

AltiGen KB

Replacing Max2000 Hard Drives for Field Alert 270.

The following is instructions for replacing Max2000 250 G hard drives with 320 G hard drives under Field Alert #270.

Both hard drives in the MAX2000 will need to be replaced. This will require a system reimage using new images available below. The original image discs that shipped with the chassis will not work. Please carefully follow the installation procedure below. Failure to follow these steps may result in an unusable system.

Download the 6.0 or 6.5 image and burn the images to DVD.

Images: <ftp://download:clear50a@tsfiles.altigen.com/Images/Max2000-A5-320GB/>

ISO burning software: <ftp://download:clear50a@tsfiles.altigen.com/Images/Tools/InfraRecorder> Note the full version of MAXCS running on the system. Look at the backup configuration in MAXCS (System -> Utilities -> System Data Management) and write down any custom backup locations. If the system is running 6.0 and MAXCS is 6.0.2.411 or below, please backup the configuration and upgrade the system to 6.0.2.506, then proceed to step 3.

<ftp://download:clear50a@tsfiles.altigen.com/Supported/6.0/QF/6.0.2.506> If the system is running 6.0 and MAXCS is 6.0.2.412 or above, note the version number and proceed to step 3. If the system is running 6.5 and MAXCS is 6.5.0.1209 or below, please backup the configuration and upgrade the system to 6.5.0.1210 plus the PRI User fix, then proceed to step 3.

<ftp://download:clear50a@tsfiles.altigen.com/supported/6.5/QF/6.5.0.1210>

<ftp://download:clear50a@tsfiles.altigen.com/beta/PRI> If the system is running 6.5 and MAXCS is 6.5.0.1210 or above, note the version number and proceed to step 3. Make a configuration backup, using the AltiGen Backup & Restore Utility. Make sure to backup all configuration, including voicemail. In addition, back up any other files/documents/configuration that you need to keep. When the drives are replaced, none of your old data will be available. Copy all of the backed up configuration and files to a USB drive or network drive. Put the image DVD in the DVD drive, and shutdown the system. Remove both of the existing drives. Install the new 320GB drives. Drive order does not matter. Power up the system. Follow the prompts to complete the system reimage. Log in to Windows. Follow any prompts to complete system setup. Upgrade MAXCS to the version you were running before the drives were replaced. Restore the configuration using AltiGen Backup & Restore Utility. Restore any other data that was saved to your USB drive/network share. Make sure that automatic backups and traces are enabled on the system, then make test inbound/outbound calls to confirm system functionality. Note that if you needed to upgrade MAXCS during this process, client applications may need to be upgraded as well.

<https://know.altigen.com/questions/1028/>