

Chapter 6: Maintenance

Introduction

The instructions covered in this chapter apply to the following Windows 2000 Voice Mail Systems: the VoiceSupport Professional, the VoiceSupport Win2K, and the VoiceSupport Win2K Exp.

Every Windows 2000 Voice Mail System (version 3.00.00 or higher) is shipped with Disk Imaging software on two CD-ROMs. This program automatically loads the original Windows 2000 Voice Mail System as it was configured by CTL. Each Windows 2000 Voice Mail is also shipped with a 3-1/2 inch floppy diskette containing all of the corresponding feature files.

You use the Disk Imaging software and feature files if the Windows 2000 operating system or the hard drive in your Windows 2000 Voice Mail fails. The Disk Imaging software will save you hours of programming time, since you do not have to manually re-install the Windows 2000 operating system and Voice Mail System software.

You also use Disk Imaging when you need to upgrade the software in your Windows 2000 Voice Mail. In addition, Disk Imaging is used to upgrade your operating system to Win2K when you need more than 10 users of Unified Messaging in your VoiceSupport Professional.

It is recommended that you periodically make a back-up of your Windows 2000 Voice Mail System. If your hard drive or operating system fails, you will use the back-up that you made (not the feature files that came with your system). If you use the feature files sent with your system, they will overwrite any customized programming that you may have done (e.g., any new features that you added after you received your Windows 2000 Voice Mail).

This chapter provides instructions for preventative maintenance that you should do now so that you will be prepared in the event that the hard drive or operating system in your Windows 2000 Voice Mail ever fails. Part of this Preventative Maintenance is completing a Planning Worksheet with valuable information that you will need if you ever need to use Disk Imaging. It also provides you with instructions for using the Disk Imaging CD-ROM to re-install the Windows 2000 Voice Mail System.

Tools and Materials Needed for Using Disk Imaging

- The two Disk Imaging CD-ROMs (labeled Recovery CD #1 of 2 and Recovery CD #2 of 2) that came with your Windows 2000 Voice Mail System and are taped to the bottom of the Voice Mail cabinet
- A current back-up of your Windows 2000 Voice Mail System
- A completed Planning Worksheet (This worksheet is located at the end of this Chapter on page 265. Instructions for completing it are on the following pages.)
- The Windows 2000 Voice Mail Software CD-ROM

Overview

You will learn about the following in this supplement:

1. Preventative Maintenance - Complete Planning Worksheet (beginning on page 235)
 - Backing Up the Windows 2000 Voice Mail Database (beginning on page 235)
 - Viewing the Voice Mail Registry Settings (beginning on page 236)
 - Viewing the Current Network Parameters (beginning on page 238)
 - Checking the Voice Mail Server Account (beginning on page 241)
 - Checking the Name of the Current Phone System (beginning on page 243)

Note: A copy of the Planning Worksheet is at the end of this chapter, on page 265.

2. Running Disk Imaging to Re-install the Windows 2000 Voice Mail and operating system (beginning on page 244)
 - Running the Disk Imaging Software (beginning on page 244)
 - Verifying Network Parameters with Worksheet Entries (beginning on page 247)
 - Verifying Voice Mail Registry Settings with Worksheet Entries (beginning on page 248)
 - Re-configuring the Device Driver (beginning on page 249)
 - Enabling Previously Installed Voice Mail Features (beginning on page 257)
 - Restarting the Windows 2000 Voice Mail Service (beginning on page 258)
 - Checking the Installed Phone System (beginning on page 260)
 - Restoring the System Database and Messages (beginning on page 261)
 - Verifying System Operation (beginning on page 262)
 - Setting Voice Mail Service to Automatic Start (beginning on page 262)
3. Upgrading the Windows 2000 Voice Mail Software (beginning on page 264)

Preventative Maintenance

Backing Up the Windows 2000 Voice Mail Database

Preventative Maintenance - Complete Planning Worksheet

Make a copy of the Planning Worksheet (page 265). The Worksheet has spaces for you to complete information about your Windows 2000 Voice Mail. You will need this information in the future if the hard drive or operating system fails in your Windows 2000 Voice Mail System. Keep this Planning Worksheet in a safe place with the backup of your Windows 2000 Voice Mail System.

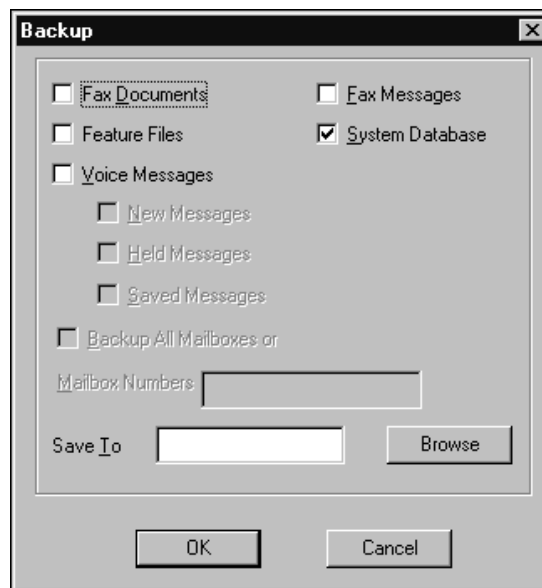
Backing Up the Windows 2000 Voice Mail Database

It is recommended that you periodically backup your existing Feature Files, Windows 2000 Voice Mail System database, messages, and any fax documents, which are currently stored on the Voice Mail System. It is also recommended that you perform a backup after you add new features to your system. Make sure that you keep this backup with the Windows 2000 Voice Mail so that you can find it easily.

Back-ups must be directed to a valid sub-directory (for example: **c:\test**). If backing up to a high density external media that is on the network, such as a super disk or tape, make sure that the corresponding drive is shared with the proper permissions. Again, you must make the backup to a valid sub-directory on the external media.

To perform a backup:

1. From the **Windows 2000 Voice Mail Main Menu**:
 - Click **Tools** ⇒ **Local Backup** to display the **Backup** dialog box.



2. Click to select the check box for every item in your Voice Mail System. At a minimum, you must select the **Feature Files**.
3. In the **Save To** box:
 - If you are backing up to a hard drive on the network or a high density external media, you must enter the exact Universal Naming Convention (UNC) designation (for example, **\\networkservername\c:\test**).
 - Click **OK** on the **Backup** dialog box.
After a short pause, the **Voice Mail Warning** confirmation dialog box will be displayed.
4. Enter the path location that you used in step 3 in the space next to **Path Location to a Shared Network Drive** on the Planning Worksheet.
You will need this location if you ever need to perform a restore procedure later on.
5. Click **OK** on the **Voice Mail Warning** confirmation dialog box.
6. Proceed to *Viewing the Voice Mail Registry Settings* on page 236.

Preventative Maintenance

Viewing the Voice Mail Registry Settings

Viewing the Voice Mail Registry Settings

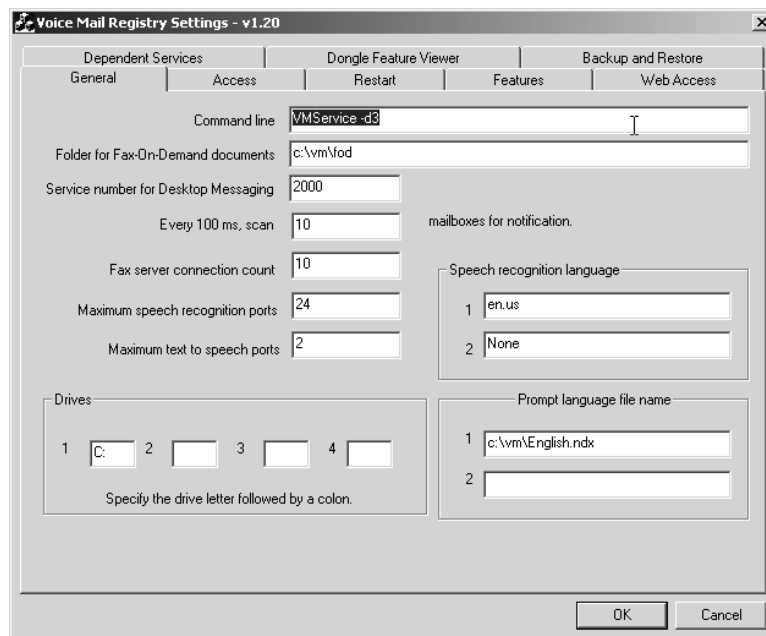
The Voice Mail Registry will tell you about various settings in your current Windows 2000 Voice Mail: various features that are installed, the current languages that are used, and network access information. You should document this information on the Planning Worksheet located on page 265.

You will need this information later on if your hard drive or operating system fails, and you use the Disk Imaging software to re-install a Windows 2000 Voice Mail.

Note: It is important to document these values, so that any previously installed features — like fax server or Desktop Messaging — will operate properly after you use the Disk Imaging software.

To check the Voice Mail Registry:

1. From the desktop of the Windows 2000 Voice Mail, click **Start** ⇒ **Programs** ⇒ **Voice Mail System** ⇒ **Registry Configuration**. You see the **General** page on the **Voice Mail Registry Settings** dialog box. An example is shown below:



Note: *Speech Recognition* and *Text-to-Speech* are not available on the VoiceSupport Professional platform.

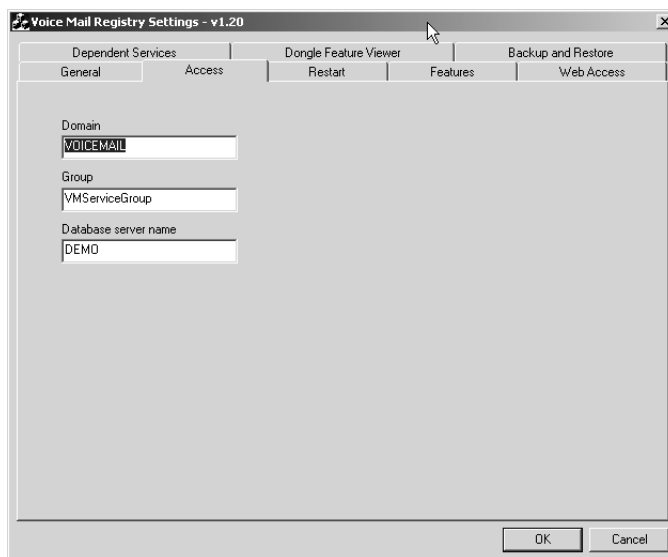
2. Using the **General** page as a reference, in the **Voice Mail Registry Parameters** section on the Planning Worksheet, enter the information for:
 - **Primary Language** using the current setting for **1** (under **Languages**).
 - **Secondary Language** using the current setting for **2** (under **Languages**).
 - **Service number for Desktop Messaging** using the current setting for **Service Number for Desktop Messaging**.

Preventative Maintenance

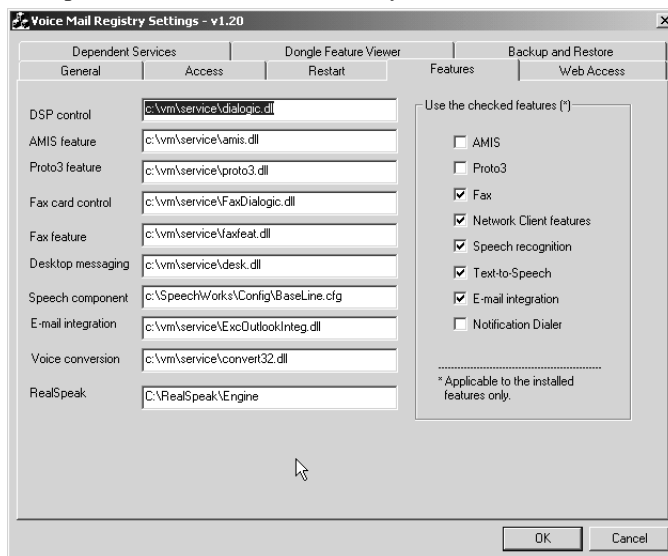
Viewing the Voice Mail Registry Settings

Viewing the Voice Mail Registry Settings (cont'd)

- Click the **Access** tab to show the **Access** page. An example is shown below:



- Using the **Access** page as a reference, in the **Voice Mail Registry Parameters** section on the Planning Worksheet, enter the information for:
 - **Domain** with current settings for **Domain**
 - **Group** with the current settings for **Group**
 - **Database server name** with the current setting for **Database server name**
- Click the **Features** tab to show the **Features** page of the **Voice Mail Registry Settings**. An example is shown below. A ✓ in any check box shows that the feature next to it is enabled.



- In the **Voice Mail Registry Parameters** section on the Planning Worksheet:
 - Enter a check mark next to the name of each enabled feature (as shown on the **Features** page of the **Voice Mail Registry Settings** dialog box).

Note: *Speech Recognition* and *Text-to-Speech* are not available on the VoiceSupport Professional.

- When you are finished documenting the settings of the **Voice Mail Registry Settings**:
 - Click the **Cancel** button to exit from the window.
 - Proceed to *Viewing the Current Network Parameters* on page 238.

Preventative Maintenance

Viewing the Network Parameters

Viewing the Current Network Parameters

On your Planning Worksheet (page 265), document the following settings in your Windows 2000 Voice Mail network:

- the domain or workgroup where it is located
- the Windows 2000 Voice Mail's IP address

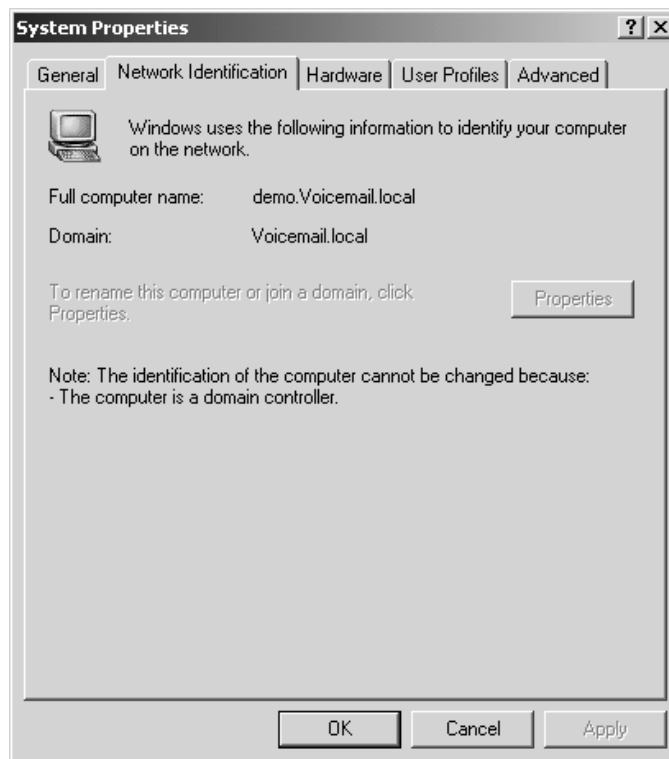
Be sure that the Network Administrator is present for this procedure.

You will need this information if your hard drive or operating system fails, and you use the Disk Imaging software to re-install a Windows 2000 Voice Mail.

Note: **It is important to document these values, so that any previously installed features — like fax server or Desktop Messaging — will operate properly after you use the Disk Imaging software.**

To check the current network parameters:

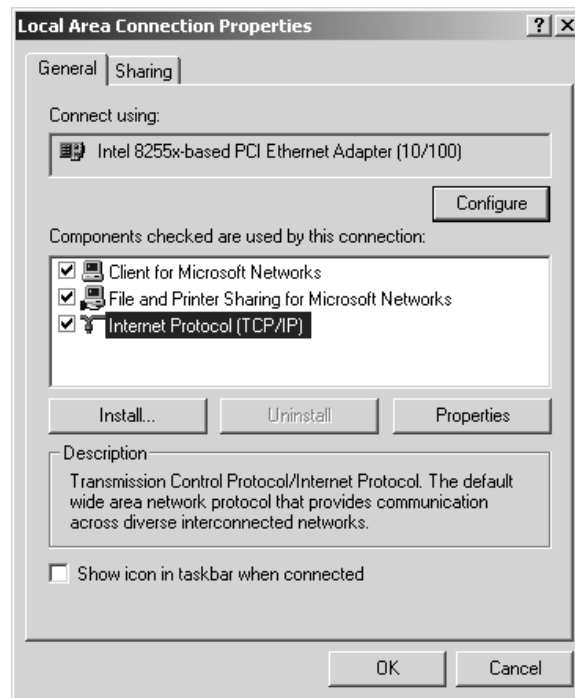
1. From the desktop of the Windows 2000 Voice Mail, click **Start** ⇒ **Settings** ⇒ **Network and Dial-up Connections**.
2. Click the **Local Area Connection** icon to highlight it.
3. At the top of the screen, click **Advanced** ⇒ **Network Identification**.
You see the **Network Identification** page on the **System Properties** dialog box, similar to the one shown below.



4. In the **Network Parameters** section on the Planning Worksheet:
 - Fill in the space next to **Domain** or **Workgroup** according to the information shown on the **Network Identification** page
5. Click **Cancel** to return to the **Network and Dial-Up Connections**.

Viewing the Current Network Parameters (cont'd)

- In the **Network and Dial-up Connections** window, right-click the **Local Area Connections** icon and then click **Properties**.
A **Local Area Connection Properties** box appears, similar to the one shown below.



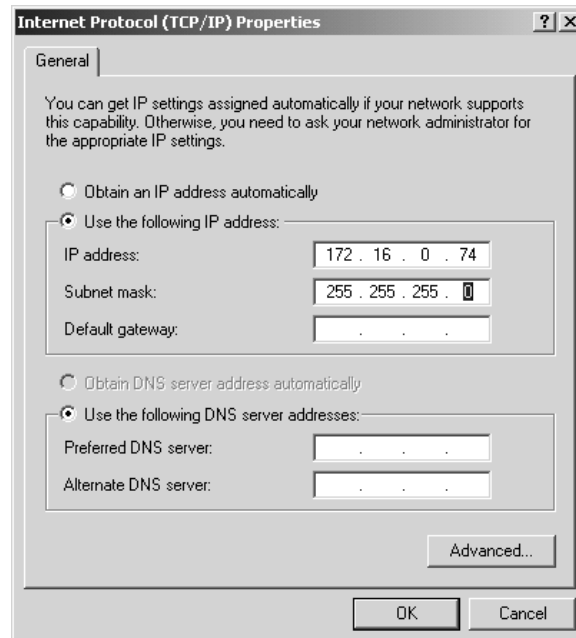
- In the **Network Parameters** section on the Planning Worksheet:
 - In the space next to **Network Protocols**, enter **Internet Protocol (TCP/IP)**.
 - In the space next to **Adapter**, enter the information from the **Connection Using** box.

Preventative Maintenance

Viewing the Network Parameters

Viewing the Current Network Parameters (cont'd)

8. Double-click the **Internet Protocol (TCP/IP)** icon in the **Local Area Connection Properties** box.
9. An **Internet Protocol (TCP/IP) Properties** box appears, similar to the one shown below.



10. Use the information from the **Internet Protocol (TCP/IP) Properties** box to complete the remaining entries in the *Network Parameters* section on the Planning Worksheet. They are:
 - **IP Address**
 - **Subnet Mask**
 - **Default Gateway**
11. When you are finished, click **Cancel** to exit from any windows that remain open.
12. Proceed to *Checking the Voice Mail Service Account* on page 241.

Preventative Maintenance

Checking the Voice Mail Service Account

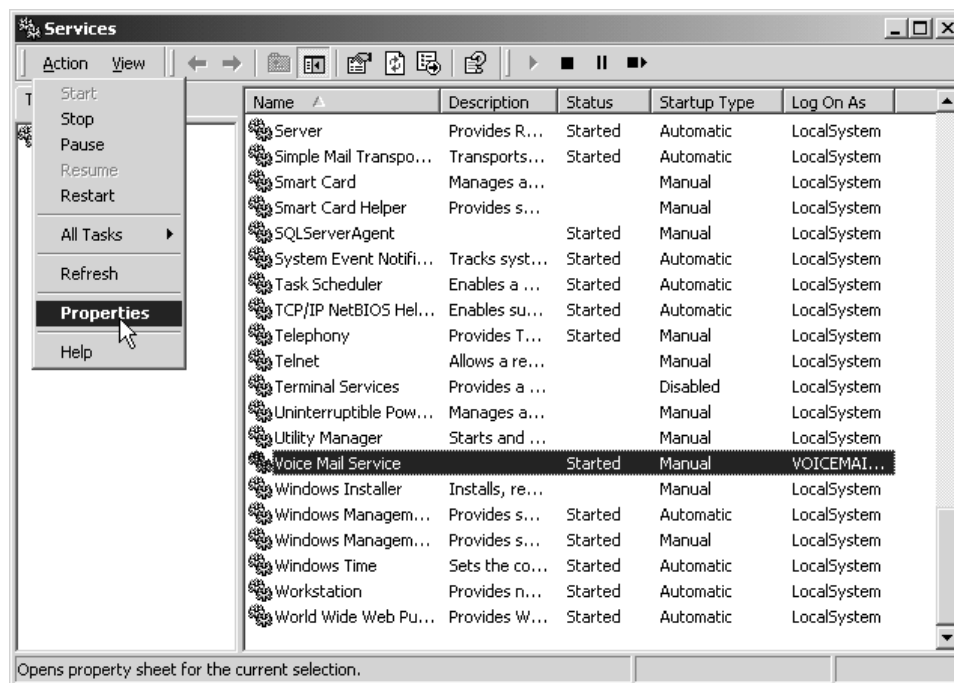
Checking the Voice Mail Service Account

On the Planning Worksheet, document the name of the account that the Voice Mail is running under, as well as the location of this account (such as Local or Domain).

Be sure that the Network Administrator is present for this procedure.

To check the Voice Mail Service Account:

- From the Windows 2000 Voice Mail desktop:
 - If you have a **Services** shortcut on your desktop:
 - Double-click the **Services** icon.
 - You see a **Services** window, similar to the one shown below.
 - If you do not have a **Services** shortcut on your desktop:
 - Click **Start** ⇒ **Settings** ⇒ **Control Panel**.
 - Double-click the **Administrative Tools** icon on the **Control Panel** window.
 - Double-click the **Services** icon on the **Administrative Tools** window.
 - You see a **Services** window, similar to the one shown below.



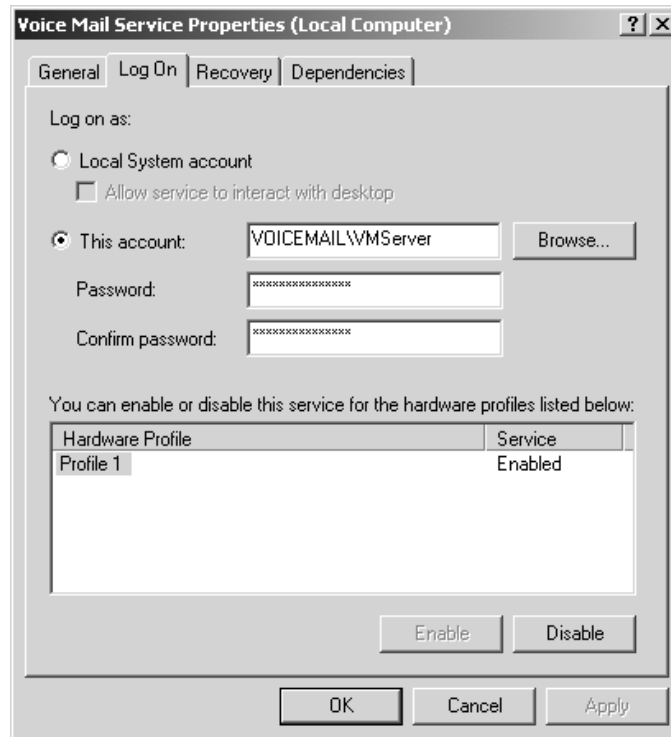
- Click to select **Voice Mail Service**.
- At the top/left side of the **Services** window:
 - Click **Action** and select **Properties** from the drop-down menu (as shown above).
- A **Voice Mail Service Properties** box appears on your screen.

Preventative Maintenance

Checking the Voice Mail Service Account

Checking the Voice Mail Service Account (cont'd)

5. Click the **Log On** tab to display the **Log On** page, similar to the one shown below.
6. On the **Log On** page of the **Voice Mail Service Properties** box, the name of your Voice Mail Service Account is located to the right of **This Account**.
 - Enter the name of your Voice Mail Server Account in the space next to **This Account** on the Planning Worksheet.



7. Consult with your Network Administrator for the location of this account (such as Local or Domain). Enter this information in the space for **Location of This Account** on the Planning Worksheet.
8. Consult with your Network Administrator for the password that corresponds to this account, and make a note of it for later use.
9. When you are finished documenting the Voice Mail Service account, click **Cancel** to exit from all open windows.
10. Go to *Checking the Name of the Current Phone System* on page 243.

Preventative Maintenance

Checking the Name of the Current Phone System

Checking the Name of the Current Phone System

You need to know what phone system is currently installed in the Windows 2000 Voice Mail programming.

To check the programming for the installed phone system:

1. From the Windows 2000 Voice Mail Server desktop, locate the shortcut for the Windows 2000 Voice Mail Graphical User Interface (GUI). The shortcut is labeled Voice Mail System.
2. Double-click the shortcut to launch the Windows 2000 Voice Mail GUI. You see the Main Screen for the Windows 2000 Voice Mail.
3. From the Menu Bar on the Windows 2000 Voice Mail Main Screen:
 - Click **View** ⇒ **Installation Settings** to display the **Installation Settings** dialog box. At the top of the dialog box, *Current Installed Phone System* shows the phone system that is installed in the Voice Mail System.
4. On the Planning Worksheet:
 - Enter the phone system that you saw in step 3 in the space for *Name of Current Phone System*.
5. When you are finished, click **OK** to return to the Windows 2000 Voice Mail Main Screen.
6. Your Planning Worksheet should be completely filled out. Keep this worksheet in a handy location with the backup of your system so that you find both items easily. You will use the worksheet as a reference if you need to run the Disk Imaging software because your hard drive or operating system has failed.

Re-installing the Voice Mail and Operating System Using the Recovery CD-ROMs

Running the Disk Imaging Software

If you think the hard drive or operating system failed, you should consult with Technical Support. A Technical Support Engineer will discuss your issue and advise you of the best course of action.

If you discussed the issue with Technical Support, and you were instructed to use Disk Imaging, use the information on the following pages. Make sure that you have a completed copy of the Planning Worksheet and a current backup of your Voice Mail.

The Disk Imaging software consists of two Recovery CD-ROMs that came with your VoiceSupport Professional, Win2K, or Win2K Exp.

Warning!

Running Disk Imaging will overwrite all data that is on the hard drive.

To run the Disk Imaging Software:

1. Turn your Voice Mail System's power switch on.
2. Immediately insert Recovery CD-ROM, labeled Disk #1 of 2, into the CD-ROM drive.

Note: If too much time has elapsed between turning system power on and inserting the CD-ROM, your system may attempt to boot-up from the hard drive. If so, leave the CD-ROM in the drive, then press in and release the **Reset** button on your Voice Mail System.

The system will begin to boot-up from the CD-ROM.
After a few moments, the following message will appear on your monitor:

**Boot from ATAPI CD-ROM:
1 FD 1.44MB System Type -(06)
Preparing NTHQ...**

**This driver is provided by Oak Technology, Inc.
OTI-9IX ATAPI CD-ROM device driver, Rev D91XV352
(c) Copyright Oak Technology, Inc. 1987-1997
Device Name :CD1
Transfer Mode : Programmed I/O
Number of drives :1**

After a few moments, the following message will appear on your monitor:

*******WARNING!*****
You are about to REFORMAT your hard drive!
Make sure your Voice mail database and feature files are
completely backed up.
All changes made subsequent to the original purchase of this
machine will be lost!
Press any key to continue...**

3. Press any key if you wish to continue.

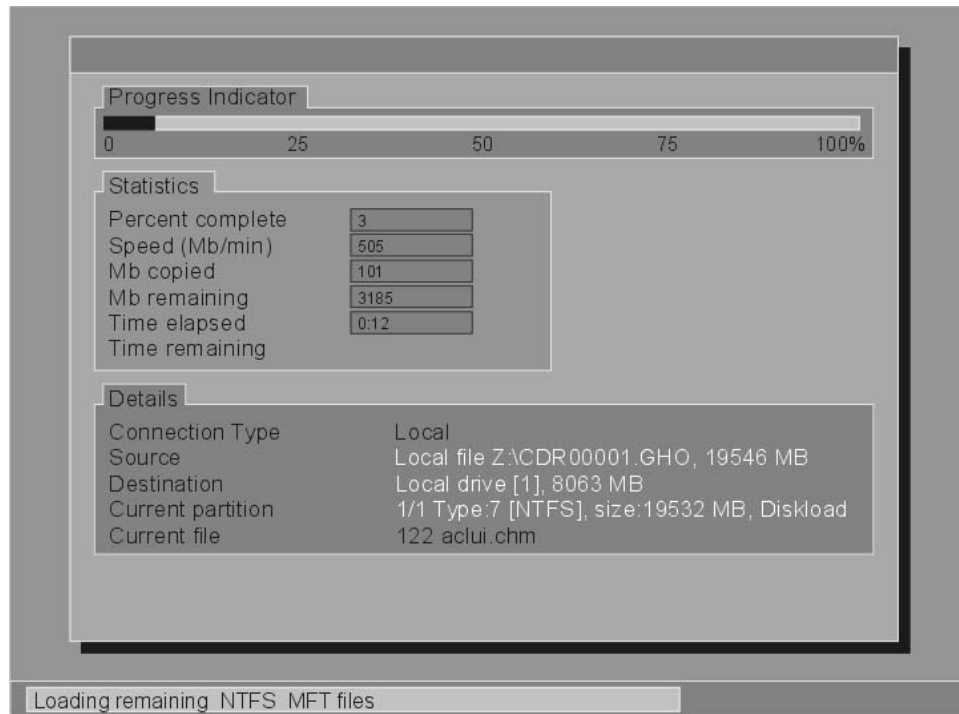
After a few moments, the following message will appear on your monitor:

**Are you sure?
Press any key to continue...**

Re-installing the Voice Mail and Operating System Using the Recovery CD-ROMs

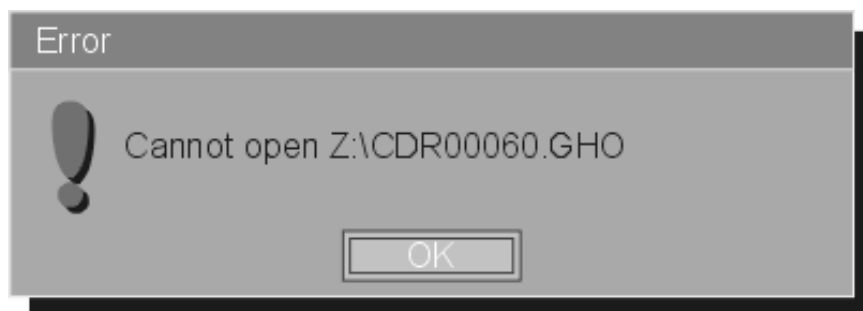
Installing the Disk Imaging Software (cont'd)

4. Press any key if you wish to continue.
After a few moments, a progress screen, very similar to the one shown below, will appear on your monitor:



Note: Since the process of restoring your hard drive begins running automatically (note "Progress Indicator" at the top of the screen), no action is required at this time.

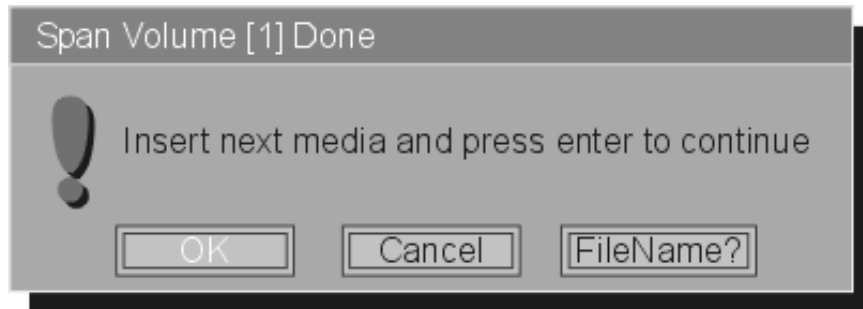
After a few minutes, an Error message box, very similar to the one shown below, **may** appear on your monitor:



Re-installing the Voice Mail and Operating System Using the Recovery CD-ROMs

Using the Disk Imaging Software (cont'd)

5. If the preceding Error message box appears, press **Enter** or click the **OK** button. A Span Volume [1] Done prompt box, very similar to the one shown below, will immediately appear on your monitor:



6. When you see the preceding Span Volume [1] Done prompt box:
 - Remove Recovery CD-ROM #1 from the CD-ROM drive.
 - Install Recovery CD-ROM, labeled #2 of 2, in the CD-ROM drive.
 - Press **Enter** or click the **OK** button.

After a few minutes, an Error message box, very similar to the one shown below, **may** appear on your monitor.



7. If the preceding Error message box appears, press **Enter** or click the **OK** button. After a few minutes, the following message will appear on your monitor:

Invalid COMMAND.COM
Insert disk with \COMMAND.COM in drive A
Press any key to continue...

8. Remove Recovery CD-ROM #2 from the CD-ROM drive, then close the CD-ROM drive door.
 9. Push in and release the **Reset** button on your Voice Mail System. Your system will begin to boot-up from the hard drive.
 10. When you are prompted to do so, press **Ctrl+Alt+Del**.
 11. At this time, you can only use the default user name and default password to log on to your VoiceSupport Professional, Win2K, or Win2K Exp. Enter the following:
 - The default user name: **vmserver**
 - The default password: **crossroad**
- Note:** Entries for the default username and password are case sensitive. Use lowercase letters only when entering the default username and password.
12. Proceed to *Verifying Network Parameters with Worksheet* on page 247.

Re-installing the Voice Mail and Operating System

Verifying Network Parameters with Worksheet Entries

Verifying Network Parameters with Worksheet

On your Planning Worksheet, compare the entries that you made for Network Parameters with those in the current Windows 2000 Voice Mail (after you performed Disk Imaging). If the worksheet entries are different than the actual settings in the Voice Mail, you may have to change the settings in the Voice Mail to match your worksheet.

Be sure that the Network Administrator is present for this procedure.

To check your Network Parameters:

1. From the Windows 2000 Voice Mail desktop, click **Start** ⇒ **Settings** ⇒ **Network and Dial-up Connections**.
2. Click the **Local Area Connection** icon to highlight it.
3. At the top of the screen, click **Advanced** ⇒ **Network Identification**.
 - You see the **Network Identification** page on the **System Properties** dialog box (see page 238).
 - Verify that the displayed value for *Domain* or *Workgroup* matches the value that you entered under *Network Parameters* on the Planning Worksheet.
 - If the displayed value is not correct:
 - Click the **Properties** button on the **System Properties** dialog box. You see an **Identification Changes** dialog box appear.
 - In the **Identification Changes** dialog box, re-type the correct information in the **Domain** or **Workgroup** box.
 - Click **OK** on the **Identification Changes** dialog box.
 - Click **OK** on the **System Properties** dialog box.
 - If the displayed value is correct.
 - Click **Cancel** on the **System Properties** dialog box.
4. In the **Network and Dial-up Connections** window, right-click the **Local Area Connections** icon, and then click **Properties**.
 - Verify that the displayed value for **Connection Using**, matches the value that you entered on the Planning Worksheet (*Network Parameters-Adapter*).
 - If the displayed value does not match the Planning Worksheet, it is advised that you contact a Technical Support Engineer to resolve this issue.
 - Verify that the check box for **Internet Protocol (TCP/IP)** is selected.
 - If it is not, select **Internet Protocol (TCP/IP)**.
5. Double-click on **Internet Protocol (TCP/IP)** in the **Local Area Connection Properties** box.
 - Verify that the displayed values for *IP Address*, *Subnet Mask*, and *Default Gateway* match those values that you entered on the Planning Worksheet.
 - If necessary, enter the correct values from the worksheet.
6. When you are finished, click **OK**.
7. Proceed to *Verifying Voice Mail Registry Settings with Worksheet* on page 248.

Re-installing the Voice Mail and Operating System

Verifying Voice Mail Registry Settings with Worksheet Entries

Verifying Voice Mail Registry Settings with Worksheet

On your Planning Worksheet, compare the entries that you made for Voice Mail Registry Settings with those in the current Windows 2000 Voice Mail (after you performed Disk Imaging). If the worksheet entries are different than the actual settings in the Voice Mail, you may have to change the settings in the Voice Mail to match your worksheet.

Be sure that the Network Administrator is present for this procedure.

To verify your current Voice Mail Registry Settings:

1. From the desktop of the Windows 2000 Voice Mail, click **Start** ⇒ **Programs** ⇒ **Voice Mail System** ⇒ **Registry Configuration**.
2. From the **General** page on the **Voice Mail Registry Settings** dialog box:
 - Verify that **1** matches the value for *Primary Language* on the Planning Worksheet,
 - Verify that **2** matches the value for *Secondary Language* on the Planning Worksheet.
 - Verify that **Service number for Desktop Messaging** matches the value for *Service number for Desktop Messaging* on the Planning Worksheet.
 - If any of the above values do not match its corresponding worksheet value, see *Enabling Previously Installed Voice Mail Features* on page 257 for instructions.
3. Click the **Access** tab to display the **Access** page on the **Voice Mail Registry** dialog box.
4. From the **Access** page on the **Voice Mail Registry Settings** dialog box:
 - Verify that the displayed value for **Domain**, **Group**, and **Database server name** match the values for *Domain*, *Group*, and *Database server name* on the Planning Worksheet.
 - If necessary, enter the correct value from the worksheet.
5. Click the **Features** tab to display the **Features** page on the Voice Mail Registry dialog box.
6. From the **Features** page on the **Voice Mail Registry Settings** dialog box:
 - Verify that every feature you checked under *Voice Mail Registry Parameters* on the Planning Worksheet has a ✓ next to the feature.
 - If it does not, see *Enabling Previously Installed Voice Mail Features* on page 257 for instructions.
7. Click **Cancel** to exit from the window.
8. If you have more than 4 ports in your Voice Mail System, go to *Reconfiguring the Device Driver* on page 249.
If you do not, go to *Restoring Your Backup Feature Files* on page 256.

Re-installing the Voice Mail and Operating System

Reconfiguring the Device Driver

Reconfiguring the Device Driver

The Disk Imaging software sets up the Device Driver for only one port card. If you have more than one port card in your Windows 2000 Voice Mail, you need to reconfigure the Device Driver for these cards so that they are recognized by the Voice Mail.

D/41 JCT-LS and D/120 JCT-LS Port Cards

The D/41 JCT-LS Port Card is used in the VoiceSupport Professional, the VoiceSupport Win2K and the VoiceSupport Win2K Exp. When the D/41 JCT-LS Port Card is used in the VoiceSupport Professional, it provides 4 ports of fax. Used in the VoiceSupport Win2K or the VoiceSupport Win2K Exp, the D/41 JCT-LS card serves as a dual function voice and fax card.

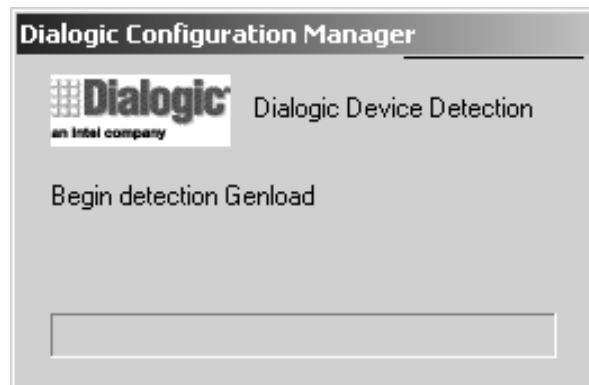
The D/120 JCT-LS Port Card is used in the VoiceSupport Win2K Exp to provide 12 voice ports.

The following instructions apply to the D/41 JCT-LS and D/120 JCT-LS Port Cards. If you have a D/4 PCI card installed in your Voice Mail System, go to page 253.

To reconfigure the Device Driver:

Note: Example screens in the following procedure apply to the **D/41JCT-LS** card. The screens will appear differently for a **D/120JCT-LS** card.

1. Log onto the Windows 2000 Voice Mail.
2. From the desktop of the Windows 2000 Voice Mail:
Click **Start** ⇒ **Programs** ⇒ **Intel System Software** ⇒ **Configuration Manager - DCM**.
While the **Configuration Manager** is automatically detecting the port cards in your system, it may briefly display a screen (similar to the one shown below).

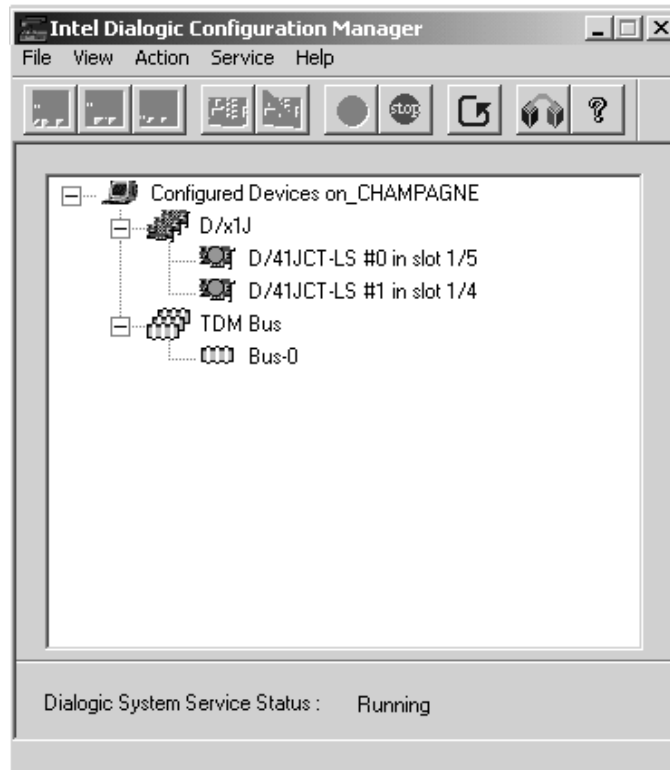


Re-installing the Voice Mail and Operating System

Reconfiguring the Device Driver

Reconfiguring the Device Driver (cont'd)

When the auto detection is complete, you will then see a **Configuration Manager** window that shows the number of port cards in your system (similar to the one shown below).



3. On the **Configuration Manager** window:
Double-click the entry under D/x1J that applies to the card you are configuring.
For example:

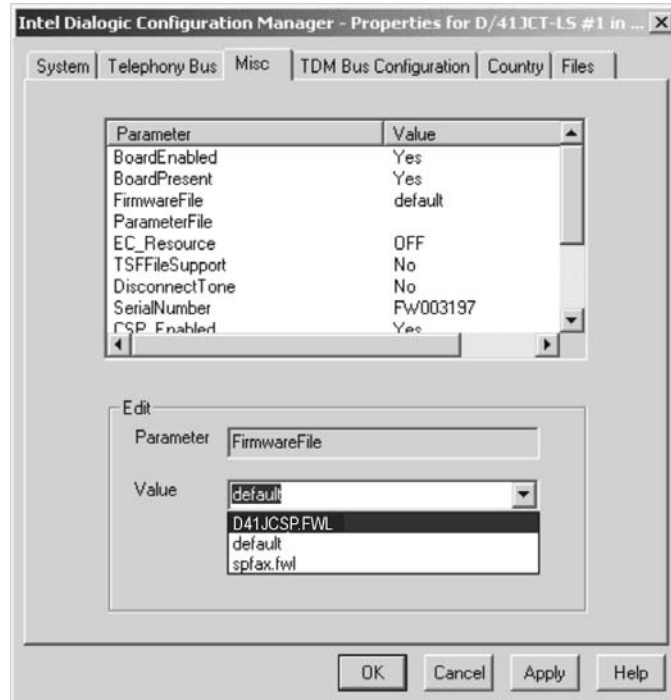
If you are configuring this card:	Double-click:
Card in Slot 1 of the Voice Mail Cabinet	D/41JCT-LS #0
Card in Slot 2 of the Voice Mail Cabinet	D/41JCT-LS #1
Card in Slot 3 of the Voice Mail Cabinet	D/41JCT-LS #2
Card in Slot 4 of the Voice Mail Cabinet	D/41JCT-LS #3
Card in Slot 5 of the Voice Mail Cabinet	D/41JCT-LS #4
Card in Slot 6 of the Voice Mail Cabinet	D/41JCT-LS #5

Re-installing the Voice Mail and Operating System

Reconfiguring the Device Driver

Reconfiguring the Device Driver (cont'd)

4. A **Configuration Manager - Properties** box appears for the Port Card you selected. Click the *Misc* tab to select the **Misc** page of the **Configuration Manager - Properties** dialog box.



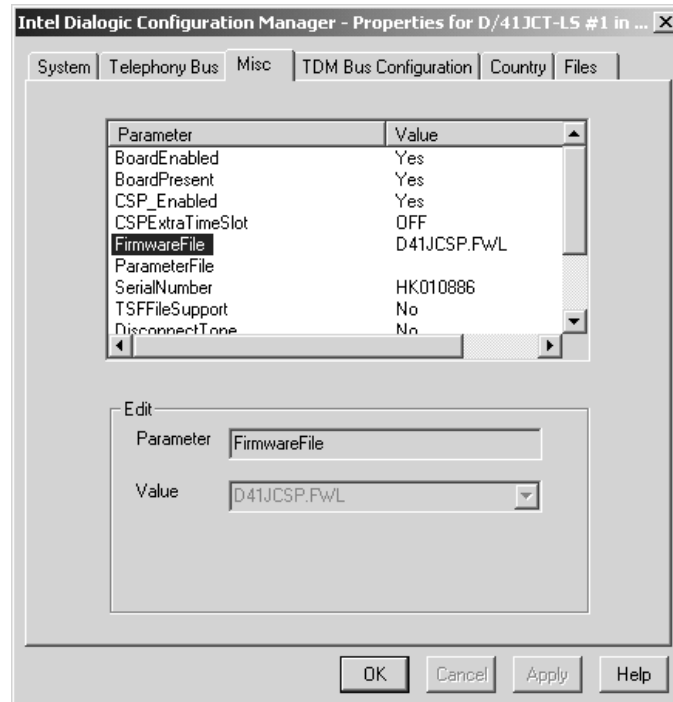
5. Click to select **FirmwareFile** parameter.
6. Click the **Value** box and select:
D41JCSP.FWL, if you are configuring a D/41JCT-LS card.
D/120CSP.FWL, if you are configuring a D/120JCT-LS card.

Re-installing the Voice Mail and Operating System

Reconfiguring the Device Driver

Reconfiguring the Device Driver (cont'd)

The selection you made shows under **Value** for **FirmwareFile** as shown below.



7. Click **Apply** and **OK**.
You return to the **Configuration Manager** window.
8. Repeat steps 3 - 7 for each card.
9. When you are finished setting up the Device Driver for each card, close any open screens and go to *Restoring Your Backup Feature Files* on page 256.

Re-installing the Voice Mail and Operating System

Reconfiguring the Device Driver

Reconfiguring the Device Driver (cont'd)

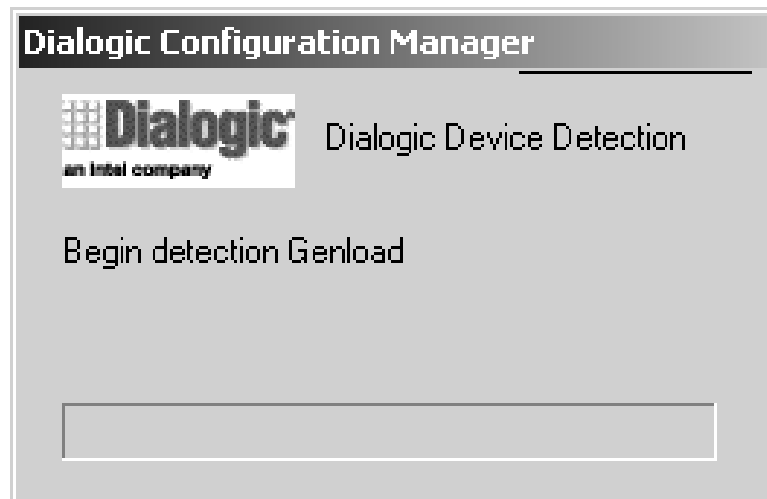
D/4 PCI Port Cards

The D/4 PCI Port Card is used in the VoiceSupport Professional to provide up to four voice ports.

The following instructions apply to **D/4 PCI** cards.

To reconfigure the Device Driver:

1. Log onto the Windows 2000 Voice Mail.
2. From the desktop of the Windows 2000 Voice Mail:
Click **Start** ⇒ **Programs** ⇒ **Intel System Software** ⇒ **Configuration Manager - DCM**.
While the **Configuration Manager** is automatically detecting the port cards in your system, it may briefly display a screen (similar to the one shown below).

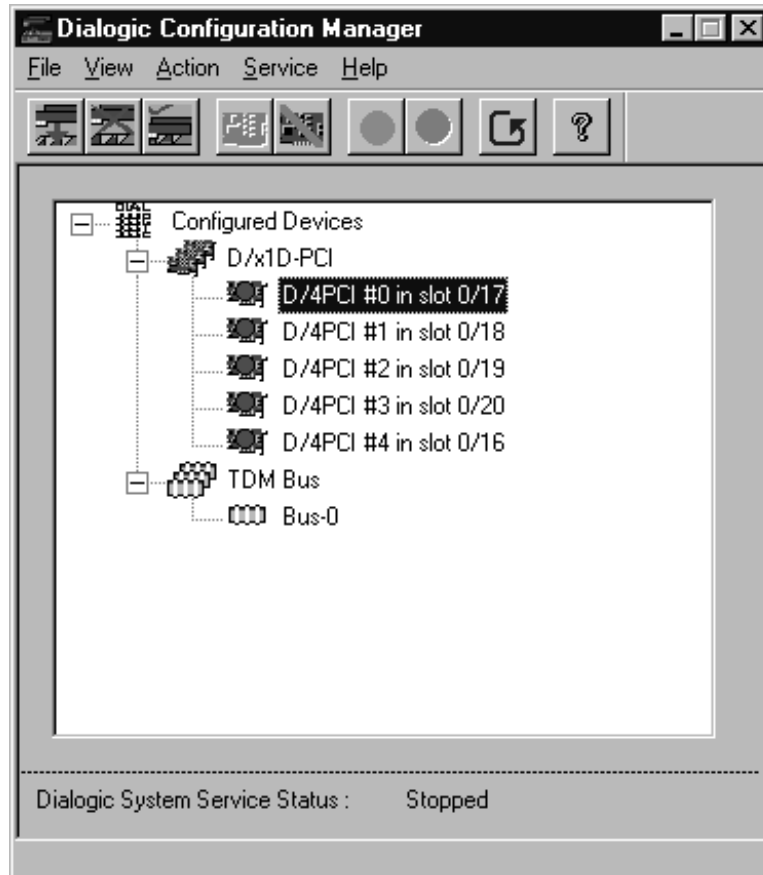


Re-installing the Voice Mail and Operating System

Reconfiguring the Device Driver

Reconfiguring the Device Driver (cont'd)

When the auto detection is complete, you will then see a **Configuration Manager** window that shows the number of port cards in your system (similar to the one shown below).



3. On the **Configuration Manager** window:
Double-click the entry under D/x1D-PCI that applies to the card you are configuring.
For example:

If you are configuring this card:	Double-click:
Card in Slot 1 of the Voice Mail Cabinet	D/4PCI #0
Card in Slot 2 of the Voice Mail Cabinet	D/4PCI #1
Card in Slot 3 of the Voice Mail Cabinet	D/4PCI #2
Card in Slot 4 of the Voice Mail Cabinet	D/4PCI #3
Card in Slot 5 of the Voice Mail Cabinet	D/4PCI #4
Card in Slot 6 of the Voice Mail Cabinet	D/4PCI #5

Re-installing the Voice Mail and Operating System

Reconfiguring the Device Driver

Reconfiguring the Device Driver (cont'd)

A **Configuration Manager - Properties** box will appear for the card you selected.

4. Click to select the *Misc* tab on the **Configuration Manager-Properties** box.
5. In the **Parameter File** box, enter **C:\VM\UTILITIES\VM_NT.PRM**.
6. Click **Apply** and **OK**.
You return to the **Configuration Manager** window.
7. Repeat steps 3 through 6 for the remaining port cards.
8. When you are finished setting up the Device Driver for each card, close any open screens and go to *Restoring Your Backup Feature Files* on page 256.

Re-installing the Voice Mail and Operating System

Restoring Your Backup Feature Files

Restoring Your Backup Feature Files

You must now locate the backup of your Feature Files that you made before your hard drive or operating system failed.

To copy the Backup Feature Files:

1. If you backed up the Feature Files to a valid sub-directory (for example: **c:\test**) or a high density external media that is on the network, locate this sub-directory.
If you backed up the Feature Files to a diskette, insert the 3-1/2 inch floppy diskette into the floppy drive of the Windows 2000 Voice Mail.
2. From the desktop of the Windows 2000 Voice Mail:
 - Click **Start** ⇒ **Programs** ⇒ **Accessories** ⇒ **Windows Explorer**.
3. On the **Windows Explorer** window:
 - In the **Folders** pane, double-click to expand **My Computer**.
 - Click to select and highlight the drive where the backup of the feature files is located.
For example, if the files are on a 3-1/2 inch floppy diskette, which is in the floppy drive, you click to select **(A:)**.
 - Right-click **Feature Files**, and select **Copy** from the menu.
 - Click to select and highlight **(C:)**.
 - Right-click the **vm** directory, and select **Paste** from the menu.
4. At the prompt:
 - Click **Y** to overwrite the file.
The Feature Files will now be copied to the **vm** directory on the hard drive.
5. If your backup is on a diskette, remove the Feature Files backup diskette from the drive.
6. Proceed to *Enabling Previously Installed Voice Mail Features* on page 257.

Re-installing the Voice Mail and Operating System

Enabling Previously Installed Voice Mail Features

Enabling Previously Installed Voice Mail Features

You now enable all of the Voice Mail features that were installed in your system before your hard drive or operating system failed.

If you had Microsoft Exchange Integration installed before you used Disk Imaging, *E-mail integration* will have a check mark next to it on your Planning Worksheet. In this case, refer to the Appendix for Windows 2000 Unified Messaging for installation instructions.

To enable all previously installed Voice Mail features:

1. From the Windows 2000 Voice Mail desktop:
 - If you have a **Services** shortcut on your desktop:
 - Double-click the **Services** icon.
You see a **Services** window, similar to the one shown on page 241.
 - If you do not have a **Services** shortcut on your desktop:
 - Click **Start** ⇒ **Settings** ⇒ **Control Panel**.
 - Double-click the **Administrative Tools** icon on the **Control Panel** window.
 - Double-click the **Services** icon on the **Administrative Tools** window.
You see a **Services** window, similar to the one shown on page 241.
2. On the **Services** window:
 - Right-click on **Voice Mail Service** from the scroll list, then select **Stop** from the menu.
You will see a dialog box, asking if you are sure you want to stop Voice Mail Service.
 - Click the **Yes** button on the dialog box.
The Voice Mail System is shut down when the *Status* field for **Voice Mail Service** disappears.
3. Insert the Windows 2000 Voice Mail Software Installation CD-ROM in the CD drive.
4. On the **Setup** window:
 - Select *Windows 2000 Service*, and click **Install**.
5. On the **Welcome** window:
 - Read the copyright message, and click **Next**.
6. On the **License Agreement** window:
 - Read the terms of the agreement, and click **Yes**.
7. On the **Select Components** window:
 - Click to select the *Components Installation* radio button, and click **Next**.
8. On the next **Select Components** window (using the Planning Worksheet for reference):
 - Click to select each check box to enable a previously installed feature.
 - Click to reselect the configuration for *Primary Language (1)*.
 - Click to reselect the configuration for *Secondary Language (2)*.
 - Click **Next**, then click **Finish**.
9. Proceed to *Restarting the Voice Mail Service* on page 258.

Re-installing the Voice Mail and Operating System

Restarting the Voice Mail Service

Restarting the Voice Mail Service

You now restart the Voice Mail service. In addition, Disk Imaging reset the Voice Mail Server account to the local **vmserver** account and reset the password to **crossroad**.

The Network Administrator will provide you with the password for the Voice Mail account.

To restart the Voice Mail Service:

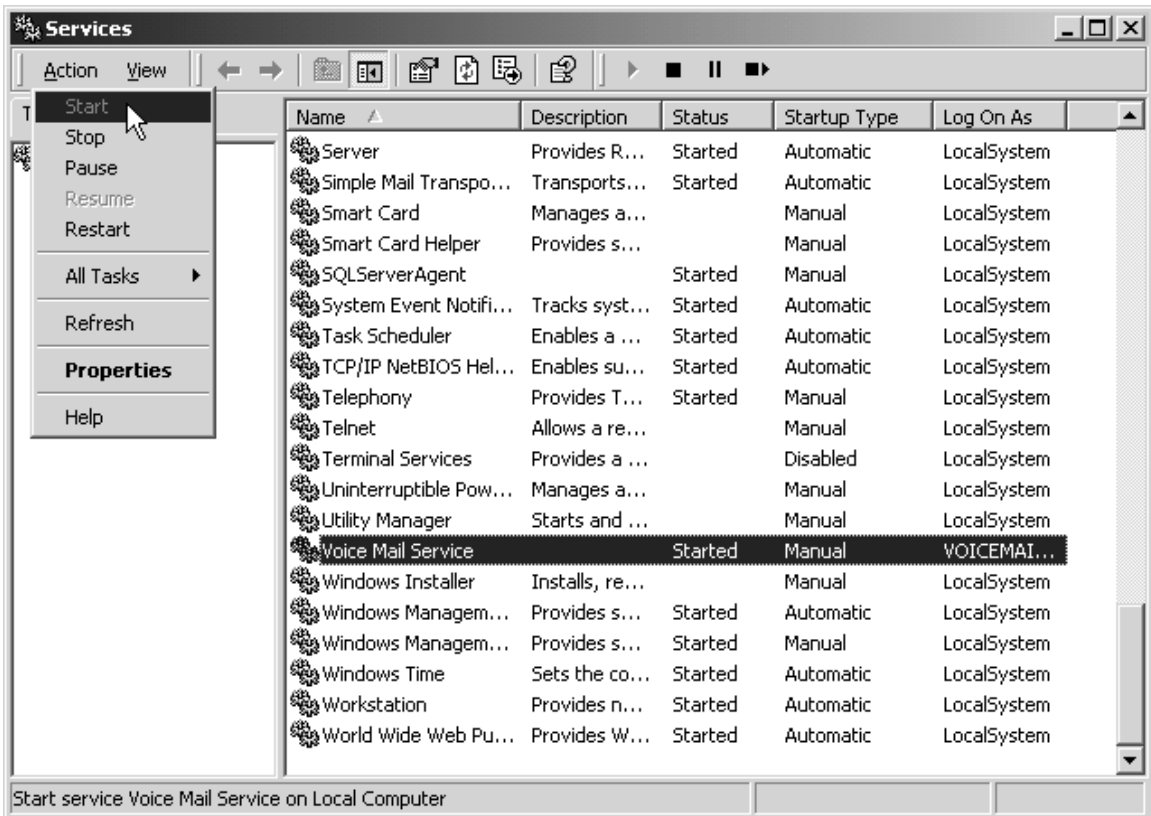
1. From the Windows 2000 Voice Mail desktop:
 - If you have a **Services** shortcut on your desktop:
 - Double-click the **Services** icon.
You see a **Services** window, similar to the one shown on page 241.
 - If you do not have a **Services** shortcut on your desktop:
 - Click **Start** ⇒ **Settings** ⇒ **Control Panel**.
 - Double-click the **Administrative Tools** icon on the **Control Panel** window.
 - Double-click the **Services** icon on the **Administrative Tools** window.
You see a **Services** window, similar to the one shown on page 241.
2. In the list of Services, click **Voice Mail Service**.
3. At the top/left side of the **Services** window:
 - Click **Action** and select **Properties** from the drop-down menu.
4. A **Voice Mail Service Properties** box, appears on your screen.
5. On the **Log On** page of the **Voice Mail Service Properties** box:
 - If it isn't already selected, click the radio button for **This account**.
 - Enter in the **This account** box, the name for the Voice Mail Server account that you documented in *This Account* on the Planning Worksheet.
 - Enter in the **Password** box, the password supplied by your Network Administrator.
 - Enter in the **Confirm Password** box, the same password as above.
 - Click **OK**.

Re-installing the Voice Mail and Operating System

Restarting the Voice Mail Service

Restarting the Voice Mail Service (cont'd)

6. On the **Services** window:
 - Click on **Action** and select **Start** from the drop-down menu.
When the Voice Mail starts you see **Started** in the **Status** column as shown below.



7. If the Voice Mail Service does not start, recheck all of the previous procedures.
8. After the Voice Mail Service is started:
 - Proceed to *Checking the Installed Phone System* on page 260.

Re-installing the Voice Mail and Operating System

Checking the Phone System Programmed as Installed

Checking the Installed Phone System

Compare the installed phone system with the one documented on your Planning Worksheet. If they are different, you must change it to the one on the worksheet.

To reinstall the phone system (if necessary):

1. Find the name of the phone system you documented in the *Name of Current Phone System Installed* space on your Planning Worksheet.
2. From the Windows 2000 Voice Mail Server desktop:
 - Locate the shortcut for the Windows 2000 Voice Mail Graphical User Interface (GUI). The shortcut is labeled Voice Mail System.
3. Double-click the shortcut to launch the Windows 2000 Voice Mail GUI. You see the Main Screen for the Windows 2000 Voice Mail.
4. From the **Windows 2000 Voice Mail Main Menu**:
 - Click **View** ⇒ **Installation Settings** to display an **Installation Settings** dialog box.
5. On the **Installation Settings** dialog box:
 - Note the name of the phone system displayed for *Current Installed Phone System*.
 - Click **OK** to return to the **Windows 2000 Voice Mail Main Menu**.
6. If the installed phone system is the same as the one you documented on your worksheet:
 - Proceed to *Restoring the System Database and Messages* on page 261.
7. If the installed phone system is not the same as the one you documented on your worksheet:
 - Perform the rest of the steps in this section.
8. From the **Windows 2000 Voice Mail Main Menu**:
 - Click **File** ⇒ **Install Phone System**
9. Refer to the *Windows 2000 Voice Mail System Guide, Chapter 1: Install a Phone System in the Windows 2000 Voice Mail System* to help you reinstall the phone system that you documented in the space for *Name of Current Phone System Installed* on the Planning Worksheet.
10. Proceed to *Restoring the System Database and Messages* on page 261.

Re-installing the Voice Mail and Operating System

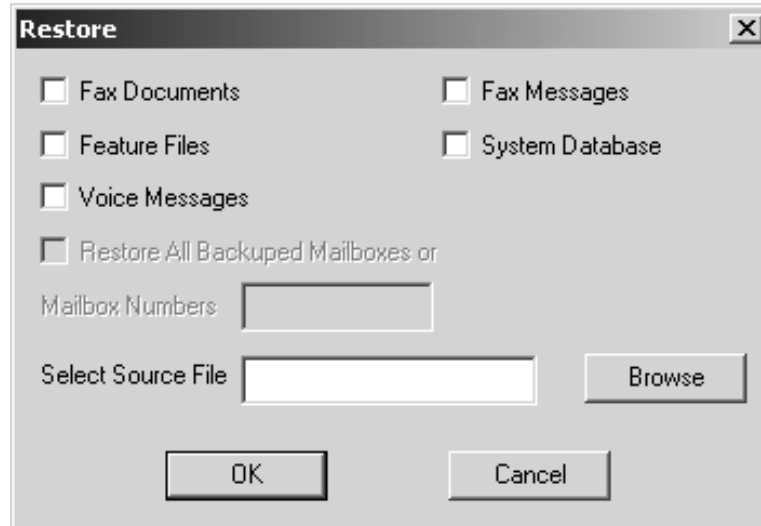
Restoring the System Database and Messages

Restoring the System Database and Messages

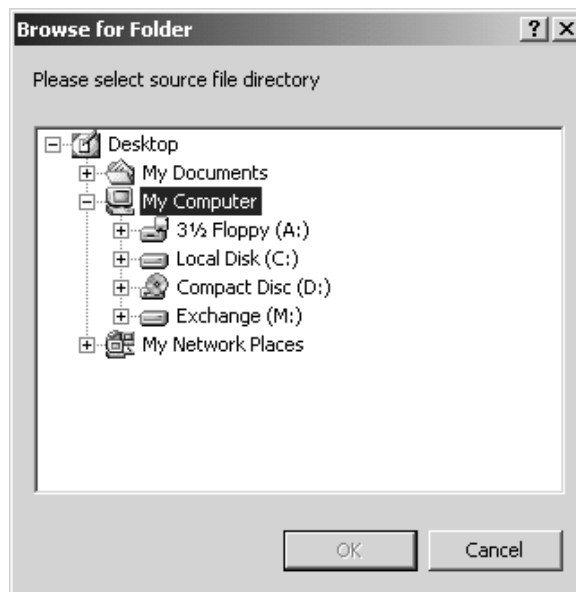
Restore the System Database and messages which you previously backed up onto your hard drive.

To use Local Restore:

1. From the **Windows 2000 Voice Mail Main Menu**:
 - Click **Tools** ⇒ **Local Restore** to display the **Restore** dialog box as shown below.



2. From items listed on the **Restore** dialog box:
 - Click to select the same check boxes as you selected when you backed up the System Database and Messages. **Do not select Feature Files.**
 - Click **Browse**.A **Browse for Folder** dialog box, similar to the one shown below, appears.



3. From the **Browse for Folder** dialog box:
 - Select the directory where the files are stored (refer to your entry for *Path Location to a Shared Network Drive* on the Planning Worksheet).
4. Click **OK**.

The Voice Mail inserts your selection in the *Select Source File* box on the **Restore** dialog box.

Re-installing the Voice Mail and Operating System

Restoring the System Database and Messages

Restoring the System Database and Messages (cont'd)

5. Click **OK** on the **Restore** dialog box.
From the source file, the Voice Mail will copy all of the files you selected and then paste them onto the hard drive.
When finished, the Voice Mail will display the message: **Restore complete**
6. Proceed to *Verifying System Operation* on page 262.

Verifying System Operation

To ensure that the Voice Mail System is functioning now as it did before your hard drive or operating system failed and you used Disk Imaging, do the following:

- Leave a message at each port, and then retrieve the message that you left.
- Check E-mail and Voice Mail to a Unified Messaging client.
- If Unified Messaging was enabled, make sure that it is functioning correctly.
- If the Fax Feature is installed, check Fax operation by testing all Fax ports and the Fax Server on the Client.

Proceed to *Setting Voice Mail Service to Automatic Start* on page 262.

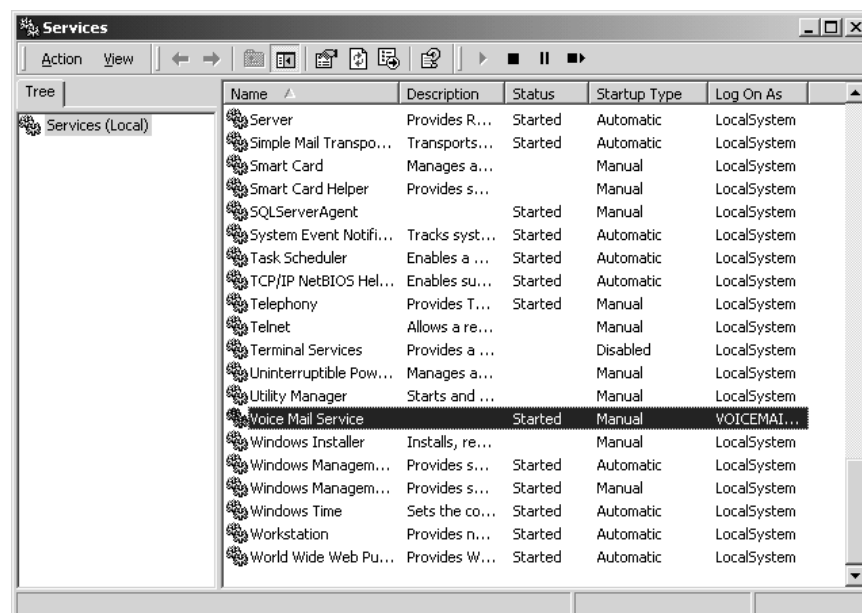
Setting Voice Mail Service to Automatic Start

Set the Voice Mail System to start automatically.

Note: If you do not set the Voice Mail to start automatically, the Voice Mail will not start on its own after a reboot or power down condition.

To change how the Voice Mail Service starts up:

1. From the Windows 2000 Voice Mail desktop:
 - If you have a **Services** shortcut on your desktop:
 - Double-click the **Services** icon.
 - You see a **Services** window, similar to the one shown on page 241.
 - If you do not have a **Services** shortcut on your desktop:
 - Click **Start** ⇒ **Settings** ⇒ **Control Panel**.
 - Double-click the **Administrative Tools** icon on the **Control Panel** window.
 - Double-click the **Services** icon on the **Administrative Tools** window.
 - You see a **Services** window, similar to the one shown below.

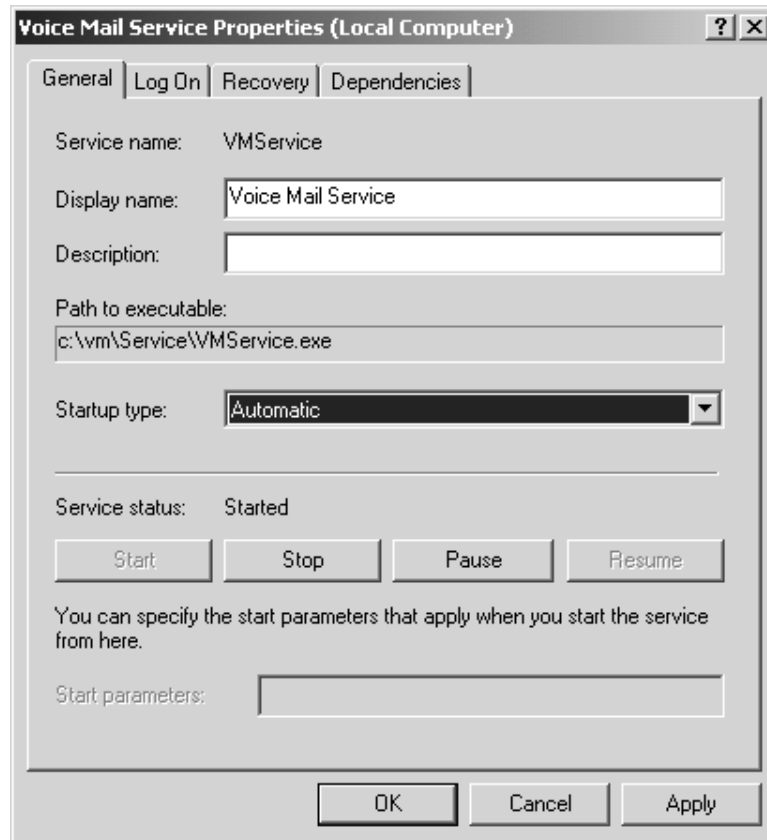


Re-installing the Voice Mail and Operating System

Restoring the System Database and Messages

Setting Voice Mail Service to Automatic Start (cont'd)

2. On the **Services** window:
 - Double-click **Voice Mail Service**.
You will see a **Voice Mail Service Properties** box similar to the one shown below.



3. On the **General** page of the **Voice Mail Service Properties** box:
 - In the **Startup type** box, click **Automatic**.
 - Click **Apply**, then click **OK** to close the **Voice Mail Service Properties** box.
4. When you are finished with this procedure, your Windows 2000 Voice Mail should be running the way it was before you had a failure and used Disk Imaging.

Upgrading the Windows 2000 Voice Mail Software

If you upgrade your Voice Mail software to the current version, do the following:

To upgrade the Voice Mail software:

- From the Windows 2000 Voice Mail desktop:
 - If you have a **Services** shortcut on your desktop:
 - Double-click the **Services** icon.
 - You see a **Services** window, similar to the one shown on page 241.
 - If you do not have a **Services** shortcut on your desktop:
 - Click **Start** ⇒ **Settings** ⇒ **Control Panel**.
 - Double-click the **Administrative Tools** icon on the **Control Panel** window.
 - Double-click the **Services** icon on the Administrative Tools window.
 - You see a Services window, similar to the one shown on page 241.
 - In the **Services** window, right-click **Voice Mail Service**.
 - Click **Stop** in the pop-up menu.

When the Status field for the **Voice Mail Service** disappears, the Voice Mail System is shut down.
 - Insert the Windows 2000 Voice Mail CD-ROM into the CD-ROM drive.

After a few moments, the **Setup** screen will appear.
 - In the **Setup** screen, select **Voice Mail Windows 2000 Service** from the list, then click the **Install** button.

After a few moments, the **Voice Mail Server Setup** screen will appear.
 - In the **Voice Mail Server Setup** screen, click the **Next** button.

The **InstallShield Wizard-Software License Agreement** screen will appear.
 - In the **Software License Agreement** screen, read the message, then click the **Next** button.

The **Select Type** screen will appear.
 - In the **Select Type** screen, select the **Upgrade** radio button, then click the **Next** button.
- Note:** If you are upgrading a Voice Mail System that has been programmed and has voice mail messages recorded, accidentally selecting **Full Installation** in step 8 may cause you to lose programming and/or your recorded voice mail messages.

The **SQL Server, Computer Name, User Name, Password** screen will appear.
- You are not required to enter any information into the **SQL Server, Computer Name, User Name, Password** screen. Click the **Next** button.

At this time, the **InstallShield Wizard** will automatically begin to upgrade your Voice Mail software.
 - When the **InstallShield Wizard** has completed, click the **Finish** button.

Your Voice Mail software has been upgraded.
 - If the **Setup** screen is still open, click **Close**.
 - In the **Component Services** screen, at the bottom of the **Services (local)** list, right-click on **Voice Mail Service**, then click **Start**.

A **Service Control** screen appears and indicates activity.

After a few moments, the **Service Control** screen disappears.

Note that **Voice Mail Service**, in the **Services (local)** list, indicates that it has started.
 - Close the **Component Services** screen.

Upgrading the Windows 2000 Voice Mail Software Planning Worksheet

Planning Worksheet

Path Location to a Shared Network Drive _____
(Location of backup, referred to on page 235)

Voice Mail Registry Parameters (referred to on page 236)

Primary Language _____
Secondary Language _____
Service number for Desktop Messaging _____
Domain _____
Group _____
Database server name _____

Enter a below, if the feature (referred to on page 237) is enabled in your Voice Mail System:

AMIS _____
Proto3 _____
Fax _____
Network Client features _____
Speech Recognition _____ Not Available on the VoiceSupport Professional
Text-To-Speech _____ Not Available on the VoiceSupport Professional
E-mail integration _____ (Microsoft Exchange Integration)
Notification Dialer _____

Network Parameters (referred to on page 238)

Domain or Workgroup _____
Network Protocols _____
Adapter _____
IP Address _____
Subnet Mask _____
Default Gateway _____

This Account _____
(referred to on page 241)

Location of This Account _____
(such as Local or Domain, referred to on page 242)

Name of Current Phone System Installed _____
(referred to on page 243)

Upgrading the Windows 2000 Voice Mail Software

Planning Worksheet
