

Strata® DK Technical Bulletin

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DK424 RCTUE3/F3 Upgrade Using DKBackup

This technical bulletin discusses considerations and steps for upgrading to an RCTUE3/F3 processor on the Strata DK digital business telephone system.

DKBackup

DKBackup replaces 280Backup software. DKBackup (or DKAdmin) software is required to upgrade any DK16e, RCTUA, RCTUB, RCTUBA/BB, or RCTUC/D database to an RCTUE/F processor. DKBackup works like 280Backup but enables backup/restore and upgrade of DK16e and RCTUE/F processors in addition to all other DK280/DK424 processors.

DKBackup requires the green DKBackup or the red DKAdmin software protection key installed on the PC LPT1 printer port. This is the same green or red key used for running 280Backup. For best results DKBackup should be installed on a PC with a 486 or Pentium® processor with 16MB of RAM.

► To install DKBackup

1. Insert the DKBackup installation disk 1 of 2 into the drive A or B (720KB or 1.44MB) floppy drive.
2. At the A:\> (or B:\>) prompt, type Install; or if you are using Microsoft® Windows®, Run A: Install (or B: Install).
3. Select the C: drive and then select the top white bar: "Upgrade" (if 280Backup is already installed on the PC)
or...
the bottom bar: "New....." (if 280Backup is not installed on the PC).
4. When prompted by the install program, remove disk 1 of 2, insert disk 2 of 2, and press enter.
5. When prompted by the install program, remove disk 2 of 2, insert disk 1 of 2, and press enter.

DKBackup installs over 280Backup without overwriting existing DK280 databases. The 280Backup directory remains intact except the 280bckap.exe file is replaced by the Dkadmapi.exe file.

Toshiba America Information Systems, Inc.

Telecommunication Systems Division
9740 Irvine Blvd., Irvine, CA 92618-1697 (714) 583-3700

➤ **To run DKBackup**

- At the DOS prompt or Windows Run command screen, change to the 280Backup path and type: **DKBackup** to run the program.

Upgrading to RCTUE/F

- ♦ The upgrade can be completed on- or off-site.

Important! *Before upgrading, use DKAdmin or DKBackup to create a new customer file and download the existing RCTU database. This customer file can be used as a backup for your existing RCTU processor and should not be used in the upgrade process.*

Off-Site Upgrade

If you have a Strata DK280 or DK424 at your dealer office, you can save time and travel, by downloading an existing database from the customer to your site via modem, then upgrading the RCTUE/F PCB at your site. Once initialized and upgraded you can then deliver and install the upgraded RCTUE/F in your customer's system.

➤ **To do an off-site upgrade**

1. Using DKBackup, go to "Maintain Customer File" and create a new customer database: select the existing RCTU (A, B, BA/BB, or C/D) and Release (R1/R2 or R3 version).
2. After the default database for the selected RCTU is created, select the newly created customer and then go to "Back/Restore Data" menu. Download the complete customer database via modem by pressing **F2** then **F3**. After the customer database is downloaded and built, it can be upgraded to the RCTUE/F processor.
3. Install the RCTUE/F processor into a DK280 or DK424 base cabinet (see the I&M manual for more details). Remove the MBJU if installing an RCTUE/F processor into a DK424 base.
4. From the programming telephone, run program 91-9 twice to initialize the RCTUE/F processor.
5. From the programming telephone run programs 03, 76, and 77-1 to set up the TTY interface port.
6. Turn system power off for five seconds then turn power back on.
7. Connect the DKBackup PC to the system TTY interface port and check that DKBackup is communicating with the RCTUE/F processor by selecting "Check Processor Type."
8. Using DKBackup: select the Customer database created in Step 2; check that the PCB code for the TTY PCB (PIOU, RSIU, etc.) is set properly in Program 03; go to "Back/Restore Data" menu and press **Enter**, then press **F5** to select Upgrade.
9. Follow the upgrade steps in DKBackup; select the RCTUE/F processor. Answer No to "Backup From DK First?" and No to "Pull Program 03?"
10. After DKBackup upgrades and uploads the customer database, it prompts you to "Perform Automatic Power OFF/ON"; answer Yes. DKBackup runs Program 91-2, then prompts you to receive data to complete the upgrade process; answer Yes. DKBackup downloads the upgraded RCTUE/F database and builds the customer file.

11. The upgrade is now complete. Install the upgraded RCTUE/F at your customer site.

On-Site Upgrade Steps

The DKBackup upgrade process pulls the current existing customer database if upgrading on-site.

► To do and on-site upgrade

1. Connect the DKBackup PC to the system TTY interface port; check that DKBackup is communicating with the existing RCTU processor by selecting "Check Processor Type."
2. Using DKBackup, go to "Maintain Customer File" and create a new customer database - select the existing RCTU (A, B, BA/BB, or C/D) and Release (R1/R2 or R3 version).
3. After the default database for the RCTU (selected in Step 2) is created, select the newly created customer.
4. After selecting the new customer in Step 3, go to "Back/Restore Data" menu. Press F5 to select Upgrade. Follow the upgrade steps in DKBackup; select the RCTUE/F processor, then answer Yes to "Backup From DK First?". DKBackup downloads the database from the existing RCTU processor.
5. After DKBackup downloads the database from the existing RCTU processor, DKBackup prompts you to change the processors etc. (in this case turn power off, remove the existing processor, remove the MBJU from DK424 base cabinet per the DK424 Installation section of the I/M manual, and install the RCTUE/F processor).
6. From the programming telephone run Program 91-9 (twice) to initialize the RCTU E/F processor.
7. From the programming telephone run Programs 03, 76, and 77-1 to set up the TTY interface port.
8. Turn system power off for five seconds then turn power back on.
9. Continue the upgrade by following the DKBackup prompts; answer yes to "Pull Program 03" to identify installed PCBs.
10. After DKBackup upgrades and uploads the customer database, it prompts you to "Perform Automatic Power OFF/ON"; answer Yes. DKBackup runs program 91-2, then prompts you to receive data to complete the upgrade process; answer Yes. DKBackup downloads the upgraded RCTUE/F database and builds the customer file.

The upgrade is now complete.

Important Things to Do After Upgrading to an RCTUE/F Processor

1. Run Program *03 to identify DK424 and DK280 cabinets then backup Program *03.
2. If installing line and/or station PCBs in slots 07 and 08 of a DK424 expansion cabinets, circuit line and port numbers in slots that follow will shift. It is recommended to move the appropriate station and line cables back to the new installed PCBs. This insures that telephone and line programs match the physical ports and lines.

Important! *Do not try to swap or relocate ports in program 01 or 02 to match port programming to physical connections.*

Notes

- When using an RCTUE/F processor in a DK424 base cabinet, you must remove the MBJU from between the R11 and RCTU slot of the DK424 base cabinet. In this configuration only DK424 expansion cabinets provide eight universal PCB slots (S_1 to S_8). DK280 expansion cabinets only provide six universal slots (S_1 to S_6) in this or any other configuration of RCTU processor and base cabinet (see the *Strata DK Installation and Maintenance* manual for more configuration details).
- ACD overflow assignment codes in Program 14-4, 14-5, and 14-6 have been upgraded to the new codes in the RCTUE/F
- Station speed dial codes *10-*49 have been upgraded to the new RCTUE/F codes *100-*139 respectively in REPALL and Programs 29, *29, 39, and 59.
- ACD port numbers and IMDU/RMDS port numbers have been upgraded to the new RCTUE/F codes in Program *09 and 71.
- DNIS network table numbers 300~599 have been upgraded to 400~699.
- Program 16 assigns all newly added CO lines to the Dial "9" CO line group. Remove CO lines that should not be in the dial "9" group using DKAdmin or the programming telephone. Then download (pull) Program 16.