



Common Network Directory Backup

Telephony Manager uses the Common Network Directory as the single depository of name information for use with other modules of TM as well as other Nortel software. When the TM software is loaded there is a portion of the installation program that is devoted to configuring the CND Server. CND does not need to be loaded on the same Server as TM although frequently it is installed here. The installation wizard allows the option to load the software elsewhere such as on a stand-alone machine or another server on the customer network. Regardless of the location of the CND it must be accessible by the TM software.

OTM has a backup utility that allows a Full OTM Backup that saves all current configurations and databases. TM still provides this function which is equally important to the securing of configurations and precious data. However as CND is an upgraded method of managing employee data, it provides a separate backup utility which must be run to keep a current copy of the CND database. The Full TM Backup utility will NOT backup CND data.

When the CND is loaded, a password is requested to be entered for future access to the CND Manager. Care must be taken to remember this password as it is the only way a user can ever gain access. The CND software must be re-installed if the login password is incorrect or unknown. This could be unacceptable if there are already thousands of entries in the CND. Use the procedure below to backup the CND and keep the file in a secure location. In the event the hard drive would crash or the system required re-installation, the data could be restored.

1. Open the CND Manager via **Start – Programs – Nortel – Common Network Directory – CND Manager**. Perform this on the machine where CND is installed.
2. Enter the password.
3. From the **Tools** menu of the CND Manager, select **Backup**. (**Figure 1**)
4. Use the **File name** box to provide a name for the backup. The default will use the current date.
5. Use the **Look in:** box to browse to a file folder. The default will be the backup folder under the folder that was created for the CND. Note that if the default folder is used, remember to copy the backup file to a secure location following the backup. Otherwise, browse to a network drive or other secure device such as a USB memory stick.
6. Click on the **Backup** button. A warning will be generated about stopping the CND service. (**Figure 2**) Click **Yes** to stop the service and perform the backup. The CND service will be automatically re-started following the backup procedure.
7. Verify the location of the backup file.
8. Close the CND Manager.



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Figure 1 – CND Backup Utility

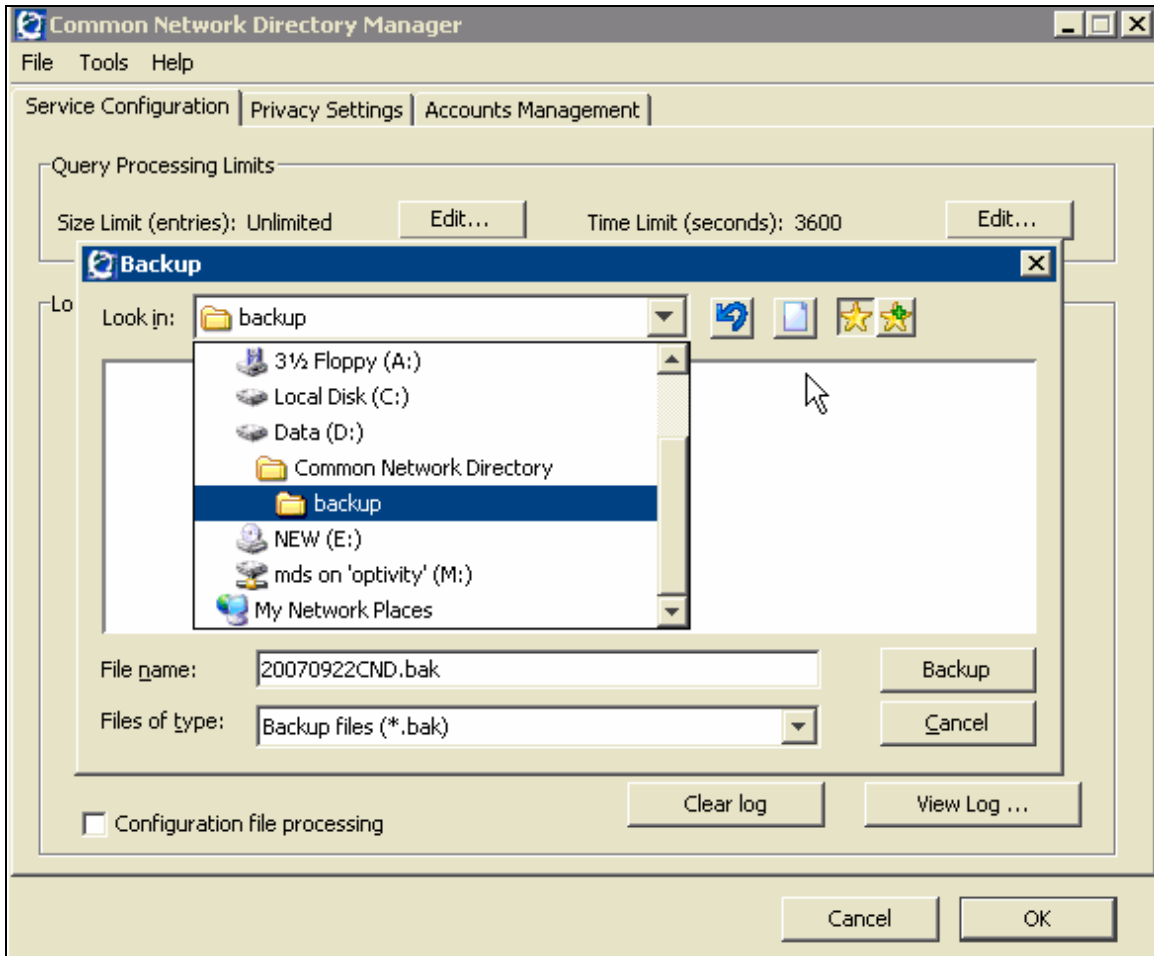


Figure 2

