Job Aids for Field Replacements (FRUs) for the Avaya S8700 Series Media Servers

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Job Aid: Replacing the Avaya S8700 Media Server (Pre-2.0)

Important:
Always check the Avaya Support Website for Product Support Notices at http://support.avaya.com and select **Communication Manager** > **Product Support Notices**.

You might need to replace an Avaya S8700 Media Server to correct a problem, such as a functional failure of the motherboard, the hard drive, or other components. Depending on which software release the failed media server is on, you might need to upgrade the software on the replacement media server and, perhaps, the existing media server.

Upgrade requirements

A software upgrade may be required when replacing an S8700 Media Server. The following table describes when an upgrade is required.

Software Release Before Media Server Failure	Upgrade Requirement
Release 1.0, 1.1.x (R011x.01.xxx.x)	If used, upgrade all LSPs to Release 1.2 software. Because the replacement media server comes with Release 1.2 software, you need to upgrade the existing media server to Release 1.2 software.
Release 1.2.x (R011x.02.xxx.x)	No upgrade is required because the replacement media server contains R1.2 software. However, a software service pack, if necessary, must be installed.
Release 1.3.x (R011x.03.xxx.x)	Because the replacement media server contains R1.2 software, the software must be upgraded to R1.3. You must also install the same service pack as that on the existing media server. Neither the existing media server nor the LSPs need to be upgraded because they already have Release 1.3 software.

Required equipment

Verify that you have the following equipment and tools on site:

- Replacement S8700 Media Server
- CD-ROM(s) with appropriate software load(s) — R1.2 (1.0/1.1 replacement or for R1.0/1.1 LSPs) and/or R1.3 (R1.3 replacement)
- Ethernet crossover cable for direct connection of your laptop to the media servers
- Cross-point (Phillips) screwdrivers (#1 and #2)
- Hex-head (Allen) wrench (1/8 in.)
- Electrostatic wrist ground strap and mat.

Pre-Site tasks

Before you go on site, verify that the following tasks have been done.

- Ask the customer for the Product ID for the media server being replaced. If the customer does not have it, run the Avaya Registration Tool (ART) to obtain the Product ID number for replacement media server.
- If the customer is using SNMP for alarming, you need to get the IP addresses and community names from the customer as the SNMP programming is not saved after the replacement.
- If upgrading the software, verify that you have the correct software, service packs, and firmware. You must upgrade the firmware on the IPSIs, upgrade the software on both media servers, and install the required software service pack.
- Verify that the customer has backed up all the system and translation files.

Table 1: Pre-Site Tasks for Replacing an S8700 Media Server

✓		Task	Description
	1	**(For R1.0, R1.1, and R1.3 replacements only)** Obtain CD-ROMs with the Correct Software Releases	Retrieve an R1.2 CD-ROM (1.0/1.1.x replacement or for R1.0/1.1 LSPs) and/or R1.3 CD-ROM (R1.3 replacement only). **Note:** R1.2 systems do not require the CD-ROM because the replacement media server already has the R1.2 software.
	2	Get Communication Manager service pack, If Appropriate	The latest Communication Manager service pack file may be available on the CD-ROM. Otherwise, download it to your laptop from the Avaya Support Web site (http://support.avaya.com/). Select **Downloads** > **S8700 Media Server**.
	3	Get Firmware for IPSI, C-LAN, MedPro, and/or VAL Circuit Pack, If Appropriate	Download the latest firmware to your laptop from the Avaya Support Web site (http://support.avaya.com/). Select **Downloads** > **S8700 Media Server**.
	4	Get the Product ID and Modem IP Address	Run ART to obtain the Product ID for the failed media server and the IP address for the customer's INADS line. Access the ART web site on your laptop at the URL, http://tscxp1.sd.avaya.com:8000/cgibin/ART/ARTstart.cgi.
	5	**(For R1.0/R1.1 replacement only)** Get License and Authentication Files	Go to the RFA Web site (http://rfa.avaya.com) to retrieve the License and Avaya Authentication files for the customer. You can use the files that were originally created.

Initial onsite tasks

Note:

Except where noted in the following checklist, see *Upgrading, Migrating, and Converting Media Servers and Gateways*, 03-300412.

Table 2: Initial Tasks for Replacing an S8700 Media Server

✓		Task	Description
	1	Log into the Web Interface of the Active S8700 Media Server	Connect to the Services port on the back of the media server. Open a browser on your laptop, and using **192.11.13.6,** log onto the Maintenance Web Interface. **Note:** You must use the initial installation craft password.
	2	Determine the Software Release of the Existing Media Server and Necessary Service Packs	**(For R1.2 and R1.3 replacement only)** Under Server Configuration and Upgrades, click **View Software Version**. **(For R1.0/R1.1.x replacement only)** The system must be upgraded to R1.2 software.
	3	**(For R1.0/R1.1 replacement only)** Determine If the Customer Has LSPs	Ask the customer, or check by using a terminal emulator to access the Communication Manager SAT command prompt screen. Use the **192.11.13.6** IP address. Type **list configuration media-gateway *number,*** where ***number*** is the number of a G700 media gateway. If **ICC** appears in slot 1, the device is an LSP. Repeat for each G700 Media Gateway.
	4	**(For R1.0/R1.1 replacement only)** If There Are LSPs, Upgrade LSPs and Their Respective G700 Media Gateways to R1.2	The LSPs must be on R1.2 before upgrading the other media server to R1.2. Also, upgrade the firmware for each G700 Media Gateway, including media modules and P330 stack processors. **Note:** Be sure to stop Communication Manager software on each LSP (use **stop -acfn** command) until the media server has been upgraded. For detailed information, see *Installation and Upgrades for the Avaya G700 Media Gateway and Avaya S8300 Media Server*, 555-234-100.

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Table 2: Initial Tasks for Replacing an S8700 Media Server (continued)

✓		Task	Description
	5	Determine If the Customer Has a Recent Backup of Data	On the Web Interface, select **View Backup Log** to search for backup files. Check for the types of data and dates. Verify that there are successful backups that could appropriately be restored, if necessary. Verify with the customer that if the backups were to a LAN server, you have access permissions to restore the data, if necessary.
	6	Resolve Alarms on the Active Media Server	Under Alarms and Notification click **View Current Alarms**. Use a terminal emulator to access the Communication Manager SAT command prompt screen. Use the **display alarms** command. For instructions on resolving alarms, see *Maintenance for the Avaya S8700 Media Server with an Avaya G600 Media Gateway*, 555-233-142. **Note:** You cannot resolve alarms on the standby media server. Also, DUP alarms on the active media server will re-occur. Ignore them for now.
	7	Back up All Data Sets from the Active S8700 Media Server	Under Data Backup/Restore select **Backup Now**. **Note:** Be sure to check the **Save ACP translations prior to backup** option on the Backup Now page.
	8	Suppress Alarm Origination on the Active S8700 Media Server	Use telnet to access the Linux command line on the active media server. Use the **almsuppress -t 120** command to suppress alarms for the duration of the replacement process. (Maximum time is 2 hours.)
	9	Log into the Media Server Being Replaced, If Different **Note**: Only if media server is functional.	Connect to the Services port on the back of the media server. Open a browser on your laptop, and using **192.11.13.6,** log onto the Maintenance Web Interface. **Note:** You must use the initial installation craft password.
	10	Make Sure Media Server is in Standby Mode	Under Server click **View Summary Status**. Verify that the media server is in standby mode.
	11	Busy Out the Media Server	Under Server click **Busy Out Server**, then click **Busyout Server**.
	12	Shut Down the Media Server	Under Server, click **Shutdown This Server**. Alternatively, use the shutdown button. See Supporting information on page 25.

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Tasks to replace an S8700 Media Server

✓		Task	Description
	1	Unplug the Media Server Being Replaced	Unplug the media server from its power source. **Caution:** Turning off power in this way can corrupt data on the hard drive. Use this method to power down the media server only if you cannot shut it down.
	2	Disconnect All the Cables	Disconnect all the cables from the back of the failed media server. **Note**: Be sure to label the cables for easy reconnecting.
	3	Remove Media Server from Rack	Remove the media server from the rack. See *Quick Start for Hardware Installation: Avaya S8700 Series Media Server, 555-245-703*.
	4	Replace the S8700 Media Server	See Replacing the S8700 Media Server on page 20.
	5	Reinstall the Media Server in the Rack	Reinstall the media server in the rack. Leave all the cables unconnected.
	6	Power up the Replacement Media Server.	Plug the media server into the appropriate UPS to power it up. If it does not power up, press the power button on the front and release it quickly. **Note:** Wait at least 3 minutes for the media server to complete its power up. Watch the LEDs on the media server to see when they stop flashing and stay solidly lit.

Final tasks

✓		Task	Description
	1	Log onto the Replacement Media Server	Connect to the Services port on the back of the media server. Open a browser on your laptop, and using **192.11.13.6,** log onto the Maintenance Web Interface. **Note:** You must use the initial installation craft password.

✓		Task	Description
	2	Check That Processes are Running	Under Server click **View Process Status** and select "Summary and Display once." Make sure all processes are up except dupmgr (the duplication cables are not connected yet).
	3	Set the Time and Date	Under Server click **Set Server Time/Timezone**. Make changes as necessary.
	4	Select Correct Configuration	Under Server Configuration and Upgrades click **Configure Server**. **Note:** The existing media server does not have this page because it disappears once the media server's offer type is configured.
	5	**(For R1.0/R1.1.x replacement only)** Download and Install the License And Authentication Files	Under Miscellaneous click **Upload Files to Server (via browser)** to upload the files from the laptop to the media server. Click **Install License** and **Install Authentication** to install the files. **Note**: The next time you log in, you will be ASG challenged.
	6	**(For R1.3 replacement only)** Upgrade Software on the Replacement Media Server to Match the Software Release on the Existing Media Server	Insert the software CD into the media server CD-ROM drive. Click **Install New Software Release** and continue through the software installation. **Note:** Be sure to select **Make Server Upgrade Permanent** when the software upgrade is complete.
	7	Install Communication Manager Service Pack	Click **Upload Files to Server (via browser)** to copy the service pack to the /var/home/ftp directory. Use telnet to access the Linux command prompt screen. **Note**: Installing the service pack releases the media server into active service.
	8	Restore Configuration on the Replacement Media Server	Get the configuration data from the customer. Alternatively, log into the existing media server and under Server click **Configure Server** to view the configuration screens. On the replacement media server, click **Configure Server** to restart the configure media server process. Use the configuration screens for the existing media server to determine the values for the new media server. **Exception**: make sure that one media server is 1 and the other is 2. **Caution:** If you use the existing media server to retrieve the configure media server data, do **not** click Continue at the Update Server (Warning) screen. *You do not want to reconfigure the existing media server.*

✓		Task	Description
	9	Restore Data on the Replacement Media Server	Restore translations only. On the Maintenance Web Interface, click **View/Restore Data**. **For 1.0/1.1.x only:** You must select **Force restore if backup version mismatch** also for the data to be restored to a different release of software.
	10	Verify the Software Version.	Under Server Configurations and Upgrades click **View Software Version** to verify that the replacement media server is on release 1.2 or 1.3 software, as appropriate, and has the appropriate service packs.
	11	**(For 1.0/1.1.x Replacement Only)** Reset the System	At the SAT command prompt screen, use the **reset system 4** command.
	12	**(For 1.0/1.1.x Replacement Only)** Verify translations	At the SAT command prompt screen, use the **list station** command, and verify that the customer's stations are listed.
	13	**(For R1.0/R1.1.x replacement only)** Save Translations	On the SAT command prompt screen, use the **save translation** command.
	14	**(For R1.0/R1.1.x and R1.2 replacements only)** Upgrade IPSI, C-LAN, MedPro, and VAL Circuit Pack Firmware	The IPSI circuit packs must be on the latest firmware for an R1.2 system. At the same time, upgrade the firmware on the C-LAN, MedPro, and VAL circuit packs. Refer to *Upgrading, Migrating, and Converting Media Servers and Gateways*, 03-300412. **Caution**: Upgrading the firmware on a circuit pack requires a reset of that circuit pack.
	15	Check the Configuration	On the SAT command prompt screen, use the **list configuration all** command. Check that all the hardware is displayed.
	16	Stop Communication Manager and Busy Out the Media Server	At the Linux command line, type **stop -acf**. On the Maintenance Web Interface under Server, click **Busy Out Server** to busy out the media server.
	17	Restart Communication Manager on the Standby Media Server	At the Linux command line, type **start -ac** to bring the media server up in the busied out, standby mode.
	18	Verify Busied Out Status	Under Server click View Summary Status. Make sure the media server is busied out.
	19	Reattach All Cables	Connect the fiber duplication cable and the Ethernet duplication cable to the replacement media server. Connect all the other cables.
	20	Check the Status of the Standby Media Server from the Active Media Server	Connect to the active media server. Click **View Summary Status**. Make sure that the active media server shows data for the standby media server.

✓		Task	Description
	21	Check the Status of the Active Media Server from the Standby Media Server	Connect to the standby media server. Click **View Summary Status**. Make sure that the standby media server shows data for the active media server and that the data from both media servers matches.
	22	Ping the Connections on the Replacement Media Server	Under Diagnostics click **Execute Pingall**. Ensure that all connections, including the active media server, the IPSI circuit packs, and all administered connections respond.
	23	Check Alarms on Both Media Server	Under Alarms and Notification click **View Current Alarms**. Clear any alarms that appear. Connect to the active media server. On the SAT command prompt screen, use the **display alarms** command. Clear any alarms that appear. **Caution**: *If you cannot clear alarms, stop.* Call your service support group. Do not continue with this task list until alarms have been resolved.
	24	Check the Health of the Active Media Server	On the SAT command prompt screen, use the **list ipserver-interface** and the **status health** commands. Check that all connections are working correctly.
	25	Release the Busied Out Standby Media Server	Connect to the standby media server. Under Server click **Release Server** to release the media server from busy out mode. The active media server will begin to refresh the translations and security files of the standby media server.
	26	Monitor the Refresh of the Standby Media Server	Connect to the active media server. Under Server click **View Summary Status** to monitor the refresh of the standby media server until the refresh is complete.
	27	Save Translations on the Active Media Server	Once the media server is refreshed, on the SAT command prompt screen, use the **save translation** command.
	28	Log in Again to the Standby Media Server Web Interface	Connect to the standby media server. Open a browser on your laptop, and using **192.11.13.6,** log into the Maintenance Web Interface. You should be ASG challenged in order to log in. **Note:** You should no longer be able to use the initial installation craft password. **(For R1.2 and R1.3 replacements only)** Go to Set the Product ID on the Replacement Media Server **on page 18**.

✓		Task	Description
	29	**(For R1.0/R1.1.x replacement only)** Make the Standby Media Server the Active Media Server	Under Server click **Interchange Servers**. Also, select **Force interchange regardless of server status**. **Note**: This forces a reset system 4. Monitor the media server to make sure it is healthy before continuing.
	30	**(For R1.0/R1.1.x replacement only)** Check the Status of the Active Media Server	On the SAT command prompt screen, use the **list trunks**, **list stations**, **list hunt**, and **list data** commands to make sure that the same items that were in service before the replacement are still in service.
	31	**(For R1.0/R1.1.x replacement only)** Resolve Alarms on Both Media Servers	On the active media server first, click **View Current Alarms**. Then resolve alarms. Resolve alarms on the standby media server. On the SAT command prompt screen, use the **display alarms** command.
	32	**(For R1.0/R1.1.x replacement only)** Log on to the Existing Media Server	Connect to the services port on the back of the media server that was not replaced, and using **192.11.13.6**, log onto the Maintenance Web Interface.
	33	**(For R1.0/R1.1.x replacement only)** Upgrade the Existing Media Server	Insert the R1.2 software CD into the existing media server CD-ROM drive. Under Server Configuration and Upgrades click **Install New Software Release** and continue through the software installation. **Note:** Be sure to select **Make Server Upgrade Permanent** before continuing.
	34	**(For R1.0/R1.1 replacement only)** Install Software Service Pack on Existing Media Server	Under Miscellaneous click **Upload Files to Server (via browser)** to copy the service pack to the /var/home/ftp directory.
	35	**(For R1.0/R1.1 replacement only)** Release the Existing Media Server from Busy Out Mode	Under Server click **Release Server** to verify that the media server is released from the busy out mode.
	36	**(For R1.0/R1.1.x replacement only)** Start Call Processing on LSPs, If Present	Connect to each LSP, telnet to the IP address for that LSP and use the **start -afcn** command to restart call processing.
	37	Set the Product ID on the Replacement Media Server	Type **productid -p *product_id, where product_id*** is the product ID you received from the customer or the ART tool. It should be the same product ID as the old media server.
	38	Enable Alarms to INADS on the Replacement Media Server	Using telnet on the Linux command prompt screen, type **almcall** to find out phone numbers, **almenable -d** to enable dial-out alarms, **almenable -s** to enable SNMP alarm traps, and **almenable** to verify that the alarms are enabled.

✓		Task	Description
	39	Administer Backup Schedule on the Replacement Media Server	On the Maintenance Web interface under Data Backup/ Restore, click **Schedule Backup** to re-administer the media server's backup schedule.
	40	Backup System Files on Active Media Server	Click **Backup Now** and select "Save ACP translations prior to backup" to save translations and backup system files to the PCMCIA flashcard or to the customer's LAN backup media server.
	41	Log Off All Administration Applications	When you have completed all the administration, log off the media server.
	42	Return Failed Equipment	Follow standard procedures for returning the failed media server and the good hard drive if you reused the old one.

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Replacing the S8700 Media Server

Removing the S8700 Media Server

To remove the S8700 Media Server:

1. Using a cross-point screwdriver, unscrew one screw from each side of the server.
2. Unscrew the remaining screws.
3. Carefully remove the media server from the rack.

Install the replacement S8700 Media Server

Note:

If reusing the hard drive from the failed media server, go to Reusing the hard drive on page 20 before installing the replacement media server in the rack.

Refer to the *Getting Started with the Avaya S8700 Media Server with MCC1 or SCC1 Media Gateway* or *Getting Started with the Avaya S8700 Media Server with G600 Media Gateway* for information on installing the S8700 Media Server in the rack and reconnecting all the cables.

Reusing the hard drive

If the hard drive in the failed media server is still good, then you may want to reuse it in the replacement media server. Use the following process to switch the hard drives.

- Removing the cover of the failed S8700 Media Server
- Removing the hard drive
- Replacing the cover on the failed S8700 Media Server
- Removing the cover of the replacement S8700 Media Server
- Removing the hard drive
- Installing the original hard drive
- Replacing the cover of the replacement S8700 Media Server
- Supporting information

ELECTROSTATIC ALERT:

Wear an anti-static wrist ground strap whenever handling components such as the hard drive of an Avaya S8700 Media Server. Connect the strap to an approved ground, such as an unpainted metal surface. Also, place the hard drive on an anti-static mat that is similarly grounded. Do not place the new or the old drive on a bare surface.

Removing the cover of the failed S8700 Media Server

To remove the cover of the failed S8700 Media Server:

1. Set the media server down on a flat surface with an electrostatic mat.
2. With your hex-head wrench, remove the 4 screws (see Media Server Cover Removal and Replacement on page 22) that hold the brackets on to the side of the media server. Removing these screws also allows you to release the media server cover on the sides.
3. Use a #2 cross-point (Phillips) screwdriver to unscrew the two screws at the back of the media server that hold the cover in place (see Media Server Cover Removal and Replacement on page 22).
4. Slide the media server cover back from the front panel (see Media Server Cover Removal and Replacement on page 22) until the cover's tabs are released from the top slot of front panel.
5. Lift the cover straight up and remove it from the media server.

Figure 1: Media Server Cover Removal and Replacement

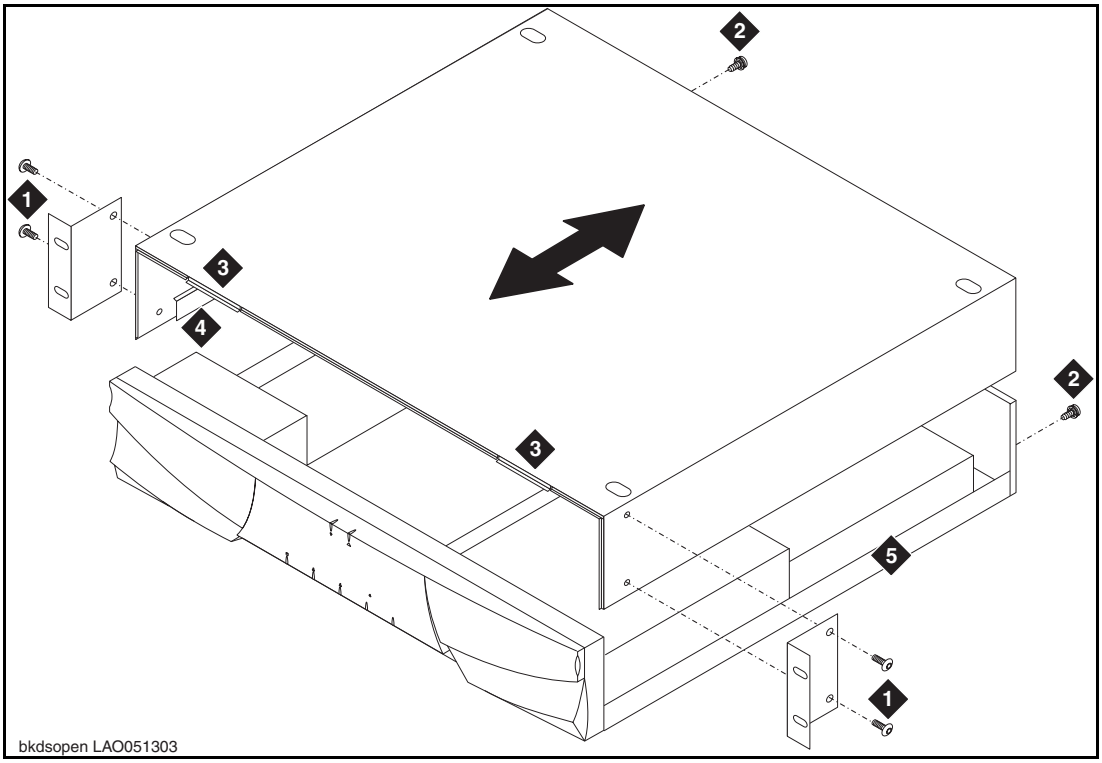

Figure notes:

1. **Hex-head bracket screws**
2. **Cross-point (Phillips) cover screws**
3. **S8700 media server cover tabs**
4. **Inner rail guide**
5. **Bottom rail of media server**

Removing the hard drive

To remove the hard drive:

1. Open the bezel on the front of the media server, if necessary, and use a #2 cross-point (Phillips) screwdriver to unscrew the two screws on the faceplate of the hard drive bracket.
2. The hard drive bracket is on the front right-hand side of the S8700 Media Server.
3. Partially pull out the hard drive bracket (Hard Drive Bracket and Hard Drive on page 23) so that you can disconnect the cables. Note the position of the ribbon cable within the chassis so you can return it to exactly the same position later.
4. Unplug the 4-wire power cable from the back of the hard drive (Hard Drive Bracket and Hard Drive on page 23).

5. Unplug the ribbon cable from the back of the hard drive (Hard Drive Bracket and Hard Drive on page 23). Note that the red stripe on the ribbon cable is on the side closest to the power cable.
6. Pull the hard drive bracket from the media server, and place the hard drive and bracket assembly on your antistatic mat.
7. There is no need to remove the hard drive from the bracket.

Figure 2: Hard Drive Bracket and Hard Drive

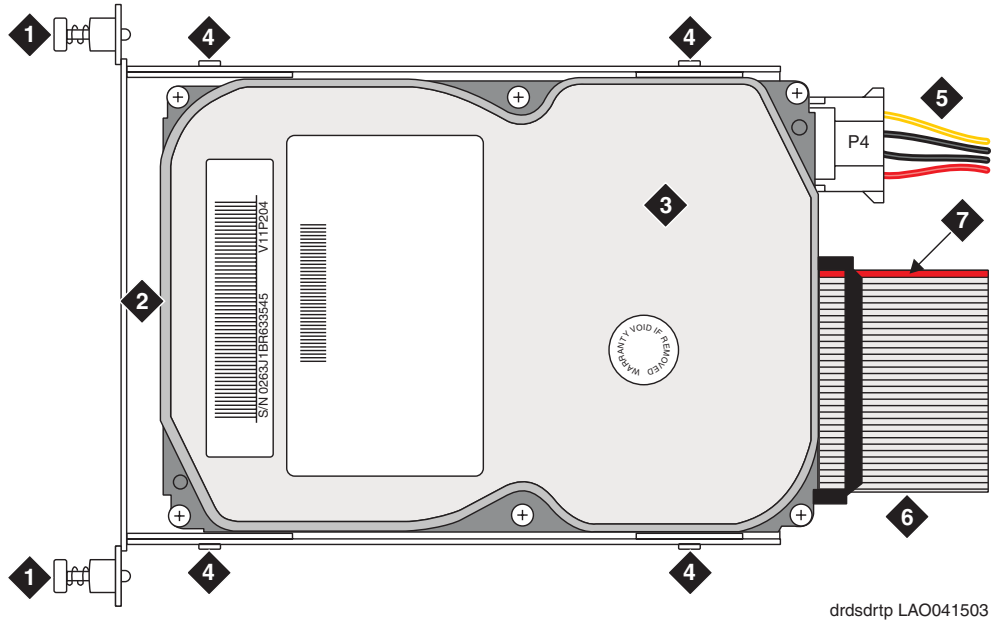

Figure notes:

1. **Faceplate screw**
2. **1/8 to 1/4 inch gap**
3. **Hard drive**
4. **Bracket screws**
5. **Power Cable**
6. **Ribbon Cable**
7. **Position of Red Stripe**

Replacing the cover on the failed S8700 Media Server

To replace the server cover:

1. Replace the cover onto the media server (Media Server Cover Removal and Replacement on page 22). Be sure the guides on the inner sides of the cover set correctly on the bottom rails of the media server.
2. Slide the media server cover forward so that the covers' tabs slide into place under the top slots of the front panel.
3. Screw the two cross-point (Phillips) screws into the back of the media server to hold the cover in place (Media Server Cover Removal and Replacement on page 22).
4. Reattach the brackets to the side with the hex-head screws.

Removing the cover of the replacement S8700 Media Server

Follow the steps in Removing the cover of the failed S8700 Media Server on page 21.

Removing the hard drive

Follow the steps in Removing the hard drive on page 22.

Installing the original hard drive

To install the original hard drive:

1. Attach the ribbon cable to the back of the bracket. Be sure the red stripe on the cable is on the side closest to the power cable.
2. Attach the power cable (Hard Drive Bracket and Hard Drive on page 23).
3. Lay the ribbon cable into the media server housing as it was before disconnecting it. This prevents bunching of the cable when you slide the hard drive bracket back into the media server.
4. Slide the hard drive bracket into the media server (Hard Drive Bracket and Hard Drive on page 23), and hand-tighten the screws on the faceplate to secure it to the media server. Do *not* tighten the screws with a screwdriver.

   CAUTION:

   Be sure the ribbon cable is pushed completely inside the media server and is not bunched, pinched, or caught between the top of the hard drive and the hard drive slot.

Replacing the cover of the replacement S8700 Media Server

To replace the cover of the new media server:

1. Follow the steps in Replacing the cover on the failed S8700 Media Server on page 24.
2. Return to Tasks to replace an S8700 Media Server on page 14 to continue with the listed tasks.

Supporting information

This section contains procedures for shutting down the media server manually.

If you cannot access the Maintenance Web Interface, you may shut down the standby media server by following manual steps with the shutdown button:

1. Open the door on the front of the standby S8700 Media Server.
2. Press the media server shutdown button and release it quickly.

   CAUTION:

   Do not hold down the power button for more than a split second. Holding the button down too long causes a reboot of the media server. If you press the button properly, the LEDs do not change, and there is no response to indicate any changes to the system.

3. Press the media server shutdown button again and hold it down until the LEDs go out.

   The LEDs on the media server flash and then go dark. The media server is shut down. Though the middle network LED (number 1) may not go out, the media server is still shut down and ready for replacement.

   CAUTION:

   Do not release the power button until all the LEDs go dark. If you release the button too early, the media server does not shut down.

Job Aid: Replacing the Avaya S8700 Media Server—R2.0 or Later

Important:
Always check the Avaya Support Website for Product Support Notices at http://support.avaya.com and select **Communication Manager** > **Product Support Notices**.

This job aid describes the steps required to replace an Avaya S8700 Media Server running Release 2.0 or later of Avaya Communication Manager. You should replace the media server only to correct a problem, such as a functional failure of the motherboard, the hard drive, or other components.

The hard drive in the replacement media server comes blank. If you are using this blank hard drive, you must install the software from the CD-ROM that the customer received from an earlier installation of Release 2.0 software. The software CD-ROM contains the Linux operating system and the appropriate release of Avaya Communication Manager.

If the hard drive in the failed media server is functional, you can replace the blank hard drive in the replacement media server with the old hard drive.

Required equipment

Verify that you have the following equipment and tools on site:

- Replacement S8700 media server

  Note:
  The S8700 media server cannot be replaced with an S8710 media server.
- CD-ROM with the software load (from the customer)
- Ethernet crossover cable for direct connection of your laptop to the media servers
- Cross-point (Phillips) screwdrivers (#1 and #2)
- Hex-head (Allen) wrench (1/8 in. [3 mm])
- Electrostatic wrist ground strap and mat.
- Paper clip

Pre-Site tasks

Before you go on site, verify that the following tasks have been done.

- Ask the customer for the Product ID for the media server being replaced. If the customer does not have it, run the Automatic Registration Tool (ART) to obtain the Product ID number and port number (customer dial-up) for the replacement media server.
- If the customer is using SNMP for alarming, you will need to get the IP addresses and community names from the customer because the SNMP programming is not saved with the replacement media server. You may be able get these addresses and names from the active media server.
- If using the blank hard drive that comes with the media server, verify that you have the correct software and software service pack. You must install the software on the replacement media server, and you may need to install a software service pack.
- Verify that the customer has a recent backup of the system and security files for both active and standby media servers. This is critical, because if you cannot reuse the original hard drive, and a problem occurs with the hard drive on the remaining functional media server, a nonrecoverable loss of data could occur.
- Verify with the customer that if the backups were saved to a network server to which you have access permissions to restore the data.

Table 3: Pre-site tasks for replacing an S8700 Media Server

✓		Task	Description
	1	Obtain CD-ROM with the correct software release	Retrieve from the customer the CD-ROM containing Release 2.0 of Communication Manager. **Note**: If the hard drive in the failed media server is good, you can reuse it.
	2	Get software service pack, if appropriate	The latest Communication Manager software service pack file may be available on the CD-ROM. Otherwise, download it to your laptop from the Avaya Support Web site (http://support.avaya.com/). Select **Downloads** > **S8700 Media Server**.
	3	Get the Product ID and modem IP address	Run ART to obtain the Product ID for the failed media server and the IP address for the customer's INADS line. Access the ART web site on your laptop at the URL http://art.dr.avaya.com.
	4	Get backup file from failed media server (if needed)	Get most recent backup file from the customer. **Note**: If the hard drive in the failed media server is functional, you can reuse it. You do not need to restore files.

Initial onsite tasks

If the hard drive is unusable on the media server being replaced, perform the tasks in Table 4: Initial tasks for replacing an S8700 Media Server with a failed hard drive on page 29. Make sure the customer has a recent backup of the system and security files that you can restore after you have replaced the media server. If not, the media server needs to be reconfigured or the settings copied from the other media server. See *Installing and Configuring the Avaya S8700 or S8710 Media Server (03-300145)* for detailed procedures. Additionally, some illustrations of software installation and configuration information appears later in this document.

If the hard drive in the failed media server is functional, go to Table 5: Initial tasks for replacing an S8700 Media Server reusing original hard drive on page 30.

Table 4: Initial tasks for replacing an S8700 Media Server with a failed hard drive

✓		Task	Description
	1	Verify that the good media server is the active media server.	Check the Active/Standby LED on the good media server and make sure it is steady GREEN (not flashing). If not, log into the good media server and interchange.
	2	Log onto Maintenance Web Interface of the active media server	Connect to the services port on the back of the active media server. Open a browser on your laptop. Use the IP address **192.11.13.6** to log onto the Maintenance Web Interface as **craft** or **dadmin**.
	3	Determine the software release of the active media server and any patches	Under **Server**, click **Software Version**. Note the software release and any software updates (patches) that have been installed.
	4	Determine if the customer has a recent backup of data	On the Maintenance Web Interface under **Data Backup/Restore**, select **Backup Logs** to search for recent backup files. Check for the types of data and dates. Verify that there is a recent, successful backup of the system files. **Note**: If there is no recent backup, back up translations.
	5	Record alarms	Under **Alarms**, click **Current Alarms**. Record alarms on the active media server that are not related to the hard drive.

Table 5: Initial tasks for replacing an S8700 Media Server reusing original hard drive

✓		Task	Description
	1	Verify that the functional media server is the active media server.	Check the Active/Standby LED on the good media server and make sure it is steady GREEN (not flashing). If not, log into the media server with the good hard drive and interchange.
	2	See if failed media server is in busied-out standby mode	Check the Active/Standby LED on the failed media server and see if it is flashing (standby) or RED (busied out).
	3	Log onto Maintenance Web Interface of the *active* media server	Connect to the services port on the back of the *active* media server. Open a browser on your laptop. Use the IP address **192.11.13.6** to log onto the Maintenance Web Interface as **craft** or **dadmin**.
	4	Record alarms	Under **Alarms**, click **Current Alarms**. Record alarms on the active media server.
	5	Connect to the standby media server	Disconnect the laptop form the active media server. Connect the laptop to the services port (2) on the standby media server.
	6	Clear ARP cache on laptop	From a DOS command line, type **`arp -d 192.11.13.6`** and press **Enter**.
	7	Busyout the standby media server (if functional)	Under **Server**, click **Busy-out Server** > **Busy Out**. Click **Status Summary** to verify that the standby media server is busied out.
	8	Suppress alarm origination on the standby media server	Use telnet to access the Linux command line. Use the **`almsuppress -t 120`** command to suppress alarms for the duration of the replacement process. (Maximum time is 2 hours)

Tasks to replace an S8700 Media Server

Table 6: Tasks for replacing an S8700 Media Server

✓		Task	Description
	1	Unplug the failed media server	If the hard drive is functional, under Server, click **Shutdown Server** then unclick Restart Server after Shutdown. Click **Shutdown**. Open the door on the front of the media server, and press the power-control button to complete the shutdown. If the hard drive is *not* functional, see Powering down the S8700 media server manually on page 44. Unplug the power cord from the media server.
	2	Disconnect all the cables	Disconnect all the cables from the back of the failed media server. **Note**: Be sure to label the cables for easy reconnection. See *Quick Start for Hardware Installation: Avaya S8700 Series Media Server, 555-245-703* or *Job Aid: Server and CSS Separation—Avaya S8700 Media Server, 555-245-766.*
	3	Remove media server from rack	Remove the media server from the rack. See *Quick Start for Hardware Installation: Avaya S8700 Series Media Server, 555-245-703* or *Server and CSS Separation—Avaya S8700 Media Server Job Aid, 555-245-766.*
	4	Remove the cover of the media server	See Removing the cover of the failed S8700 media server on page 40.
	5	Replace components in the replacement media server	If the hard drive in the failed media server is good, you must exchange the one in the replacement media server with the original one from the failed media server. See Reusing the S8700 media server hard drive on page 39.
	6	Replace the cover of the media server	See Replacing the cover of the replacement S8700 media server on page 44.
	7	Reinstall the media server in the rack	Reinstall the media server in the rack. Leave all the cables unconnected.
			1 of 2

Table 6: Tasks for replacing an S8700 Media Server (continued)

✓		Task	Description
	8	If using the blank hard drive, insert the software CD-ROM in the CD-ROM drive of the replacement media server, **Note**: Skip this step if reusing the original hard drive.	Open the front door and push the button to open the CD-ROM drawer. Place the Communication Manager CD in the drawer and close it. The software CD-ROM contains boot software that the media server automatically accesses when you power up the media server.
	9	Power up the replacement media server	Plug the power cord into the media server to power it up. If it does not power up, press the power button and release it quickly. **Note:** Wait at least 3 minutes for the media server to complete its power up. Watch the LEDs on the media server to see when they stop flashing and stay solidly lit.
			2 of 2

Final tasks

- If you are *not* reusing the old hard drive, you must install the Linux operating system and Avaya Communication Manager on the blank hard drive, then restore the backed up system files to the media server. Follow the procedure in Table 7: Final tasks for replacing an S8700 Media Server using the blank hard drive on page 33.
- If you are reusing the old hard drive, follow the procedure in Table 8: Final tasks for replacing an S8700 Media Server reusing the original hard drive on page 37

Using the blank hard drive

Table 7: Final tasks for replacing an S8700 Media Server using the blank hard drive

✓		Task	Description
	1	Connect laptop to the replacement media server	Connect the laptop to the services port on the back of the media server.
	2	Set Telnet parameters (if necessary)	Open a Telnet session and type **`telnet`** and press **Enter**. Type **`unset crlf`** and press **Enter**. Type **`display`** and press **Enter** to verify that message says **Sending only CR** Type **`exit`** and press **Enter** to close Telnet session.
	3	Install Communication Manager	You must install the software from the CD. For procedure details, see Installing the software on page 45.
	4	Log onto the Maintenance Web Interface	Open a browser on your laptop. Use the IP address **192.11.13.6** to log onto the Maintenance Web Interface. **Note:** Use the initial installation **craft** login and initial password.
	5	Select media server type	If the system files were backed up to a flashcard, under **Server Configuration**, click **Configure Server**.
	6	Verify date and time	Under **Server** click **Server Date/Time**. Make changes as necessary.
	7	Check software version	Under **Server**, click **Software Version** to verify that the hard drive has the correct release of Communication Manager.
	8	Copy software service pack files to media server (if any)	Under **Miscellaneous**, click **Download Files**. Browse to select the file for downloading and click **Download**.

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Table 7: Final tasks for replacing an S8700 Media Server using the blank hard drive (continued)

✓		Task	Description
	9	Configure the network parameters and verify connectivity (optional)	If the system files were backed up to a server on the customer's network, you must readminister the Ethernet port connecting to the customer's network. Under **Server Configuration**, click **Configure Server** and click **Continue**. Because this is the first time you opened Configure Server, you must set the media server type. Click **Continue** through the pages until you get to the **Specify how you want to use this wizard** page. Select **Configure individual services** and the correct server number and click **Continue**. Fill in the correct IP address, Gateway, and Subnet mask (or use the default addresses) for the Ethernet port and select **AUTOSENSE** for the speed. Click **Change**. Close the window. Under **Diagnostics**, click **Ping**. Type the IP address of the server where the files are backed up and click **Execute Ping** to verify that you can access the customer's network.
	10	Restore the system files **Note**: Only if they were backed up from this media server. If they were not, perform the note in Step 12 before continuing.	Under **Data Backup/Restore**, click **View/Restore Data**. **Caution**: Do not restore files if they are from a software load different from the load now running on the media server; for example, if the software load of the backed-up files was S8x00-02.0-00.0.219.0 and the media server is now running load S8x00-02.0-00.0.219.1. **Note**: For procedure details, see Restoring the system files on page 48.
	11a	Install software service pack, if any	You may need to install a software service pack. For procedure details, see Installing post-upgrade service pack files (if any) on page 47. **Note**: Skip this procedure if there is no software service pack file to install.
	11b	Verify that the patch is installed	Under **Server**, click **Software Version** to verify the software patch versions.

2 of 4

Table 7: Final tasks for replacing an S8700 Media Server using the blank hard drive (continued)

✓		Task	Description
	12	Verify media server configuration on the replacement media server	For procedure details, see Verifying media server configuration on page 50 **Note**: If there was no backup file to restore, you need to reconfigure the media server. Get the configuration data from the customer. Alternatively, log into the active media server and under **Server Configuration**, click **Configure Server** to view the configuration pages.
	13	Stop Communication Manager	Using Telnet and the Linux command prompt screen, type **`stop -acf`** to stop Communication Manager.
	14	Restart Communication Manager	Using Telnet and the Linux command prompt screen, type **`start -ac`** to bring the media server up.
	15	Log onto the Maintenance Web Interface	Reopen a browser on your laptop, and using the IP address **192.11.13.6**, log onto the Maintenance Web Interface.
	16	Verify busied out status	Under **Server**, click **Status Summary**. Make sure the standby media server is busied out.
	17	Reattach all cables	Connect the fiber duplication cable and the Ethernet duplication cable to the replacement media server. Connect all the other cables.
	18	Ping the connections on the replacement media server	Under **Diagnostics**, click **Ping**. Ensure that all connections, including the active media server, the IPSI boards, and all administered connections respond.
	19	Release the replacement media server and monitor the refresh	Under **Server**, click **Release Server** to release the media server. Click **Status Summary** to verify that the media server is no longer busied out. Monitor the refresh of the media server until the process is complete. Verify the following: • Duplicated? yes • Standby Busied? no • Standby Refreshed? yes • Standby Shadowing: on • Duplication Link: up File synchronization then occurs.

Table 7: Final tasks for replacing an S8700 Media Server using the blank hard drive (continued)

✓		Task	Description
	20	Resolve alarms on both media servers	Under **Alarms**, click **Current Alarms**. Clear any alarms that appear. Repeat this for the standby media server. From a DOS command line, type **`arp -d 192.11.13.6`** and press **Enter** to clear the ARP cache. Using a SAT screen on the *active* media server, type **`display alarms`** and press **Enter**. For instructions on resolving alarms, see *Maintenance Alarms for Avaya Communication Manager 3.0, Media Gateways and Servers (03-300430)*.
	21	Save translations	Using a SAT screen, type **`save translation`** and press **Enter** to back translations up.
	22	Administer backup schedule on the media server with the new hard drive	Under **Data Backup/Restore**, click **Schedule Backup** to readminister the media server's backup schedule.
	23	Set the Product ID on the replacement media server	Type **`productid -p`** ***`product_id`***, where ***`product_id`*** is the product ID you received from the customer or the ART tool. It should be the same product ID as the old media server.
	24	Release alarm suppression on the replacement media server	Using telnet and the Linux command prompt screen, type **`almsuppress -n`** and press **Enter** to release alarm suppression. **Note**: Only do this if you want to release it before the time you set earlier runs out (maximum of 2 hours)
	25	Log off all administration applications	When you have completed all the administration, log off the media server.

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Re-using the original hard drive

Table 8: Final tasks for replacing an S8700 Media Server reusing the original hard drive

✓		Task	Description
	1	Connect laptop to the replacement media server	Connect to the services port on the back of the media server.
	2	Log onto the Maintenance Web Interface	Open a browser on your laptop. Use the IP address **192.11.13.6** to log onto the Maintenance Web Interface.
	3	Verify busied out status	Under **Server**, click **Status Summary**. Make sure the standby media server is busied out.
	4	Reattach all cables	Connect the fiber duplication cable and the Ethernet duplication cable to the replacement media server. Connect all the other cables.
	5	Ping the connections on the replacement media server	Under **Diagnostics**, click **Ping**. Ensure that all administered connections respond.
	6	Release media server with replacement hard drive and monitor the refresh	Under **Server**, click **Release Server** to release the media server. Click **Status Summary** to verify that the media server is no longer busied out. Monitor the refresh of the media server until the process is complete. Verify the following: • Duplicated? yes • Standby Busied? no • Standby Refreshed? yes • Standby Shadowing: on • Duplication Link: up File synchronization then occurs.

1 of 2

Table 8: Final tasks for replacing an S8700 Media Server reusing the original hard drive (continued)

✓		Task	Description
	7	Resolve alarms on both media servers	Under **Alarms**, click **Current Alarms**. Clear any alarms that appear. Repeat this for the standby media server. From a DOS command line, type **`arp -d 192.11.13.6`** and press **Enter** to clear the ARP cache. Using a SAT screen on the *active* media server, type **`display alarms`** and press **Enter**. For instructions on resolving alarms, see *Maintenance Alarms for Avaya Communication Manager 3.0, Media Gateways and Servers (03-300430)*. **Caution**: *If you cannot clear alarms. Call your service support group.*
	8	Administer backup schedule on the replacement media server	Under **Data Backup/Restore**, click **Schedule Backup** to readminister the media server's backup schedule.
	9	Set the Product ID on the replacement media server	Type **`productid -p`** ***`product_id`***, where ***`product_id`*** is the product ID you received from the customer or the ART tool. It should be the same product ID as the old media server.
	10	Release alarm suppression on the replacement media server	Using telnet and the Linux command prompt screen, type **`almsuppress -n`** and press **Enter** to release alarm suppression. **Note**: Only do this if you want to release it before the time you set earlier runs out (maximum of 2 hours)
	11	Log off all administration applications	When you have completed all the administration, log off the media server.

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Replacing the S8700 media server

When replacing a failed S8700 Media Server, you may be able to reuse the hard drive from the failed media server. For specific information on removing and replacing, see Reusing the S8700 media server hard drive on page 39.

Removing the S8700 media server

The following steps removes the media server from the rack.

1. Using a cross-point (Phillips) screwdriver, unscrew one screw from each bracket that attaches the media server to the rack.
2. Unscrew the remaining screws.
3. Carefully remove the media server from the rack.

Installing the replacement S8700 media server

Note:

If reusing the hard drive from the failed media server, go to Reusing the S8700 media server hard drive on page 39 before installing the replacement media server in the rack.

See *Installing and Configuring the Avaya S8700 or S8710 Media Server (03-300145),* for information on installing the S8700 Media Server in the rack and reconnecting all the cables.

Reusing the S8700 media server hard drive

If the hard drive in the failed media server is still functional, then you want to reuse it in the replacement media server. Use the following process to switch the hard drives.

- Removing the cover of the failed S8700 media server on page 40
- Removing the hard drive from the S8700 media server on page 41
- Replacing the cover on the failed S8700 media server on page 43
- Removing the cover of the replacement S8700 media server on page 43
- Removing the replacement S8700 media server hard drive on page 43
- Installing the original hard drive in the replacement S8700 media server on page 43
- Replacing the cover of the replacement S8700 media server on page 44

CAUTION:

Wear an anti-static wrist ground strap whenever handling components such as the hard drive. Connect the strap to an approved ground, such as an unpainted metal surface. Also, place the hard drive on an anti-static mat that is similarly grounded. Do not place the new or the old drive on a bare surface.

Removing the cover of the failed S8700 media server

For an illustration of these steps, see Figure 3: Removing and replacing the cover on the S8700 media server on page 41

1. Set the media server down on a flat surface with an electrostatic mat.
2. With your hex-head wrench, remove the 4 screws that hold the brackets to the side of the media server. Removing these screws also allows you to release the media server cover on the sides.
3. Use a #1 cross-point (Phillips) screwdriver to unscrew the two screws at the back of the media server that hold the cover in place.
4. Slide the media server cover back from the front panel until the cover's tabs are released from the top slot of the front panel.
5. Lift the cover straight up and remove it from the media server.

Figure 3: Removing and replacing the cover on the S8700 media server

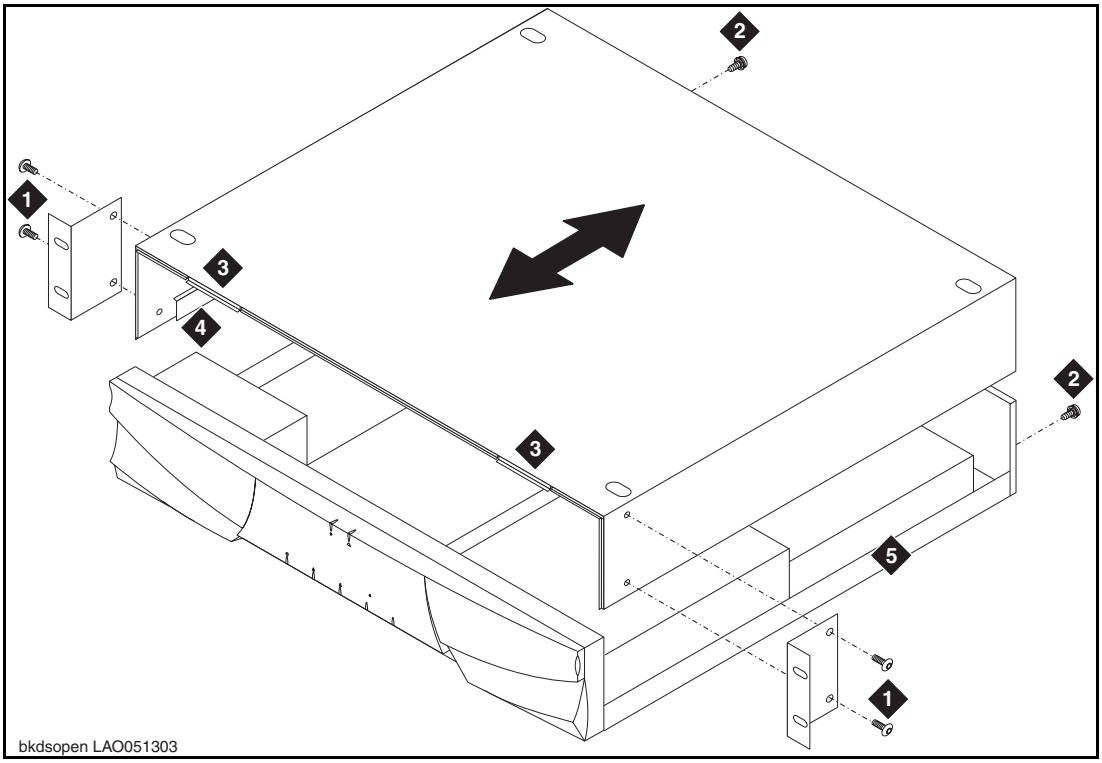


Figure notes:

1. **Hex-head bracket screws**
2. **Cross-point (Phillips) cover screws**
3. **S8700 media server cover tabs**
4. **Inner rail guide**
5. **Bottom rail of media server**

Removing the hard drive from the S8700 media server

For an illustration of these steps, see Figure 4: Hard drive bracket and hard drive on page 42.

1. Open the bezel on the front of the media server, and use a #2 cross-point (Phillips) screwdriver to unscrew the two screws on the faceplate of the hard drive bracket.

   Note:

   The hard drive bracket is on the front right-hand side of the S8700 Media Server.

2. Partially pull out the hard drive bracket so that you can disconnect the cables. Note the position of the ribbon cable within the chassis so you can return it to exactly the same position later.
3. Unplug the 4-wire power cable from the back of the hard drive.

4. Unplug the ribbon cable from the back of the hard drive. Note that the red stripe on the ribbon cable is on the side closest to the power cable.
5. Pull the hard drive bracket from the media server, and place the hard drive and bracket assembly on your antistatic mat.

Note:

There is no need to remove the hard drive from the bracket.

Figure 4: Hard drive bracket and hard drive

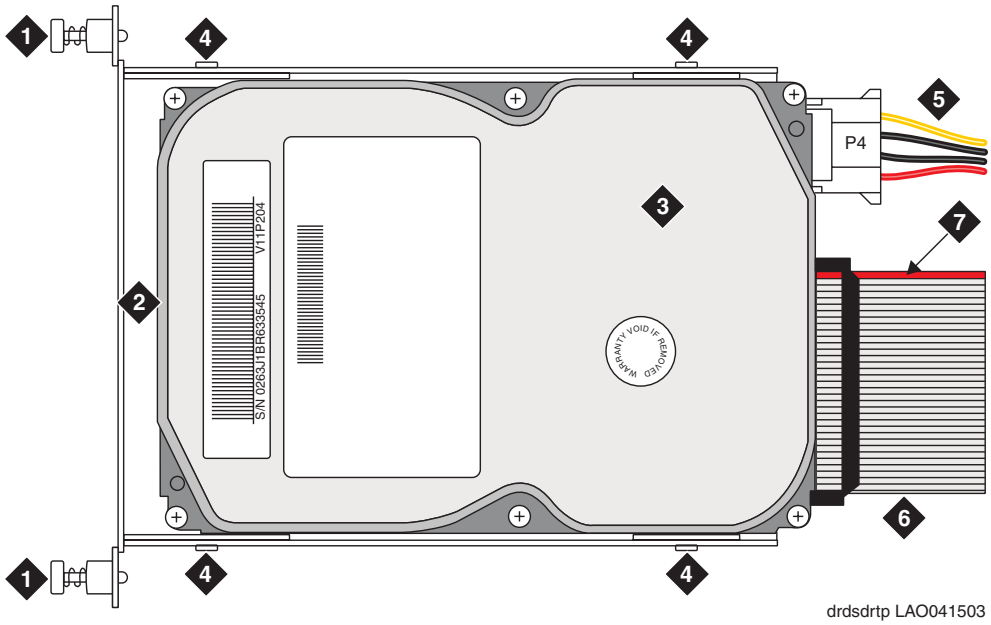


Figure notes:

1. **Faceplate Screw**
2. **1/8 to 1/4 inch gap**
3. **Hard Drive**
4. **Bracket Screws**
5. **Power Cable**
6. **Ribbon Cable**
7. **Position of Red Stripe**

Replacing the cover on the failed S8700 media server

For these steps, refer to Figure 3: Removing and replacing the cover on the S8700 media server on page 41

1. Replace the cover onto the media server. Be sure the inner rail guides of the cover set correctly on the bottom rails of the media server.
2. Slide the media server cover forward so the covers' tabs slide into place under the top slots of the front panel.
3. Screw the two cross-point (Phillips) screws into the back of the media server to hold the cover in place.
4. Reattach the brackets to the sides of the cover with the hex-head bracket screws.

Removing the cover of the replacement S8700 media server

Follow the steps in Removing the cover of the failed S8700 media server on page 40.

Removing the replacement S8700 media server hard drive

Follow the steps in Removing the hard drive from the S8700 media server on page 41.

Installing the original hard drive in the replacement S8700 media server

For these steps, refer to Figure 4: Hard drive bracket and hard drive on page 42.

1. Attach the ribbon cable to the back of the bracket. Be sure the red stripe on the cable is on the side closest to the power cable.
2. Attach the power cable.
3. Lay the ribbon cable into the media server housing as it was before disconnecting it. This prevents bunching of the cable when you slide the hard drive bracket back into the media server.
4. Slide the hard drive bracket into the media server, and hand-tighten the screws on the faceplate to secure it to the media server. Do *not* tighten the screws with a screwdriver.

CAUTION:

Be sure the ribbon cable is pushed completely inside the media server and is not bunched, pinched, or caught between the top of the hard drive and the hard drive slot.

Replacing the cover of the replacement S8700 media server

Follow the steps in Replacing the cover on the failed S8700 media server on page 43.

Installing the replacement S8700 media server in the rack

See *Installing and Configuring an Avaya S8700 Series Media Server (03-300145)* for information on installing the S8700 Media Server in the rack and reconnecting all the cables.

Return to Table 6: Tasks for replacing an S8700 Media Server on page 31 to continue with the listed tasks.

Expanded procedures

Powering down the S8700 media server manually

The following steps shut down the S8700 media server manually.

If you cannot access the Maintenance Web Interface, you may shut down the S8700 media server by the following manual steps using the shutdown button:

1. Open the door on the front of the 8700 Media Server.
2. Press the media server shutdown button and release it quickly.

   CAUTION:

   Do not hold down the power button for more than a split second. Holding the button down too long causes a reboot of the media server. If you press the button properly, the LEDs do not change, and there is no response to indicate any changes to the system.

3. Press the media server shutdown button again and hold it down until the LEDs go out.

   The LEDs on the media server flash and then go dark. The media server is shut down. Though the middle network LED (number 1) may not go out, the media server is still shut down and ready for replacement.

   CAUTION:

   Do not release the power button until all the LEDs go dark. If you release the button too early, the media server does not shut down.

Installing the software

The following steps install the software.

Note:

Use a telnet session to access the information on the CD.

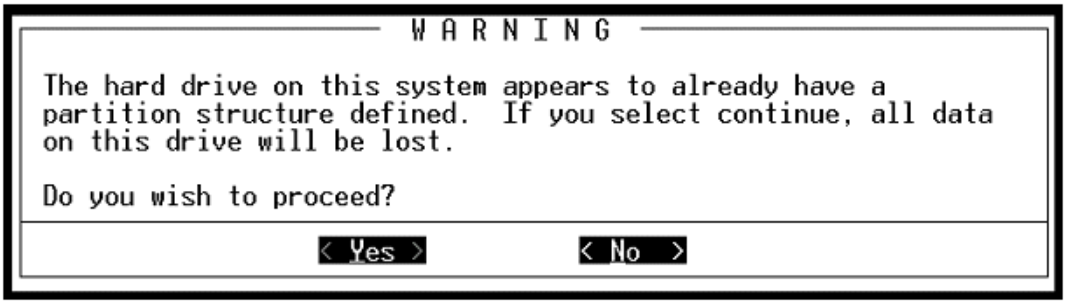
1. Type **`telnet 192.11.13.6`** and press **Enter** to view the first screen.

Note:

To navigate on these screens, use the arrow keys to move to an option, then press the space bar to select the option. Press **Enter** to submit the screen.

2. Select **Install**, make sure <**OK**> is highlighted, and press **Enter**.

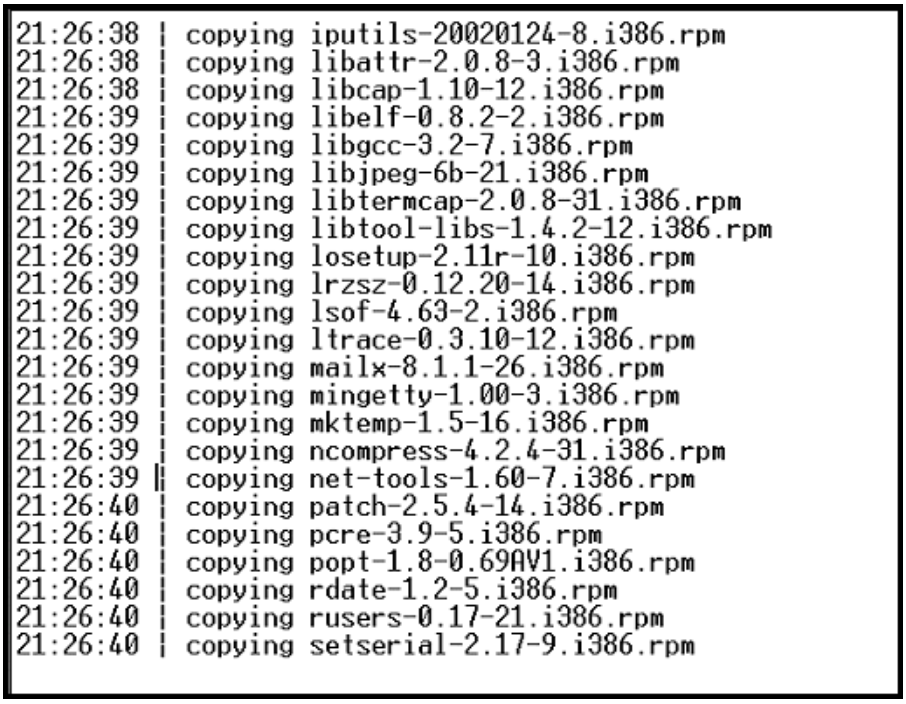
The following screen is optional; it only shows if there is something on the hard drive.



3. Select **<Yes>** and press **Enter**.
4. Select **OK** to build Avaya Communication Manager.

5. A window appears indicating the available release(s) of Avaya Communication Manager. Select the release that matches the release on the hard drive that was replaced. Select **<OK>** and press **Enter** to partition the hard drive and reformat the partitions

   Once the drive is properly configured, the program begins the installation process and reports the progress.



   These processes can take up to 20 minutes. When the media server is ready to reboot, the CD-ROM drive drawer opens.

   Note:

   You must remove the CD from the drive at this time. Otherwise, the entire process will start over.

   The reboot may take up to 3 minutes. The telnet session drops automatically.

Installing post-upgrade service pack files (if any)

Note:

Skip this procedure if there is no Communication Manager software service pack file to install.

This software service pack may or may not be call preserving.

Use a telnet session to install the software service pack.

1. Click **Start > Run** to open the Run dialog box.
2. Type **`telnet 192.11.13.6`** and press **Enter**.
3. Log in as **craft**.
4. Type **`cd /var/home/ftp/pub`** and press **Enter** to access the pub directory.
5. At the prompt, type **`ls -ltr`** and press **Enter** to list files in the pub directory.

   The media server displays a list of files in the FTP directory. Verify that the directory contains the Communication Manager *.tar.gz file you have uploaded, if any.
6. Type **`update_unpack`** and press **Enter**.
7. Select the number of the desired update and press **Enter**.
8. Type **`update_show`** and press **Enter** to list Communication Manager files to verify the new software service pack file was unpacked.
9. Type **`update_activate`** ***`update,`*** where ***`update`*** is the release or issue number of the latest software service pack file. (For example, ***`00.0.219.0-xxxx`***. Do *not* use the ***`*.tar.gz`*** extension at the end of the file name). Press **Enter**.

   For Release 2.1, the media server will request a reboot (reset system 4). Type **y**.
   The media server also may display the message:

   /opt/ecs/sbin/drestart 2 4 command failed.

   Ignore this message. Wait until the restart/reset completes before entering additional commands.

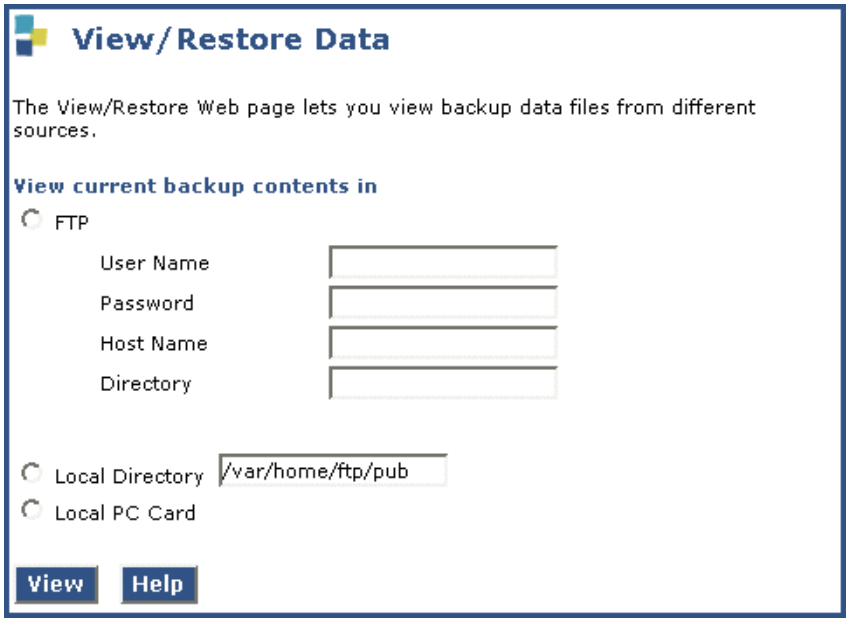
   The media server displays a message that the software service pack was applied.
10. Type **`update_show`** again and press **Enter** to verify the new software service pack file was activated.

Restoring the system files

The following steps restore the system files.

CAUTION:
Do not restore files if the backup files were not from this media server.

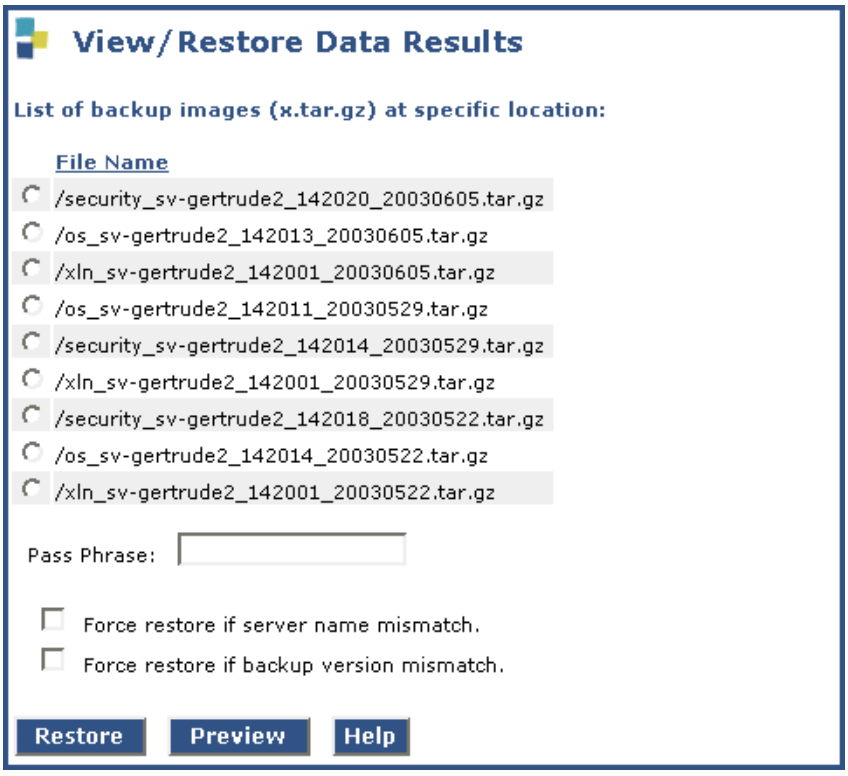
1. Under **Data Backup/Restore**, click **View/Restore Data**.



2. If the files were backed up to an internal PCMCIA flashcard or to an external flash drive connected through a USB port, select **Local PC Card**.

   If the files were backed up to a server, select **FTP** and fill in the **User Name**, **Password**, **Host Name** (*must use the host IP address*), and **Directory** fields for where the files were backed up.

3. Click **View**.



4. Select the correct system (**os**_) file (the most recent one is at the top) and click **Restore**.
5. Select the correct security (**security**_) file (the most recent one is at the top) and click **Restore**.

   CAUTION:

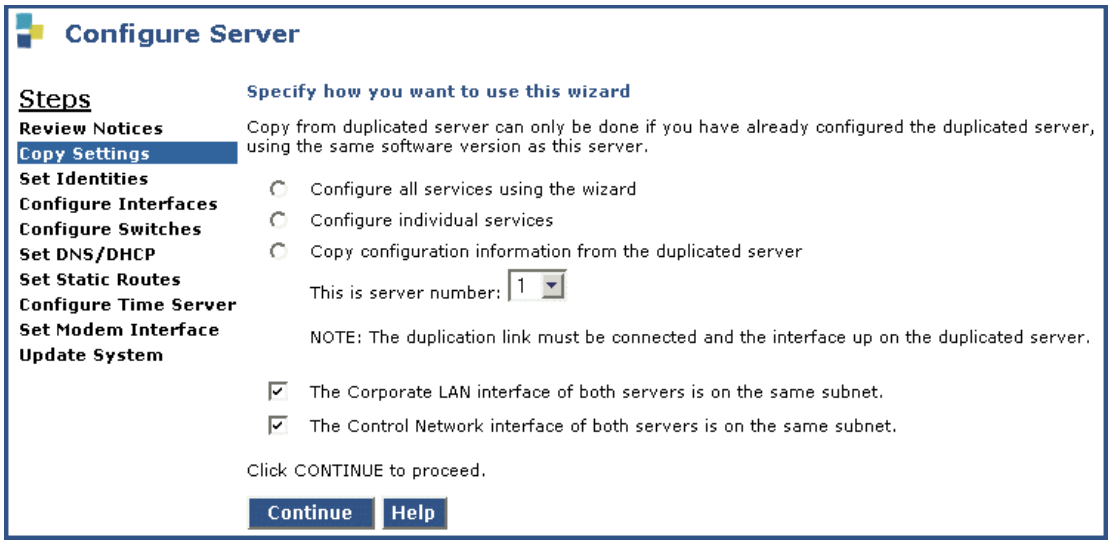
   Do not restore the translation file as the one on the good media server has the most current translations.

6. Click **Status** to view the Restore status. When the restoration is complete, the message **Restore is finished** displays.

Verifying media server configuration

The following steps verify the configuration.

1. Under **Server Configuration**, click **Configure Server** to start the configure server process to open the first page of the **Configure Server** process.
2. Click **Continue** through the **Review Notices** to get to the **Specify how you want to use this wizard** page.



3. Select **Configure all services using the wizard**.
4. Click **Continue** through all the screens to verify that the configuration is complete and correct. Be sure to set the server number (1 or 2) under **Set Identities**.

   Note:

   You may need to reset the port speeds for the Ethernet interfaces.

   Note:

   You do not need to fill in the static routes for Release 2.0 and later.

5. When you complete all the new fields, click **Continue** on the **Update System** screen. The **Update System** screen displays each configuration task as it completes.

   When done, the screen displays **All configuration information was entered**.

6. Click **Close Window** to close the **Configure Server** wizard.

Replacing the Hard Drive on the Avaya S8700 Media Server (Pre 2.0)

Important:
Always check the Avaya Support Website for Product Support Notices at http://support.avaya.com and select **Communication Manager** > **Product Support Notices**.

This job aid describes the steps required to replace the hard drive on an Avaya S8700 Media Server. This job aid should be used only if a failure has occurred and it is determined that the hard drive should be replaced.

Upgrade requirements

A software upgrade may be required when replacing a failed hard drive on an S8700 Media Server. The following table describes when an upgrade is required.

Software Release Before Disk Failure	Upgrade Requirement
Release 1.0, 1.1.x (R011x.01.xxx.x)	If used, upgrade all LSPs to Release 1.2 software. Because the replacement hard drive comes with Release 1.2 software, you need to upgrade the existing media server to Release 1.2 software.
Release 1.2.x (R011x.02.xxx.x)	No upgrade is required because the new hard drive contains R1.2 software. However, a software service pack, if necessary, must be installed.
Release 1.3.x (R011x.03.xxx.x)	Because the new hard drive contains R1.2 software, the software must be upgraded to R1.3. You must also install the same service pack(s) as that on the existing server. Neither the other media server nor the LSPs need to be upgraded because they already have R1.3 software.

Required equipment

Verify that you have the following equipment and tools on site:

- Replacement hard drive
- CD-ROM(s) with appropriate software load(s) — R1.2 (1.0/1.1 replacement or for R1.0/1.1 LSPs) and/or R1.3 (R1.3 replacement)
- Ethernet crossover cable for direct connection of your laptop to the media servers
- Cross-point (Phillips) screwdrivers (#1 and #2)
- Hex-head (Allen) wrench (1/8 in. 3mm)
- Electrostatic wrist ground strap and mat

Pre-Site tasks

Before you go on site, verify that the following tasks have been done.

- Ask the customer for the Product ID for the media server being replaced. If the customer does not have it, run the Avaya Registration Tool (ART) to obtain the Product ID number for the replacement media server.
- If the customer is using SNMP for alarming, you will need to get the IP addresses and community names from the customer as the SNMP programming is not saved after the replacement.
- If upgrading the software, verify that you have the correct software, software patches, and firmware. You must upgrade the firmware on the IPSIs, upgrade the software on both media servers, and install the required software service pack.
- Verify that the customer has backed up all the system and translation files.

Table 9: Pre-Site Tasks for Replacing a Hard Drive on an S8700 Media Server

✓		Task	Description
	1	**(For R1.0/1.1.x, R1.3 replacements only)** Obtain CD-ROMs with the Correct Software Releases	Retrieve an R1.2 CD-ROM (1.0/1.1.x replacement or for R1.0/1.1 LSPs) and/or R1.3 CD-ROM (R1.3 replacement only). **Note:** R1.2 systems do not require the CD-ROM because the replacement hard drive already has the R1.2 software.
	2	Get Communication Manager Patch, If Appropriate	The latest Communication Manager service pack file may be available on the CD-ROM. Otherwise, download it to your laptop from the Avaya Support Web site (http//support.avaya.com/) select **Downloads > S8700 Media Server**.
	3	Get Firmware for IPSI, C-LAN, MedPro, and/or VAL Circuit Pack, If Appropriate	Download the latest firmware to your laptop from the Avaya Support Web site (http//support.avaya.com/) select **Downloads > S8700 Media Server**.
	4	Get the Product ID and Modem IP Address	Run ART to obtain the Product ID for the media server with the failed hard drive and the IP address for the customer's INADS line. Access the ART web site on your laptop at the URL http://art.dr.avaya.com/ARTidcrt.cgi.
	5	**(For R1.0/R1.1 replacement only)** Get License and Authentication Files	Go to the RFA Web site (http://rfa.avaya.com) to retrieve the License and Avaya Authentication files for the customer. You can use the files that were originally created.

Initial onsite tasks

Note:

Except where noted in the following checklist, see *Upgrading, Migrating, and Converting Media Servers and Gateways*, 03-300412.

✓		Task	Description
	1	Log into Web Interface of the Active S8700 Media Server	Connect to the Services port on the back of the media server. Open a browser on your laptop, and using **192.11.13.6,** log onto the Maintenance Web Interface. **Note:** You must use the initial installation craft password.
	2	Determine the Software Release of the Existing Media Server and Necessary Patches	**(For R1.2 and R1.3 replacement only)** Under Server Configuration and Upgrades, click **View Software Version**. **(For R1.0/R1.1.x replacement only)** The system must be upgraded to R1.2 software.
	3	**(For R1.0/R1.1 replacement only)** Determine If the Customer Has LSPs	Ask the customer, or check by using a terminal emulator to access the Communication Manager SAT command prompt screen. Use the **192.11.13.6** IP address. Type **list configuration media-gateway *number,*** where ***number*** is the number of a G700 media gateway. If **ICC** appears in slot 1, the device is an LSP. Repeat for each G700 Media Gateway.
	4	**(For R1.0/R1.1 replacement only)** If There Are LSPs, Upgrade LSPs and Their Respective G700 Media Gateways to R1.2	The LSPs must be on R1.2 before upgrading the other media server to R1.2. Also, upgrade the firmware for each G700 Media Gateway, including media modules and P333T stack processors. **Note:** Be sure to stop Communication Manager software on each LSP (use **stop -acfn** command) until the media server has been upgraded. For detailed information, see *Installation and Upgrades for the Avaya G700 Media Gateway and Avaya S8300 Media Server*, 555-234-100.

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✓		Task	Description
	5	Determine If the Customer Has a Recent Backup of Data	On the Web Interface, select **View Backup Log** to search for backup files. Check for the types of data and dates. Verify that there are successful backups that could appropriately be restored, if necessary. Verify with the customer that if the backups were to a LAN server, you have access permissions to restore the data, if necessary.
	6	Resolve Alarms on the Active Media Server	Under Alarms and Notification click **View Current Alarms**. Use a terminal emulator to access the Communication Manager SAT command prompt screen. Use the **display alarms** command. For instructions on resolving alarms, see *Maintenance Alarms for Avaya Communication Manager 3.0, Media Gateways and Servers*, 03-300430. **Note:** You cannot resolve alarms on the standby media server. Also, DUP alarms on the active media server will re-occur. Ignore them for now.
	7	Back up All Data Sets from the Active S8700 Media Server	Under Data Backup/Restore select **Backup Now**. **Note:** Be sure to check the **Save ACP translations prior to backup** option on the Backup Now page.
	8	Suppress Alarm Origination on the Active S8700 Media Server	Use telnet to access the Linux command line on the active media server. Use the **almsuppress -t 120** command to suppress alarms for the duration of the replacement process. (Maximum time is 2 hours.)

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Tasks to replace the hard drive

Table 10: Tasks for Replacing a Hard Drive on an S8700 Media Server

✓		Task	Description
	1	Unplug the Media Server with the Failed Hard Drive	Unplug the media server from its power source. **Caution:** Turning off power in this way can corrupt data on the hard drive. Use this method to power down the media server only when you are ready to replace the failed hard drive.
	2	Disconnect All the Cables	Disconnect all the cables from the back of the media server with the failed hard drive. **Note**: Be sure to label the cables for easy reconnection. See *Quick Start for Hardware Installation: Avaya S8700 Series Media Server*, 555-245-703, or *Server and CSS Separation—Avaya S8700 Media Server Job Aid.*
	3	Remove Media Server from Rack	Remove the media server from the rack. See *Quick Start for Hardware Installation: Avaya S8700 Series Media Server*, 555-245-703, or *Getting Started with the Avaya S8700 Media Server with MCC1 or SCC! Media Gateway*, 555-234-241.
	4	Remove the Cover of the S8700 Media Server	See Removing the cover of the S8700 Media Server on page 62.
	5	Replace the Hard Drive	See Replace the hard drive on page 62.
	6	Replace the Cover of the S8700 Media Server	See Replacing the cover of the S8700 Media Server on page 65.
	7	Reinstall the Media Server in the Rack	Reinstall the media server in the rack. Leave all the cables unconnected.
	8	Power up the Media Server with the Replaced Hard Drive.	Plug the media server into the appropriate UPS to power it up. If it does not power up, press the power button and release it quickly. **Note:** Wait at least 3 minutes for the media server to complete its power up. Watch the LEDs on the media server to see when they stop flashing and stay solidly lit.

Final tasks

Table 11: Final Tasks for Replacing a Hard Drive in an S8700 Media Server

✓		Task	Description
	1	Log into the Maintenance Web Interface on the Media Server with the New Hard Drive	Connect to the Services port on the back of the media server. Open a browser on your laptop, and using **192.11.13.6,** log onto the Maintenance Web Interface. **Note:** You must use the initial installation craft password.
	2	Check That Processes Are Running	Under Server click **View Process Status** and select "Summary and Display once." Make sure all processes are up except dupmgr (the duplication cables are not connected yet).
	3	Set the Time and Date	Under Server click **Set Server Time/Timezone**. Make changes as necessary.
	4	Select Correct Configuration	Under Server Configuration and Upgrades click **Configure Server** and select IP Connect or Multi-Connect configuration, whichever is the appropriate configuration. **Note:** The existing media server does not have this page because it disappears once the media server's offer type is configured.
	5	**(For R1.0/R1.1.x replacement only)** Download and Install the License and Authentication Files	Under Miscellaneous click **Upload Files to Server (via browser)** to upload the files from the laptop to the media server. Click **Install License** and **Install Authentication** to install the files. **Note**: The next time you log in, you will be ASG challenged.
	6	**(For R1.3 replacement only)** Upgrade Software on the Media Server with the New Hard Drive to Match the Software Release on the Existing Media Server	Insert the software CD into the media server CD-ROM drive. Click **Install New Software Release** and continue through the software installation. **Note:** Be sure to select **Make Server Upgrade Permanent** when the software upgrade is complete.

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Table 11: Final Tasks for Replacing a Hard Drive in an S8700 Media Server (continued)

✓		Task	Description
	7	Install Communication Manager Software Patch	Click **Upload Files to Server (via browser)** to copy the service pack to the /var/home/ftp directory. Use telnet to access the Linux command prompt screen. **Note**: Installing the service pack releases the media server into active service.
	8	Restore Configuration on the Media Server with the New Hard Drive	Get the configuration data from the customer. Alternatively, log into the existing media server and under Server Configuration and Upgrades click **Configure Server** to view the configuration screens. On the media server with the new hard drive, click **Configure Server** to restart the configure media server process. Use the configuration screens for the existing media server to determine the values for the media server you are configuring. **Exception**: make sure that one media server is 1 and the other is 2. **Caution:** If you use the existing media server to retrieve the configure media server data, do **not** click Continue at the Update Server (Warning) screen. *You do not want to reconfigure the existing media server.*
	9	Restore Data on the Media Server with the New Hard Drive	Restore translations only. Under Data Backup/Restore click **View/Restore Data**. **For 1.0/1.1.x only:** You must select **Force restore if backup version mismatch** also for the data to be restored to a different release of software.
	10	Verify the Software Version.	Under Server Configurations and Upgrades click **View Software Version** to verify that the media server with the new hard drive is on release 1.2 or 1.3 software, as appropriate, and has the appropriate patches.
	11	**(For 1.0/1.1.x Replacement Only)** Reset the System	At the SAT command prompt screen, use the **reset system 4** command.
	12	**(For 1.0/1.1.x Replacement Only)** Verify translations	At the SAT command prompt screen, use the **list station** command, and verify that the customer's stations are listed.
	13	**(For R1.0/R1.1.x replacement only)** Save Translations	At the SAT command prompt screen, use the **save translation** command.

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Table 11: Final Tasks for Replacing a Hard Drive in an S8700 Media Server (continued)

✓		Task	Description
	14	**(For R1.0/R1.1.x and R1.2 replacements only)** Upgrade IPSI, C-LAN, MedPro, and VAL Circuit Pack Firmware	The IPSI circuit packs must be on the latest firmware for an R1.2 system. At the same time, upgrade the firmware on the C-LAN, MedPro, and VAL circuit packs. Refer to *Upgrading, Migrating, and Converting Media Servers and Gateways*, 03-300412. **Caution**: Upgrading the firmware on a circuit pack requires a reset of that circuit pack.
	15	Check the Configuration	At the SAT command prompt screen, use the **list configuration all** command. Check that all the hardware is displayed.
	16	Stop Communication Manager and Busy Out the Media Server	At the Linux command line, type **stop -acf**. On the Maintenance Web Interface, under Server click **Busy Out Server** to busy out the media server.
	17	Restart Communication Manager on the Media Server	At the Linux command line, type **start -ac** to bring the media server up in the busied out, standby mode.
	18	Verify Busied Out Status	On the Maintenance Web Interface under Server click **View Summary Status**. Make sure the media server is busied out.
	19	Reattach All Cables	Connect the fiber duplication cable and the Ethernet duplication cable to the media server with the new hard drive. Connect all the other cables.
	20	Check the Status of the Standby Media Server from the Active Media Server	Connect to the active media server. Click **View Summary Status**. Make sure that the active media server shows data for the standby media server.
	21	Check the Status of the Active Media Server from the Standby Media Server	Connect to the standby media server. Click **View Summary Status**. Make sure that the standby media server shows data for the active media server and that the data from both media servers matches.
	22	Ping the Connections on the Media Server with the New Hard Drive	Under Diagnostics click **Execute Pingall**. Ensure that all connections, including the active media server, the IPSI boards, and all administered connections respond.

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Table 11: Final Tasks for Replacing a Hard Drive in an S8700 Media Server (continued)

✓		Task	Description
	23	Check Alarms on Both Media Server	Under Alarms and Notification click **View Current Alarms**. Clear any alarms that appear. Connect to the active media server. On the SAT command prompt screen, use the **display alarms** command. Clear any alarms that appear. **Caution**: *If you cannot clear alarms, stop.* Call your service support group. Do not continue with this task list until alarms have been resolved.
	24	Check the Health of the Active Media Server	At the SAT command prompt screen, use the **list ipserver-interface** and the **status health** commands. Check that all connections are working correctly.
	25	Release the Busied Out Standby Media Server	Connect to the standby media server. Under Server click **Release Server** to release the media server from busy out mode. The active media server will begin to refresh the translations and security files of the standby media server.
	26	Monitor the Refresh of the Standby Media Server	Connect to the active media server. Under Server click **View Summary Status** to monitor the refresh of the standby media server until the refresh is complete.
	27	Save Translations on the Active Media Server	Once the media server is refreshed, on the SAT command prompt screen, use the **save translation** command.
	28	Log in Again to the Standby Media Server Web Interface	Connect to the standby media server. Open a browser on your laptop, and using **192.11.13.6,** log into the Maintenance Web Interface. You should be ASG challenged in order to log in. **Note:** You should no longer be able to use the initial installation craft password. **(For R1.2 and R1.3 replacements only)** Go to Set the Product ID on the Media Server with the New Hard Drive **on page 62**.

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Table 11: Final Tasks for Replacing a Hard Drive in an S8700 Media Server (continued)

✓		Task	Description
	29	**(For R1.0/R1.1.x replacement only)** Make the Standby Media Server the Active Media Server	Under Server click **Interchange Servers**. Also, select **Force interchange regardless of server status** to make the standby media server the active media server. **Note**: This forces a reset system 4. Monitor the media server to make sure it is healthy before continuing.
	30	**(For R1.0/R1.1.x replacement only)** Check the Status of the Active Media Server	At the SAT command prompt screen, use the **list trunks**, **list stations**, **list hunt**, and **list data** commands to make sure that the same items that were in service before the replacement are still in service.
	31	**(For R1.0/R1.1.x replacement only)** Resolve Alarms on Both Media Servers	On the active media server first, click **View Current Alarms**. Then resolve alarms. Connect to the standby media server and resolve alarms on the standby media server. On the SAT command prompt screen, use the **display alarms** command.
	32	**(For R1.0/R1.1.x replacement only)** Log into the Existing Media Server	Connect to the Services port on the back of the media server that did *not* need a hard drive replacement and using **192.11.13.6,** log into the Maintenance Web Interface
	33	**(For R1.0/R1.1.x replacement only)** Upgrade the Existing Media Server	Insert the R1.2 software CD into the existing media server CD-ROM drive. Under Server Configuration and Upgrade click **Install New Software Release** and continue through the software installation. **Note:** Be sure to select **Make Server Upgrade Permanent** before continuing.
	34	**(For R1.0/R1.1.x replacement only)** Install Software Patch on Existing Media Server	Under Miscellaneous click **Upload Files to Server (via browser)** to copy the service pack to the /var/home/ftp directory.
	35	**(For R1.0/R1.1.x replacement only)** Release the Existing Media Server from Busy Out Mode	Under Server click **Release Server** to verify that the media server is released from the busy out mode.
	36	**(For R1.0/R1.1.x replacement only)** Start Call Processing on LSPs, If Present	Connect to each LSP, telnet to the IP address for that LSP and use the **start -afcn** command to restart call processing.

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Table 11: Final Tasks for Replacing a Hard Drive in an S8700 Media Server (continued)

✓		Task	Description
	37	Set the Product ID on the Media Server with the New Hard Drive	Type **productid -p *product_id, where product_id*** is the product ID you received from the customer or the ART tool. It should be the same product ID as the old hard drive.
	38	Enable Alarms to INADS on the Media Server with the New Hard Drive	Using telnet on the Linux command prompt screen, type **almcall** to find out phone numbers, **almenable -d** to enable dial-out alarms, **almenable -s** to enable SNMP alarm traps, and **almenable** to verify that the alarms are enabled.
	39	Administer Backup Schedule on the Media Server with the New Hard Drive	On the Maintenance Web interface under Data Backup/ Restore, click **Schedule Backup** to re-administer the media server's backup schedule.
	40	Backup System Files on Active Media Server	Click **Backup Now** and select "Save ACP translations prior to backup" to save translations and backup system files to the PCMCIA flashcard or to the customer's LAN backup media server.
	41	Log Off All Administration Applications	When you have completed all the administration, log off of the media server.

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Replace the hard drive

CAUTION:

Wear an antistatic wrist ground strap whenever handling components such as the hard drive of an Avaya S8700 Media Server. Connect the strap to an approved ground, such as an unpainted metal surface. Also, place the hard drive on an antistatic mat that is similarly grounded. Do not place the new or the old drive on a bare surface.

Removing the cover of the S8700 Media Server

1. Set the media server down on a flat surface with an electrostatic mat.
2. With your hex-head wrench, remove the 4 screws (Figure 5: Media Server Cover Removal and Replacement on page 63) that hold the brackets on to the side of the media server. Removing these screws also allows you to release the media server cover on the sides.

3. Use a #1 cross-point (Phillips) screwdriver to unscrew the two screws at the back of the media server that hold the cover in place (Figure 5: Media Server Cover Removal and Replacement on page 63).
4. Slide the media server cover back from the front panel (Figure 5: Media Server Cover Removal and Replacement on page 63) until the cover's tabs are released from the top slot of the front panel.
5. Lift the cover straight up and remove it from the media server.

Figure 5: Media Server Cover Removal and Replacement

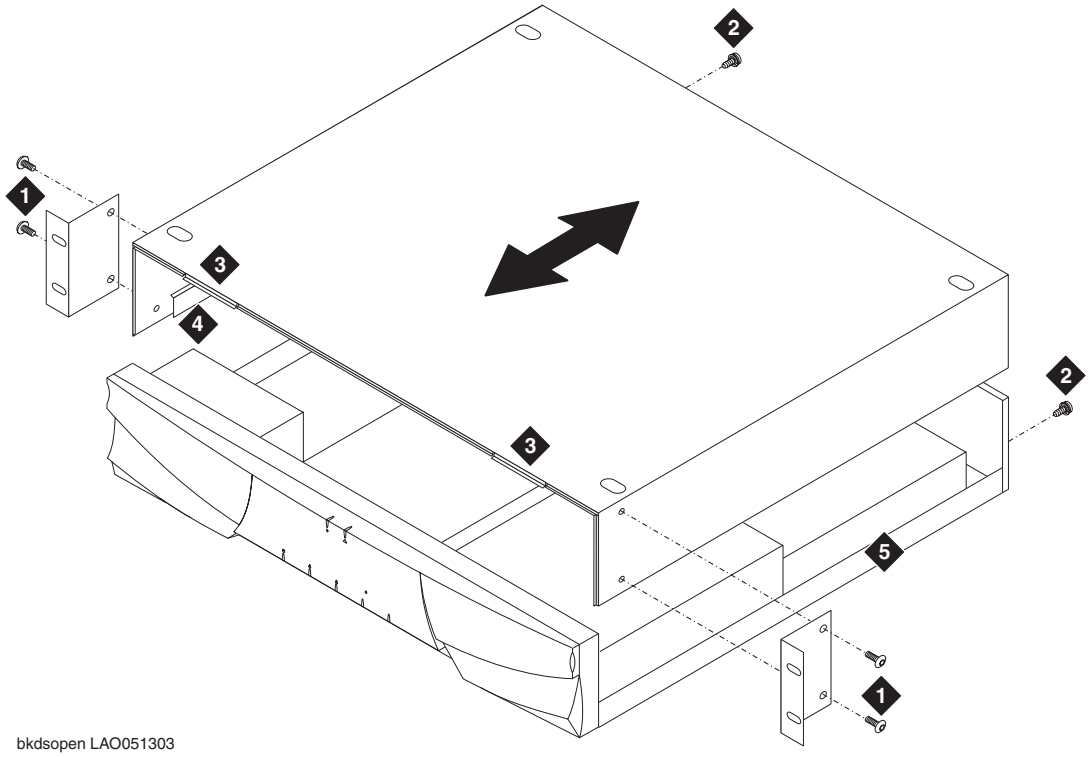

Figure notes:

1. **Hex-head bracket screws**
2. **Cross-point (Phillips) cover screws**
3. **S8700 media server cover tabs**
4. **Inner rail guide**
5. **Bottom rail of media server**

Removing the hard drive

1. Open the bezel on the front of the media server, if necessary, and use a #2 cross-point (Phillips) screwdriver to unscrew the two screws on the faceplate of the hard drive bracket.

   The hard drive bracket is on the front right-hand side of the S8700 Media Server.

2. Partially pull out the hard drive bracket (Figure 6: Hard Drive Bracket and Hard Drive on page 64) so that you can disconnect the cables. Note the position of the ribbon cable within the chassis so you can return it to exactly the same position later.
3. Unplug the 4-wire power cable from the back of the hard drive (Figure 6: Hard Drive Bracket and Hard Drive on page 64).
4. Unplug the ribbon cable from the back of the hard drive (Figure 6: Hard Drive Bracket and Hard Drive on page 64). Note that the red stripe on the ribbon cable is on the side closest to the power cable.
5. Pull the hard drive bracket from the media server, and place the hard drive and bracket assembly on your antistatic mat.
6. Unscrew the four screws holding the hard drive in the hard-drive bracket (Figure 6: Hard Drive Bracket and Hard Drive on page 64). Remove the hard drive from the bracket.

Figure 6: Hard Drive Bracket and Hard Drive

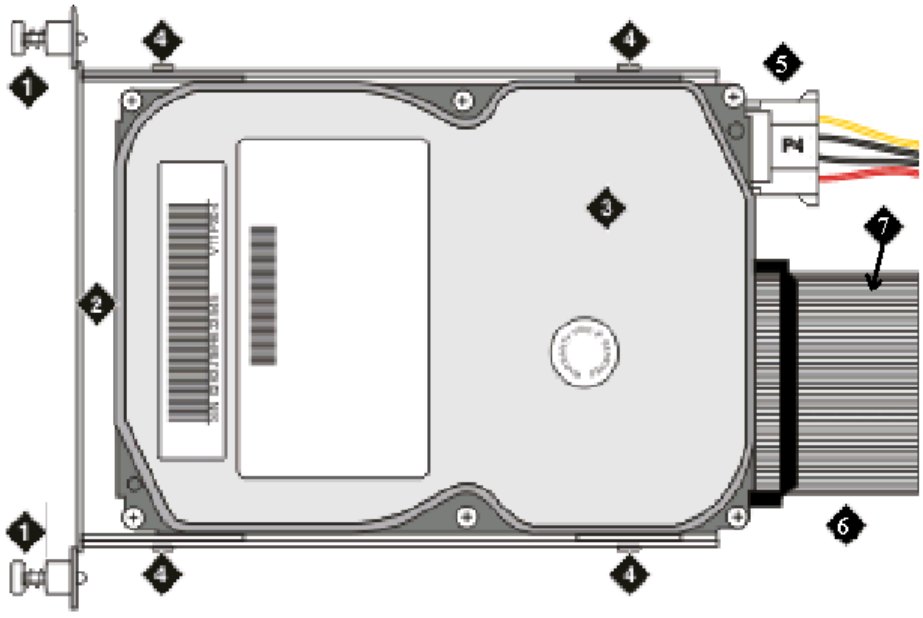

Figure notes:

1. **Faceplate screw**
2. **1/8 to 1/4 inch gap**
3. **Hard drive**
4. **Bracket screws**
5. **Power cable**
6. **Ribbon cable**
7. **Position of red stripe**

Installing the new hard drive

1. Insert the new hard drive into the hard drive bracket so that the end of the hard drive is 1/8 to 1/4 inches from the faceplate of the bracket (Figure 6: Hard Drive Bracket and Hard Drive on page 64).
2. Reinsert the four bracket screws to attach the hard drive to the bracket (Figure 6: Hard Drive Bracket and Hard Drive on page 64).
3. Reattach the ribbon cable. Be sure the red stripe on the cable is on the side closest to the power cable.
4. Reattach the power cable (Figure 6: Hard Drive Bracket and Hard Drive on page 64).
5. Lay the ribbon cable into the media server housing as it was before disconnecting it. This prevents bunching of the cable when you slide the hard drive bracket back into the media server.
6. Slide the hard drive bracket into the media server, and hand-tighten the screws on the faceplate to secure it to the media server. Do *not* tighten the screws with a screwdriver.

CAUTION:

Be sure the ribbon cable is pushed completely inside the media server and is not bunched, pinched, or caught between the top of the hard drive and the hard drive slot.

Replacing the cover of the S8700 Media Server

1. Replace the cover onto the media server (Figure 5: Media Server Cover Removal and Replacement on page 63). Be sure the inner rail guides of the cover set correctly on the bottom rails of the media server.
2. Slide the media server cover forward so the covers' tabs slide into place under the top slots of the front panel.
3. Screw the two cross-point (Phillips) screws into the back of the media server to hold the cover in place (Figure 5: Media Server Cover Removal and Replacement on page 63).
4. Reattach the brackets to the sides of the cover with the hex-head bracket screws.
5. Return to Table 10: Tasks for Replacing a Hard Drive on an S8700 Media Server on page 56 to continue with the listed tasks.

Job Aid: Replacing the Hard Drive on the Avaya S8700 Media Server—R2.0 or Later

Important:
Always check the Avaya Support Website for Product Support Notices at http://support.avaya.com and select **Communication Manager** > **Product Support Notices**.

This job aid describes the steps required to replace the hard drive on an Avaya S8700 Media Server running Release 2.0 or later releases of Avaya Communication Manager. This job aid should be used only if a failure has occurred and it is determined that the hard drive should be replaced.

The replacement hard drive comes blank. You must install the software from the CD-ROM that the customer received from an earlier installation of Release 2.0 software. The software CD-ROM contains the Linux operating system and the appropriate release of Avaya Communication Manager.

Required equipment

Verify that you have the following equipment and tools on site:

- Replacement hard drive

  Note:
  The S8700 hard drive cannot be replaced with an S8710 hard drive.
- CD-ROM with the software load (from the customer)
- Ethernet crossover cable for direct connection of your laptop to the media servers
- Cross-point (Phillips) screwdrivers (#1 and #2)
- Hex-head (Allen) wrench (1/8 in.)
- Electrostatic wrist ground strap and mat
- Paper clip

Pre-site tasks

Before you go on site, verify that the following tasks have been done.

- Ask the customer for the Product ID for the media server having the hard drive replaced. If the customer does not have it, run the Automatic Registration Tool (ART) to obtain the Product ID number and port number (customer dial-up) for the replacement hard drive.
- If the customer is using SNMP for alarming, you will need to get the IP addresses and community names from the customer because the SNMP programming is not saved after the replacement. You may be able get these addresses and names from the active media server.
- Verify that you have the correct software and software service pack. You must install the software on the media server with the replaced hard drive, and you may need to install a software service pack.
- Verify that the customer has a recent backup of all the system and translation files. This is critical, because if a problem occurs with the hard drive on the functional media server, a nonrecoverable loss of data could occur.
- Verify with the customer that if the backups were to a network server that you have access permissions to restore the data.

Table 12: Pre-site tasks for replacing a hard drive on an S8700 Media Server

✓		Task	Description
	1	Obtain CD-ROM with the correct software release	Retrieve from the customer a CD-ROM containing Release 2.0 of Communication Manager.
	2	Get software service pack, if appropriate	The latest Communication Manager software service pack file may be available on the CD-ROM. Otherwise, download it to your laptop from the Avaya Support Web site http//support.avaya.com/). Select **Downloads** > **S8700 Media Server**.
	3	Get the Product ID and modem IP address	Run ART to obtain the Product ID for the media server with the failed hard drive and the IP address for the customer's INADS line. Access the ART web site on your laptop at the URL http://art.dr.avaya.com.
	4	Get backup file from media server with the failed hard drive	Get the most recent backup file from the customer.

Initial onsite tasks

Perform the tasks in Initial tasks for replacing a hard drive on an S8700 Media Server on page 69, on the media server with the hard drive being replaced. Make sure the customer has a recent backup of the system and translation files that you can restore after you have replaced the hard drive. If there are no backup system files, the media server will have to be reconfigured. See *Installing and Configuring the Avaya S8700 or S8710 Media Server (03-300145)* for detailed procedures. Additionally, some illustrations of software installation and configuration information appears later in this document.

Except where noted in the following checklist, see *Upgrading Software and Firmware— Avaya S8700 Media Server* (555-245-115).

Table 13: Initial tasks for replacing a hard drive on an S8700 Media Server

✓		Task	Description
	1	Verify that the media server with the good hard drive is the active media server.	Check the Active/Standby LED on the media server with the good hard drive and make sure it is steady GREEN (not flashing). If not, log into the media server with the good hard drive and interchange.
	2	Log onto Maintenance Web Interface of the active media server	Connect to the services port on the back of the active media server. Open a browser on your laptop, and, using the IP address **192.11.13.6**, log onto the Maintenance Web Interface as **craft** or **dadmin**.
	3	Determine the software release of the active media server and any patches	Under **Server**, click **Software Version**. Note the software release and any software updates (patches) that have been installed.
	4	Determine if the customer has a recent backup of data	On the Maintenance Web Interface under **Data Backup/Restore**, select **Backup Logs** to search for recent backup files. Check for the types of data and dates. Verify that there is a recent, successful backup of the system files. **Note**: If there is no recent backup, you can back up translations.
	5	Record alarms	Under **Alarms**, click **Current Alarms**. Record alarms on the active media server that are not related to the hard drive.

Tasks to replace the hard drive

Table 14: Tasks for replacing a hard drive on an S8700 Media Server

✓		Task	Description
	1	Insert the software CD-ROM in the CD-ROM drive of the media server with the failed hard drive **Important!**	Open the front door and push the button to open the CD-ROM drawer. Place the Communication Manager CD in the drawer and close it. The software CD-ROM contains boot software that the media server automatically accesses when you power up the media server later.
	2	Unplug the media server with the failed hard drive	If the hard drive is functional, under **Server**, click **Shutdown Server** then unclick **Restart Server after Shutdown**. Click **Shutdown**. Open the door on the front of the media server, and press the power-control button to complete the shutdown. If the hard drive is *not* functional, see Powering down the media server manually on page 79. Unplug the power cord from the media server.
	3	Disconnect all the cables	Disconnect all the cables from the back of the media server with the failed hard drive. **Note**: Be sure to label the cables for easy reconnection. See *Quick Start for Hardware Installation: Avaya S8700 Series Media Server*, 555-245-703, or *Job Aid: Server and CSS Separation—Avaya S8700 Media Server, 555-245-766.*
	4	Remove media server from rack	Remove the media server from the rack. See *Quick Start for Hardware Installation: Avaya S8700 Series Media Server*, 555-245-703 or *Server and CSS Separation—Avaya S8700 Media Server Job Aid, 555-245-766.*
	5	Remove the cover of the media server	See Removing the cover of the S8700 Media Server on page 76.
	6	Replace the hard drive	See Removing the hard drive on page 77 and Installing the new hard drive on page 78.
	7	Replace the cover of the media server	See Replacing the cover of the S8700 Media Server on page 79.
			1 of 2

Table 14: Tasks for replacing a hard drive on an S8700 Media Server (continued)

✓		Task	Description
	8	Reinstall the media server in the rack	Reinstall the media server in the rack. Leave all the cables unconnected.
	9	Power up the media server with the replaced hard drive.	Plug the power cord into the media server to power it up. If it does not power up, press the power button and release it quickly. **Note:** Wait at least 3 minutes for the media server to complete its power up. Watch the LEDs on the media server to see when they stop flashing and stay solidly lit.
			2 of 2

Final tasks

You must install the Linux operating system and Avaya Communication Manager on the blank hard drive, then restore the backed up system files to the media server.

Except where noted in the following checklist, see *Upgrading Software and Firmware— Avaya S8700 Media Server* (555-245-115).

Table 15: Final tasks for replacing a hard drive in an S8700 Media Server

✓		Task	Description
	1	Connect laptop to the media server with the new hard drive	Connect the laptop to the services port on the back of the media server.
	2	Set Telnet parameters (if necessary)	Open a Telnet session and type **`telnet`** and press **Enter**. Type **`unset crlf`** and press **Enter**. Type **`display`** and press **Enter** to verify that message says **Sending only CR** Type **`exit`** and press **Enter** to close Telnet session.
	3	Install Communication Manager	You must install the software from the CD. For procedure details, see Installing the software on page 80.
			1 of 5

Table 15: Final tasks for replacing a hard drive in an S8700 Media Server (continued)

✓		Task	Description
	4	Log onto the Maintenance Web Interface	Open a browser on your laptop. Use the IP address **192.11.13.6** to log onto the Maintenance Web Interface. **Note:** Use the initial installation **craft** login and initial password.
	5	Select media server type	Under **Server Configuration**, click **Configure Server**. Select IP Connect or Multi-Connect configuration, whichever is the appropriate configuration.
	6	Verify date and time	Under **Server**, click **Server Date/Time**. Make changes as necessary.
	7	Check software version	Under **Server**, click **Software Version** to verify that the hard drive has the correct release of Communication Manager.
	8	Copy software service pack files to media server (if any)	Under **Miscellaneous**, click **Download Files**. Browse to select the file for downloading and click **Download**.
	9	Configure the network parameters and verify connectivity (optional)	If the system files were backed up to a server on the customer's network, you must readminister the Ethernet port connecting to the customer's network. Under **Server Configuration**, click **Configure Server** and click **Continue**. Because this is the first time you opened Configure Server, you must set the media server type to either Multiconnect or IP Connect. Click **Continue** through the pages until you get to the **Specify how you want to use this wizard** page. Select **Configure individual services** and the correct server number and click **Continue**. Fill in the correct IP address, Gateway, and Subnet mask (or use the default addresses) for the Ethernet port (Eth4 for Multiconnect, Eth0 for IP Connect) and select **AUTOSENSE** for the speed. Click **Change**. Close the window. Under **Diagnostics**, click **Ping**. Type the IP address of the server where the files are backed up and click **Execute Ping** to verify that you can access the customer's network.

2 of 5

Table 15: Final tasks for replacing a hard drive in an S8700 Media Server (continued)

✓		Task	Description
	10	Restore the system files **Note**: Only if they were backed up from this media server. If they were not, perform the note in Step 12 before continuing.	Under **Data Backup/Restore**, click **View/Restore Data**. **Caution**: Do not restore files if they are from a software load different from the load now running on the media server; for example, if the software load of the backed-up files was S8x00-02.0-00.0.219.0 and the media server is now running load S8x00-02.0-00.0.219.1. **Note**: For procedure details, see Restoring the system files on page 83.
	11a	Install software service pack, if any	You may need to install a software service pack. For procedure details, see Installing post-upgrade service pack files (if any) on page 82. **Note**: Skip this procedure if there is no software service pack file to install.
	11b	Verify that the patch is installed	Under **Server**, click **Software Version** to verify the software patch versions.
	12	Verify media server configuration on the media server with the new hard drive	For procedure details, see Verifying media server configuration on page 86 **Note**: If there was no backup file to restore, you need to reconfigure the media server. Get the configuration data from the customer. Alternatively, log into the active media server and under **Server Configuration**, click **Configure Server** to view the configuration screens.
	13	Stop Communication Manager	Using Telnet and the Linux command prompt screen, type **`stop -acf`** to stop Communication Manager
	14	Restart Communication Manager	Using Telnet and the Linux command prompt screen, type **`start -ac`** to bring the media server up.
	15	Log onto the Maintenance Web Interface	Reopen a browser on your laptop, and using the IP address **192.11.13.6**, log onto the Maintenance Web Interface.
	16	Verify busied out status	Under **Server**, click **Status Summary**. Make sure the standby media server is busied out.
	17	Reattach all cables	Connect the fiber duplication cable and the Ethernet duplication cable to the media server with the new hard drive. Connect all the other cables.

3 of 5

Table 15: Final tasks for replacing a hard drive in an S8700 Media Server (continued)

✓		Task	Description
	18	Ping the connections on the media server with the new hard drive	Under **Diagnostics**, click **Ping**. Ensure that all connections, including the active media server, the IPSI boards, and all administered connections respond.
	19	Release media server with replacement hard drive and monitor the refresh	Under **Server**, click **Release Server** to release the media server. Click **Status Summary** to verify that the media server is no longer busied out. Monitor the refresh of the media server until the process is complete. Verify the following: • Duplicated? yes • Standby Busied? no • Standby Refreshed? yes • Standby Shadowing: on • Duplication Link: up File synchronization then occurs.
	20	Resolve alarms on both media servers	Under **Alarms**, click **Current Alarms**. Clear any alarms that appear. Repeat this for the standby server. From a DOS command line, type **`arp -d 192.11.13.6`** and press **Enter** to clear the ARP cache. Using a SAT screen on the *active* media server, type **`display alarms`** and press **Enter**. For instructions on resolving alarms, see *Maintenance Alarms for Avaya Communication Manager 3.0, Media Gateways and Servers (03-300430)*.
	21	Save translations	Using a SAT screen, type **`save translation`** and press **Enter** to back translations up.
	22	Administer backup schedule on the media server with the new hard drive	Under **Data Backup/Restore**, click **Schedule Backup** to readminister the media server's backup schedule.
	23	Set the Product ID on the media server with the new hard drive	Type **`productid -p`** ***`product_id`***, where ***`product_id`*** is the product ID you received from the customer or the ART tool. It should be the same product ID as the old hard drive.

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Table 15: Final tasks for replacing a hard drive in an S8700 Media Server (continued)

✓		Task	Description
	24	Release alarm suppression on the media server with the new hard drive	Using telnet and the Linux command prompt screen, type **`almsuppress -n`** and press **Enter** to release alarm suppression. **Note**: Only do this if you want to release it before the time you set earlier runs out (maximum of 2 hours)
	25	Log off all administration applications	When you have completed all the administration, log off the media server.

5 of 5

Replacing the hard drive

CAUTION:

Wear an antistatic wrist ground strap whenever handling components such as the hard drive. Connect the strap to an approved ground, such as an unpainted metal surface. Also, place the hard drive on an antistatic mat that is similarly grounded. Do not place the new or the old drive on a bare surface.

CAUTION:

If you pull out the hard drive from its slot without first removing the cover, you may damage the cables connected to it. Therefore, always remove the cover of the media server and disconnect the cables before pulling out the hard drive.

Removing the S8700 Media Server from the rack

The following steps remove the media server from the rack.

1. Using a cross-point (Phillips) screwdriver, unscrew one screw from each bracket that attaches the media server to the rack.
2. Unscrew the remaining screws.
3. Carefully remove the media server from the rack and set it down on a flat surface with an electrostatic mat.

Removing the cover of the S8700 Media Server

For these steps, see Figure 7: Removing and replacing the cover on the media server on page 76.

1. With your hex-head wrench, remove the 4 screws that hold the brackets to the side of the media server. Removing these screws also allows you to release the media server cover on the sides.
2. Using a #1 cross-point (Phillips) screwdriver, unscrew the two screws at the back of the media server that hold the cover in place.
3. Slide the media server cover back from the front panel until the cover's tabs are released from the top slot of the front panel.
4. Lift the cover straight up and remove it from the media server.

Figure 7: Removing and replacing the cover on the media server

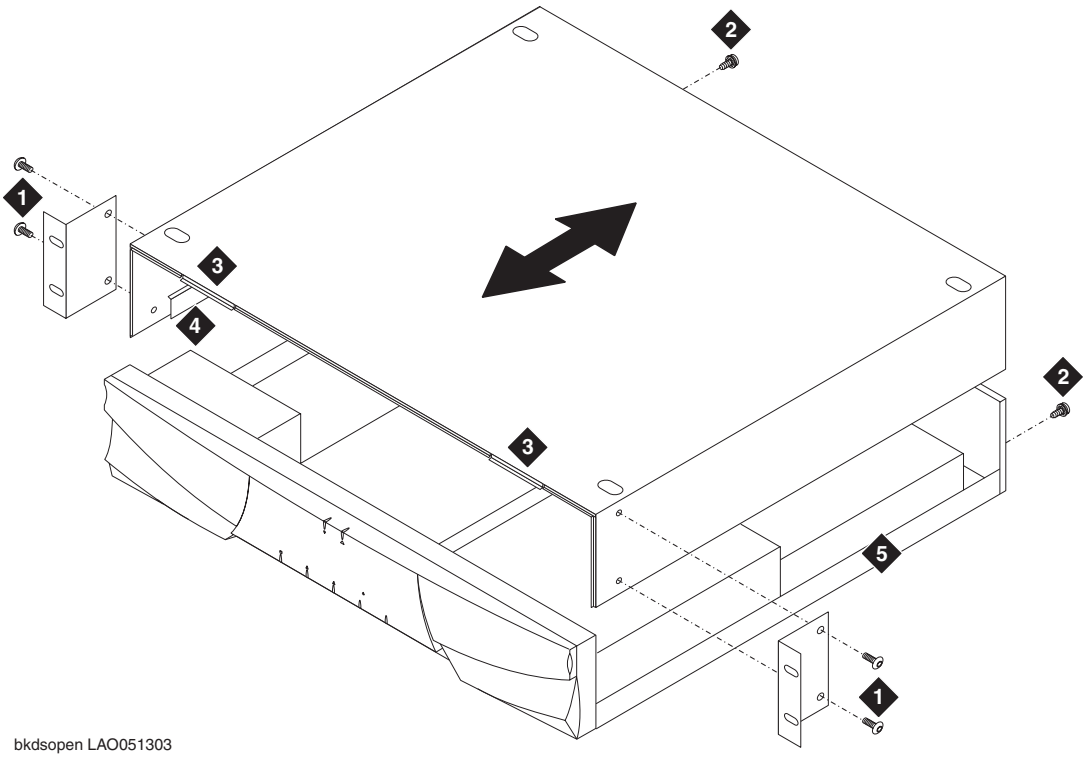


Figure notes:

1. **Hex-head bracket screws**
2. **Cross-point (Phillips) cover screws**
3. **S8700 media server cover tabs**
4. **Inner rail guide**
5. **Bottom rail of media serve**

Removing the hard drive

For these steps, see Figure 8: Hard drive bracket and hard drive on page 78.

1. Open the bezel on the front of the media server, and use a #2 cross-point (Phillips) screwdriver to unscrew the two screws on the faceplate of the hard drive bracket.

   Note:

   The hard drive bracket is on the front right-hand side of the S8700 Media Server.

2. Partially pull out the hard drive bracket so that you can disconnect the cables. Note the position of the ribbon cable within the chassis so you can return it to exactly the same position later.
3. Unplug the 4-wire power cable from the back of the hard drive.
4. Unplug the ribbon cable from the back of the hard drive. Note that the red stripe on the ribbon cable is on the side closest to the power cable.
5. Pull the hard drive bracket from the media server, and place the hard drive and bracket assembly on your antistatic mat.
6. Unscrew the four screws holding the hard drive in the hard-drive bracket. Remove the hard drive from the bracket.

Figure 8: Hard drive bracket and hard drive

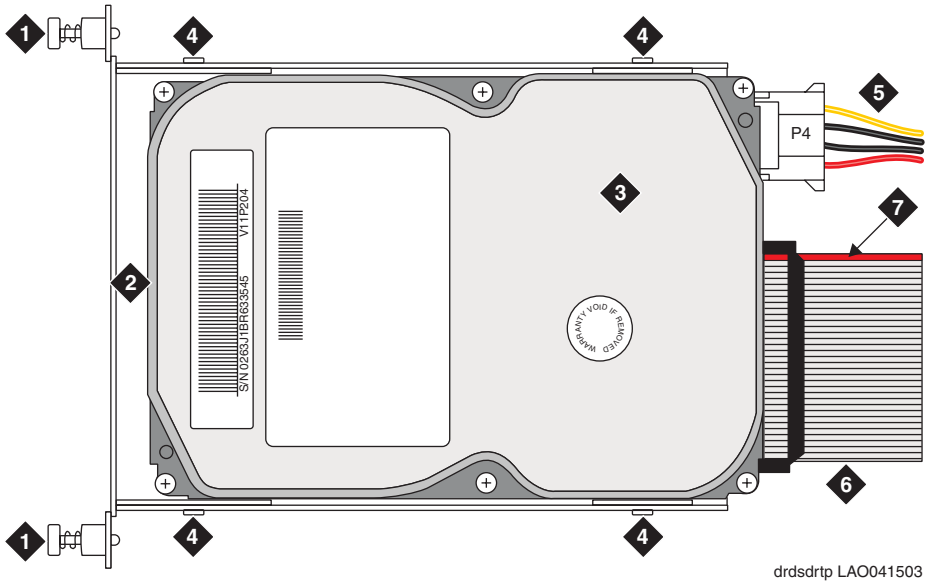


Figure notes:

1. **Faceplate screw**
2. **1/8 to 1/4 inch gap**
3. **Hard drive**
4. **Bracket screws**
5. **Power cable**
6. **Ribbon cable**
7. **Position of red stripe**

Installing the new hard drive

For these steps, see Hard drive bracket and hard drive on page 78.

1. Insert the new hard drive into the hard drive bracket so that the end of the hard drive is 1/8 to 1/4 inches from the faceplate of the bracket.
2. Reinsert the four bracket screws to attach the hard drive to the bracket.
3. Reattach the ribbon cable. Be sure the red stripe on the cable is on the side closest to the power cable.
4. Reattach the power cable.
5. Lay the ribbon cable into the media server housing as it was before disconnecting it. This prevents bunching of the cable when you slide the hard drive bracket back into the media server.
6. Slide the hard drive bracket into the media server, and hand-tighten the screws on the faceplate to secure it to the media server. Do *not* tighten the screws with a screwdriver.

CAUTION:

Be sure the ribbon cable is pushed completely inside the media server and is not bunched, pinched, or caught between the top of the hard drive and the hard drive slot.

Replacing the cover of the S8700 Media Server

For these steps, see Removing and replacing the cover on the media server on page 76.

1. Replace the cover onto the media server. Be sure the inner rail guides of the cover set correctly on the bottom rails of the media server.
2. Slide the media server cover forward so the covers' tabs slide into place under the top slots of the front panel.
3. Screw the two cross-point (Phillips) screws into the back of the media server to hold the cover in place.
4. Reattach the brackets to the sides of the cover with the hex-head bracket screws.
5. Return to Tasks for replacing a hard drive on an S8700 Media Server on page 70 to continue with the listed tasks.

Expanded Procedures

Powering down the media server manually

This section contains procedures for shutting down the media server manually.

If you cannot access the Maintenance Web Interface, you may shut down the media server by the following manual steps with the shutdown button:

1. Open the door on the front of the standby S8700 Media Server.
2. Press the media server shutdown button and release it quickly.

CAUTION:

Do not hold down the power button for more than a split second. Holding the button down too long causes a reboot of the media server. If you press the button properly, the LEDs do not change, and there is no response to indicate any changes to the system.

3. Press the media server shutdown button again and hold it down until the LEDs go out.

   The LEDs on the media server flash and then go dark. The media server is shut down. Though the middle network LED (number 1) may not go out, the media server is still shut down and ready for replacement.

   CAUTION:

   Do not release the power button until all the LEDs go dark. If you release the button too early, the media server does not shut down.

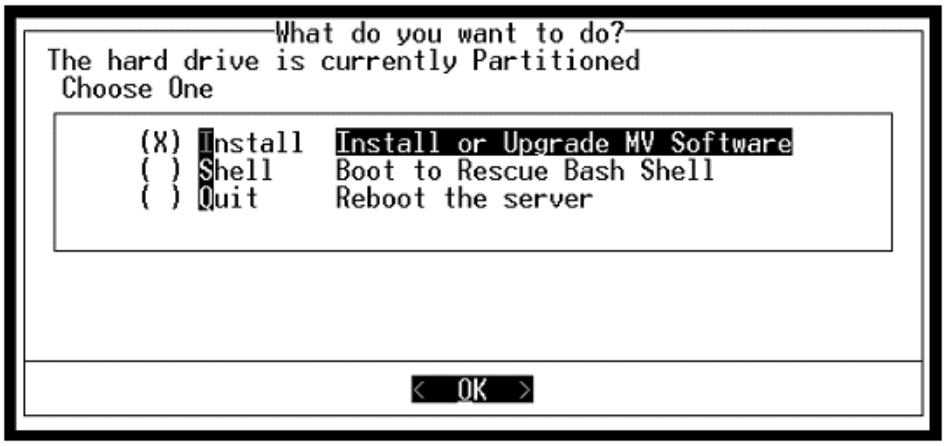
Installing the software

The following steps install the software.

Note:

Use a telnet session to access the information on the CD.

1. Type `telnet 192.11.13.6` and press **Enter** to view the first screen.

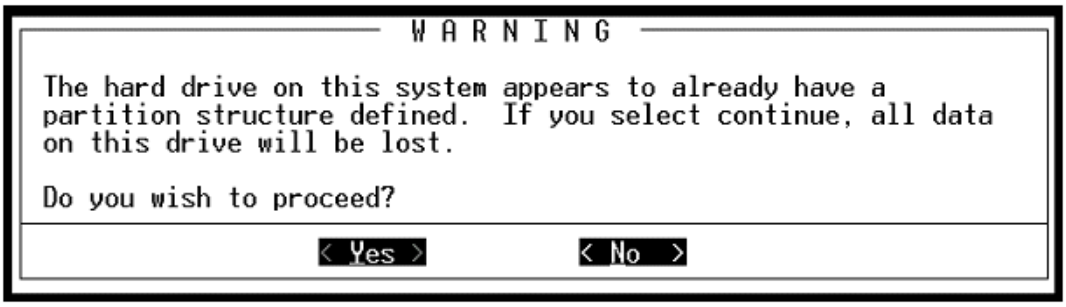


Note:

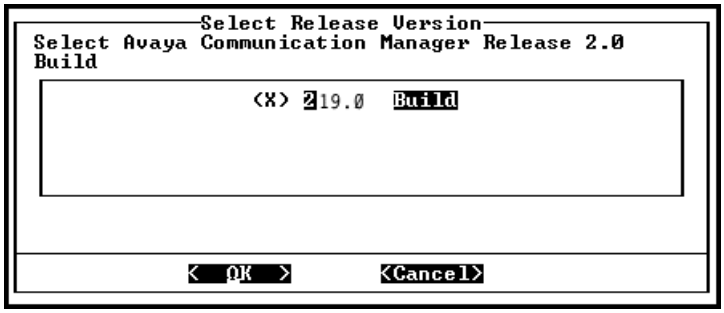
To navigate on these screens, use the arrow keys to move to an option, then press the space bar to select the option. Press **Enter** to submit the screen.

2. Select **Install**, make sure <**OK**> is highlighted, and press **Enter**.

   The following screen is optional; it only shows if there is something on the hard drive.

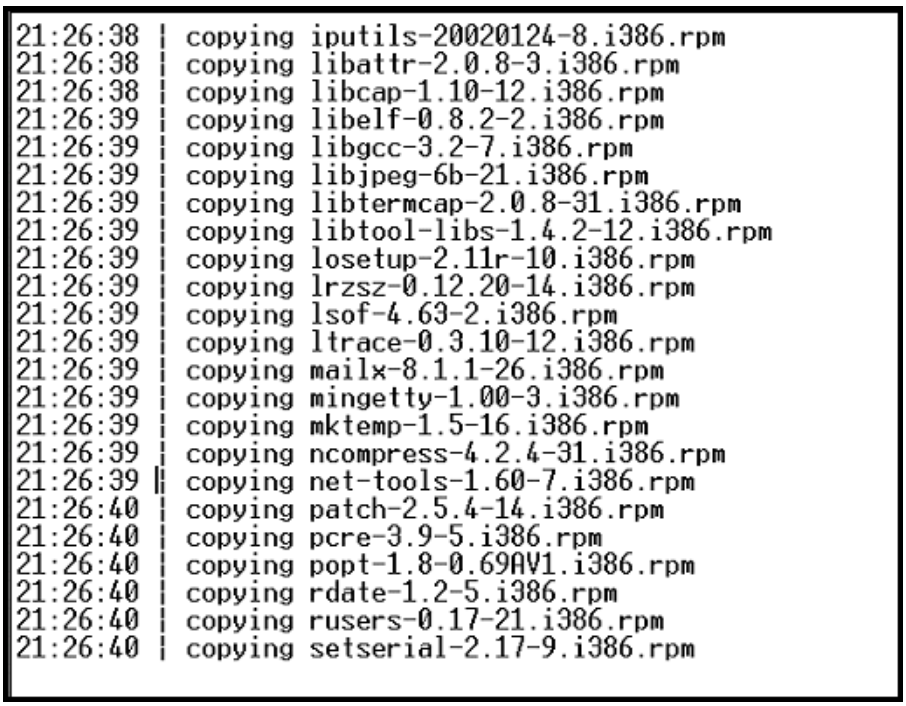


3. Select **<Yes>** and press **Enter**.



4. Select **<OK>** and press **Enter** to partition the hard drive and reformat the partitions.

   Once the drive is properly configured, the program begins the installation process and reports the progress.



   These processes can take up to 20 minutes. When the media server is ready to reboot, the CD-ROM drive drawer opens. Remove the CD from the drive.

   The reboot may take up to 3 minutes. The telnet session drops automatically.

Installing post-upgrade service pack files (if any)

Note:

Skip this procedure if there is no Communication Manager software service pack file to install.

This software service pack may or may not be call preserving.

Use a telnet session to install the software service pack.

1. Click **Start > Run** to open the **Run** dialog box.
2. Type **`telnet 192.11.13.6`** and press **Enter**.
3. Log in as **craft**.
4. Type **`cd /var/home/ftp/pub`** and press **Enter** to access the pub directory.

5. At the prompt, type **`ls -ltr`** and press **Enter** to list files in the pub directory.
6. The media server displays a list of files in the FTP directory. Verify that the directory contains the Communication Manager **.tar.gz** file you have uploaded, if any.
7. Type **`update_unpack`** and press **Enter**.
8. Select the number of the desired update and press **Enter**.
9. Type **`update_show`** and press **Enter** to list Communication Manager files to verify the new software service pack file was unpacked.
10. Type **`update_activate`** ***`update`***, where ***`update`*** is the release or issue number of the latest software service pack file. (For example, ***`00.0.219.0-xxxx`***. Do *not* use the **.tar.gz** extension at the end of the file name). Press **Enter**.

    For Release 2.1, the media server will request a reboot (reset system 4). Type **y**.
    The media server also may display the message:

    /opt/ecs/sbin/drestart 2 4 command failed.

    Ignore this message. Wait until the restart/reset completes before entering additional commands.

    The media server displays a message that the software service pack was applied.
11. Type **`update_show`** again and press **Enter** to verify the new software service pack file was activated.

Restoring the system files

The following steps restore the system files.

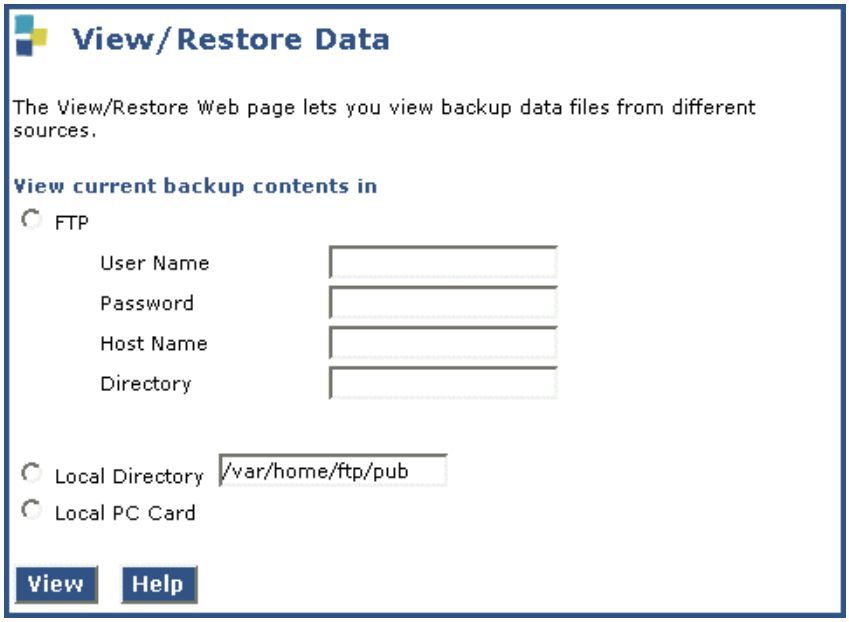
CAUTION:

Do not restore files if the backup files were not from this media server.

CAUTION:

Do not restore files if they are from a software load different from the load now running on the media server; for example, if the software load of the backed-up files was S8x00-02.0-00.0.*219.0* and the media server is now running load S8x00-02.0-00.0.*219.1*.

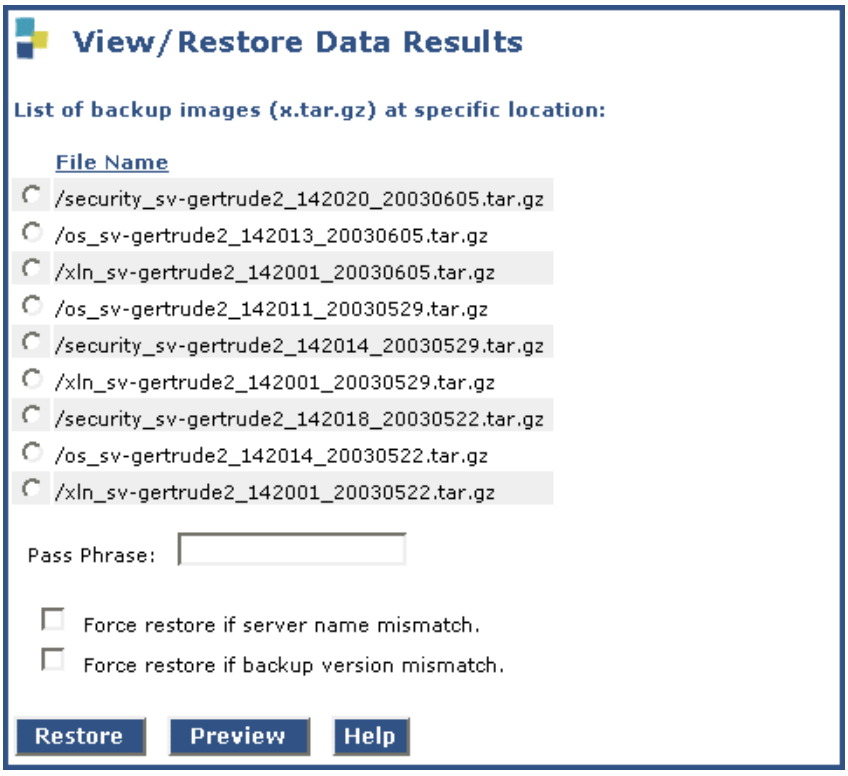
1. Under **Data Backup/Restore**, click **View/Restore Data**.



2. If the files were backed up to an internal PCMCIA flashcard or to an external flash drive, select **Local PC Card**.

   If the files were backed up to a server, select **FTP** and fill in the **User Name, Password, Host Name** *(must use the host IP address)*, and **Directory** fields for where the files were backed up.

3. Click **View**.



4. Select the correct system (**os**_) file (the most recent one is at the top) and click **Restore**.
5. Select the correct security (**security**_) file (the most recent one is at the top) and click **Restore**.

   CAUTION:

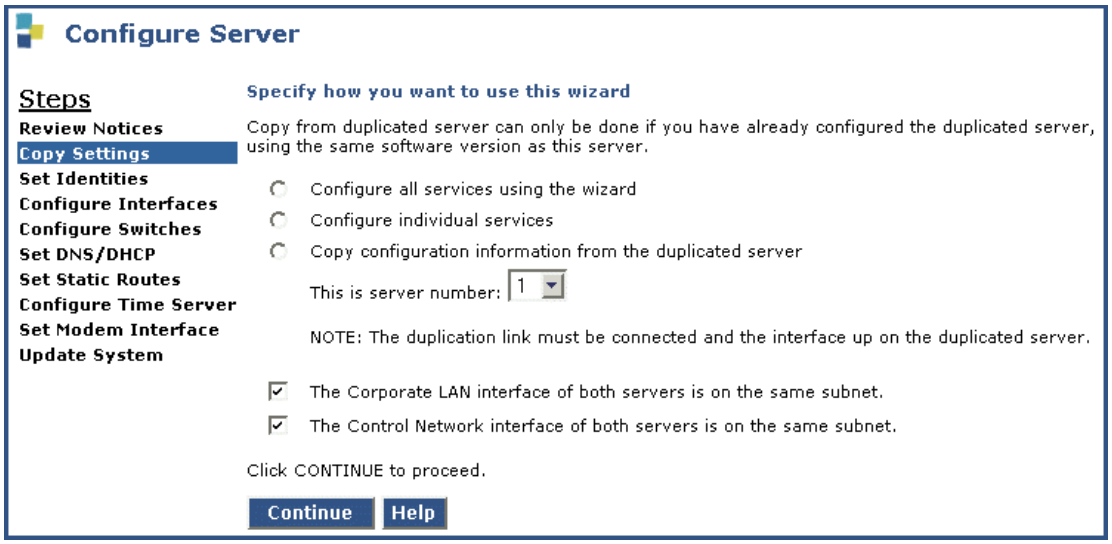
   Do not restore the translation file as the one on the good media server has the most current translations.

6. Click **Status** to view the Restore status. When the restoration is complete, the message **Restore is finished** displays.

Verifying media server configuration

The following steps verify the configuration.

1. Under **Server Configuration**, click **Configure Server** to start the configure server process to open the first page of the **Configure Server** process.
2. Click **Continue** through the **Review Notices** to get to the **Specify how you want to use this wizard** page.



3. Select **Configure all services using the wizard**.
4. Click **Continue** through all the screens to verify that the configuration is complete and correct. Be sure to set the server number (1 or 2) under Set Identities.

   Note:

   You may need to reset the port speeds for the Ethernet interfaces.

   Note:

   You do not need to fill in the static routes for Release 2.0 and later.

5. When you click through all the pages, click **Continue** on the **Update System** screen. The **Update System** screen displays each configuration task as it completes.

   When done, the screen displays **All configuration information was entered**.

6. Click **Close Window** to close the **Configure Server** wizard.

Job Aid: Replacing the PCMCIA card on the Avaya S8700 Media Server

Note:

This Job Aid applies only to the Avaya S8700 Media Server.

Important:

Always check the Avaya Support Website for Product Support Notices at http://support.avaya.com and select **Communication Manager** > **Product Support Notices**.

Replacing the PCMCIA card

Depending on the Communication Manager release, follow either of these procedures:

- Communication Manager Release 1.X uses the server's command line interface.
- Communication Manager Release 2.X and higher uses the server's Maintenance Web interface.

The only way to format a PCMCIA card on an S8700 running Release 1.X is to use the command line interface (root permissions required); S8700s running Release 2.X can use the Web interface. S8700 PCMCIA cards formatted through the Web interface (Release 2.X) can be used in S8700 Release 1.X servers.

Communication Manager Release 1.X

To format and new PCMCIA card for the S8700 Media Server running Communication Manager Release 1.X:

1. Remove the old PCMCIA card from the server slot.
2. Place a new, unformatted 128MB PCMCIA card in the server slot.
3. At the server's command line interface type **`mkfs -t ext2 /dev/hde`** (root permissions required) and press **Enter**.

   You can also use this formatted card in servers running Communication Manager Release 2.X.

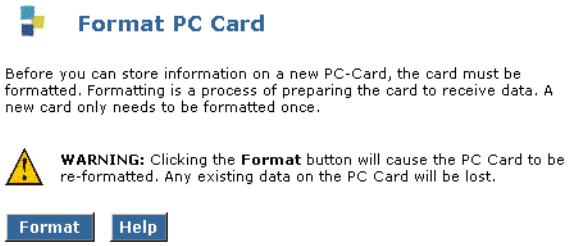
Communication Manager Release 2.X and higher

To format and new PCMCIA card for the S8700 Media Server running Communication Manager Release 2.X and higher:

1. Remove the old PCMCIA card from the server slot.
2. Place a new, unformatted PCMCIA card in the server slot.
3. Select **Data Backup/Restore >Format PC Card** from the left-side navigation pane of the Maintenance Web interface.

   The **Format PC Card** page displays (Figure 9).

Figure 9: Format PC Card page



4. Click on the **Format** button.

   The system asks whether you want to format the PC card (see Warning above).

5. Click on **Yes** to format the card.

   The formatted card also will be usable with servers running Communication Manager Release 1.X.

   Note:

   The recommended way to format a PCMCIA card is to use the Web interface, however, the CLI command **`mkfs -t ext2 /dev/hde`** (root permissions required) can be used on servers running Communication Manager Release 2.X and higher in situations where the Web interface is unavailable.

Job Aid: Replacing the Hard Drive on the Avaya S8710 Media Server—R2.2 or Later

Important:
Always check the Avaya Support Website for Product Support Notices at http://support.avaya.com and select **Communication Manager** > **Product Support Notices**.

This job aid describes the steps required to replace the hard drive on an Avaya S8710 Media Servers running Release 2.2 or later releases of Avaya Communication Manager. This job aid should be used only if a failure has occurred and it is determined that the hard drive should be replaced.

The replacement hard drive comes blank. You must install the software from the CD-ROM that the customer received from an earlier installation of Release 2.2 software. The software CD-ROM contains the Linux operating system and the appropriate release of Avaya Communication Manager.

Required equipment

Verify that you have the following equipment and tools on site:

- Replacement hard drive

  Note:
  The S8710 hard drive and S8700 hard drive are not interchangeable.
- CD-ROM with the software load (from the customer)
- Ethernet crossover cable for direct connection of your laptop to the media servers
- Cross-point (Phillips) screwdrivers (#1 and #2)
- Hex-head (Allen) wrench (1/8 in.)
- Electrostatic wrist ground strap and mat

Pre-site tasks

Before you go on site, verify that the following tasks are completed:

- Ask the customer for the Product ID for the media server having the hard drive replaced. If the customer does not have it, run the Automatic Registration Tool (ART) to obtain the Product ID number and port number (customer dial-up) for the replacement hard drive.
- If the customer is using SNMP for alarming, you will need to get the IP addresses and community names from the customer because the SNMP programming is not saved after the replacement. You may be able get these addresses and names from the active media server.
- Verify that you have the correct software and software service pack. You must install the software on the media server with the replaced hard drive, and you may need to install a software service pack.
- Verify that the customer has a recent backup of all the system and translation files. This is critical, because if a problem occurs with the hard drive on the functional media server, a nonrecoverable loss of data could occur.
- Verify with the customer that if the backups were to a network server that you have access permissions to restore the data.

Table 16: Pre-site tasks for replacing a hard drive on the S8710 Media Server

✓		Task	Description
	1	Obtain CD-ROM with the correct software release	Retrieve from the customer a CD-ROM containing Communication Manager.
	2	Get software service pack, if appropriate	The latest Communication Manager software service pack file may be available on the CD-ROM. Otherwise, download it to your laptop from the Avaya Support Web site http//support.avaya.com/). Select **Downloads** > **S8700 Media Server**.
	3	Get the Product ID and all IP address in case there is no backup	Run ART to obtain the Product ID for the media server with the failed hard drive and the IP address for the customer's INADS line. Access the ART web site on your laptop at the URL http://art.dr.avaya.com.
	4	Get backup file from media server with the failed hard drive	Get the most recent backup of system and security files from the customer.

Initial onsite tasks

If the hard drive is not functional, make sure the customer has a recent backup of the system and security files that you can restore after you have replaced the hard drive. If there are no backup system files, the media server will have to be reconfigured. See *Installing and Configuring the Avaya S8700 Series Media Servers (03-300145)* for detailed procedures. Additionally, some illustrations of software installation and configuration information appears later in this document.

Tasks to replace the hard drive

Table 17: Initial tasks for replacing a hard drive

✓		Task	Description
	1	Insert the software CD-ROM in the CD-ROM drive of the media server with the failed hard drive **Important!**	Open the front door and push the button to open the CD-ROM drawer. Place the Communication Manager CD in the drawer and close it. The software CD-ROM contains boot software that the media server automatically accesses when you power up the media server later.
	2	Unplug the media server with the failed hard drive	If the hard drive is functional, under **Server**, click **Shutdown Server** then unclick **Restart Server after Shutdown**. Click **Shutdown**. Open the door on the front of the media server, and press the power-control button to complete the shutdown. If the hard drive is *not* functional, see Powering down the media server manually on page 96. Unplug the power cord from the media server.
	3	Disconnect all the cables	Disconnect all the cables from the back of the media server with the failed hard drive. **Note**: Be sure to label the cables for easy reconnection. See *Quick Start for Hardware Installation: Avaya S8700 Series Media Server*, 555-245-703, or *Job Aid: Server and CSS Separation—Avaya S8700 Media Server, 555-245-766.*

1 of 2

Table 17: Initial tasks for replacing a hard drive (continued)

✓		Task	Description
	4	Replace the hard drive	See Removing the hard drive on page 97 and Installing the new hard drive on page 99.
	5	Power up the media server with the replaced hard drive.	Plug the power cord into the media server to power it up. If it does not power up, press the power button and release it quickly. **Note:** Wait at least 3 minutes for the media server to complete its power up. Watch the LEDs on the media server to see when they stop flashing and stay solidly lit.

2 of 2

Final tasks

You must install the Linux operating system and Avaya Communication Manager on the blank hard drive, then restore the backed up system files to the media server.

Except where noted in Table 18, see *Upgrading Software and Firmware— Avaya S8700 Media Server* (555-245-115).

Table 18: Final tasks for replacing a hard drive

✓		Task	Description
	1	Connect laptop to the replacement media server	Connect the laptop to the services port on the back of the media server.
	2	Set Telnet parameters (if necessary)	Open a Telnet session and type **`telnet`** and press **Enter**. Type **`unset crlf`** and press **Enter**. Type **`display`** and press **Enter** to verify that message says **Sending only CR** Type **`exit`** and press **Enter** to close Telnet session.
	3	Install Communication Manager	You must install the software from the CD. For procedure details, see Installing the software on page 101.

1 of 5

Table 18: Final tasks for replacing a hard drive (continued)

✓		Task	Description
	4	Log onto the Maintenance Web Interface	Open a browser on your laptop. Use **192.11.13.6** to log onto the Maintenance Web Interface. **Note:** Use the initial installation craft login and initial password.
	5	Verify busied out status	Under Server, click **Status Summary**. Make sure the standby media server is busied out.
	6	Check software version	Under Server, click **Software Version** to verify that the hard drive has the correct release of Communication Manager.
	7a	Configure the network parameters and verify connectivity (optional)	If the system files were backed up to a server on the customer's network, you must readminister the Ethernet port connecting to the customer's network. Under Server Configuration, click **Configure Server** and click **Continue**. Because this is the first time you opened Configure Server, you must set the media server type to either Multiconnect or IP Connect. **OR** Click Continue through the pages until you get to the **Specify how you want to use this wizard** page. Select "Configure individual services" and the correct server number and click **Continue**. Fill in the correct IP address, Gateway, and Subnet mask (or use the default addresses) for the Ethernet port (Eth4 for Multiconnect, Eth0 for IP Connect) and select AUTOSENSE for the speed. Click **Change**. Close the window. Under Diagnostics, click **Ping**. Type the IP address of the server where the files are backed up and click **Execute Ping** to verify that you can access the customer's network. Go to 8.
	7b	Select media server type	If the system files were backed up to a flashcard, under Server Configuration, click **Configure Server**. **OR** Select IP Connect or Multi-Connect configuration, whichever is the appropriate configuration.
	7c	Select media server type	If backups are not available, under Server Configuration, click **Configure Server**. Select IP Connect or Multi-Connect configuration, whichever is the appropriate configuration. Proceed to step 9.

2 of 5

Table 18: Final tasks for replacing a hard drive (continued)

✓		Task	Description
	8	Restore the system files **Note**: Only if they were backed up from this media server	Under Data Backup/Restore, click **View/Restore Data**. **Note**: For procedure details, see Restoring the system files on page 105.
	9	Verify date and time	Under Server click **Server Date/Time**. Make changes as necessary.
	10	Install software service pack, if any	You may need to install a software service pack. For procedure details, see Installing post-upgrade service pack files (if any) on page 103. **Note**: Skip this procedure if there is no software service pack file to install.
	11	Copy software service pack files to media server (if any)	Under Miscellaneous, click **Download Files**. Browse to select the file for downloading and click **Download**.
	12	Verify the service pack is installed	Under Server, click **Software Version** to verify the software service pack versions.
	13	Verify media server configuration on the replacement media server	For procedure details, see Verifying media server configuration on page 106 **Note**: If there was no backup file to restore, you need to reconfigure the media server. Get the configuration data from the customer. Alternatively, log into the active media server and under Server Configuration, click **Configure Server** to view the configuration pages and copy the settings.
	14	Reboot the media server	Under Server, click **Shutdown Server**. Select **Restart server after shutdown** and click **Shutdown**.
	15	Log onto the Maintenance Web Interface	Open a browser on your laptop, and using **192.11.13.6**, log onto the Maintenance Web Interface.
	16	Verify busied out status	Under Server, click **Status Summary**. Make sure the standby media server is busied out.
	17	Ping the connections on the replacement media server	Under Diagnostics, click **Ping**. Ensure all connections, including the active media server, the IPSI boards, and all administered connections respond.

3 of 5

Table 18: Final tasks for replacing a hard drive (continued)

✓		Task	Description
	18	Release the replacement media server and monitor the refresh	Under Server, click **Release Server** to release the media server. Click **Status Summary** to verify the media server is no longer busied out. Monitor the refresh of the media server until it is complete. Verify the following: • Duplicated? yes • Standby Busied? no • Standby Refreshed? yes • Standby Shadowing: on • Duplication Link: up File synchronization then occurs.
	19	Resolve alarms on both media servers	Under Alarms, click **Current Alarms**. Clear any alarms that appear. Type **`telnet (`**the name of the other server)**`-dup`** and press **Enter** to connect to the standby media server and click **Current Alarms**. Clear any alarms that appear. For example, if the active server is george and the standby server is gladys, type **`telnet gladys-dup`** to get to the standby server. There is no space between the server name and **`-dup`**. Type **`telnet 192.11.13.13`** or **`192.11.13.14`** and press **Enter** to connect to the standby media server and click **Current Alarms**. Clear any alarms that appear. Using a SAT screen on the active media server, type **display alarms** and press **Enter**. For instructions on resolving alarms, see *Maintenance Alarms for Communication Manager 3.0, Media Gateways and Servers,* 03-300430.
	20	Save translations	Using a SAT screen, type **`save translation`** and press **Enter**.
	21	Administer backup schedule on the media server with the new hard drive	Under Data Backup/Restore, click **Schedule Backup** to readminister the media server's backup schedule.
	22	Set the Product ID on the replacement media server	Type **`productid -p`** ***`product_id`***, where ***`product_id`*** is the product ID you received from the customer or the ART tool. It should be the same product ID as the old media server.

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Table 18: Final tasks for replacing a hard drive (continued)

✓		Task	Description
	23	Release alarm suppression on the replacement media server	Using telnet on the Linux command prompt screen, type **`almsuppress -n`** and press **Enter** to release alarm suppression. **Note**: Only do this if you want to release it before the time you set earlier runs out (maximum of 2 hours)
	24	Log off all administration applications	When you have completed all the administration, log off the media server.

5 of 5

Powering down the media server manually

This section contains procedures for shutting down the media server manually.

If you cannot access the Maintenance Web Interface, you may shut down the media server by the following manual steps with the shutdown button:

1. Open the door on the front of the S8710 Media Server.
2. Press the media server shutdown button and release it quickly.

   CAUTION:

   Do not hold down the power button for more than a split second. Holding the button down too long causes a reboot of the media server. If you press the button properly, the LEDs do not change, and there is no response to indicate any changes to the system.

3. Press the media server shutdown button again and hold it down until the LEDs go out.

   The LEDs on the media server flash and then go dark. The media server is shut down. Though the middle network LED (number 1) might not go out, the media server is still shut down and ready for replacement.

   CAUTION:

   Do not release the power button until all the LEDs go dark. If you release the button too early, the media server does not shut down.

Replacing the hard drive

CAUTION:

Wear an antistatic wrist ground strap whenever handling components such as the hard drive. Connect the strap to an approved ground, such as an unpainted metal surface. Also, place the hard drive on an antistatic mat that is similarly grounded. Do not place the new or the old drive on a bare surface.

Removing the hard drive

To remove the hard drive:

1. From the Maintenance Web Interface select **Server> Shutdown Server**. (If the server does not respond, press the power button to power down the media server).
2. Press the locking tab located to the left of the hard drive (see Figure 10: Removing the hard drive on page 98).
3. Pull the release lever and remove the hard drive.

Figure 10: Removing the hard drive

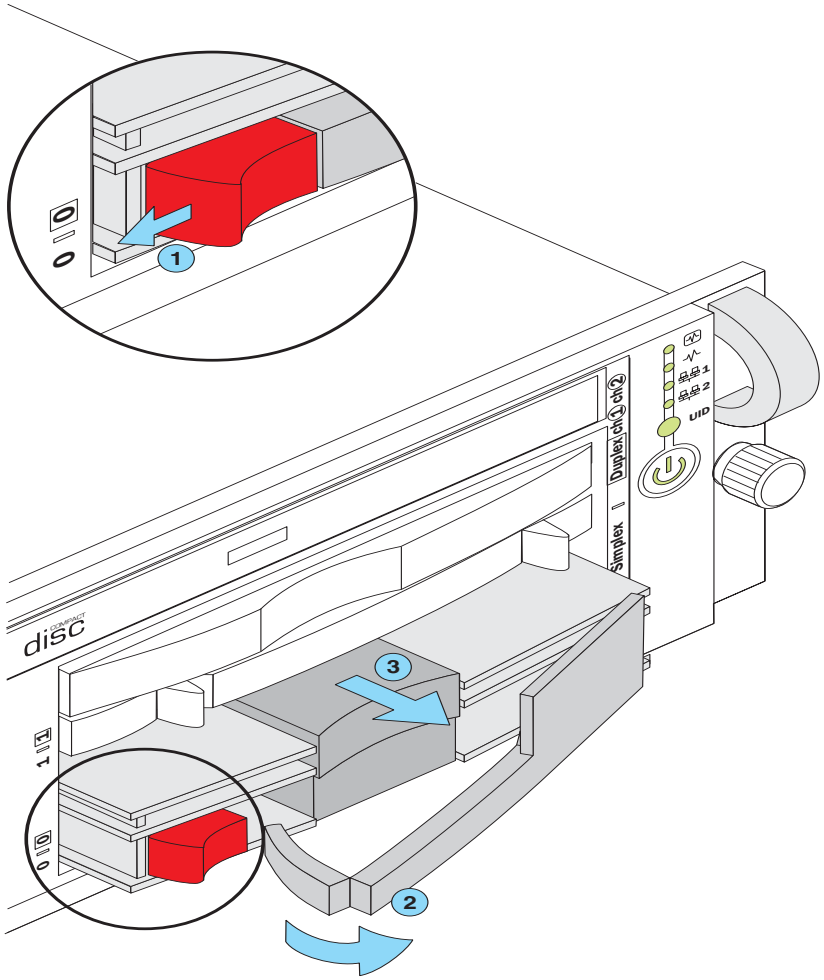

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Figure notes:

1. **Locking tab**
2. **Release lever**
3. **Hard drive**

4. Remove the four (4) screws that hold the hard drive to its shuttle (carrier).
5. Remove the hard drive from the shuttle. Retain the shuttle; you will re-use it for the new hard drive.

Installing the new hard drive

To install a new hard drive:

CAUTION:

The hard drives are not hot-pluggable. Be sure the power is off or the power cord is unplugged before inserting the hard drive. Failure to do this may corrupt the hard drive. Insert the new hard drive into the hard drive slot with the release lever fully extended.

Note:

The S8710 hard drive and S8700 hard drive are not interchangeable.

1. Mount the new hard drive in the shuttle (carrier) with the four (4) screws.
2. Insert the shuttle with the new, mounted hard drive into the hard drive slot until the release lever engages (see Figure 11: Inserting the hard drive on page 100).
3. Push the release lever until the locking tab on the hard drive engages.

Figure 11: Inserting the hard drive

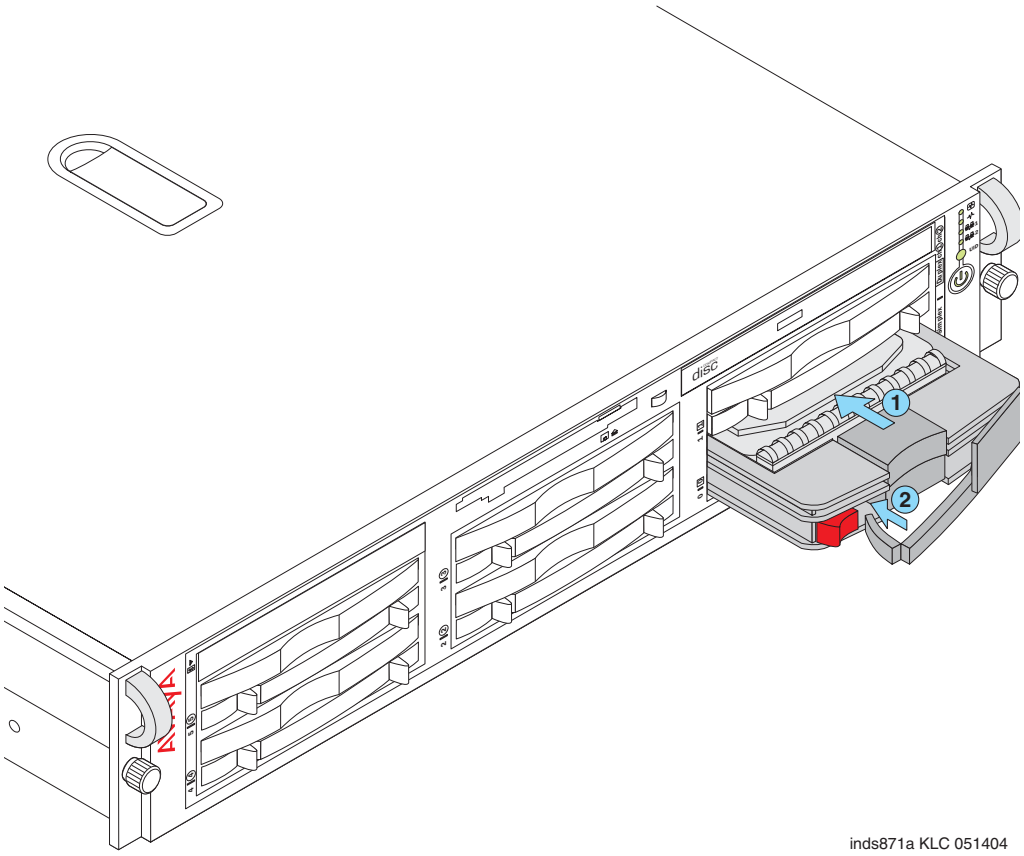


Figure notes:

1. **Hard drive**
2. **Release lever**

Installing the software

To install the software:

Note:

Use a telnet session to access the information on the CD.

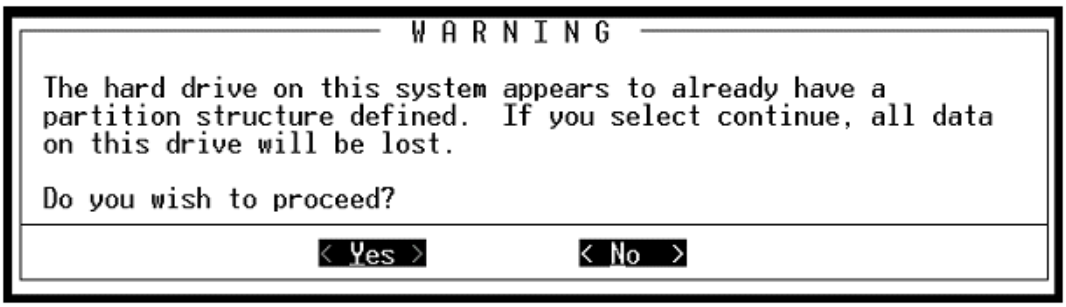
1. Type **`telnet 192.11.13.6`** and press **Enter** to view the first screen.

Note:

To navigate on these screens, use the arrow keys to move to an option, then press the space bar to select the option. Press **Enter** to submit the screen.

2. Select **Install**, make sure <**OK**> is highlighted, and press **Enter**.

   The following screen is optional; it only shows if there is something on the hard drive.

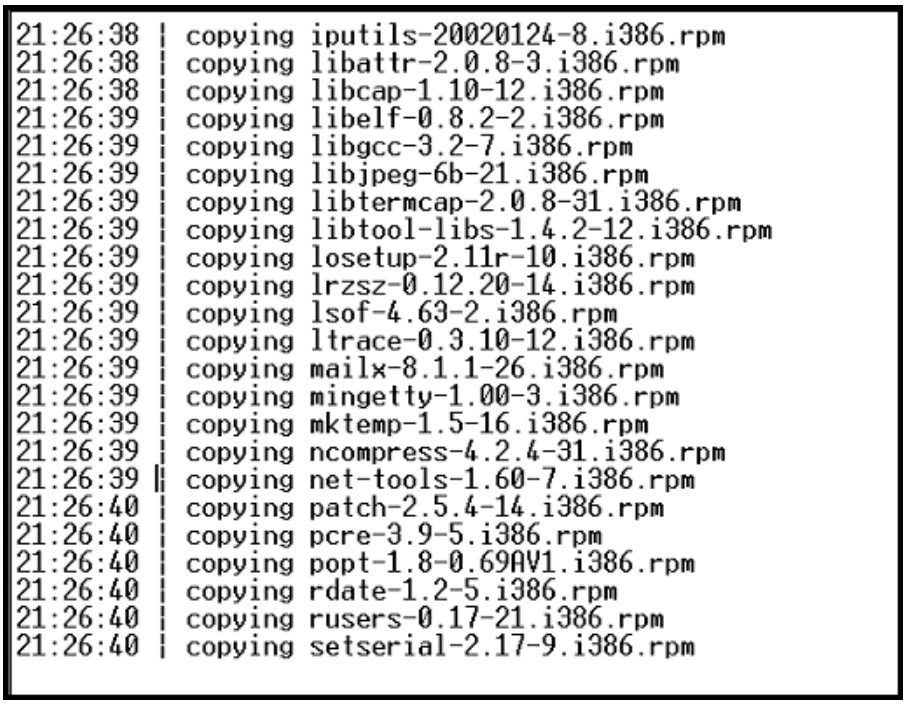


3. Select **<Yes>** and press **Enter**.

   The **Select Release Version** screen displays asking if you want to build Avaya Communication Manager.

4. Select **<OK>** and press **Enter** to partition the hard drive and reformat the partitions, which can take up to 20 minutes.

   Once the drive is properly configured, the program begins the installation process and reports the progress.



   These processes can take up to 20 minutes. When the media server is ready to reboot, the CD-ROM drive drawer opens. Remove the CD from the drive.

   The reboot may take up to 3 minutes. The telnet session drops automatically.

Expanded procedures

Configuring a different capacity hard drive

The S8710 Media Server does not automatically recognize a new hard drive with a different capacity (for example 20GB vs. a 40GB drive). If you should install a hard drive of a different capacity, perform the following:

1. Connect the services laptop and null modem cable to the services port on the back of the media server.
2. Launch a terminal emulation program and administer the terminal emulation port settings to telnet or SSH to ports 22 or 23.

3. Log into the media server as **craft**.
4. Insert the new hard drive (see Installing the new hard drive on page 99) and press the power button.
5. When the system responds with **No bootable media** this indicates it does not recognize the hard drive or there is no media on the hard drive.

   The system displays **Install Failed**.
6. Press the power button to turn off the media server.
7. Press the power button to turn on the media server.
8. During the power-up process, press **F8** (Option Run Configuration).
9. From the Main Menu, select **Create Logical Drive** and press **Enter**.
10. In the **RAID Configurations** window, select **RAID 0**.
11. In the **Spare** window, leave the selection blank.
12. In the **Maximum Boot partition** window, select **Enable (8GB maximum)** and press **Enter**.
13. At the Main Menu, press **F8** to save the configuration.
14. When the system displays **Configuration Saved**, press **Enter**.
15. At the Main Menu, press **Esc**.

Installing post-upgrade service pack files (if any)

Note:

Skip this procedure if there is no Communication Manager software service pack file to install.

Software updates may or may not be call preserving.

Note:

Use a telnet session to install the software service pack file.

To install any post-upgrade service pack file:

1. Click **Start > Run** to open the **Run** dialog box.
2. Type **telnet 192.11.13.6** and press **Enter**.
3. Log in as **craft**.
4. Type **cd /var/home/ftp/pub** and press **Enter** to access the pub directory.
5. At the prompt, type **ls -ltr** and press **Enter** to list files in the pub directory.

   The media server displays a list of files in the FTP directory. Verify that the directory contains the Communication Manager .tar.gz file you have uploaded, if any.
6. Type **update_unpack** and press **Enter**.

7. Select the number of the desired service pack and press **Enter**.
8. Type **`update_show`** and press **Enter** to list Communication Manager files to verify the new software service pack file was unpacked.
9. Type **`update_activate`** ***`update`***, where ***`update`*** is the release or issue number of the latest software service pack file. (For example, **00.0.411.0-xxxx**. Do *not* use the ***.tar.gz** extension at the end of the file name). Press **Enter**.

   The media server may prompt for permission to reboot (**y** or **n**). Press **y**.

   If it reboots, it also may display the message

   /opt/ecs/sbin/drestart 2 4 command failed.

   Ignore this message. You must wait until the restart/reset completes before entering additional commands.

   The media server displays a message that the software service pack was applied.
10. Type **`update_show`** again and press **Enter** to list Communication Manager files to verify the new software service pack file was activated.
11. Type **`server`** and press **Enter** and verify the following:
    - **Duplicated**? yes
    - **Standby Busied**? no
    - **Standby Refreshed**? yes
    - **Standby Shadowing**: on
    - **Duplication Link**? up

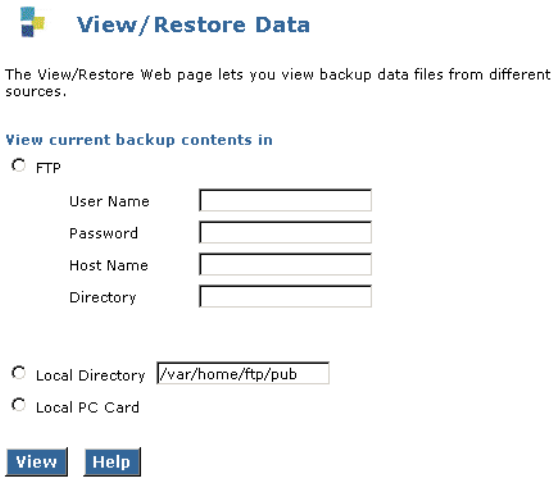
Restoring the system files

CAUTION:

Do not restore files if the backup files were not from this media server.

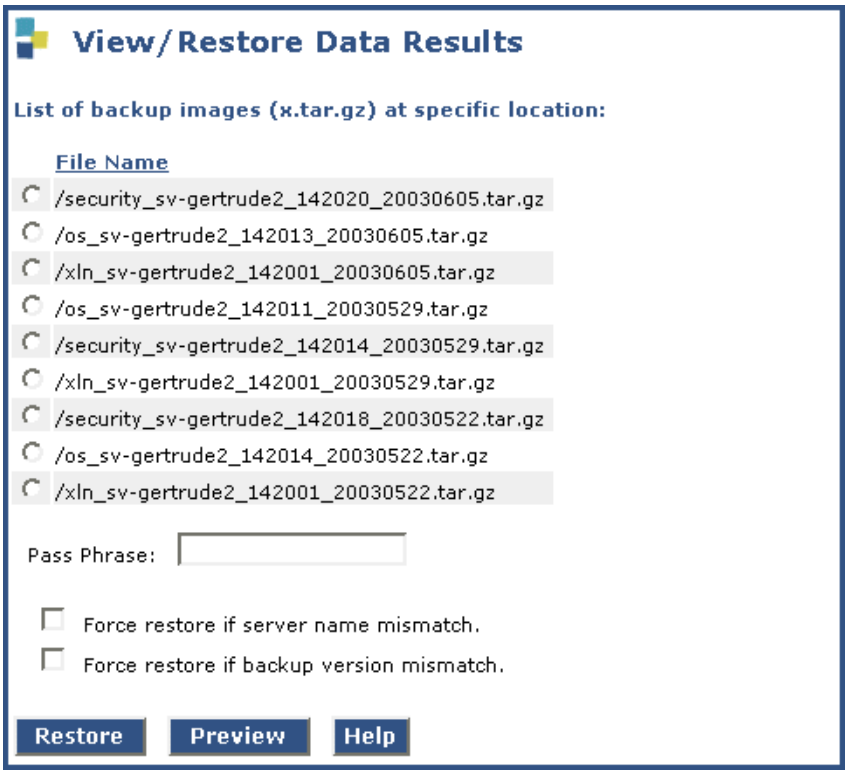
To restore the system files:

1. Under **Data Backup/Restore**, click **View/Restore Data**.



2. Select **FTP**; fill in the **User Name**, **Password**, **Host Name (must use host IP address)**, and **Directory** fields for the location of the Security files.

3. Click **View**.



Note:

When restoring the files, use only those from the same load.

4. Select the correct system (**os**_) file (the most recent one is at the top) and click **Restore**.
5. Select the correct security (**security**_) file (the most recent one is at the top) and both force options and click **Restore**.
6. Click **Status** to view the Restore status. When the restoration is complete, the following message displays:

   Backup: 0: Restore of <filepath/filename> is completed successfully.

Verifying media server configuration

To verify the media server configuration:

1. Under **Server Configuration**, click **Configure Server** to start the configure server process to open the first page of the Configure Server process.
2. Click **Continue** through the **Review Notices** to get to the **Specify how you want to use this wizard** page.
3. Select **Configure all services using the wizard**.

4. Click **Continue** through all the screens, checking for new screens and new fields on existing screens as mentioned in the Software Release Letter.

   Note:

   You must click through all the screens regardless of whether there are changes.

   Note:

   You may need to reset the port speeds for the Ethernet interfaces.

   Note:

   You do not need to fill in the static routes.

5. When you complete all the new fields, if necessary, click **Continue** on the **Update System** screen. The **Update System** screen displays each configuration task as it completes.

   When done, the screen displays the line **All configuration information was entered**.

6. Click **Close Window** to close the Configure Server wizard.
7. Disconnect from the media server.

Job Aid: Replacing the Avaya S8710 Media Server—R2.2 or later

Important:

Always check the Avaya Support Website for Product Support Notices at http://support.avaya.com and select **Communication Manager** > **Product Support Notices**.

This job aid describes the steps required to replace an Avaya S8710 Media Server running Release 2.2 or later of Avaya Communication Manager. You should replace the media server only to correct a problem, such as a functional failure of the motherboard or other components.

The hard drive in the replacement media server comes blank. If you are using this blank hard drive, you must install the software from the CD-ROM that the customer received from an earlier installation of Release 2.2 software. The software CD-ROM contains the Linux operating system and the appropriate release of Avaya Communication Manager.

If the hard drive in the failed media server is good, you can replace the blank hard drive in the replacement media server with the old hard drive.

Required equipment

Verify you have the following equipment and tools on site:

Note:

The S8710 Media Server cannot be replaced with an S8700 Media Server.

- Replacement S8710 Media Server
- CD-ROM with the software load (from the customer)
- Ethernet crossover cable for direct connection of your laptop to the media servers
- Cross-point (Phillips) screwdrivers (#1 and #2)
- Hex-head (Allen) wrench (1/8 in. [3 mm])
- Electrostatic wrist ground strap and mat

Pre-site tasks

Before you go on site, verify the following tasks have been done.

- Ask the customer for the Product ID for the media server being replaced. If the customer does not have it, run the Automatic Registration Tool (ART) to obtain the Product ID number and port number (customer dial-up) for the replacement media server.
- If the customer is using SNMP for alarming, you will need to get the IP addresses and community names from the customer because the SNMP programming is not saved with the replacement media server. You may be able get these addresses and names from the active media server.
- If using the blank hard drive that comes with the media server, verify you have the correct software and software service pack. You must install the software on the replacement media server, and you may need to install a software service pack.
- Verify the customer has a recent backup of all the system files. This is critical if you cannot reuse the hard drive because, if a problem occurs with the hard drive on the functional media server, a nonrecoverable loss of data could occur.
- Verify with the customer if the backups were to a network server that you have access permissions to restore the data.

Table 19: Pre-site tasks for replacing an S8710 Media Server

✓		Task	Description
	1	Obtain CD-ROM with the correct software release	Retrieve from the customer the CD-ROM containing Release 2.2 of Communication Manager. **Note**: If the hard drive in the failed media server is good, you can reuse it.
	2	Get software service pack, if appropriate	The latest Communication Manager service pack file may be available on the CD-ROM. Otherwise, download it to your laptop from the Avaya Support Web site (http//support.avaya.com/). Select **Downloads** > **S8700 Media Server**.
	3	Get the Product ID and modem IP address	Run ART to obtain the Product ID for the failed media server and the IP address for the customer's INADS line. Access the ART web site on your laptop at the URL http://art.dr.avaya.com.
	4	Get backup file from failed media server (if needed)	Get most recent backup file from the customer. **Note**: If the hard drive in the failed media server is good, you can reuse it. You do not need to restore files.

Initial onsite tasks

- If the hard drive is unusable on the media server being replaced, perform the tasks in Table 20: Initial tasks for replacing an S8710 Media Server with a failed hard drive on page 111. Make sure the customer has a recent backup of the system files and translations that you can restore after you have replaced the media server. If not, the media server needs to be reconfigured or the settings copied from the other media server. See *Installing and Configuring the Avaya S8700 Series Media Server* (03-300145) for detailed procedures.
- If the hard drive in the failed media server is functional, go to Table 21: Initial tasks for replacing an S8710 Media Server reusing original hard drive on page 112.

Additionally, some illustrations of software installation and configuration information appears later in this document.

Table 20: Initial tasks for replacing an S8710 Media Server with a failed hard drive

✓		Task	Description
	1	Verify the good media server is the active media server.	Check the Active/Standby LED on the good media server and make sure it is steady BLUE (not flashing). If not, log into the good media server and interchange.
	2	Log onto Maintenance Web Interface of the active media server	Connect to the services port on the back of the active media server. Open a browser on your laptop. Use **192.11.13.6** to log onto the Maintenance Web Interface as **craft** or **dadmin**.
	3	Determine the software release of the active media server and any patches	Under Server, click **Software Version**. Note the software release and any service packs.
	4	Determine if the customer has a recent backup of data	On the Maintenance Web Interface under Data Backup/Restore, select **Backup Logs** to search for recent backup files. You need to specify the network directory where you filed the standby backups. Check for the types of data and dates. Verify there is a recent, successful backup of the system files. **Note**: If there is no recent backup, you can back up translations.
	5	Record alarms	Under Alarms, click **Current Alarms**. Record alarms on the active media server not related to the hard drive.

Table 21: Initial tasks for replacing an S8710 Media Server reusing original hard drive

✓		Task	Description
	1	Verify the good media server is the active media server.	Check the Active/Standby LED on the good media server and make sure it is steady BLUE (not flashing). If not, log into the media server with the good hard drive and interchange.
	2	See if failed media server is in busied-out standby mode	Check the Active/Standby LED on the failed media server and see if it is flashing BLUE (standby).
	3	Log onto Maintenance Web Interface of the active media server	Connect to the services port (2) on the back of the active media server. Open a browser on your laptop. Use **192.11.13.6** to log onto the Maintenance Web Interface as **craft** or **dadmin**.
	4	Record alarms	Under Alarms, click **Current Alarms**. Record alarms on the active media server.
	5	Connect to the standby media server	Disconnect the laptop from the active media server. Connect the laptop to the services port (2) on the standby media server.
	6	Clear ARP cache on laptop	From a DOS command line, type **`arp -d 192.11.13.6`** and press **Enter**.
	7	Busy out the standby media server (if functional)	Under Server, click **Busy-out Server** > **Busy Out**. Click **Status Summary** to verify the standby media server is busied out.
	8	Suppress alarm origination on the standby media server	Use telnet to access the Linux command line. Use the **`almsuppress -t 120`** command to suppress alarms for the duration of the replacement process. (Maximum time is 2 hours.)

Tasks to replace an S8710 Media Server

Table 22: Tasks for replacing an S8710 Media Server

✓		Task	Description
	1	Unplug the failed media server	If the hard drive is functional, under Server, click **Shutdown Server** then unclick Restart Server after Shutdown. Click **Shutdown**. Press the power button to complete the shutdown. If the hard drive is *not* functional, see Powering down the media server manually on page 123. Unplug the power cord from the media server.
	2	Disconnect all the cables	Tag and disconnect all the cables from the back of the failed media server. **Note**: Be sure to label the cables for easy reconnection.
	3	Remove media server from rack	Remove the media server from the rack. See *Quick Start for Hardware Installation: Avaya S8700 Series Media Server*, 555-245-703 or *Server and CSS Separation—Avaya S8700 or S8710 Media Server Job Aid, 555-245-766.*
	4	Install the replacement media server in the rack	Install the replacement media server in the rack.
	5	Reconnect all the cables.	See *Quick Start for Hardware Installation: Avaya S8700 Series Media Server*, 555-245-703 or *Job Aid: Server and CSS Separation—Avaya S8700 or S8710 Media Server, 555-245-766.*
	6	If using the blank hard drive, insert the software CD-ROM in the CD-ROM drive of the replacement media server, **Note**: Skip this step if reusing the original hard drive.	Use a paper clip to open the CD-ROM drawer. Place the Communication Manager CD in the drawer and close it. The software CD-ROM contains boot software that the media server automatically accesses when you power up the media server.
	7	Power up the replacement media server	Plug the power cord into the media server to power it up. If it does not power up, press the power button. **Note:** Wait at least 3 minutes for the media server to complete its power up.

Final tasks

- If you are not reusing the old hard drive, you must install the Linux operating system and Avaya Communication Manager on the blank (new) hard drive, then restore the backed up system files to the media server. Follow the procedure in Table 23: Final tasks for replacing an S8710 Media Server using the blank hard drive on page 114.
- If you are not reusing the old hard drive, follow the procedure in Table 24: Final tasks: replacing an S8710 Media Server reusing the original hard drive on page 118.

Table 23: Final tasks for replacing an S8710 Media Server using the blank hard drive

✓		Task	Description
	1	Connect laptop to the replacement media server	Connect the laptop to the services port on the back of the media server.
	2	Set Telnet parameters (if necessary)	Open a Telnet session and type **`telnet`** and press **Enter**. Type **`unset crlf`** and press **Enter**. Type **`display`** and press **Enter** to verify that message says **Sending only CR** Type **`exit`** and press **Enter** to close Telnet session.
	3	Install Communication Manager	You must install the software from the CD. For procedure details, see Installing the software on page 123.
	4	Log onto the Maintenance Web Interface	Open a browser on your laptop. Type **`192.11.13.6`** to and press **Enter** log onto the Maintenance Web Interface. **Note:** Use the initial installation craft login and initial password.
	5	Verify busied out status	Under Server, click **Status Summary**. Make sure the standby media server is busied out.
	6	Check software version	Under Server, click **Software Version** to verify that the hard drive has the correct release of Communication Manager.

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Table 23: Final tasks for replacing an S8710 Media Server using the blank hard drive (continued)

✓		Task	Description
	7a	Configure the network parameters and verify connectivity (optional)	If the system files were backed up to a server on the customer's network, you must readminister the Ethernet port connecting to the customer's network. Under Server Configuration, click **Configure Server** and click **Continue**. Because this is the first time you opened Configure Server, you must set the media server type to either Multiconnect or IP Connect. **OR** Click Continue through the pages until you get to the **Specify how you want to use this wizard** page. Select "Configure individual services" and the correct server number and click **Continue**. Fill in the correct IP address, Gateway, and Subnet mask (or use the default addresses) for the Ethernet port (Eth4 for Multiconnect, Eth0 for IP Connect) and select AUTOSENSE for the speed. Click **Change**. Close the window. Under Diagnostics, click **Ping**. Type the IP address of the server where the files are backed up and click **Execute Ping** to verify that you can access the customer's network. Go to step 8.
	7b	Select media server type	If the system files were backed up to a flashcard, under Server Configuration, click **Configure Server**. **OR** Select IP Connect or Multi-Connect configuration, whichever is the appropriate configuration.
	7c	Select media server type	If backups are not available, under Server Configuration, click **Configure Server**. Select IP Connect or Multi-Connect configuration, whichever is the appropriate configuration. Go to step 9.
	8	Restore the system files **Note**: Only if they were backed up from this media server	Under Data Backup/Restore, click **View/Restore Data**. **Note**: For procedure details, see Restoring the system files on page 127.
	9	Verify date and time	Under Server click **Server Date/Time**. Make changes as necessary.
	10	Install service pack, if any	You may need to install a service pack. For procedure details, see Installing post-upgrade service pack files (if any) on page 126. **Note**: Skip this procedure if there is no service pack file to install.

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Table 23: Final tasks for replacing an S8710 Media Server using the blank hard drive (continued)

✓		Task	Description
	11	Copy service pack files to media server (if any)	Under Miscellaneous, click **Download Files**. Browse to select the file for downloading and click **Download**.
	12	Verify the update is installed	Under Server, click **Software Version** to verify the service pack versions.
	13	Verify media server configuration on the replacement media server	For procedure details, see Verifying media server configuration on page 129. **Note**: If there was no backup file to restore, you need to reconfigure the media server. Get the configuration data from the customer. Alternatively, log into the active media server and under Server Configuration, click **Configure Server** to view the configuration pages and copy the settings.
	14	Reboot the media server	Under Server, click **Shutdown Server**. Select **Restart server after shutdown** and click **Shutdown**.
	15	Log onto the Maintenance Web Interface	Open a browser on your laptop, and using **192.11.13.6**, log onto the Maintenance Web Interface.
	16	Verify busied out status	Under Server, click **Status Summary**. Make sure the standby media server is busied out.
	17	Ping the connections on the replacement media server	Under Diagnostics, click **Ping**. Ensure all connections, including the active media server, the IPSI boards, and all administered connections respond.
	18	Release the replacement media server and monitor the refresh	Under Server, click **Release Server** to release the media server. Click **Status Summary** to verify the media server is no longer busied out. Monitor the refresh of the media server until it is complete. Verify the following: • Duplicated? yes • Standby Busied? no • Standby Refreshed? yes • Standby Shadowing: on • Duplication Link: up File synchronization then occurs.

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Table 23: Final tasks for replacing an S8710 Media Server using the blank hard drive (continued)

✓		Task	Description
	19	Resolve alarms on both media servers	Under Alarms, click **Current Alarms**. Clear any alarms that appear. Type **`telnet`** (the name of the other server)**`-dup`** and press **Enter** to connect to the standby media server and click **Current Alarms**. Clear any alarms that appear. For example, if the active server is george and the standby server is gladys, type **`telnet gladys-dup`** to get to the standby server. There is no space between the server name and **`-dup`**. Type **`telnet 192.11.13.13`** or **`192.11.13.14`** and press **Enter** to connect to the standby media server and click **Current Alarms**. Clear any alarms that appear. Using a SAT screen on the active media server, type **`display alarms`** and press **Enter**. For instructions on resolving alarms, see *Maintenance Alarms for Avaya Communication Manager 3.0, Media Gateways and Servers*, 03-300430.
	20	Save translations	Using a SAT screen, type **`save translation`** and press **Enter**.
	21	Administer backup schedule on the media server with the new hard drive	Under Data Backup/Restore, click **Schedule Backup** to readminister the media server's backup schedule.
	22	Set the Product ID on the replacement media server	Type **`productid -p`** ***`product_id`*****,** where ***`product_id`*** is the product ID you received from the customer or the ART tool. It should be the same product ID as the old media server.
	23	Release alarm suppression on the replacement media server	Using telnet on the Linux command prompt screen, type **`almsuppress -n`** and press **Enter** to release alarm suppression. **Note**: Only do this if you want to release it before the time you set earlier runs out (maximum of 2 hours)
	24	Log off all administration applications	When you have completed all the administration, log off the media server.

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Table 24: Final tasks: replacing an S8710 Media Server reusing the original hard drive

✓		Task	Description
	1	Connect laptop to the replacement media server	Connect to the services port on the back of the media server.
	2	Log onto the Maintenance Web Interface	Open a browser on your laptop. Type **192.11.13.6** and press **Enter** to log onto the Maintenance Web Interface.
	3	Verify busied out status	Under Server, click **Status Summary**. Make sure the standby media server is busied out.
	4	Reattach all cables	Connect the fiber duplication cable and the Ethernet duplication cable to the replacement media server. Connect all the other cables.
	5	Ping the connections on the replacement media server	Under Diagnostics, click **Ping**. Ensure all administered connections respond.
	6	Release media server with replacement hard drive and monitor the refresh	Under Server, click **Release Server** to release the media server. Click **Status Summary** to verify that the media server is no longer busied out. Monitor the refresh of the media server until it is complete. Verify the following: • Duplicated? yes • Standby Busied? no • Standby Refreshed? yes • Standby Shadowing: on • Duplication Link: up File synchronization then occurs.
	7	Resolve alarms on both media servers	Under Alarms, click **Current Alarms**. Clear any alarms that appear. Type **`telnet 192.11.13.6`** and press **Enter** to connect to the standby media server and click **Current Alarms**. Clear any alarms that appear. Using a SAT screen on the active media server, type **`display alarms`** and press **Enter**. For instructions on resolving alarms, see *Maintenance Alarms for Avaya Communication Manager 3.0, Media Gateways and Servers*, 03-300430.

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Table 24: Final tasks: replacing an S8710 Media Server reusing the original hard drive (continued)

✓		Task	Description
	8	Release alarm suppression on the replacement media server	Using telnet on the Linux command prompt screen, type **`almsuppress -n`** and press **Enter** to release alarm suppression. **Note**: Only do this if you want to release it before the time you set earlier runs out (maximum of 2 hours)
	9	Log off all administration applications	When you have completed all the administration, log off the media server.

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Replacing the S8710 Media Server

When replacing a failed S8710 Media Server, you may be able to reuse the hard drive from the failed media server. For specific information on removing and replacing, see Reusing the hard drive on page 120.

Removing the S8710 Media Server being replaced

The following steps remove the media server from the rack.

1. Tag and disconnect all cables on the back of the media server.
2. Using a cross-point (Phillips) screwdriver, unscrew one screw from each bracket that attaches the media server to the rack.

   CAUTION:

   Because the S8710 Media Server weighs approximately 60 lb (27 kg), two persons are required to lift it.
3. Carefully remove the media server from the rack.

Installing the replacement S8710 Media Server

Note:

If reusing the hard drive from the failed media server, go to Reusing the hard drive on page 120 before installing the replacement media server in the rack.

Note:

You cannot replace an S8710 Media Server with an S8700 Media Server.

See *Quick Start for Hardware Installation: Avaya S8700 Series Media Server*, 555-245-703 for information on installing the S8710 Media Server in the rack and reconnecting all the cables.

Reusing the hard drive

If the hard drive in the failed media server is still good, then you want to reuse it in the replacement media server. Use the following process to switch the hard drives.

- Removing the hard drive from the failed media server on page 120
- Removing the hard drive from the replacement media server on page 121
- Installing the original hard drive in the replacement media server on page 122

CAUTION:

Wear an anti-static wrist ground strap whenever handling components such as the hard drive. Connect the strap to an approved ground, such as an unpainted metal surface. Also, place the hard drive on an anti-static mat that is similarly grounded. Do not place the new or the old drive on a bare surface.

Removing the hard drive from the failed media server

The following steps remove the hard drive from the media server.

1. Press the locking tab located to the left of the hard drive (see Figure 12: Removing the hard drive on page 121).
2. Pull the release lever and remove the hard drive.

Figure 12: Removing the hard drive

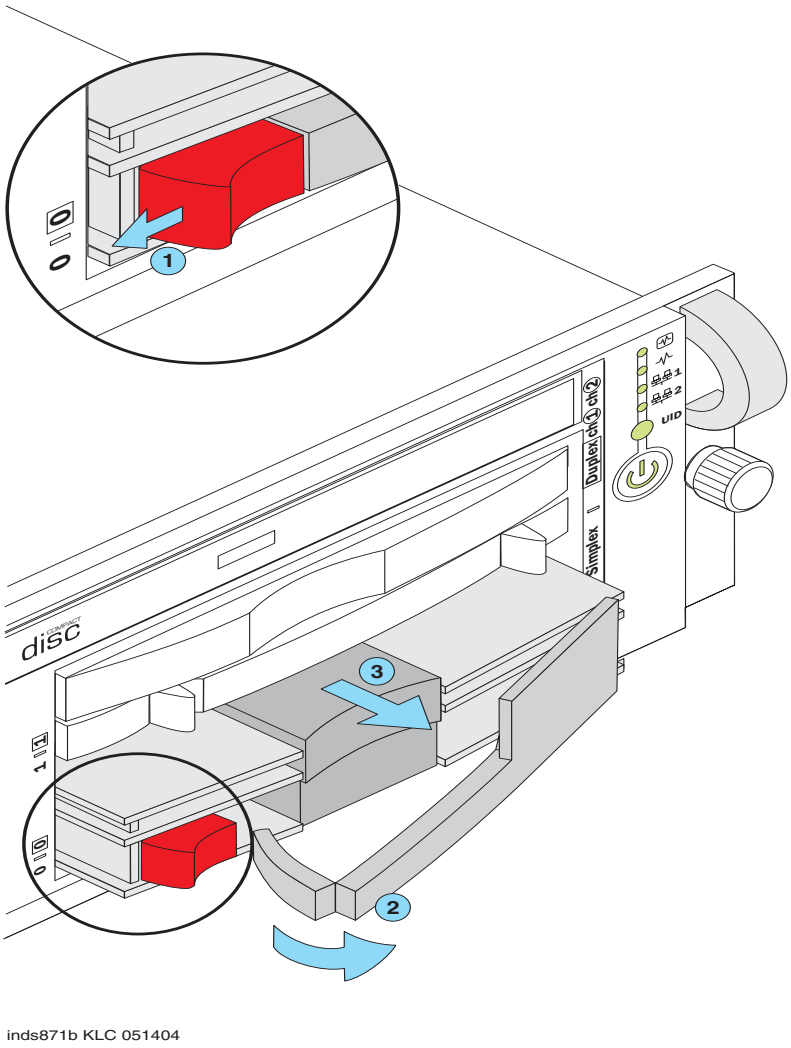


Figure notes:

1. **Locking tab**
2. **Release lever**
3. **Hard drive**

Removing the hard drive from the replacement media server

Follow the steps in Removing the hard drive from the failed media server on page 120.

Installing the original hard drive in the replacement media server

The following steps installs the hard drive in the media server.

CAUTION:

The hard drives are not hot-pluggable. Be sure the power is off or the power cord is unplugged before inserting the hard drive. Failure to do this may corrupt the hard drive.

1. Insert the new hard drive into the hard drive slot with the release lever fully extended (Figure 13: Inserting the hard drive on page 122).
2. Slide the hard drive into the hard drive slot until the release lever engages.
3. Push the release lever until the locking tab on the hard drive engages.

Figure 13: Inserting the hard drive

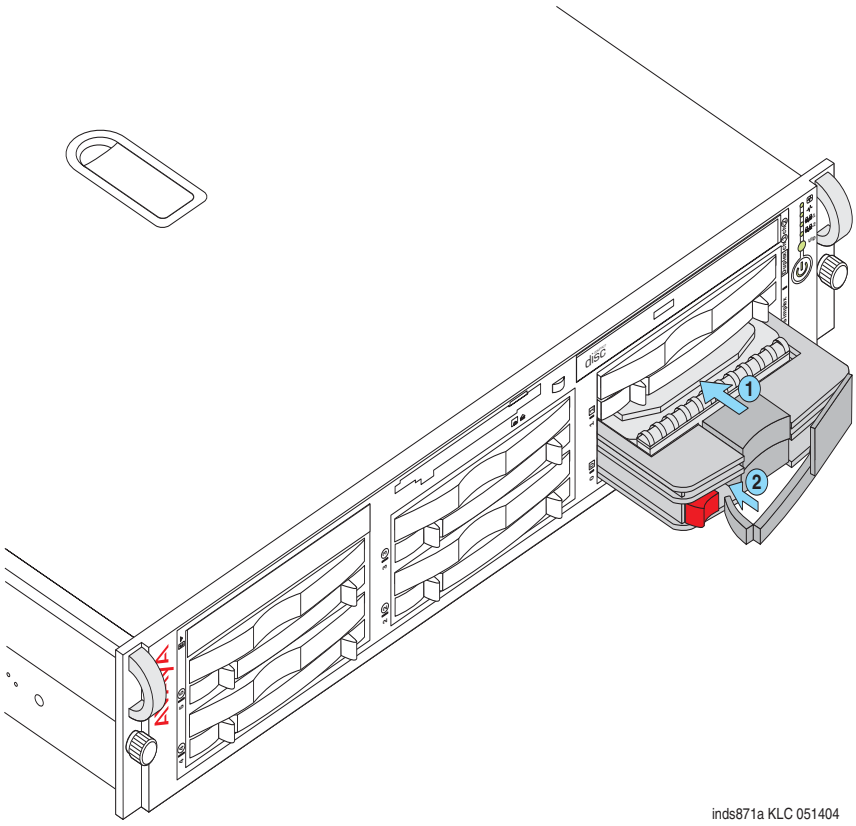


Figure notes:

1. **Hard drive**
2. **Release lever**

Expanded procedures

Powering down the media server manually

The following steps powers down the media server manually.

If you cannot access the Maintenance Web Interface, you may shut down the standby media server by following manual steps with the shutdown button:

1. Type **`telnet 192.11.13.6`** and press **Enter**.
2. Type **`stop -ac`** and press **Enter** to stop Communication Manager.
3. If you cannot telnet in, press the power button to power down the media server.

   The GREEN LED on the power button changes to ORANGE when the media server is powered down.

Installing the software

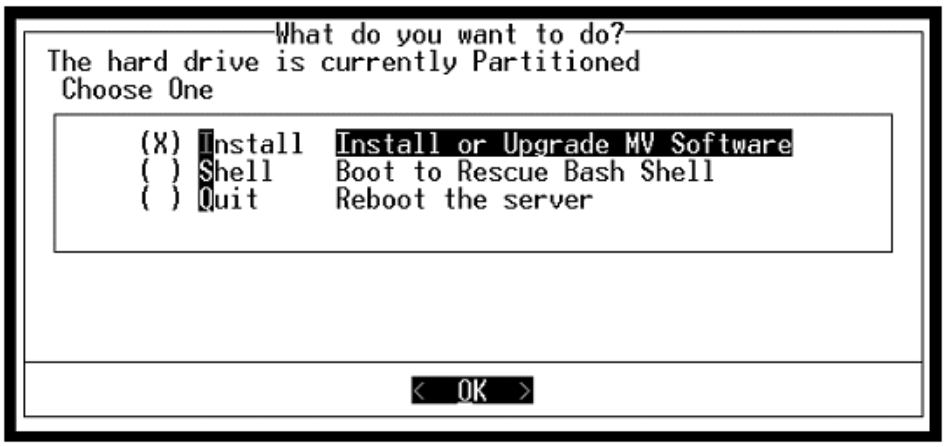
The following steps install the software.

1. After installing the new media server in the rack, use a paper clip to open the CD-ROM drawer. Place the Communication Manager CD in the drawer and close it and power up the server.

   Note:

   Use a telnet session to access the information on the CD.

2. Type **`telnet 192.11.13.6`** and press **Enter** to view the first screen.

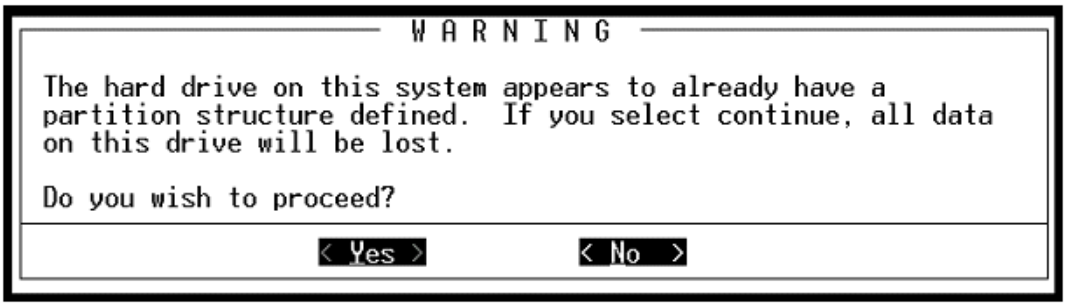


Note:

To navigate these screens, use the arrow keys to move to an option, then press the space bar to select the option. Press **Enter** to submit the screen.

3. Select **Install**, make sure <OK> is highlighted, and press **Enter**.

   The following screen is optional; it only shows if there is something on the hard drive.

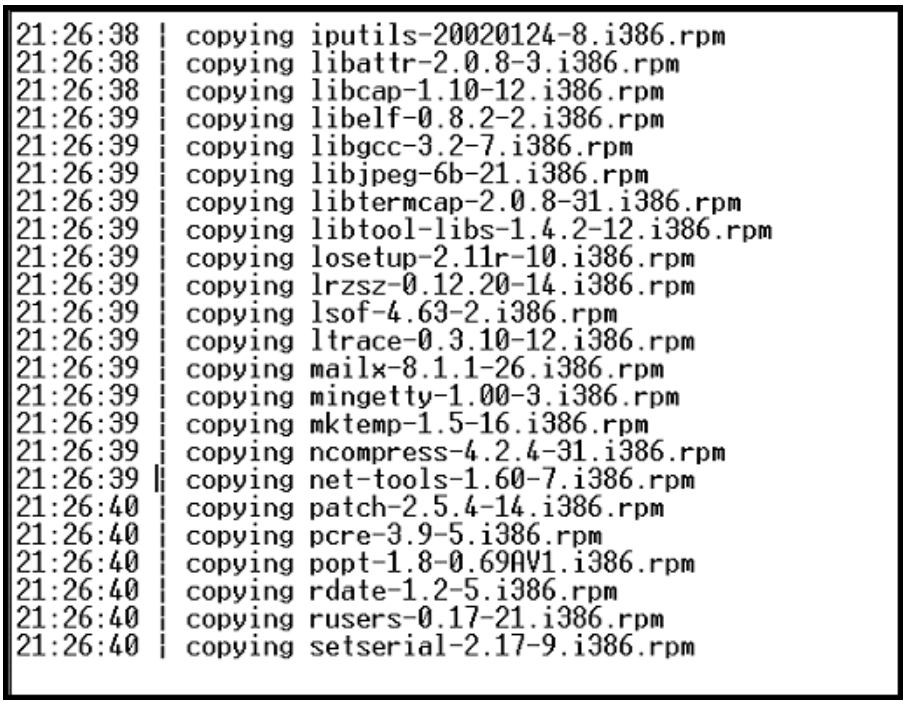


4. Select **<Yes>** and press **Enter**.

   The Select Release Version screen displays asking if you want to build Avaya Communication Manager.

5. Select **<OK>** and press **Enter** to partition the hard drive and reformat the partitions (can take up to 20 minutes).

   Once the drive is properly configured, the program begins the installation process and reports the progress.



   These processes can take up to 20 minutes. When the media server is ready to reboot, the CD-ROM drive drawer opens. You can remove the CD from the drive at this time.

   The reboot may take up to 3 minutes. The telnet session drops automatically.

Installing post-upgrade service pack files (if any)

Note:

Skip this procedure if there is no Communication Manager software service pack file to install.

This software service pack may or may not be call preserving.

Use a telnet session to install the software service pack.

1. Click **Start > Run** to open the Run dialog box.
2. Type **`telnet 192.11.13.6`** and press **Enter**.
3. Log in as **craft**.
4. Type **`cd /var/home/ftp/pub`** and press **Enter** to access the pub directory.
5. At the prompt, type **`ls -ltr`** and press **Enter** to list files in the pub directory.

   The media server displays a list of files in the FTP directory. Verify the directory contains the Communication Manager *.tar.gz file you have uploaded, if any.
6. Type **`update_unpack`** and press **Enter**.
7. Select the number of the desired update and press **Enter**.
8. Type **`update_show`** and press **Enter** to list Communication Manager files to verify the new service pack file was unpacked.
9. Type **`update_activate`** ***`update`***, where ***`update`*** is the release or issue number of the latest service pack file. (For example, **`00.0.219.0-xxxx`**. Do *not* use the ***.tar.gz** extension at the end of the file name). Press **Enter**.

   The media server may prompt for permission to reboot (y or n). Press **y**.

   The media server may reboot (reset system 4). If it reboots, it also may display the message

   /opt/ecs/sbin/drestart 2 4 command failed.

   Ignore this message. You must wait until the restart/reset completes before entering additional commands.

   The media server displays a message that the service pack was applied.
10. Type **`update_show`** again and press **Enter** to verify the new service pack file was activated.

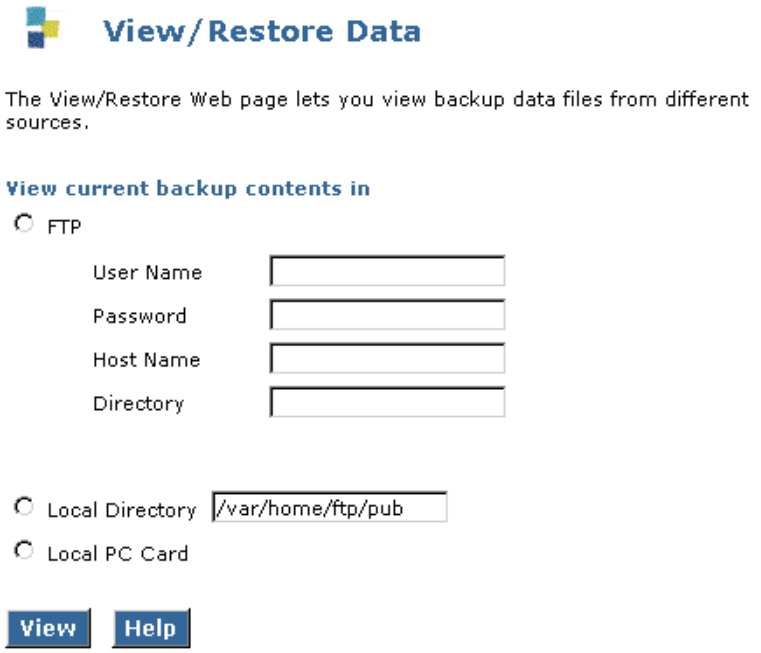
Restoring the system files

The following steps restore the system files.

CAUTION:
Do not restore files if the backup files were not from this media server.

1. Under Data Backup/Restore, click **View/Restore Data**.

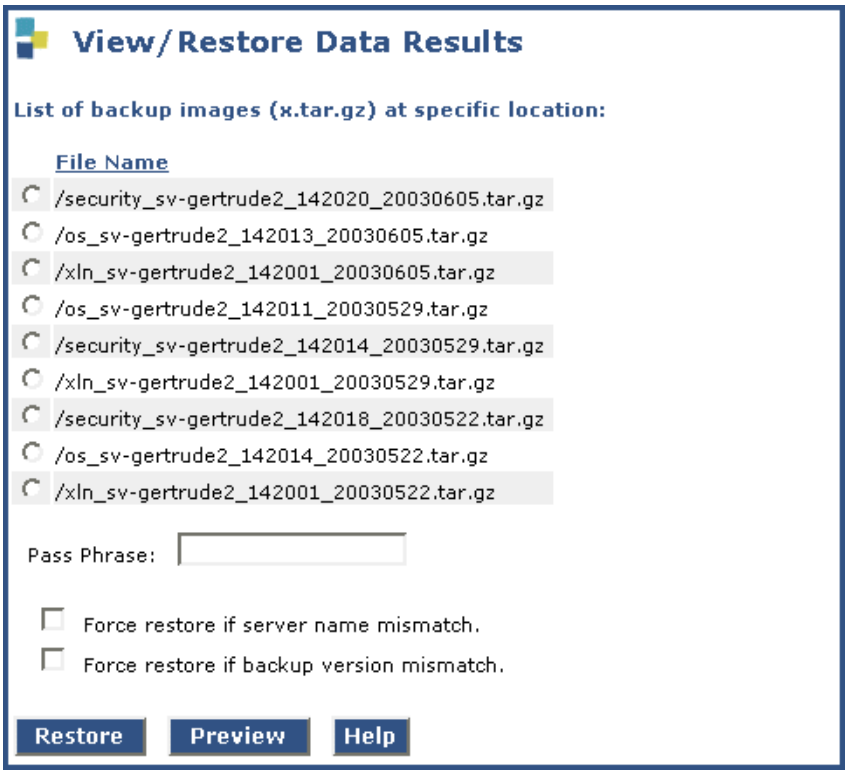
   The **View/Restore Data** page displays.



2. If the files were backed up to a USB flashcard, select **Local PC Card**.

   If the files were backed up to a server, select FTP and fill in the **User Name**, **Password**, **Host Name** (*must use the host IP address*), and **Directory** fields for where the files were backed up.

3. Click **View**.



Note:

When restoring the files, use only those from the same load.

4. Select the correct system (os_) file (the most recent one is at the top) and click **Restore**.
5. Select the correct security (security_) file (the most recent one is at the top) and click **Restore**.

CAUTION:

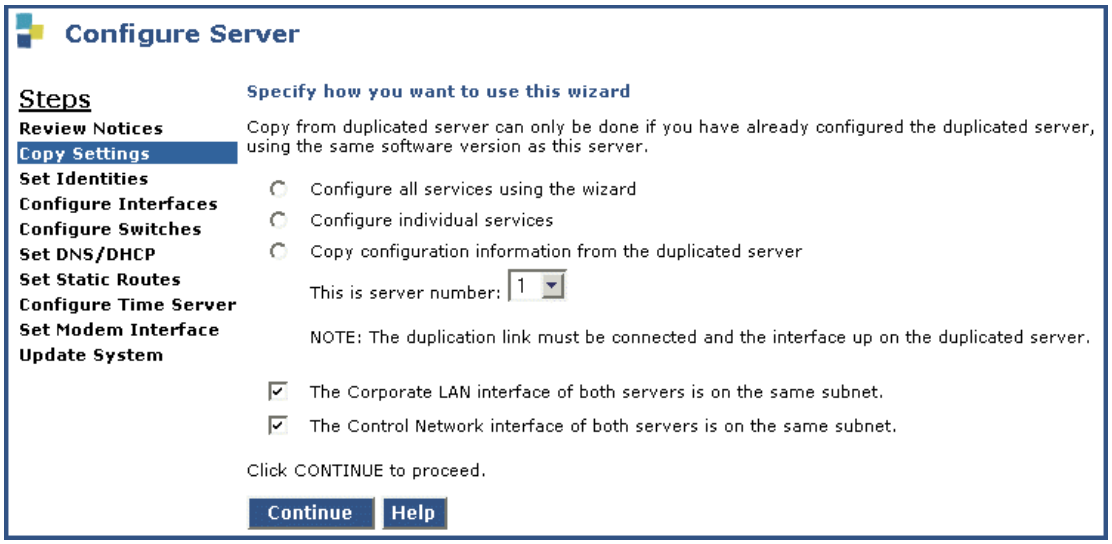
Do not restore the translation file as the one on the good media server has the most current translations.

6. Click **Status** to view the Restore status. When the restoration is complete, the message **Restore is finished** displays.

Verifying media server configuration

The following steps verify the configuration.

1. Under Server Configuration, click Configure Server to start the configure server process to open the first page of the Configure Server process.
2. Click **Continue** through the Review Notices to get to the **Specify how you want to use this wizard** page.



3. Select **Configure all services using the wizard**.
4. Click **Continue** through all the screens to verify the configuration is complete and correct. Be sure to set the server number (1 or 2) under Set Identities.

   Note:

   You may need to reset the port speeds for the Ethernet interfaces.

   Note:

   You do not need to fill in the static routes.

5. When you complete all the new fields, click Continue on the Update System screen. The Update System screen displays each configuration task as it completes.

   When done, the screen displays **All configuration information was entered**.

6. Click **Close Window** to close the **Configure Server** wizard.

Job Aid: Replacing the USB modem

Note:

This Job Aid applies to the Avaya S8700 series and the Avaya S8500B Media Servers only.

Important:

Always check the Avaya Support Website for Product Support Notices at http://support.avaya.com and select **Communication Manager** > **Product Support Notices**.

Removing the old modem

To remove the old or defective modem:

1. Remove the USB cable and phone line(s) from the rear of the modem:

Replacing the modem

To replace the USB modem (Material ID 700235526):

1. Reconnect the USB cable and the phone line(s) to their respective connectors on the rear of the modem.

Job Aid: Replacing the IP Server Interface

Note:

This procedure applies to the S8700 series and the S8500 Media Servers.

Important:

Always check the Avaya Support Website for Product Support Notices at http://support.avaya.com and select **Communication Manager** > **Product Support Notices**.

Removing the IPSI circuit pack

ELECTROSTATIC ALERT:

Be sure to wear a grounded wrist strap, stand on an approved mat, or work on a treated surface that will reduce the possibility of electrostatic discharge.

To remove the IP Server Interface (IPSI) circuit pack:

1. Look up the old IPSI circuit pack administration (**`display ipserver-interface`** ***`location`***). Note whether the IPSI circuit pack has an administered (static) IP address or is supplied an IP address from a DHCP server.
2. Busyout the circuit pack (**`busyout ipserver-interface`** ***`location`***).
3. Unlatch the circuit pack handle.
4. Pull the circuit pack completely out of the gateway carrier.

Replacing the IPSI circuit pack

ELECTROSTATIC ALERT:

Be sure to wear a grounded wrist strap, stand on an approved mat, or work on a treated surface that will reduce the possibility of electrostatic discharge.

To replace the IPSI circuit pack:

1. Remove the new IPSI circuit pack from its protective packaging.
2. Slide the circuit pack into the slot all the way into the carrier and latch.

3. Release the circuit pack (**`release ipserver-interface`** ***`location`***).
4. Go to either section:
   - Re-assigning a static IP address on the IPSI circuit pack
   - Assigning DHCP addressing

   Note:

   The 4-character LED on the IPSI circuit pack's faceplate is used to display the circuit pack status related to the Ethernet interfaces. If automatic IP address assignment via DHCP is enabled, the top character displays the Switch ID and the next two characters display the Cabinet Number. The last character is used to display the link status of the two Ethernet interfaces.

Re-assigning a static IP address on the IPSI circuit pack

If the replacement TN2312AP or TN2312BP (IPSI) circuit pack has previously had a static address programmed, you must erase the existing IP address before re-assigning a new one. The likely scenarios for doing this are when

- Reconfiguring a system.
- An IPSI is configured for DHCP addressing, often at a staging area to more easily facilitate firmware upgrades before installation at customer site.

CAUTION:

Failure to erase the existing IP address before re-using the IPSI circuit pack can create serious network problems.

To set a static IP address on the replacement IPSI circuit pack:

1. Plug the circuit pack into the appropriate slot in the media gateway or if already plugged in, reseat it (unplug and replug).
2. Wait until the first letter (Switch ID) and the first (cabinet) digit on the LED display stops flashing (approximately 10 seconds), then press the recessed pushbutton on the faceplate to change the *second* digit to **0**.

   The LED display should now read **A00**.

   Note:

   This step is important because any other values in these fields cause the following steps to fail.
3. Connect to the services port on the IPSI circuit pack.
4. Log in to the IPSI circuit pack as craft.
5. Type **`set control interface`** ***`ipaddr netmask`*** and press **Enter**.

6. If required, set the gateway IP address (**`set control gateway`** ***`gatewayIPaddr`***, where ***`gatewayIPaddr`*** is the customer-provided IP address for the gateway).
7. Type **`exit`** to exit the session. *Do not reset the IPSI circuit pack at this time.*

   Note:

   If you reset the IPSI, this procedure will not work, and the IP address of the IPSI will display as **0.0.0.0**.
8. Watch the display on the IPSI circuit pack faceplate: it should change from **A00** to **IP**.
9. If necessary to set V-LAN properties, Priority, Tag, ID, etc., log back into the IPSI to set these parameters.

Assigning DHCP addressing

To assign DHCP addressing to the replacement IPSI circuit pack:

1. Plug the circuit pack into the appropriate slot in the media gateway or if already plugged in, reseat it (unplug and replug).
2. While “IP” flashes on the display, push the recessed button on the IPSI faceplate and hold for 5 seconds.

   The display changes to **A00** with the first character (A) flashing.
3. Push the recessed button to program the server ID and cabinet number for DHCP addressing.

Job Aid: Replacing the Avaya S8720 Media Server—Release 3.1 or later

Important:
Always check the Avaya Support Website for Product Support Notices at http://support.avaya.com and select **Communication Manager** > **Product Support Notices**.

This job aid describes the steps required to replace an Avaya S8720 Media Server (Material code 700379852) running Release 3.1 or later of Avaya Communication Manager. This procedure has two (2) paths:

- **Using the new, blank hard drive.** The hard drive in the replacement media server is blank. If you use this blank hard drive, you must install the software from the CD-ROM that the customer received from an earlier installation of Release 3.1 software. The software CD-ROM contains the Linux operating system and the appropriate release of Avaya Communication Manager.
- **Re-using the old hard drive.** If the hard drive in the failed media server is good, you can re-use the old hard drive using the procedure found in Job Aid: Replacing the hard drive on the Avaya S8720 Media Server—R3.1 or later.

Required equipment

Verify you have the following equipment and tools on site:

- S8720 MEDIA SRVR HP DL385 (Material code 700379852)
- Customer's CD-ROM with Avaya Communication Manager and associated files
- Ethernet crossover cable for direct connection of your laptop to the media servers
- Cross-point (Phillips) screwdrivers (#1 and #2)
- Hex-head (Allen) wrench (1/8 in. [3 mm])
- Electrostatic wrist ground strap and mat

Pre-site tasks

Before you go on site, verify the following tasks have been done.

- Ask the customer for the Product ID for the media server being replaced. If the customer does not have it, run the Automatic Registration Tool (ART) to obtain the Product ID number and port number (customer dial-up) for the replacement media server.
- If the customer is using SNMP for alarming, you will need to get the IP addresses and community names from the customer because the SNMP programming is not saved with the replacement media server. You may be able get these addresses and names from the active media server.
- If using the blank hard drive that comes with the media server, verify you have the correct software and software service pack. You must install the software on the replacement media server, and you may need to install a software service pack.
- Verify the customer has a recent backup of all the system files. This is critical if you cannot reuse the hard drive because, if a problem occurs with the hard drive on the functional media server, a nonrecoverable loss of data could occur.
- Verify with the customer if the backups were to a network server that you have access permissions to restore the data.

Table 25: Pre-site tasks for replacing an S8720 Media Server

✓		Task	Description
	1	Obtain CD-ROM with the correct software release	Retrieve CD-ROM containing Release 3.1 of Communication Manager from the customer. **Note**: If the hard drive in the failed media server is good, you can reuse it.
	2	Get software service pack, if appropriate	The latest Communication Manager service pack file may be available on the CD-ROM. Otherwise, download it to your laptop from the Avaya Support Web site (http//support.avaya.com/). Select **Downloads** > **S8700 Media Server**.
	3	Get the Product ID and modem IP address	Run ART to obtain the Product ID for the failed media server and the IP address for the customer's INADS line. Access the ART web site on your laptop at the URL http://art.dr.avaya.com.
	4	Get backup file from failed media server (if needed)	Get most recent backup file from the customer. **Note**: If the hard drive in the failed media server is good, you can reuse it. You do not need to restore files.

Initial onsite tasks

- If the hard drive is unusable on the media server being replaced, perform the tasks in Table 26: Initial tasks for replacing an S8720 Media Server with a failed hard drive on page 139. Make sure the customer has a recent backup of the system files and translations that you can restore after you have replaced the media server. If not, the media server needs to be reconfigured or the settings copied from the other media server. See *Installing and Configuring the Avaya S8700 Series Media Server* (03-300145) for detailed procedures.
- If the hard drive in the failed media server is functional, go to Table 27: Initial tasks for replacing an S8720 Media Server reusing original hard drive on page 140.

Additionally, some illustrations of software installation and configuration information appears later in this document.

Table 26: Initial tasks for replacing an S8720 Media Server with a failed hard drive

✓		Task	Description
	1	Verify the good media server is the active media server.	Check the Active/Standby LED on the good media server and make sure it is steady BLUE (not flashing). If not, log into the good media server and interchange.
	2	Log onto Maintenance Web Interface of the active media server	Connect to the services port on the back of the active media server. Open a browser on your laptop. Use **192.11.13.6** to log onto the Maintenance Web Interface as **craft** or **dadmin**.
	3	Determine the software release of the active media server and any patches	Under Server, click **Software Version**. Note the software release and any service packs.
	4	Determine if the customer has a recent backup of data	On the Maintenance Web Interface under Data Backup/Restore, select **Backup Logs** to search for recent backup files. You need to specify the network directory where you filed the standby backups. Check for the types of data and dates. Verify there is a recent, successful backup of the system files. **Note**: If there is no recent backup, you can back up translations.
	5	Record alarms	Under Alarms, click **Current Alarms**. Record alarms on the active media server not related to the hard drive.

Table 27: Initial tasks for replacing an S8720 Media Server reusing original hard drive

✓		Task	Description
	1	Verify the good media server is the active media server.	Check the Active/Standby LED on the good media server and make sure it is steady BLUE (not flashing). If not, log into the media server with the good hard drive and interchange.
	2	See if failed media server is in busied-out standby mode	Check the Active/Standby LED on the failed media server and see if it is flashing BLUE (standby).
	3	Log onto Maintenance Web Interface of the active media server	Connect to the services port (2) on the back of the active media server. Open a browser on your laptop. Use **192.11.13.6** to log onto the Maintenance Web Interface as **craft** or **dadmin**.
	4	Record alarms	Under Alarms, click **Current Alarms**. Record alarms on the active media server.
	5	Connect to the standby media server	Disconnect the laptop from the active media server. Connect the laptop to the services port (2) on the standby media server.
	6	Clear ARP cache on laptop	From a DOS command line, type **`arp -d 192.11.13.6`** and press **Enter**.
	7	Busy out the standby media server (if functional)	Under Server, click **Busy-out Server** > **Busy Out**. Click **Status Summary** to verify the standby media server is busied out.
	8	Suppress alarm origination on the standby media server	Use telnet to access the Linux command line. Use the **`almsuppress -t 120`** command to suppress alarms for the duration of the replacement process. (Maximum time is 2 hours.)

Tasks to replace an S8720 Media Server

Table 28: Tasks for replacing an S8720 Media Server

✓		Task	Description
	1	Unplug the failed media server	If the hard drive is functional, under Server, click **Shutdown Server** then unclick Restart Server after Shutdown. Click **Shutdown**. Press the power button to complete the shutdown. If the hard drive is *not* functional, see Powering down the media server manually on page 152. Unplug the power cord from the media server.
	2	Disconnect all the cables	Tag and disconnect all the cables from the back of the failed media server. **Note**: Be sure to label the cables for easy reconnection.
	3	Remove media server from rack	Remove the media server from the rack. See *Quick Start for Hardware Installation: Avaya S8700 Series Media Server*, 555-245-703 or *Server and CSS Separation—Avaya S8700 or S8710 Media Server Job Aid, 555-245-766.*
	4	Install the replacement media server in the rack	Install the replacement media server in the rack.
	5	Reconnect all the cables.	See *Quick Start for Hardware Installation: Avaya S8700 Series Media Server*, 555-245-703 or *Job Aid: Server and CSS Separation—Avaya S8700 or S8710 Media Server, 555-245-766.*
	6	If using the blank hard drive, insert the software CD-ROM in the CD-ROM drive of the replacement media server, **Note**: Skip this step if reusing the original hard drive.	Use a paper clip to open the CD-ROM drawer. Place the Communication Manager CD in the drawer and close it. The software CD-ROM contains boot software that the media server automatically accesses when you power up the media server.
	7	Power up the replacement media server	Plug the power cord into the media server to power it up. If it does not power up, press the power button. **Note:** Wait at least 3 minutes for the media server to complete its power up.

Final tasks

- If you are not reusing the old hard drive, you must install the Linux operating system and Avaya Communication Manager on the blank (new) hard drive, then restore the backed up system files to the media server. Follow the procedure in Table 29: Final tasks for replacing an S8720 Media Server using the blank hard drive on page 142.
- If you are not reusing the old hard drive, follow the procedure in Table 30: Final tasks: replacing an S8720 Media Server reusing the original hard drive on page 146.

Table 29: Final tasks for replacing an S8720 Media Server using the blank hard drive

✓		Task	Description
	1	Connect laptop to the replacement media server	Connect the laptop to the services port on the back of the media server.
	2	Set Telnet parameters (if necessary)	Open a Telnet session and type **`telnet`** and press **Enter**. Type **`unset crlf`** and press **Enter**. Type **`display`** and press **Enter** to verify that message says **Sending only CR** Type **`exit`** and press **Enter** to close Telnet session.
	3	Install Communication Manager	You must install the software from the CD. For procedure details, see Installing the software on page 152.
	4	Log onto the Maintenance Web Interface	Open a browser on your laptop. Type **`192.11.13.6`** to and press **Enter** log onto the Maintenance Web Interface. **Note:** Use the initial installation craft login and initial password.
	5	Verify busied out status	Under Server, click **Status Summary**. Make sure the standby media server is busied out.
	6	Check software version	Under Server, click **Software Version** to verify that the hard drive has the correct release of Communication Manager.

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Table 29: Final tasks for replacing an S8720 Media Server using the blank hard drive (continued)

✓		Task	Description
	7a	Configure the network parameters and verify connectivity (optional)	If the system files were backed up to a server on the customer's network, you must readminister the Ethernet port connecting to the customer's network. Under Server Configuration, click **Configure Server** and click **Continue**. Because this is the first time you opened Configure Server, you must set the media server type. **OR** Click Continue through the pages until you get to the **Specify how you want to use this wizard** page. Select "Configure individual services" and the correct server number and click **Continue**. Fill in the correct IP address, Gateway, and Subnet mask (or use the default addresses) for the Ethernet port and select AUTOSENSE for the speed. Click **Change**. Close the window. Under Diagnostics, click **Ping**. Type the IP address of the server where the files are backed up and click **Execute Ping** to verify that you can access the customer's network. Go to step 8.
	7b	Select media server type	If the system files were backed up to a flashcard, under Server Configuration, click **Configure Server**.
	7c	Select media server type	If backups are not available, under Server Configuration, click **Configure Server**. Go to step 9.
	8	Restore the system files **Note**: Only if they were backed up from this media server	Under Data Backup/Restore, click **View/Restore Data**. **Note**: For procedure details, see Restoring the system files on page 156.
	9	Verify date and time	Under Server click **Server Date/Time**. Make changes as necessary.
	10	Install service pack, if any	You may need to install a service pack. For procedure details, see Installing post-upgrade service pack files (if any) on page 155. **Note**: Skip this procedure if there is no service pack file to install.
	11	Copy service pack files to media server (if any)	Under Miscellaneous, click **Download Files**. Browse to select the file for downloading and click **Download**.

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Table 29: Final tasks for replacing an S8720 Media Server using the blank hard drive (continued)

✓		Task	Description
	12	Verify the update is installed	Under Server, click **Software Version** to verify the service pack versions.
	13	Verify media server configuration on the replacement media server	For procedure details, see Verifying media server configuration on page 158 **Note**: If there was no backup file to restore, you need to reconfigure the media server. Get the configuration data from the customer. Alternatively, log into the active media server and under Server Configuration, click **Configure Server** to view the configuration pages and copy the settings.
	14	Reboot the media server	Under Server, click **Shutdown Server**. Select **Restart server after shutdown** and click **Shutdown**.
	15	Log onto the Maintenance Web Interface	Open a browser on your laptop, and using **192.11.13.6**, log onto the Maintenance Web Interface.
	16	Verify busied out status	Under Server, click **Status Summary**. Make sure the standby media server is busied out.
	17	Ping the connections on the replacement media server	Under Diagnostics, click **Ping**. Ensure all connections, including the active media server, the IPSI boards, and all administered connections respond.
	18	Release the replacement media server and monitor the refresh	Under Server, click **Release Server** to release the media server. Click **Status Summary** to verify the media server is no longer busied out. Monitor the refresh of the media server until it is complete. Verify the following: • Duplicated? yes • Standby Busied? no • Standby Refreshed? yes • Standby Shadowing: on • Duplication Link: up File synchronization then occurs.

Table 29: Final tasks for replacing an S8720 Media Server using the blank hard drive (continued)

✓		Task	Description
	19	Resolve alarms on both media servers	Under Alarms, click **Current Alarms**. Clear any alarms that appear. Type **`telnet`** (the name of the other server)**`-dup`** and press **Enter** to connect to the standby media server and click **Current Alarms**. Clear any alarms that appear. For example, if the active server is george and the standby server is gladys, type **`telnet gladys-dup`** to get to the standby server. There is no space between the server name and **`-dup`**. Type **`telnet 192.11.13.13`** or **`192.11.13.14`** and press **Enter** to connect to the standby media server and click **Current Alarms**. Clear any alarms that appear. Using a SAT screen on the active media server, type **`display alarms`** and press **Enter**. For instructions on resolving alarms, see *Maintenance Alarms for Avaya Communication Manager 3.1, Media Gateways and Servers*, 03-300430.
	20	Save translations	Using a SAT screen, type **`save translation`** and press **Enter**.
	21	Administer backup schedule on the media server with the new hard drive	Under Data Backup/Restore, click **Schedule Backup** to readminister the media server's backup schedule.
	22	Set the Product ID on the replacement media server	Type **`productid -p`** ***`product_id`***, where ***`product_id`*** is the product ID you received from the customer or the ART tool. It should be the same product ID as the old media server.
	23	Release alarm suppression on the replacement media server	Using telnet on the Linux command prompt screen, type **`almsuppress -n`** and press **Enter** to release alarm suppression. **Note**: Only do this if you want to release it before the time you set earlier runs out (maximum of 2 hours)
	24	Log off all administration applications	When you have completed all the administration, log off the media server.

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Table 30: Final tasks: replacing an S8720 Media Server reusing the original hard drive

✓		Task	Description
	1	Connect laptop to the replacement media server	Connect to the services port on the back of the media server.
	2	Log onto the Maintenance Web Interface	Open a browser on your laptop. Type **192.11.13.6** and press **Enter** to log onto the Maintenance Web Interface.
	3	Verify busied out status	Under Server, click **Status Summary**. Make sure the standby media server is busied out.
	4	Reattach all cables	Connect the fiber duplication cable and the Ethernet duplication cable to the replacement media server. Connect all the other cables.
	5	Ping the connections on the replacement media server	Under Diagnostics, click **Ping**. Ensure all administered connections respond.
	6	Release media server with replacement hard drive and monitor the refresh	Under Server, click **Release Server** to release the media server. Click **Status Summary** to verify that the media server is no longer busied out. Monitor the refresh of the media server until it is complete. Verify the following: • Duplicated? yes • Standby Busied? no • Standby Refreshed? yes • Standby Shadowing: on • Duplication Link: up File synchronization then occurs.
	7	Resolve alarms on both media servers	Under Alarms, click **Current Alarms**. Clear any alarms that appear. Type **`telnet 192.11.13.6`** and press **Enter** to connect to the standby media server and click **Current Alarms**. Clear any alarms that appear. Using a SAT screen on the active media server, type **`display alarms`** and press **Enter**. For instructions on resolving alarms, see *Maintenance Alarms for Avaya Communication Manager 3.1, Media Gateways and Servers*, 03-300430.

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Table 30: Final tasks: replacing an S8720 Media Server reusing the original hard drive (continued)

✓		Task	Description
	8	Release alarm suppression on the replacement media server	Using telnet on the Linux command prompt screen, type **`almsuppress -n`** and press **Enter** to release alarm suppression. **Note**: Only do this if you want to release it before the time you set earlier runs out (maximum of 2 hours)
	9	Log off all administration applications	When you have completed all the administration, log off the media server.

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Replacing the S8720 Media Server

When replacing a failed S8720 Media Server, you may be able to reuse the hard drive from the failed media server. For specific information on removing and replacing, see Reusing the hard drive on page 148.

Removing the defective S8720 Media Server

The following steps remove the media server from the rack.

1. Tag and disconnect all cables on the back of the media server.
2. Using a cross-point (Phillips) screwdriver, unscrew one screw from each bracket that attaches the media server to the rack.

   CAUTION:

   Because the S8720 Media Server weighs approximately 60 lb (27 kg), two persons are required to lift it.

3. Carefully remove the media server from the rack.

Installing the replacement S8720 Media Server

Note:

If reusing the hard drive from the failed media server, go to Reusing the hard drive on page 148 before installing the replacement media server in the rack.

Note:

You cannot replace an S8720 Media Server with an S8700 or S8710 Media Server.

See *Quick Start for Hardware Installation: Avaya S8700 Series Media Server*, 555-245-703 for information on installing the S8720 Media Server in the rack and reconnecting all the cables.

Reusing the hard drive

If the hard drive in the failed media server is still good, then you want to reuse it in the replacement media server. Use the following process to switch the hard drives.

- Removing the hard drive from the failed media server on page 148
- Removing the hard drive from the replacement media server on page 149
- Installing the original hard drive in the replacement media server on page 150

CAUTION:

Wear an anti-static wrist ground strap whenever handling components such as the hard drive. Connect the strap to an approved ground, such as an unpainted metal surface. Also, place the hard drive on an anti-static mat that is similarly grounded. Do not place the new or the old drive on a bare surface.

Removing the hard drive from the failed media server

The following steps remove the hard drive from the media server.

1. Press the locking tab located to the left of the hard drive (see Figure 14: Removing the hard drive on page 149).
2. Pull the release lever and remove the hard drive.

Figure 14: Removing the hard drive

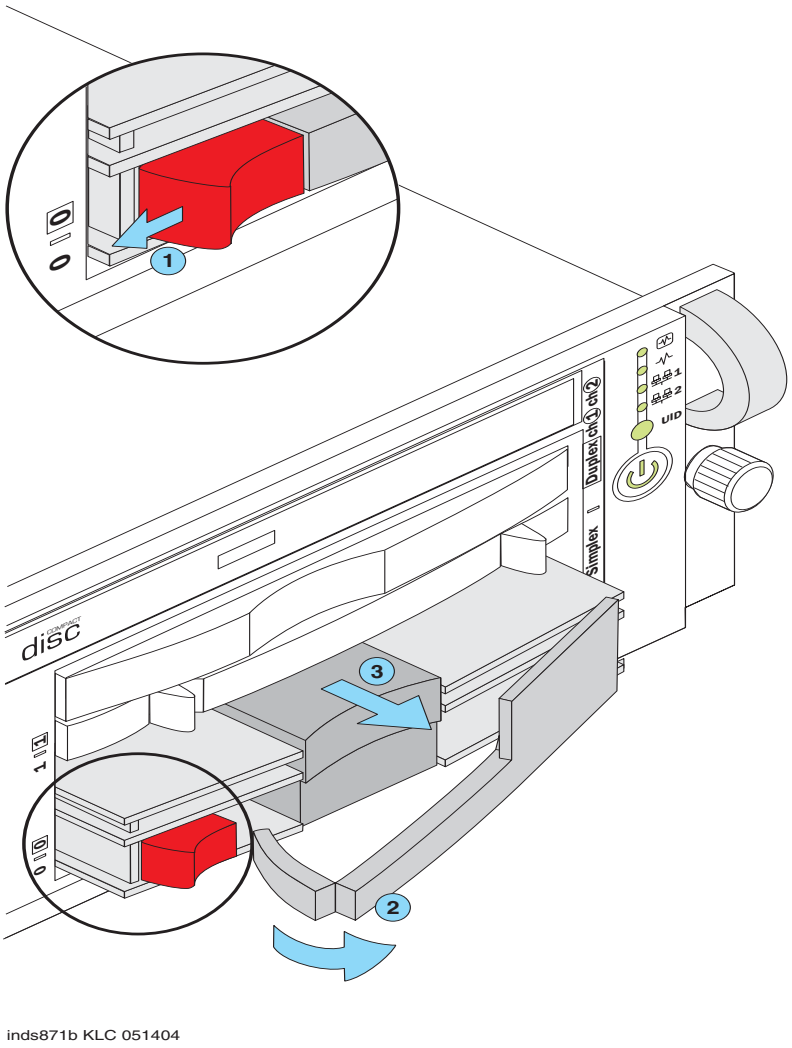


Figure notes:

1. **Locking tab**
2. **Release lever**
3. **Hard drive**

Removing the hard drive from the replacement media server

Follow the steps in Removing the hard drive from the failed media server on page 148.

Installing the original hard drive in the replacement media server

The following steps installs the hard drive in the media server.

CAUTION:

The hard drives are not hot-pluggable. Be sure the power is off or the power cord is unplugged before inserting the hard drive. Failure to do this may corrupt the hard drive.

1. Insert the new hard drive into the hard drive slot with the release lever fully extended (Figure 15).

Figure 15: Inserting the hard drive

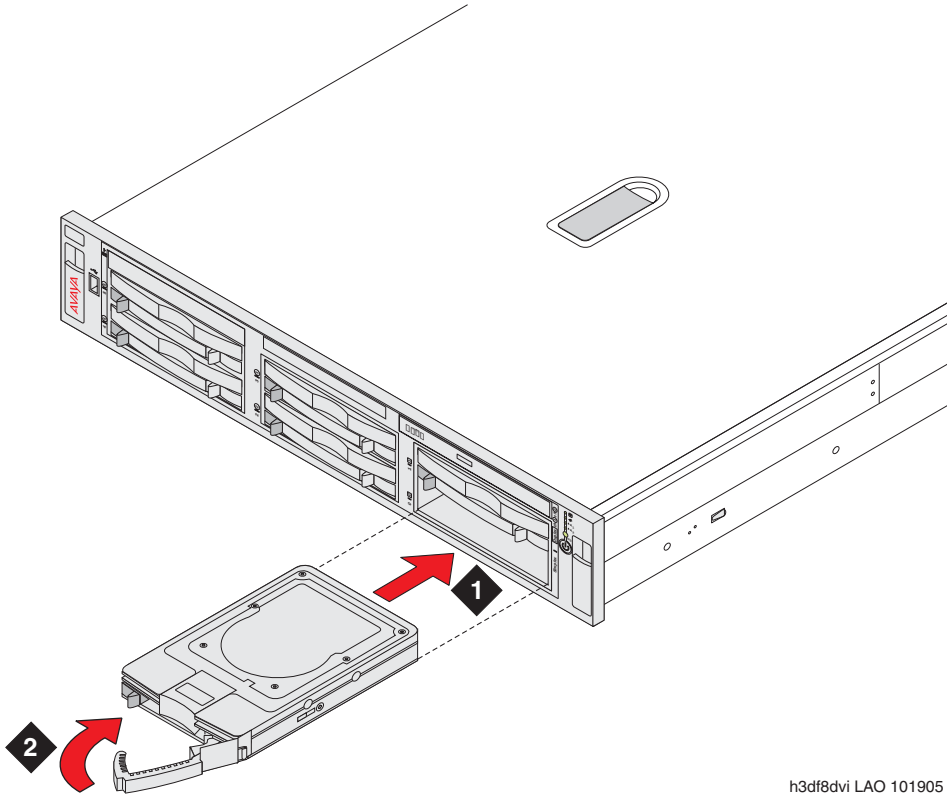


Figure notes:

1. **Insert hard drive in slot.**
2. **Lock into place with tab.**

2. Slide the hard drive into the hard drive slot until the release lever engages.
3. Push the release lever until the locking tab on the hard drive engages.

Expanded procedures

This section includes information about:

- Powering down the media server manually
- Restoring power to the S8710/S8720 Media Server
- Installing the software
- Installing post-upgrade service pack files (if any)
- Restoring the system files
- Verifying media server configuration

Removing power from the S8710/S8720 Media Server

Shut down the media server from the Maintenance Web Interface. If you cannot connect to the Web interface, see Powering down the media server manually on page 152.

To shut down a S8710 or S8720 *Off Line (standby)* server:

1. At the Web interface's main menu for the Off Line (standby) server select **Backup Now** and backup the data to flashcard.
2. At the Web interface's main menu for the Off Line (standby) server, select **Shutdown Server**.

   The **Shutdown This Server** page displays.
3. Select **Immediate Shutdown** and uncheck (deselect) **Restart server after shutdown**.
4. Press the **Shutdown** button and wait until the server has powered down.
5. After the server has powered down, remove power from the server.

To shut down a S8710 or S8720 *On Line (main)* server:

1. At the Web interface's main menu for the On Line (main) server select **Backup Now** and backup the data to flashcard.
2. Select **Shutdown Server** with these options:
   - Choose the **Immediate** option
   - Select **Even If Server is Active**
   - Do not select **Restart server after shutdown**.
3. Click the **Shutdown** button and wait until the server has powered down.
4. After the server has powered down, remove power from the server.

Powering down the media server manually

The following steps powers down the media server manually.

If you cannot access the Maintenance Web Interface, you may shut down the standby media server by following manual steps with the shutdown button:

1. Type **`telnet 192.11.13.6`** and press **Enter**.
2. Type **`stop -ac`** and press **Enter** to stop Communication Manager.
3. If you cannot telnet in, press the power button to power down the media server.

   The GREEN LED on the power button changes to ORANGE when the media server is powered down.

Restoring power to the S8710/S8720 Media Server

To restore power to the S8710 or S8720 server:

1. Apply power to the servers by plugging the cable into the appropriate socket.
2. Push the power button on the front panel of the server.

Installing the software

The following steps install the software.

1. After installing the new media server in the rack, use a paper clip to open the CD-ROM drawer. Place the Communication Manager CD in the drawer and close it and power up the server.

   Note:

   Use a telnet session to access the information on the CD.

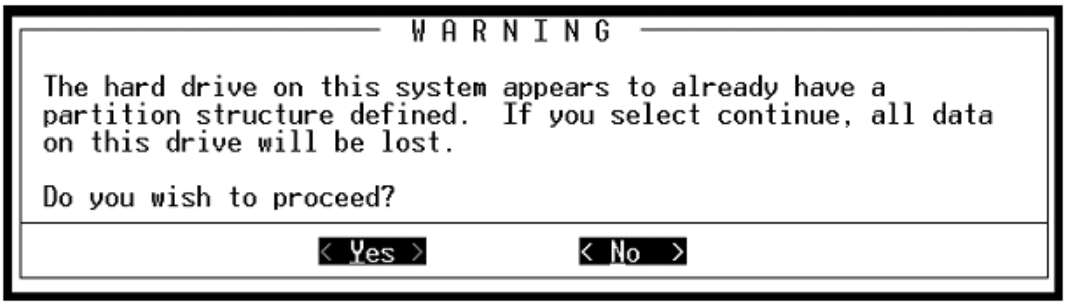
2. Type **`telnet 192.11.13.6`** and press **Enter** to view the first screen.

Note:

To navigate these screens, use the arrow keys to move to an option, then press the space bar to select the option. Press **Enter** to submit the screen.

3. Select **Install**, make sure <OK> is highlighted, and press **Enter**.

The following screen is optional; it only shows if there is something on the hard drive.

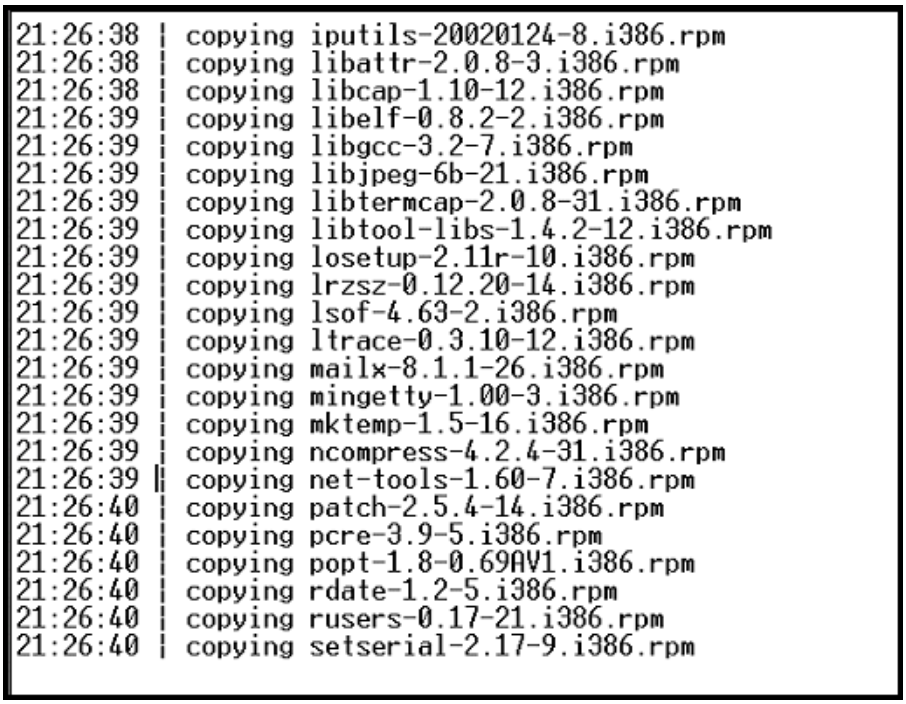


4. Select **<Yes>** and press **Enter**.

The Select Release Version screen displays asking if you want to build Avaya Communication Manager.

5. Select **<OK>** and press **Enter** to partition the hard drive and reformat the partitions (can take up to 20 minutes).

   Once the drive is properly configured, the program begins the installation process and reports the progress.



   These processes can take up to 20 minutes. When the media server is ready to reboot, the CD-ROM drive drawer opens. You can remove the CD from the drive at this time.

   The reboot may take up to 3 minutes. The telnet session drops automatically.

Installing post-upgrade service pack files (if any)

Note:

Skip this procedure if there is no Communication Manager software service pack file to install.

This software service pack may or may not be call preserving.

Use a telnet session to install the software service pack.

1. Click **Start > Run** to open the Run dialog box.
2. Type **`telnet 192.11.13.6`** and press **Enter**.
3. Log in as **craft**.
4. Type **`cd /var/home/ftp/pub`** and press **Enter** to access the pub directory.
5. At the prompt, type **`ls -ltr`** and press **Enter** to list files in the pub directory.

   The media server displays a list of files in the FTP directory. Verify the directory contains the Communication Manager *.tar.gz file you have uploaded, if any.
6. Type **`update_unpack`** and press **Enter**.
7. Select the number of the desired update and press **Enter**.
8. Type **`update_show`** and press **Enter** to list Communication Manager files to verify the new service pack file was unpacked.
9. Type **`update_activate update`**, where ***`update`*** is the release or issue number of the latest service pack file. (For example, **`00.0.219.0-xxxx`**. Do *not* use the ***.tar.gz** extension at the end of the file name). Press **Enter**.

   The media server may prompt for permission to reboot (y or n). Press **y**.

   The media server may reboot (reset system 4). If it reboots, it also may display the message

   /opt/ecs/sbin/drestart 2 4 command failed.

   Ignore this message. You must wait until the restart/reset completes before entering additional commands.

   The media server displays a message that the service pack was applied.
10. Type **`update_show`** again and press **Enter** to verify the new service pack file was activated.

Restoring the system files

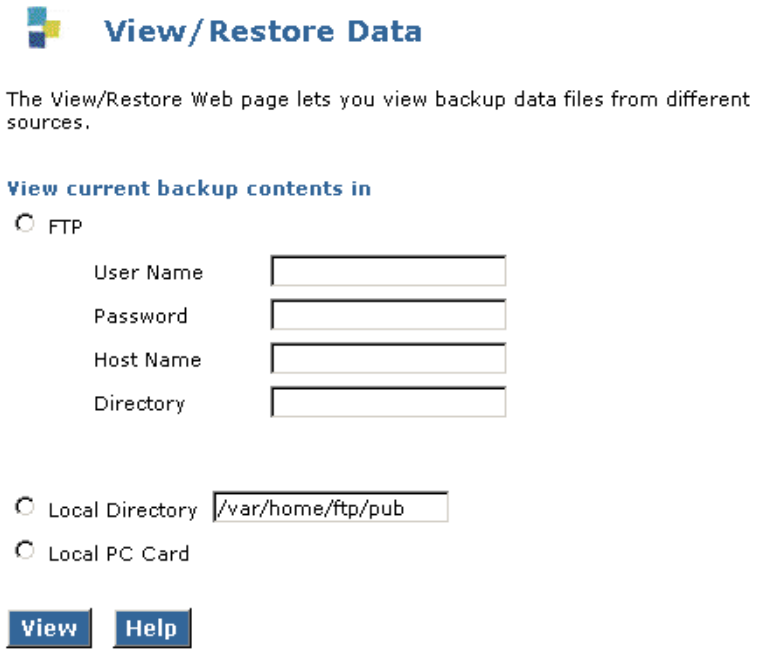
The following steps restore the system files.

CAUTION:

Do not restore files if the backup files were not from this media server.

1. Under Data Backup/Restore, click **View/Restore Data**.

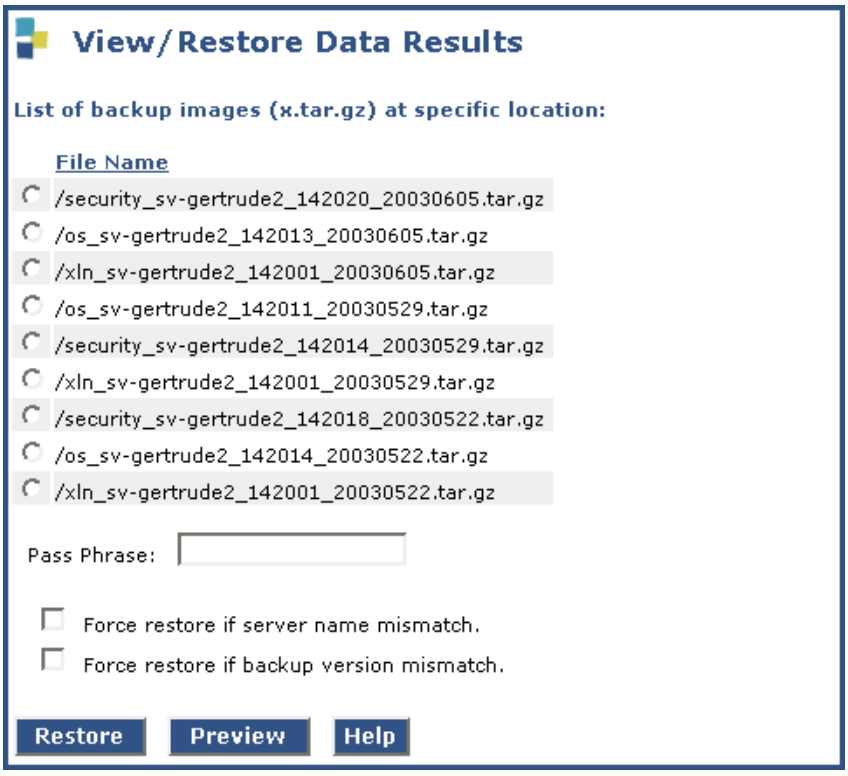
   The **View/Restore Data** page displays.



2. If the files were backed up to a USB flashcard, select **Local PC Card**.

   If the files were backed up to a server, select FTP and fill in the **User Name**, **Password**, **Host Name** (*must use the host IP address*), and **Directory** fields for where the files were backed up.

3. Click **View**.



Note:

When restoring the files, use only those from the same load.

4. Select the correct system (os_) file (the most recent one is at the top) and click **Restore**.
5. Select the correct security (security_) file (the most recent one is at the top) and click **Restore**.

CAUTION:

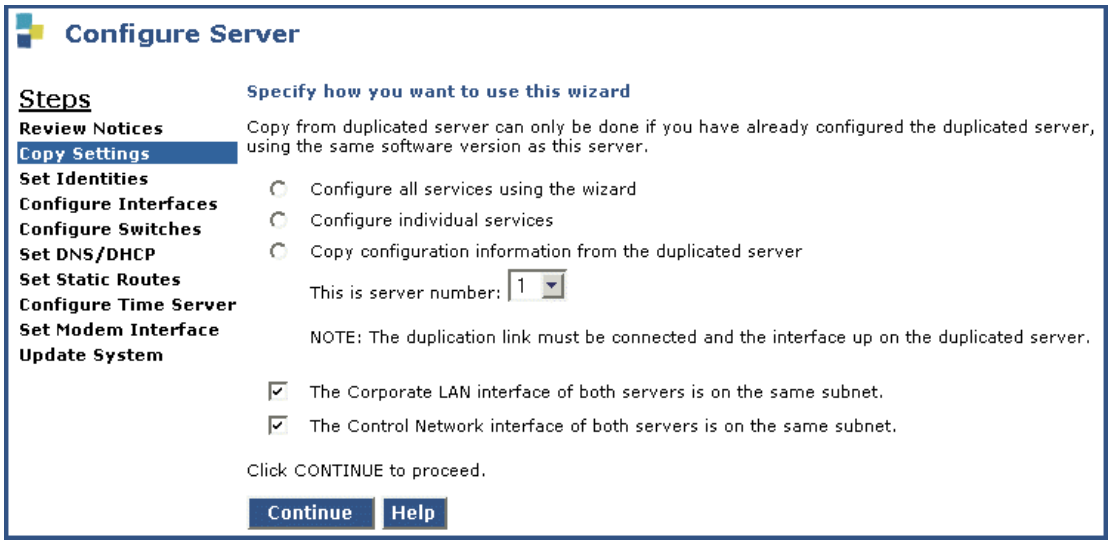
Do not restore the translation file as the one on the good media server has the most current translations.

6. Click **Status** to view the Restore status. When the restoration is complete, the message **Restore is finished** displays.

Verifying media server configuration

The following steps verify the configuration.

1. Under Server Configuration, click **Configure Server** to start the configure server process to open the first page of the Configure Server process.
2. Click **Continue** through the Review Notices to get to the **Specify how you want to use this wizard** page.



3. Select **Configure all services using the wizard**.
4. Click **Continue** through all the screens to verify the configuration is complete and correct. Be sure to set the server number (1 or 2) under Set Identities.

   Note:

   You may need to reset the port speeds for the Ethernet interfaces.

   Note:

   You do not need to fill in the static routes.

5. When you complete all the new fields, click Continue on the Update System screen. The Update System screen displays each configuration task as it completes.

   When done, the screen displays **All configuration information was entered**.

6. Click **Close Window** to close the **Configure Server** wizard.

Job Aid: Replacing the hard drive on the Avaya S8720 Media Server—R3.1 or later

Important:

Always check the Avaya Support Website for Product Support Notices at http://support.avaya.com and select **Communication Manager** > **Product Support Notices**.

This job aid describes the steps required to replace the hard drive (Material code 7003250127) on an Avaya S8720 Media Servers running Release 3.1 or later of Avaya Communication Manager. The replacement hard drive is blank, so you must re-install Avaya Communication Manager and its associated files from the customer's CD-ROM.

Required equipment

Verify that you have the following equipment and tools on site:

- AM MSS-H 73GB HARD DRIVE (Material code 7003250127)

  Note:

  The hard drives for the Avaya S8700 Series Media Servers are not interchangeable.

- Customer's original CD-ROM
- Ethernet crossover cable for direct connection of your laptop to the media servers
- Cross-point (Phillips) screwdrivers (#1 and #2)
- Hex-head (Allen) wrench (1/8 in.)
- Electrostatic wrist ground strap and mat

Pre-site tasks

Before you go on site, verify that the following tasks are completed:

- Ask the customer for the Product ID for the media server having the hard drive replaced. If the customer does not have it, run the Automatic Registration Tool (ART) to obtain the Product ID number and port number (customer dial-up) for the replacement hard drive.

- If the customer is using SNMP for alarming, you will need to get the IP addresses and community names from the customer because the SNMP programming is not saved after the replacement. You may be able get these addresses and names from the active media server.
- Verify that you have the correct software and software service pack. You must install the software on the media server with the replaced hard drive, and you may need to install a software service pack.
- Verify that the customer has a recent backup of all the system and translation files. This is critical, because if a problem occurs with the hard drive on the functional media server, a nonrecoverable loss of data could occur.
- Verify with the customer that if the backups were to a network server that you have access permissions to restore the data.

Table 31: Pre-site tasks for replacing a hard drive on the S8720 Media Server

✓		Task	Description
	1	Obtain CD-ROM with the correct software release	Retrieve from the customer a CD-ROM containing Communication Manager.
	2	Get software service pack, if appropriate	The latest Communication Manager software service pack file may be available on the CD-ROM. Otherwise, download it to your laptop from the Avaya Support Web site http//support.avaya.com/). Select **Downloads** > **S8700 Media Server**.
	3	Get the Product ID and all IP address in case there is no backup	Run ART to obtain the Product ID for the media server with the failed hard drive and the IP address for the customer's INADS line. Access the ART web site on your laptop at the URL http://art.dr.avaya.com.
	4	Get backup file from media server with the failed hard drive	Get the most recent backup of system and security files from the customer.

Initial onsite tasks

If the hard drive is not functional, make sure the customer has a recent backup of the system and security files that you can restore after you have replaced the hard drive. If there are no backup system files, the media server will have to be reconfigured. See *Installing and Configuring the Avaya S8700 Series Media Servers (03-300145)* for detailed procedures. Additionally, some illustrations of software installation and configuration information appears later in this document.

Tasks to replace the hard drive

Table 32: Initial tasks for replacing a hard drive

✓		Task	Description
	1	Insert the software CD-ROM in the CD-ROM drive of the media server with the failed hard drive **Important!**	Open the front door and push the button to open the CD-ROM drawer. Place the Communication Manager CD in the drawer and close it. The software CD-ROM contains boot software that the media server automatically accesses when you power up the media server later.
	2	Unplug the media server with the failed hard drive	If the hard drive is functional, under **Server**, click **Shutdown Server** then unclick **Restart Server after Shutdown**. Click **Shutdown**. Open the door on the front of the media server, and press the power-control button to complete the shutdown. If the hard drive is *not* functional, see Power down the media server manually on page 167. Unplug the power cord from the media server.
	3	Disconnect all the cables	Disconnect all the cables from the back of the media server with the failed hard drive. **Note**: Be sure to label the cables for easy reconnection. See *Quick Start for Hardware Installation: Avaya S8700 Series Media Server*, 555-245-703, or *Job Aid: Server and CSS Separation—Avaya S8700 Media Server, 555-245-766.*
	4	Replace the hard drive	See Remove the hard drive on page 167 and Replace the new hard drive on page 169.
	5	Power up the media server with the replaced hard drive.	Plug the power cord into the media server to power it up. If it does not power up, press the power button on the front panel and release it quickly. **Note:** Wait at least 3 minutes for the media server to complete its power up. Watch the LEDs on the media server to see when they stop flashing and are on steady.

Final tasks

You must install the Linux operating system and Avaya Communication Manager on the blank hard drive, then restore the backed up system files to the media server.

Except where noted in Table 33, see *Upgrading Software and Firmware— Avaya S8700 Media Server* (555-245-115).

Table 33: Final tasks for replacing a hard drive

✓		Task	Description
	1	Connect laptop to the replacement media server	Connect the laptop to the services port on the back of the media server.
	2	Set Telnet parameters (if necessary)	Open a Telnet session and type **`telnet`** and press **Enter**. Type **`unset crlf`** and press **Enter**. Type **`display`** and press **Enter** to verify that message says **Sending only CR** Type **`exit`** and press **Enter** to close Telnet session.
	3	Install Communication Manager	You must install the software from the CD. For procedure details, see Install the software on page 171.
	4	Log onto the Maintenance Web Interface	Open a browser on your laptop. Use **192.11.13.6** to log onto the Maintenance Web Interface. **Note:** Use the initial installation craft login and initial password.
	5	Verify busied out status	Under Server, click **Status Summary**. Make sure the standby media server is busied out.
	6	Check software version	Under Server, click **Software Version** to verify that the hard drive has the correct release of Communication Manager.

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Table 33: Final tasks for replacing a hard drive (continued)

✓		Task	Description
	7a	Configure the network parameters and verify connectivity (optional)	If the system files were backed up to a server on the customer's network, you must readminister the Ethernet port connecting to the customer's network. Under Server Configuration, click **Configure Server** and click **Continue**. Because this is the first time you opened Configure Server, you must set the media server type. **OR** Click Continue through the pages until you get to the **Specify how you want to use this wizard** page. Select "Configure individual services" and the correct server number and click **Continue**. Fill in the correct IP address, Gateway, and Subnet mask (or use the default addresses) for the Ethernet port and select AUTOSENSE for the speed. Click **Change**. Close the window. Under Diagnostics, click **Ping**. Type the IP address of the server where the files are backed up and click **Execute Ping** to verify that you can access the customer's network. Go to 8.
	7b	Select media server type	If the system files were backed up to a flashcard, under Server Configuration, click **Configure Server**.
	7c	Select media server type	If backups are not available, under Server Configuration, click **Configure Server**. Proceed to step 9.
	8	Restore the system files **Note**: Only if they were backed up from this media server	Under Data Backup/Restore, click **View/Restore Data**. **Note**: For procedure details, see Restoring the system files on page 175.
	9	Verify date and time	Under Server click **Server Date/Time**. Make changes as necessary.
	10	Install software service pack, if any	You may need to install a software service pack. For procedure details, see Installing post-upgrade service pack files (if any) on page 173. **Note**: Skip this procedure if there is no software service pack file to install.
	11	Copy software service pack files to media server (if any)	Under Miscellaneous, click **Download Files**. Browse to select the file for downloading and click **Download**.
	12	Verify the service pack is installed	Under Server, click **Software Version** to verify the software service pack versions.

2 of 4

Table 33: Final tasks for replacing a hard drive (continued)

✓		Task	Description
	13	Verify media server configuration on the replacement media server	For procedure details, see Verifying media server configuration on page 176 **Note**: If there was no backup file to restore, you need to reconfigure the media server. Get the configuration data from the customer. Alternatively, log into the active media server and under Server Configuration, click **Configure Server** to view the configuration pages and copy the settings.
	14	Reboot the media server	Under Server, click **Shutdown Server**. Select **Restart server after shutdown** and click **Shutdown**.
	15	Log onto the Maintenance Web Interface	Open a browser on your laptop, and using **192.11.13.6**, log onto the Maintenance Web Interface.
	16	Verify busied out status	Under Server, click **Status Summary**. Make sure the standby media server is busied out.
	17	Ping the connections on the replacement media server	Under Diagnostics, click **Ping**. Ensure all connections, including the active media server, the IPSI boards, and all administered connections respond.
	18	Release the replacement media server and monitor the refresh	Under Server, click **Release Server** to release the media server. Click **Status Summary** to verify the media server is no longer busied out. Monitor the refresh of the media server until it is complete. Verify the following: • Duplicated? yes • Standby Busied? no • Standby Refreshed? yes • Standby Shadowing: on • Duplication Link: up File synchronization then occurs.

3 of 4

Table 33: Final tasks for replacing a hard drive (continued)

✓		Task	Description
	19	Resolve alarms on both media servers	Under Alarms, click **Current Alarms**. Clear any alarms that appear. Type **`telnet`** (the name of the other server)**`-dup`** and press **Enter** to connect to the standby media server and click **Current Alarms**. Clear any alarms that appear. For example, if the active server is george and the standby server is gladys, type **`telnet gladys-dup`** to get to the standby server. There is no space between the server name and **`-dup`**. Type **`telnet 192.11.13.13`** or **`192.11.13.14`** and press **Enter** to connect to the standby media server and click **Current Alarms**. Clear any alarms that appear. Using a SAT screen on the active media server, type **display alarms** and press **Enter**. For instructions on resolving alarms, see *Maintenance Alarms for Communication Manager 3.1, Media Gateways and Servers,* 03-300430.
	20	Save translations	Using a SAT screen, type **`save translation`** and press **Enter**.
	21	Administer backup schedule on the media server with the new hard drive	Under Data Backup/Restore, click **Schedule Backup** to readminister the media server's backup schedule.
	22	Set the Product ID on the replacement media server	Type **`productid -p`** ***`product_id`***, where ***`product_id`*** is the product ID you received from the customer or the ART tool. It should be the same product ID as the old media server.
	23	Release alarm suppression on the replacement media server	Using telnet on the Linux command prompt screen, type **`almsuppress -n`** and press **Enter** to release alarm suppression. **Note**: Only do this if you want to release it before the time you set earlier runs out (maximum of 2 hours)
	24	Log off all administration applications	When you have completed all the administration, log off the media server.

4 of 4

Remove power from the S8710/S8720 Media Server

Shut the media server down from the Maintenance Web Interface.

To shut down a S8710 or S8720 server pair:

1. At the Web interface's main menu for the Off Line (standby) server select **Backup Now** and backup the data to flashcard.
2. At the Web interface's main menu for the Off Line (standby) server, select **Shutdown Server**.

   The **Shutdown This Server** page displays.

3. Select **Immediate Shutdown** and uncheck (deselect) **Restart server after shutdown**.
4. Press the **Shutdown** button and wait until the server has powered down.
5. At the Web interface's main menu for the On Line (main) server select **Backup Now** and backup the data to flashcard.
6. Select **Shutdown Server** with these options:
   - Choose the **Immediate** option
   - Select **Even If Server is Active**
   - Do not select **Restart server after shutdown**.
7. Click the **Shutdown** button and wait until the server has powered down.
8. When both servers are powered down, remove power from the servers.

Power down the media server manually

This section contains procedures for shutting down the media server manually.

If you cannot access the Maintenance Web Interface, you may shut down the media server by the following manual steps with the shutdown button:

1. Open the door on the front of the S8720 Media Server.
2. Press the media server shutdown button and release it quickly.

   CAUTION:

   Do not hold down the power button for more than a split second. Holding the button down too long causes a reboot of the media server. If you press the button properly, the LEDs do not change, and there is no response to indicate any changes to the system.

3. Press the media server shutdown button again and hold it down until the LEDs go out.

   The LEDs on the media server flash and then go dark. The media server is shut down. Though the middle network LED (number 1) might not go out, the media server is still shut down and ready for replacement.

   CAUTION:

   Do not release the power button until all the LEDs go dark. If you release the button too early, the media server does not shut down.

Remove the hard drive

CAUTION:

Wear an antistatic wrist ground strap whenever handling components such as the hard drive. Connect the strap to an approved ground, such as an unpainted metal surface. Also, place the hard drive on an antistatic mat that is similarly grounded. Do not place the new or the old drive on a bare surface.

To remove the hard drive:

1. Press the locking tab located to the left of the hard drive (Note 1in Figure 16: Removing the hard drive on page 168).
2. Pull the release lever (Note 2 in Figure 16: Removing the hard drive on page 168) and pull the hard drive straight out of the bay.

Figure 16: Removing the hard drive

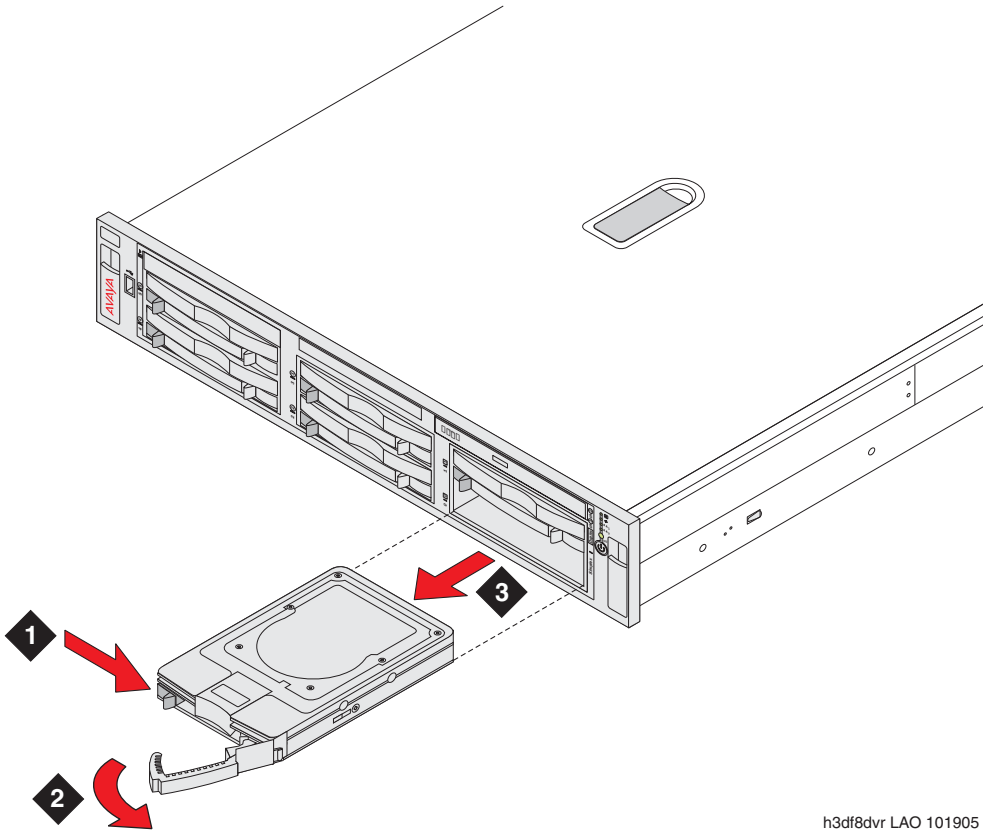


Figure notes:

1.	Locking tab	**3.**	Slide hard drive out of bay
2.	Latch		

3. Remove the four (4) screws that hold the hard drive to its shuttle (carrier).
4. Remove the hard drive from the shuttle. Retain the shuttle; you will re-use it for the new hard drive.

Replace the new hard drive

To replace the hard drive:

CAUTION:

The hard drives are not hot-pluggable. Be sure the power is off or the power cord is unplugged before inserting the hard drive. Failure to do this may corrupt the hard drive. Insert the new hard drive into the hard drive slot with the release lever fully extended.

Note:

The S8720 hard drive and S8700 hard drive are not interchangeable.

1. Mount the new hard drive in the shuttle (carrier) with the four (4) screws.
2. Insert the shuttle with the new, mounted hard drive into the hard drive slot until the release lever engages (Note 2 in Figure 17: Insert the hard drive on page 170).
3. Push the release lever until the locking tab on the hard drive engages.

Figure 17: Insert the hard drive

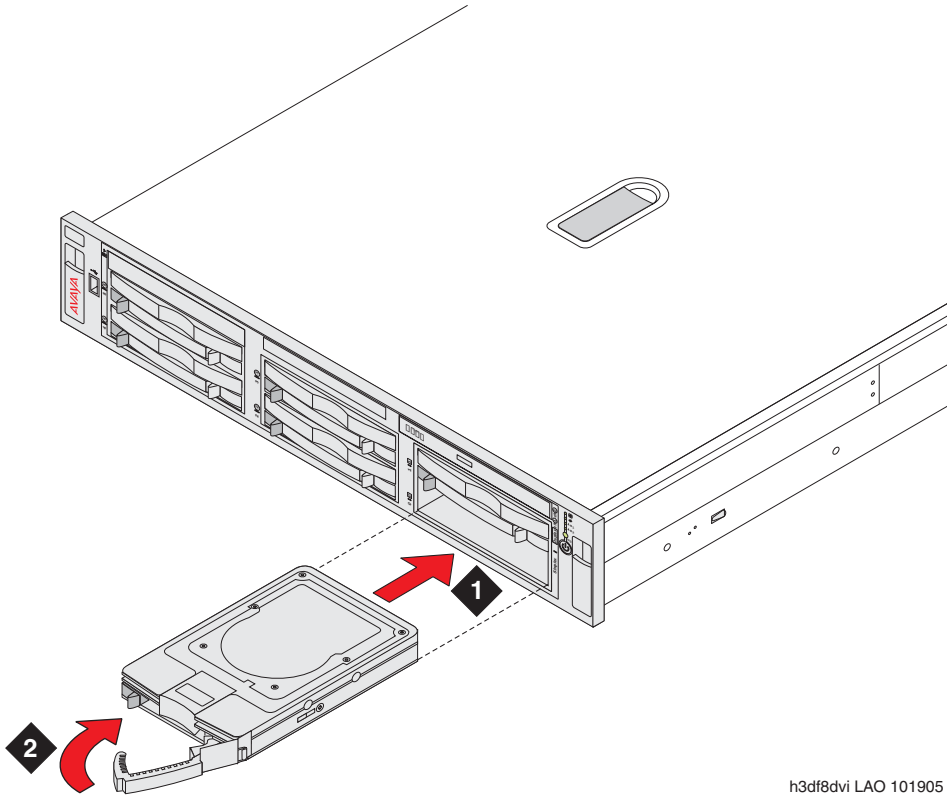


Figure notes:

1. **Slide hard drive into bay**
2. **Latch securely in place**

Install the software

To install the software:

Note:

Use a telnet session to access the information on the CD.

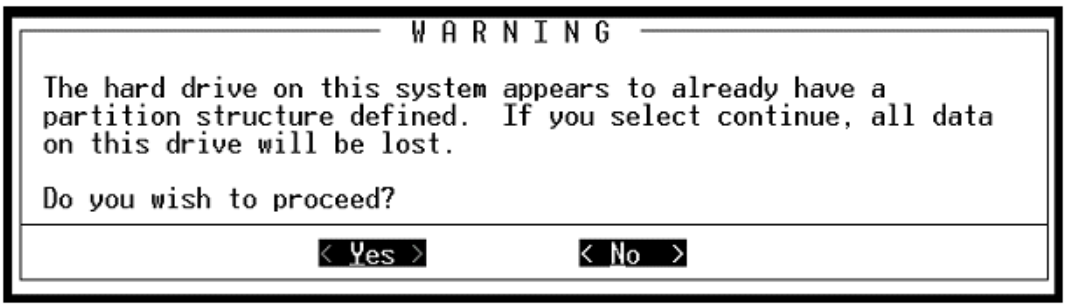
1. Type **`telnet 192.11.13.6`** and press **Enter** to view the first screen.

Note:

To navigate on these screens, use the arrow keys to move to an option, then press the space bar to select the option. Press **Enter** to submit the screen.

2. Select **Install**, make sure <**OK**> is highlighted, and press **Enter**.

   The following screen is optional; it only shows if there is something on the hard drive.

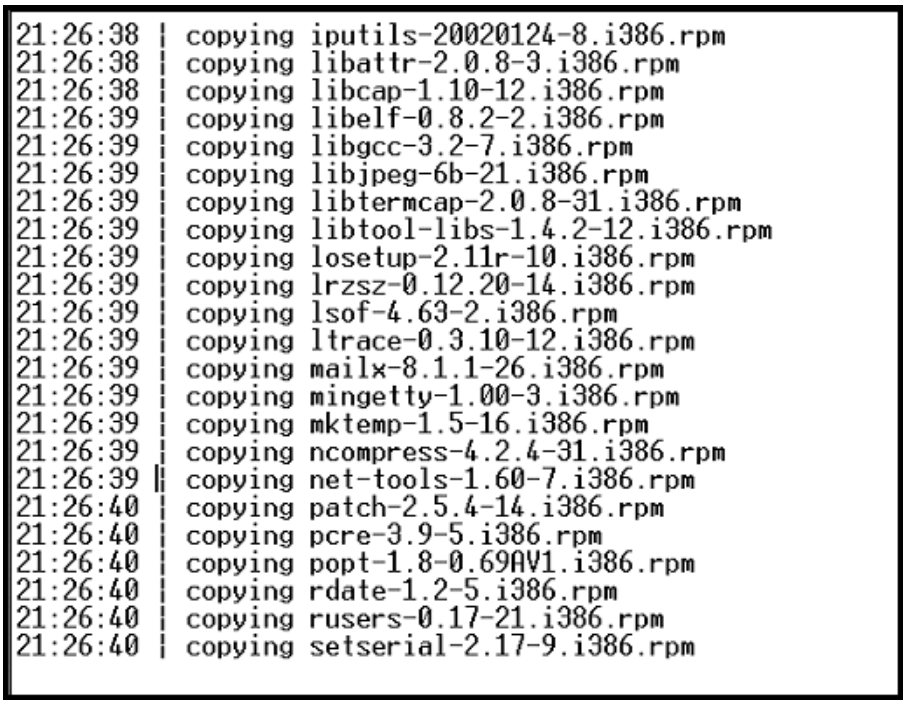


3. Select **<Yes>** and press **Enter**.

   The **Select Release Version** screen displays asking if you want to build Avaya Communication Manager.

4. Select **<OK>** and press **Enter** to partition the hard drive and reformat the partitions, which can take up to 20 minutes.

   Once the drive is properly configured, the program begins the installation process and reports the progress.



   These processes can take up to 20 minutes. When the media server is ready to reboot, the CD-ROM drive drawer opens. Remove the CD from the drive.

   The reboot may take up to 3 minutes. The telnet session drops automatically.

Expanded procedures

Configuring a different capacity hard drive

The S8720 Media Server does not automatically recognize a new hard drive with a different capacity (for example 20GB vs. a 40GB drive). If you should install a hard drive of a different capacity, perform the following:

1. Connect the services laptop and null modem cable to the services port on the back of the media server.
2. Launch a terminal emulation program and administer the terminal emulation port settings to telnet or SSH to ports 22 or 23.

3. Log into the media server as **craft**.
4. Insert the new hard drive (see Replace the new hard drive on page 169) and press the power button.
5. When the system responds with **No bootable media** this indicates it does not recognize the hard drive or there is no media on the hard drive.

   The system displays **Install Failed**.
6. Press the power button to turn off the media server.
7. Press the power button to turn on the media server.
8. During the power-up process, press **F8** (Option Run Configuration).
9. From the Main Menu, select **Create Logical Drive** and press **Enter**.
10. In the **RAID Configurations** window, select **RAID 0**.
11. In the **Spare** window, leave the selection blank.
12. In the **Maximum Boot partition** window, select **Enable (8GB maximum)** and press **Enter**.
13. At the Main Menu, press **F8** to save the configuration.
14. When the system displays **Configuration Saved**, press **Enter**.
15. At the Main Menu, press **Esc**.

Installing post-upgrade service pack files (if any)

Note:

Skip this procedure if there is no Communication Manager software service pack file to install.

Software updates may or may not be call preserving.

Note:

Use a telnet session to install the software service pack file.

To install any post-upgrade service pack file:

1. Click **Start > Run** to open the **Run** dialog box.
2. Type **telnet 192.11.13.6** and press **Enter**.
3. Log in as **craft**.
4. Type **cd /var/home/ftp/pub** and press **Enter** to access the pub directory.
5. At the prompt, type **ls -ltr** and press **Enter** to list files in the pub directory.

   The media server displays a list of files in the FTP directory. Verify that the directory contains the Communication Manager .tar.gz file you have uploaded, if any.
6. Type **update_unpack** and press **Enter**.

7. Select the number of the desired service pack and press **Enter**.
8. Type **`update_show`** and press **Enter** to list Communication Manager files to verify the new software service pack file was unpacked.
9. Type **`update_activate`** ***`update`***, where ***`update`*** is the release or issue number of the latest software service pack file. (For example, **00.0.411.0-xxxx**. Do *not* use the ***.tar.gz** extension at the end of the file name). Press **Enter**.

   The media server may prompt for permission to reboot (**y** or **n**). Press **y**.

   If it reboots, it also may display the message

   /opt/ecs/sbin/drestart 2 4 command failed.

   Ignore this message. You must wait until the restart/reset completes before entering additional commands.

   The media server displays a message that the software service pack was applied.
10. Type **`update_show`** again and press **Enter** to list Communication Manager files to verify the new software service pack file was activated.
11. Type **`server`** and press **Enter** and verify the following:
    - **Duplicated**? yes
    - **Standby Busied**? no
    - **Standby Refreshed**? yes
    - **Standby Shadowing**: on
    - **Duplication Link**? up

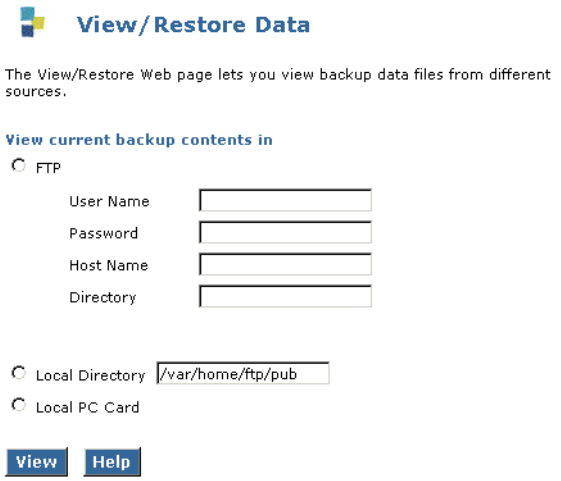
Restoring the system files

CAUTION:

Do not restore files if the backup files were not from this media server.

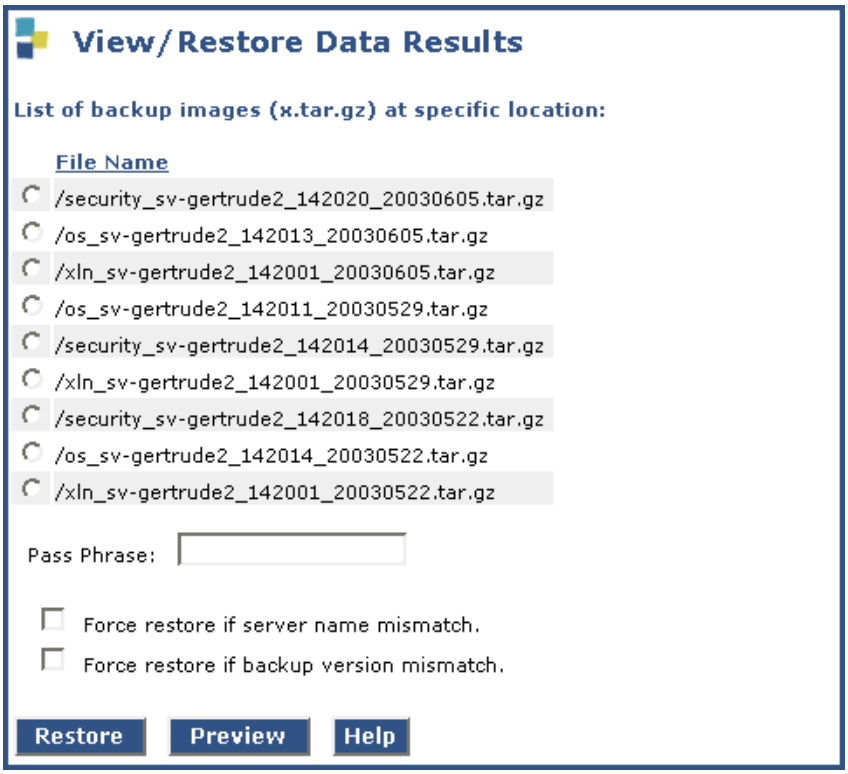
To restore the system files:

1. Under **Data Backup/Restore**, click **View/Restore Data**.



2. Select **FTP**; fill in the **User Name**, **Password**, **Host Name (must use host IP address)**, and **Directory** fields for the location of the Security files.

3. Click **View**.



Note:

When restoring the files, use only those from the same load.

4. Select the correct system (**os**_) file (the most recent one is at the top) and click **Restore**.
5. Select the correct security (**security**_) file (the most recent one is at the top) and both force options and click **Restore**.
6. Click **Status** to view the Restore status. When the restoration is complete, the following message displays:

   Backup: 0: Restore of <filepath/filename> is completed successfully.

Verifying media server configuration

To verify the media server configuration:

1. Under **Server Configuration**, click **Configure Server** to start the configure server process to open the first page of the Configure Server process.
2. Click **Continue** through the **Review Notices** to get to the **Specify how you want to use this wizard** page.
3. Select **Configure all services using the wizard**.

4. Click **Continue** through all the screens, checking for new screens and new fields on existing screens as mentioned in the Software Release Letter.

   Note:

   You must click through all the screens regardless of whether there are changes.

   Note:

   You may need to reset the port speeds for the Ethernet interfaces.

   Note:

   You do not need to fill in the static routes.

5. When you complete all the new fields, if necessary, click **Continue** on the **Update System** screen. The **Update System** screen displays each configuration task as it completes.

   When done, the screen displays the line **All configuration information was entered**.

6. Click **Close Window** to close the Configure Server wizard.
7. Disconnect from the media server.

Return the defective equipment

To return the defective hard drive:

1. Place the defective hard drive in the protective packaging that accompanied the replacement hard drive.
2. Return the circuit pack to Avaya using the procedures established for your region.

Job Aid: Replacing the DAL1 duplication card

Important:
Always check the Avaya Support Website for Product Support Notices at http://support.avaya.com and select **Communication Manager** > **Product Support Notices**.

This job aid describes the steps required to replace the DAL1 duplication circuit pack (Material code 700262306) on an Avaya S8720 Media Servers running Release 3.1 or later of Avaya Communication Manager:

- Before you begin
- Remove power from the server(s)
- Remove the server from the rack
- Remove the cover from the server
- Remove the riser assembly
- Remove the DAL1 circuit pack
- Replace the DAL1 circuit pack
- Replace the riser assembly
- Replace the cover on the server
- Replace the server in the rack
- Restore power to the server(s)
- Return the defective circuit pack

Before you begin

Verify that you have the following on site:

- DEF CP DAL1 (Material code 700262306) replacement duplication circuit pack
- Electrostatic wrist ground strap and mat

Remove power from the server(s)

To shut down a S8710 or S8720 server pair:

1. At the Web interface's main menu for the Off Line (standby) server select **Backup Now** and backup the data to flashcard.
2. At the Web interface's main menu for the Off Line (standby) server, select **Shutdown Server**.

   The **Shutdown This Server** page displays.

3. Select **Immediate Shutdown** and uncheck (deselect) **Restart server after shutdown**.
4. Press the **Shutdown** button and wait until the server has powered down.
5. At the Web interface's main menu for the On Line (main) server select **Backup Now** and backup the data to flashcard.
6. Select **Shutdown Server** with these options:
   - Choose the **Immediate** option
   - Select **Even If Server is Active**
   - Do not select **Restart server after shutdown**.
7. Click the **Shutdown** button and wait until the server has powered down.
8. When both servers are powered down, remove power from the servers.

Remove the server from the rack

DANGER:
The Avaya S8720 Media Server weighs between 20-27kg (47-60 pounds). Do not remove the server from the rack by yourself.

To remove the server from the rack:

1. Remove and label all cables from the front and back panels of the server.
2. Release the two (2) locking clips on each side of the server (Note 1 in Figure 18).

Figure 18: Remove the server from the rack

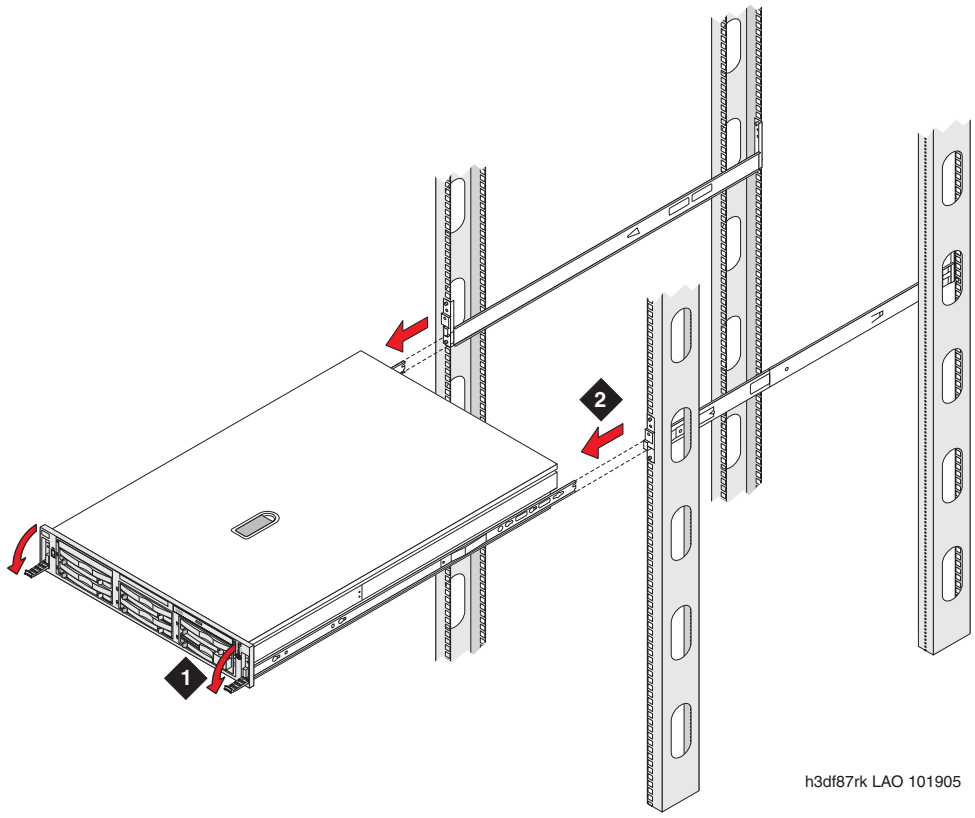


Figure notes:

1. **Release both locking clips**
2. **Pull server straight out to remove**

3. Pull the server straight out of the rails until it is completely free and set it on the antistatic mat.

Remove the cover from the server

To remove the cover from the server:

1. Lift the latch handle on the cover of the server as shown in Figure 19

Figure 19: Remove the cover from the server

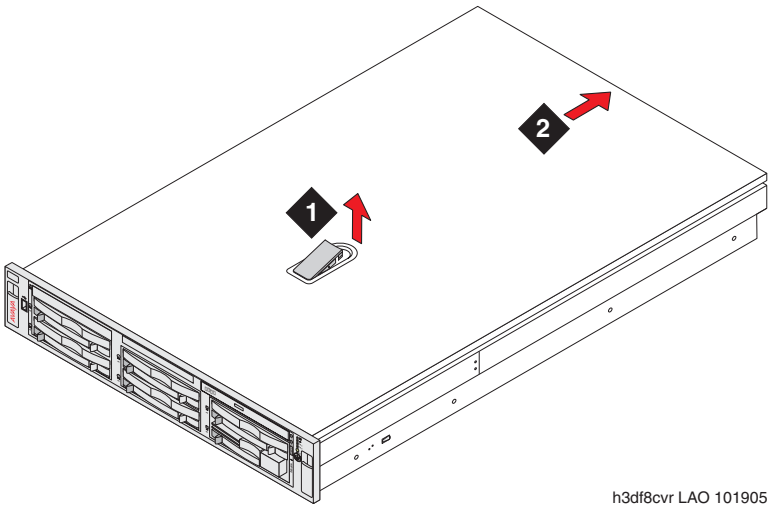


Figure notes:

1. **Latch handle**
2. **Cover slides back for removal.**

   Lifting the latch handle moves the cover's locking tabs free of the front panel.
2. Lift the cover straight up and set it aside.
3. Lower the hinged access panel.

Remove the riser assembly

To remove the riser assembly:

1. Release the two (2) thumbscrews (Note 1 in Figure 20: Remove the riser assembly on page 183).

Figure 20: Remove the riser assembly

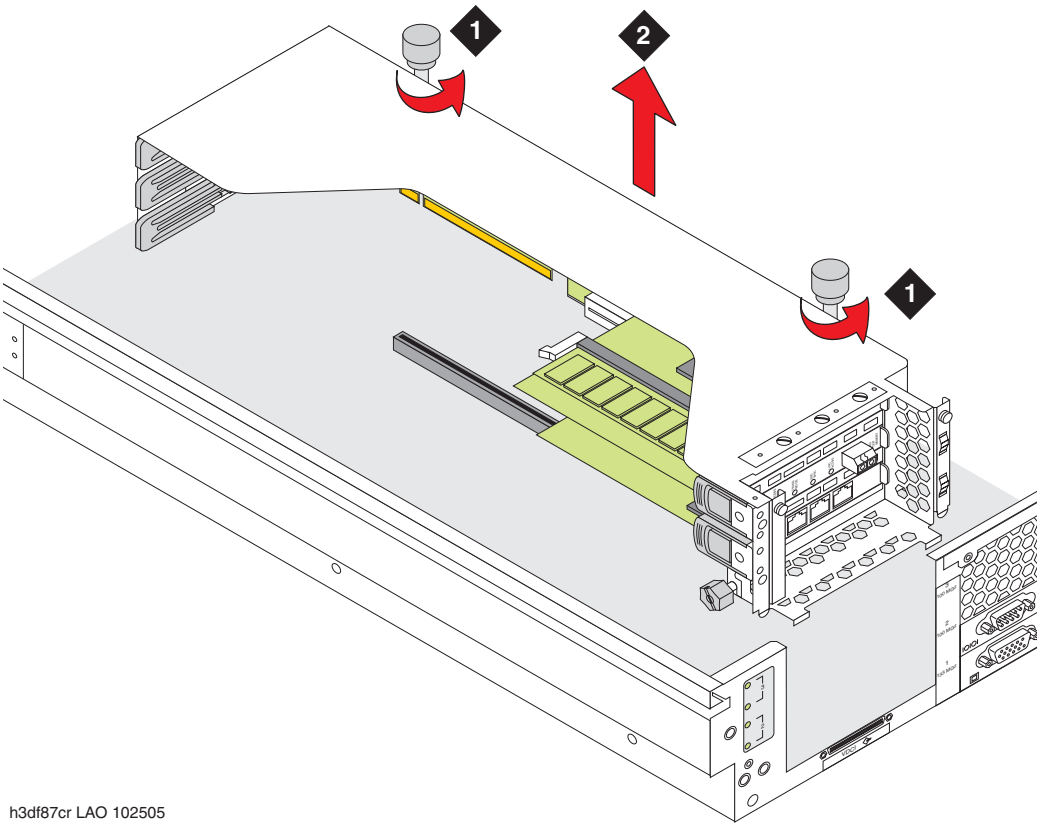


Figure notes:

1. **Loosen both thumbscrews.**
2. **Lift riser assembly straight up.**

2. Lift the riser assembly straight up and set it on the antistatic mat.

Remove the DAL1 circuit pack

To remove the DAL1 circuit pack:

1. While holding the riser assembly steady push the locking tab in (Note 1 in Figure 21) and pull the lever (Note 2) out to release the DAL1 circuit pack.
2. Pull the DAL1 circuit pack (Note 3 in Figure 21) and pull it straight out.

Figure 21: Remove the DAL1 circuit pack

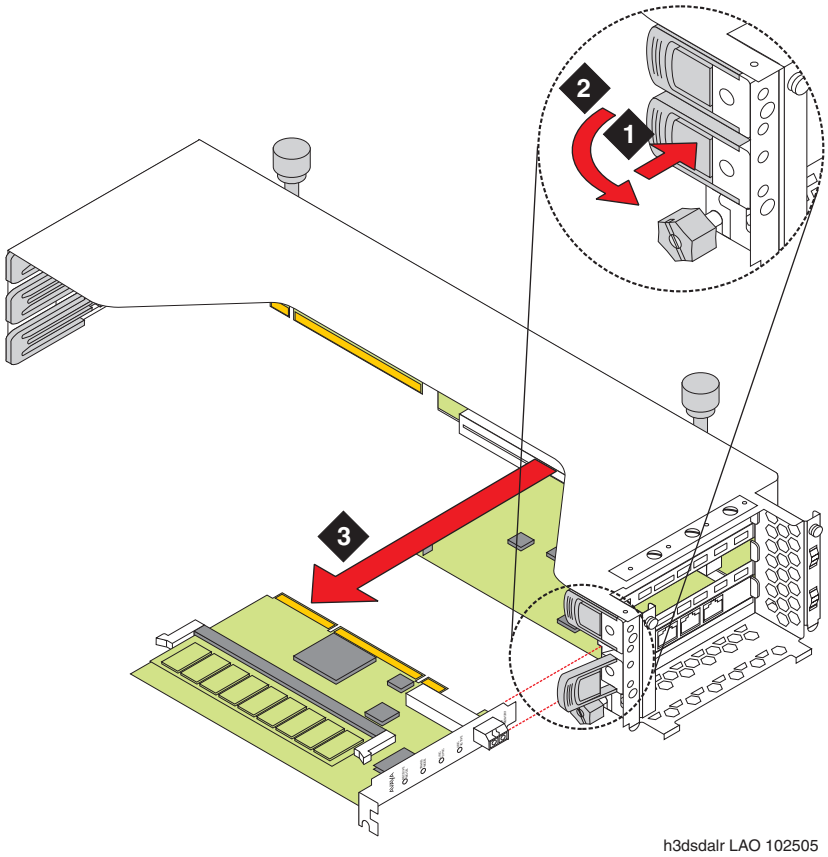


Figure notes:

1. **Push the locking tab in.**
2. **Release the locking lever.**
3. **Pull DAL1 board straight out.**

3. Set the defective circuit pack aside; you will return it to Avaya later.

Replace the DAL1 circuit pack

To replace the DAL1 circuit pack:

1. Remove the replacement DAL1 circuit pack from its protective packaging and set it on the antistatic mat beside the riser assembly.
2. Align the circuit pack with the riser assembly and push the circuit pack into the same slot as the old circuit pack (see Figure 22).

Figure 22: Replace the DAL1 circuit pack

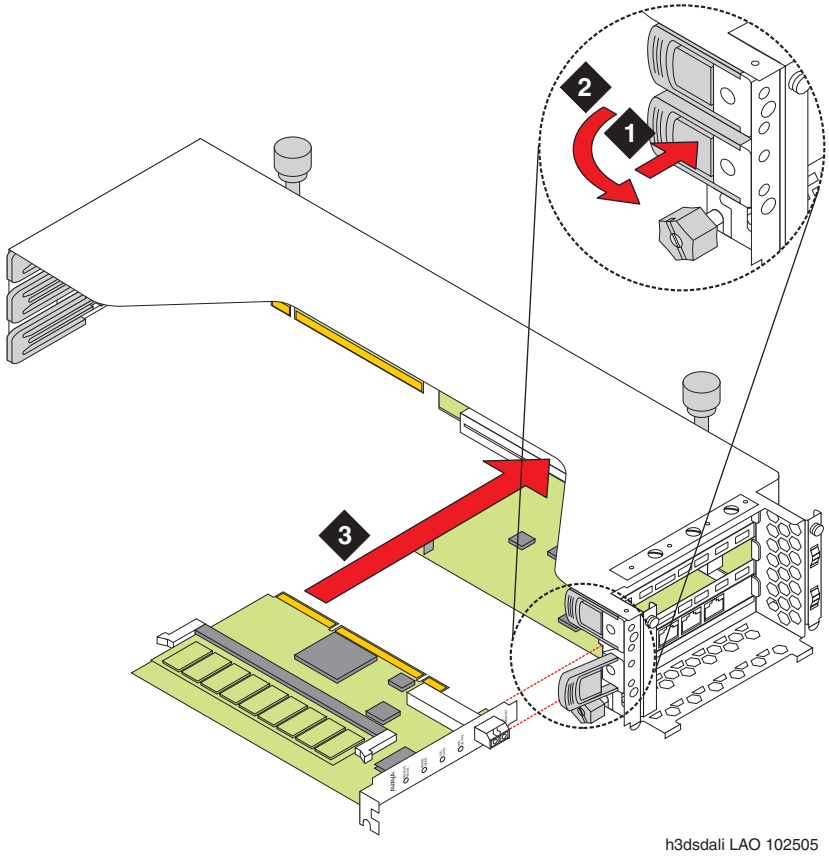


Figure notes:

1. **Slide the DAL1 board into the slot in the carrier.**
2. **Secure the board in the slot by tightening the thumb screw.**
3. **Close the locking lever.**

Replace the riser assembly

To replace the riser assembly:

1. Align the three tabs of the riser assembly with the guides on the server chassis as shown in Figure 23.

Figure 23: Replace the riser assembly

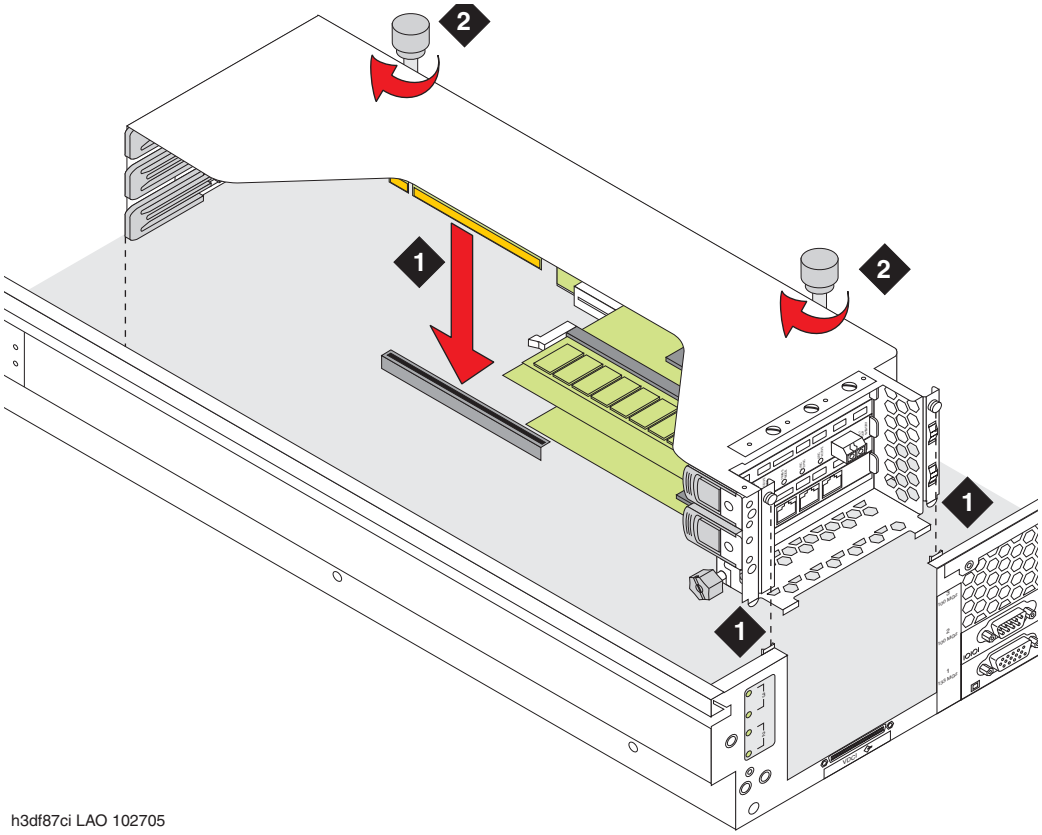


Figure notes:

1. **Align tabs and insert carrier into connector.**
2. **Tighten both thumb screws.**

2. Slide the riser assembly in the slots until it rests on the base of the chassis and is aligned with the two thumbscrew holes.
3. Tighten the two thumbscrews to secure the riser assembly in place.

Tip:

To start the thumbscrew use one hand to push the spring-loaded screw down into the threaded hole, then turn the screw with the other hand.

4. Lift the hinged access panel up and lock it in place.

Replace the cover on the server

To replace the cover on the server:

1. Place the cover on the media server so that the front alignment tabs are in place (refer to Figure 19: Remove the cover from the server on page 182.
2. Push the latch handle down.

   The cover slides forward and locks into place.

Replace the server in the rack

DANGER:
The Avaya S8720 Media Server weighs 20-27kg (47-60 pounds). Do not replace the server in the rack by yourself.

To replace the server in the rack:

1. Ensure that the rails are extended and locked into place as shown in Figure 24.

Figure 24: Replace the server in the rack

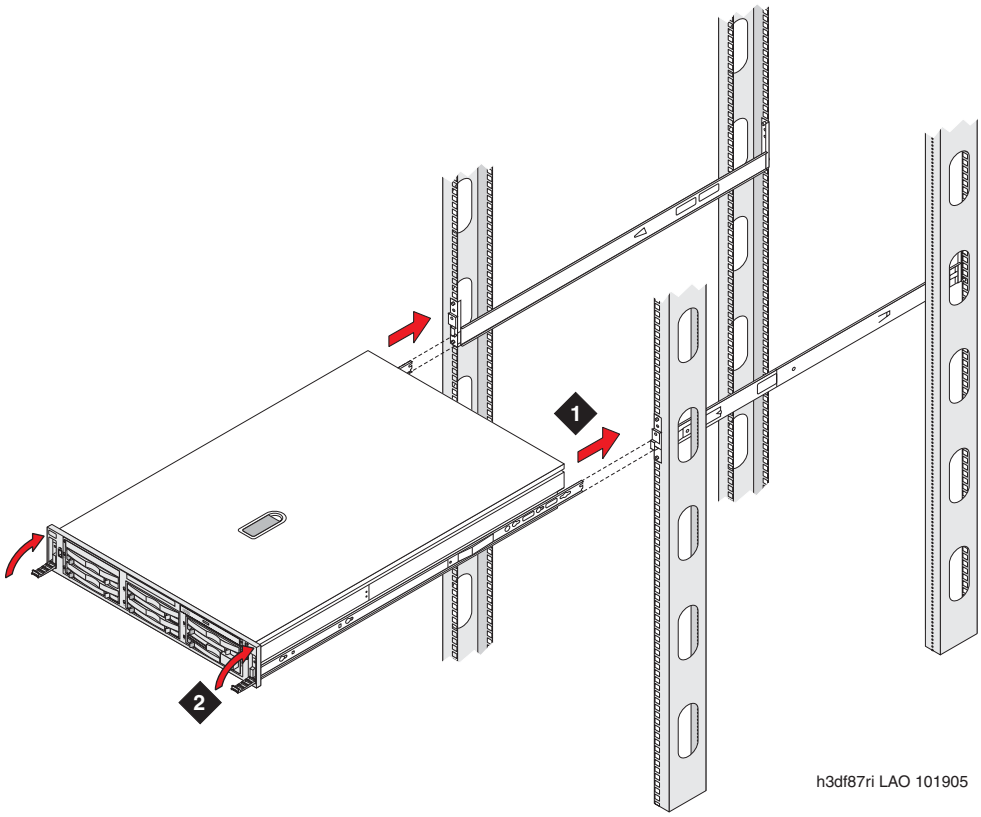


Figure notes:

1. **Place server on rails, slide into place.**
2. **Lock both tabs securely.**

2. Align the server on the rails and push the server into the rack until it is flush with the rack.
3. Push the two locking levers down to secure the server in the rack (Note 2 in Figure 24).
4. Replace all cable connections to the front and back panels of the server.

Restore power to the server(s)

To restore power to the S8710 or S8720 server:

1. Apply power to the servers by plugging the power cable into the socket on the back of the server.
2. Push the power button on the front panel of the servers.

Return the defective circuit pack

To return the defective circuit pack:

1. Place the defective circuit pack in the protective packaging that accompanied the replacement DAL1 circuit pack.
2. Return the circuit pack to Avaya using the procedures established for your region.

Job Aid: Replacing the network interface card on the Avaya S8720 Media Server

Important:
Always check the Avaya Support Website for Product Support Notices at http://support.avaya.com and select **Communication Manager** > **Product Support Notices**.

This job aid describes the steps required to replace the quad network interface card (quad NIC) circuit pack on an Avaya S8720 Media Servers running Release 3.1 or later of Avaya Communication Manager:

- Before you begin
- Remove power from the server(s)
- Remove the server from the rack
- Remove the cover from the server
- Remove the riser assembly
- Remove the quad NIC
- Replace the riser assembly
- Replace the cover on the server
- Replace the server in the rack
- Restore power to the server(s)
- Return the defective circuit pack

Before you begin

Verify that you have the following on site:

- Quad NIC replacement circuit pack
- Electrostatic wrist ground strap and mat

Remove power from the server(s)

To shut down a S8710 or S8720 server pair:

1. At the Web interface's main menu for the Off Line (standby) server select **Backup Now** and backup the data to flashcard.
2. At the Web interface's main menu for the Off Line (standby) server, select **Shutdown Server**.

   The **Shutdown This Server** page displays.

3. Select **Immediate Shutdown** and uncheck (deselect) **Restart server after shutdown**.
4. Press the **Shutdown** button and wait until the server has powered down.
5. At the Web interface's main menu for the On Line (main) server select **Backup Now** and backup the data to flashcard.
6. Select **Shutdown Server** with these options:
   - Choose the **Immediate** option
   - Select **Even If Server is Active**
   - Do not select **Restart server after shutdown**.
7. Click the **Shutdown** button and wait until the server has powered down.
8. When both servers are powered down, remove power from the servers.

Remove the server from the rack

DANGER:
The Avaya S8720 Media Server weighs between 20-27kg (47-60 pounds). Do not remove the server from the rack by yourself.

To remove the server from the rack:

1. Remove and label all cables from the front and back panels of the server.
2. Release the two (2) locking clips on each side of the server (Note 1 in Figure 25).

Figure 25: Remove the server from the rack

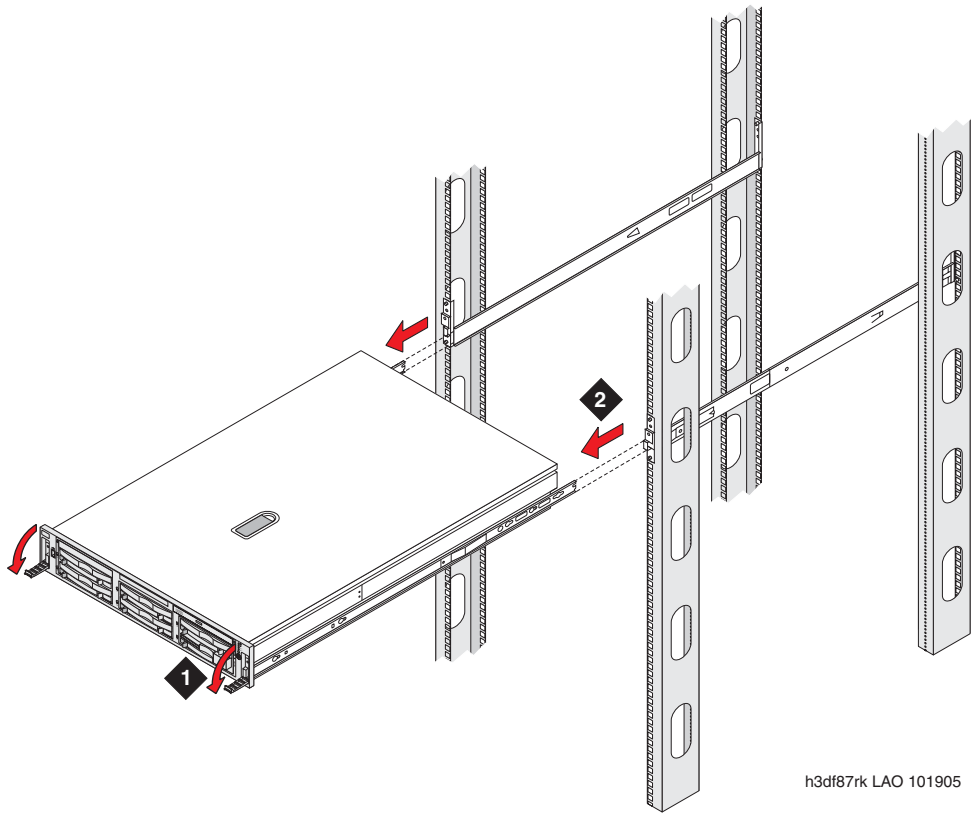


Figure notes:

1. **Release both locking clips**
2. **Pull server straight out to remove**

3. Pull the server straight out of the rails until it is completely free and set it on the antistatic mat.

Remove the cover from the server

To remove the cover from the server:

1. Lift the latch handle on the cover of the server as shown in Figure 26

Figure 26: Remove the cover from the server

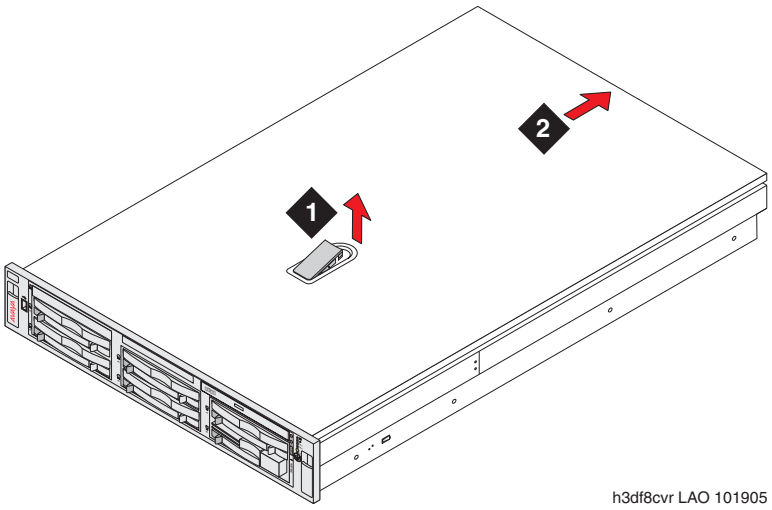


Figure notes:

1. **Latch handle**
2. **Cover slides back for removal.**

   Lifting the latch handle slides the cover's locking tabs free of the front panel.
2. Lift the cover straight up and set it aside.
3. Lower the hinged access panel.

Remove the riser assembly

To remove the riser assembly:

1. Release the two (2) thumbscrews (Note 1 in Figure 27).

Figure 27: Remove the riser assembly

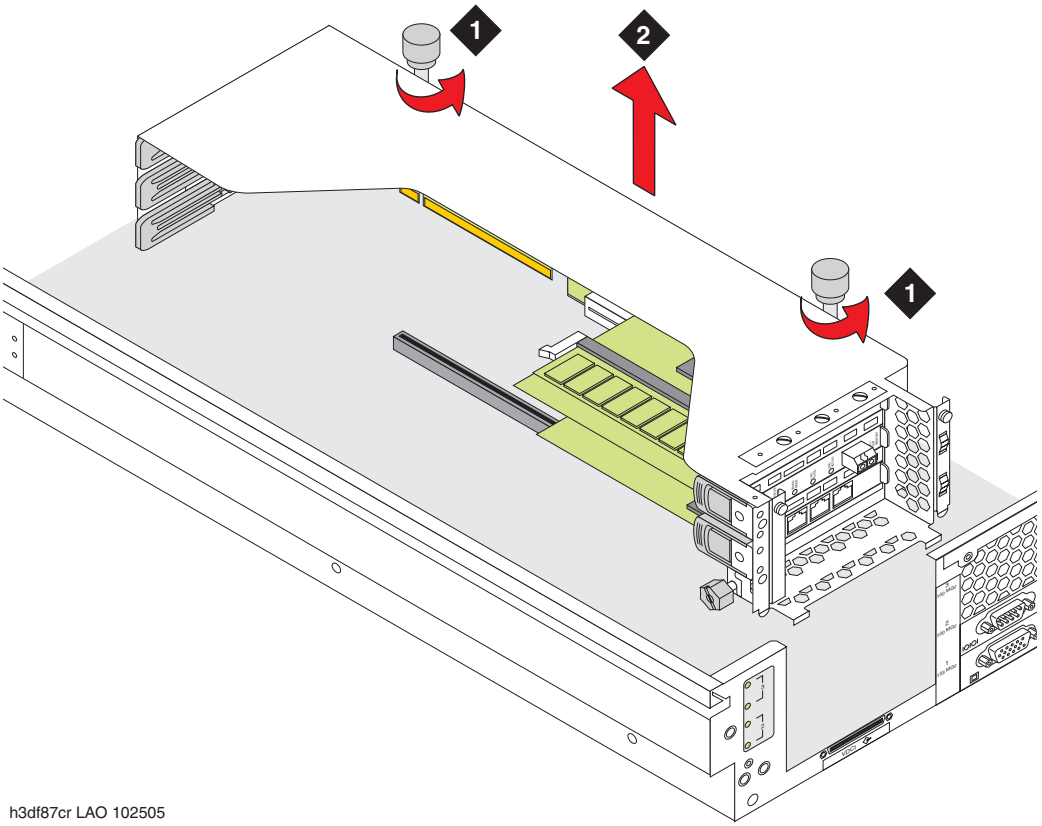


Figure notes:

1. **Loosen both thumbscrews.**
2. **Lift riser assembly straight up.**

2. Lift the riser assembly straight up and set it on the antistatic mat.

Remove the quad NIC

To remove the quad NIC circuit pack:

1. While holding the riser assembly steady grasp the quad NIC circuit pack as shown in Figure 28 and pull it straight out.

Figure 28: Remove the quad NIC circuit pack

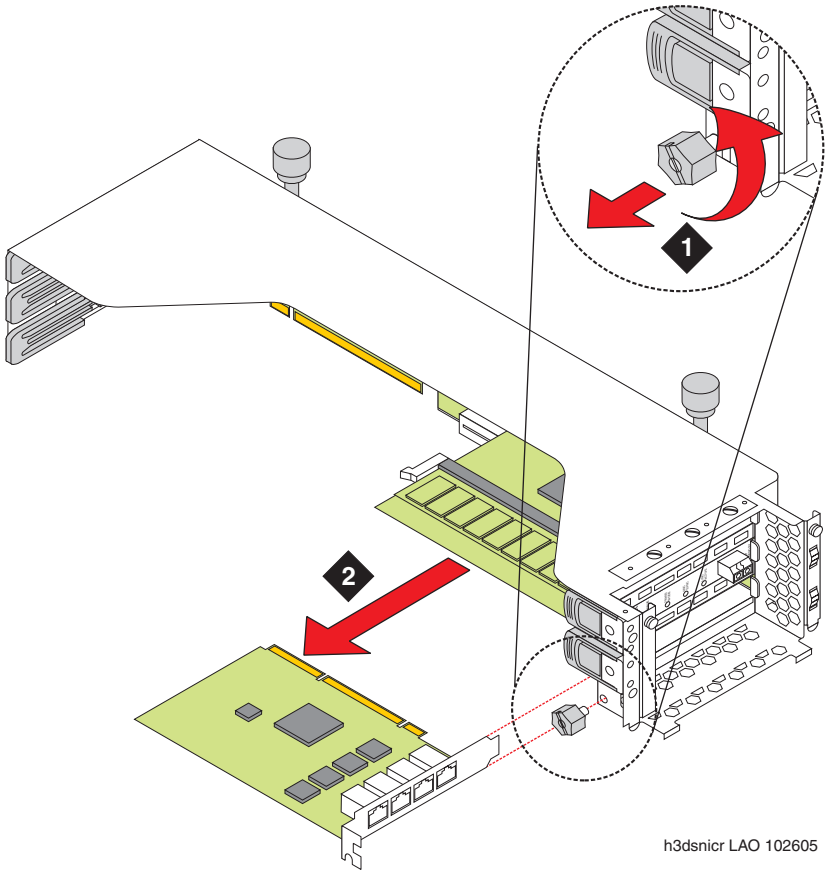


Figure notes:

1. **Loosen the thumb screw.**
2. **Slide the quad NIC straight out.**

2. Set the defective circuit pack aside; you will return it to Avaya later.

Replace the quad NIC

To replace the quad NIC circuit pack:

1. Remove the replacement quad NIC circuit pack from its protective packaging and set it on the antistatic mat beside the riser assembly.
2. Align the circuit pack with the riser assembly and push the circuit pack into the same slot as the old circuit pack (see Figure 29).

Figure 29: Replace the quad NIC circuit pack

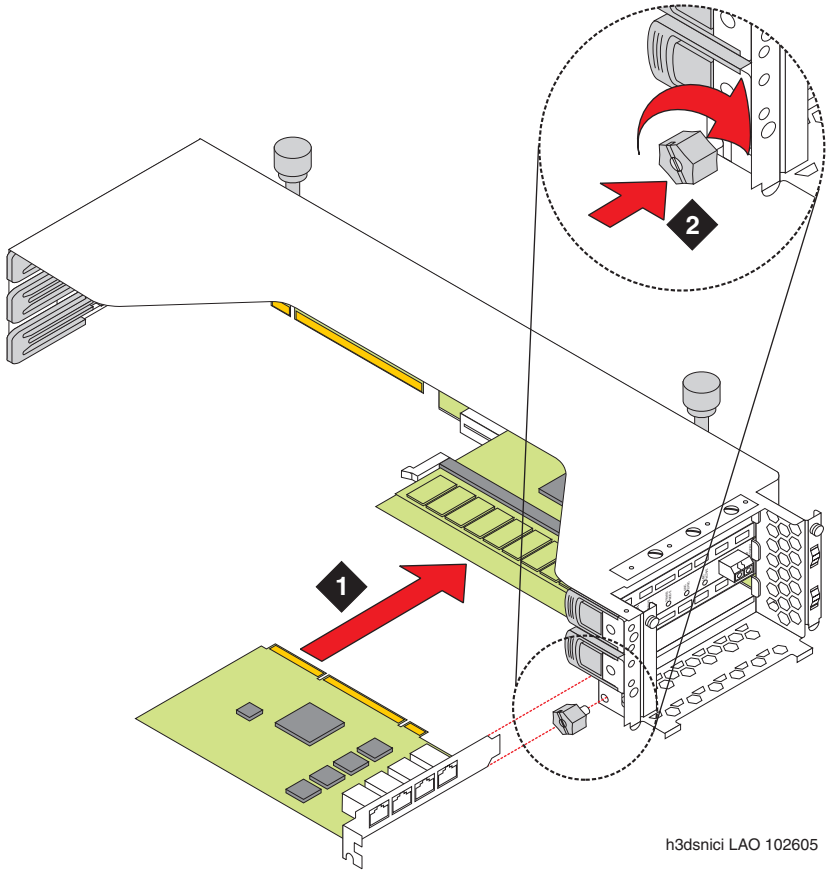


Figure notes:

1. **Align board, push board into connector.**
2. **Tighten thumb screw.**

3. Tighten the thumb screw to secure the board (Note 2 in Figure 29).

Replace the riser assembly

To replace the riser assembly:

1. Align the three tabs of the riser assembly with the guides on the server chassis as shown in Figure 30.

Figure 30: Replace the riser assembly

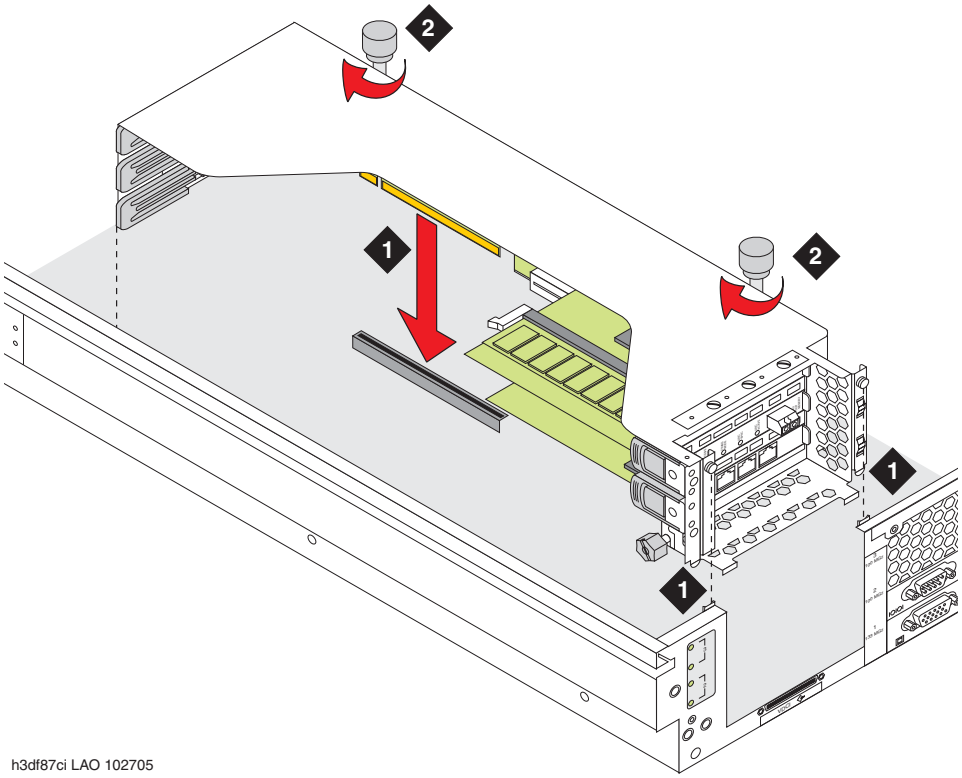


Figure notes:

1. **Align tabs and insert carrier into connector.**
2. **Tighten both thumb screws.**

2. Slide the riser assembly in the slots until it rests on the base of the chassis and is aligned with the two thumbscrew holes.
3. Tighten the two thumbscrews to secure the riser assembly in place.

Tip:

To start the thumbscrew use one hand to push the spring-loaded screw down into the threaded hole, then turn the screw with the other hand.

4. Lift the hinged access panel up and lock it in place.

Replace the cover on the server

To replace the cover on the server:

1. Place the cover on the media server so that the front alignment tabs are in place (refer to Figure 26: Remove the cover from the server on page 194.
2. Push the locking lever down.

   The cover slides forward and locks into place.

Replace the server in the rack

DANGER:
The Avaya S8720 Media Server weighs 20-27kg (47-60 pounds). Do not replace the server in the rack by yourself.

To replace the server in the rack:

1. Ensure that the rails are extended and locked into place as shown in Figure 31.

Figure 31: Replace the server in the rack

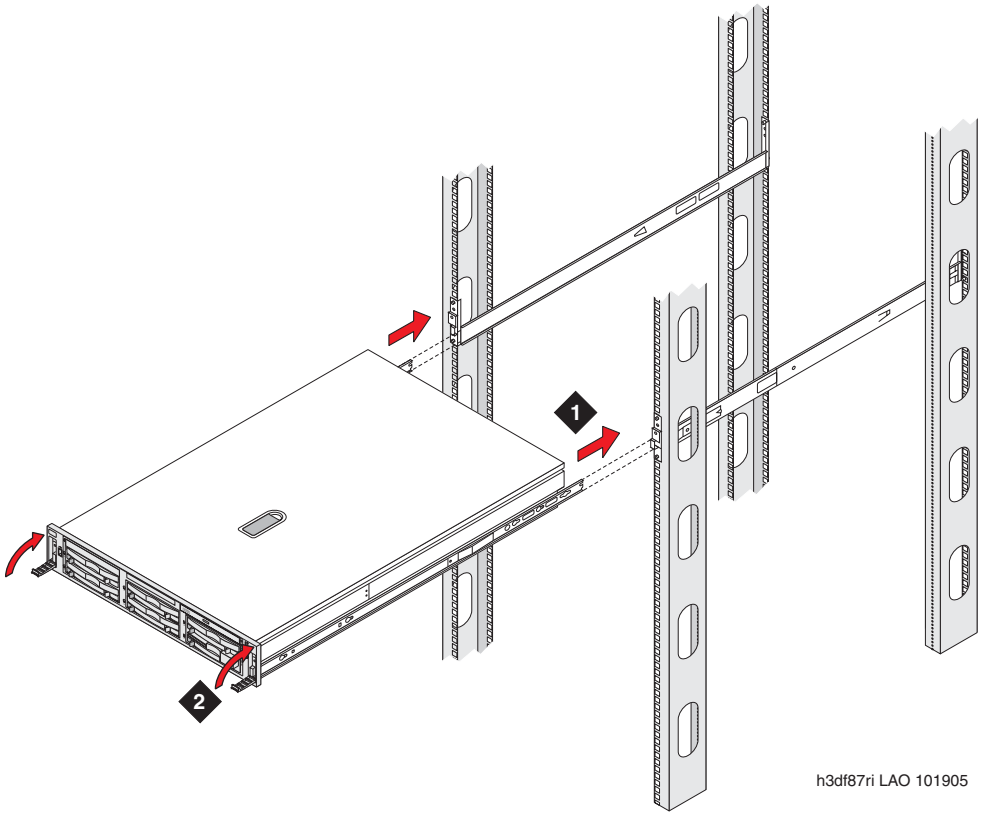


Figure notes:

1. **Place server on rails, slide into place**
2. **Lock both tabs securely**

2. Align the server on the rails and push the server into the rack until it is flush with the rack.
3. Push the two locking levers down to secure the server in the rack (Note 2 in Figure 31).
4. Replace all cable connections to the front and back panels of the server.

Restore power to the server(s)

To restore power to the S8710 or S8720 server:

1. Apply power to the servers by plugging the cable into the appropriate socket.
2. Push the power button on the front panel of the server.

Return the defective circuit pack

To return the defective circuit pack:

1. Place the defective circuit pack in the protective packaging that accompanied the replacement quad NIC circuit pack.
2. Return the circuit pack to Avaya using the procedures established for your region.