

Backups and Rollovers

HOW DO I PERFORM A BACKUP?

IMPORTANT: Back-up the current databases BEFORE RESTORING any of the data backed-up in the following instructions.

The OS Plus software may be installed across multiple hard disk drives and includes several directories. OS Plus employs the SYSPATH.CFG file to locate the drive and path needed for each function. SYSPATH.CFG must also be considered for the purposes of backing up the Call Accounting system.

Sample SYSPATH.CFG

sup=	C:\OSPLUS\SUP	Define path to support files
def=	C:\OSPLUS\DEF	Define path to definition files
log=	C:\OSPLUS\LOG	Define path to OS Plus log files
tmp=	C:\OSPLUS	Define path to temporary files
val=	C:\OSPLUS	
prn=	C:\OSPLUS	
ent=	C:\OSPLUS	
***	SITE00	
sit=	C:\OSPLUS\SITE00	Define path to site specific definition files
csi=	C:\OSPLUS\SITE00\CSDB	Define path to call storage index file
csd=	C:\OSPLUS\SITE00\CSDB	Define path to call storage data file
tai=	C:\OSPLUS\SITE00\TADB	Define path to trunk analysis index file
tad=	C:\OSPLUS\SITE00\TADB	Define path to trunk analysis data files
bak=	C:\OSPLUS\SITE00\BACKUP	Define path to backup files

Extensions, Authorization Codes, and Organizational Information

Using the **Backup Organization/User Database** function under **Data Base Utilities** on the **System Menu** provides basic protection by copying user files to the \OSPLUS\SITE00\BACKUP directory under the filename ORGBACK.DAT. This utility requires only a few minutes even on the largest OS Plus system and should be run each time changes are made to the organizational or user definitions. (Note: when changing the number or order of organizations, a backup should be run prior to starting the change.) Once the backup is run, you may use the DOS COPY command to save ORGBACK.DAT to a floppy diskette for remote storage.

For exact path, refer to "bak=C:\OSPLUS\SITE00\BACKUP" line in SYSPATH.CFG.

Sample DOS COPY command: COPY C:\OSPLUS\SITE00\BACKUP\ORGBACK.DAT A:

Trunk Definitions and Billing Information

Trunk definitions and billing are located in the \OSPLUS\SITE00 directory. Trunk definitions should be backed up each time changes are made to trunk definitions or billing. You may use the DOS COPY command to save trunk definitions to a floppy diskette for remote storage.

For exact path, refer to "site=C:\OSPLUS\SITE00" line in SYSPATH.CFG.

Sample DOS COPY command: COPY C:\OSPLUS\SITE00*.DEF A:

User Database and Report Definitions

The user database and report definitions are located in the \OSPLUS\DEF directory. Periodic backup of the entire directory is recommended. You may use the DOS COPY command to save report definitions to a floppy diskette for remote storage.

For exact path, refer to "def=C:\OSPLUS\DEF" line in SYSPATH.CFG.

Sample DOS COPY command: COPY C:\OSPLUS\SITE00\DEF*. _A:

Call Records

Call records are located in the \OSPLUS\SITE00\CSDB directory. Backup of this data can be quite lengthy depending on the number of calls stored. In polling applications, there will be a \OSPLUS\SITEXX\CSDB (XX=site number) for each site. The DOS BACKUP command will have to be used to save call records to floppy diskettes. As an alternative, it is possible to use a tape backup device or offload files to a network hard drive.

For exact paths, refer to "csd=C:\OSPLUS\SITE00\CSDB" and "csi=C:\OSPLUS\SITE00\CSDB" lines in SYSPATH.CFG.

Sample backup command for most versions of MS-DOS above 6.0: MSBACKUP

Other Sample Backup command: BACKUP C:\OSPLUS\SITE00\CSDB*. * A:

IMPORTANT: To insure the integrity of report data, the OSPLUS\DEF*. * and \OSPLUS\SITE00*.DEF files MUST be saved at the same time the trunk analysis data is saved.

Trunk Analysis Records

The trunk analysis database consists of statistical information for every call attempted; **not** actual call records. Trunk analysis records are located in the \OSPLUS\SITE00\TADB directory. Backup of this data can be quite lengthy depending on the number of calls stored. In polling applications, there will be a \OSPLUS\SITEXX\TADB (XX=site number) for each site. The DOS BACKUP command will have to be used to save trunk analysis data to floppy diskettes. As an alternative it is possible to use a tape backup device or offload files to a network hard drive.

For exact paths, refer to "tad=C:\OSPLUS\SITE00\TADB" and "tai=C:\OSPLUS\SITE00\TADB" lines in SYSPATH.CFG.

Sample backup command for most versions of MS-DOS above 6.0: MSBACKUP

Other Sample Backup command: BACKUP C:\OSPLUS\SITE00\TADB*. * _A:

IMPORTANT: To insure the integrity of report data, the OSPLUS\DEF*. * and \OSPLUS\SITE00*.DEF files MUST be saved at the same time the trunk analysis data is saved.

HOW OFTEN SHOULD I BACK UP FILES?

We recommend you back up user and organizational files about once every month, but especially before and after major changes are made to the databases. To retain costed call data for historical purposes, you *must* perform a backup before each rollover. As a convenience, you may wish to add backing up to the jobs performed by your Task Scheduler.

- For more information on Task Scheduler, see the Schedule Reports section of Chapter 5 of the User's Guide.

HOW DO I PERFORM A ROLLOVER (PURGE) OF OLD CALLS?

We recommend that you regularly rollover both the Call Storage and Trunk Analysis databases. A single procedure will accomplish both of these tasks. Choose **Database Utilities** from the **System Menu**, and then choose **Rollover Both Call and Trunk Databases by Date Only**. When OS Plus asks, "Are you Sure?", answer Y, and a new screen will display.

1. In the Roll By Field, press F2 to select the method of rollover: Date or Date-Fast. Date-Fast is generally the best choice if the items being rolled over account for 30% or more of your database. If you're purging a smaller number of calls (one week from a full month, for example), the Date option may be faster.
2. Enter Start and End Dates and an End Time for the rollover, then press F10 to begin the purging process.
3. If you choose to rollover your entire database using the Date-Fast option, OS Plus will reinitialize the database, *deleting all call records*. Since you won't be allowed to interrupt the process once it's begun, the system asks, "Do you really want to roll out ALL calls?" Answer Y and the purge will begin.

We strongly recommend a complete backup be performed before data is rolled over. At the very least, be sure that all printed reports are complete and accurate before performing a rollover.

- For more information on rollovers, see the Rollover Procedures section of Chapter 8 of the User's Guide.

HOW OFTEN SHOULD I ROLLOVER (PURGE) OLD CALLS?

The best answer for you depends on the number of calls you process and the amount of space pre-allocated for your databases; but we generally recommend you rollover both the Call Storage and Trunk Analysis databases about once every month. It's always a good idea to run the combined rollover to keep the databases synchronized.

- For more information on rollovers, see the Rollover Procedures section of Chapter 8 of the User's Guide.