A MITEL
PRODUCT
GUIDE

Unify OpenScape Alarm Response Professional

OScAR-Pro V5
Classic Applications
OScAR-Pro Update

Administrator Documentation
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Mitel

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Table of Content

1 Conventions and Operating Instructions

Readers and requirements

This document is written for service technicians and engineers who need to successfully upgrade already existing OScAR servers to OScAR-Pro V9.x.

Please bear in mind that in order to perform the tasks that are described in this document, the service technician or engineer must be properly trained on the OScAR system.

Content

The following areas are covered in this chapter:

1.1 Overview of chapters

This document also includes the following chapters:

Chapter	Description
Chapter 2, "Overview”	This chapter describes the general procedure for upgrades, lists the reference manuals that provide additional helpful information, and itemizes the various components that are required for the upgrade.
Chapter 3, "Upgrade Instructions”	This chapter shows you one by one the different upgrade steps that may need to be carried out.

Table 1-1 Overview of chapters

1.2 Notations and symbols

Notations

The following definitions are used in this document:

`Text`	All texts from files that are described in this document, and all entries that are added to these files, appear in the monospace font `Courier`.
The password 123456 ...	Details and instructions in the continuous text that are of particular importance or must be heeded are output in bold print. In the same way, buttons and menus also appear in bold print.
The file `global.cfg`	Files and directories are output in the monospace font `Courier`.
<Placeholder>	Entries and outputs, both of which may vary depending on the individual situation in which they appear, are placed in <angle brackets> and are in italics.
[beginning of value range ... end of value range; default] or [X]	All default values and all value range details from data fields are placed in [squared brackets] and are in italics. The [x] after an entry option for a database field indicates that this entry option is also the default value.

Table 1-2 Notations

Symbols

The following symbols are used in this document:

Note:
The info "i" is used to indicate additional helpful information.

Attention!
The exclamation mark is used to indicate important information to which the reader should give particular attention.

Warning!
The warning sign is used to alert you to a hazardous or high risk situation. It is used to signal that you are currently exposed to a risk situation that may cause physical injury. Before you start working with any apparatus, please always be aware of the risks that may arise in connection with the device's electric currents and follow the standard practices to avoid accidents.

1.3 Data protection and data security

In order to comply with the legal provisions that apply when providing services, from any service performed at customers' sites to teleservice, we strongly urge all readers to follow the below-listed best practices. This will not only help you protect the interests and concerns of customers and clients, but also avoid unwanted implications for yourself.

Please actively help to ensure complete data protection and data security by being aware of these issues as you work:

- Always make sure that only authorized persons have access to your client and customer data.
- Assign passwords whenever you can. Do not grant unauthorized persons access to your passwords, for example by writing them down.
- Always make sure that no unauthorized persons can process, save, edit, transmit, block, delete or utilize customer data in any way.
- Always make sure that no unauthorized persons have access to data storage media, for example to backup disks or printouts of logfiles or protocols. This applies both to service work provided directly at the customer and to the storage and transport of data carriers.
- Always make sure that every data storage medium that is no longer needed is properly and fully destroyed. Also be careful not to leave behind any papers that could become openly accessible to others.

Note:
We urge all readers to work together closely with the contact person(s) of your client(s). This will not only build trust but also help to reduce your own workload.

2 Overview

Content

This chapter covers the following sections:

2.1 Manuals that are also needed for the upgrade

To successfully upgrade already existing OScAR servers, please also follow the instructions in the below-listed manuals where needed:

- Service
  - Hardware Service Manual
    The Hardware Service Manual covers the OScAR server‘s mechanical and electric properties and boards, as well as the connector cables cords and the adapters that are needed in combination with external systems.
  - OScAR Server Configuration Manual
    The Configuration Manual covers the OScAR Server's basic configuration and shows you how to carry out the initial system startup.
- OScAR-Pro
  - Installation Manual
    The Installation Manual covers the installation of the application's software components on the PC-side.
  - User Manual
    The User Manual shows you how to administrate and operate the central OScAR-Server.
- Service and user manuals of the pertinent OScAR version you want to upgrade

2.2 List of required components

The below-listed hard- and software components are needed to successfully upgrade an already existing OScAR Server:

- the old OScAR Server
- the new OScAR Server
- the adapter and the connector cable to link up external components to the OScAR Server (see Section 3.5 „Connect external components“)
- Installation CD OScAR-Pro
- PC with LAN and COM-Port, and with a CD drive
- if needed, the cable cord K-10205-XXX to use T-Load functions at the already existing OScAR Server, via a serial interface
- patch cable with the A-DCE-0X adapter for the basic configuration of the OScAR Server via a serial interface (see: OScAR-Server Configuration Manual)
- USB connection cable (A to B) K-USBAB-XXXX for the basic configuration of the OScAR Server via USB interface (see OScAR-Server Configuration Manual).

2.3 General procedure

2.3.1 General information

Warning!
Please follow the safety instructions in the Hardware Service Manual carefully.

In connection with the upgrade procedure of OScAR servers, we differentiate the below groups.

- Upgrades of OScAR Servers of the Release 2, 3, 3E (with CU-003)
- Upgrades of OScAR Servers of the Release 3E (with SBC-31), 4, 5 and 6
- Upgrades of OScAR Servers of the Release 7
- Upgrades of OScAR Servers of the Release 8
- Upgrades of OScAR Servers within V9.x

2.3.2 Upgrade OScAR Servers of the Release 2, 3, 3E (with CU-003)

Attention!
Please bear in mind that when upgrading an existing OScAR Release 2, 3, 3E to the OScAR Release 8, the following database data is NOT automatically transferred and must therefore be re-installed after the upgrade is completed:

- Announcement service/Info Telephone
- Contact assignments
- Subscriber/user rights
- Dialthru codes

Proceed as follows:

1. Save the server data
   ➤ see Section 3.1 „Backup server data, DAKS databases and all announcements“
2. Prepare the new OScAR Server
   ➤ see OScAR Sever Configuration Manual
3. Install the new operation and administration software
   ➤ see Section 3.2 „Setting up the CPH-42 board“
4. Connect the external components
   ➤ see Section 3.5 „Connect external components“
5. Finalize the operations
   ➤ see Section 3.6 „Complete the operations“

Attention!
Please bear in mind the old OScAR-Server must be returned to tetronik after the upgrade!

2.3.3 Upgrade OScAR Servers of the Release 3E (with SBC-31), 4, 5 and 6

Attention!
Please bear in mind that the old OScAR Server is no longer operational once the activation code has been read out!

Proceed as follows:

1. Save the server data
   ➤ see Section 3.1 „Backup server data, DAKS databases and all announcements“
2. Prepare the new OScAR Server
   ➤ see OScAR Server Configuration Manual
3. Install the new operation and administration software
   ➤ see Section 3.2 „Setting up the CPH-42 board“
4. Connect the external components
   ➤ see Section 3.5 „Connect external components“
5. Set up the OScAR processes via VCON
   ➤ import the saved server data again
   ➤ see OScARpro Server Configuration Manual
6. Finalize the operations
   ➤ see Section 3.6 „Complete the operations“

2.3.4 Upgrade OScAR Servers of the Release 7

Proceed as follows:

1. Save the server data
   ➤ see Section 3.1 „Backup server data, DAKS databases and all announcements“
2. Install the new operation and administration software
   ➤ see Section 3.2 „Setting up the CPH-42 board“
3. Connect the external components
   ➤ see Section 3.5 „Connect external components“
4. Set up the OScAR processes via VCON
   ➤ import the saved server data again
   ➤ OScARpro Server Configuration Manual
5. Finalize the operations
   ➤ see Section 3.6 „Complete the operations“

2.3.5 Upgrade OScAR Servers of the Release 8

Proceed as follows:

1. Save the server data
   ➤ see Section 3.1 „Backup server data, DAKS databases and all announcements“
2. Install the new operation and administration software
   ➤ see Section 3.2 „Setting up the CPH-42 board“
3. Connect the external components
   ➤ see Section 3.5 „Connect external components“
4. Set up the OScAR processes via VCON
   ➤ import the saved server data again
   ➤ OScARpro Server Configuration Manual
5. Finalize the operations
   ➤ see Section 3.6 „Complete the operations“

2.3.6 Upgrade OScAR Servers within OScARpro V9.x

Proceed as follows:

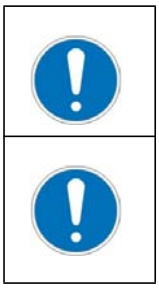
1. Save the server data
   ➤ see Section 3.1 „Backup server data, DAKS databases and all announcements“
2. Install the new operation and administration software
   ➤ see Section 3.2 „Setting up the CPH-42 board“
3. Finalize the operations
   ➤ see Section 3.6 „Complete the operations“

3 Upgrade Instructions

Content

This chapter covers the following sections:

3.1 Backup server data, OScAR databases and all announcements



Note:
The latest VCON version must be used to back up the server data. Install it with the help of the installation CD.

Note:
The steps described below are taken solely as a precautionary measure and their goal is to back-up the server data, the OScAR databases and all announcements. After the upgrade has been carried out properly, this backup data is no longer needed.

3.1.1 Backup server data for OScARpro V9.x, step by step

No.	Step
1.	Connect to the OScAR server via VCON (with the CPC-41 board). • Create a backup. To do this, select the entry "Create system backup" via the menu item "Host". • Create a server configuration report. To do this, select the entry "Server configuration report..." via the menu item "Process". • Save the configuration. To do this, select the "Save configuration" entry via the "Host" menu item. ➤ see OScAR Server Configuration Menu
2.	Now connect to the OScAR-Server via the administration software and save all available OScAR announcements in form of wave files. ➤ see OScAR-TT User Manual V9.x

Table 3-1 Step by step instruction how to save the server data, up through the Release 6:

No.	Step
3.	Now save the already existing database(s): Hinweis: To back up all databases, all Tetronik services must be stopped. • all '*.DB' files of the database directory in the installation path (usually: 'c:\tetronik\OScAR-tt\OScAR.db') • all '*.LOG' files of the database directory in the installation path (usually: 'c:\tetronik\OScAR-tt\OScAR\log') • all WAV files of the announcement directory in the installation path (usually: 'c:\tetronik\OScAR-tt\OScAR\wav')

Table 3-1 Step by step instruction how to save the server data, up through the Release 6:

3.1.2 Backup server data, up through the Release 6, step by step

No.	Step
1.	Connect the interface 1 at the SBC-3x of the existing OScAR Server with the selected COM port of the PC, using the data cable cord K-10205-XXXX. ➤ see Service Manual of the old OScAR Server
2.	Now activate a terminal emulation program at the PC (e.g Hyperterminal) and configure it to: • baud 9600 • no parity • data bits 8 • stop bit 1 • hardware handshake
3.	Be careful to save all existing settings of the old OScAR Server so that you can re-enter them manually (by hand) after the upgrade. For example, you can have the results printed out as a hardcopy, paste them to the clipboard and process them further from there, or write them in a file with the help of the terminal emulation program. If you are working with a OScAR version Release 6 or higher, enter the terminal command flashpar and read out the current server settings. If you are working with a OScAR version Release 5 or lower, enter the following commands one after the other to save the parameters: • ipcfg — LAN interface settings • serial — Serial interface settings • gsmsettings — Modem link-up settings • tr500par — TR500-Service settings
4.	Now connect to the OScAR-Server via the administration software and save all available OScAR announcements as wave files. ➤ see the pertinent user manual of your OScAR version Note: Please bear in mind that for older OScAR versions, you may require a separate software tool to save the wave files.

Table 3-2 Step by step instruction how to save the server data, up through the Release 6:

No.	Step
5.	Now save the already existing database(s): Classic OScAR Release 2, 3, 3E, 4, 5 • all '*.DBS' files of the database directory in the installation path (usually: 'c:\tetronik\OScAR\OScAR.dbs') • all '*.LOG' files of the database directory in the installation path (usually: 'c:\tetronik\OScAR\log') Classic OScAR Release 6 • all '*.DB' files of the database directory in the installation path (usually: 'c:\tetronik\OScAR-tt\OScAR.db') • all '*.LOG' files of the database directory in the installation path (usually: 'c:\tetronik\OScAR-tt\OScAR\log') • all WAV files of the announcement directory in the installation path (usually: 'c:\tetronik\OScAR-tt\OScAR\wav')
6.	Disconnect the data cable K-10205-XXXX from the interface 1 at the SBC-3x of the OScAR Server.

Table 3-2 Step by step instruction how to save the server data, up through the Release 6:

3.1.3 Backup server data for Release 7 and 8, step by step

No.	Step
1.	Now connect to the OScAR-Server via the administration software and save all available OScAR announcements in form of wave files. ➤ see Classic OScAR User Manual Rel.7 | OScAR-TT User Manual V8.1x bzw. OScAR-TT User Manual V9.0x
2.	Now save the already existing database(s): • all '*.DB' files of the database directory in the installation path (usually: 'c:\tetronik\OScAR-tt\OScAR.db') • all '*.LOG' files of the database directory in the installation path (usually: 'c:\tetronik\OScAR-tt\OScAR\log') • all WAV files of the announcement directory in the installation path (usually: 'c:\tetronik\OScAR-tt\OScAR\wav')

Table 3-3 Save the server data for Release 7 and 8, step by step

3.2 Setting up the CPH-42 board

Note:
To be able to configure the service interface of the OScAR server, the USB driver for the CPH-42 must be installed.
➤ see OScARpro Installation Manual

Setting up the CPH-42 board, Step by Step:

Nr.	Arbeitsschritt
1.	Configure the TCP/IP access parametenrs ➤ see Server Cofiguration Manual
2.	Establish the VCON connection to the OScAR.
3.	If necessary, install the latest software version.
4.	If necessary, import the license data.
5.	Import the saved configuration data. To do this, select the "Read configuration" entry via the menu item "Host".
6.	Check the VCON parameters for their accuracy
7.	Check or set the time. ➤ see Server Cofiguration Manual
8.	Distribute the available licenses in the following VCON parameters. • PBX-Trunkgroups • Messaging • Data-Interfaces • SMS-Trunks • Contact-Trunks ➤ see Server Cofiguration Manual
9.	Recreate SSL certificate via VCON

Tabelle 3-4 Setting up the CPH-42 board

3.3 Install the operation and administration software

Attention!

Applies to installations under 64 bit Windows Versions:

Please bear in mind that databases of OScAR versions that are smaller or identical to OScAR Release 5 cannot be installed under 64 bit Windows versions.

Therefore, please start by installing the new OScAR software under Windows 2000 or Windows 2003 Server, and then migrate the database. After this is completed, you can run the installation of the new OScAR software under 64 bit Windows versions and use the migrated database there.

➤ see OScAR-TT Installation Manual

Note:

For details how to install the OScAR-TT Operator- and Administrator-Tools, please see the

➤ OScAR-TT Installation Manual

3.4 Transfer licenses

Attention!

Please bear in mind that when you transfer the licenses to a new OScAR Server, the chip card data of the already existing OScAR Server of the Release 3E (with SBC-31) 4, 5 or 6 will automatically be deleted.

After this data has been deleted, this OScAR Server can no longer be used and will reboot incessantly.

For this reason, all internal OScAR configurations as well as all announcements must first be saved.

➤ see Section 3.1 „Backup server data, DAKS databases and all announcements“

To transfer the license data (chip card data) you need the T-Load Version 1.03. It is included on the Installation CD for OScAR.

After the chip card data has been deleted, the activation code is output in a user window and additionally stored in the log file.

This activation code must now be entered in the new OScAR Server to transfer the licenses.

➤ see Classic OScAR Server Configuration Manual

Step by step instruction how to transfer the licenses:

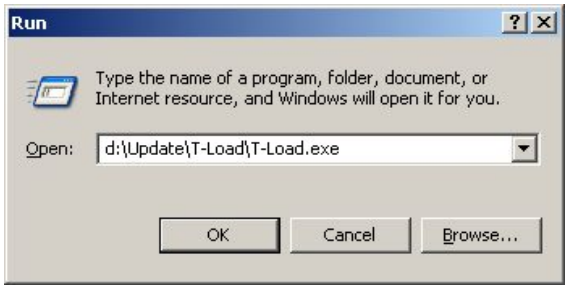
No.	Step
1.	End the operator and administrator software of the already existing OScAR Server.
2.	Place the new OScAR Installation CD in the CD-ROM drive of the PC. Select Start -> Run... . Enter: `<CD-ROM-drive>:\Update\T-LoadT\Load.exe` Confirm with Ok. 

Table 3-5 Transfer licenses

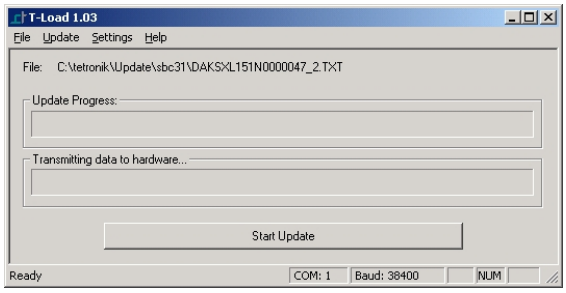
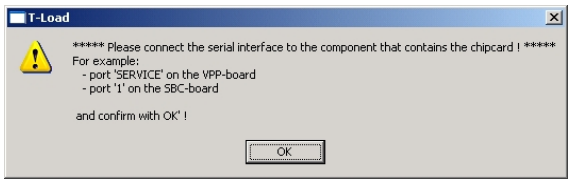
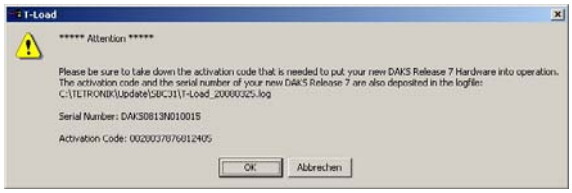
No.	Step
3.	This will start the T-Load program. • Enter the proper COM port to connect the PC with the OScAR Server: Menu item: Settings ➤ Interface... • Select the 'Chipcard...txt' file for the upload: Menu item: File ➠ File to upload... Now click Start Update. 
4.	If you have selected a COM port of the PC, please connect it now with interface 1 (printer/debug) of the SBC-3x control computer via the data cable cord K-10205-XXXX. Confirm with Ok. 
5.	You will now receive a warning message. Confirm with Ok. 
6.	If the transfer was successful the system will now open the following message box with the activation code.  Attention! You will later need to enter the activation code also in the VCON service tool at the new OScAR Server. Therefore, please write down the code and keep it at hand. Confirm with Ok.   Note: The activation code is additionally shown in the log file. Extract from the log file (e.g. "C:\TETRONIK\Update\SBC32\T-Load_20080325.log"): • `Serial Number: OScAR0813N010015` • `Activation Code: 0028037876812405`
7.	Enter the activation code in the new OScAR Server to enable the licenses. ➤ see OScAR Server Configuration Manual, Enter Activation Code

Table 3-5 Transfer licenses

3.5 Connect external components

3.5.1 Peripherals migration

You may need to retrofit the hardware connections of the old OScAR Server for link-up of external components to the new OScAR Server.The below table gives you an overview of the possible connections, with their required adapters and cables. When upgrading to the new OScAR version, please concentrate on the components that are actually available.

Note:
For further details how to connect the different boards and the external components, please see:
➤ OScAR Sever Configuration Manual, Setup of the OScAR Server.

3.5.2 Migration from OScAR Release 7 or 8 to OScARpro V9

OScAR Release 7, 8.x	OScARpro V9.x (= -Pro V5)
Hardware Conversion	
CPC-41 board ➤ see OScAR Hardware Service Manual, wiring diagram CPC-41	CPC-42 board ➤ see OScAR Hardware Service Manual, wiring diagram CPC-42
DSP-41board Digital signal processor board	This board is no longer needed and is replaced by a blind plate.
LAN incl. all connections via LAN (e.g. TR500, DEKI etc.)	
CPC-41 board 'Ethernet A' or 'Ethernet B' port ➤ see OScAR Hardware Service Manual, wiring diagram CPC-41	CPH-42 board 'Ethernet A' or 'Ethernet B' port ➤ see OScAR Hardware Service Manual, wiring diagram CPH-42
USB incl. all connections via USB Ports A + B (e.g. Printer, DCF-77 etc.)	
CPC-41 board 'USB-A , B' port ➤ see OScAR Hardware Service Manual, wiring diagram CPC-41	CPH-42 board 'USB-A , B' port ➤ see OScAR Hardware Service Manual, wiring diagram CPH-42
Service interface	
CPC-41 board 'RJ-45 service port' ➤ see OScAR Hardware Service Manual, wiring diagram CPC-41	CPH-42 board 'USB(A) service port' ➤ see OScAR Hardware Service Manual, wiring diagram CPH-42
Conversion TDM/ISDN to VoIP	
BRA-41 or PRA-41	These boards, which may exist several times, are no longer required and are replaced by blind plates.

Tabelle 3-6 Peripherals migration of Release 7 and 8

3.5.3 Migration from OScAR Release 2 to 6 to OScARpro V9

OScAR Release 2, 3, 3E, 4, 5, 6	OScARpro V9.x (=-Pro V5)
LAN incl. all connections via LAN (e.g. TR500, DEKI etc.)	
• MIP module at the control computers SBC-31, SBC-32 • Ethernet connection or MIP module at the ACM-0x board • Ethernet interface at the control computer SBC-33	CPH-42 board connection 'Ethernet A' ➤ see Hardware Service Manual, Wiring plan CPH-42
S_0 interfaces	
• XRS-0x board with BRI-0x • BRS-0x board	BRA-41 board, 'S_0 A, B, C, D' via patch cable cord and/or the universal connection unit UAE/8/8/8aP ➤ see OScAR Hardware Service Manual, Wiring plan BRA-41
E1/T1 interfaces	
• XRS-0x board with PRI-0x • PRS-0x board	PRA-41 board, 'E1/T1 A, B, C, D' via patch cable cord and/or the A-PRN-0X adaptor or A-PRT-0X adaptor. ➤ see OScAR Hardware Service Manual, Wiring plan PRA-41

Table 3-7 Peripherals migration up to Release 6

OScAR Release 2, 3, 3E, 4, 5, 6	OScARpro V9.x (=-Pro V5)
Protocol printer for logging	
• Serial interface SB1 at the SBC-3x control computer • Serial interface 1 at the control computer CU-003	CPH-42 board, 'USB-A, B': • Protocol printer with USB connection via USB connector cable K-USBAB-0300 • Protocol printer with RS232 interface via USB serial adapter A-USB/RS232-0x ➤ see OScAR Hardware Service Manual, Wiring plan CPH-42 and Line extension protocol printer
Mail-to-Phone (also via line extension, e.g. via Leiser Kit)	
Serial interface SB3 at the control computer SBC-3x	CPH-42 board connection 'Ethernet A' ➤ see Hardware Service Manual, Wiring plan CPH-42
Administration interface PC-OScAR	
• Serial interface SB2 at the control computer SBC-3x • Serial interface S2 at the control computer CU-003	not applicable
Other RS232 connections (also via line extension, e.g. via Leiser Kit)	
• Serial interface SB3 at the control computer SBC-3x • Serial interface SB3 at the ACM-0x board • Serial interface at the SI-002 board	SIO-41 board via patch cable cord and the adapter A-DCE-0X or the adapter A-DTE-0X ➤ see OScAR Hardware Service Manual, Wiring plan SIO-41 and Line extension host interface
Profibus DP	
Profibus interface PBI-01	SIO-41 board via patch cable cord and adapter A-PFB-0X • for Profibus-DP with ET 200L ➤see OScAR Hardware Service Manual, Wiring plan SIO-41 • for Profibus-DP without ET 200L ➤see Section 3.5.2 „Contact inputs via Profibus-DP“

Table 3-7 Peripherals migration up to Release 6

OScAR Release 2, 3, 3E, 4, 5, 6	OScARpro V9.x (=-Pro V5)
DCF-77 radio receiver AD450	
• DCF interface at the control computers SBC-31, SBC-32 • EXT interface at the SBC-33 control computer • DCF interface at the CU-003 control computer	CPH-42 board 'USB A, B' via the USB connector cable K-USBAB-0300 and the adapter A-DUA-4-0x ➤ see OScAR Hardware Service Manual, Wiring plan CPH-4 Note: Please bear in mind that your old DCF radio receiver may need to be replaced with the new AD450 model (is a separate order item).
NF inputs and outputs	
Mini DIN plug via AIO-01	AIO-41 board via 3.5 mm stereo jack socket ➤ see OScAR Hardware Service Manual, AIO-41 board
Contact I/Os: Attention! Please bear in mind that the technical data of the current inputs at the OScAR Server may have changed with regard to already existing systems! Also, please mind the technical data of the DIO-41 board: ➤ see OScAR Hardware Service Manual	
• MIO-01 module via the control computer SBC-3x • MIO-01 module via the ACM-01 board • CU-003 control computer	DIO-41 board via the connector cable K-31100-XXXX ➤ see OScAR Hardware Service Manual, Wiring plan DIO-41

Table 3-7 Peripherals migration up to Release 6

3.5.4 Contact inputs via Profibus-DP

For more details on the different components please refer to the following documents:

- for the SIO-41 board — OScAR Hardware Service Manual
- for the Profibus adapter A-PFB-0X: — OScAR Hardware Service Manual
- for Profibus-DP — OScAR Service Manual of the already existing OScAR version

Attention!
Please bear in mind that the SIO-41 board can only be operated at the end of the Profibus-DP! The operation in the middle of the Profibus-DP is no longer possible!

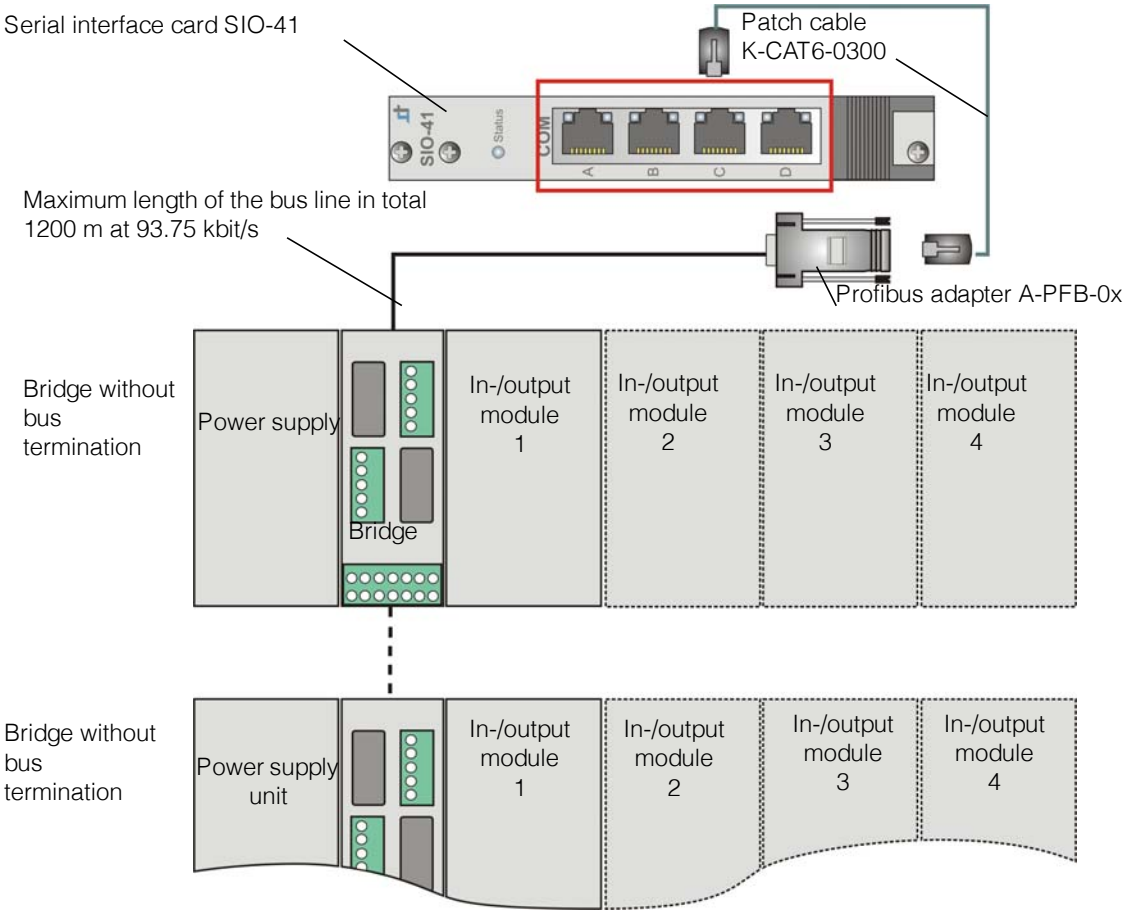


Image 3-1 Overall wiring plan for Profibus-DP

3.6 Complete the operations

Step by step instruction how to complete the operations:

No.	Step
1.	Carry out the basic configuration of the new OScAR Server. ➤ see OScAR Sever Configuration Manual
2.	Carry out the basic configuration of the new OScAR Server-Pro ➤ see OScAR Sever Configuration Manual
3.	Next, reboot the new OScAR Server by pressing the reset button of the CPH-42 board.
4.	Finally, carry out a function tests for verification.

Table 3-8 Complete the operations