

KTS Technical Assistance Centre Service Information Bulletin

XEN-Mail Type U33 Back-up, Restore and Update (BRU) Utility

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Introduction

The BRU utility is a multi-purpose program that lets you back up, restore, and update your XenMail and XenMail Lite Voice Messaging System. You can use the BRU utility to:

1. Back up files after installation or before a major software update by transferring them to your support computer.
2. Recover lost or corrupted files if your system crashes or equipment fails.
3. Update the voice messaging system software.

The BRU utility consists of two software programs, the BRU Host and the BRU Remote. The BRU Host is included in all XenMail and XenMail Lite Voice Messaging Systems running software versions 6.68 or later.

The BRU Remote must be installed on the same support computer that you use to perform remote maintenance.

***Note:** If your voice messaging system does not include the BRU Host, contact your NEC dealer for information on updating your current system.*

The voice messaging system cannot answer calls or take messages during a backup, restore, or update procedure. Forward calls to the operator or perform these procedures after hours when call traffic is lite.

Setting up the BRU Utility

The BRU Utility can be found under the Downloads section of the KISS website <http://www.kts.nec.com.au/>. The following steps summarise the setting up of the BRU utility.

1. Install the BRU Remote software on the support computer. (See full instructions on the following page).
2. Connect the BRU Remote to the BRU Host.
3. Follow the procedures outlined below to back up, restore or update the XenMail Voice Messaging System files.

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Installing the BRU Remote Utility

To enable the BRU utility, install the BRU Remote software on the support computer that you use to perform remote maintenance.

1. Insert the BRU Remote diskette in the support computer's drive A.
2. If the support computer is running Windows, open a DOS window.
3. At the command prompt, type A:\INSTALL and press ENTER.
4. Follow the on-screen instructions to complete the installation.

Connecting to the voice messaging system

With the BRU utility, you can use either a null modem (serial) cable or a modem to connect the BRU Remote on the support computer to the BRU Host on the voice messaging system. Once you have used the BRU utility to connect to the voice messaging system, the connection status and baud rate are displayed at the bottom of the screen.

***Note:** Although you can use Co-Session to establish a remote maintenance connection, you cannot maintain this connection and connect the BRU Remote to the BRU Host at the same time.*

Reconfiguring the serial port

The serial port on the support computer is used to make a null modem cable or modem connection. By default, the BRU Remote is configured to use COM1. If the support computer is already using COM1 for another connection or a device such as a mouse, you can select a different serial port.

Before you attempt to connect the BRU Remote to the BRU Host, be sure that the BRU Remote is set for the same baud rate as the BRU Host.

By default, the BRU Host is configured to run at 19,200 baud for null modem cable connections. Use the procedure below to change the baud rate for the BRU Remote to 19,200 or to select a different serial port.

***Note:** To use a modem connection on XenMail and XenMail Lite voice messaging systems, first restart the voice messaging system with the #3 DIP Switch in the DOWN position. Then, follow the procedure below to change the baud rate for the BRU Remote to 2400 baud to match the BRU Host settings for modem connections.*

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To reconfigure the serial port settings:

1. Start the BRU Remote.
2. From the BRU Connection menu, type 3 and press ENTER to select "Configure serial ports."
3. From the Serial Port Configuration menu, select one of the following:
 - 1 and press ENTER to select "Select serial port."
 - 2 and press ENTER to select "Change baud rate."
4. To save the new serial port settings for future BRU sessions, type 3 and press ENTER to select "Save current settings." Otherwise, the serial port settings are valid for this session only.
5. Type 4 and press ENTER to return to the BRU Connection menu.
6. Follow the on-screen instructions to exit the BRU Remote.

To connect the BRU Remote to the BRU Host

1. Establish a remote maintenance connection by using CoSession.
2. Exit the voice messaging system.
3. From the Utility menu, type 3 and press ENTER to select "Backup, Restore, and Update—BRU utility."
4. When prompted, hang up the CoSession connection and close the CoSession window to end the remote maintenance connection.
5. Start the BRU Remote. After the Connection Menu appears, wait approximately one minute before proceeding. If you are connecting by modem, wait two minutes. (When the BRU Host is ready to connect to the BRU Remote, LEDs #1 and #4 will be lit.)
6. From the BRU Connection menu, select one of the following:
 - 1 and press ENTER to select "Connect to BRU Host via null modem cable."
 - 2 and press ENTER to select "Connect to BRU Host via modem." Type the phone number or extension for the public phone network (analogue) line connected to the modem and press ENTER
7. After the connection has been made, press any key to proceed to the BRU Main menu.

Tips: If you are not connected to the voice messaging system by a remote maintenance connection, you can use the make busy (MB) switch and the #4 DIP switch to start the BRU Host.

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First, move the MB switch to the OFF position. Then change the #4 DIP switch on the voice messaging system interface to the ON position. Finally, return the MB switch to the ON position. To connect the BRU Host with the BRU Remote, continue with step 6 in the above procedure.

If you do not establish a modem connection within 10 minutes, start the procedure again beginning with step 1.

Backing up system files

It is a good idea to back up system files on a regular basis. You may also back up the system files after installation, before major software updates, and after software changes or updates.

As you must exit the voice messaging system, you should plan to perform backups after-hours.

The backup process requires that you select the type of backup you want and indicate the directory path on the hard drive where you want to store the backup files. This information, along with the date, time, and an optional comment line, is used to generate a description of the backup files.

***Note:** Using the BRU utility, the voice messaging system files are directly backed up to the support computer's hard drive. You can also use the voice messaging system's archive procedure to save voice messaging system files to a separate location on the voice messaging system hard drive.*

Types of Backups

Use the BRU utility to back up the voice messaging system database files, outgoing messages (OGMs), and incoming messages. The backup process takes between five minutes and about three hours, depending on the type of backup you choose and the number of subscribers and messages on your system.

The BRU Backup menu offers the following types of backups:

Option	Type of backup	Files backed up	Approximate duration
1	database only	<ul style="list-style-type: none"> system settings subscriber settings 	5-10 minutes
2	database and OGMs	<ul style="list-style-type: none"> system settings subscriber settings subscribers' personal greetings 	30 minutes
3	database, OGMs, and messages	<ul style="list-style-type: none"> system settings subscriber settings subscribers' personal greetings all messages in each subscriber's mailbox at time of backup 	1-3 hours

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Tips: After backing up the files to the hard drive, copy them to diskettes for off-site storage. Back up your files on a regular schedule, such as every month.

To backup system files

1. Use the BRU utility to connect the support computer to the voice messaging system (see "To connect the BRU Remote to the BRU Host" on page 4).
2. From the BRU Main menu, type 1 and press ENTER to select "Backup."
3. From the Backup menu, select one of the following:
 - 1 and press ENTER to select "Database only."
 - 2 and press ENTER to select "Database and OGMs."
 - 3 and press ENTER to select "Database, OGMs, and messages."
4. Type the directory path where you want to store the backup files on your support computer. If the directory you indicated does not exist, the BRU utility will create it.
5. Follow the on-screen instructions to complete the backup procedure.

Restoring system files

If the voice messaging system's database becomes corrupt and unusable, you can restore system files from a recent backup using the BRU utility.

WARNING! Restoring the voice messaging system files will overwrite existing files.

To restore system files:

1. If you are restoring system files from diskettes, copy the backup files to the support computer's hard drive.
2. Use the BRU utility to connect the support computer to the voice messaging system (see "To connect the BRU Remote to the BRU Host" on page 4).
3. From the BRU Main menu, type 2 and press ENTER to select "Restore."
4. Type the directory path where the backup files you want to restore are stored.
5. Follow the on-screen instructions to complete the restore process.

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Updating the voice messaging system software

You can use the BRU utility to update to a new version of the voice messaging system software.

WARNING! *Updating the voice messaging system software will overwrite existing files.*

To update the voice messaging system software:

1. Use the BRU utility to connect the support computer to the voice messaging system (see "To connect the BRU Remote to the BRU Host" on page 4).
2. From the BRU Main menu, type 3 and press ENTER to select "Update."
3. Select the directory path where the update files are located.
4. Follow the on-screen instructions to complete the update process.

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