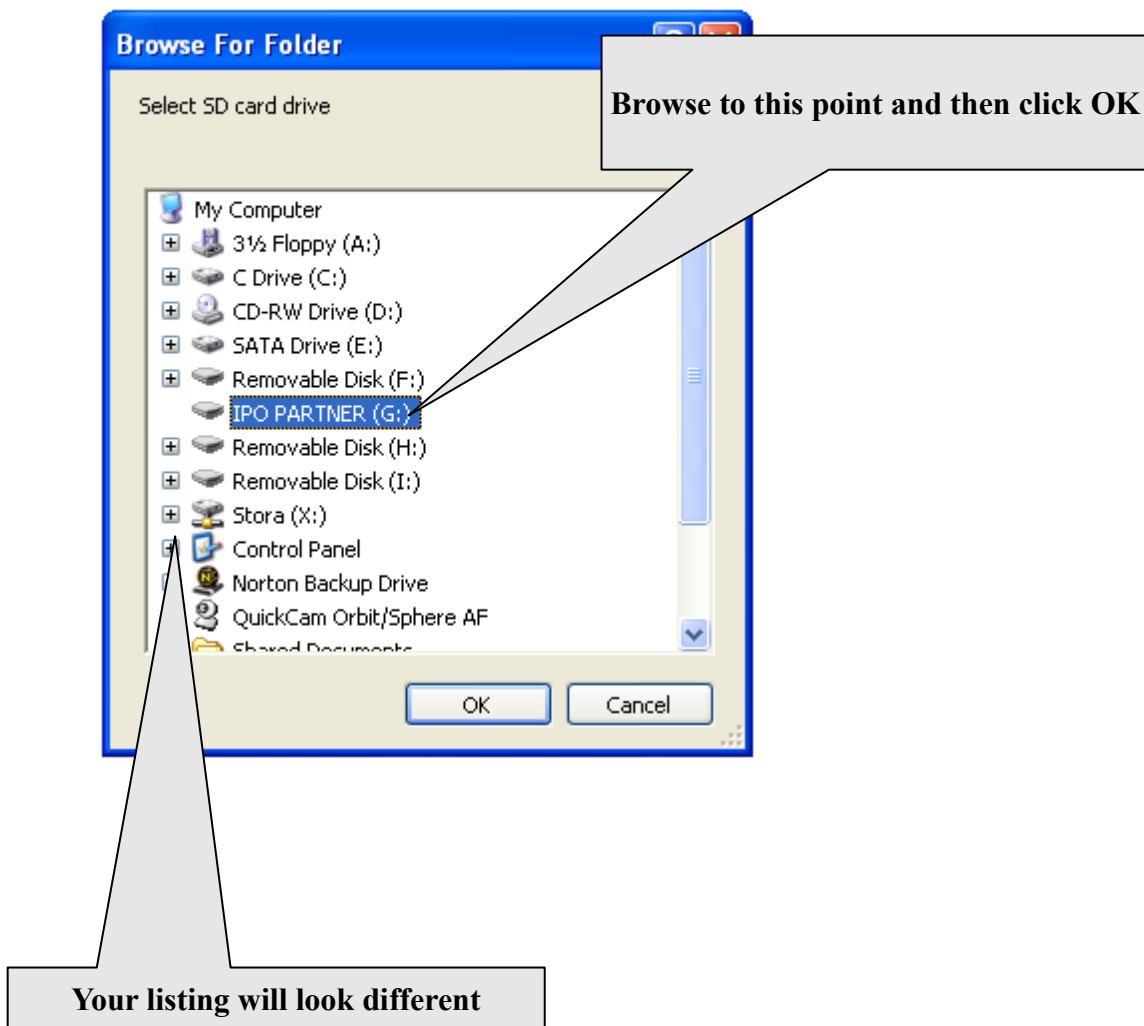
**Turn OFF all Firewalls and Anti Virus Software**

## Avaya IPO Partner Edition

### How to Recreate the SD Card

**Note: This will not erase any Voice Mail or Auto Attendant recordings**

Browse to the SD card location and click OK



Your original programming should remain on the SD Card.

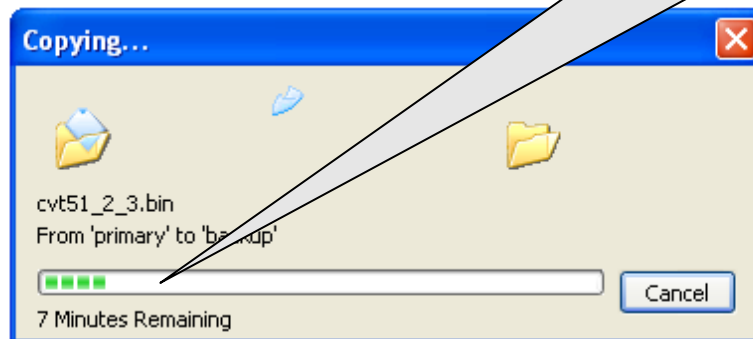
I would suggest making a backup to be safe.

## Avaya IPO Partner Edition

### How to Recreate the SD Card

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

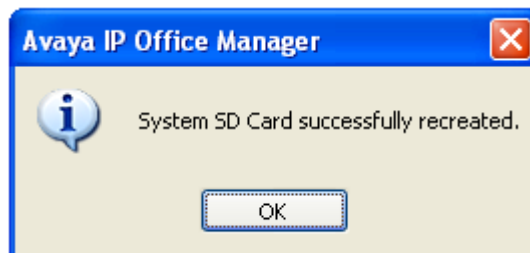
#### What would you like to do ?

[Create an Offline Configuration](#)

[Open Configuration from System](#)

[Read a Configuration from File](#)

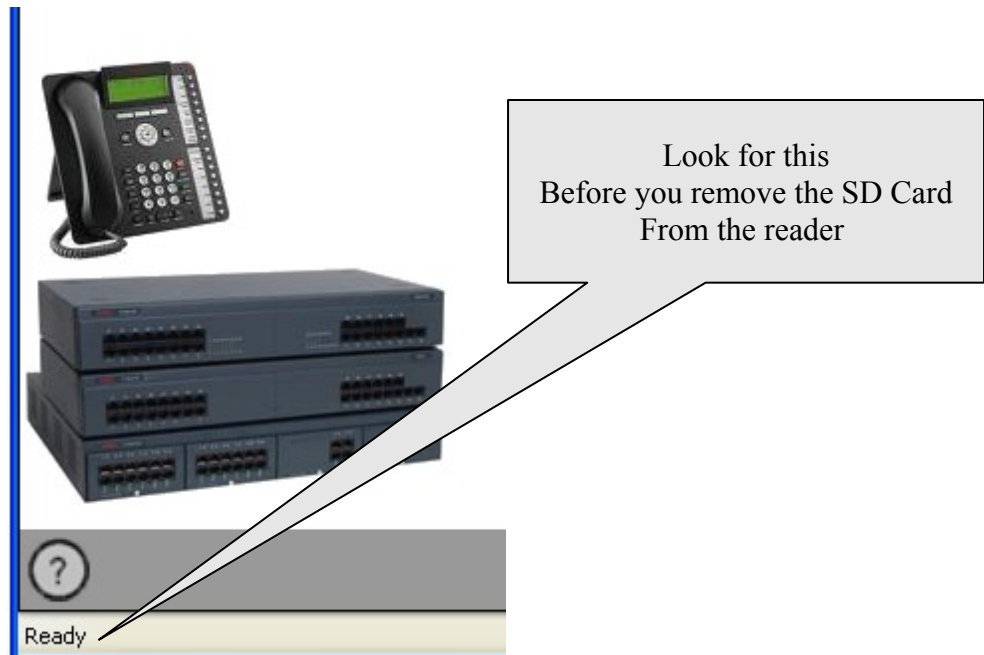
When it is done, you will see this message. Click OK, but don't remove the SD Card



## Avaya IPO Partner Edition

### 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.**