



Avaya BCM50 and BCM450 Imaging Tool – User Guide

**Avaya Business Communications Manager
Release 6.0**

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Downloading documents

For the most current versions of documentation, see the Avaya Support Web site: <http://www.avaya.com/support>

Contact Avaya Support

Avaya provides a telephone number for you to use to report problems or to ask questions about your product. The support telephone number is 1-800-242-2121 in the United States. For additional support telephone numbers, see the Avaya Web site: <http://www.avaya.com/support>

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Preface

The Avaya Business Communications Manager (Avaya BCM) 6.0 Imaging Tool is intended to correct configuration or hard disk content problems that cannot be solved using other methods. The Avaya BCM Imaging Tool allows you to change the contents of the Avaya BCM hard drive back to its factory settings.

This guide provides information about how to use the Avaya BCM Imaging Tool.

Symbols used in this guide

This guide uses symbols to draw your attention to important information. The following symbols appear in this guide:



Caution: Caution Symbol

Alerts you to conditions where you can damage the equipment.



Danger: Electrical Shock Hazard Symbol

Alerts you to conditions where you can get an electrical shock.



Warning: Warning Symbol

Alerts you to conditions where you can cause the system to fail or work improperly.



Note: Note Symbol

A Note alerts you to important information.

Security note: This symbol indicates a point of system security where a default should be changed, or where the administrator needs to make a decision about the level of security required for the system.

Text conventions

This guide uses the following text conventions:

italic text

Indicates book titles.

Example: *Business Communications Manager Installation and Maintenance Guide*.

bold text

Indicates items on the screen or keys on the keyboard.

Example: Press the **Enter** key.

Acronyms

This guide uses the following acronyms:

BRU	Backup and Restore Utility
DHCP	Dynamic Host Configuration Protocol
IDE	Integrated Device Electronics
IP	Internet Protocol
LAN	Local Area Network
PC	Personal Computer
USB	Universal Serial Bus
WAN	Wide Area Network
WINS	Windows Internet Name Service

Related publications

For more information about using Avaya BCM, refer to the *Avaya Business Communications Manager 6.0 Documentation Roadmap* (NN40170-119).

Customer service

Visit the Avaya Web site to access the complete range of services and support that Avaya provides. Go to <http://www.avaya.com> or go to one of the pages listed in the following sections.

Navigation

- “Getting technical documentation” on page 7
- “Getting product training” on page 7
- “Getting help from a distributor or reseller” on page 7
- “Getting technical support from the Avaya Web site” on page 7

Getting technical documentation

To download and print selected technical publications and release notes directly from the Internet, go to <http://www.avaya.com/support>.

Getting product training

Ongoing product training is available. For more information or to register, you can access the Web site at <http://www.avaya.com/support>. From this Web site, you can locate the Training contacts link on the left-hand navigation pane.

Getting help from a distributor or reseller

If you purchased a service contract for your Avaya product from a distributor or authorized reseller, contact the technical support staff for that distributor or reseller for assistance.

Getting technical support from the Avaya Web site

The easiest and most effective way to get technical support for Avaya products is from the Avaya Technical Support Web site at <http://www.avaya.com/support>.

Chapter 1

Using the Avaya BCM Imaging Tool

The Avaya BCM Imaging Tool is a software application you use if the contents of the Avaya BCM hard drive becomes corrupted. With the Avaya BCM Imaging Tool you can restore the contents of the hard drive to the factory default.

Overview

This chapter provides information about the following tasks:

- “[Loading the BCM Image](#)” on page 9
- “[Restarting the Avaya BCM](#)” on page 15
- “[Restoring the Avaya BCM programming](#)” on page 16

Loading the BCM Image

The BCM Image is a copy of the contents of the Avaya BCM hard drive as it was when it was shipped from the factory. You load the BCM Image when you want to change the Avaya BCM applications and settings back to their factory defaults. Examples of when you might load the BCM Image are:

- if there has been a serious configuration error that does not allow the Avaya BCM to start up
- if there is a hard drive failure, you can reimage a new blank hard drive to replace the faulty hard drive.
- the Avaya BCM system has been returned from a lease customer and you want to reset it to factory condition



Warning: Loading the BCM Image erases all of the information that has been stored on the Avaya BCM hard drive. This includes application patches, configuration programming, voice messages, and greetings.

When you are loading the BCM Image on a BCM50 you can use the procedures in this guide to load one of the following software versions:

- BCM50 1.0
- BCM50 2.0
- BCM50 3.0
- BCM50 5.0
- BCM50 6.0

When you are loading the BCM Image on a BCM450 you can use the procedures in this guide to load one of the following software versions:

- BCM450 1.0
- BCM450 5.0
- BCM450 6.0.

 **Note:** If you want to use the Backup and Restore Utility (BRU) to restore the system programming, you must load the BCM Image for the same software version that the backup was made with (that is, the same version that is currently on your Avaya BCM). The patch level must match the patch list of the backup in order for the restore process to start.

Prerequisites

To use the Avaya BCM Imaging Tool, you must be at the same site as the Avaya BCM system. You also need the following:

- A USB hard drive enclosure with the following specifications:
 - 3.5-in. SATA-compatible (SATA I- and SATA II-compatible)
 - USB 2.0
 - Windows compatible
 - docking type (optional)

 **Note:** The optional docking type allows you to easily insert and remove the cloned hard drive.

- The BCM image of the required release

 **Note:** You can obtain the BCM image on DVD or you can download it from www.avaya.com.

- BCM blank hard drive FRU,
- Windows PC

- Acronis True Image 2012 Home backup and recovery software installed on PC



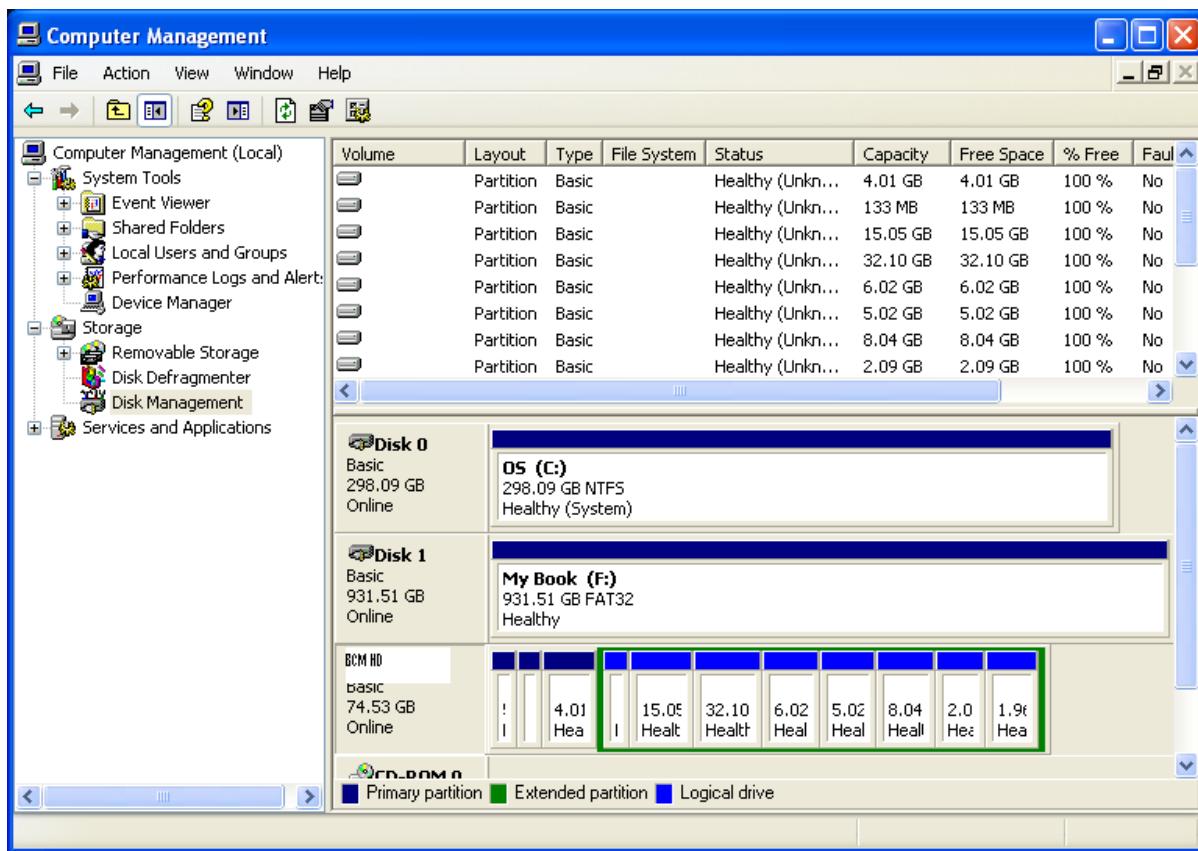
Note: The image provided is in a format supported by Acronis True Image. To purchase the Acronis True Image 2012 Home software, go to www.acronis.com and search for Acronis True Image 2012 Home. BCM image files are compatible with Acronis True Image Home 2010 and newer software versions.

Loading the BCM50 or BCM450 image

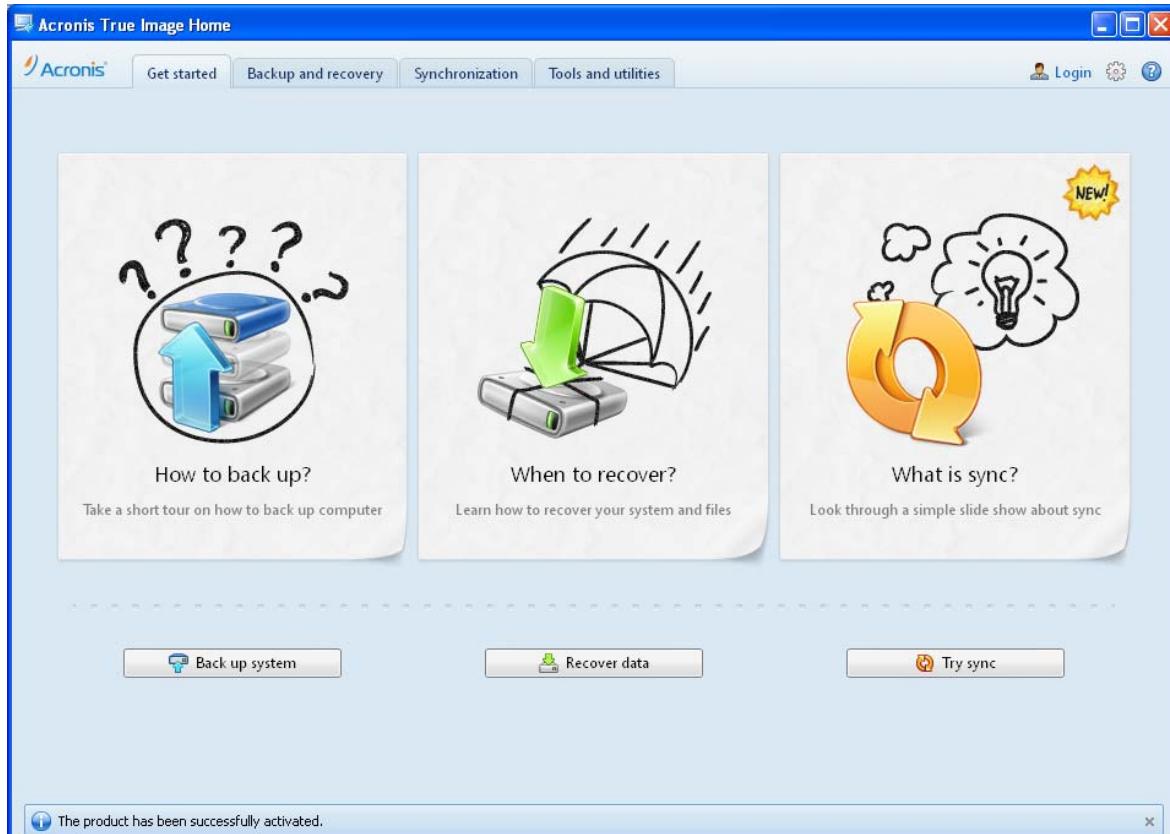
Perform this procedure to reclone a BCM50 or BCM450 hard drive. You may want to keep spare blank hard drives on which to clone the release version of the hard drive you need instead of keeping all the BCM hard drives at the different releases.

- 1 Download the BCM release image onto the hard drive of the PC that has the Acronis True Image software installed, or obtain the DVD.
 - To download the BCM release image, go to the Avaya Support web site at www.avaya.com/support.
 - Click **Sign-in** and enter your username and password.
 - Click the **Products** link and enter BCM in the dialog box. Select the model of BCM from the list that displays.
 - Click the **Downloads** link and select the image that you need. For example, select **BCM 450 R6 Image**.
 - Click the **Downloads** tab and download the image files. Ensure that you download all of the image files to the same location on your PC.
- 2 Insert the BCM blank hard drive into the hard drive SATA external enclosure or adapter.
- 3 Connect the enclosure or adapter to the USB 2.0 port on the PC.

Windows should recognize the hardware. If it does not, discover the device using **Computer Management** (**Computer Management > Storage > Disk Management**).

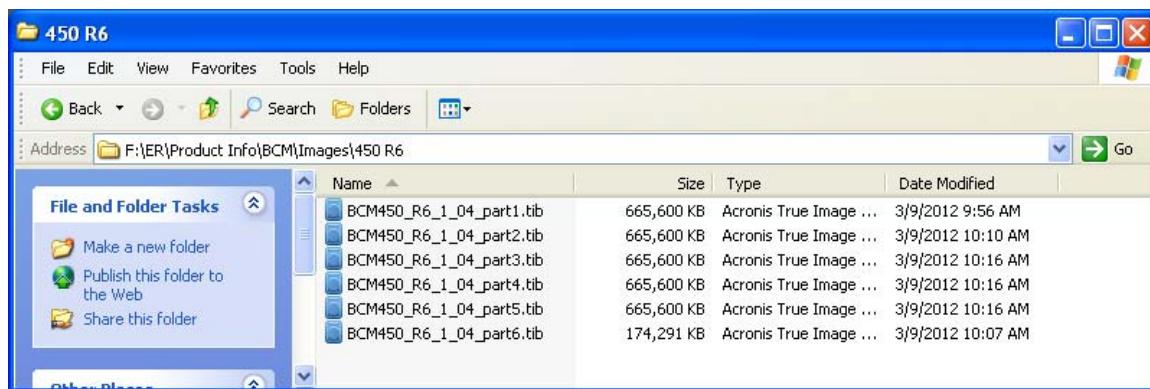


4 Launch the Acronis True Image software.



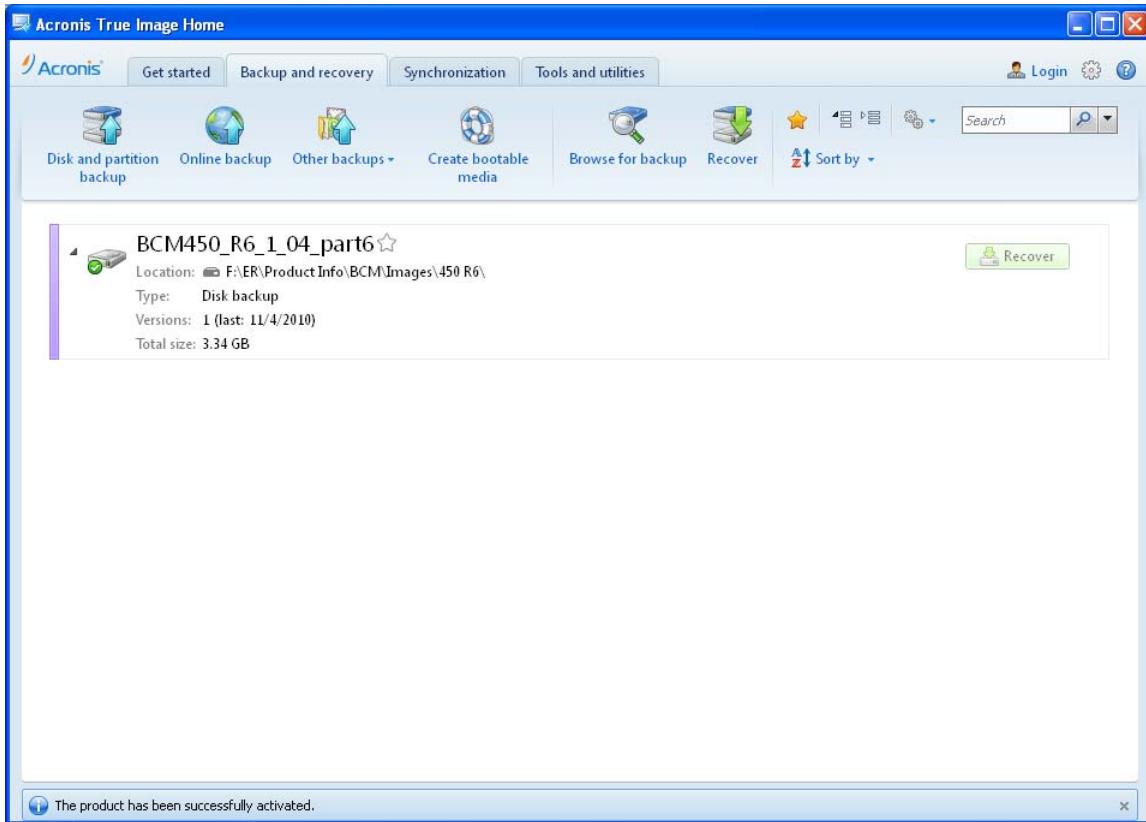
5 Recover the disk using the method explained in the Acronis help pages under **Recovering**.

- Select BCM release image that you want to use and select the external USB hard drive as the destination disk.
- Use the disk or disk mode recovery option to recover the complete BCM image on the external hard drive.



Note: You must save all parts of the BCM image in the same folder. When you select the source image, select the folder. Do not select individual image files.

6 Click **Recover** to begin cloning.

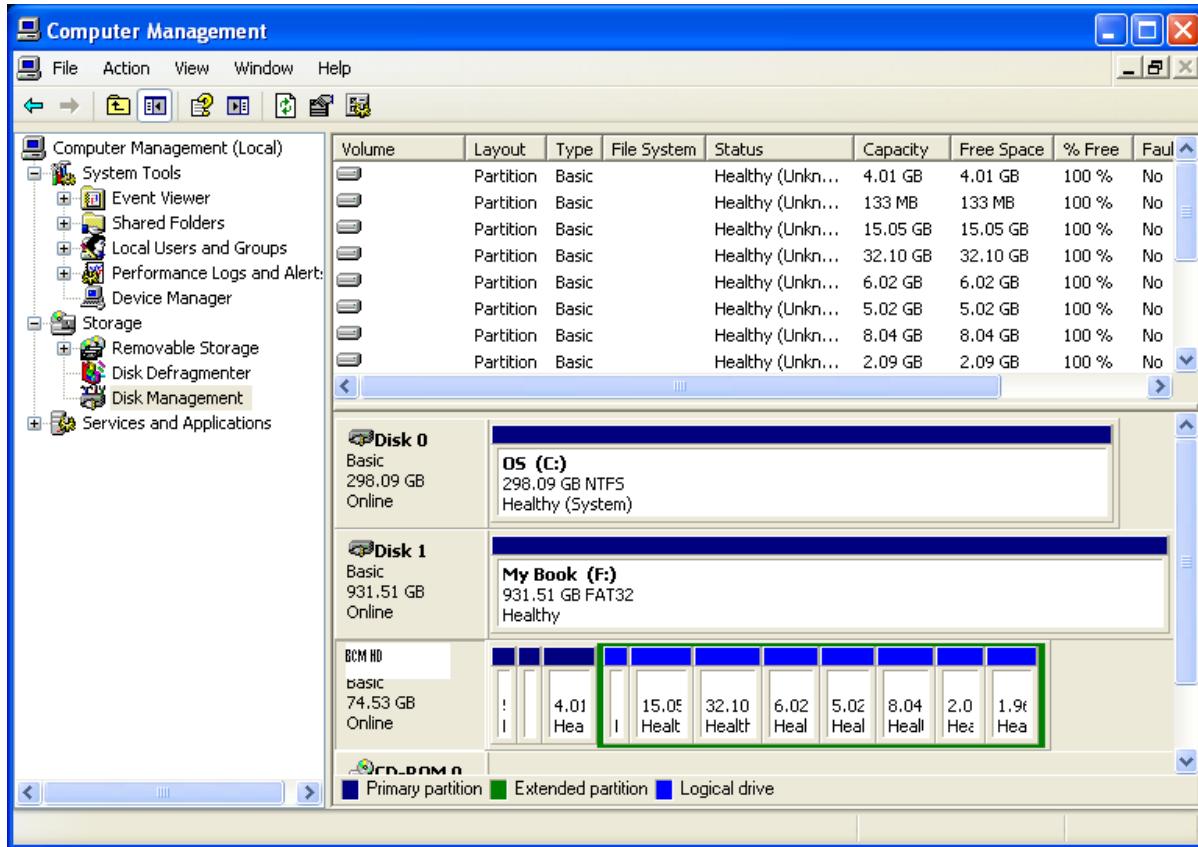


Cloning takes approximately 15 minutes to complete. A dialog box will appear to indicate that the cloning process has successfully completed.

7 Check the image results:

- Go to **Computer Management > Storage > Disk Management**.
- View Disk 2 Drive E, which is the drive you selected during the installation.

- Ensure that there are 11 partitions.



- 8 Select **Safely Remove Hardware** from the PC task bar and remove the hard drive from the USB enclosure or adapter.
- 9 Insert the hard drive into the BCM using the normal FRU replacement procedure for your platform.
- 10 Power on the BCM.

The BCM boots up with all the factory default settings and therefore does not have the previous configuration that was applied to the system, if any was applied previously. You can now restore the configuration.

Restarting the Avaya BCM

- 1 If you removed the Avaya BCM from the rack or wall, replace it.
- 2 Plug the Avaya BCM and the expansion unit, if there is one, into the AC power source. The Avaya BCM automatically starts booting. The reboot can take several minutes to complete.

Note: Plug in the expansion unit immediately after plugging in the Avaya BCM to ensure synchronization between the two units.

- 3 Reconnect all the connectors to the front of the units.

Restoring the Avaya BCM programming

You restore the Avaya BCM system programming by manually entering the program settings. You can also restore the system programming from a backup using the restore configuration process.

To restore the system programming:

- 1 Add all of the software keycodes that are applicable for this Avaya BCM system and software version.
For more information about adding keycodes, see *Keycode Installation Guide* (NN40010-301).
- 2 Install the patches that match the patch list of the backup that you wish to restore for this Avaya BCM system.
- 3 Use Business Element Manager to manually configure the Avaya BCM system.